

**DFA – Office of Intergovernmental Services**

## **VICTIM SERVICES NEEDS SURVEY**

Completed by DFA funded Service Providers



**16**

2016

# 2015 VOCA NEEDS SURVEY

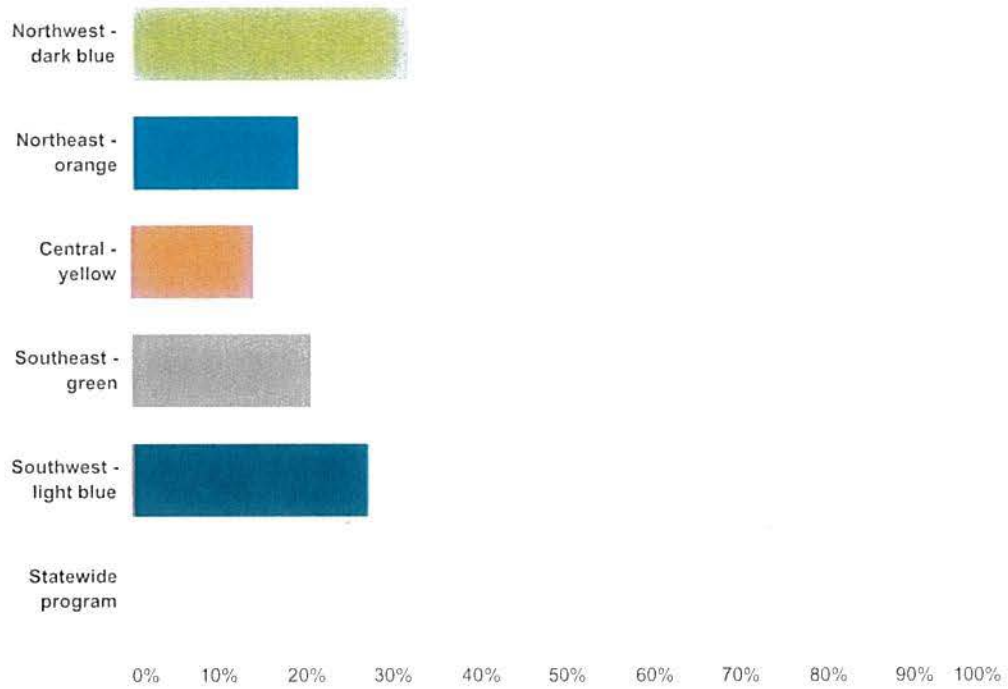
COMPLETED BY CURRENTLY FUNDED SUBGRANT  
ORGANIZATIONS

DFA/IGS  
3/23/2016



Q1 Indicate the region you serve.

Answered: 63 Skipped: 0



Answer Choices

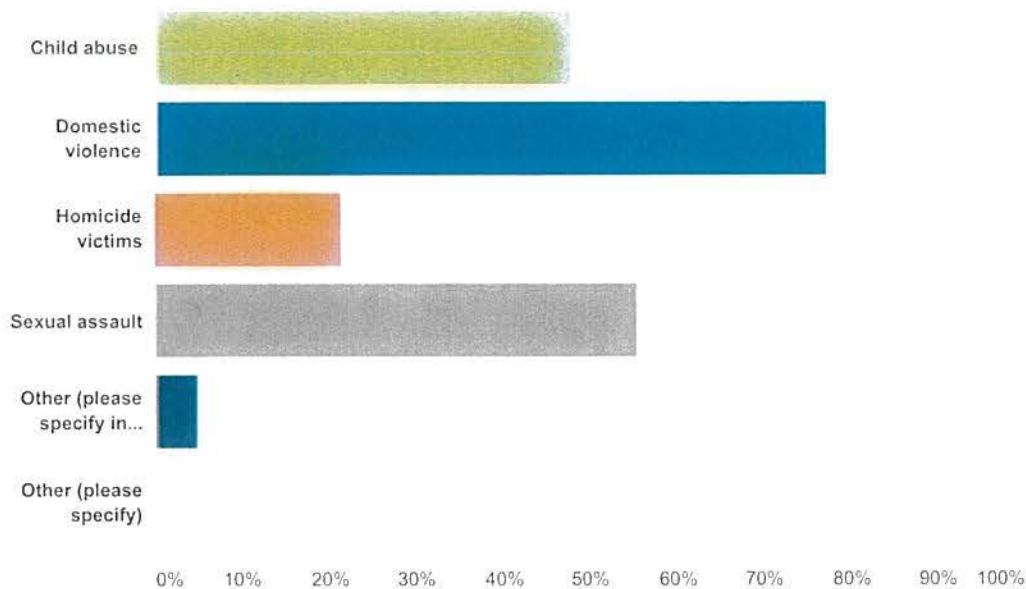
Responses

Answer Choices	Responses	Count
Northwest - dark blue	31.75%	20
Northeast - orange	19.05%	12
Central - yellow	14.29%	9
Southeast - green	20.63%	13
Southwest - light blue	26.98%	17
Statewide program	6.35%	4

Total Respondents: 63

## Q2 What type of program do you provide? (Mark all that apply.)

Answered: 65 Skipped: 0



### Answer Choices

### Responses

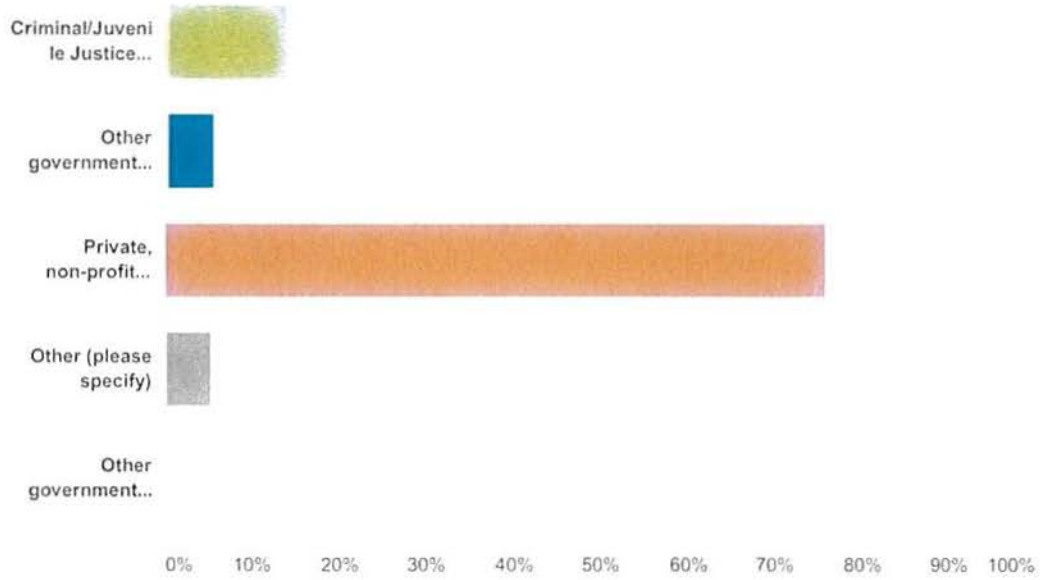
Answer Choices	Responses	Count
Child abuse	47.69%	31
Domestic violence	76.92%	50
Homicide victims	21.54%	14
Sexual assault	55.38%	36
Other (please specify in comment field)	4.62%	3
Other (please specify)	9.23%	6

Total Respondents: 65

#	Other (please specify)
1	crisis intervention and suicide prevention
2	DWI, family of murder victims
3	robbery victims, stalking, terroristic threatening
4	homeless shelter
5	Stalking
6	Civil Legal Services in Consumer, Domestic Violence, Housing and Economic Justice cases

**Q3 Please describe the type of organization where program is located.**

Answered: 58 Skipped: 7



**Answer Choices**

**Responses**

Answer Choices	Responses	
Criminal/Juvenile Justice Agency	13.79%	8
Other government agency	5.17%	3
Private, non-profit organization or program	75.86%	44
Other (please specify)	5.17%	3
Other government agency	0.00%	0

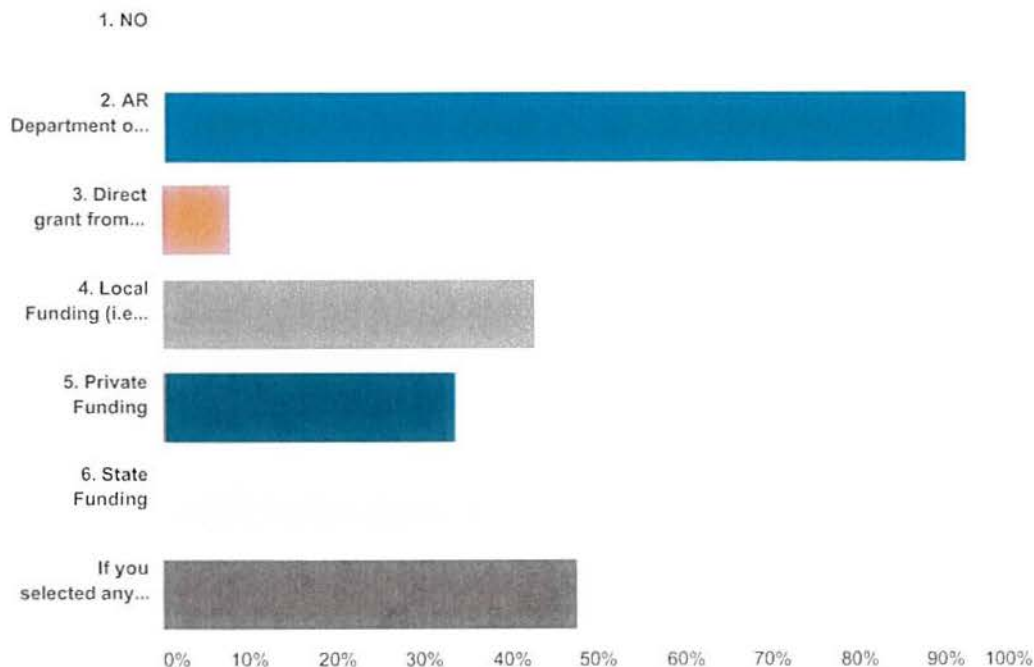
**Total** **58**

**# If your agency type is not listed here, or you chose Other, please describe your agency.**

- 1 Prosecuting Attorney
- 2 domestic violence shelter
- 3 Domestic Violence Shelter
- 4 Prosecutor's Office
- 5 ITS COUNTY
- 6 Law Enforcement
- 7 Sheriffs Office
- 8 none
- 9 Prosecuting Attorney

### Q4 Have you been a recipient of grant funds in the past three years from one of the funding sources below?

Assigned: 63 Skipped: 2



**Answer Choices**

**Responses**

Answer Choice	Percentage	Count
1. NO	0.00%	0
2. AR Department of Finance & Administration from DOJ (i.e., VOCA, FVPSA, VAWA)	92.06%	58
3. Direct grant from federal agency	7.94%	5
4. Local Funding (i.e., AR Community Foundation County Affiliate, United Way)	42.86%	27
5. Private Funding	33.33%	21
6. State Funding	50.79%	32
If you selected any of answers 3-6, please indicate type of funding, and from whom received.	47.62%	30

Total Respondents: 63

# If you selected any of answers 3-6, please indicate type of funding, and from whom received.

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- 3

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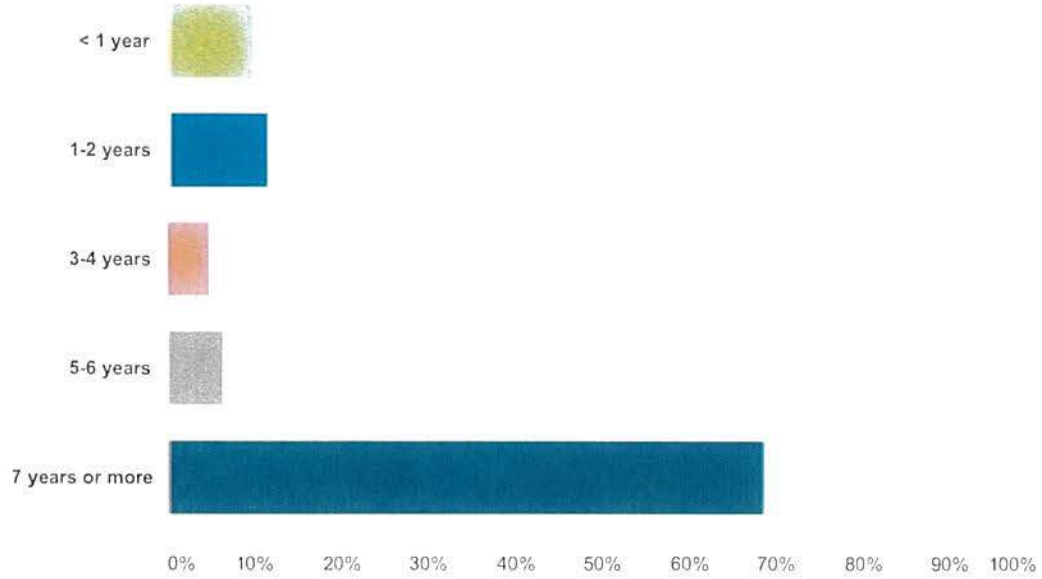
Q4. The following funding sources were listed:

- Area Agency on Aging
- Arkansas Access to Justice Foundation
- Arkansas Commission on Child Abuse, Rape & Domestic Violence
- Arkansas Community Foundation (specific counties for designated projects)
- Arkansas State CASA Grant
- Baxter International
- Churches
- City Funding
- Combined Federal Campaign
- County funding or appropriations
- DOJ-VOCA
- DOJ-OVW: (Grants to Coalitions; Transitional Housing; Legal Services; Rural)
- Domestic Peace Act
- Drug Crime Fee
- Eaton Corporation
- EFSP
- Entergy
- GIF for designated projects
- Fundraisers
- Individual Donors and Donations
- Legal Services Corporation
- Private Foundations
- Private Funding for general expenses
- Private Trust
- Seabrook Foundations
- Simmons Bank
- Simmons Foundation
- State Filing Fee Add On
- State Funding for Emergency Shelter
- Tobacco Education/Cessation
- UAPB-MISRGO
- United Way
- Walmart Foundation
- Walmart State giving foundation
- Others

VOCA needs survey

Q5 Length of time in victim services (for the person answering the survey)

A generalist for Slipped 2



Answer Choices

- < 1 year
- 1-2 years
- 3-4 years
- 5-6 years
- 7 years or more

Responses

Response	Count
< 1 year	6
1-2 years	7
3-4 years	3
5-6 years	4
7 years or more	43

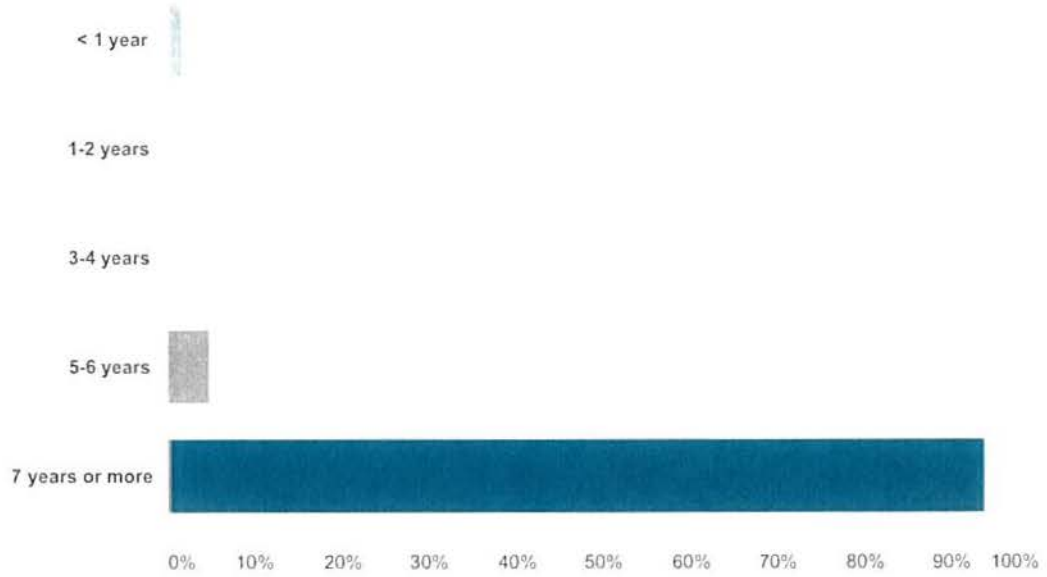
Total 63



VOCA needs survey

Q6 How long has your organization/program served your victim community?

Answered: 62 Skipped: 0



Answer Choices

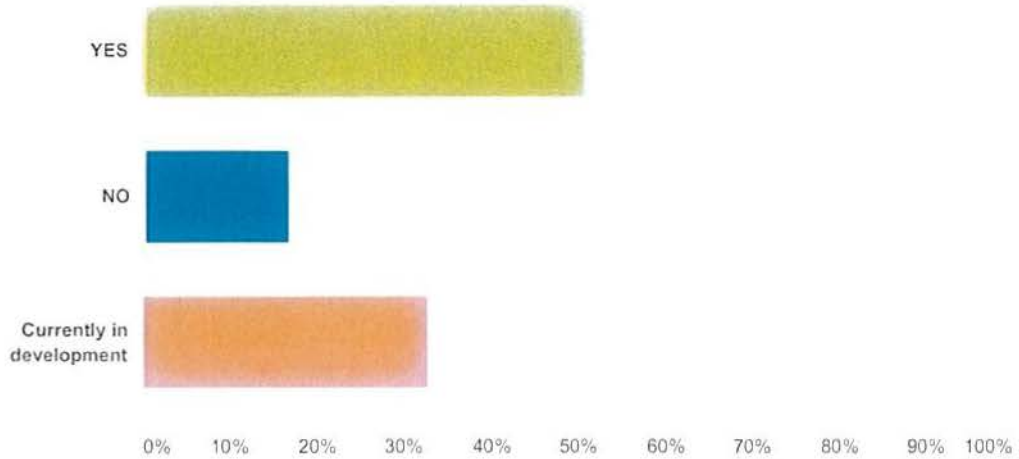
Responses

Answer Choices	Responses	
< 1 year	1.61%	1
1-2 years	0.00%	0
3-4 years	0.00%	0
5-6 years	4.84%	3
7 years or more	93.55%	58
<b>Total</b>		<b>62</b>

VOCA needs survey

Q7 Does your organization currently have a long-range strategic plan that addresses improved services to victims?

Answered: 61 Skipped: 0



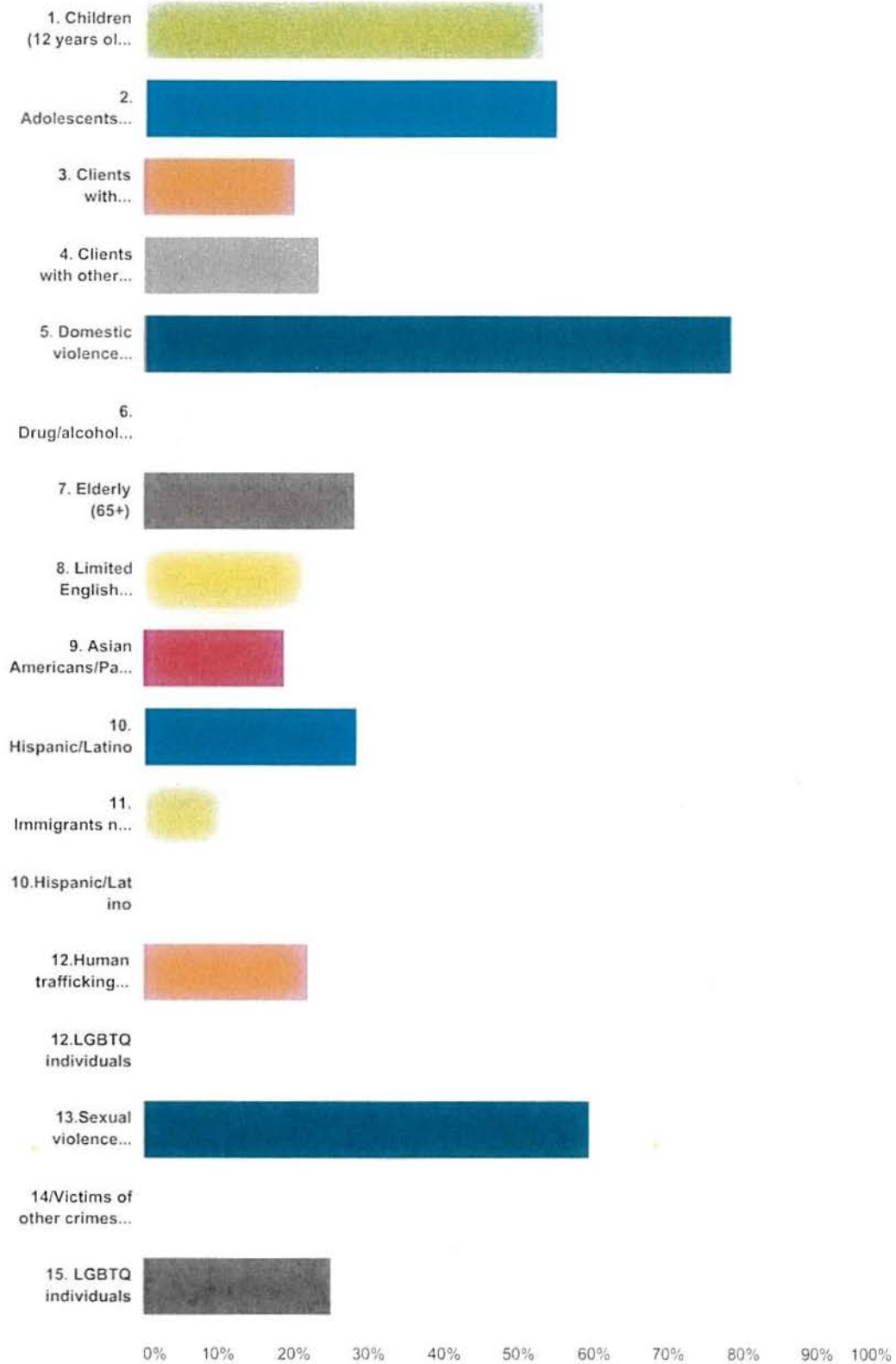
Answer Choices	Responses	
YES	50.82%	31
NO	16.39%	10
Currently in development	32.79%	20
<b>Total</b>		<b>61</b>

# If you need to explain your answer, please respond here also Date  
There are no responses.

VOCA needs survey

Q8 What PRIMARY population does your agency serve? (Mark all that apply.)

Answered: 61 Skipped: 1



## VOCA needs survey

Answer Choices	Responses	
1. Children (12 years old and younger)	53.13%	34
2. Adolescents (13-18 years old)	54.69%	35
3. Clients with developmental disabilities	20.31%	13
4. Clients with other disabilities	23.44%	15
5. Domestic violence survivors	78.13%	50
6. Drug/alcohol dependent clients	12.50%	8
7. Elderly (65+)	28.13%	18
8. Limited English Proficient clients	21.88%	14
9. Asian Americans/Pacific Islanders (Marshallese, Hmong)	18.75%	12
10. Hispanic/Latino	28.13%	18
11. Immigrants not mentioned previously	10.94%	7
10. Hispanic/Latino	0.00%	0
12. Human trafficking survivors	21.88%	14
12. LGBTQ individuals	0.00%	0
13. Sexual violence survivors	59.38%	38
14. Victims of other crimes (DWI, families of murder victims, etc)	29.69%	19
15. LGBTQ individuals	25.00%	16

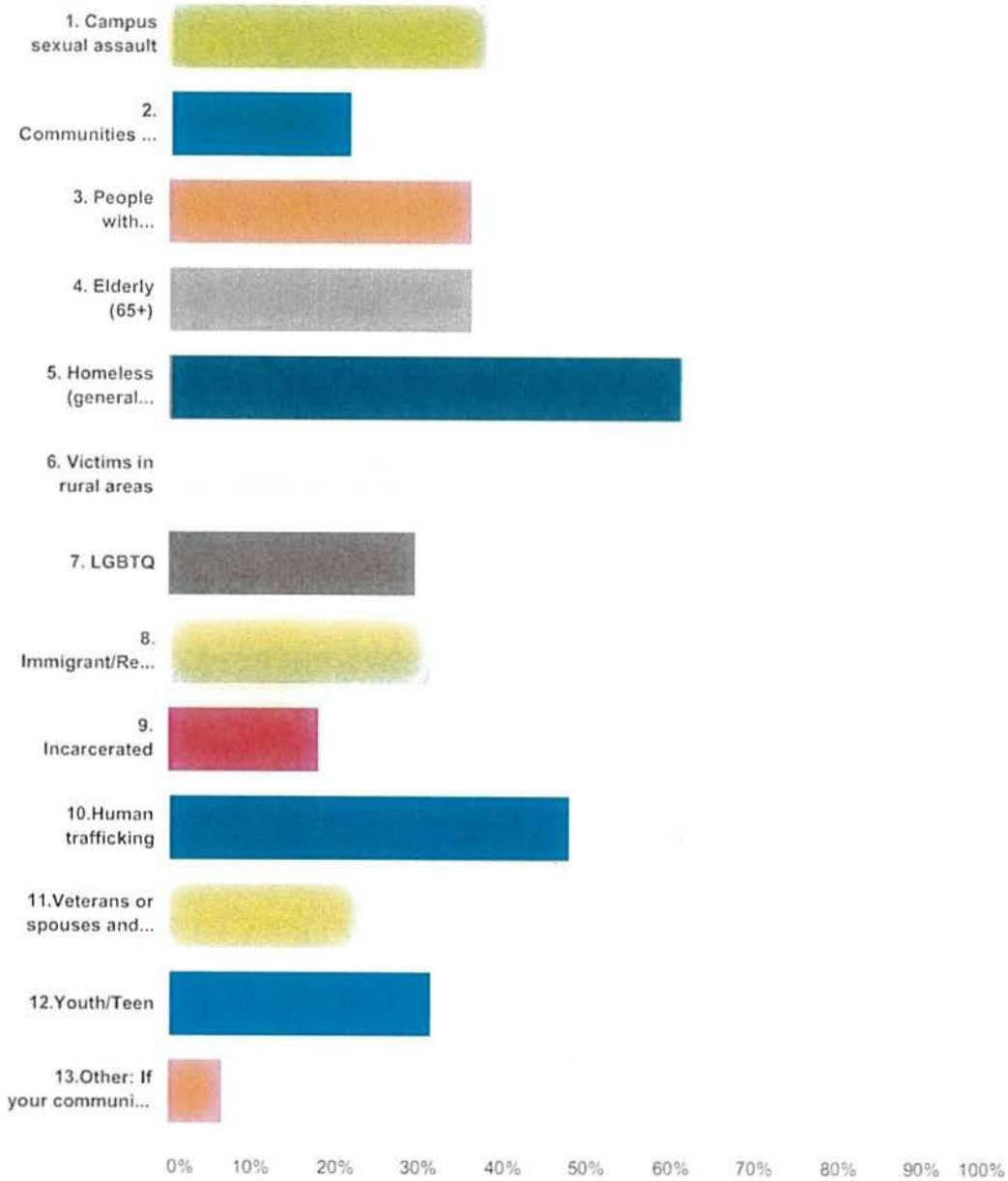
**Total Respondents: 64**

#	If you serve other populations, please indicate here	Date
1	suicide attempt survivors, survivors of suicide loss	
2	Domestic Homicide Victims	
3	Any victim of domestic violence/	
4	We serve children as secondary victims and through prevention education classes in schools, etc.	
5	Homeless	
6	Young adults 18-21	
7	none	

VOCA needs survey

Q9 Please choose the top 5 survivor/victims groups that are the most underserved in Arkansas .

Answered: 61 (81%)



Answer Choices

Responses

Answer Choice	Percentage	Count
1. Campus sexual assault	37.70%	23
2. Communities of color	21.31%	13
3. People with disabilities (including developmental)	36.07%	22
4. Elderly (65+)	36.07%	22
5. Homeless (general population)	60.66%	37

## VOCA needs survey

6. Victims in rural areas	77.05%	47
7. LGBTQ	29.51%	18
8. Immigrant/Refugee	31.15%	19
9. Incarcerated	18.03%	11
10. Human trafficking	47.54%	29
11. Veterans or spouses and children of combat veterans	22.95%	14
12. Youth/Teen	31.15%	19
13. Other: If your community has other survivor/victim groups not listed above, please list them in comments	6.56%	4

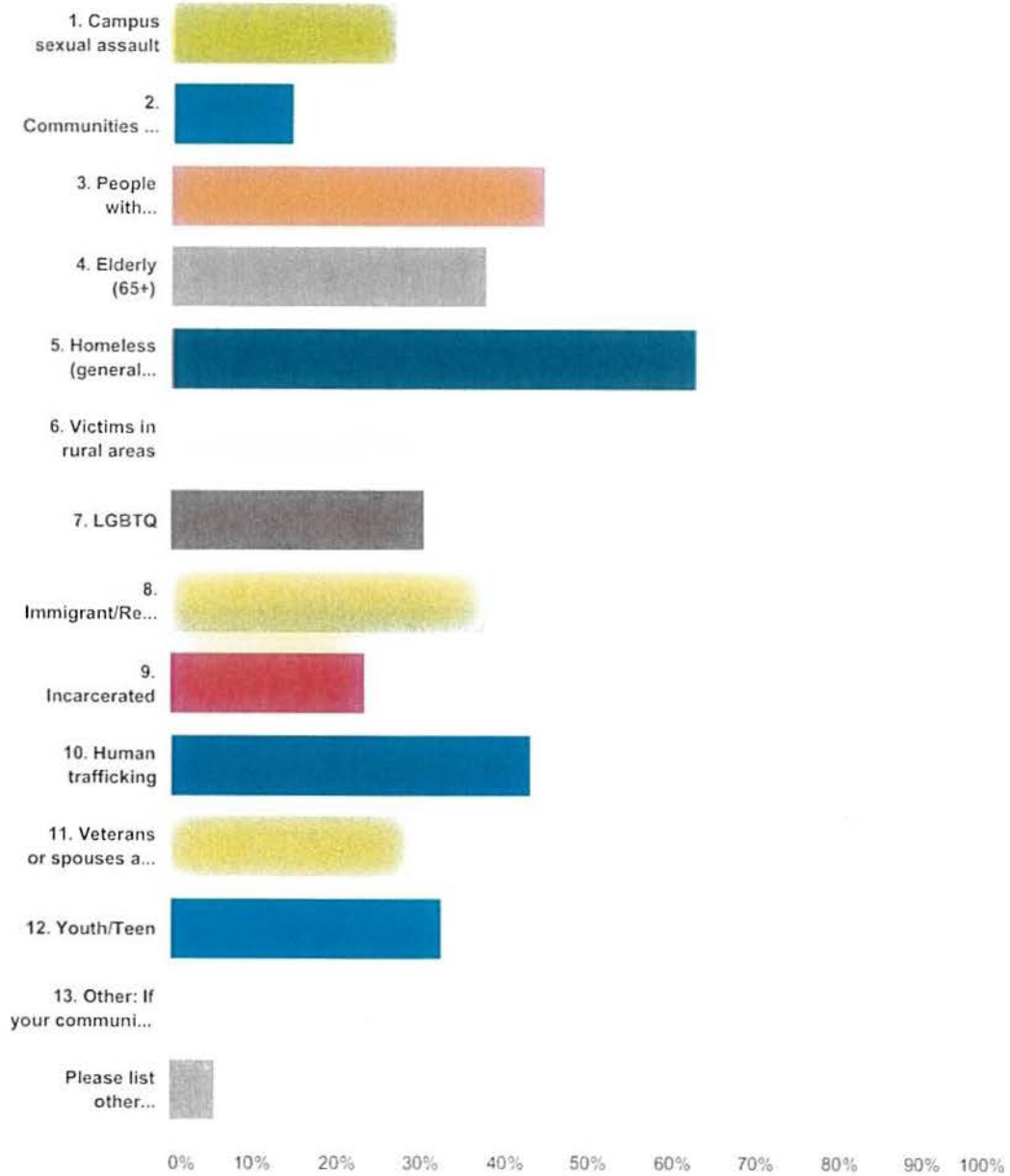
**Total Respondents: 61**

#	You may add information that you think would be helpful.
1	Children of homicide victims are ignored
2	People with mental health issues
3	Men
4	Women transitioning from emergency domestic violence shelters.
5	Our staff receives many calls from hospitals or mental health facilities trying to place homeless people who are not victims of domestic or sexual violence, but rather they are mentally ill or suffer from addiction. They become angry when we explain our programs and services - which are not intended for general homelessness. We are now being told that callers are told to essentially lie and say they were abused, when in fact they were not.
6	People who do not speak english
7	Really all of them are underserved - difficult to select the most underserved. Trafficking victims pose the most concern as not much exists and existing service providers are being asked to expand their supports yet expertise in serving this group is limited. For some unlicensed and unsupervised programs - quality is concerning especially with these victims. Really more multidisciplinary teams need to be existence to better serve underserved groups such as disabilities, immigrant and HT.
8	none
9	Many service providers fail to adequate provide culturally sensitive services and services for disadvantaged populations including the LGBTQ community. I think this is especially true for DV programs.

VOCA needs survey

**Q10 Please choose the top 5 survivor/victims groups in your area that are not being served or are underserved due to lack of capacity.**

Answered: 51 Skipped: 9



Answer Choices

Responses

1. Campus sexual assault	26.79%	15
2. Communities of color	14.29%	8
3. People with disabilities (including developmental)	44.64%	25
4. Elderly (65+)	37.50%	21

## VOCA needs survey

5. Homeless (general population)	62.50%	35
6. Victims in rural areas	71.43%	40
7. LGBTQ	30.36%	17
8. Immigrant/Refugee	37.50%	21
9. Incarcerated	23.21%	13
10. Human trafficking	42.86%	24
11. Veterans or spouses and children of combat veterans	28.57%	16
12. Youth/Teen	32.14%	18
13. Other: If your community has other survivor/victim groups not listed above, please list them in comments	0.00%	0
Please list other underserved groups not listed	5.36%	3

**Total Respondents: 56**

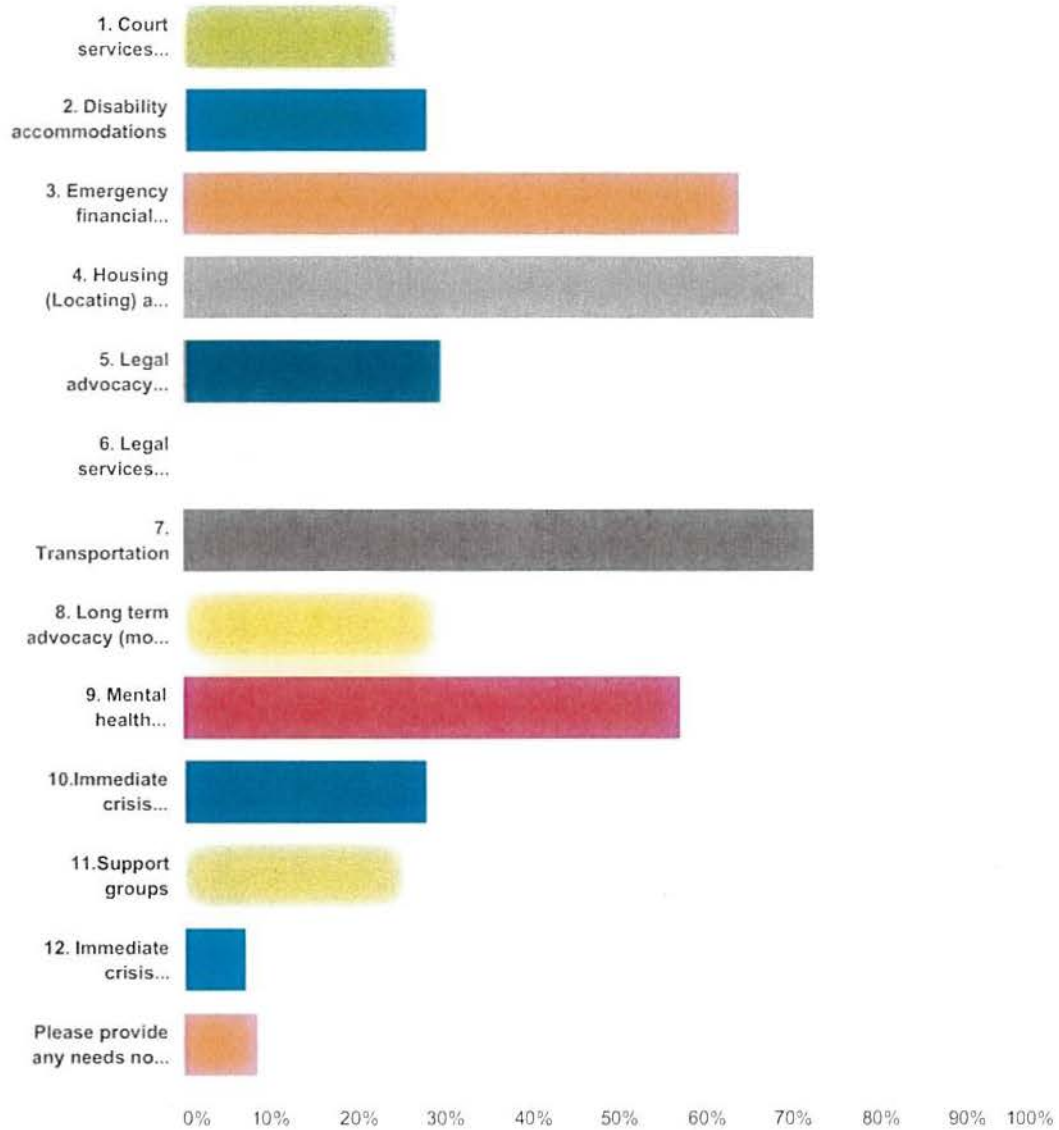
#	Please list other underserved groups not listed
1	Being served but wish our community had more resources to assist.
2	People with mental health issues
3	none



VOCA needs survey

**Q11 Please choose the 5 most important service needs/gaps in your community for all types of victims.**

Answered: 48 Skipped: 7



**Answer Choices**

**Responses**

Answer Choice	Percentage	Count
1. Court services accompaniment (I.e., Laura's Law)	24.14%	14
2. Disability accommodations	27.59%	16
3. Emergency financial services	63.79%	37
4. Housing (Locating) and assistance	72.41%	42
5. Legal advocacy (provided by a trained advocate)	29.31%	17
6. Legal services (provided by an attorney)	58.62%	34

## VOCA needs survey

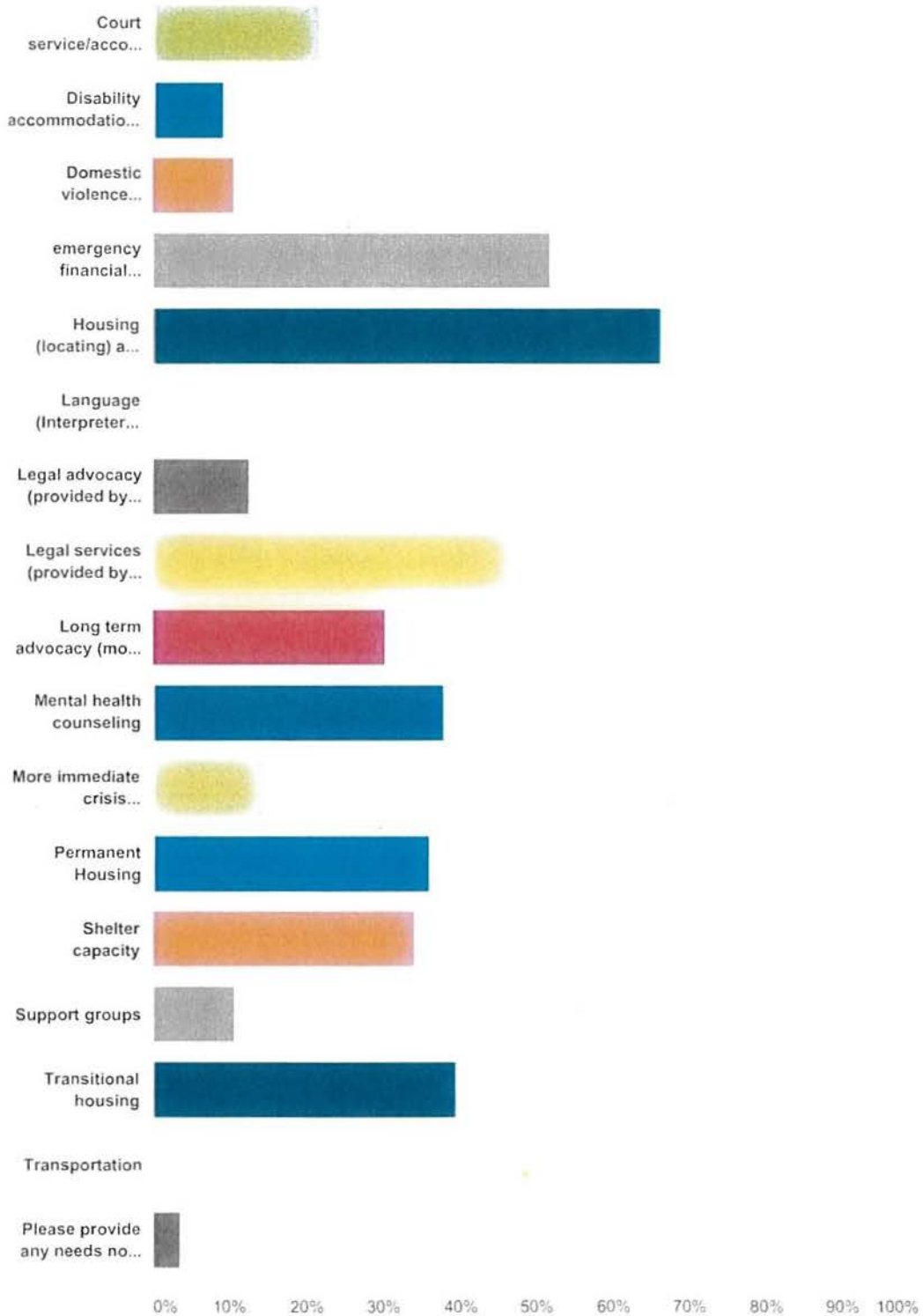
7. Transportation	72.41%	42
8. Long term advocacy (more than one year)	29.31%	17
9. Mental health counseling	56.90%	33
10. Immediate crisis intervention	27.59%	16
11. Support groups	25.86%	15
12. Immediate crisis intervention	6.90%	4
Please provide any needs not mentioned above.	8.62%	5

**Total Respondents: 58**

#	Please provide any needs not mentioned above.	
1	Meeting needs of undocumented clients	
2	Shelters and Rape Crisis Centers need their own mental health therapists. Most therapists through medicaid facilities do not have adequate knowledge of these issues.	1
3	translation	
4	CHILD CARE	
5	none	

Q12 Please choose the top 5 needs/gaps in Arkansas related to domestic violence.

Answers: 55 | Filter: 0



## VOCA needs survey

Court service/accompaniment	21.43%	12
Disability accommodations/ADA compliance	8.93%	5
Domestic violence fatality review	10.71%	6
emergency financial services	51.79%	29
Housing (locating) and assistance (may include housing deposit, utility deposits, etc)	66.07%	37
Language (Interpreter) services	30.36%	17
Legal advocacy (provided by a trained advocate)	12.50%	7
Legal services (provided by an attorney)	46.43%	26
Long term advocacy (more than one year)	30.36%	17
Mental health counseling	37.50%	21
More immediate crisis intervention	14.29%	8
Permanent Housing	35.71%	20
Shelter capacity	33.93%	19
Support groups	10.71%	6
Transitional housing	39.29%	22
Transportation	42.86%	24
Please provide any needs not mentioned above	3.57%	2

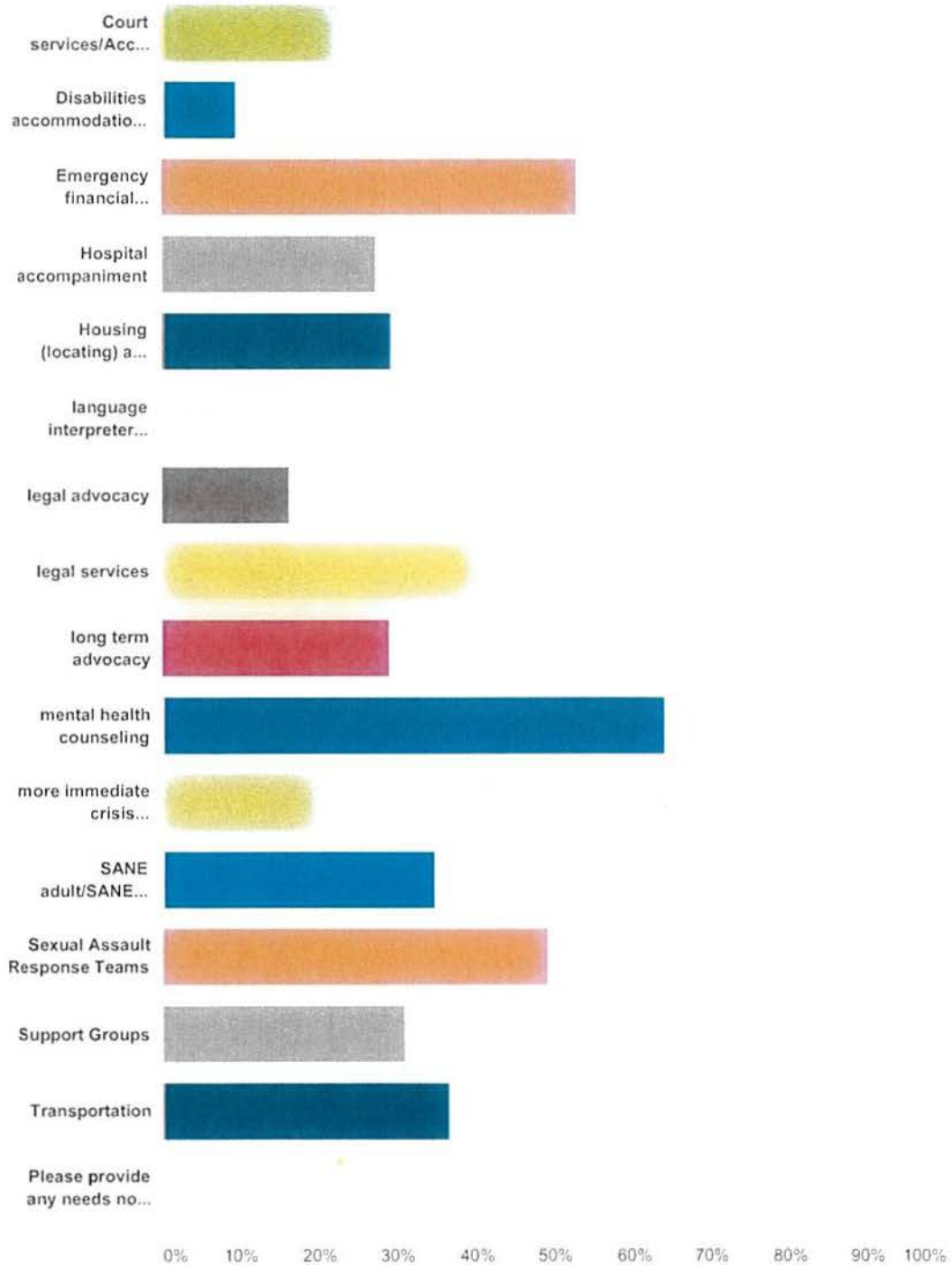
**Total Respondents: 56**

#	Please provide any needs not mentioned above
1	Meeting needs of undocumented clients
2	none

VOCA needs survey

**Q13 Please choose the top five service needs gaps in Arkansas related to sexual violence.**

Answered: 55 Skipped: 13



Answer Choices

Responses

Court services/Accompaniment

21.82%

12

## VOCA needs survey

Disabilities accommodations /ADA Compliance	9.09%	5
Emergency financial services	52.73%	29
Hospital accompaniment	27.27%	15
Housing (locating) and Assistance	29.09%	16
language interpreter services	18.18%	10
legal advocacy	16.36%	9
legal services	40.00%	22
long term advocacy	29.09%	16
mental health counseling	63.64%	35
more immediate crisis intervention	20.00%	11
SANE adult/SANE pediatric	34.55%	19
Sexual Assault Response Teams	49.09%	27
Support Groups	30.91%	17
Transportation	36.36%	20
Please provide any needs not mentioned above	9.09%	5

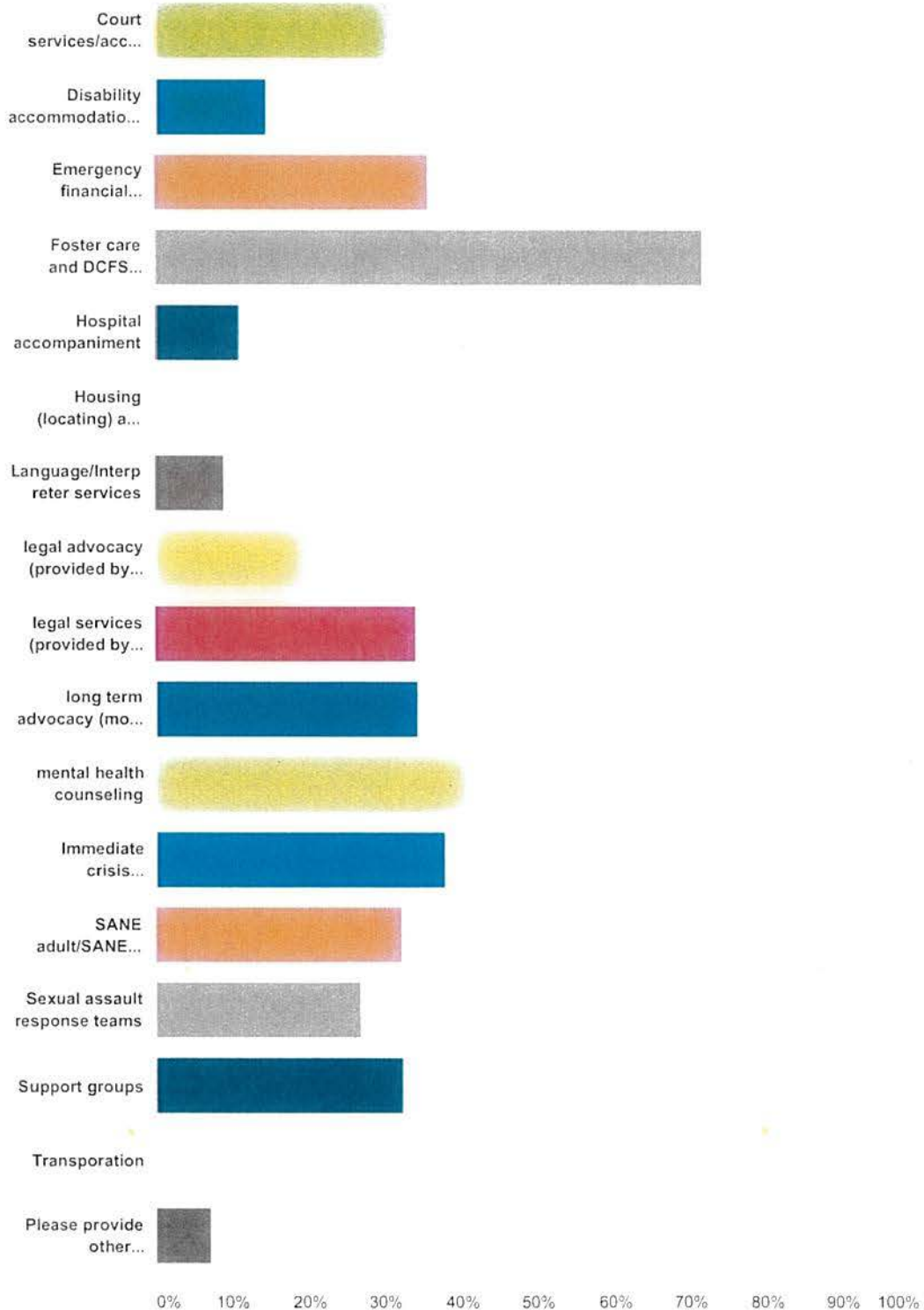
**Total Respondents: 55**

#	Please provide any needs not mentioned above
	Meeting needs of undocumented clients
2	none
3	a child advocacy center located in south Arkansas. It is a 2 hour drive either direction for our district to the nearest CAC
4	Interviews provided in a forensic setting by a trained interviewer
5	none

VOCA needs survey

Q14 Please choose the top 5 service needs/gaps in Arkansas related to child abuse

Answered: 55; Skipped: 9



## VOCA needs survey

Court services/accompaniment (preparing for and support at court appointments/court	30.36%	17
Disability accommodations/ADA compliance	14.29%	8
Emergency financial services	35.71%	20
Foster care and DCFS Support	71.43%	40
Hospital accompaniment	10.71%	6
Housing (locating) and assistance	26.79%	15
Language/Interpreter services	8.93%	5
legal advocacy (provided by a trained advocate)	19.64%	11
legal services (provided by an attorney)	33.93%	19
long term advocacy (more than one year)	33.93%	19
mental health counseling	41.07%	23
Immediate crisis intervention	37.50%	21
SANE adult/SANE Pediatric	32.14%	18
Sexual assault response teams	26.79%	15
Support groups	32.14%	18
Transporation	37.50%	21
Please provide other information you think would be helpful	7.14%	4

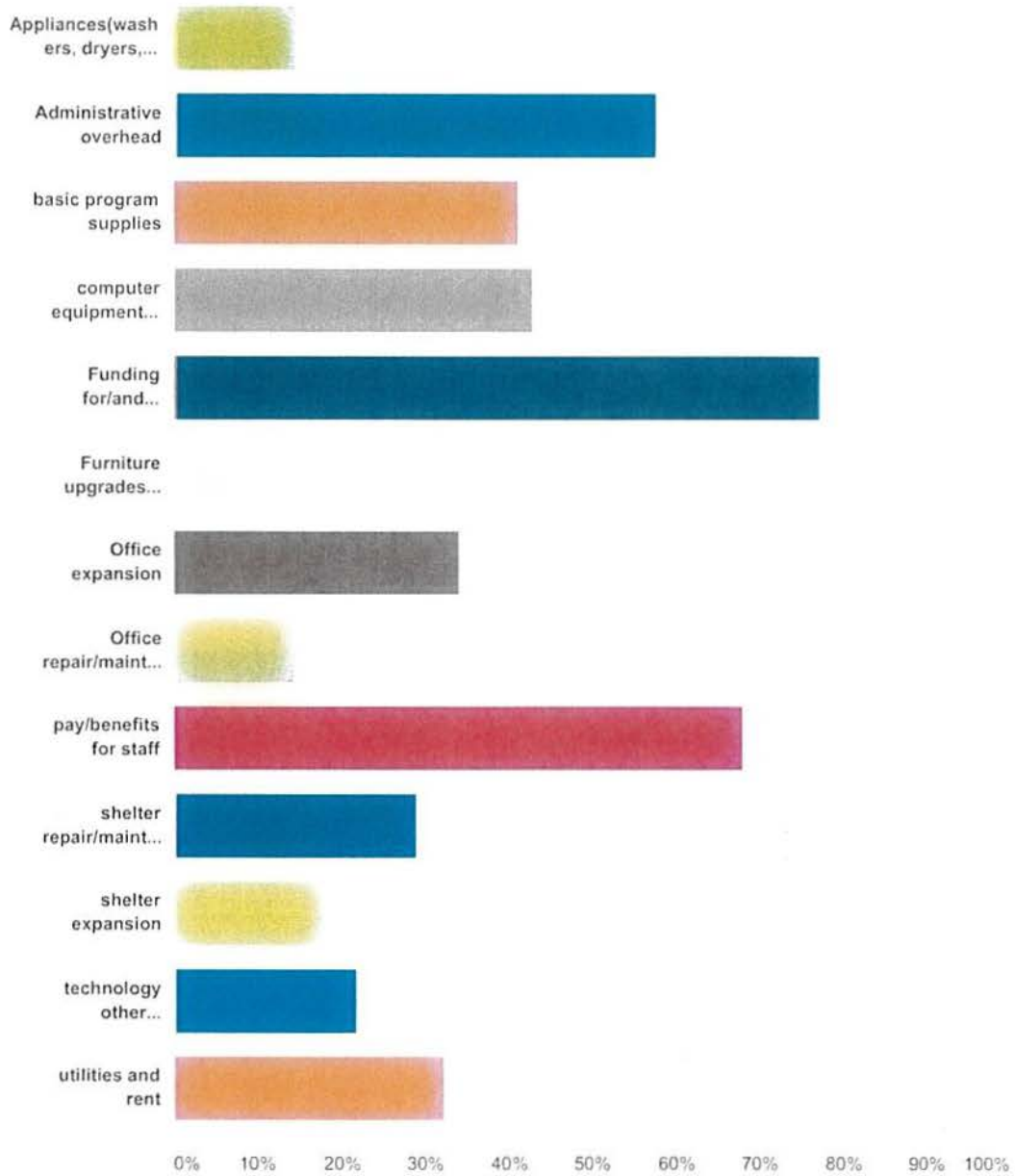
**Total Respondents: 56**

#	Please provide other information you think would be helpful
1	Child Advocacy Centers there are 14 in the state and four satellite centers to serve 75 counties.
2	I really do not know what the answers are to address the serious problems we have in Arkansas around this subject.
3	Need additional Child Advocacy Centers in the southern part of the State
4	none



**Q15 What are your 5 most pressing infrastructure needs within ALL of your programs.**

Answered: 58 Skipped: 0



**Answer Choices**

**Responses**

Answer Choices	Percentage	Count
Appliances(washers, dryers, stoves, refrigerators)	14.29%	8
Administrative overhead	57.14%	32
basic program supplies	41.07%	23
computer equipment upgrade - hardware/software	42.86%	24
Funding for/and increase in staff	76.79%	43

## VOCA needs survey

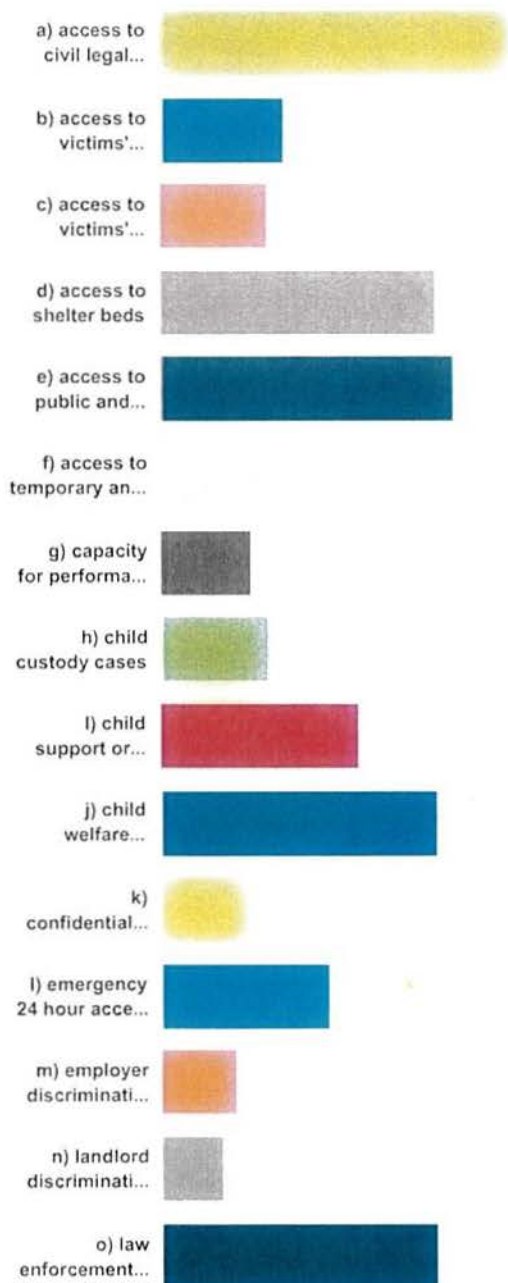
Furniture upgrades (including mattresses, etc for client beds)	8.93%	5
Office expansion	33.93%	19
Office repair/maintenance	14.29%	8
pay/benefits for staff	67.86%	38
shelter repair/maintenance	28.57%	16
shelter expansion	17.86%	10
technology other (communication systems, assisted technology, security system, etc )	21.43%	12
utilities and rent	32.14%	18

**Total Respondents: 56**

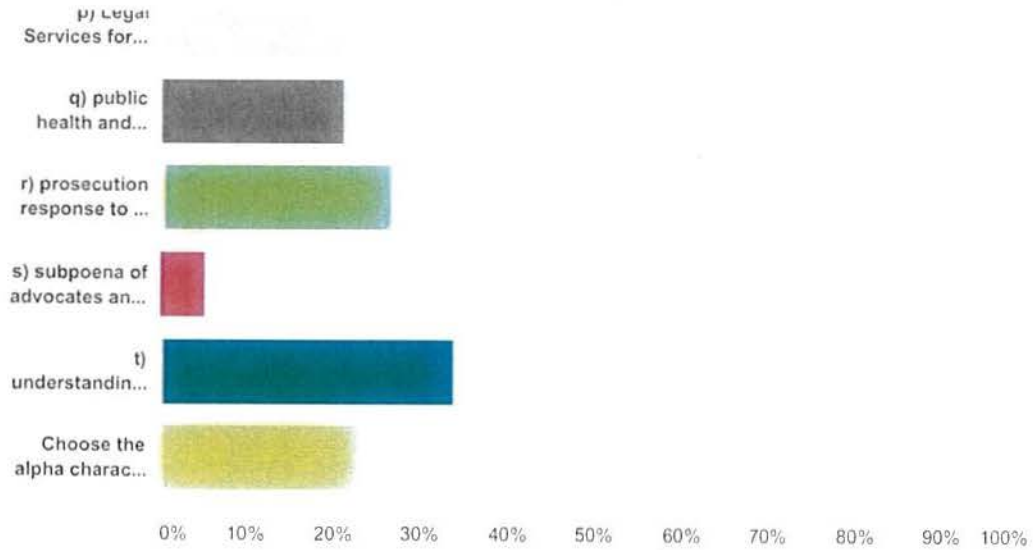
#	Please add information you believe would be helpful	Date
1	Our program is located within the prosecutor's office so a lot of our admin expenses are paid for by the prosecutor./	
2	Your salary rates are too low. A dedicated experienced legal advocate is paid poorly by your grant programs./	
3	Most of all i have been looking for a new house for shelter. This one _____ has a lot of issues that will be a problem down the line. But all comes down to money.	/
4	none	

**Q16** In the listing below, please choose the top 5 areas that have a pressing need in your community. Please use the comment section to add any specific information about each topic for us to consider. Type the alpha character first and then your comment. Your comments can relate to anything on this list, not just your top 5. Increased funding is always a high priority, so we have not included that in the choices.

Answered: 37 / 39 people



## VOCA needs survey



### Answer Choices

### Responses

Answer Choice	Percentage	Count
a) access to civil legal assistance	40.35%	23
b) access to victims' assistance services through the prosecuting attorney	14.04%	8
c) access to victims' assistance services through law enforcement agencies	12.28%	7
d) access to shelter beds	31.58%	18
e) access to public and emergency benefits	33.33%	19
f) access to temporary and permanent affordable housing	68.42%	39
g) capacity for performance measurement systems, program outcomes, quality assurance, program improvement efforts	10.53%	6
h) child custody cases	12.28%	7
i) child support or spousal support issues	22.81%	13
j) child welfare response such as DCFS	31.58%	18
k) confidentiality for survivors	10.53%	6
l) emergency 24 hour access to protective orders	19.30%	11
m) employer discrimination against survivors	8.77%	5
n) landlord discrimination against survivors	7.02%	4
o) law enforcement response to DV & SA	31.58%	18
p) Legal Services for service providers	22.81%	13
q) public health and medical response to survivors	21.05%	12
r) prosecution response to DV & SA	26.32%	15
s) subpoena of advocates and programs	5.26%	3
t) understanding how abusers use technology against survivors	33.33%	19
Choose the alpha character and then write your comment.	22.81%	13

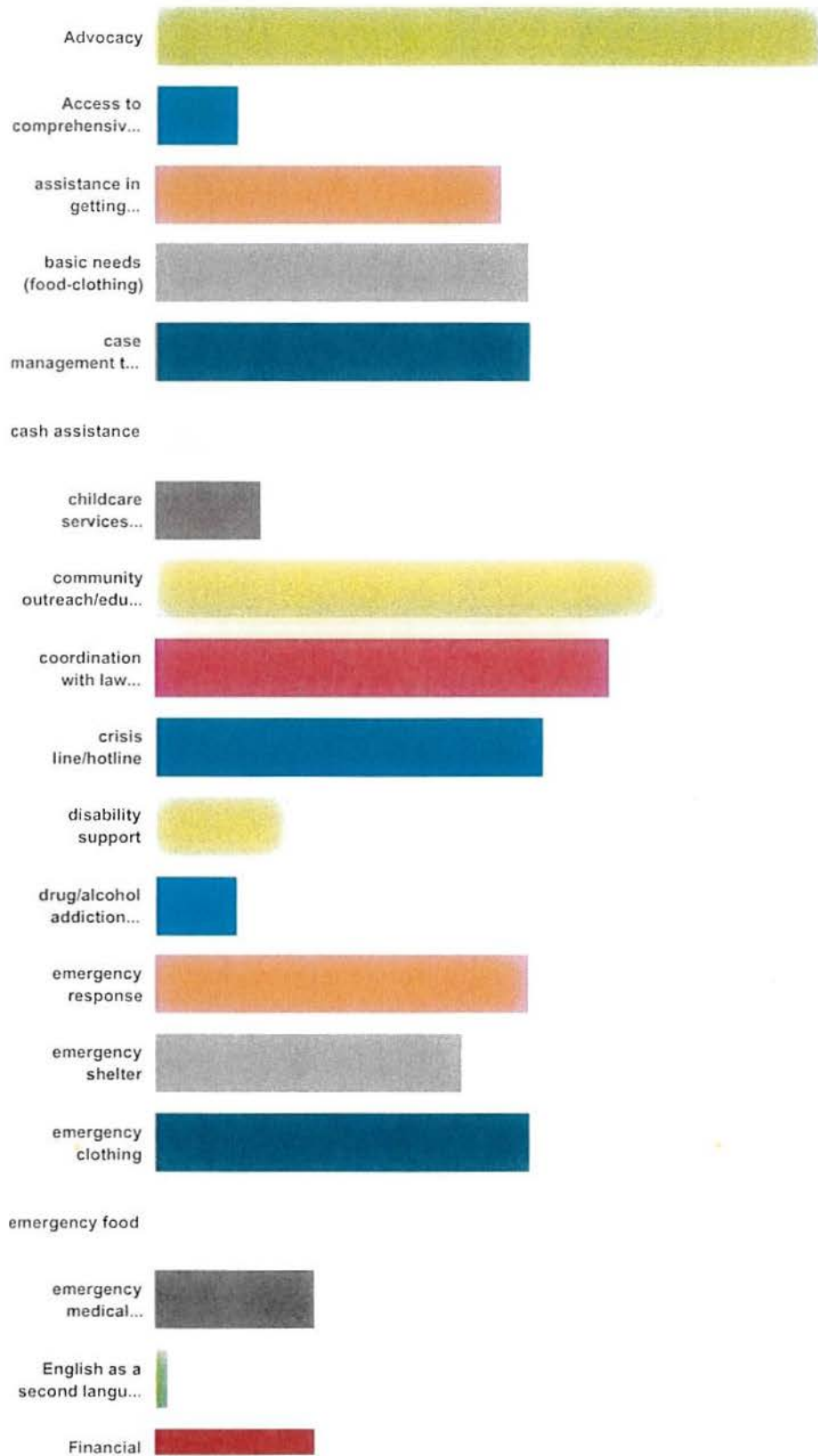
Total Respondents: 57

## VOCA needs survey

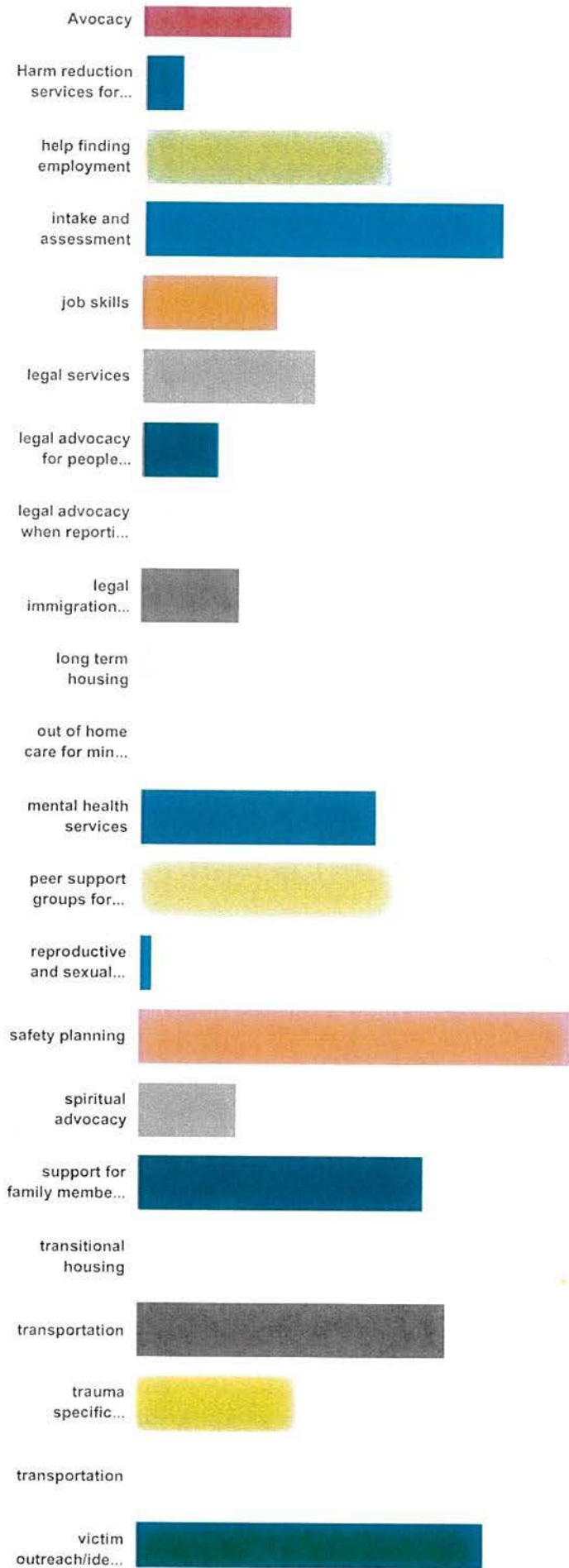
#	Choose the alpha character and then write your comment.	Date
1	q) providing pro bono therapy with no insurance, unable to afford co-pay, or insurance doesn't cover mental health services.	/
2	f. Transitional housing for victims and their dependents is difficult to find. Permanent housing can be found given a little time however, many clients have bad rental histories and credit. This makes it difficult to locate decent housing	/
3	d & f -- we are in need of a shelter in our area that provides secure services as well as a way to assist victims with temporary and permanent housing	/
4	We need a victim advocacy training in our service area for law enforcement and prosecutors they lack compassion when working with clients of DV and SA. It takes our client a long time to receive government assistance it, would be nice if DV and SA clients could receive emergency service with a ten to fifteen day turn a round.	/
5	m) We have a local employer that has told victims that he will not hire them if he finds out they are involved with a shelter due to domestic violence. This company could be a good resource if he did not have this attitude.	/
6	b) Increased funding is needed c) non existent in this area d) we have a wonderful shelter and are very lucky t have: said shelter e) DHS is local and available f) I didn't have enough responses to check this one. h) few victims have retainer money i) if the abuser has funds he can tie a witness up in court and keep them starving. j) good DCFS staff o) law enforcement needs better training r) good service from PA t) technology is used as a weapon now	/
7	u) mental health treatment and counseling	
8	d) capacity is a fluid issue; depending on season capacity may or may not meet needs g) prevention work makes outcome measures difficult if not at times impossible to process j) until DCFS is fully and adequately funded this will always be an issue m) need a state-wide education effort to employers about the value of hiring and retaining survivors o) developing consistency between agencies is the true challenge - Laura's Law should help but only if there is on-going training t) training advocate staff might help here but training dollars are scarce	/
9	j) We need to find a way to help with retention of DCFS workers. We seem to always be working at half staff in our county.	/
10	J our workers are overworked, understaffed, tend to leave/burnout due to workloads.	
11	d) The growth in our community has placed a burden on shelter programs to respond to all calls/needs for emergency safe shelter. Additionally, many programs are ill equipped to handle survivors who have special needs, are male, identify as LGBTQ, or have limited English proficiency. Many programs continue to "screen" out victims who are not 'easy'. e) Many DV programs lack the capacity to support victims connecting with mainstream benefits. Our program inherits lots of clients from other shelter programs who have not accessed mainstream benefits because no one was available to support them/transport them/provide interpreters for them f)Outside of emergency safe shelter, I think this is the single biggest need for DV survivors in our community. There is a huge affordability gap in NW Arkansas. The average FMV for rent is over \$700 a month--not very reasonable for someone who has just exited an emergency shelter. The waiting lists for subsidized housing are YEARS long. o) and q) There continue to be challenges with community partners and their response to SA and DV survivors. The most consistent challenges are engaging in unsafe interactions with survivors-law enforcement or medical personnel talking to the survivor in front of their batterer/partner. Law enforcement not separating victims from their batterer before asking about what is going on in the home.	/
12	none/	
13	a) need more pro-bono availability of legal services for victims. O) LE response is not always compassionate - LE needs to interview victims as victims, not as suspects. Q) some hospitals turn away victims because they do not understand their requirement to provide services to SA victims. R) more cases of SA brought to prosecution to show perps it is taken seriously. t) more awareness of the dangers of technology and how abusers control victims with technology.	/

Q17 What services that are provided directly through your agency are available to victims of violence? (Mark all that apply.)

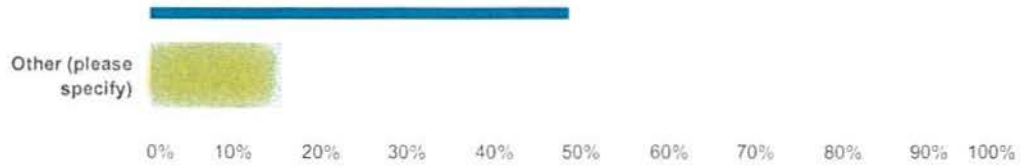
Answered: 51 Skipped: 7



# VOCA needs survey



# VOCA needs survey



## Answer Choices

## Responses

Answer Choices	Percentage	Count
Advocacy	86.21%	50
Access to comprehensive medical care	10.34%	6
assistance in getting identification	44.83%	26
basic needs (food-clothing)	48.28%	28
case management to plan and coordinate care	48.28%	28
cash assistance	8.62%	5
childcare services (during program participation)	13.79%	8
community outreach/education	65.52%	38
coordination with law enforcement during investigations	58.62%	34
crisis line/hotline	50.00%	29
disability support	17.24%	10
drug/alcohol addiction services	10.34%	6
emergency response	48.28%	28
emergency shelter	39.66%	23
emergency clothing	48.28%	28
emergency food	46.55%	27
emergency medical screening/services	20.69%	12
English as a second language classes (ESL)	1.72%	1
Financial Avocacy	20.69%	12
Harm reduction services for current drug users	5.17%	3
help finding employment	34.48%	20
intake and assessment	50.00%	29
job skills	18.97%	11
legal services	24.14%	14
legal advocacy for people charged with crimes	10.34%	6
legal advocacy when reporting victimization	39.66%	23
legal immigration services	13.79%	8
long term housing	1.72%	1
out of home care for minor victims	0.00%	0



## VOCA needs survey

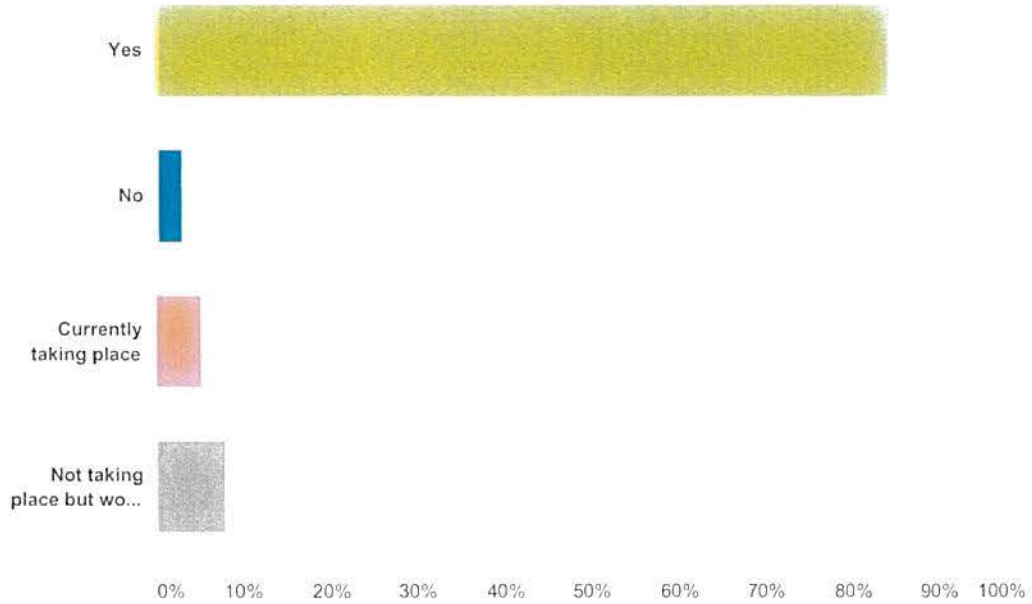
mental health services	32.76%	19
peer support groups for youth or adults	36.21%	21
reproductive and sexual health services	1.72%	1
safety planning	60.34%	35
spiritual advocacy	13.79%	8
support for family members and partners of youth and/or adults who have experienced violence	39.66%	23
transitional housing	8.62%	5
transportation	43.10%	25
trauma specific counseling	22.41%	13
transportation	0.00%	0
victim outreach/identification	48.28%	28
Other (please specify)	15.52%	9

**Total Respondents: 58**

#	Other (please specify)
1	we facilitate for many of these listed however do not provide the direct service./
2	Prosecution
3	Our advocate assists with locating emergency shelter, clothing & food as well as provides transportation to court if necessary. She has assisted with job applications and taken victim home for work and made a trip on several occasions to victim's home when victim had no minutes on her phone to be sure that the victim was ok. /
4	Prevention educational classes for all ages
5	Many of these services are available within network of community providers, though not all necessarily within our specific agency. /
6	Transportation to and from Shelters, Hospitals, Victim Assistance, and Court Appearances./
7	Forensic Interviewing and Medical exams/
8	none
9	We support program work. Not in direct services, but directly provide TA for those who are and provide training and educational resources. /

### Q18 Have members of your board or management staff attended specific training about victim's services?

Answered: 33 Skipped: 37

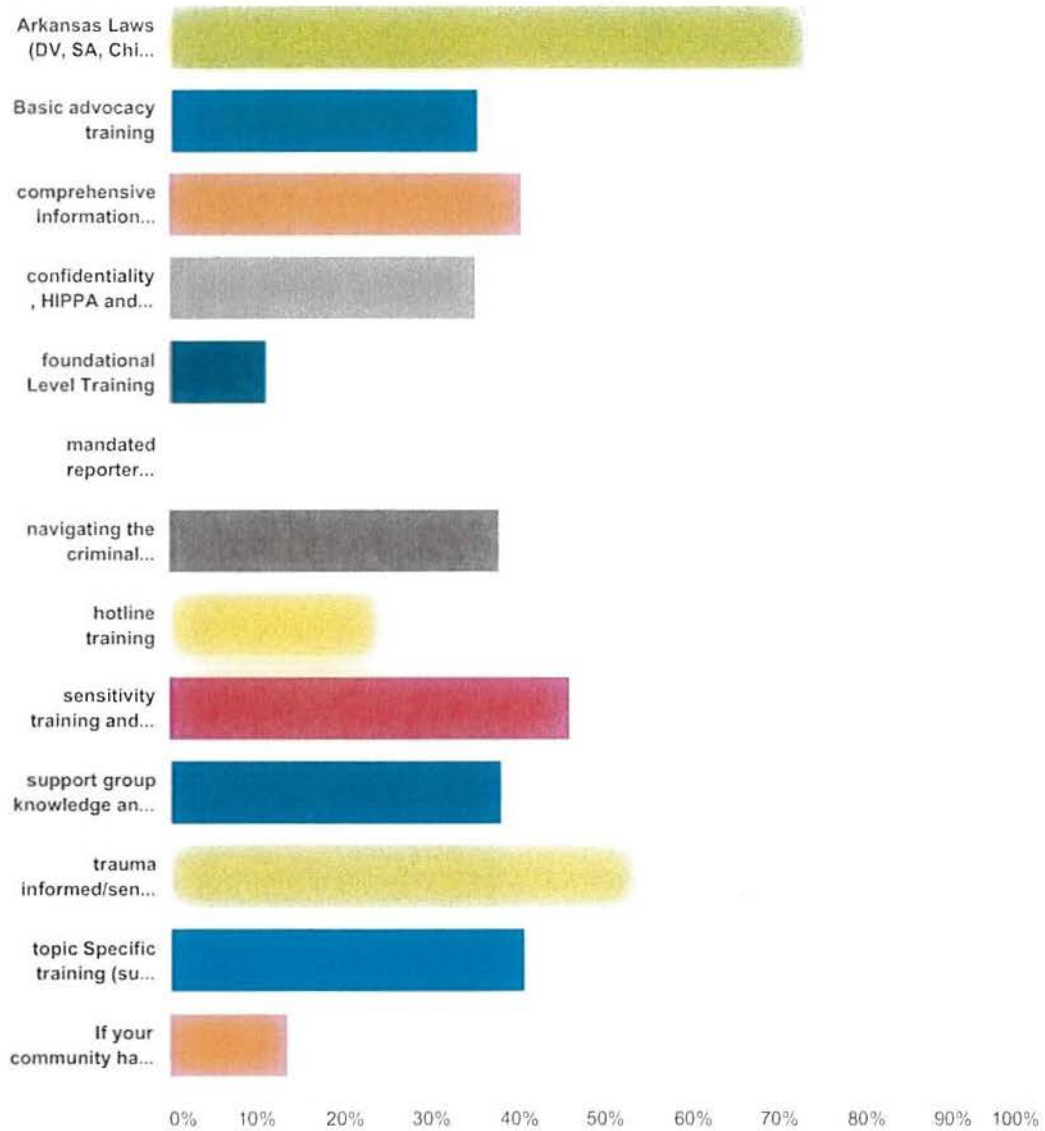


Answer Choices	Responses	
Yes	84.21%	32
No	2.63%	1
Currently taking place	5.26%	2
Not taking place but would be beneficial	7.89%	3
<b>Total</b>		<b>38</b>

VOCA needs survey

**Q19 Choose the top 5 training needs for advocates and victim service providers in Arkansas .**

Answered: 37 Skipped: 26



**Answer Choices**

**Responses**

Arkansas Laws (DV, SA, Child Abuse, Victims Rights, Laura's card and Lethality assessment)	72.97%	27
Basic advocacy training	35.14%	13
comprehensive information about programs and victim services in Arkansas	40.54%	15
confidentiality, HIPPA and Ethics	35.14%	13
foundational Level Training	10.81%	4
mandated reporter requirements	40.54%	15

## VOCA needs survey

navigating the criminal justice system in Arkansas	37.84%	14
hotline training	24.32%	9
sensitivity training and cultural knowledge	45.95%	17
support group knowledge and information	37.84%	14
trauma informed/sensitive services and supports	54.05%	20
topic Specific training (such as human trafficking, stalking, title IS, dating violence, etc )	40.54%	15
If your community has other training service gaps/needs not listed above and they are a top priority, please list them here.	13.51%	5

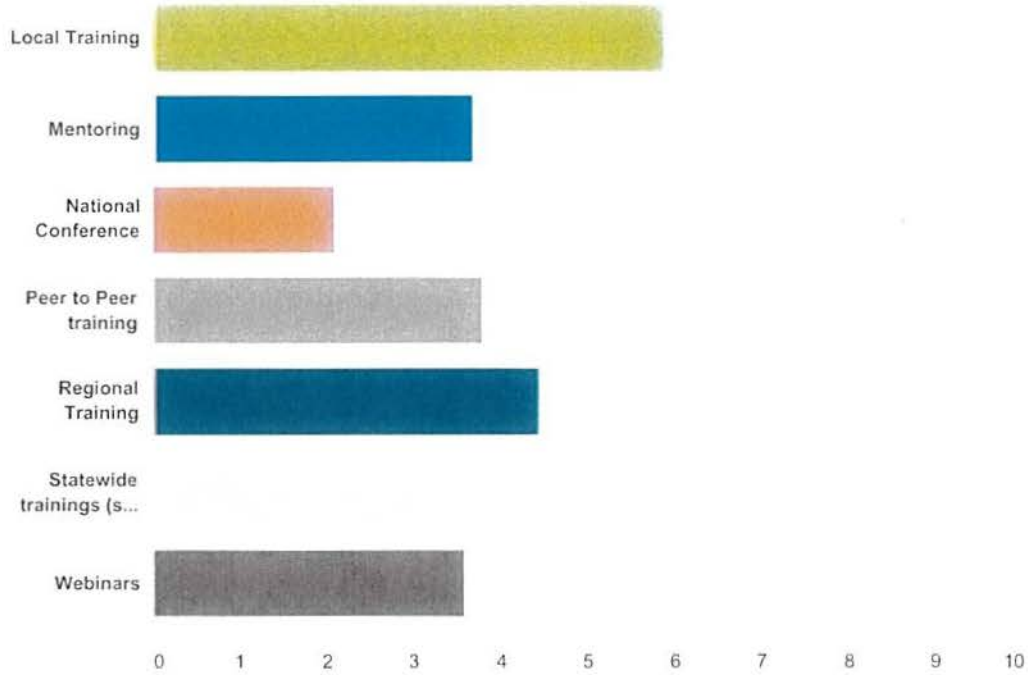
**Total Respondents: 37**

#	If your community has other training service gaps/needs not listed above and they are a top priority, please list them here.	D
1	Law Enforcement Training	
2	Advocacy training for law enforcement and prosecutors	
3	none	
4	so many gaps and needs - really all of these are needed - we have a crisis in training due to turnover, lack of opportunities and lack of time to be able to attend training	/
5	none	

VOCA needs survey

**Q20 What would be the most effective approaches to meeting training needs? (Rank with 1 being the most pressing need and 7 the least.)**

Answered: 39 Skipped: 29

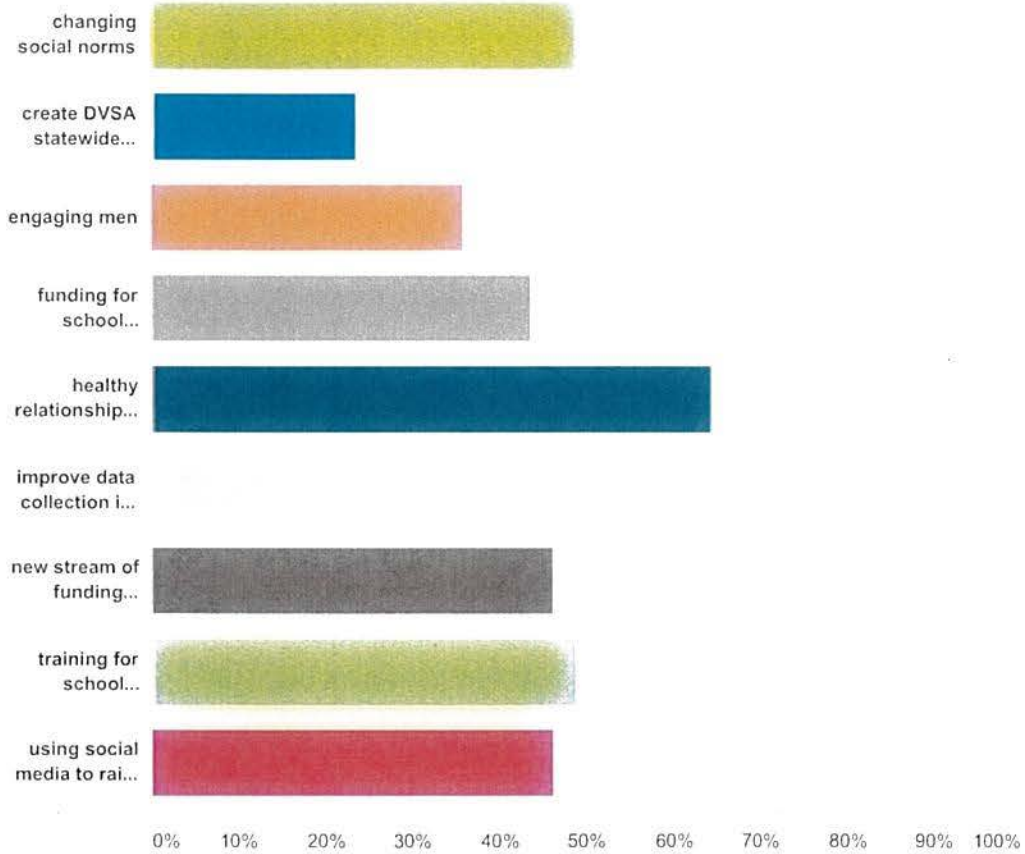


	1	2	3	4	5	6	7	Total	Score
Local Training	46.15% 18	25.64% 10	12.82% 5	5.13% 2	5.13% 2	5.13% 2	0.00% 0	39	5.87
Mentoring	2.56% 1	7.69% 3	25.64% 10	17.95% 7	17.95% 7	17.95% 7	10.26% 4	39	3.64
National Conference	5.13% 2	0.00% 0	10.26% 4	2.56% 1	5.13% 2	17.95% 7	58.97% 23	39	2.08
Peer to Peer training	5.13% 2	7.69% 3	17.95% 7	23.08% 9	23.08% 9	20.51% 8	2.56% 1	39	3.77
Regional Training	7.69% 3	25.64% 10	10.26% 4	25.64% 10	17.95% 7	12.82% 5	0.00% 0	39	4.41
Statewide trainings (such as conferences or victim assistance academy)	23.08% 9	17.95% 7	7.69% 3	17.95% 7	20.51% 8	12.82% 5	0.00% 0	39	4.67
Webinars	10.26% 4	15.38% 6	15.38% 6	7.69% 3	10.26% 4	12.82% 5	28.21% 11	39	3.56

VOCA needs survey

**Q21** If the State of Arkansas could focus on prevention work, which of the areas below would be highest in priority? (Mark all that are priorities.)

Answered: 39 / Skip question



**Answer Choices**

**Responses**

changing social norms	48.72%	19
create DVSA statewide prevention coordinator, to be placed at Public Health Department	23.08%	9
engaging men	35.90%	14
funding for school districts to implement dating violence classes	43.59%	17
healthy relationship skills building	64.10%	25
improve data collection in Arkansas	12.82%	5
new stream of funding dedicated exclusively to prevention work	46.15%	18

## VOCA needs survey

48.72%

training for school counselors

19

46.15%

using social media to raise awareness about child abuse, domestic and sexual violence and the assistance available to victims of these acts of violence.

18

**Total Respondents: 39**

VOCA needs survey

**Q22 We would also like to hear your creative, not-previously-thought-of-or-funded ideas in the space provided. We are especially interested in items that could be addressed from a statewide perspective.**

Answered: 11 Skipped: 55

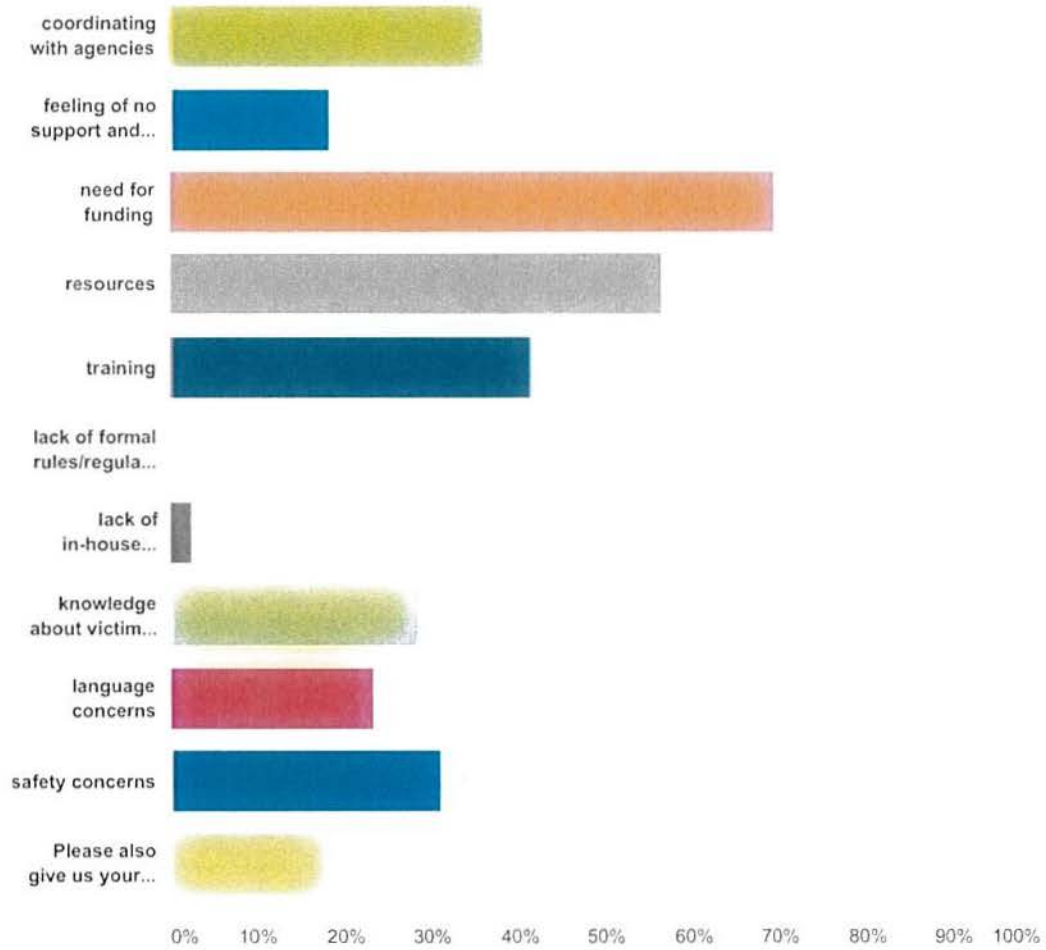
#	Responses
1	Child Abuse Prevention Programs in all elementary and middle schools in Arkansas
2	Seal on Driver's License that notes VA trained
3	Funding for deposits for clients when they transition for the shelter into there own home.
4	Victim advocate conferences free of charge
5	none
6	transitional housing efforts
7	Outreach, promote victim services at state fair, Riverfest, etc.
8	traveling teams (rest of the comment could not be entered)
9	Building Humanitarians... addressing our self indulgent society by teaching good character, integrity, and respect for our fellow man.
10	none



VOCA needs survey

**Q23 What are the most critical barriers/challenges you face in providing services to victims? Mark all that apply. If you have ideas that are not listed, please indicate below.**

Answered: 37 Skipped: 25



**Answer Choices**

**Responses**

Answer Choices	Percentage	Count
coordinating with agencies	35.90%	14
feeling of no support and isolation of service providers	17.95%	7
need for funding	69.23%	27
resources	56.41%	22
training	41.03%	16
lack of formal rules/regulations	7.69%	3
lack of in-house procedures	2.56%	1
knowledge about victims' rights	28.21%	11

## VOCA needs survey

language concerns	23.08%	9
safety concerns	30.77%	12
Please also give us your creative, not-previously-thought-of or funded ideas in the space provided. Other (please specify)	17.95%	7

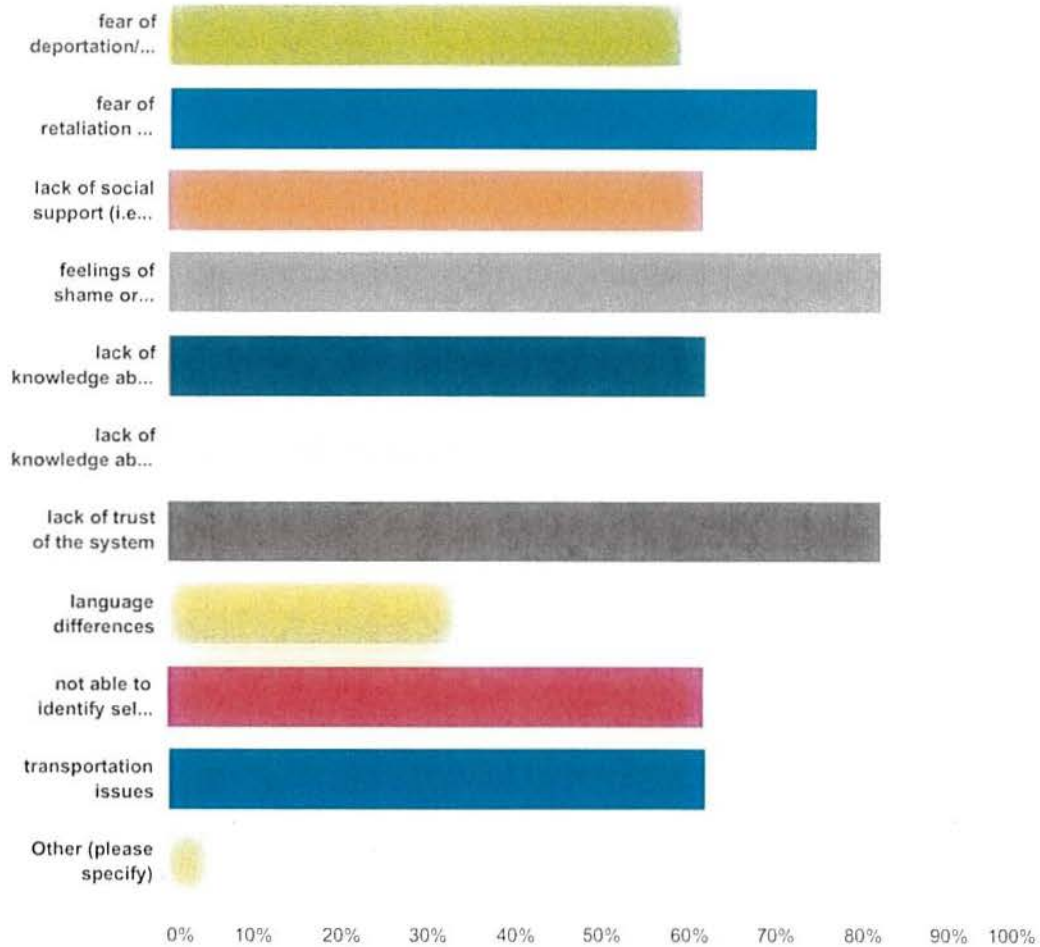
**Total Respondents: 39**

#	Please also give us your creative, not-previously-thought-of or funded ideas in the space provided. Other (please specify)	D
1	We need some kind of gap funding to get us through the start times of our grants. It is very difficult to make ends meet when the grants wait 2 to 3 months to start paying reimbursement invoices. Gap grants could be quick once or twice a year emergency funding for shelters.	/
2	The biggest barrier to me is safety for victim and victim advocates. Every time I go to a unsecured location I request an officer due to safety hazards.	/
3	1) A statewide multi-media education and awareness campaign addressing all issues of abuse prevention from child to elder and everything in-between with the goal of raising awareness of abuse, how to recognize it, and the options for services. 2) the creation of a state-wide abuse hotline that would direct calls immediate to the local provider in the region of the caller modeled after say the Ohio program. 3)As individuals opt out of using landlines for phone services, the cost of that services by abuse prevention agencies for their hotline services is going to increase. There is a need to create cushion against such rate increases targeting landlines used by abuse prevention agencies providing mandated services to the general public 2) One might want to take a look at current cost and possibly set up a fund to subsidize hotline costs.	/
4	none	
5	Obviously, victim safety is critical and programs with limited resources do their best to address this. However, our staff often feels their own safety is not considered a priority and their concerns are unaddressed due to fear of complaints against or retaliation against the organization. Even more pressing is the lack of support specific to domestic violence programs from the very entity that is supposed to be their advocate. There is not effective leadership or staff support coming from ACADV. Shelters do not have proper technical assistance from its leadership on the state level and concerns/complaints are often viewed as whining or simply ignored. When issues arise for shelters, we do not have anyone in our state who is knowledgeable that we can turn to.	/
6	Arkansas really needs a comprehensive and ongoing needs assessment and integrated plan among the various groups. This needs to be coordinated through an entity that deals with planning and not funding.	/
7	Demand outweighing our current shelter bed space, transitional housing spots, and legal service spots	

VOCA needs survey

Q24 Based on what you know about victims, what are the reasons some do not seek services in your area? (Mark all that apply.)

Answered: 23 Skipped: 25



Answer Choices

Responses

Answer Choices	Responses	Count
fear of deportation/legal status	58.97%	23
fear of retaliation to children, self or family	74.36%	29
lack of social support (i.e., isolation)	61.54%	24
feelings of shame or embarrassment	82.05%	32
lack of knowledge about available services	61.54%	24
lack of knowledge about victims' rights	38.46%	15
lack of trust of the system	82.05%	32
language differences	33.33%	13
not able to identify self as a victim	61.54%	24

## VOCA needs survey

transportation issues

61.54%

24

Other (please specify)

5.13%

2

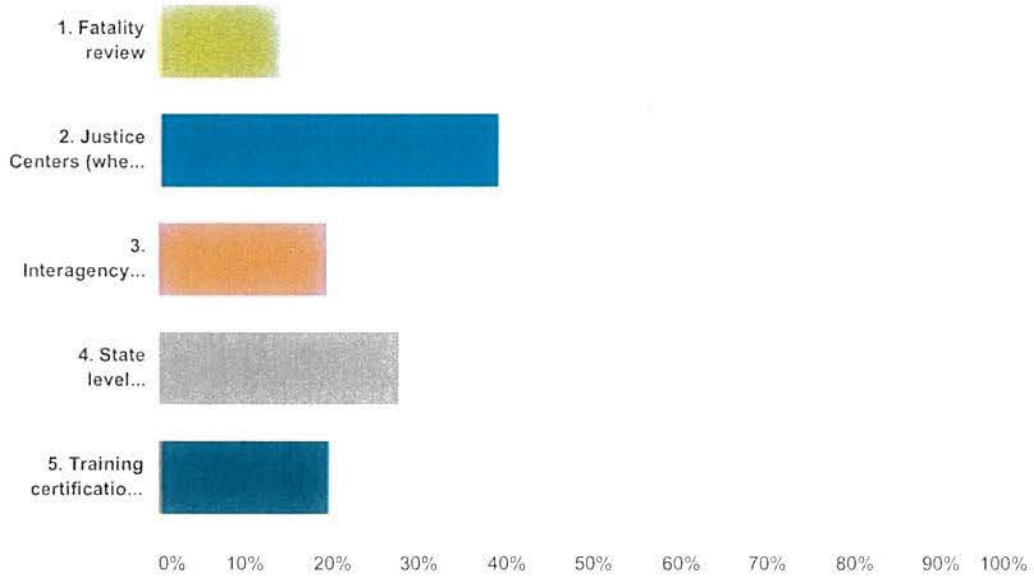
Total Respondents: 39

#	Other (please specify)
1	victims have said too much trouble and not enough compensation for their time
2	none

VOCA needs survey

**Q25 If there is one thing that could happen to help Arkansas be a safer place - what would it be?**

Answers: 35 Skipped: 39



Answer Choices

Responses

Answer Choice	Percentage	Count
1. Fatality review	13.89%	5
2. Justice Centers (where all services were under one roof)	38.89%	14
3. Interagency planning across disciplines	19.44%	7
4. State level multidisciplinary conference happening regularly (bringing various groups together)	27.78%	10
5. Training certification for advocates	19.44%	7

Total Respondents: 36

#	Other (please specify)
1	1) would help considerably if the information is effectively distributed
2	none
3	I think a Domestic Violence Fatality review team would be great!
4	none

**Q26 What are the three greatest difficulties you see for advocates serving victims/survivors of domestic violence and sexual assault in the communities?**

(Answers: 24, Skipped: 2)

Answer Choices	Responses	
1.	100.00%	39
2.	92.31%	36
3.	89.74%	35

#	1.
1	long term support
2	cultural understanding
3	access to shelters
4	communication
5	burn out
6	lack of resources
7	Lack of local trainings
8	Lack of training
9	compassion burnout
10	time to provide support to clients and their children
11	Safety when visiting victims homes
12	lack of cooperation from victim/victim's family
13	Lack of care-giver support to the child-victim
14	KNOWLEDGE OF LAWS
15	Lack of Resources
16	burnout/lack of self care
17	training (competency skills)
18	Getting them in to safe affordable housing
19	finding long term housing
20	Resources and funding does not allow to employ enough staff to meet demand
21	working with other agency partners
22	Communication with other agency's
23	resources
24	Caseload
25	Resources
26	Over worked due to lack of funding
27	Advocate safety
28	law enforcement does not understand dv - sa victims

## VOCA needs survey

- 29 Not enough staff to reach high number of victims in area
- 30 I don't know
- 11 Unknown
- 32 Decline
- 33 Interaction with law enforcement
- 34 Public Awareness
- 35 constant crisis work creates compassion fatigue
- 36 Training
- 37 Getting Victims to talk about the crime
- 38 Few programs are able to support underserved victims including males, LGBTQ, and non English speakers
- 39 lack of SANE training/nurse
- # **2.**
- 1 resources
- 2 language
- 3 mental health
- 4 Time Response
- 5 Self care
- 6 affordable training opportunities
- 7 Lack of up to date technology
- 8 Lack of support
- 9 amount of salary
- 10 coordination of services
- 11 Assisting families in finding employment (lack of employment)
- 12 lack of transportation for victim
- 13 Lack of commitment to attend mental health therapy
- 14 GAINING TRUST
- 15 Lack of program funding
- 16 sense of their own empowerment
- 17 lack of resources for referral
- 18 Childcare for victims so that they can work
- 19 job referrals
- 20 time
- 21 lack of funding and supplies
- 22 Safety hazards
- 23 training
- 24 Lack of housing resources
- 25 child care/jobs
- 26 No support for own emotional needs
- 7 Not enough advocates
- 28 most victims do not trust law enforcement to help them
- 29 resources

## VOCA needs survey

- 30 Decline
- 1 Interaction with medical service providers
- 32 Funding
- 33 so many needs of victims and lack of immediate resources and timely response by state agenices and others - to many hoops to jump through
- 34 Safety
- 35 Few programs have embraced an empowerment based philosophy of care when working with survivors
- 36 indifference of law enforcement
- # 3.
- 1 language barriers
- 2 resources
- 3 limited resources
- 4 Discovery or evidence
- 5 funding
- 6 understanding partner agenices protocols
- 7 Need for increased housing options for victims
- 8 Lack of community resources
- 9 odd shifts to cover 24/7
- 10 resources to assist clients
- 11 victim's attitude toward legal processes
- 12 It happened to me mentality and I am fine
- 13 NOT BEING TRAINED ON WHAT TO SAY TO PEOPLE
- 14 Law enforcement cooperation
- 15 adequately trained
- 16 communication
- 17 For sexual assault it is lack of information about sexual assault in Judges, Prosecutors, Jury, etc
- 18 changing their mindsets
- 19 skill level
- 20 helping victims understand process
- 21 Communication with victims and/or survivors
- 22 funding
- 23 Dv & SA victims have different needs; serving under one banner is difficult
- 24 housing/transportation
- 25 Difficulties with other service agencies
- 26 inadequate funding for effective training (National)
- 27 victim has no confidence in the system
- 28 transportation
- 29 Ddcline
- 30 Funding
- 31 Support outside the shelter
- 32 Not enough working in multidisciplinary teams even within some agencies



## VOCA needs survey

33 Support of Community

34 There is little to no state level support for programs-especially from ACADV. Statewide leadership and knowledge seems to be missing- Programs are often left on their own to address challenges. I do not feel ACADV is currently equipped to act as a lead agency

35 reluctance of LE to utilize victim services

VOCA needs survey

**Q27 What are the three greatest difficulties you see for advocates serving victims/survivors of other crimes in your community?**

ANSWERS: 39 DISPLAY: 39

Answer Choices	Responses	
1.	100.00%	39
2.	87.18%	34
3.	76.92%	30

#	1.
1	support groups for victims/survivors
2	cultural understanding
3	people to trust in the system
4	Communication
5	burn out
6	understanding partner agencies protocols
7	Lack of resources
8	Lack of training
9	danger
10	number of needs
11	Safety when visiting homes
12	lack of cooperation from victim/victim's family
13	Lack of care-giver support to the child-victim
14	KNOWLEDGE OF LAWS
15	Victim lack of communication
16	sensitivity of people who are there to help
17	training
18	Keeping victims engaged enough to complete the process
19	lack of resources
20	case overload which leads to burnout and staff change
21	knowing the proper procedures
22	Not enough funding
23	resources
24	knowledge legal system
25	Resources
26	Over worked due to lack of funding
27	Funding
28	victim has no confidence in the system

## VOCA needs survey

- 29 Need additional resources
- 30 I don't know
- 31 Unknown
- 32 Decline
- 33 Training on soft skills of dealing with victims
- 34 Support outside of the shelter
- 35 advocates working with some groups of survivors are overshadowed by DV, child abuse and are not funded very well nor recognized for their efforts /
- 36 Awareness
- 37 finding the services/resources for them
- 38 There are programmatic silos-many programs fail to communicate or work together
- 39 reluctance of LE in utilizing victim services
- # 2.
- 1 resources
- 2 language
- 3 limited resources
- 4 Time Response
- 5 Self care
- 6 lack of resources
- 7 Lack of competence by other agencies
- 8 Lack of community resources
- 9 providing resources
- 10 coordination of services
- 11 Lack of employment for victims
- 12 lack of transportation for victim
- 13 Lack of parents being parents
- 14 GAINING TRUST FROM PEOPLE
- 15 Non-motivation
- 16 helping them to navigate the legal system
- 17 lack of resources for referral
- 18 Victims that do not cooperate with Law enforcement or advocates
- 19 funding
- 20 providing accurate information to victims regarding process
- 21 Not enough staff to handle cases
- 22 training
- 23 coordination of services
- 24 child care/jobs
- 25 No support for own emotional needs
- 26 Lack of education of community at large and service provider to service provider
- 27 process takes too long, victim becomes unconcerned
- 28 Not enough staff for the high amount of victims in our area

## VOCA needs survey

- 29 Decline
- 30 Funding
- 31 Funding
- 32 isolation and constant crisis as the needs do not end - and crime is increasing
- 33 Support of Law Enforcement
- 34 lack of bi-lingual speaking staff
- # 3.
- 1 language barrier
- 2 resources
- 3 not enough advocates to help victims
- 4 Discovery or Evidence
- 5 funding
- 6 affordable training opportunities
- 7 Lack of public transportation
- 8 amount fo salary
- 9 knowledge of all the issues
- 10 victim's attitude toward legal processes
- 11 No real punishment to the offenders
- 12 GETTING THEM TO TRUST THE JUDICIAL SYSTEM
- 13 Trust issues
- 14 communication
- 15 Media
- 16 working with area partners to get information on cases
- 17 Can not contact victims/ survivors
- 18 funding
- 19 a culturally sensitive legal system
- 20 housing/transportation
- 21 Difficulties with other service agencies
- 22 Substance abuse
- 23 lack of trust in law enforcement
- 24 Transportation
- 25 Decline
- 26 Personnel
- 27 Public Awareness
- 28 being expected to do more - with less supports
- 29 Fear of Retaliation
- 30 lack of cultural sensitivity when addressing different cultures

## VOCA needs survey

- 31 Funding is crucial in order to advocate for abused and neglected children.
- 32 Decline
- 33
- 34 Increase in funding for public awareness in the school systems
- 35 survey would not allow answer
- 36 Promote awareness of availability of funds.
- 37 none at this time.
- 38 none
- 39 Keep an open mind when determining funding or reallocation of funding in budget revisions.