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 clients 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: Client Characteristics**

- Male clients were more likely to report feeling supported by and having a safety related discussion with advocates than female clients
- Older clients (50+ years) were less likely to report the advocate offered them choices
- Non-domestic violence crime victims were more likely to report having a better understanding of how the police system works

**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