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VictimConnect Evaluation Instruments

Toolkit Resource 7

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This brief is the seventh of seven toolkit resources supporting the Urban Institute's formative evaluation of the VictimConnect Resource Center, a nationwide victims' helpline operated by the National Center for Victims of Crime (NCVC).[1] The evaluation was conducted in 2019 and 2020 with funding from the National Institute of Justice (box 1). In this brief, we present drafts of the instruments to be used in Urban's planned implementation and outcome evaluations of VictimConnect; these instruments will be pilot tested and finalized before being used for evaluation.

Introduction

The evaluation instruments included herein were developed by Urban's researchers based on their collaborative formative evaluation of the VictimConnect Resource Center, working in partnership with leadership and research liaisons from NCVC, the program's developer. Urban's researchers also reviewed previous hotline evaluations and victim research instruments in development of these tools. For discussions of how each instrument will be used to inform Urban's planned evaluations of VictimConnect's implementation and outcomes, see the fourth and fifth toolkit resources, which describe the implementation and outcome evaluation plans.

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Overview of the VictimConnect Evaluation Toolkit

The VictimConnect Resource Center is a nationwide helpline that provides information, emotional support, and referrals to victims of crime and their loved ones through four technological modalities: softphone (phone calls via a secure, anonymous internet-based connection), online chat, text messaging, and the center website. In 2019, with funding from the National Institute of Justice, Urban launched a multiphase evaluation of the center, collaborating with research liaisons at the National Center for Victims of Crime. During the first phase, the evaluation team conducted a formative evaluation of VictimConnect through which it assessed the program's evaluability, used those findings to strengthen the program's research capacity, and developed a comprehensive plan for a future implementation and outcome evaluation. Findings from the first phase are summarized in *Formative Evaluation of VictimConnect: Preparing for Rigorous Evaluation of a National Resource Center* and are supplemented by the VictimConnect Evaluation Toolkit resources, which are briefs covering the following: (1) foundational theory and literature, (2) refining the logic model, (3) an evaluability assessment, (4) the implementation evaluation plan, (5) the outcome evaluation plan, (6) research capacity building, and (7) evaluation instruments. If funded, we anticipate that the next phases will begin in 2022 and will entail a comprehensive implementation evaluation and rigorous outcome evaluation of VictimConnect.

Importantly, each of these instruments will undergo pilot testing and any necessary revisions before being used for evaluation purposes. In addition, use of these instruments—for pilot testing or full evaluation—will first require review and approval from Urban's institutional review board to determine that they provide all necessary human subjects protections (this will, at minimum, entail appropriate use of informed consent for visitors who opt to complete the longitudinal survey; consent forms will be developed during the next evaluation phase and are not included in this brief). Below is a table of contents providing page numbers for each instrument.

Contents

Session Observation Protocols

Instructions to Urban researcher/reviewer: During the observation, please make note of how the process is unfolding, paying attention to the following:

- What and how information is shared;
- The nature of the interactions between the visitor and Victim Assistance Specialist (VAS);
- Challenges with the process of the interaction (e.g., the conversation was slow to get off the ground, visitor seemed reticent)
- Other observations

Basic Information
Urban Reviewer:
Date of Review:
VAS Reviewee:
Date of Visit:
Time of Visit:
Type of Interaction [call, chat, text]:
Length of interaction:

Demographics (if disclosed during interaction)
1. Gender Identity
   o Female
   o Gender Nonconforming
   o Male
   o Other
   o Transgender Female
   o Transgender Male
   o Unknown
   o Self-describe: _____
   o Prefer not to answer
2. Age group
   o 0-12
   o 13-17
   o 18-24
   o 25-59
   o 60-65
   o 66-75
   o 76+
   o Prefer not to answer
3. Sexual Orientation
   o Asexual
   o Bisexual
   o Gay
   o Straight (heterosexual)
   o Lesbian
   o Pansexual
   o Queer
   o Self-describe: _____
   o Prefer not to answer

4. Race/Ethnicity
   - American Indian/Alaskan Native
   - Asian/Native Hawaiian/Other Pacific Islander
   - Black/African American
   - Hispanic/Latino
   - White Non-Latino/Caucasian
   - Unknown
   - Self-describe: _____
   - Prefer not to answer
5. Primary language
   - English
   - Spanish
   - Other (please write in): _____
   - Prefer not to answer
6. Location
   - Urban–small or large city
   - Rural–outside of towns/cities
   - Suburban–adjacent to a major city
   - I don't know
   - Prefer not to answer
7. Type of visitor
   - Called to receive help/information for themselves
   - Called to receive help/information for a family member
   - Called to obtain help/information for someone else
   - Other (please describe): _____
   - Prefer not to answer
8. Reason for visit/type of abuse
   - Stalking
   - Assault/Attempted homicide
   - Elder abuse
   - Domestic violence
   - Intimate partner violence
   - Mass event
   - Harassment
   - Homicide
   - Identity theft/Fraud/Economic crime
   - Sexual assault
   - Terrorism
   - Child sexual abuse (current or recent)
   - Child sexual abuse (historical)
   - Child physical abuse
   - Robbery
   - Burglary
   - Family violence
   - Traffic/Vehicle DUI/DWI
   - Traffic/Vehicle other
   - Hate/Bias crime
   - Human sex trafficking

- o Violation of court (protective) order
- o Bullying
- o Kidnapping (custodial/familial)
- o Arson
- o Other (please describe): _____
- o Prefer not to answer
9. Repeat visitor?
   - o Yes
   - o No
10. If yes, how many times have they called before?
    - o 1
    - o 2
    - o 3
    - o More than 3 times
    - o I don't know
11. Type of service
    - o Emotional support
    - o Referral
    - o Other (please describe): _____
12. Topics discussed
    - o Safety planning
    - o Resources
    - o Explored options
    - o Help seeking options
    - o Information on my victimization
    - o Other (please describe): _____

Feedback on VAS
1. Did the VAS assess the visitor's situation and needs?
   - o Yes
   - o No
2. Did the VAS assess the visitor's safety?
   - o Yes
   - o No
3. Did the VAS provide the visitor with information?
   - o Yes
   - o No
4. Did the VAS share other resources with the visitor?
   - o Yes
   - o No
5. Did the VAS mention a local provider and facilitate a warm transfer?
   - o Yes
   - o No
6. Did the VAS assist the visitor with safety planning?
   - o Yes
   - o No
7. Did the VAS explore help seeking options with the visitor?
   - o Yes

- o No
8. Did the VAS provide the visitor with emotional support?
    - o Yes
    - o No
9. How helpful was the VAS with providing the visitor with information and connecting them to services?
    - o Not at all
    - o Not really
    - o Unsure
    - o Somewhat
    - o Very helpful
10. Did the visitor use explicit words like "help", "helpful", "useful", "extremely", etc.?
    - o Yes
    - o No
11. Did the VAS seem confident in their knowledge about the victim services specific to the visitor?
    - o Yes
    - o No
    - o Somewhat
12. Was the VAS able to direct the visitor to information or services in a relatively quick manner?
    - o Yes
    - o No
    - o Somewhat
13. Was the visitor informed that the helpline is anonymous and confidential?
    - o Yes
    - o No

Feedback on Service Overall
1. Was the visitor provided with a warm transfer?
    - o Yes
    - o No
2. If yes, what type of referral did the visitor receive?
    - o Financial assistance
    - o Crime reporting
    - o Legal assistance
    - o Case management
    - o Mental health counseling
    - o Housing or shelters
    - o Support groups
    - o Other (please describe): _____
3. If no, was contact information for services provided?
    - o Yes
    - o No
4. If yes, what type of services did the visitor receive contact information for?
    - o Financial assistance
    - o Crime reporting
    - o Legal assistance
    - o Case management
    - o Mental health counseling
    - o Housing or shelters

- o Support groups
- o Other (please describe): _____
5. Did the visitor mention that they sought out other services for this victimization experience?
    - o Yes
    - o No
6. Did the visitor mention that they sought out other services for prior victimization experiences?
    - o Yes
    - o No
7. If yes, what services have they utilized?
    - o Financial assistance
    - o Crime reporting
    - o Legal assistance
    - o Referrals for case management
    - o Mental health counseling
    - o Housing or shelters
    - o Support groups
    - o Other (please describe): _____
8. Did the visitor seem to be pleased with the nature of the resource center?
    - o Yes
    - o No

Feedback on Interaction
1. Did the visitor express intent to follow through with a plan of action or options discussed?
    - o Yes
    - o No
2. How did the visitor describe the usefulness of the call?
    - o Open-ended: _____
3. Did the visitor express gratitude beyond just thanking the VAS for services provided during the call, including emotional support, resources, and referrals?
    - o Yes
    - o No
4. Was the visitor easily able to access the helpline via the modality they chose for this interaction?
    - o Yes
    - o No
5. Were there any technological challenges during the interaction (e.g., disconnected)?
    - o Yes
    - o No
6. Did the visitor seem to be pleased with the interaction?
    - o Yes
    - o No
7. Did the visitor discuss any issues with the interaction?
    - o Yes
    - o No
8. If yes, please clarify
    - o Open-ended: _____
9. How did the visitor learn about VictimConnect (if disclosed during the interaction)?
    - o Internet Search

- Law Enforcement Referral
- Other National Hotline
- Professional
- Transportation posting
- Word of mouth
- I don't know
- Other (please describe): _____

10. What made the visitor contact VictimConnect instead of another service (if disclosed during the interaction)?
    - Ease of use
    - Safety/privacy of service
    - Only service I was familiar with
    - Other services aren't available where I live
    - Safe to use during the Covid-19 pandemic
    - Other (please describe): _____

Observer Notes (open ended)

This section should be used for the reviewer to note anything that transpires during the interaction that is not captured by the above tool. It can note tone of conversation, attitude of advocate, attitude of caller, off-target call, etc., as well as any unusual or noteworthy occurrences during the call (interruptions, abrupt ending to interaction, sudden outburst).

Staff Interview Questionnaire

1. **Background/Experience**—First, we want to understand your background and experience with VictimConnect.
   a. How long you have been a part of operating the program?
      i. What role you play in doing so?
   b. Do you have any prior hotline/victim service experience?
      i. If yes, do you think having prior hotline/victim service experience has been beneficial to your role?
      ii. If no, do you think having this experience would have helped you excel in this role in any way or is the training sufficient?

2. **Training**
   a. **For VictimConnect supervisors** - Next, we would like to know about the trainings you have given on VictimConnect and any information about VictimConnect that you have provided to others as their supervisor.
      i. Do you believe the training is adequate? Why or why not?
      ii. Do you provide training on dealing with vicarious trauma?
         1. If yes, can you describe the training?
         2. In your view, is this training helpful for you? For VASs?
      iii. In what format do you usually provide training (e.g., virtual, in person)?
         1. Are you generally satisfied with this format? What works well, and what could be improved?
      iv. What are some of the things you always want VAS to do when interacting with VictimConnect visitors?
      v. Do they have a checklist to follow, and do you provide oversight on their interactions (in what ways)?
      vi. Do the trainings differ by staff VAS and volunteers? If yes, how?
   b. **For VictimConnect former/current VASs** - Next, we would like to know about the training you have received on VictimConnect and any information about VictimConnect that was provided to you.
      i. What are some of the things you always try to do when interacting with VictimConnect visitors?
      ii. Do you have a checklist to follow, and does anyone provide oversight on your interactions (in what ways)?
      iii. In what format was the training you received (e.g., virtual, in person)?

      1. Are you generally satisfied with this format? What works well, and what could be improved?

    iv. Did you receive training on dealing with vicarious trauma?

      1. If yes, can you describe the training?

      2. Has this training been helpful for you? Why or why not?

    v. Do you feel adequately prepared to field inquiries after being trained? Or is there something more you feel you need in order to be successful in this role?

3. **VictimConnect Visitors**—We would like to understand what types of visitors typically interact with VictimConnect and the needs they typically want filled.

  a. What types of victimization experiences and needs do you most commonly encounter when interacting with VictimConnect visitors?

  b. How often is the visitor the victim of a crime themselves vs. a family member, friend, or other supporter of the victim?

  c. How do visitor types differ by telephone, chat, and text (if at all)?

  d. In your experience, is VictimConnect reaching underserved populations? Why or why not?

  e. What do you see as VictimConnect's primary goal with regard to helping visitors who are (a) victims in crisis, (b) survivors, (c) family members/friends, or (d) service providers?

4. **Staff Knowledge and Skills**—We are also interested in hearing about your knowledge of the types of services and resources you might refer visitors to.

  a. First, what do you see as the most important goals to accomplish with each interaction?

  b. How often do visitors request a referral to a service provider or other resource?

    i. How confident do you feel about your ability to identify the appropriate services for a given visitor's needs?

    ii. Are there certain types of resources or services that you feel you need more information about? If so, what are they?

    iii. How often do you use the VictimConnect resource database when interacting with visitors?

      1. How often are you able to find an appropriate service or resource?

      2. Is the information up-to-date?

      3. Have you experienced any challenges in using the resource database?

    iv. How often do you provide information to visitors about relevant services that they didn't already know?

    c. How confident do you feel about your ability to complete other types of activities during your interactions with visitors (e.g., assessing the visitor's safety, assisting with safety planning, exploring help seeking options)?

        i. Have you experienced any challenges in completing these types of activities? If so, what were they?

5. **Service Delivery**—Next, we'd like to get your thoughts on how VictimConnect's services are delivered and whether the service delivery meets the needs of visitors.

    a. In your experience, do VictimConnect's technological platforms meet visitors' needs in terms of ease of use, privacy, and safety? Why or why not?

    b. How often do you typically warm-transfer a visitor to a service provider? What works well about that process, and what could be done differently?

    c. What are your thoughts on individuals who try to access VictimConnect "after hours?"

    d. What types of protections does the VictimConnect platform have in place to protect visitors' confidentiality and anonymity?

        i. How do visitors learn about these protections (e.g., from VAS, on the website)?

        ii. In your view, are there any other protections that VictimConnect should implement to ensure that visitors feel safe? If so, what are they?

6. **Service Provider Collaboration**—VictimConnect also collaborates with service providers through referrals, coordinated outreach activities, and training and technical assistance.

    a. During your time working with VictimConnect, how has collaboration with service providers changed, if at all?

        i. Has it gotten more/less common? Covered a wider/narrower range of activities? Covered a more/less diverse set of victimization types or populations?

        ii. What types of victimizations or geographic regions, if any, need additional representation/coverage within VictimConnect's network of service providers?

        iii. What is working well about collaborating with service providers, and what could be improved?

    b. How often does VictimConnect provide training and technical assistance to service providers? Has that changed since you've been working with VictimConnect?

    c. What is your perception of VictimConnect's training and technical assistance? What about it is working well, and what could be improved?

Staff Surveys

Please answer the following questions regarding the interaction you just completed.

Basic Information
VAS Name:
Date of Visit:
Time of Visit:
Type of Interaction [call, chat, text]:
Length of interaction:

1. Did you inform the visitor about VictimConnect's anonymity and confidentiality protections?
   a. Yes
      i. If yes, how did you convey this information? _____
   b. No
      i. If no, why not? _____

2. On a scale of 1 to 5 (1 being not at all and 5 being very helpful), how helpful **overall** do you think the session was to the visitor?
   a. 1 - not at all helpful
   b. 2
   c. 3
   d. 4
   e. 5—very helpful

3. Why do you think this session was or was not helpful for the visitor? (open-ended)

4. If provided, how helpful do you think the **emotional support** you provided was to the visitor on a scale of 1 to 5?
   a. 1 - not at all helpful
   b. 2
   c. 3
   d. 4
   e. 5—very helpful
   f. Not relevant

5. If provided, how helpful do you think the **information** you provided was to the visitor on a scale of 1 to 5?
   a. 1 - not at all helpful
   b. 2
   c. 3
   d. 4
   e. 5—very helpful
   f. Not relevant

6. If provided, how helpful do you think the **problem solving and/or safety planning** you provided was to the visitor on a scale of 1 to 5?
   a. 1 - not at all helpful

b. 2
c. 3
d. 4
e. 5—very helpful
f. Not relevant

7. If provided, how helpful do you think the **referrals** you provided was to the visitor on a scale of 1 to 5?
    a. 1 - not at all helpful
    b. 2
    c. 3
    d. 4
    e. 5—very helpful
    f. Not relevant

8. Did you recommend any external service providers?
    a. Yes
    b. No

    If yes, how confident are you that the resource or service provider you recommended met the needs of the visitors?
    a. 1—not very confident
    b. 2
    c. 3
    d. 4
    e. 5—very confident

9. Did you recommend any external resources?
    a. Yes
    b. No

    If yes,
    If yes, how confident are you that the resource or service provider you recommended met the needs of the visitors?
    a. 1—not very confident
    b. 2
    c. 3
    d. 4
    e. 5—very confident

10. Were you already familiar with the service providers and resources relevant to the visitors' needs or did you refer to the VictimConnect database?
    a. I was already familiar with the relevant services and resources
    b. I was familiar with some relevant services and resources but still used the VictimConnect database
    c. I was not familiar with the relevant services and resources and used the VictimConnect database

11. Was a warm handoff suitable for the visitor's needs?

a. Yes
b. No
c. Don't know

How could you tell whether or not the visitor would benefit from a warm handoff?

12. Did a warm handoff occur?
    a. Yes
    b. No
        i. If not, why not? _____

13. What challenges, if any, did you experience during this interaction related to the service provision? (open-ended)

14. Did you experience any technological challenges during the interaction?
    a. Yes
    b. No
    c. If yes, please describe.

Thank you for completing this survey!

Longitudinal Visitor Surveys

Contact information [*details to be finalized in next evaluation phase*]

1. What contact information do you feel safest providing to us ((text, cell, email, etc.)?
2. Can we use this contact information for follow-up outreach?
3. How would you like us to send you a gift card for your participation (email, text, mailing)?

Demographics

4. Which of the following age groups do you belong to?
   o 0-12
   o 13-17
   o 18-24
   o 25-34
   o 35-44
   o 45-54
   o 55-64
   o 65-74
   o 75+
   o Prefer not to answer

5. What is your gender identity? "Gender" is social; it refers to a person's internal identity and how they present themselves to the world. Please select all that apply.
   o Female
   o Gender Nonconforming
   o Male
   o Other
   o Transgender Female
   o Transgender Male
   o Unknown
   o Self-describe: _____
   o Prefer not to answer

6. Please select your sexual orientation. Select all that apply.
   o Asexual
   o Bisexual
   o Gay
   o Straight (heterosexual)
   o Lesbian
   o Pansexual
   o Queer
   o Self-describe: _____
   o Prefer not to answer

7. Which of the following best describes your race and/or ethnicity? Please select all that apply.
   o American Indian/Alaskan Native
   o Asian/Native Hawaiian/Other Pacific Islander
   o Black/African American

- o Hispanic/Latinx
- o White Non-Latinx/Caucasian
- o Unknown
- o Self-describe: _____
- o Prefer not to answer

8. Were you born in the United States?
- o Yes
- o No
- o Prefer not to answer

9. If no, in what country were you born?
- o Please write the country here: _____
- o Prefer not to answer

10. What is your primary language?
- o English
- o Spanish
- o Other (please write in): _____
- o Prefer not to answer

11. Please select the highest level of education that you completed.
- o Some high school
- o High school, GED or high school equivalent
- o Vocational or trade school
- o Some college
- o 2-year or associate's degree
- o 4-year or bachelor's degree
- o Advanced degree; including master's, professional, doctoral, or law degrees
- o None of the above
- o Prefer not to answer

12. Are you currently employed? This can include "off the books" or "under the table" work.
- o Employed part-time
- o Employed full-time
- o Have an internship
- o Volunteer
- o Unemployed
- o Unemployed and seeking employment
- o None of the above
- o Prefer not to answer

13. Do you have a long-lasting or chronic condition (physical, visual, auditory, cognitive or mental, emotional, or other) that substantially limits one or more of your major life activities (your ability to see, hear, or speak; to learn, remember, or concentrate)?
- o Yes
- o No
- o Prefer not to answer

14. Do you live in a rural, urban, or suburban area?
    - o Urban–small or large city
    - o Rural–outside of towns/cities
    - o Suburban–adjacent to a major city
    - o I don't know
    - o Prefer not to answer

15. Please select your current relationship status.
    - o Single
    - o In a relationship
    - o Separated
    - o None of the above
    - o Prefer not to answer

16. Do you have children?
    - o Yes
    - o No
    - o Currently pregnant
    - o I have children and am currently pregnant
    - o Prefer not to answer

17. If yes, how many children do you have?
    - o 1
    - o 2
    - o 3
    - o 4
    - o 5
    - o 6
    - o 7
    - o 8
    - o More than 8
    - o Prefer not to answer

Background/contextual information

18. Please indicate how strongly you agree or disagree with the following statements about your family and friends.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
I could borrow more than $100 from a family member or friend if I needed it					
I could borrow a car or get a ride from a family member or friend if I needed it					
My family or friends really try to help me					
My family or friends let me know that they care about me					
I can talk about my problems with my family or friends					
My family or friends are willing to help me make decisions					
I can discuss personal issues with my family or friends					
I get support from my family or friends					
My close family or friends appreciate my qualities					
When needed, I've always had someone who can help me					

19. Have you sought out other services for the victimization experience you reached out to VictimConnect about?
    o Yes
    o No

20. If yes, what other services did you seek and/or use?
    o Financial assistance: *Sought? __ Used? __*
    o Crime reporting: *Sought? __ Used? __*
    o Legal assistance: *Sought? __ Used? __*
    o Referrals for case management: *Sought? __ Used? __*
    o Mental health counseling: *Sought? __ Used? __*
    o Housing or shelters: *Sought? __ Used? __*
    o Support groups: *Sought? __ Used? __*
    o Other (please describe): _____

21. Have you sought out other services for prior victimization experiences?
    o Yes
    o No

22. If yes, what other services did you seek and/or use?
    o Financial assistance: *Sought? __ Used? __*
    o Crime reporting: *Sought? __ Used? __*
    o Legal assistance: *Sought? __ Used? __*
    o Referrals for case management: *Sought? __ Used? __*
    o Mental health counseling: *Sought? __ Used? __*
    o Housing or shelters: *Sought? __ Used? __*
    o Support groups: *Sought? __ Used? __*
    o Other (please describe): _____

23. Has the COVID-19 pandemic impacted your victimization experiences and/or outreach to service providers?
    o Yes
    o No

24. If COVID-19 has impacted your experiences, how? [open-ended]

25. On a scale from 1-5 (with 1 being not at all and 5 being very familiar) how would you rate your awareness of local victim services, or other resources (e.g., compensation, reporting, case management)?
    o 1—not at all familiar
    o 2
    o 3
    o 4
    o 5—very familiar

VictimConnect Service Characteristics

26. What was your reason for contacting VictimConnect? Please select all that apply.
    o Financial assistance
    o Crime reporting
    o Legal assistance
    o Referrals for case management
    o Mental health counseling
    o Housing or shelters
    o Support groups
    o Other (please describe): _____
    o Prefer not to answer

27. Is this your first time contacting VictimConnect?
    o Yes
    o No

28. If no, how many times have you contacted VictimConnect?
    o 1
    o 2
    o 3
    o More than 3 times
    o I don't know

29. How did you learn about the VictimConnect resource?
    o   Internet Search
    o   Law Enforcement Referral
    o   Other National Hotline
    o   Professional
    o   Transportation posting
    o   Word of mouth
    o   I don't know
    o   Other (please describe): _____

30. What made you contact VictimConnect instead of another service? Please select all that apply.
    o   Ease of use
    o   Safety/privacy of service
    o   Only service I was familiar with
    o   Other services aren't available where I live
    o   Safe to use during the Covid-19 pandemic
    o   Other (please describe): _____

31. Did you contact VictimConnect to obtain help/information for yourself or someone else?
    o   I called to receive help/information for myself
    o   I called to receive help/information for a family member or partner
    o   I called to receive help/information for a friend
    o   I called to receive help/information for a client (I am a service professional)
    o   I called to receive help/information for a member of my community
    o   I called to obtain help/information for someone else
    o   Other (please describe): _____
    o   Prefer not to answer

32. Which of the following experiences did you contact VictimConnect about? Please select all that apply. [*NOTE: The language regarding victimization types will be fully developed in the next evaluation phase, prior to administration of this instrument, to reflect experiential behaviors rather than labels and, where needed, to define terms in layman's language.*]
    o   Stalking
    o   Assault/Attempted homicide
    o   Elder abuse or neglect
    o   Domestic violence
    o   Intimate partner violence
    o   Mass event
    o   Harassment (not sexual)
    o   Harassment (sexual)
    o   Homicide
    o   Identity theft/Fraud/Economic crime
    o   Sexual assault (adult)
    o   Terrorism
    o   Child sexual abuse (current minor)
    o   Adult survivor of childhood abuse (sexual, witness)
    o   Adult survivor of childhood abuse (physical, verbal, neglect, witness)

- o Child physical abuse (current minor)
- o Child exposed to violence (current minor)
- o Robbery
- o Burglary
- o Family violence or abuse
- o Traffic/Vehicle DUI/DWI
- o Traffic/Vehicle related crime (other)
- o Hate/Bias crime
- o Human sex trafficking
- o Human labor trafficking
- o Violation of court (protective) order
- o Bullying (current minor)
- o Kidnapping (custodial/familial)
- o Arson
- o Child pornography/child sexual abuse images
- o Nonconsensual pornography (adult)
- o Noncriminal event (natural and disaster)
- o Other (please describe): _____
- o Prefer not to answer

33. Were you affected directly by this experience, as either a victim, survivor, or witness?
    - o Yes, I directly experienced this as a victim or survivor
    - o Yes, I witnessed this happening to a close friend or family member
    - o No, I learned about it from a close friend or family member
    - o Other (please describe): _____

34. How urgent was the matter about which you contacted VictimConnect?
    - o Matter was an emergency and I was directed to call 911
    - o I needed to obtain assistance immediately/same day
    - o I needed to obtain assistance today or during the next few days
    - o I needed to obtain assistance this week
    - o I needed to obtain assistance soon, but it could wait a few weeks if needed
    - o Other (please describe): _____
    - o Prefer not to answer

35. How did you connect with VictimConnect?
    - o Chat
    - o Phone Call
    - o Text

36. What day did you contact VictimConnect?
    - o _____

37. What was the first name of the person you spoke to at VictimConnect
    - o *Plan to list out first name of all VC staff [pseudonyms, if relevant] if feasible*
    - o I don't know

38. What assistance were you provided from VictimConnect? Please select all that apply.

- o Emotional support
- o Referral(s)
- o Other (please describe): _____
- o Prefer not to answer

39. If you needed a referral, what services did you ask for a referral to? Please select all that apply.
- o Financial assistance
- o Crime reporting
- o Legal assistance
- o Case management
- o Mental health counseling
- o Housing or shelters
- o Support groups
- o Other (please describe): _____
- o Prefer not to answer

40. Which topics were discussed during your contact with VictimConnect? Please select all that apply.
- o Emotional support
- o Safety planning
- o Resources
- o Explored options
- o Help seeking options
- o Information on my victimization
- o Other (please describe): _____
- o Prefer not to answer

Activities During the Interaction

41. During your interaction, to what extent did the VAS…

	Not at all	Not really	Unsure	Somewhat	Very much
…show concern or empathy for your experience					
…validate that your feelings were understandable					
…assess your situation and needs					
…assess your safety					
…provide you with information					
…share other resources with you					
…mention a local provider					
…facilitate a warm transfer					
…assist you with safety planning					
…explore help seeking options with you					

Feedback on Interaction

42. To what extent do you agree or disagree with the following statements.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
I found this interaction to be helpful					
This interaction increased my knowledge and awareness					
I felt supported during the interaction					
My needs were met during this interaction					
The VictimConnect resource was easy to use					

Feedback on Service Overall

43. Please rate your level of satisfaction with the following aspects of VictimConnect.

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
Safety of service					
Privacy of service					
Accessibility					
Overall satisfaction with VictimConnect technology					
Overall satisfaction with the Victim Assistance Specialist					
Overall satisfaction with VictimConnect					

Self-Efficacy

44. To what extent do you agree or disagree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
I can always manage to solve difficult problems if I try hard enough					
If someone opposes me, I can find the means and ways to get what I want					
It is easy for me to stick to my aims and accomplish my goals					
I am confident that I could deal efficiently with unexpected events					
Thanks to my resourcefulness, I know how to handle unforeseen situations					
I can solve most problems if I invest the necessary effort					

I can remain calm when facing difficulties because I can rely on my coping abilities					
When I am confronted with a problem, I can usually find several solutions					
If I am in trouble, I can usually think of a solution					
I can usually handle whatever comes my way					

Hope

	Definitely False	Mostly False	Somewhat False	Slightly False	Slightly True	Somewhat True	Mostly True	Definitely True
I can think of many ways to get out of a jam								
I energetically pursue my goals								
I feel tired most of the time								
There are lots of ways around any problem								
I am easily downed in an argument								
I can think of many ways to get the things in life that are important to me								
I worry about my health								
Even when others get discouraged, I know I can find a way to solve the problem								
My past experiences have prepared me well for my future								
I've been pretty successful in life								
I usually find myself worrying about something								
I meet the goals that I set for myself								

Intended Next Actions

45. After your interaction with VictimConnect, how likely are you to….

	Very Unlikely	Not Likely	Neutral	Likely	Very Likely
…contact the referral provided to you					
…share the community resource or referral that was provided to you with someone else					

...talk to a family member/friend about your situation					
...make plans for your safety					
...contact law enforcement					
...contact legal services					

<u>Closing</u>

46. Are there any challenges you experienced with the VictimConnect service? (Open-ended)

47. Please indicate any types of services and assistance you would like to receive that you were not able to get yet. (Open-ended)

48. Are there any changes you would suggest to improve VictimConnect services? (Open-ended)

49. Is there anything else you wish to tell us that we haven't already asked? (Open-ended)

50. Can we use the contact information you provided earlier and reach out with a follow-up survey?
    o   Yes
    o   No

Thank you so much for your time and thoughtful responses!

. . . .

NOTE: A version of this instrument for the comparison group of "after hour" visitors—people who attempted to reach VictimConnect but did so outside of its operational hours—will be developed in the next evaluation phase, mimicking all questions above but referencing the "attempt" to contact VictimConnect rather than actual connection.

Stakeholder Interview Questionnaire

1. **Current Role/Background/Experience—**First, we want to understand your current role, professional experience and educational background.
    a. What is your current position and what are your major responsibilities in that role?
    b. How long have you been working at [insert current organization name]?
    c. What professional experience and/or education prepared you for your current role?

2. **Organizational Background**—We'd additionally like to understand the role your organization/agency plays in serving victims/survivors.
    a. What is the mission of your organization?
        i. Who is the target population that your organization serves?
        ii. What types of services does your organization provide?
        iii. How long has your organization been operating for?
    b. Where is your organization located? What is the geographic area that you serve (e.g. entire city, several counties, etc.)?
    c. We'd also like to know about the size of your organization.
        i. About how many staff work there?
        ii. About how many victims do you serve annually?

3. **Knowledge and Familiarity with VictimConnect -** Our next set of questions focuses on your familiarity with VictimConnect Resource Center.
    a. How did you first learn about VictimConnect?
    b. In what ways have you or your colleagues engaged with VictimConnect (e.g. referring clients; receiving referrals, coordinated outreach activities, receiving TTA)?
        i. Can you please describe this in more detail (e.g. how frequently do you engage in this way, for how many years, are you familiar with specific staff at VictimConnect, etc.)?

4. **VictimConnect Warm Transfer Referral Services**—Next, we'd like to get your thoughts on how VictimConnect's warm-transfer referral services are delivered and whether the service delivery meets the needs of visitors/victims that you work with.
    a. How does your organization typically receive referrals?
    b. When did you first begin to receive referrals from VictimConnect?

c. How frequently has your organization received warm-transfers from VictimConnect? What works well about that process, and what could be done differently?

    i. In your experience, to what extent do warm transfers meet the need of victims?

    ii. What are the benefits—to victims and to your organization—of receiving these warm transfers (e.g. victim doesn't need to repeat their story, victim finds out about a service they otherwise wouldn't be aware of)?

        1. To what extent, if at all, has engagement with VictimConnect helped your organization reach underserved or hard-to-reach populations?

        2. To what extent, if at all, has VictimConnect helped your organization serve more a more diverse population (e.g. demographically, people experiencing different types of victimization, people living in a broader geographic area)?

    iii. Have you noticed any differences between clients who are referred to you via VictimConnect, in comparison to clients who are not? If so, please describe those in more detail (e.g. victimization type, needs, demographics).

    iv. What are some of the challenges? What has been done to develop solutions around these challenges (or what do you recommend should be done)?

    v. What could be done to improve this service, if any?

    vi. To the best of your knowledge, to what extent are victims satisfied with their experience with VictimConnect staff and warm-transfers in particular?

d. What happens after your staff receive a VictimConnect referral?

    i. What types of services do these victims typically receive at your organization, and what does a typical timeframe for those services look like (e.g. single appointment, multiple appointments or ongoing services, etc.)?

5. **VictimConnect Resources, Training and Technical Assistance (TTA) for Service Providers -** Next, we'd like to get your thoughts on how VictimConnect's TTA.

a. Please tell us about the TTA you received from VictimConnect.

    i. How was TTA initiated? What needs did your organization have?

        1. What did the TTA consist of and how long did the engagement last?

        2. What did you hope would happen as a result of the TTA?

b. What is your perception of VictimConnect's training and technical assistance? What about it is working well, and what could be improved?

    i. What were the specifics benefits, if any, to your organization and staff?

1. How do you expect TTA to be used by your staff? Do you have plans to do any follow ups as a result (e.g. additional staff training, incorporate new technology into services, adopt or enhance best practices, connect with other service providers, adopt new outreach efforts)?

2. What progress, if any, has your organization made in terms of making these adjustments to services?

    a. What are some of the things that have worked well as you make these changes? What are some of the challenges?

        i. In what ways, if any, could TTA support you in addressing those challenges?

3. Would you recommend this TTA to other service providers? Why or why not?

c. What resources or other TTA services do you think would be helpful (to your organization or the field)?

6. **Closing Thoughts -**

    a. Do you have any other thoughts you'd like to share with us today?

About the Authors

Malore Dusenbery is a policy associate in the Urban's Justice Policy Center studying victimization in general and gender-based violence in particular. Her research, evaluation, and technical assistance aim to improve victim services, increase accountability through justice system and other mechanisms, and foster collaboration between researchers and practitioners.

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Acknowledgments

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