

Menu of Questions for Interviews, Focus Groups, and Surveys

Needs Assessment: Questions for Interviews, Focus Groups, and Surveys

Formats & Methodologies

- Focus Groups
- Surveys
- Interviews

Data Sources / Participants

Crime Victims & Community Members – where to recruit

- Victim service providers
- Systems-based victim/witness assistance, DA's offices
- Service providers (mental health centers, homeless shelters, departments of health or social services, medical)
- Public institutions: libraries, community centers, community action programs
- ESL, GED, Citizenship classes
- Community-specific organizations
 - Faith communities
 - Cultural centers
- Public spaces & events: fairs, tabling at community events, transportation hubs, grocery stores,
- Social media, partner's emails
- Additional notes on increasing access: offer written materials in multiple languages, offer in-person interpretation, offer one-on-one assistance with completing surveys

Types of service providers/stakeholders to consider including

- Attorneys, legal service providers
- Social service providers, advocates (community-based & systems-based)
- Law enforcement, prosecutors
- Compensation staff
- Immigration attorneys
- City or District Attorney's office
- Police Department
- Probation/Corrections
- County/State Human Services
- County Attorney
- Educational institution
- Medical facility
- Legal Aid
- Private lawyer
- Private for-profit agency
- Private nonprofit agency
- Religious faith community
- NOTE: Consider seeking the input of both front line and leadership among service providers and systems partners.

Content Areas

Sections of surveys, interviews or focus groups for survivors and/or community members

- Demographics
- Crimes
- Legal issues
- Help-seeking
- Barriers to accessing services
- Questions about a specific victimization
- Age at the time of crime
- Relationship to offender
 - Recency
 - Disclosure/help seeking
 - Consequences of Victimization

Sections of surveys, interviews or focus groups for service providers/stakeholders

- Geographic & demographic communities (service area, population # in that area)
- Crimes experienced by clients
- Legal Services needed by clients
- Caseloads
- Length of time / depth of relationship with communities served
- Related issues / needs in communities that impact victimization and/or services
- Collaborations/Partnerships & Referrals
 - Referrals received from which organizations or types of organizations
 - Referrals made to which organizations or types of organizations
- Barriers
 - Barriers to providing services
 - Barriers to victims receiving services
 - Thoughts on overcoming those barriers
- Strategies for increasing awareness of services
- Interest level in using resources (training, website, printed materials, meeting, etc.)

Menu of specific topics or subtopics for content areas

Demographics

- Income
- Education
- Race/ethnicity
- Gender identity
- Disabilities
- Language(s) spoken
- Age (or age category: children, teens, elders)
- Living situation (homeless, with perpetrator, number of people in household, etc.)

- Unique Jurisdiction: Military, campus, tribal, incarcerated
- Citizenship/Immigration status

Crimes

- Abuse of a person with disabilities/dependent or vulnerable adult
- Assault, aggravated assault
- Domestic Violence/Intimate Partner Violence
- Disability-related issues (examples: lack of accommodations, accessing services, benefits)
- Child Abuse/ Neglect
- Educational access
- Elder Abuse/ Neglect
- Employment victimization (examples: work-place discrimination/harassment, fired unfairly, wage theft)
- Family Issues (examples: divorce, custody, support, guardianship)
- Financial Issues & Fraud (examples: identity theft, bankruptcy, compensation, benefits, restitution)
- Gang violence
- Gun violence
- Hate crimes (examples: crimes based on race/ethnicity, gender, sexual orientation, religion)
- Housing-related issues (examples: evictions, safety, breaking lease)
- Human Trafficking (examples: forced sex or labor)
- Immigration-related issues (examples: deportation, can't obtain job due to status)
- Kidnapping
- Murder/homicide/manslaughter
- Police Misconduct (examples: wrongly arrested, harassed by the police)
- Property Crime (examples: arson, burglary, larceny, shoplifting, theft, vandalism)
- Sexual Assault/ Rape
- Vehicular crimes (DUI, homicide)

Legal Issues

- Civil restraining or protective orders
- Civil tort claims
- Compensation (medical, lost wages, relocation, or counseling costs)
- Criminal record expungements
- Crime Victims' rights in criminal
- Educational
 - Access
 - Title IX
 - Fraud
- Elder law
 - Reasonable accommodation

- Estate
- Fraud
- Guardianship, competency, power of attorney
- Government benefits, entitlements
- Mandatory reporting
- Protective services
- Employment
 - Discrimination
 - Wage claims
 - Workplace harassment
 - Employment affected by crime
- Family law
 - Custody/ visitation
 - Dissolution
 - Paternity
 - Domestic violence restraining orders
 - Spousal support
- Financial fraud/ Consumer
 - Identity theft
 - Mortgage fraud
 - Vocational school fraud
 - Credit remediation
- Fraud
- Government benefits/ Health access
- Guardianship
- Hate crimes
- Housing/ Eviction
 - Affordable housing
 - Unlawful detainer defense
 - Housing affected by crime (lock changes, eviction, lease or mortgage co-sign with perpetrator)
 - Mortgage fraud
- Identity Change
- Immigration
 - Asylum
 - Family-based
 - Naturalization
 - Removal hearing
 - SIJS
 - T visas
 - U visas
 - VAWA/ IMFA
- Internet redress
- Language discrimination/ Access claims
- Privacy
- Property return

- Public benefits (Medicaid, TANF, Food Stamps, Indigent healthcare)
- Representing in
 - Criminal matter
 - Civil matter
 - Campus proceeding
 - Military proceeding
 - Immigration matter
 - Compensation claim
 - Benefits claim or application
 - Small claims court
 - Housing issue
 - Employment law violation
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- Restitution
- Safety issues
- Title IX
- Veterans' benefits

Help-seeking

- Law Enforcement
- Medical/Mental health
- Social services
- Legal services
- Other support
- How did you find that help? (brochure, web, referral, etc.)
- How helpful was it? What could have been different?
- Length of services

Barriers to accessing services

- Costs
- Eligibility
- Fear of retaliation or harm
- Fear of losing custody of children
- Fear of losing housing
- Fear of the legal system / lack of trust
- Fear of deportation, other immigration concerns
- Fear of bias from providers or systems personnel
- Lack of support (family, community)
- Lack of resources for basic needs
- Lack of knowledge
 - about services available
 - about complex legal terms and processes
 - about crime victims' rights
- Lack of transportation, distance to services or courts

- Lack of time or energy
- Lack of access to technology
- scheduling (needing assistance outside of regular office hours)
- Language barriers
- Not able to identify self as a victim
- Feelings of trauma, shame or embarrassment
- Service providers or systems' professionals lack of understanding about
 - Trauma
 - Culture or identity
 - Mental health issues
 - Disability
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- Needing to go to many different places for help
- Criminal record
- Too much information all at once
- Asked to repeat story too many times
- Given conflicting information about crime, legal options or services

Services offered

- Mission
- Communities/Populations served
- Services provided
- Length of time offering services in community (years)

Collaborations/Partnerships referrals

- Courts
- Law enforcement
- Compensation
- Tribal jurisdictions
- Social services
- Advocates (community, systems)
- Immigration services
- Medical or mental health services
- Other legal organizations
- Faith communities

Barriers to offering services or coordination of services

- Staffing
- Funding
- Training
- Internal policies, rules, etc.
- Expertise
 - Victims' rights
 - Area of law
 - Crime types

- Referrals
 - Communication & coordination (with other providers, systems)
- Language