



# **VENTURA COUNTY VICTIM SERVICES ASSESSMENT**

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**FINAL REPORT 2023**

PREPARED BY:

**EVALCORP**  
Measuring What Matters®

# ACKNOWLEDGMENTS

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# EXECUTIVE SUMMARY

## Project Overview

On behalf of the Community Corrections Partnership (CCP), the Ventura County Probation Agency contracted with EVALCORP Research and Consulting (EVALCORP) to conduct a countywide assessment of services available to victims of crime. The assessment, completed in 2022-2023, documented the types of services available to victims of crime; characteristics of those who use services; the extent to which services meet victims' needs; and opportunities to strengthen services to better meet the needs of victims.

To achieve these goals, EVALCORP worked closely with local government and community-based partners to integrate their expertise and insight, along with the inclusion of crime victims' perspectives and experiences accessing services. Throughout all phases of the assessment, a trauma-informed approach was used, focusing on victims' safety and empowerment.

## Methodology

Both qualitative and quantitative assessment methods were used to gather a range of perspectives from service providers and victims of crime (i.e., surveys, focus groups, interviews). Additionally, a comprehensive review of relevant research and program documents was completed to identify best practices for victim services and gather information on the types of services offered locally to support the needs of Ventura County victims of crime.

To gather **providers' perspectives** (i.e., those who serve or interact with crime victims as part of their job duties), the assessment included a series of interviews and online surveys. Interviews were conducted with 20 individuals from the legal community, community-based organizations, and other government partners. Online surveys were administered with deputy probation officers, law enforcement, and victim services staff.

To incorporate **victims' voices**, the assessment included an online survey, focus groups, and individual interviews. To be inclusive of diverse individuals, multiple approaches were employed: All data collection methods were offered in English and Spanish, the focus groups were offered in person or remotely, and the interviews were conducted by phone or Zoom. Additional details are available in the full report.

## Key Findings: Strengths

Overarching strengths of the county's current services for crime victims were identified.

- A **wide range of available services** are offered across Ventura County, spanning the six commonly identified service category areas: emotional supportive services, safety services, professional therapeutic services, criminal justice advocacy, individual needs and personal advocacy, and civil legal assistance. In addition, the county's Family Justice Center offers both a diverse array of services on site as well as connections to partner organizations (e.g., Coalition for Family Harmony and Ventura County Behavioral Health).
- Community-based and government organizations throughout the county meet crime victims' needs through responsive, inclusive, **client-centered approaches**.

- Leadership, providers, and victims all highlighted the **committed, compassionate workforce** as an important asset to the county's success in serving victims of crime.
- Providers identified high levels of **effective collaboration** as a key strength of the county's care system.

## Key Findings: Opportunities for Growth

Through the literature review, surveys, and interviews, opportunities to strengthen the county's victim services system emerged:

- Providers and victims similarly identified shelter as the biggest **unmet need** in the county, especially for those in domestic violence situations, those with children, and those who use substances. Other **gaps in services** included a lack of sufficient childcare and not having enough advocates to meet all victims' needs.
- **Barriers to accessing services** included a lack of transportation, navigating the criminal justice and victim service systems, communication challenges, and cultural stigmas.
- There were conflicting perceptions about and knowledge of available resources and services, demonstrating the need for **increased education and awareness** among service providers and community members. Moreover, while providers' past training experiences varied greatly, nearly all expressed that additional training regarding working with victims would be beneficial.

## Recommendations

A series of recommendations to further strengthen the services system and support the diverse needs of victims emerged from providers and victims' feedback obtained during the assessment. Moving forward, a workgroup could be convened to determine resources needed and develop an implementation plan for successful expansion of the current system and increased availability of resources for victims.

### 1. Increase the availability of resources for victims of crime.

- ✓ Improve access to already available services through transportation support, additional service sites, and/or mobile service options
- ✓ Expand existing services (e.g., housing, childcare, elder care, employment)
- ✓ Provide intake and scheduling services—or alternatives—during non-business hours
- ✓ Increase workforce (e.g., peer support staff, additional victim advocates) to meet the needs of the growing victim population and limit wait times

### 2. Streamline the process victims must complete to engage in services.

- ✓ Increase communication and coordination between providers and agencies through the use of a Community Information Exchange or similar system
- ✓ Provide a range of ways to access services that meet the unique needs of different victim groups (e.g., in-person options for those without a phone or electricity)

### 3. Enhance tools to assist providers in meeting victims' needs more easily

- ✓ Create or update informational pamphlets to be given directly to crime victims, supporting information sharing and providers' ability to serve victims

- ✓ Develop and maintain a centralized location for comprehensive information about resources and services available in the county with the option to filter by crime type and/or service need

**4. Offer additional, ongoing training and support to providers.**

- ✓ Ensure thorough onboarding, including trauma-informed care topics, for all staff who will encounter victims of crime (including volunteers and administrative staff)
- ✓ Collaborate across government and community partners to offer training on the services available and the types of victimization they may encounter
- ✓ Support providers through workshops on vicarious trauma and self-care

# INTRODUCTION

## Project Overview

On behalf of the Community Corrections Partnership (CCP), the Ventura County Probation Agency (VCPA) contracted with EVALCORP Research and Consulting (EVALCORP) to design and implement a countywide assessment of services available to victims of crime<sup>1</sup>. Following an extensive review of relevant literature, four primary goals were developed in collaboration with the county and community-based organizations.



Document the services available to victims of crime and individuals' utilization of those services.



Describe the characteristics of individuals accessing various services.



Assess the strengths of currently available services, including how victims' needs are or are not being met.



Identify opportunities for enhancement within and across Ventura County's victim services system.

## Assessment Approach

All assessment phases (i.e., design, implementation, analyses, and dissemination of findings) followed a trauma-informed approach. This approach involved consideration and recognition of the prevalence and impact of trauma in all procedures and practices. It provided a framework of safety, transparency and trust, support, collaboration, empowerment and choice, and respect for diversity throughout the assessment process. The assessment was highly participatory: Ventura County's CCP, VCPA, victim services providers and staff, public safety staff, and victims of crime worked collaboratively to offer their unique areas of expertise and ensure that appropriate methodologies, tools, language, and protocols were developed and implemented. All activities prioritized protecting crime victims' physical and emotional safety while providing them with control over their involvement (e.g., via informed and continuous consent, the ability to opt out of data collection).

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<sup>1</sup> For the purposes of this report, victims of crime (also referred to as crime victims, victims, or survivors) are defined as persons who have suffered harm, loss, or impairment of their rights as a result of a crime. Additional information about crime victims and their rights can be found in the 2022 Literature Review of Victim Services and Trauma-Informed Approaches authored by EVALCORP.

# METHODOLOGY

This assessment used a mixed-methods approach, including a literature and document review and quantitative (i.e., surveys) and qualitative (i.e., interviews, focus groups, surveys) data collection. All data collection tools were developed in collaboration with VCPA and community partners to integrate their experience. In addition, EVALCORP worked with VCPA, Oxnard Police Department, Ventura County Sheriff's Office, Ventura County District Attorney's Office, and various community-based organizations to gather multiple perspectives and ensure appropriate participant recruitment methods were used. Details regarding the document review process and each data collection approach are provided below.

## System of Care

To better understand the breadth of services available in the county, EVALCORP worked with government and community partners to conduct an extensive literature and document review. In addition to obtaining information from provider websites and phone hotlines, relevant documents were provided to the project team by two of the largest organizations that serve victims of crime in the county: the Family Justice Center and Coalition for Family Harmony. Finally, the Ventura County District Attorney's office provided information about the crime victims they served in 2020-2022. In combination, this informed an understanding of the system of services currently available to victims of crime countywide.

## Providers' Perspectives

An important component of this assessment was the inclusion of providers' perspectives (i.e., those who serve or interact with crime victims as part of their jobs). This comprised of deputy probation officers (DPOs), law enforcement (LE), community organizers, victim advocates, other direct service providers, supervisors, and additional individuals in leadership positions. Two approaches were used to gather input from providers across the county: key stakeholder interviews and surveys (Table 1).

**Table 1. Data Collection Tools and Recruitment Methods for Providers' Perspectives**




DATA COLLECTION TOOL	RECRUITMENT METHOD
Key Stakeholder Interviews	Email or phone call from VCPA or EVALCORP
Deputy Probation Officer (DPO) Survey	Email from VCPA
Law Enforcement (LE) Survey	Email from Oxnard Police Department or Ventura County Sheriff's Office
Victim Services (VS) Staff Survey	Email from Family Justice Center, Coalition for Family Harmony, Interface Children and Family Services

## Key Stakeholder Interviews

EVALCORP conducted semi-structured interviews with 20 individuals in February–March 2023 to assess the extent to which victims' needs are being met and identify opportunities to enhance the current system of available services (see Appendix A for the full interview protocol). Interviewee names and contact information were provided to the evaluation team by leadership



at VCPA. To gather a broad range of perspectives, individuals from the legal community, community-based organizations, and other government partners were included in this process (see below for a complete list of agencies or groups engaged). Interviews were scheduled through email and conducted via Zoom or telephone.

SECTOR	AGENCY OR GROUP
 Legal	<ul style="list-style-type: none"> <li>• Oxnard Police Department</li> <li>• Ventura County District Attorney's Office</li> <li>• Ventura County Probation Agency</li> <li>• Ventura County Sheriff's Office</li> </ul>
 Community-Based Organizations	<ul style="list-style-type: none"> <li>• Coalition for Family Harmony</li> <li>• Family Justice Center</li> <li>• Forever Found</li> <li>• Interface Children and Family Services</li> <li>• Voices of Ventura County</li> </ul>
 Other Government Partners	<ul style="list-style-type: none"> <li>• Ventura County Diversity, Equity, and Inclusion Office</li> <li>• Ventura County Office of Education</li> <li>• Ventura County Public Safety Racial Equity Advisory Group</li> </ul>

## Provider Surveys

Provider surveys were developed with input from VCPA and community-based partners and distributed in March–April 2023 to three provider groups: DPOs, LE, and VS staff. The surveys were similar in scope and format, but questions varied slightly depending on the provider group (see Appendix B). Surveys included both qualitative (e.g., open-ended) and quantitative (e.g., scaled) questions regarding providers' (a) background and demographics, (b) awareness of available services, (c) interactions with victims, and (d) training related to serving victims of crime.

## Victims' Voices

Including victims' voices was essential to the assessment. Three different approaches were developed to gather input directly from crime victims: a survey, focus groups, and individual interviews. Recruitment methods for each were determined in partnership with community-based organizations: Across all approaches, crime victims were recruited through flyers (Appendix C) and/or direct contact from VCPA, Family Justice Center, Coalition for Family Harmony, or Interface Children and Family Services providers. In addition, the EVALCORP team met with staff from the Family Justice Center and Interface Children and Family Services to share information and answer any questions about the assessment.

## Survey

An online survey was administered from March–April 2023 to victims of crime (Appendix D). The survey included qualitative and quantitative questions that asked participants about their

experiences with the services they had accessed, any barriers that prevented them from accessing services, and additional suggestions to enhance Ventura County's system of care. Participation in the survey was completely voluntary. Compensation was not provided to individuals completing the survey so that participants could remain anonymous (i.e., not provide any identifiable information).

### **Focus Groups**

Three focus groups were offered in April 2023 to engage victims in conversation about their experiences accessing services in the county<sup>2</sup>. Discussion questions focused on what services individuals had used and which were most helpful, barriers to accessing needed services, and suggestions for improving the countywide system of services (see Appendix E for the protocol). To increase accessibility and reach the greatest number of people, the focus groups were offered at various times (over lunch or in the evening), were offered in English (2) or Spanish (1), and took place in different locations (Simi Valley, Ventura, and remotely via Zoom). Participants were given a \$50 gift card for participating in these groups.

### **Individual Interviews**

Due to client engagement limitations with the survey and focus groups, EVALCORP conducted individual interviews with crime victims via telephone or Zoom in March-April 2023. The interviews were completed in English or Spanish between 8:00 am and 7:30 pm. The guiding questions were similar to those used for the focus groups (see Appendix F for the interview protocol). Interviewees were given a \$50 gift card for participating in an interview.

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<sup>2</sup> Although three focus groups were offered, a total of two individuals attended two of the focus groups. The format of these groups was therefore more similar to individual interviews than typical focus groups.

# FINDINGS: SYSTEM OF CARE

This section provides an overview of the system of care available to victims of crime throughout Ventura County<sup>3</sup>, including the services available to victims, individuals served, and other county efforts.

## Available Services

Ventura County offers services across all six categories commonly identified in the field, which together create a comprehensive system of care for crime victims. Some organizations or agencies have service eligibility criteria, such as being a victim of a specific type of crime, while others serve victims more broadly. In most cases, victims may access resources regardless of when the crime occurred or whether they have engaged with the criminal justice system. The six core categories and services within each are described here<sup>4</sup>.

### 1. Emotional Supportive Services

**Support groups** and **peer support**, which provide group counseling, mentorship, and community support targeted to the needs of specific groups of crime victims, are available in the county through multiple service organizations. For example, support groups are available for victims of domestic violence or sexual assault and those within the LGBTQ+ community. These support groups are led by licensed therapists or those with lived experience who have received specialized training to work with victims of crime.

Holistic or **alternative therapeutic services** are also offered to victims in the county. For example, Forever Found offers equine-assisted therapy, mindful movement, faith discussion groups, and art classes.

**Parenting programs** and **youth services** (e.g., Camp Hope, Teen Dating Violence Awareness Program, REACH Crisis Response) are available through multiple organizations to support and educate youth and families.

### 2. Safety Services

One of the primary safety services for victims of crime is **emergency and transitional housing**. For those in need of immediate, temporary housing, Coalition for Family Harmony and Interface Children and Family Services offer emergency shelter services for victims. Within these programs victims are provided advocacy, case management, counseling, and other services. An additional shelter designed to serve the Indigenous and migratory worker populations in Oxnard is currently in development. For those needing long-term housing support, Coalition for Family Harmony provides a transitional housing program for victims of domestic violence who have gone through the 30-day housing program at the Emergency Safe House. This program offers rent payment financial assistance for up to one year to support a longer-term transition into safe housing.

<sup>3</sup> Statewide and national services were not within the scope of this assessment but are among the services victims of crime in the county may access.

<sup>4</sup> This section is not intended as a comprehensive list but instead highlights the primary resources available to victims as well as the organizations providing these services to the community.

### 3. Professional Therapeutic Services

Crime victims with mental health concerns may receive therapeutic services from licensed counselors who provide **individual and group therapy** at several locations throughout Ventura County. Counselors are highly specialized professionals trained in evidence-based, trauma-informed treatment and intervention models to respond to the unique needs of crime victims. These therapeutic services are available in person or via telehealth and in English or Spanish languages. They are offered through the Family Justice Center, Coalition for Family Harmony, Interface Children and Family Services, and many other organizations throughout the county.

### 4. Criminal Justice Advocacy

Crime **victim advocates** are an essential part of Ventura County's care system. Advocates may work out of the Family Justice Center and the Ventura County District Attorney's Office or through community-based organizations such as Interface Children and Family Services. The Crime Victim Assistance Unit, housed in the Ventura County District Attorney's Office, consists of about 30 case managers and advocates. Victim advocates work with victims throughout their engagement with county services and the criminal justice system, providing both referrals to other resources and direct services to victims. For example, victim advocates may attend court with the victim (i.e., **court accompaniment**), provide education about the criminal justice system, or assist with **victim compensation**. Victims may connect with an advocate through their criminal case or initiate the relationship with an advocate themselves.

Moreover, local prosecutors and DPOs play an important role in delivering criminal justice support to victims, for example, through assisting **in pressing charges and prosecution**, **creating a victim statement**, and providing updates to victims about a case or an offender's status.

### 5. Individual Needs and Personal Advocacy

Crime victims may access trauma-informed **medical services** related to the crime they experienced or for their general healthcare. A Rape Crisis Response Team is on hand for victims at all Family Justice Center and Safe Harbor locations within Ventura County to provide forensic examinations (by sexual assault nurse examiners) and advocacy to survivors of sexual assault. Currently, a small short-term shelter is in development to offer temporary housing and overnight stays for survivors. For more general care, Healthcare for Justice provides comprehensive, trauma-informed primary care to victims of human trafficking and domestic violence. Beyond medical care, various organizations throughout the county offer resources to meet victims' individual needs, including **transportation assistance** to court appointments (e.g., rideshare and bus vouchers), **emergency financial assistance**, **food**, and other **basic needs** (e.g., clothing, toiletries).

### 6. Civil Legal Assistance

A range of **civil legal services** are available to victims of crime in Ventura County, including assistance with restraining orders, dissolution of marriage, child custody and paternity, and child support. These services may be offered individually or as part of a workshop or clinic (e.g., a restraining order clinic hosted at the Family Justice Center). Victims typically connect with

appropriate legal services through an intake with a crime victim advocate, though they may also be referred through other county organizations.

## Individuals Served

In addition to understanding the services offered in the county, the assessment aimed to determine who accessed those services. Because each organization or agency has its own data records system, gathering comprehensive information of all victims served by every agency in the county was not possible. Instead, this assessment reports on victims of crime that accessed services between 2020 and 2022 at one of the county's most prominent providers—the Ventura County District Attorney's Office, which includes the Family Justice Center, the Crime Victims' Assistance Unit, and the Safe Harbor Centers.

The Ventura County District Attorney's Office served more crime victims yearly, from 6,592 in 2020 to 7,761 in 2022 (Table 2). Victims of crime served were primarily females, those aged 25-59 years, and individuals that identified as Hispanic/Latin/Mexican. A small portion of individuals served (1% yearly) were witnesses to crimes rather than primary (i.e., direct victim) or secondary (e.g., family member or friend) victims. Finally, the District Attorney's Office most commonly served victims of domestic violence, followed by child abuse victims and victims of other person offenses (e.g., bullying, kidnapping).

**Table 2. Characteristics of Crime Victims Served**

CHARACTERISTIC		2020 (n=6,592)	2021 (n=7,634)	2022 (n=7,761)
<b>Crime Type</b>	Child Abuse	13%	14%	16%
	Domestic Violence	49%	47%	46%
	Elder Abuse	9%	10%	10%
	Human Trafficking	<1%	<1%	<1%
	Homicide	4%	4%	3%
	Sexual Violence	5%	5%	5%
	Other Person Offenses	11%	11%	11%
	Property Offenses	5%	5%	5%
	Other Offenses^	3%	3%	3%
	<b>Victim Type</b>	Primary Victim	91%	89%
Secondary Victim		8%	10%	12%
Witness Only		1%	1%	1%
<b>Gender</b>	Female	72%	72%	74%
	Male	28%	28%	26%
	Non-binary	<1%	<1%	<1%
<b>Age</b>	0-12 years	4%	4%	4%
	13-17 years	7%	7%	7%
	18-24 years	13%	13%	13%
	25-59 years	61%	61%	61%
	60+ years	15%	15%	15%
<b>Ethnicity</b>	African American/Black	3%	3%	2%
	Hispanic/Latin/Mexican	52%	55%	59%
	White/Caucasian	35%	36%	33%
	Another Ethnicity	4%	3%	4%
	Unknown/Missing	6%	3%	2%

## Other County Efforts

### Crisis Hotlines

In Ventura County, crime victims can contact the region's largest referral center by calling 2-1-1. Through this information and assistance number, victims are connected with appropriate services. Additionally, victims of sexual assault and domestic violence who wish to receive immediate support can be connected to a 24/7 bilingual crisis hotline available through the Coalition for Family Harmony. Victims may call directly or be referred to the hotline by 2-1-1, and they are connected with an individual who works to de-escalate a victim's crisis and makes a plan to assist them in accessing long-term services within the county. Both 2-1-1 and the crisis hotline often act as the first point of contact for victims to receive Ventura County services.

### Community Partnerships

In addition to those services focused solely on crime victims, victim service organizations partner with numerous other agencies countywide. These partner agencies supplement the core system of services through specialization for a variety of different vulnerable groups, and include but are not limited to: Adult Protective Services, Batterers Intervention Program, Brain Injury Center of Ventura County, Child Protective Services, City Impact, Clinicas, Diversity Collective, Give an Hour California, Greater Ventura County Chapter- Parents of Murdered Children, Healthcare Agencies of Ventura County, Mixteco Indigena Community Organizing Project, One Step a la Vez, Oxnard School District, Planned Parenthood, Rainbow Connection Family Resource Center, Simi Valley Free Clinic, Streets to Schools, Ventura County Human Trafficking Task Force, Ventura County Public Health, Ventura County School District, and Westlake Counseling.

### Crime Victims' Rights Week

Each year, the Ventura County District Attorney's Office, in collaboration with community and government partners, hosts a series of events to build awareness of the needs of crime victims. These events are a culmination of the strong collaborative efforts of providers and agencies across the county and are a testament to the county's recognition of the importance of this work.

In 2023, the county commemorated National Crime Victims' Rights Week with the theme "Survivor Voices: Elevate. Engage. Effect Change." (Appendix G). As part of this week, a ceremony was hosted at Simi Valley City Hall which included talks from direct service providers (e.g., prosecutors, victim advocates), remarks from those with lived experience, and awards presented to honor individuals' outstanding efforts in serving the crime victim community of Ventura County. In addition to the ceremony, a march was hosted, and county and statewide providers were on site to share information about the range of services available to crime victims.

# FINDINGS: PROVIDERS' PERSPECTIVES

To gather providers' input (i.e., those who serve or interact with crime victims as part of their jobs) key stakeholder interviews and surveys were used and are described next.

## Key Stakeholder Interviews

EVALCORP conducted 15 semi-structured interviews with 20 individuals from law enforcement, community-based organizations, and other government partners to assess the extent to which victims' needs are met and identify ways to enhance the current system of services. Major themes that emerged from the interviews are described through four primary categories: strengths of the system of care, victims' needs, barriers, and growth opportunities.

### Strengths of the System of Care

The principal strength identified in the interviews was the commitment to “meeting victims where they're at” through responsive, **client-centered approaches** tailored to victims' individual needs. Across different fields, providers help victims by building trust and rapport, equipping them with knowledge about their rights, and addressing barriers so that they can participate in their criminal cases. Leadership praised their well-trained, committed, and compassionate staff. Agencies throughout the county provide comprehensive, inclusive services to serve the needs of victims of crime best.



Interviewees also described **community-based organizations** in Ventura County (e.g., Family Justice Center, Camp Hope, Pathways) as essential components of the broader system of care. Some of the services offered by these organizations that were highlighted in the interviews included the restraining order clinic provided in both Spanish and English that “empowers [victims] to gain independence and protect themselves” and the victim advocates who support and accommodate victims' needs and provide guidance to victims navigating the criminal justice system.



**Collaboration within the county and across the region** was identified as a major strength in meeting victims' needs. This included strong partnerships between providers in different fields, a shared set of goals in the County, and a commitment to spreading awareness to support rather than shame victims. Further, one interviewee referenced a Community Information Exchange, a system that allows different agencies to access an individual victim's information, thereby supporting cooperation and reducing the burden on victims to retell their stories. Overall, countywide collaboration enhances the level of care victims receive.

### Victims' Needs

Interviewees were asked about the extent to which victims' needs are or are not met by the services available in the county. Though some topics consistently emerged in conversation, there were differences in participants' perspectives on the degrees to which those needs were effectively being met.

For example, transportation was frequently identified as a top need for crime victims. This is often addressed through providing bus vouchers and through the District Attorney's Office partnership with a rideshare service. However, some interviewees mentioned that these services were insufficient to fully meet victims' needs across the county. The partnership with the rideshare service only supports transportation to court, not to access or make appointments to other important services (e.g., counseling, medical care). A lack of transportation presents barriers to accessing these essential services, especially for those with economic limitations.

Providers identified several needs that are consistently met in the county. These included emotional support and acknowledgment from advocates and providers, career and education guidance, basic needs assistance (i.e., housing, food, clothing), and language accommodations. To accommodate individuals who speak a language other than English, providers may use a language app, phone or in-person translation services, and have services available in both English and Spanish.

There remain, however, additional needs that are not able to be met by current county services. The primary unmet need is shelter, especially for those in domestic violence situations. There is either not enough space or there are barriers to accessing available shelter beds. For example, some shelters are for women only, which prevents housing placements for those with male children. Some are drug-free facilities and are therefore unavailable to those who need housing but are struggling with substance use. Other unmet needs include childcare, an advocate or counselor for all victims who would like one, and clarity about where services are offered.

## **Barriers**

In addition to speaking about victims' needs, interviewees identified both systemic and organizational barriers to providing services and victims' barriers to accessing existing services.

### ***Organizational and Systemic Barriers***

Communication was the top organizational barrier mentioned by interviewees, in terms of communicating with specific groups of victims and the population as a whole. For example, because of language and cultural differences, providers often encounter challenges communicating with Mixteco and other Indigenous populations. Moreover, not all providers receive training on communication methods that are sensitive and adaptive to the trauma that victims have experienced or are experiencing.

In addition, interviewees noted that there are often not enough providers or advocates to serve all victims' needs. Increasing the number of positions and providing competitive salaries would help to reduce turnover and increase retention.

Systemic barriers—policies or practices across the system of care that hinder access—also present a challenge to serving victims of crime. For instance, some organizations cannot serve individuals who have charges against them, despite these people often being victims themselves; or, funding requirements may restrict the types of services providers can offer. In addition, confidentiality concerns limit information sharing across agencies and restrict collaborative efforts. Finally, many providers expressed that aspects of the criminal justice system (e.g.,



burden of proof falling on the victim, concerns about the number of individuals incarcerated) limit victims' ability to trust service providers and feel supported by the systems in place.

### ***Victims' Barriers***

Victims of crime themselves face a number of barriers to accessing needed services. Most prominently, providers noted that navigating the criminal justice system and the system of existing services is a barrier in itself (e.g., because of the needed time commitment, a lack of familiarity with the systems, and the need to retell their stories multiple times).

For some crime victims, a lack of awareness of available resources prevents them from securing needed support. Other victims are aware of services but may choose not to use them because they fear repercussions from their offenders or do not trust the criminal justice system.

***“No victim is cut from the same cloth and no victim comes with the same goals. In my experience, if they trust us, the outcome is a lot better.”***

Certain groups were cited as being reluctant to access services. These included undocumented individuals, males (especially male victims of domestic violence), Indigenous populations, victims of domestic violence and human trafficking, LGBTQ populations, and those who use substances. Many of these groups experience cultural stigmas that hinder them from seeking help; others have complex relations with law enforcement and the criminal justice system. Affluent groups were also mentioned as being less likely to access county services, possibly because they can afford private services.

### **Growth Opportunities and Recommendations**

As part of the key stakeholder interview process, participants offered recommendations to strengthen available services in the county.



The most frequent recommendation was to provide additional resources to further meet victims' needs for housing and employment. More shelters in the county, particularly those accommodating victims with children and victims who use substances, would fill a critical resource gap for these individuals. Providing employment services to victims, especially those of domestic violence, would help them financially support themselves and their families after leaving their abuser.



To reduce transportation barriers, suggestions primarily spanned two options: expanding the Family Justice Center's reach and providing additional transportation services. Because the current Family Justice Center is in West County, victims in East County (e.g., Simi Valley and Thousand Oaks) would greatly benefit from a local Family Justice Center, a satellite location, or mobile services. This, along with increased transportation services (aside from vouchers or rideshare to court options), would ensure that victims without reliable transportation could access multiple services and resources.



Interviewees also made recommendations focused on providers. For example, recommendations were made to provide more thorough onboarding and training to all providers (e.g., including administrative staff) that would support trauma-informed, compassionate interactions with crime victims. Moreover, ensuring that providers are well-versed in the available resources and maintaining consistency in the providers' work with victims would help to build trust and rapport during what are often sensitive periods of time.

Other suggestions included tailoring services to be more culturally competent and better accommodating to language needs (especially for tribal communities) and developing a plan for victims to access services during "off hours." Finally, increased state and federal funding would be significantly beneficial in supporting the suggested enhancements to the system of services already available in the county.

## Provider Surveys

Three online surveys—a DPO Survey, a LE Survey, and a VS Staff Survey—were administered to gather information from providers about their understanding of services available in the county and their experiences in working with victims of crime. The number of complete and partial surveys received is listed in Table 3. Analyses included only those surveys that were completed<sup>5</sup>.

**Table 3. Number of Surveys by Provider Group**



SURVEY	COMPLETE SURVEYS	PARTIAL SURVEYS
	RECEIVED	RECEIVED
DPO Survey	81	11
LE Survey	227	6
VS Staff Survey	39	9

Across all surveys, individuals' demographic characteristics and background were reviewed first, followed by examining providers' awareness of available services, their interactions with victims of crime, and their training relevant to working with victims.

### Providers' Demographics and Background

Demographic data and information about their work with Ventura County were gathered to provide a broad understanding of survey respondents. DPOs and VS staff identified primarily as female and Hispanic/Latino, while most LE identified as male and not Hispanic/Latino.

**Table 4. Provider Gender**

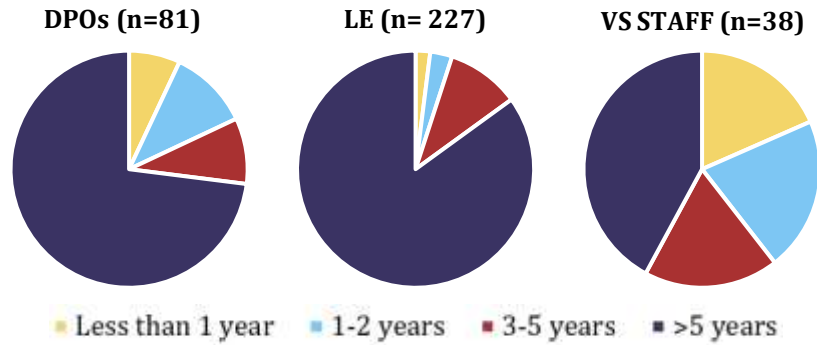
	DPO (n=81)	LE (n=221)	VS STAFF (n=39)
 Female	63%	20%	90%
 Male	31%	72%	8%
Prefer not to answer	6%	8%	2%

**Table 5. Provider Ethnicity**

	DPO (n=81)	LE (n=220)	VS STAFF (n=39)
Hispanic/Latino	55%	34%	69%
Not Hispanic/Latino	30%	53%	28%
Prefer not to specify	15%	13%	3%

Many DPO and LE respondents had been with their current agencies for over five years (73% of DPOs and 85% of LE). In contrast, only 41% of VS staff had been at their current agencies for that length of time.

<sup>5</sup> Surveys were considered complete if respondents reached the end of the online survey. However, within those surveys, respondents were not required to answer all questions. Therefore, the sample sizes for each question may vary from the total number of surveys completed.

**Figure 1. Length of Time with Current Agency**

Providers were employed across a wide range of positions or assignments. Most DPO respondents were currently assigned to Adult Investigations, AB 109, or Domestic Violence; nearly half of LE respondents worked as patrol officers; and a large majority of VS staff respondents were victim advocates.

**Table 6. Providers' Current Assignment or Position**

BACKGROUND		PERCENT
<b>DPO's Current Assignment (n=81)</b>	Adult Investigations	26%
	AB 109	22%
	Domestic Violence	20%
	Miscellaneous Felony	9%
	Pretrial Risk Assessment & Monitoring	6%
	Adult Field Services	5%
	Mental Health	4%
	DUI	1%
	Specialized Service Unit	1%
	Other	6%
<b>LE's Current Assignment (n=227)</b>	Patrol	48%
	Investigations/Detective	24%
	Administration/Office Staff	11%
	Traffic	4%
	Special Enforcement Unit	4%
	Dispatch	3%
	School Resource Officer	2%
	Custody	<1%
	Neighborhood Policing Team	<1%
	Other	3%
<b>VS Staff's Current Position (n=39)</b>	Victim Advocate	69%
	Administrator	16%
	Therapist	5%
	Youth Mentor	5%
	Other	5%

## Awareness of Services Available to Victims of Crime

Because their primary job duties are not centered on providing direct services to victims of crime, DPOs and LE likely range in their knowledge of available services<sup>6</sup>. Therefore, it was important to first gauge providers' awareness of what is available in the county.

***90% of DPOs and 83% of LE surveyed were aware of services available to victims of crime before taking the Victim Services Assessment Survey.***

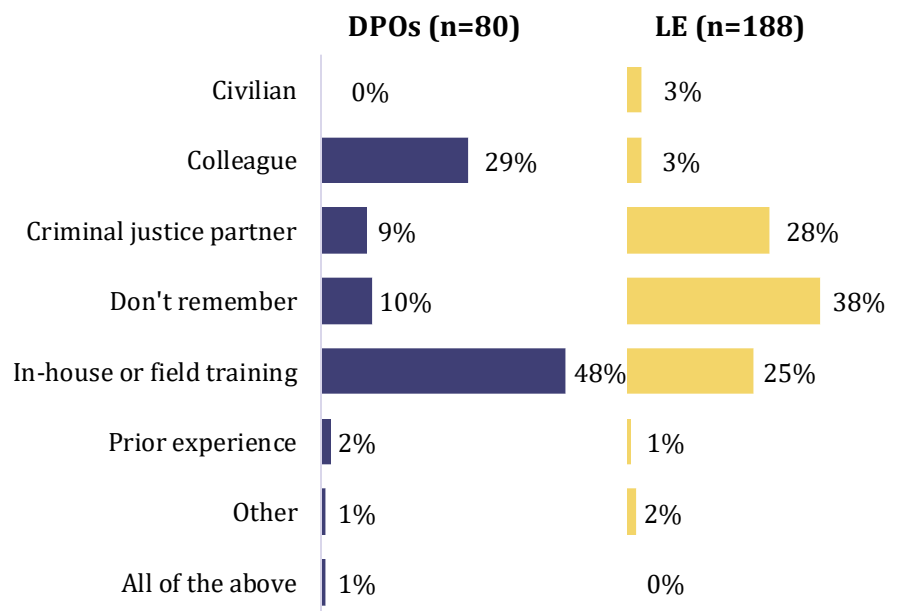
### Introduction to Services Available to Victims of Crime

Most DPOs and LE (90% and 83%, respectively) were aware of services for victims of crime before completing the surveys and were asked how they first came to know about these services.

Many LE respondents could not remember where they had learned about services.

However, nearly half of the DPOs (48%) and one quarter (25%) of LE identified in-house or field training as their introduction to the information. Other common sources of this knowledge included colleagues or other criminal justice partners (e.g., district attorney, public defender).

**Figure 2. Introduction to Services Available to Victims of Crime**

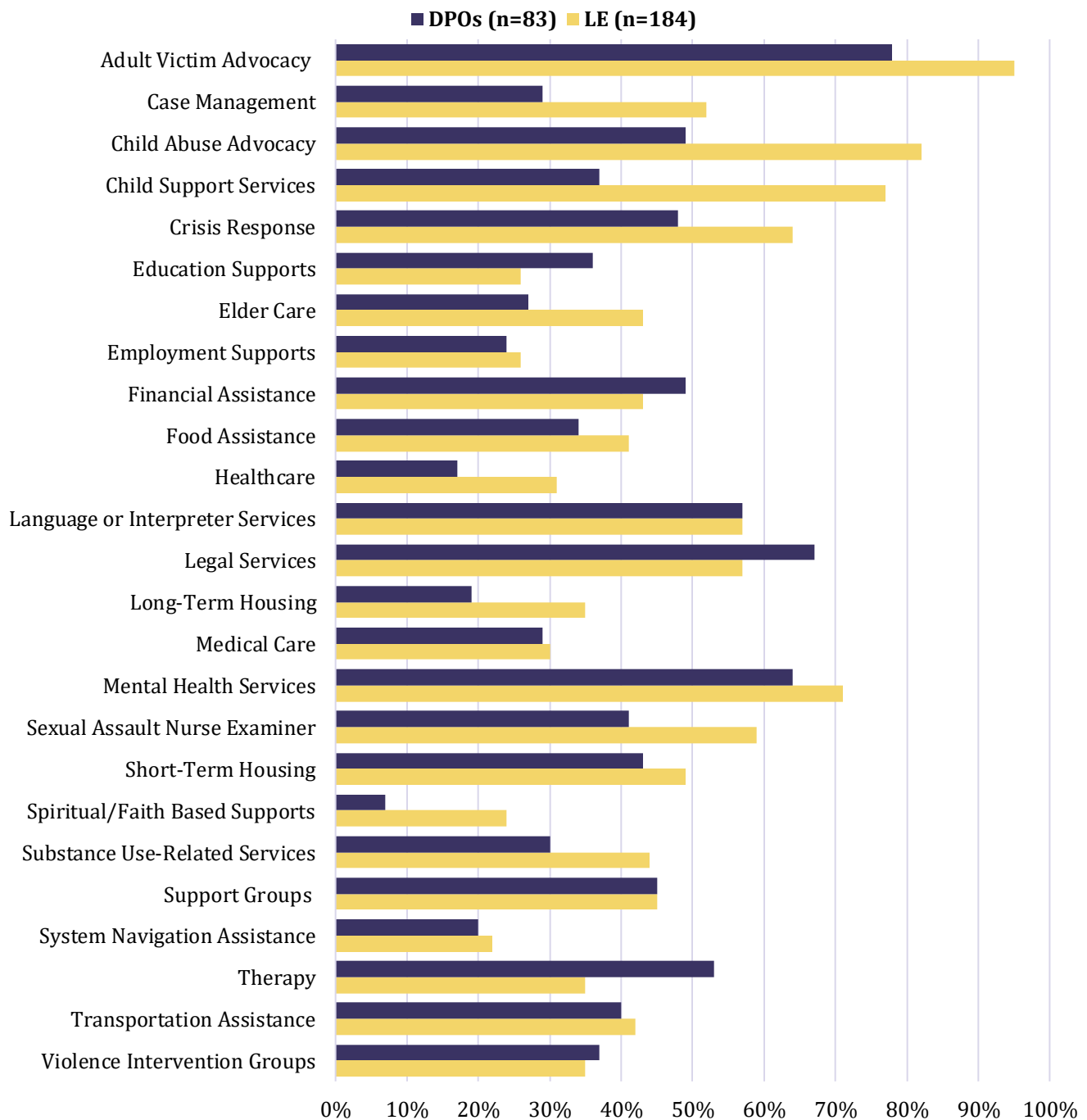


<sup>6</sup> VS Staff were not asked these survey questions because they directly offer services to victims through primary job duties.

### Types of Services Available to Victims

Though most DPOs and LE were aware services for victims of crime existed in the county, their knowledge about what specifically was available varied (Figure 3). Across both groups, more than half of the respondents knew about adult victim advocacy, legal services, mental health services, language or interpreter services, child abuse advocacy, and crisis response. However, fewer than half of DPOs and LE were aware of many services offered, including transportation assistance, violence intervention groups, long-term housing, system navigation, and others, indicating an opportunity for greater education about the county's system of care.

**Figure 3. Awareness of the Services Available to Victims**



## Providers' Interactions with Victims of Crime

All providers (DPOs, LE, VS staff) were asked about their interactions with victims. This included information about the nature of those interactions, the information they provide to victims, and their perceptions of barriers victims face to receiving needed services or resources.

### *Nature of Interactions with Crime Victims*

Most providers had direct interactions with victims of crime and could therefore share additional information about those experiences, including the frequency of their interactions and how long they had worked with victims (Table 7).

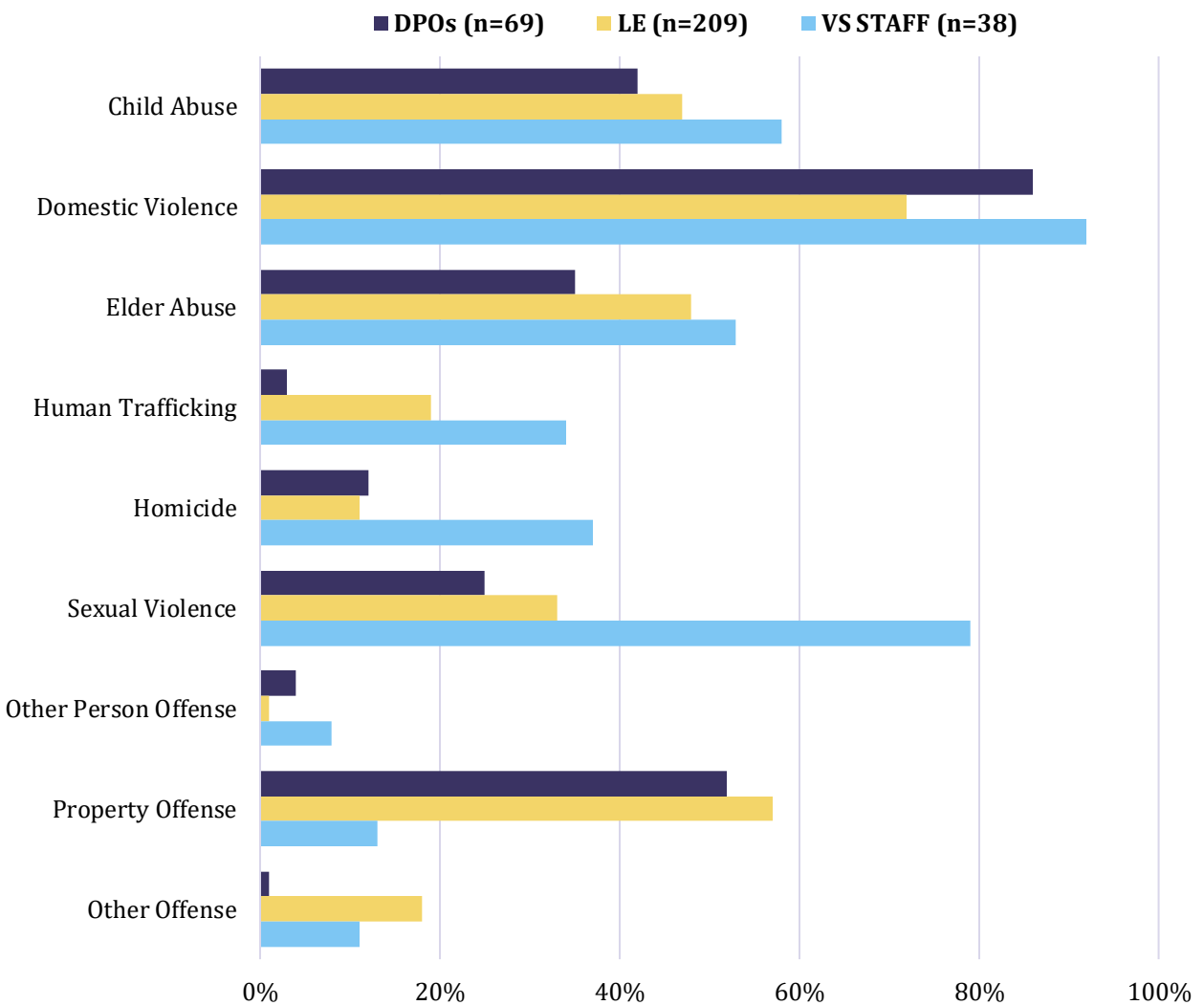
- Many LE and VS staff interacted with victims daily; DPOs were more likely to interact with victims a few times per week.
- Over half of DPOs and VS staff, and three-quarters of LE, reported working with victims of crime for more than five years.

**Table 7. Nature of Providers' Interactions with Victims**

		<b>DPO (n=81)</b>	<b>LE (n=225)</b>	<b>VS STAFF (n=39)</b>
<b>Frequency of Interactions with Victims</b>	I do not interact with victims directly	15%	7%	3%
	Less than once per month	22%	4%	0%
	Once per month	9%	3%	5%
	A few times per month	21%	8%	0%
	A few times per week	28%	35%	23%
	Every day	5%	43%	69%
		<b>DPO (n=69)</b>	<b>LE (n=206)</b>	<b>VS STAFF (n=38)</b>
<b>Length of Time Working with Victims</b>	Less than one year	8%	5%	13%
	1-2 years	19%	4%	16%
	3-5 years	19%	14%	8%
	> 5 years	54%	77%	63%

Providers that reported interacting directly with victims were asked about the types of crime victims they encountered most often (Figure 4). Across all provider groups, most respondents interacted with victims of domestic violence. There were large differences, though, in other categories: VS staff were much more likely to interact with victims of sexual violence compared to DPOs and LE, while the opposite was true of property offenses. These differences align with the providers' fields of work and the situations they likely encounter through their job duties.

**Figure 4. Types of Crime Victims Providers Work With Most Often**



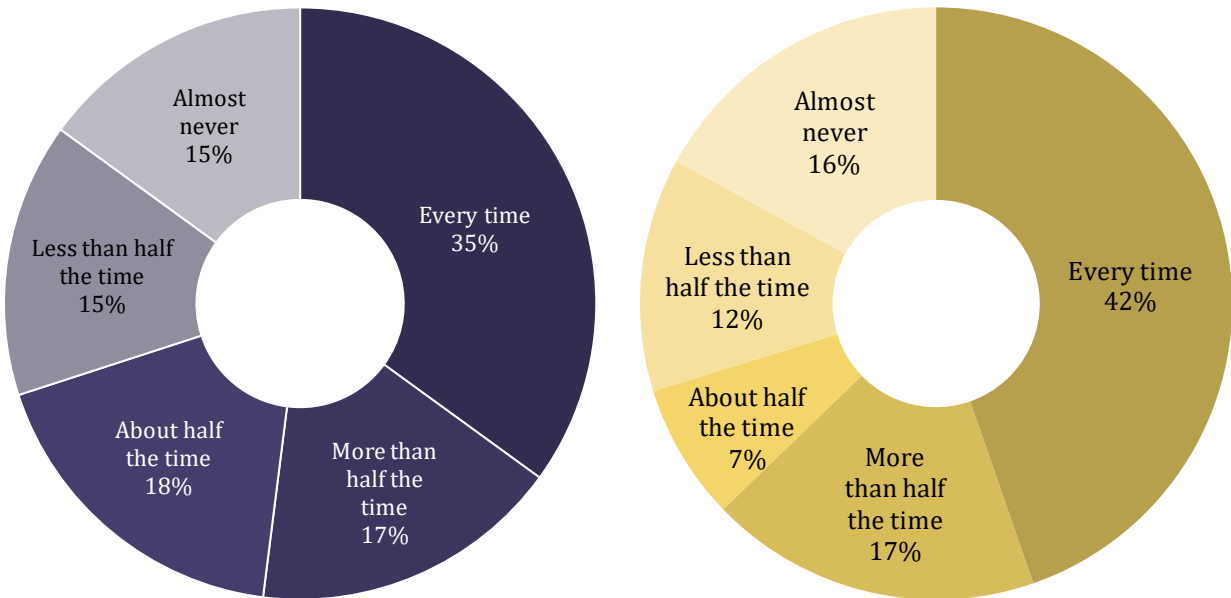
### ***Providing Information to Crime Victims***

Given that DPOs and LE play an important role in connecting victims to resources and direct service provider organizations, the surveys asked how often they made referrals, what methods they used to provide information to victims, and what organizations or service providers they referred victims to most frequently.

Most DPOs and LE surveyed (70% and 66%, respectively) provide referrals to at least half of the victims they encounter (Figure 5). In contrast, only 15-16% reported that they almost never provide information to the crime victims they encounter.

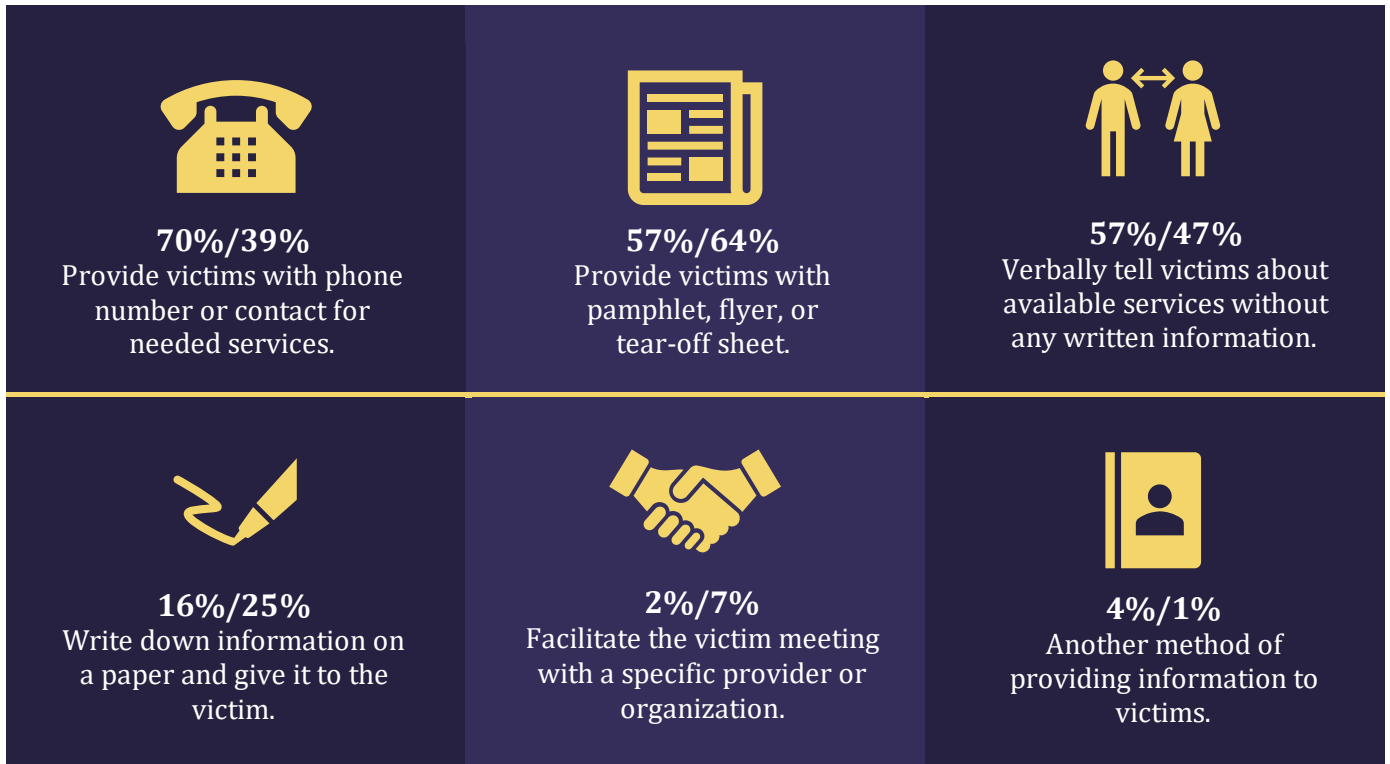


**Figure 5. Frequency of Providing Referrals to Crime Victims**  
**DPOs (n=60)** **LE (n=205)**



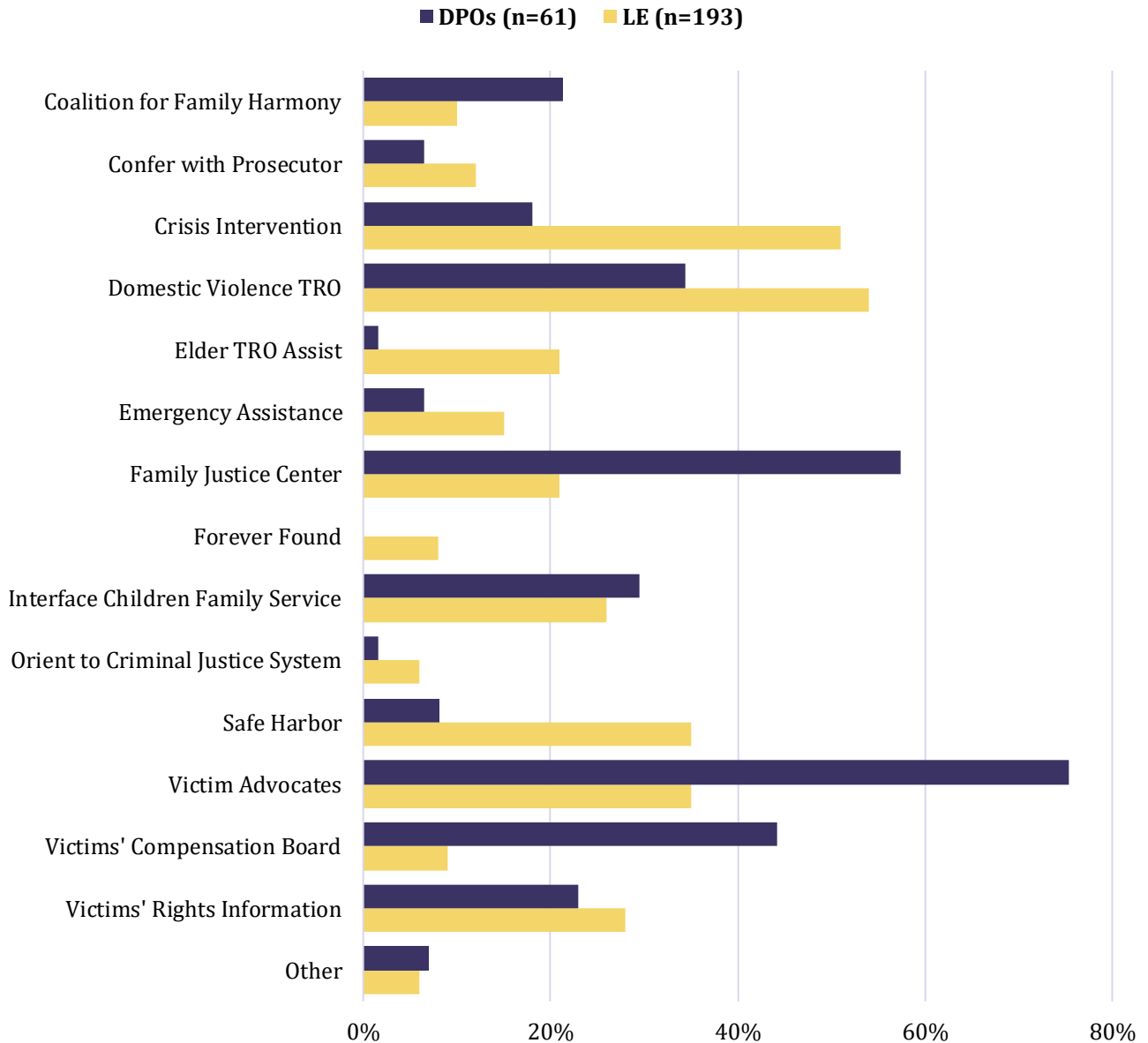
When giving information to crime victims, providers might use different materials or approaches (Figure 6). The most common method for DPOs was providing victims with a phone number or contact information, while LE more often used pamphlets, flyers, or tear-off sheets. Directly facilitating a meeting between the victim and a service provider or organization was uncommon among both DPOs and LE.

**Figure 6. Methods Used to Provide Information about Services to Victims (DPOs/LE)**



When asked about organizations or services they referred victims to most often, responses among DPOs and LE (Figure 7) varied greatly. DPOs were most likely to make referrals to victim advocates (75%) and the Family Justice Center (57%), while LE were most likely to provide referrals for a Domestic Violence Temporary Restraining Order (TRO; 54%) or to crisis intervention services (51%).

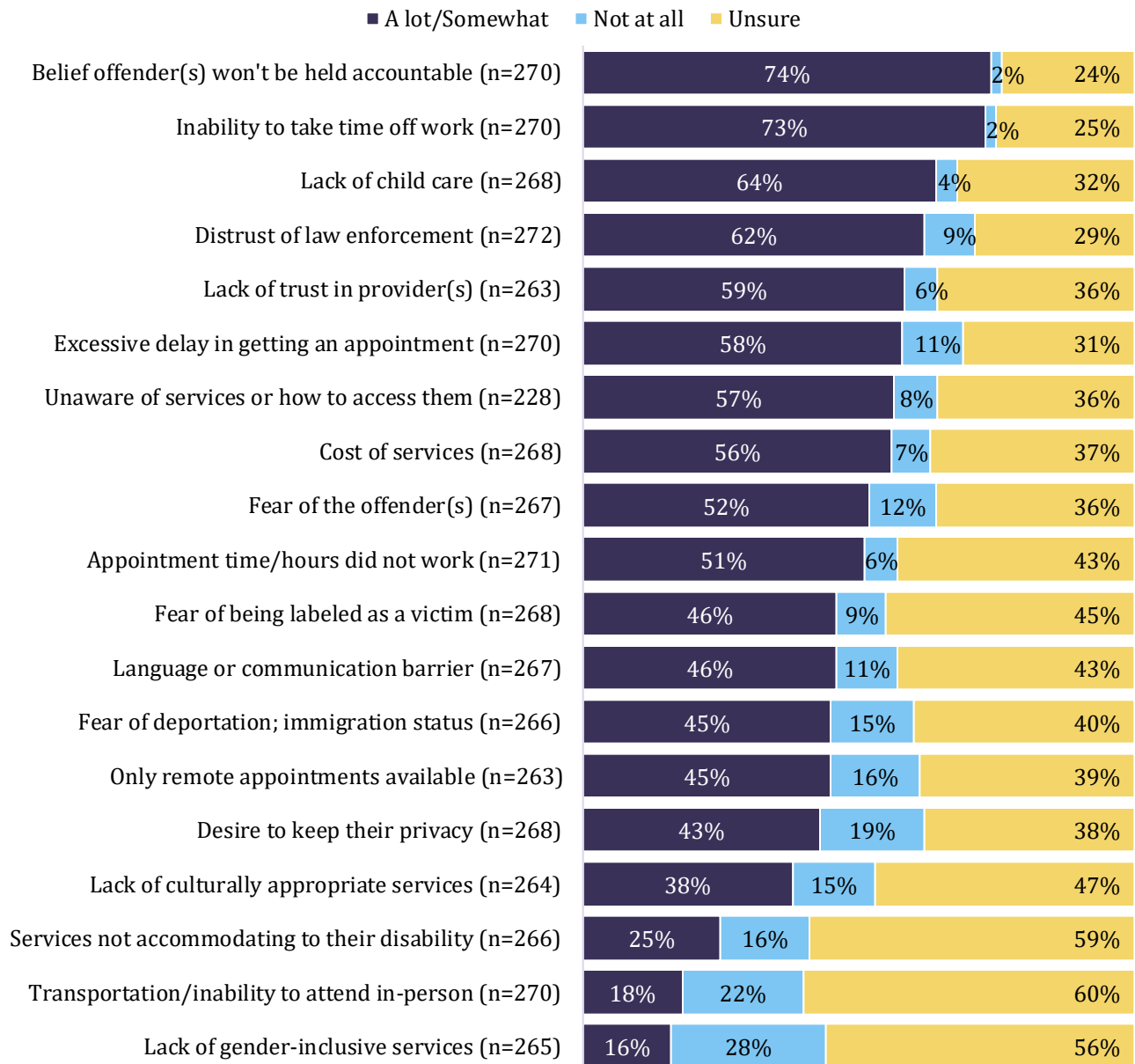
**Figure 7. Organizations or Services Crime Victims are Referred to Most Often**



## Barriers to Accessing Services

Through their interactions with victims, providers may learn about the barriers or challenges that prevent those individuals from accessing needed services. Figure 8 shows all providers' (DPOs, LE, and VS staff) perspectives on the barriers that crime victims encounter.

**Figure 8. Barriers That Prevent Victims from Accessing Needed Services**



Victims' belief that their offenders would not be held accountable and an inability to take time off work were among the most common barriers identified. For some barriers, though, there were contradictory responses. For example, although 28% of all providers indicated that a lack of gender-inclusive services was not a barrier, 16% stated it was. Additionally, there were differences in provider groups' perspectives on the extent to which crime victims face barriers: 34–50% of VS staff said that each listed item was a barrier, while DPOs' and LE's responses to items varied more (ranging from 13%–84%).

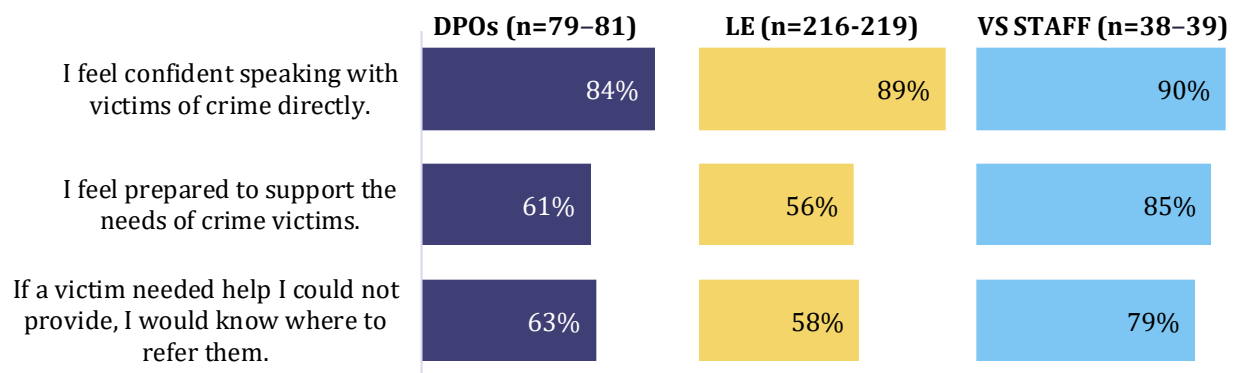
## Training Relevant to Serving Victims

All providers may receive training relevant to working with crime victims. The following section details how providers feel about interacting with victims, what training they received in the past, and if they thought additional training would benefit them in the future.

### *Confidence and Preparedness*

Training supports providers and prepares them to work with crime victims. To assess this, the survey asked providers to describe their confidence and preparedness when working with victims. Figure 9 shows the percentage of respondents that agreed with each statement. Across all provider groups, most were confident in speaking with victims of crime directly. Still, providers were less likely to feel prepared to support the needs of those individuals directly or through referrals. Compared to DPOs and LE, VS staff expressed greater preparedness and knowledge about working with victims of crime. This group of providers consists of those whose primary duties include providing direct services to victims; DPOs and LE, in contrast, primarily provide victims with information and referrals.

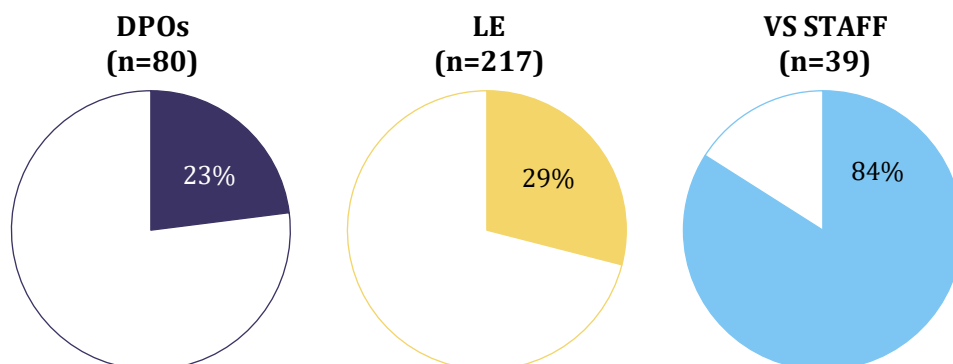
**Figure 9. Confidence and Preparedness in Working with Crime Victims**



### *Prior Formal Training*

Providers were also asked about formal training they had received about working with victims of crime. Differences were clear: VS staff were much more likely than DPOs or LE to have received formal training in the past two years (Figure 10).

**Figure 10. Providers that Received Training in the Past Two Years**



Of those who had received training, relatively few shared specific information about those past training experiences (Table 8). Of those that shared specific information, most stated that they had received general training about working with victims. VS staff were much more likely than DPOs or LE to have received training about human trafficking, while LE were more likely than other provider groups to have completed crisis intervention training.

**Table 8. Training Providers Received in the Last Two Years**

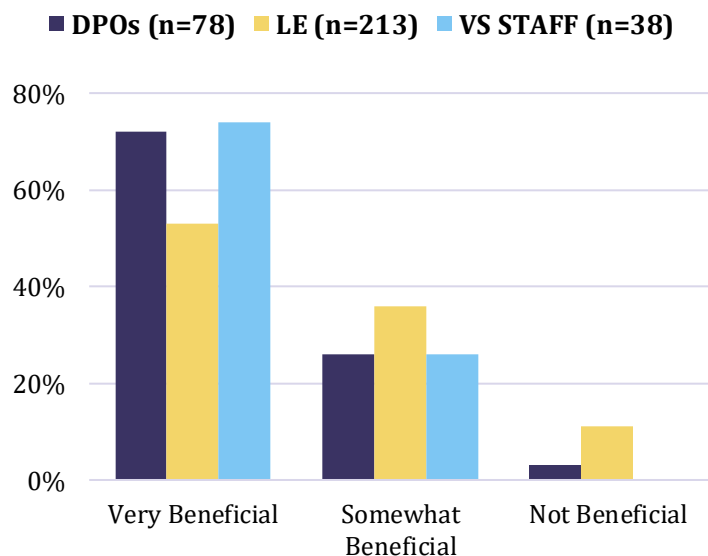
TRAINING TOPIC/TYPE	ALL PROVIDERS (n=92)	DPOs (n=18)	LE (n=64)	VS STAFF (n=33)
Family Justice Center Training	6%	11%	9%	0%
Victim Compensation/Restitution	5%	6%	0%	15%
Human Trafficking	9%	6%	0%	27%
Domestic or Interpersonal Violence	8%	11%	8%	18%
Sexual Assault	6%	0%	3%	15%
Juvenile-Related Topics	6%	6%	6%	9%
Elder Abuse	2%	0%	2%	6%
Interviewing Victims	6%	0%	3%	15%
LGBTQ+	3%	0%	0%	12%
Gender Violence	1%	0%	0%	3%
Cultural Competence	1%	0%	0%	3%
Provider Support	2%	0%	0%	6%
Crisis Intervention	11%	0%	17%	12%
Other/General	37%	22%	39%	58%
Did not specify the type of training	23%	50%	42%	18%

### Future Training

When asked about potential future training opportunities, 89–100% of providers indicated that additional training about working with victims would be at least somewhat beneficial to them (Figure 11). Only a small portion of individuals (0-11%), primarily concentrated among LE, thought additional training would *not* benefit them.

Providers were asked what types of training they would like to receive in the future (Table 9). VS staff were most likely to want training about specific crimes or populations (e.g., domestic violence victims, Indigenous groups), while most DPOs and LE wanted training regarding the services or resources available in the county. Nearly one quarter of all providers noted that a general training or refresher course would be helpful.

**Figure 11. Benefit of Additional Training**



**Table 9. Desired Future Training Topics**

TRAINING TOPIC	ALL PROVIDERS (n=127)	DPO (n=33)	LE (n=72)	VS STAFF (n=22)
General training/refresher course	23%	15%	21%	27%
Available resources and services	<b>50%</b>	<b>70%</b>	<b>53%</b>	18%
Interacting with crime victims	8%	15%	0%	23%
Criminal justice system/process	6%	12%	3%	9%
Specific crimes or populations	11%	12%	3%	<b>32%</b>
Support for providers (e.g., self-care)	4%	0%	2%	18%

Additionally, some providers commented on training formats they would prefer. In-person training with community partners and the desire to have materials to refer to when working directly with victims were common.

### Provider Recommendations

Through open-ended questions, providers were given the opportunity to make recommendations or suggestions for changes that would enhance the system of services available to victims of crime in Ventura County. Six themes emerged.

#### 1. Expanded culturally competent services

- Offer more services in multiple languages and/or increase availability of on-site live language interpretation
- Increase services and support groups tailored to underserved or unserved populations (e.g., male sexual assault victims)

#### 2. Enhanced case coordination

- Foster greater communication across provider groups
- Develop a centralized location for victim resource information

#### 3. Trauma-informed care and support for victims and providers

- Conduct trauma-informed care training with all providers, including administrative staff
- Offer debriefing, supervision, and processing of vicarious trauma for providers

#### **4. Increased resources and funding**

- Expand availability of mental health providers and services
- Meet the needs of a growing victim population by hiring additional staff
- Increase funding to ensure competitive wages and retain staff longer

#### **5. Public awareness and education**

- Conduct community outreach to raise awareness
- Increase advertising and promote available services
- Create educational materials

#### **6. Accountability and support within the criminal justice system**

- Support systemic changes that prioritize holding perpetrators accountable
- Increase training for providers on victim rights and justice system processes

## FINDINGS: VICTIMS' VOICES

An essential part of this assessment was incorporating and elevating the voices of victims of crime in Ventura County. In collaboration with VCPA and community partners, three approaches were developed to engage with victims: a survey (n=1), focus groups (n=2)<sup>7</sup>, and individual interviews (n=8).

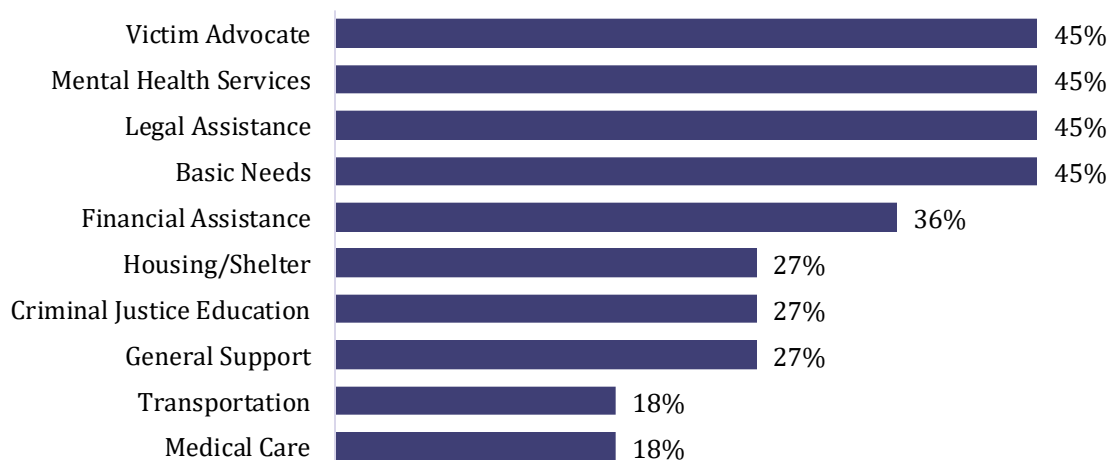
Initial data collection plans focused on conducting online surveys and in-person focus groups to provide individuals with choices regarding their level of anonymity and style of involvement. However, after limited engagement in those approaches (i.e., one survey and one focus group attendee), EVALCORP consulted with victim service providers to offer additional opportunities for crime victims to share their experiences. Individual interviews and a remote focus group were offered in April 2023, by telephone and/or Zoom.

Findings from these approaches are presented together as a summary of all victims' perspectives. First, the types of services and resources individuals accessed are described, including whether those services met individuals' needs, what was most helpful to them, and if there were any additional services that would have assisted them. Then, information on barriers and challenges to accessing services that victims identified is provided. Finally, crime victims' suggestions for enhancing services countywide are reviewed.

### Services and Resources Accessed by Victims

Crime victims were asked about the services and resources they had accessed in the county. Figure 12 details the services and resources victims referenced in the interviews, focus groups, and survey. Nearly half of those who shared their experiences had engaged with a victim advocate, accessed mental health services, obtained legal assistance, or received resources to meet basic needs (e.g., food, clothing). Over one-third of individuals had received some sort of financial assistance, such as cash assistance, reimbursement for court costs, or gift cards.

**Figure 12. Services Accessed by Victims of Crime (n=11)**



<sup>7</sup> Three focus groups were offered. However, only two individuals attended two of the focus groups (with one focus group having no attendees). The format of these groups was therefore more similar to individual interviews than typical focus groups.



## Helpfulness of Services and Resources

Crime victims were also asked to discuss which services they felt were most helpful to them (the most common responses are presented in Figure 13). Answers referenced specific services and resources as well as more intangible experiences. For example, many individuals stated that feeling safe, supported, and not alone was most helpful to them. Various factors contributed to those feelings, including the presence of an advocate in court, receiving a restraining order, or having a confidential place to live.

**Figure 13. Services and Resources Most Helpful to Victims**



In addition to the items referenced in Figure 13, victims also noted basic needs resources, healthcare, financial assistance, advocacy services, parenting groups, activities for children, and resources related to the criminal justice system as most helpful to them.

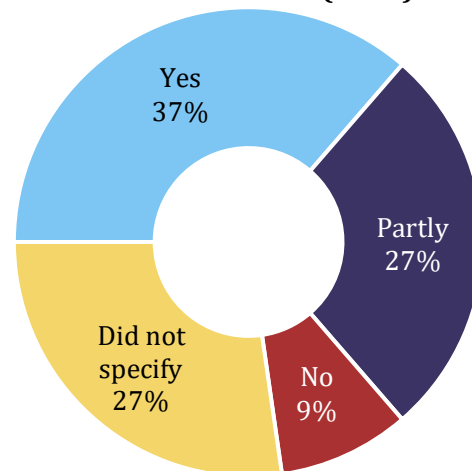
*“I...discovered an entire group of compassionate, kind, and understanding people who really DO only want to assist others. That made all the difference in my life.”*

## Meeting Victims' Needs

The extent to which needs were met by the available services was also assessed. In general, crime victims expressed that their needs were met (see Figure 14):

- 7 out of 11 people stated that their needs were partially or fully met by the available services
- 1 individual stated their needs were not met by the available services
- 3 people chose not to respond

**Figure 14. Did Services Meet Victims' Needs? (n=11)**



## Additional Services Desired

Despite most victims reporting that their needs were met by the available services, 9 out of 11 individuals described additional services or resources they wished were offered. Most of those desired services already exist in the county (i.e., housing, financial assistance, legal help, mental health services, medical care, parenting classes, general support, translation services). This suggests that rather than having a great need for new services or resources, increased education, awareness, and accessibility are crucial to meeting crime victims' needs. Some individuals, though, also noted services that are not currently available in the county but would have been beneficial to them (these are detailed in the Recommendations on p. 34).

## Barriers and Challenges

When victims of crime seek out help, they may encounter barriers or challenges. Although two individuals noted that they experienced no barriers, others discussed multiple challenges they faced when trying to access services, which are summarized here.

### Process of Accessing Services

The most commonly cited barrier was the process of accessing services.

***“The process itself is a roadblock.”***

Victims noted that they often needed to make several calls, undergo multiple interviews, and retell their stories to many individuals prior to receiving any services. Moreover, some did not feel heard or supported by staff during the initial steps of the process, which made it more challenging. Others noted that they felt a lack of follow-up from providers after the intake or assessment, which put increased strain on them as individuals. Overall, this process presented victims with significant burdens during a vulnerable time.

### Negative Prior Experiences

Many victims noted that they previously had negative experiences which had hindered their desire or capacity to seek out help when they needed it again. For example, individuals mentioned that they had felt blamed or were treated as if their situation was not severe enough to warrant needing help.

### Other Barriers

Crime victims also noted as barriers:

- Fear of the offender
- Immigration status concerns
- Inability to meet program requirements
- Lack of transportation
- Not available in preferred language
- Time needed to attend court or seek help

## Recommendations and Suggestions

Finally, victims shared their insights on potential changes that would enhance the system of services and better meet the needs of victims countywide. These recommendations spanned three general areas, described next.

### **1. Develop additional services**

- Create a "safe space" at court for victims to wait for their hearings to begin, separated from the offenders
- Provide additional community-building activities for victims to engage with others
- Make available a moving service (for example, to assist with removing the offenders' belongings from the victims' homes in domestic violence situations)

### **2. Simplify the process for accessing services**

- Provide multiple options for initiating services to best serve all individuals (e.g., such as those without a phone or electricity)
- Reduce the number of times a victim needs to share their story by increasing communication between providers
- Provide additional training to administrative staff so victims' contact with an agency is supportive, compassionate, and trauma-informed from the first interaction

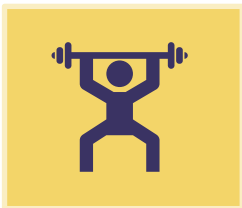
### **3. Grow the services already available**

- Increase the number of victim advocates available so that every victim can be assigned one
- Add shelter or housing resources to reduce wait times
- Broaden program eligibility and access (e.g., transportation, hours) or offer services with different requirements to meet a wider variety of victims' needs

# CONCLUSIONS AND RECOMMENDATIONS

On behalf of the Community Corrections Partnership and Ventura County Probation Agency, EVALCORP completed a countywide assessment of services available to victims of crime. The project examined the services available to victims, information about individuals using those services, the extent to which victims' needs are being met, and opportunities to enhance services to best meet the needs of victims. EVALCORP used a mixed-methods, trauma-informed approach to incorporate a wide range of perspectives while prioritizing victims' safety and empowerment. The strengths of the countywide system of care, areas for growth within the system, and recommendations determined from the assessment are described next.

## Strengths



The assessment identified major strengths of the system of services provided to victims of crime throughout the county. These strengths—the wide range of available services, as well as the client-centered approaches, committed workforce, and effective collaboration maintained across organizations providing those services—were identified by both providers and crime victims and were supported by the literature review.

### Wide Range of Available Services

Ventura County's system of care delivers a comprehensive set of services through both community-based and government organizations. Available services span all six core categories—emotional supportive services, safety services, professional therapeutic services, criminal justice advocacy, individual needs and personal advocacy, and civil legal assistance—to meet victims' needs. In addition, an important strength of the county's system of services is the Family Justice Center, which acts as a one-stop-shop for crime victims to receive resources and services, reducing the number of intakes victims must complete and the barriers encountered by those without reliable transportation.

### Client-Centered Approaches

Throughout the county, community-based and government organizations meet their clients "where they're at" through responsive, client-centered approaches that build rapport with victims to serve each individual's unique needs. These organizations work to address the barriers that prevent victims from seeking services or participating in the criminal justice system by providing inclusive services that do not discriminate based on individual factors (e.g., gender, disability) or cooperation with law enforcement.

## Committed Workforce

One of the county's strengths in serving victims of crime is the individuals providing those services. Leadership, providers, and victims all praised staff for the support they offer and their ability to ensure that crime victims feel as though they are "not alone." Providers were described as compassionate and committed to the individuals they serve.

*"[The advocates are] an entire group of compassionate, kind, and understanding people who really do only want to assist others."*

## Effective Collaboration

Effective collaboration within and across organizations has proven to be instrumental in serving a wide variety of victims. Providers in different fields have a shared commitment and goal to support victims and spread awareness of services. To supplement the services available specifically for victims of crime, providers work with other organizations across the county to meet victims' needs. Moreover, successful countywide collaboration is exemplified in advocacy efforts such as Crime Victims' Rights Week, which brings together providers from across Ventura County and the state to raise awareness, elevate victims' voices, and highlight the incredible work being done in the county.

## Opportunities for Growth



The assessment aimed to identify ways to enhance Ventura County's victim services system to ensure crime victims' needs are met. Through the literature review and data collection, certain opportunities were identified, including those related to addressing gaps in services or unmet needs, reducing barriers to accessing services, and increasing education and awareness of services.

## Unmet Needs

Specific unmet needs or service gaps in the current system were identified by both victims and providers from different fields. The main service gap was the need for more shelter options, especially for those in domestic violence situations, those with children, and those who engage in substance use. Other unmet needs included childcare for when victims need to access services as well as enough advocates and counselors to meet all victims' needs.

## Barriers to Accessing Services

Victims may encounter challenges or barriers when trying to access needed services. A lack of transportation was frequently mentioned by providers and victims as a major barrier. Though it is partially addressed through bus vouchers and a rideshare service to court, transportation remains a barrier to accessing other needed resources (e.g., mental health care), especially for those who live in East County. Additionally, navigating the criminal justice and victim services systems was also often identified as a challenge for crime victims. A lack of clarity about what services are offered and where, distrust of law enforcement and the justice system, and the

sometimes-complex steps needed to access services all contribute to this challenge. Finally, communication is a barrier for individuals from the Mixteco and other Indigenous populations, and cultural stigmas contribute to victims' reluctance to access services.

### **Education and Awareness<sup>8</sup>**

The assessment highlighted an opportunity to improve services for victims through increasing providers' knowledge and awareness about victim interactions and available services. For example, DPOs and LE were often aware that services for victims of crime existed in the county, but their knowledge of what those services included and how to access them varied. Moreover, many providers had not received any training within the past two years about working with victims.

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<sup>8</sup> The Model Standards for Serving Victims & Survivors of Crime by The National Victim Assistance Standards Consortium note that in addition to personal experience, on-the-job performance, and formal education, training is necessary to reach competency standards in serving victims of crime. These competency standards encompass direct work with victims (e.g., effective communication, awareness of programs) and the importance of supporting providers through job-related stress. For more information about these standards, see the 2022 Literature Review of Victim Services and Trauma-Informed Approaches authored by EVALCORP.

## Recommendations



A series of recommendations were derived directly from providers and victims' feedback obtained during the assessment and from best practices identified during the literature review. Prior to implementation, a workgroup could be convened to determine the resources needed to expand the current system and increase availability of resources for victims.

### Increase the availability of resources for victims of crime.

- To increase accessibility to currently available services, it is recommended that the county alleviate transportation barriers by offering a shuttle directly to service sites, increasing service locations<sup>9</sup> (especially in East County), and/or including a mobile team to meet victims where they are located.
- Expanding services should focus on meeting the needs of all crime victims by providing options that meet different needs. For example, providing housing options with different program requirements (e.g., for those with substance use issues and substance-free housing) addresses the needs of multiple victim groups.
- It is recommended that the county develop a system to provide consistent intake and scheduling services outside of business hours, connecting victims with providers as soon as they are willing and their needs arise. This system would also greatly support law enforcement, who often encounter crime victims outside of business hours.
- Increasing the workforce serving victims of crime would ultimately help to meet all victims' needs. Adding providers would ensure the availability of a victim advocate for every victim who would like one, supporting the phenomenal success of this service. In addition, further developing peer support programs across different service areas would assist in filling workforce gaps of counselors and advocates.

### Streamline the process victims must complete to engage in services.

- It is recommended that the county support coordination between providers and reduce the number of times victims need to retell their stories by implementing a confidential, shared information system such as a Community Information Exchange.
- Services could be made more easily accessible for a wide range of victims by offering multiple methods of engagement. For example, providing intake options by phone, email or in-person would assist those who do not have privacy (for a phone call) or those who do not have a phone or electricity.

<sup>9</sup> The Family Justice Center is located in Ventura and a new site is planned for Oxnard. In addition, at the 2023 Crime Victims' Rights Week event, the District Attorney announced that the Family Justice Center would pursue opening a location in East County, to improve access for all victims of crime in the county.

### Enhance tools to assist providers in more easily meeting victims' needs.

- To support public awareness and providers' abilities to serve victims of crime, the development of a centralized information system is recommended. This public system would provide information about all resources and services available in the county, with the option to filter by crime type or service need.
- The county should create and/or update informational pamphlets for victims of different crime types (e.g., domestic violence, elder abuse, burglary). Law enforcement and other providers need and could use these tools when providing victims with service options.

### Offer additional, ongoing training and support to providers.

- It is recommended that the county revisit and enhance the onboarding training curriculum for all providers that will encounter victims of crime (including volunteer advocates and administrative staff) to ensure the training encompasses trauma-informed approaches.
- To maintain current knowledge of available services and best practices in working with victims, regular training should be offered to all those who interact with victims of crime. This may include visits to service sites, training from partner agencies, and training about specific types of victimization.
- To support the well-being of providers and increase staff retention, hosting workshops on vicarious trauma and self-care is recommended, as these individuals frequently encounter challenging or traumatic experiences through their work with victims.



# APPENDIX A. KSI PROTOCOL



## Ventura County Victim Services Assessment

### Key Stakeholder Interview Protocol

[THE FOLLOWING IS TO BE READ AT THE START OF EACH INTERVIEW]

Hello, my name is \_\_\_\_\_ and I am a \_\_\_\_\_ with EVALCORP. We were contracted by the Ventura County CCP to assess the services available to victims of crime across Ventura County.

The purpose of today's interview is to better understand four key areas:

- First, your agency's role in providing services to victims,
- Second, the strengths relative to county-wide service provision,
- Third, any unmet needs of victims in the County, and
- Finally, a set of recommendations for moving forward

Please know that your participation is voluntary. **All the information collected through the interviews will be reported in aggregate form - meaning that nothing you say will be quoted or attributed to you directly without your explicit permission.**

Do you have any questions for me before we begin?

Before we begin, we are asking individuals whether they would be comfortable with us recording this conversation. The recording would only be used to ensure our notes are complete. The recording would not be shared with anyone outside our Evalcorp project team. Would you be comfortable with us recording this conversation?

Proceed to begin the interview →



Respondent Name: \_\_\_\_\_

Date: \_\_\_\_\_

Agency: \_\_\_\_\_

Interviewer: \_\_\_\_\_

Position/Title: \_\_\_\_\_

Note Taker: \_\_\_\_\_

### Respondent Information

1. Could you please start by sharing a little bit about your current role at [fill in org] relative to the delivery of services to victims in Ventura County?

PROBE: What are the key things you do relative to victim services?

2. How do victims typically come to your agency to receive services?

### Strengths of the Victim Services System in Ventura County

Next, we are going to talk a bit about what is working relative to service provision.

3. What do you see as the primary strengths of the work that your organization does for victims?

PROBE: What works particularly well in serving victims of crime at [fill in org]?

NOTE: *If discussing many strengths, direct towards the top three.*

4. What are the key strengths of the County's broader system of services to victims?

PROBE: Why is that a strength? Or why is that important to the system of services?

### Victims Needs

1. To what extent, would you say, are the needs of crime victims met by the available services?

- a. Are there any current *unmet* needs of victims in the county?

### Accessibility

2. Are there any barriers that prevent victims from accessing or getting the services they need?

PROBE: Have you observed any barriers in terms of language, gender identity, or culture?

PROBE: Are there certain groups of victims who are more reluctant to engage with services? (e.g., male sexual assault survivors, Indigenous populations)

### Growth Opportunities

3. What, if anything, has been challenging in offering services to victims?

PROBE: Are there any systemic barriers your organization or providers face to providing services to victims?

4. What recommendations do you have to strengthen available victim services?

PROBE: Are there any recommendations for the County as a whole?

### Other

5. Is there anything else you would like us to know about victim services in the County?

**Thank you, again, for your participation. Your insight is extremely helpful!**



# APPENDIX B. PROVIDER SURVEYS

## Ventura County Victim Services Assessment [DPO Survey]

Thank you in advance for completing the following survey. The purpose of the survey is to gather information to better inform services available to victims of crime. Your responses are anonymous, and your input is greatly appreciated.

### Part 1. Background

1. How long have you worked for Ventura County Probation Agency?
  - a.  Less than 1 year
  - b.  1-2 years
  - c.  3-5 years
  - d.  more than 5 years
  
2. What is your current position/rank?
  - a.  Deputy Probation Officer
  - b.  Senior Deputy Probation Officer
  - c.  Corrections Services Officer
  - d.  Other: \_\_\_\_\_
  
3. What is your current assignment?
  - a.  Adult Investigations
  - b.  Miscellaneous Felony
  - c.  Domestic Violence
  - d.  AB 109
  - e.  Transitions
  - f.  DUI
  - g.  Work Release
  - h.  Other: \_\_\_\_\_

### Part 2. Awareness of Services

4. Prior to taking this survey, did you know about the services available to victims of crime in Ventura County?
  - a.  Yes
  - b.  No [SKIP LOGIC: to Question 7]
  
5. How did you first learn about the services available to victims of crime?
  - a.  I don't remember
  - b.  During training provided by VCPA
  - c.  During initial in-house or field training when you first started with VCPA
  - d.  From another DPO at the same or lesser rank than you
  - e.  From a Senior DPO
  - f.  From a civilian staff member
  - g.  From another Criminal Justice partner (for example, District Attorney or Public Defender)
  - h.  Other: \_\_\_\_\_
  
6. Based on your current understanding of victim services that are available in Ventura County, in what ways do these services assist victims? (select all that apply)
  - a.  Adult victim advocacy
  - b.  Case management
  - c.  Child abuse advocacy
  - d.  Child support services
  - e.  Crisis response
  - f.  Education support
  - g.  Elder care
  - h.  Employment support
  - i.  Financial assistance
  - j.  Food assistance
  - k.  Healthcare
  - l.  Housing – Long-term
  - m.  Housing – Short-term
  - n.  Legal services
  - o.  Language or interpreter services
  - p.  Medical care

- q.  Mental health services
- r.  Sexual Assault Nurse Examiner (SANE) Exam services
- s.  Spiritual/faith-based supports
- t.  Substance use-related services
- u.  Support groups
- v.  System navigation assistance
- w.  Therapy
- x.  Transportation assistance
- y.  Violence intervention group
- z.  Other: \_\_\_\_\_

### Part 3. Interactions with Victims

7. How often do you directly interact with victims of crime?
- a.  Every day
  - b.  A few times per week
  - c.  A few times a month
  - d.  Once a month
  - e.  Less than once per month
  - f.  I do not interact directly with victims [SKIP LOGIC: to Question 15]
8. How long have you been working directly or indirectly with victims of crime?
- a.  Less than 1 year
  - b.  1-2 years
  - c.  3-5 years
  - d.  more than 5 years
9. Please indicate the types of crime victims that you work with most often (*select all that apply*):
- a.  Child Abuse
  - b.  Domestic Violence
  - c.  Elder Abuse
  - d.  Homicide
  - e.  Human Trafficking
  - f.  Sexual Violence
  - g.  Other Person Offense: \_\_\_\_\_
  - h.  Property Offense
  - i.  Other Offense: \_\_\_\_\_
10. How often do you provide referrals or other types of information to victims about services that are available to them?
- a.  I provide referrals or other types of information to every victim I encounter
  - b.  More than half the time, but not always
  - c.  About half the time
  - d.  Less than half the time
  - e.  Almost never
11. In what ways do you provide information to victims about services available to them? (*select all that apply*)
- a.  Provide the victim with a pamphlet, flyer, or tear-off sheet
  - b.  Provide victim with a phone number or contact for the needed services
  - c.  Write down information on a piece of paper and give it to the victim
  - d.  Verbally tell victim about the available services or programs, without any written information
  - e.  Facilitate the victim meeting with a specific provider or program
  - f.  Other: \_\_\_\_\_
  - g.  I do not provide information to victims
12. Which organizations or services do you refer victims to most often? (*select all that apply*)

- a.  Case Status Inquiry
- b.  Coalition for Family Harmony
- c.  Confer with Prosecutor
- d.  Crisis Intervention
- e.  Domestic Violence Temporary Restraining Order Assist
- f.  Elder Temporary Restraining Order Assist
- g.  Emergency Assistance
- h.  Family Justice Center
- i.  Forever Found
- j.  Interface Children & Family Services
- k.  Orient CJS (Criminal Justice System)
- l.  Safe Harbor
- m.  Victim Advocates
- n.  Victims Compensation Board
- o.  Victims' Rights Information
- p.  Other: \_\_\_\_\_

13. In your experience, how much do the following barriers prevent victims from accessing the services they need?

Barriers	Not at all	Somewhat	A lot	Unsure
a. Appointment time or hours did not work for their schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Belief offender will not be held accountable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Cost of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Desire to keep their privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Distrust of law enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Excessive delay in getting an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Fear of being labeled as a victim	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Fear of deportation; immigration status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Fear of the offender(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Inability to take time off work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Lack of culturally appropriate services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Lack of gender-inclusive services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Lack of transportation or other inability to attend in-person services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Lack of trust in providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Language barrier/could not communicate with the provider or office staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Only remote appointments available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Services not accommodating to their disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s. Unaware of available services or how to access them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t. Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. What is one recommendation or resource that could help better meet the needs of victims of crime?

#### Part 4. Training

15. Please indicate how much you agree or disagree with the following statements.

Statements	Disagree	Neutral	Agree	Don't Know
a. I feel confident speaking with victims of crime directly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I feel prepared to support the needs of victims of crime.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. If a victim needed help I could not provide, I would know where to refer them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. In the last two years, have you received any formal training on working with victims of crime?

- a.  Yes  
 g.  No [SKIP LOGIC: to Question 18]

17. What training have you received?

18. How beneficial would it be for you to have additional training to better assist or support victims of crime?

- a.  Very beneficial  
 b.  Somewhat beneficial  
 c.  Not beneficial

19. What types of additional training or resource(s) would better equip you with the tools you need to assist or support victims?

20. Is there anything else you would like to share regarding the needs of victims of crime in Ventura County?

#### Part 5. Demographics

21. Which of the following best describes your gender?

- a.  Female  
 b.  Male  
 c.  Transgender Female  
 d.  Transgender Male  
 e.  A different identity: \_\_\_\_\_  
 f.  Prefer not to answer

22. Which of the following best describes your ethnicity?

- a.  Hispanic/Latino  
 b.  Not Hispanic/Latino  
 c.  Prefer not to answer

23. Which of the following best describes your race? (select all that apply)

- a.  American Indian or Alaska Native  
 b.  Asian  
 c.  Black or African American  
 d.  Native Hawaiian or Other Pacific Islander  
 e.  White  
 f.  Another race: \_\_\_\_\_  
 g.  Prefer not to answer

## Ventura County Victim Services Assessment [Law Enforcement Survey]

Thank you in advance for completing the following survey. The purpose of the survey is to gather information to better inform services available to victims of crime. Your responses are anonymous, and your input is greatly appreciated.

### Part 1. Background

1. How long have you worked for law enforcement in Ventura County Law Enforcement?
 

<ol style="list-style-type: none"> <li>a. <input type="checkbox"/> Less than 1 year</li> <li>b. <input type="checkbox"/> 1-2 years</li> </ol>	<ol style="list-style-type: none"> <li>c. <input type="checkbox"/> 3-5 years</li> <li>d. <input type="checkbox"/> more than 5 years</li> </ol>
---	--
  
2. Please indicate your current assignment.
 

<ol style="list-style-type: none"> <li>a. <input type="checkbox"/> Patrol (responding to calls)</li> <li>b. <input type="checkbox"/> Special Enforcement Unit</li> <li>c. <input type="checkbox"/> Investigations/Detective</li> <li>d. <input type="checkbox"/> Courts</li> <li>e. <input type="checkbox"/> Dispatch</li> </ol>	<ol style="list-style-type: none"> <li>f. <input type="checkbox"/> Traffic</li> <li>g. <input type="checkbox"/> School Resource Officer</li> <li>h. <input type="checkbox"/> Administration</li> <li>i. <input type="checkbox"/> Custody (facility)</li> <li>j. <input type="checkbox"/> Other: _____</li> </ol>
--	--
  
3. Please indicate your current rank.
 

<ol style="list-style-type: none"> <li>a. <input type="checkbox"/> Reserve Officer/Deputy</li> <li>b. <input type="checkbox"/> Sergeant</li> <li>c. <input type="checkbox"/> Senior Ofc./Dep. Or Corporal</li> <li>d. <input type="checkbox"/> Public Safety Officer (PSO)/Community Service Officer (CSO)</li> </ol>	<ol style="list-style-type: none"> <li>e. <input type="checkbox"/> Officer/Deputy</li> <li>f. <input type="checkbox"/> Lieutenant/Captain/Commander</li> <li>g. <input type="checkbox"/> Dispatcher</li> <li>h. <input type="checkbox"/> Other: _____</li> </ol>
---	--

### Part 2. Awareness of Services

4. Prior to taking this survey, did you know about the services available to victims of crime in Ventura County?
  - a.  Yes
  - b.  No [SKIP LOGIC: to Question 7]
  
5. How did you first learn about the services available to victims of crime?
  - a.  I don't remember
  - b.  During training provided by Ventura County Probation Agency (VCPA)
  - c.  During initial in-house or field training when you first started with Ventura County Probation Agency (VCPA)
  - d.  From another Deputy Probation Officer (DPO) at the same or lesser rank than you
  - e.  From a Senior Deputy Probation Officer (DPO)
  - f.  From a civilian staff member
  - g.  From another Criminal Justice partner (for example, District Attorney or Public Defender)
  - h.  Other, specify: \_\_\_\_\_
  
6. Based on your current understanding of victim services that are available in Ventura County, in what ways do they assist victims? (select all that apply)
 

<ol style="list-style-type: none"> <li>a. <input type="checkbox"/> Adult victim advocacy</li> <li>b. <input type="checkbox"/> Case management</li> </ol>	<ol style="list-style-type: none"> <li>c. <input type="checkbox"/> Child abuse advocacy</li> <li>d. <input type="checkbox"/> Child support services</li> </ol>
--	--

- e.  Crisis response
- f.  Education support
- g.  Elder care
- h.  Employment support
- i.  Financial assistance
- j.  Food assistance
- k.  Healthcare
- l.  Housing – Long-term
- m.  Housing – Short-term
- n.  Legal services
- o.  Language or interpreter services
- p.  Medical care
- q.  Mental health services
- r.  Sexual Assault Nurse Examiner (SANE) Exam services
- s.  Spiritual/faith-based supports
- t.  Substance use-related services
- u.  Support groups
- v.  System navigation assistance
- w.  Therapy
- x.  Transportation assistance
- y.  Violence intervention group
- z.  Other: \_\_\_\_\_

### Part 3. Interactions with Victims

7. How often do you directly interact with victims of crime?
  - a.  Every day
  - b.  A few times per week
  - c.  A few times a month
  - d.  Once a month
  - e.  Less than once per month
  - f.  I do not interact directly with victims [SKIP LOGIC: to Question 15]
  
8. How long have you been working directly or indirectly with victims of crime?
  - a.  Less than 1 year
  - b.  1-2 years
  - c.  3-5 years
  - d.  more than 5 years
  
9. Please indicate the types of crime victims you work with most often (select all that apply):
  - a.  Child Abuse
  - b.  Domestic Violence
  - c.  Elder Abuse
  - d.  Homicide
  - e.  Human Trafficking
  - f.  Sexual Violence
  - g.  Other Person Offense: \_\_\_\_\_
  - h.  Property Offense
  - i.  Other Offense: \_\_\_\_\_
  
10. How often do you provide information to victims about services that are available to them?
  - a.  I provide information or referrals to every victim I encounter
  - b.  More than half the time, but not always
  - c.  About half the time
  - d.  Less than half the time
  - e.  Almost never
  
11. In what ways do you provide information to victims about services available to them? (select all that apply)
  - a.  Provide the victim with a pamphlet, flyer, or tear-off sheet
  - b.  Provide victim with a phone number or contact for the needed services
  - c.  Write down information on a piece of paper and give it to the victim
  - d.  Verbally tell victim about the available services or programs, without any written information
  - e.  Facilitate the victim meeting with a specific provider or program



- f.  I do not provide information to victims
- g.  Other: \_\_\_\_\_

12. Which organizations or services do you refer victims to most often? (select all that apply)

- |  |  |
|--|--|
| a. <input type="checkbox"/> Case Status Inquiry                                  | i. <input type="checkbox"/> Forever Found                        |
| b. <input type="checkbox"/> Coalition for Family Harmony                         | j. <input type="checkbox"/> Interface Children & Family Services |
| c. <input type="checkbox"/> Confer with Prosecutor                               | k. <input type="checkbox"/> Orient CJS (Criminal Justice System) |
| d. <input type="checkbox"/> Crisis Intervention                                  | l. <input type="checkbox"/> Safe Harbor                          |
| e. <input type="checkbox"/> Domestic Violence Temporary Restraining Order Assist | m. <input type="checkbox"/> Victim Advocates                     |
| f. <input type="checkbox"/> Elder Temporary Restraining Order Assist             | n. <input type="checkbox"/> Victims Compensation Board           |
| g. <input type="checkbox"/> Emergency Assistance                                 | o. <input type="checkbox"/> Victims' Rights Information          |
| h. <input type="checkbox"/> Family Justice Center                                | p. <input type="checkbox"/> Other: _____                         |

13. In your experience, how much do the following barriers prevent victims from accessing the services they need?

Barriers	Not at all	Somewhat	A lot	Unsure
a. Appointment time or hours did not work for their schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Belief offender will not be held accountable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Cost of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Desire to keep their privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Distrust of law enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Excessive delay in getting an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Fear of being labeled as a victim	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Fear of deportation; immigration status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Fear of the offender(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Inability to take time off work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Lack of culturally appropriate services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Lack of gender-inclusive services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Lack of transportation or other inability to attend in-person services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Lack of trust in providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Language barrier/could not communicate with the provider or office staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Only remote appointments available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Services not accommodating to their disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s. Unaware of available services or how to access them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t. Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. What is one recommendation or resource that could help better meet the needs of victims of crime?

#### Part 4. Training

15. Please indicate how much you agree or disagree with the following statements.

Statements	Disagree	Neutral	Agree	Unsure
a. I feel confident speaking with victims of crime directly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I feel prepared to support the needs of victims of crime.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. If a victim needed help I could not provide, I would know where to refer them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. In the last two years, have you received any formal training on working with victims of crime?

- a.  Yes  
 a.  No [SKIP LOGIC: to Question 18]

17. What training have you received?

18. How beneficial would it be for you to have additional training to better assist or support victims of crime?

- a.  Very beneficial  
 b.  Somewhat beneficial  
 c.  Not beneficial

19. What types of additional training or resource(s) would better equip you with the tools you need to assist or support victims?

20. Is there anything else you would like to share regarding the needs of victims of crime in Ventura County?

#### Part 5. Demographics

21. Which of the following best describes your gender?

- a.  Female  
 b.  Male  
 c.  Transgender Female  
 d.  Transgender Male  
 e.  A different identity: \_\_\_\_\_  
 f.  Prefer not to answer

22. Which of the following best describes your ethnicity?

- a.  Hispanic/Latino  
 b.  Not Hispanic/Latino  
 c.  Prefer not to answer

23. Which of the following best describes your race? (select all that apply)

- a.  American Indian or Alaska Native  
 b.  Asian  
 c.  Black or African American  
 d.  Native Hawaiian or Other Pacific Islander  
 e.  White  
 f.  Another race: \_\_\_\_\_  
 g.  Prefer not to answer

## Ventura County Victim Services Assessment [Victim Services Staff Survey]

Thank you in advance for completing the following survey. The purpose of the survey is to gather information to better inform services available to victims of crime. Your responses are anonymous, and you may skip any questions you do not wish to answer. Your input is greatly appreciated.

### Part 1. Background

1. What is the name of the agency you currently work for: \_\_\_\_\_
2. How long have you worked for your current agency?
 

a. <input type="checkbox"/> Less than 1 year	c. <input type="checkbox"/> 3-5 years
b. <input type="checkbox"/> 1-2 years	d. <input type="checkbox"/> more than 5 years
3. What is your current position?
 

a. <input type="checkbox"/> Administrator	j. <input type="checkbox"/> Social worker
b. <input type="checkbox"/> Attorney	k. <input type="checkbox"/> Victim Advocate – Government-based
c. <input type="checkbox"/> Case manager	l. <input type="checkbox"/> Victim Advocate – Crisis
d. <input type="checkbox"/> Community health worker	m. <input type="checkbox"/> Victim Advocate – Sexual Assault
e. <input type="checkbox"/> Therapist	n. <input type="checkbox"/> Victim Advocate – Shelter-based
f. <input type="checkbox"/> Educator	o. <input type="checkbox"/> Victim Advocate – Domestic Violence
g. <input type="checkbox"/> Peer support person	p. <input type="checkbox"/> Victim Advocate – Human Trafficking
h. <input type="checkbox"/> Physician (MD, NP)	q. <input type="checkbox"/> Other: _____
i. <input type="checkbox"/> RN/LPN/LVN	

### Part 2. Interactions with Victims

4. How often do you directly interact with survivors/victims of crime?
 

a. <input type="checkbox"/> Every day
b. <input type="checkbox"/> A few times per week
c. <input type="checkbox"/> A few times a month
d. <input type="checkbox"/> Once a month
e. <input type="checkbox"/> Less than once per month
f. <input type="checkbox"/> I have not interacted directly with victims. [SKIP LOGIC: to Question 15]
5. How long have you been working directly or indirectly with survivors/victims of crime?
 

a. <input type="checkbox"/> Less than 1 year	c. <input type="checkbox"/> 3-5 years
b. <input type="checkbox"/> 1-2 years	d. <input type="checkbox"/> more than 5 years
6. Please indicate the types of crime victims/survivors that you work with most often. (select all that apply)
 

a. <input type="checkbox"/> Child Abuse	f. <input type="checkbox"/> Sexual Violence
b. <input type="checkbox"/> Domestic Violence	g. <input type="checkbox"/> Other Person Offense: _____
c. <input type="checkbox"/> Elder Abuse	h. <input type="checkbox"/> Property Offense
d. <input type="checkbox"/> Homicide	i. <input type="checkbox"/> Other Offense: _____
e. <input type="checkbox"/> Human Trafficking	

7. About how many of the survivors/victims of crime you work with need the following services?

Service Type	All or almost all	Some	Few or none	Not applicable/Unsure
a. Adult victim advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Case management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Child abuse advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Child support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Court-appointed special advocate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Crisis response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Education support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Elder care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Employment support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Financial assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Food assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Healthcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Housing – Long-term	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Housing – Short-term	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Language or interpreter services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Legal services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Medical care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Mental health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s. Sexual Assault Nurse Examiner (SANE) Exam services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t. Spiritual/faith-based supports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u. Substance use-related services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v. Support groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
w. System navigation assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x. Therapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
y. Transportation assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
z. Violence intervention group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
aa. Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. From the list below, please indicate any services that are not currently meeting the needs of survivors/victims of crime (for example, because of lack of capacity) (select all that apply)

- |  |  |
|--|--|
| a. <input type="checkbox"/> Adult victim advocacy  | k. <input type="checkbox"/> Healthcare   |
| b. <input type="checkbox"/> Case management        | l. <input type="checkbox"/> Housing – Long-term                                |
| c. <input type="checkbox"/> Child abuse advocacy   | m. <input type="checkbox"/> Housing – Short-term                               |
| d. <input type="checkbox"/> Child support services | n. <input type="checkbox"/> Legal services                                     |
| e. <input type="checkbox"/> Crisis response        | o. <input type="checkbox"/> Language or interpreter services                   |
| f. <input type="checkbox"/> Education support      | p. <input type="checkbox"/> Medical care                                       |
| g. <input type="checkbox"/> Elder care             | q. <input type="checkbox"/> Mental health services                             |
| h. <input type="checkbox"/> Employment support     | r. <input type="checkbox"/> Sexual Assault Nurse Examiner (SANE) Exam services |
| i. <input type="checkbox"/> Financial assistance   | s. <input type="checkbox"/> Spiritual/faith-based supports                     |
| j. <input type="checkbox"/> Food assistance        |  |

- t.  Substance use-related services  
 u.  Support groups  
 v.  System navigation assistance  
 w.  Therapy  
 x.  Transportation assistance  
 y.  Violence intervention group  
 z.  None/NA  
 aa.  Other: \_\_\_\_\_

9. In your experience, how much do the following barriers prevent survivors/victims of crime from accessing the services they need?

Barriers	Not at all	Somewhat	A lot	Unsure
a. Appointment time or hours did not work for their schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Belief offender will not be held accountable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Cost of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Desire to keep their privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Distrust of law enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Excessive delay in getting an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Fear of being labeled as a victim	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Fear of deportation; immigration status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Fear of the offender(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Inability to take time off work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Lack of culturally appropriate services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Lack of gender-inclusive services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Lack of transportation or other inability to attend in-person services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Lack of trust in providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Language barrier/could not communicate with the provider or office staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Only remote appointments available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Services not accommodating to their disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s. Unaware of available services or how to access them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t. Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. What is one recommendation or resource that could help better meet the needs of survivors/victims of crime?

### Part 3. Training

11. Please indicate how much you agree or disagree with the following statements.

Statements	Disagree	Neutral	Agree	Unsure
a. I feel confident speaking with survivors/victims of crime directly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I feel prepared to support the needs of survivors/victims of crime.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. If a survivors/victim needed help I could not provide, I would know where to refer them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. How beneficial would it be for you to have additional training to better assist or support victims of crime?

- a.  Very beneficial
- b.  Somewhat beneficial
- c.  Not beneficial

13. What additional training or resource(s) would equip you with the tools you need to better support survivors/victims?

14. Is there anything else you would like to share regarding the needs of survivors/victims of crime in Ventura County?

### Part 4. Demographics

15. Which of the following best describes your gender?

- a.  Female
- b.  Male
- c.  Transgender Female
- d.  Transgender Male
- e.  A different identity: \_\_\_\_\_
- f.  Prefer not to answer

16. Which of the following best describes your ethnicity?

- a.  Hispanic/Latino
- b.  Not Hispanic/Latino
- c.  Prefer not to answer

17. Which of the following best describes your race? (select all that apply)

- a.  American Indian or Alaska Native
- b.  Asian
- c.  Black or African American
- d.  Native Hawaiian or Other Pacific Islander
- e.  White
- f.  Another race: \_\_\_\_\_
- g.  Prefer not to answer

Thank you for your time and responses.

## APPENDIX C. FLYERS

**¡Queremos  
saber de usted!**

**WE WANT TO  
HEAR FROM  
YOU!**

**¿Ha sido víctima de un delito?  
¿Ha accedido a servicios en el FJC, la  
Coalición u otra organización?**

**¡Por favor, comparta sus experiencias!  
Sus comentarios ayudarán a los servicios  
a satisfacer las necesidades de  
individuos y familias.**

**Todas sus respuestas son anónimas y  
se mantendrán confidencial.**

**Have you been the victim of a crime?  
Have you accessed services at the FJC,  
Coalition, or another organization?**

**Please share your experiences! Your  
feedback will help services meet the  
needs of individuals and families.**

**All of your responses are anonymous  
and will be kept private.**

<https://tinyurl.com/VenturaClientSurvey>



**¿Preguntas? Hable con su proveedor o contacte a [smetcalfevalcorp.com](mailto:smetcalfevalcorp.com)  
Questions? Talk to your provider or contact [smetcalfevalcorp.com](mailto:smetcalfevalcorp.com)**

# JOIN US

## for a community focus group

We want to hear your perspectives  
on and experiences with services  
for survivors in Ventura County.

**\$50**  
**GIFT CARD**  
for your  
participation!

### TWO OPTIONS:

#### English

April 11, 2023  
12:30-2:00pm

Simi Valley  
Multi Services Center  
2003 Royal Ave  
Simi Valley, CA

#### Spanish

April 11, 2023  
6:00-7:30pm

Family Justice Center  
3170 Loma Vista Blvd  
Ventura, CA

We greatly appreciate your time  
and feedback!

QUESTIONS? TALK TO YOUR PROVIDER  
OR CONTACT [SMETCALF@EVALCORP.COM](mailto:SMETCALF@EVALCORP.COM)



# ÚNASE

a nosotros para un  
grupo de enfoque  
comunitario

Queremos escuchar sus  
perspectivas y experiencias con los  
servicios para víctimas o  
sobrevivientes del crimen en el  
condado de Ventura.

**TARJETA DE  
REGALO DE  
\$50**

por su  
participación

## DOS OPCIONES:

### Inglés

abril 11, 2023  
12:30-2:00pm

Valle de Simi Centro de  
Servicios Múltiples  
2003 Royal Ave  
Simi Valley, CA

### Español

abril 11, 2023  
6:00-7:30pm

Centro de Justicia  
Familiar  
3170 Loma Vista Blvd  
Ventura, CA

¡Apreciamos mucho su tiempo y sus  
sugerencias!

¿PREGUNTAS? HABLE CON SU PROVEEDOR O COMUNÍQUESE CON  
SMETCALF@EVALCORP.COM

# YOUR VOICE MATTERS!

**\$50  
GIFT  
CARD**

Share your experiences with services for survivors. Your feedback will help inform services to meet the needs of individuals and families in Ventura County!

## TWO OPTIONS:

### Individual Interview

On Zoom or by phone  
April 20-27, 45 min

### Discussion Group

On Zoom or by phone  
April 28, 12-1:30pm

### SIGN UP:

[tinyurl.com/SignUpOptions](https://tinyurl.com/SignUpOptions)



Questions? Talk to your provider  
or contact [smetcalfevalcorp.com](mailto:smetcalfevalcorp.com)

# ¡SU VOZ IMPORTA!

¡Por favor, comparta sus experiencias!  
Sus comentarios ayudarán a los servicios a  
satisfacer las necesidades de individuos y familias.

**TARJETA DE  
REGALO DE  
\$50**

## Privado Entrevista

En Zoom o por teléfono  
20-27 de abril  
30-45 minutos

**INSCRIBIRSE:**

[tinyurl.com/SignUpOptions](https://tinyurl.com/SignUpOptions)



¿Preguntas? Hable con su proveedor o  
comuníquese con [smetcalfevalcorp.com](mailto:smetcalfevalcorp.com)

# APPENDIX D. CRIME VICTIM SURVEY

## Ventura County Victim Services Assessment [Crime Victim Survey]

Thank you for participating in this survey. Your answers are very important and will help ensure that services meet the needs of individuals and families throughout Ventura County. Please answer honestly based on your personal experiences. **All of your responses are anonymous and will be kept private.**

### Part 1. Services Accessed

The first set of questions asks about the services you have accessed at different organizations and how helpful you found those services.

- Please indicate how helpful you found each organization. If you did not access services at an organization, check the "Did not use these services" box.

Organization	Helpful	Neutral	Not Helpful	Did not use services at this organization
a. Crime Victims' Assistance Unit (within the District Attorney's office)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. District Attorney's Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Family Justice Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Forever Found	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Human Services Agency (CalFresh, Child Protective Services, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Interface Children & Family Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Safe Harbor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Coalition for Family Harmony	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Ventura County Probation Agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Ventura County Area Agency on Aging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Victims of Crime Resource Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Please indicate how helpful the following types of services were to you. If you did not access services of that type, check the "Did not use these services" box.

Service	Helpful	Neutral	Not Helpful	Did not use these services
a. Adult victim advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Case management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Child abuse advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Child support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Court-appointed special advocate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Crisis response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Education support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Elder care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Employment support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Financial assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

k. Food assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Healthcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Housing – Long-term	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Housing – Short-term	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Language or interpreter services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Legal services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Medical care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Mental health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s. Sexual Assault Nurse Examiner (SANE) Exam services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t. Spiritual/faith-based supports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u. Substance use-related services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v. Support groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
w. System navigation assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x. Therapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
y. Transportation assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
z. Violence intervention group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
aa. Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. For how long have you received services?

- a.  Less than 3 months  
 b.  3-6 months  
 c.  7-12 months  
 d.  1-3 years  
 e.  More than 3 years  
 f.  Prefer not to answer

## Part 2. Needed Services & Barriers

The next set of questions asks about the services you needed but did *not* receive.

4. Were there any services you needed, but did not receive?

- a.  Yes  
 b.  No [*Skip Logic: Skip to Question 6*]  
 c.  Unsure

5. What services did you need, but were unable to access or did not receive? (*please select all that apply*)

- a.  Adult Victim Advocacy  
 a.  Case management  
 b.  Child abuse advocacy  
 c.  Child support services  
 d.  Crisis response  
 e.  Education support  
 f.  Elder care  
 g.  Employment support  
 h.  Financial assistance  
 i.  Food assistance  
 j.  Healthcare  
 k.  Housing – Long-term  
 l.  Housing – Short-term  
 m.  Legal services  
 n.  Language or interpreter services  
 o.  Medical care  
 p.  Mental health services  
 q.  Sexual Assault Nurse Examiner (SANE) Exam services  
 r.  Spiritual/faith-based supports  
 s.  Substance use-related services  
 t.  Support groups  
 u.  System navigation assistance  
 v.  Therapy  
 w.  Transportation assistance  
 x.  Violence intervention group  
 y.  None/NA  
 z.  Other: \_\_\_\_\_

6. How much did the following barriers prevent you from accessing the services you needed?

Barriers	Not at all	Somewhat	A lot	Unsure
a. Appointment time or hours did not work for their schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Belief offender will not be held accountable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Cost of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Desire to keep their privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Distrust of law enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Excessive delay in getting an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Fear of being labeled as a victim	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Fear of deportation; immigration status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Fear of the offender(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Inability to take time off work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Lack of culturally appropriate services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Lack of gender-inclusive services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Lack of transportation or other inability to attend in-person services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Lack of trust in providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Language barrier/could not communicate with the provider or office staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Only remote appointments available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Services not accommodating to their disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s. Unaware of available services or how to access them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t. Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. What was most helpful about the services you received?

8. What are the top two ways that services could have better met your needs?

### Part 3. Demographics

9. Which of the following best describes your gender?

- a.  Female
- b.  Male
- c.  Transgender Female
- d.  Transgender Male
- e.  A different identity: \_\_\_\_\_
- f.  Prefer not to answer

10. Which of the following best describes your ethnicity?

- a.  Hispanic/Latino
- b.  Not Hispanic/Latino
- c.  Prefer not to answer

11. Which of the following best describes your race? (select all that apply)

- a.  American Indian or Alaska Native
- b.  Asian
- c.  Black or African American
- d.  Native Hawaiian or Other Pacific Islander
- e.  White
- f.  Another race: \_\_\_\_\_
- g.  Prefer not to answer

# APPENDIX E. FOCUS GROUP PROTOCOL



## Ventura County Victim Services Assessment Crime Victim Focus Group Protocol

[THE FOLLOWING IS TO BE READ TO PARTICIPANTS AT THE START OF THE FOCUS GROUP]

### Introduction

Hello everyone. First, thank you for taking the time to talk with us today.

You were invited to discuss your experiences receiving services in Ventura County as a victim of crime. My name is Alex, and I will be facilitating our discussion today. My job is to ask questions and help us move through a discussion on different topics. Stacy will be taking notes today to make sure we capture the information you provide.

### Purpose of Focus Group

The purpose of our conversation is to hear about your experiences with services for victims of crime in Ventura County. These might include services provided by Victim Advocates, the Family Justice Center, the Coalition for Family Harmony, and others.

What you share with us today will help improve services provided countywide. We are mindful that speaking about your experiences with these services may be difficult, and we appreciate your willingness to share your perspectives.

### Participation/Confidentiality

Please know that your participation is completely voluntary. Everything you tell us is confidential, which means that nothing you say will be personally linked to you.

You are not required to answer every question and are free to take a break or leave at any time.

### Ground Rules

To ensure that everyone has an opportunity to participate in a respectful way, I'd like to share some ground rules.

1. There are no right or wrong answers, and everyone's experiences and perspectives are valuable.
  - a. If you disagree with another person's perspective during the discussion, please be respectful. You will have the opportunity to share your differing experiences.
2. Please offer your answers one at a time and allow others to finish speaking before you begin.
3. We want to hear from each of you, as your experiences are all important. However, please know that we will not be calling on anyone to speak so that you have the choice of when and what you choose to share with us. Please feel free to contribute as much or as little as you choose.

### Time for Questions

Does anyone have any questions before we begin?



## Focus Group Questions

### Introduction

For us to get to know each other better, I'd like to start by going around the room and asking you to please share your first name and how long you've lived in Ventura County.

### Services Offered

Thank you for letting us all get to know each other a little.

Next, we are going to talk about your experiences with the services offered in Ventura County. When we say "services" in today's conversation, we're referring to any resource providing support to victims and survivors here in Ventura County. These services may have been provided by the Family Justice Center, the District Attorney's office, Safe Harbor, the Coalition for Family Harmony, or another agency. Are there any questions before we continue?

1. What types of services have you or your family used or accessed?
  - a. PROBE: Did anyone use services such as advocacy, counseling, medical care, legal assistance, short and long-term housing, or group classes/support groups?
  - b. PROBE: What services do you know of that are available in VC?
2. As you think back, which services were the most helpful to you?
  - a. PROBE: What made it helpful?
  - b. PROBE: Are there services that were not helpful during that time?

### Barriers to Service

Thank you.

Next, we are going to discuss the difficulties you may have had in accessing services. Does everyone feel comfortable continuing? *[Allow for a short break if requested]*

3. What are some barriers you've experienced when trying to access services?
  - a. PROBE: Has anything prevented you from accessing services?
  - b. PROBE: Were the services you received available in your preferred language?
  - c. PROBE: Were the services you received sensitive to your culture, gender identity, and lifestyle?
4. How could these services be more accessible to you?
5. Do you feel that the services provided to you met your needs?
6. What programs or services do you wish were offered in Ventura County, but currently aren't?

### Closing Questions

Thank you for sharing those experiences. We do have two last questions we'd love to hear from you on. Does everyone feel comfortable continuing? *[Allow for a short break if requested]*

7. What is one change that could have improved your experience with the services you accessed?
8. Is there anything else you would like to share with us that would help us understand your experiences with these services?

**Thank you so much for your time and for sharing your perspectives.  
Your participation and insight are extremely valuable.**



# APPENDIX F. VICTIM INTERVIEW PROTOCOL



## Ventura County Victim Services Assessment

### Victim Interview Protocol

#### [THE FOLLOWING IS TO BE READ AT THE START OF EACH INTERVIEW]

*[If a phone call and you get their voicemail, leave the following message: Hello, this is \_\_\_\_\_ calling about the interview that you signed up for. If you are still interested in speaking with us, please feel free to give me a call back at \_\_\_\_\_. Thank you and I hope you have a great day!]*

*[If a phone call, begin with the following: Hello, is this \_\_\_\_\_? Hi, this is \_\_\_\_\_, calling about the interview time you signed up for. Is this still a good time to talk?]*

*[If a Zoom meeting, begin with the following: Hi, \_\_\_\_\_. It's great to meet you, my name is \_\_\_\_\_. Is this still a good time to talk?]*

First, thank you for taking the time to talk with me today. The purpose of our conversation is to hear about your experiences with services for victims of crime in Ventura County. What you share today will help improve services provided countywide.

We appreciate your willingness to share your perspective and are providing a gift card to individuals who participate. Is the email address you provided when signing up a good email to send the gift card to? **[confirm email address]**

Please know that your participation is completely voluntary. You are not required to answer every question and are free to take a break or end the conversation at any time. You will receive the gift card regardless.

Everything you tell us is confidential, which means that nothing you say will be linked to you directly.

Do you have any questions before we begin?

Proceed to begin the interview →



**Respondent Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Interviewer:** \_\_\_\_\_ **Note Taker:** \_\_\_\_\_

### Services Offered

First, we are interested in learning about your experiences with the services offered in Ventura County. When we say “services” in today’s conversation, we’re referring to any resource providing support to victims and survivors here in Ventura County. These services may have been provided by the Family Justice Center, the District Attorney’s office, Safe Harbor, the Coalition for Family Harmony, or another agency.

1. What types of services have you or your family used or accessed?
  - a. PROBE: Did you use services such as advocacy, counseling, medical care, legal assistance, short and long-term housing, or group classes/support groups?
  - b. PROBE: What services do you know of that are available in the county?
2. As you think back, which services were the most helpful to you?
  - a. PROBE: What made it helpful?
  - b. PROBE: Are there services that were not helpful during that time?

### Barriers

Thank you. Next, we are going to discuss the difficulties you may have had in accessing services.

3. What are some barriers you’ve experienced when trying to access services?
  - a. PROBE: Has anything prevented you from accessing services?
  - b. PROBE: Were the services you received available in your preferred language?
  - c. PROBE: Were the services you received sensitive to your culture, gender identity, and lifestyle?
4. How could these services be more accessible to you?
5. Do you feel that the services provided to you met your needs?
6. What programs or services do you wish were offered in Ventura County, but currently aren’t?

### Other

Thank you for sharing those experiences. We do have two last questions we’d love to hear from you on. Do you feel comfortable continuing?

7. What is one change that could have improved your experience with the services you accessed?
8. Is there anything else you would like to share with us that would help us understand your experiences with these services?

**Thank you, again, for your participation. Your insight is extremely helpful!**



# APPENDIX G. CRIME VICTIMS' RIGHTS WEEK

VENTURA COUNTY DISTRICT ATTORNEY  
ERIK NASARENKO

NATIONAL CRIME VICTIMS' RIGHTS WEEK

*Commemorative Ceremony  
and March*

**HONORING SURVIVOR VOICES**

THURSDAY, APRIL 27, 2023  
3:00 - 5:00 PM  
SIMI VALLEY CITY HALL  
2929 TAPO CANYON ROAD  
SIMI VALLEY

PLEASE SCAN QR CODE  
OR CLICK HERE FOR  
MORE INFORMATION  
AND TO RSVP

**Elevate. Engage. Effect Change.**

FISCAL DE DISTRITO DEL CONDADO DE VENTURA  
ERIK NASARENKO

SEMANA NACIONAL DE LOS DERECHOS DE LAS  
VÍCTIMAS DEL CRIMEN

*Ceremonia Comemorativa  
y Marcha*

**HONRANDO LAS VOCES DE  
LOS SOBREVIVIENTES**

JUEVES, 27 DE ABRIL, 2023  
DE 3:00 - 5:00 PM  
SIMI VALLEY CITY HALL  
2929 TAPO CANYON ROAD  
SIMI VALLEY

POR FAVOR, ESCANEE EL CÓDIGO QR  
O HAGA CLIC AQUÍ PARA MÁS  
INFORMACIÓN  
PARA CONFIRMAR SU ASISTENCIA

**Elevan. Captan. Efectúan cambios.**