

Using Client Satisfaction Surveys to Demonstrate Impact in Victim Services: Special Considerations and Enhancing Community Partnership

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Abstract

Client satisfaction surveys are simple tools service providers can use to demonstrate the impact of their program/work to community partners, stakeholders, and current/potential funders. Using this tool in victim services requires special consideration particularly when defining impact and identifying measurable outcome areas.

In this presentation, we will describe a client satisfaction survey using this approach with client's who received services through Safe Horizon's Crime Victim Assistance Program. We will describe our victim-centered approach to defining impact and identifying measurable outcome areas. We will describe how we communicated survey results and enhanced collaboration with the New York City Police Department.

Purpose

The Crime Victim Assistance Program (CVAP), offered by the New York City Police Department and Safe Horizon, provides seamless services, crisis intervention, and assistance for victims of crime and abuse. Using police reports, advocates reach out to victims of crime to offer support and resources

A Client Satisfaction Survey was administered to clients for their feedback on the CVAP program regarding:

-  Engagement, support, and safety
-  Knowledge of criminal justice systems
-  Understanding of rights and options

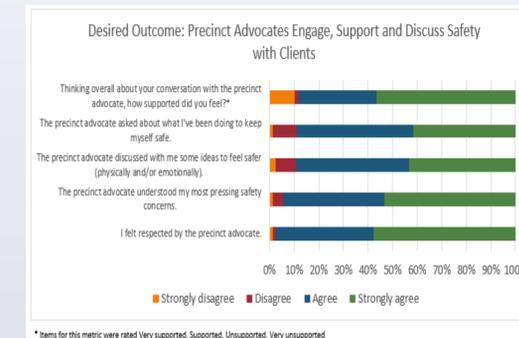
Method

- **Survey development**
 - Define outcomes (3)
 - Define measures for outcomes (11 questions)
- **Sampling method**
 - New clients receiving services from the initial 26 precincts of the CVAP project were asked to participate.
 - 3 month recruitment period
- **Survey administration**
 - Received client's consent
 - Requested a safe email or phone number
 - Based on client preference, sent link to survey:
 - Text or email
 - English or Spanish
 - Sent 3 follow up reminders
- **Analysis**
 - Descriptive and statistical (t-test, ANOVA) tests analyzed 3 outcomes among client characteristics
 - Client characteristics included:
 - Demographic
 - Victimization
 - Geographic



Results: Outcomes

- Clients overwhelmingly responded positively regarding their interactions and experience with Advocates across all outcome areas

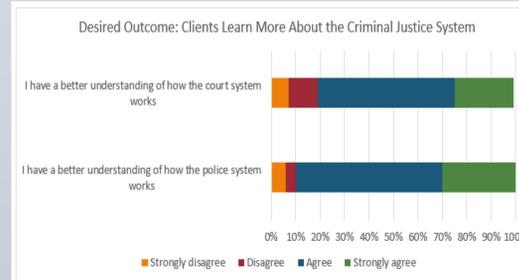
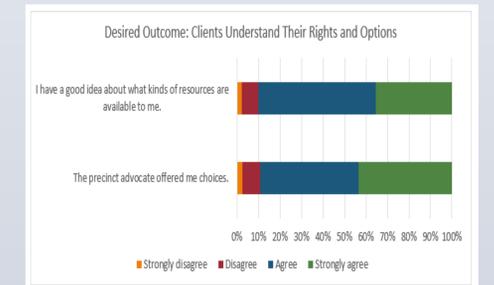


- Male clients were more likely to report feeling supported by and having a safety related discussion with advocates than female clients

Supported: Male (M=3.6, SD=0.721); Female (M=3.20, SD=1.012); t(135.286) = -2.851, p=0.005
Safety discussion: Male (M=3.49, SD=0.585); Female (M=3.19, SD=0.725); t(148) = -2.468, p=0.015.

- Older clients (50+ years) were less likely to report the advocate offered them choices

F(6,146) = 2.244, p=0.042
F(1,115) = 5.924, p=0.016



- Non-domestic violence crime victims were more likely to report having a better understanding of how the police system works

Non-domestic violence crime victim (M=3.32, SD=0.628); Domestic violence crime victim (M=3.00, SD=0.795); t(115) = -3.424, p<0.005

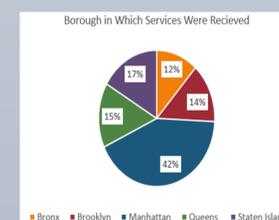
Conclusion

- **Gendered reactions of crime victims**
 - Most male victims of crime do not seek services (barriers)
 - Connection with a CVAP Advocate minimizes barriers for male clients
- **Limitations of the criminal justice system in supporting victims of domestic violence**
 - Collaborations between victim service organizations and the criminal justice system are crucial
 - Additional training for CVAP Advocates needed

Results: Client Characteristics

Respondent Characteristics: Demographics (N=163)		
	n	%
Gender		
Male	52	32%
Female	111	68%
Race/Ethnicity		
Black or African American	62	38%
White Non-Latino	48	29%
Hispanic or Latino	40	25%
Asian	6	4%
Other	7	4%
Age		
Under 20 yrs old	4	2%
20-29 yrs old	50	31%
30-39 yrs old	40	25%
40-49 yrs old	32	20%
50-59 yrs old	22	13%
60-69 yrs old	9	6%
70-79 yrs old	5	3%

Respondent Characteristics: Victimization (N=163)		
	n	%
Crime Victim Type		
Domestic Violence Crime Victim	70	43%
Non-Domestic Violence Crime Victim	93	57%
Number of Victimization		
1 victimization	142	87%
More than 1 victimization	21	13%



Race/Ethnicity "Other" includes: Other, American Indian/Alaska Native, and Multi-Racial

*This table only includes victims of domestic violence, non-domestic violence, sexual assault, and child maltreatment. **This table only includes victims of domestic violence, non-domestic violence, sexual assault, and child maltreatment.