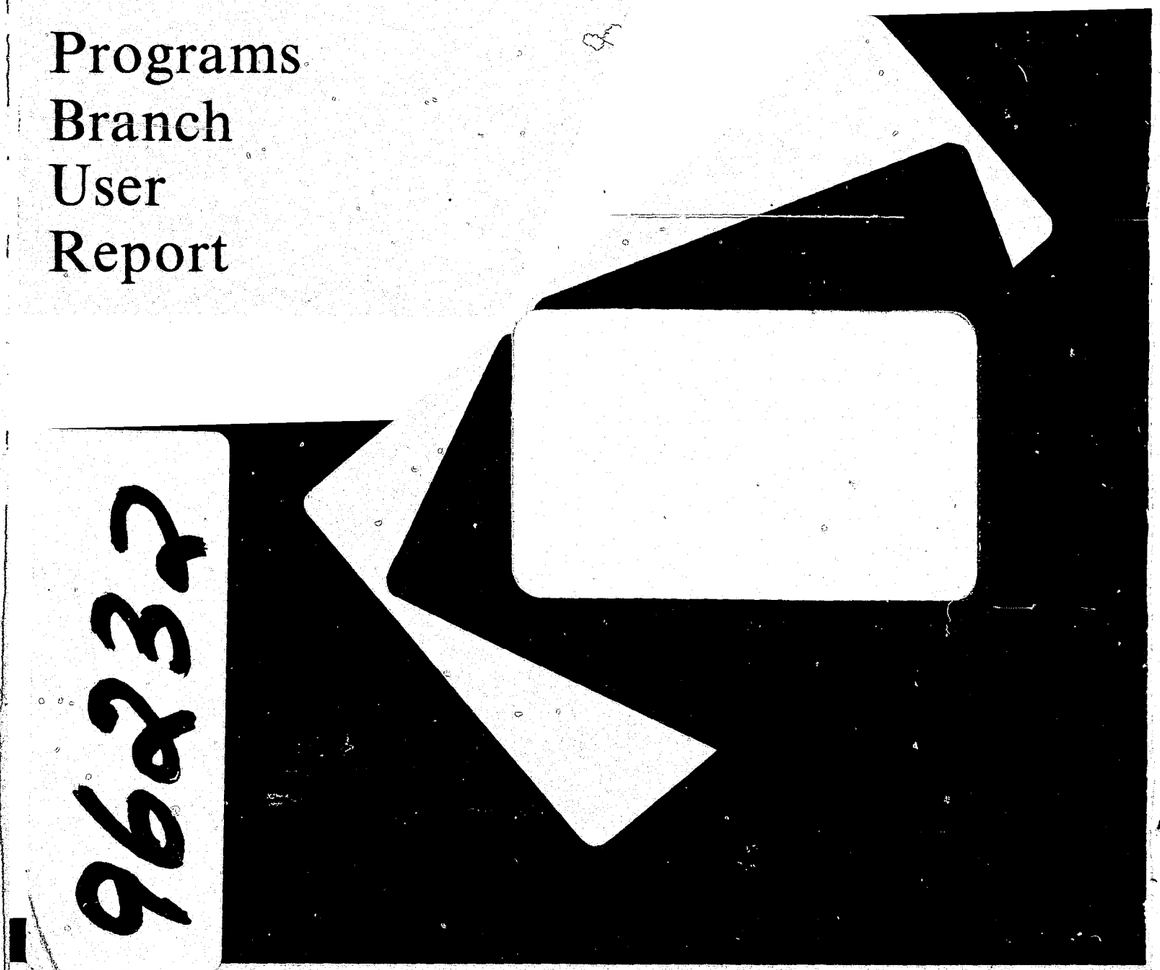
# Programs Branch User Report





Ministry of the Solicitor General of Canada

Secretariat

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# EVALUATION OF THE VICTIM SERVICES PROGRAM IN THE REGION OF WATERLOO, ONTARIO

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# Evaluation of the Waterloo Region Victim Services Program

## Abstract

A study was conducted to monitor and assess the impacts of the Waterloo Region Victim Services Program. The research revealed two impacts of specific relevance to the Criminal Justice System. First, the program was found to have a demonstrable impact on the resolution or diversion of chronic domestic disputes. Recidivist "domestic" victims who were served by the program recorded fewer subsequent police occurrences relative to unserved matched comparisons, and a shorter period to the apparent resolution of their disputes. Second, it was found that the Victim Services intervention affected the assessments of police by victims of domestic violence. That is, served "domestic" clients were more positive in evaluating the helpfulness of the police than were unserved comparison victims.

The study also examined a number of possible impacts of the program on victims. In general, it was found that the program seemed to be appropriately structured to meet the needs of victims in the days after the incident. There were no apparent service gaps from the perspective of victim needs, and the program's performance was generally well-regarded. For victims with needs, there was persuasive indirect evidence to suggest that the intervention was significant for them. The nature of that significant contribution, however, was difficult to isolate. The impact of the program in providing unique information about

community resources was at best weak in comparisons of served and unserved "domestic" victims. Stronger effects were apparent in comparing pre- and post-program application rates to the Criminal Injuries Compensation Board, but they did not attain statistical significance. The program had no impact in the relative short-term (three or four weeks) in reducing symptoms of trauma among served "domestic" victims. It was suggested that such effects, if present at all, may not appear in that brief an interval after intervention. The impact of a letter in familiarizing break and enter victims with home security programs was found to be modest at best.

The study was based on data collected through five separate research components: (1) data from the Unit's case records for an eleven month period, (2) data from interviews with served victims of major offenses and break and enter, (3) data from interviews with served and unserved "domestic" victims, (4) data from police records of occurrences for matched samples of served and unserved "domestic" victims, and (5) data from the Criminal Injuries Compensation Board concerning applications to the Board before and after introduction of the program in the Region.

The Waterloo Victim Services program is administered by the Waterloo Regional Police Force using police civilian personnel. It has a staff complement of two and one-half positions and operates during daytime hours five days a week. The program operates on both an outreach and referral basis. Victims of major offenses (20% of the caseload), serious domestic disputes (56% of the caseload), and Break and Enter (16% of the caseload) constitute the primary target populations of the program. The first two of these victim populations are contacted by telephone between one and three days after the victimization. The Break and Enter population for the period of the research was contacted by mail. Services provided by the Unit include information about specific cases or about the system in general, advice, emotional support and referral to appropriate community services.

Analysis revealed that the caseload contains a high proportion of "domestic" victims and female victims (84% of the caseload). In other socio-demographic respects, however, the caseload is not dramatically different from the population of the general community.

## Table of Contents

## List of Tables

## Executive Summary

With the implementation of a Victim Services Program in the Region of Waterloo in early 1982, the Solicitor General of Canada commissioned a study to monitor the activities of the Unit, and to assess several of its impacts on the victim population and on the criminal justice system. The research, employing a number of different methodologies, spanned the period from September, 1982 to December, 1983.

The Waterloo Region Victim Services Program is based in the Waterloo Regional Police Force and is staffed (two and one-half positions) by police civilian personnel. Operating on a combination outreach and referral basis, the Unit contacts victims of crime by telephone, or in some cases by letter, to offer assistance in the way of information, advice, support or referrals as required. The Unit operates during daytime hours five days a week, and normally contacts victims between twenty-four and seventy-two hours after the occurrence.

While no referral to the Unit is ignored, the program targets its services to three victim populations: victims of major offenses such as attempted homicide, major assaults, sexual offenses of all kinds, robbery and abduction; victims of break and enter offenses; and victims of serious domestic disputes where violence or the threat of violence is a factor. Break and enter victims during the period of the research were contacted only by letter, although they were invited to initiate contact with the Unit for specific services. (The letter to break and

enter victims has since been discontinued). Victims in the other two target populations are identified through a number of sources including referral by investigating officer or detective, referral by the police Occurrence Reader, self-referral, and identification from the daily Crime Bulletin. Contact with these victims is normally by telephone in the first instance.

The program of research designed to monitor and assess the impact of the Victim Services Unit included five separate data components:

(1) a monitoring component in which data for each member of the served population was collected for a monitoring period of eleven months;

(2) a survey component in which personal interviews were conducted with 44 victims of major offenses selected from the Unit's caseload, and with 28 victims of break and enter who had contacted the Unit in response to its letter;

(3) a field experiment component, in which 100 "domestic" victims were randomly assigned to a treatment or comparison group with services being offered to the former. All of the victims were then interviewed using the instrument from the survey component.

(4) A domestic recidivism component in which a sample of 50 "domestic" victims served by the program in its first six months were matched retrospectively with 50 unserved "domestic" victims drawn from police records for the same period. The police records for both groups were then compared for a minimum of one year before and a minimum of nine months after the intervention of the Victim Services Unit in their cases.

(5) A compensation component in which aggregate data concerning applications to the Criminal Injuries Compensation Board were collected for the year before and the year after introduction of the program in the Region.

Analysis of these various data sources were organized around three major themes or objectives of the research: to describe the clients and client-focussed activities of the Unit; to assess



possible impacts of the program on the victims it serves; and to assess possible impacts of the program on the criminal justice system.

During the eleven month period in which the client population was monitored, 478 victims were served formally by the Unit in the sense that a file was opened for each, and services were offered. Victims of major offenses comprised 20% of the caseload, while break and enter victims comprised 17% and "domestic" victims comprised 56%. The remaining 7% of the caseload included individuals involved in other kinds of occurrences. The size of the "domestic" component was not anticipated by the program directors. Indeed, it was only after experience demonstrated the need that "domestic" victims were explicitly targeted for service in March 1983 during the monitoring period. It is estimated that, including "domestic" clients that have fallen into the major offense category as victims of assault, victims in domestic disputes represent about two thirds of the Unit's current caseload.

In terms of social and demographic characteristics, the caseload is contrasted dramatically from the wider community only with respect to gender. Female clients comprise 84% of the clients served. Clearly the nature of the target populations accounts for much of this overweighting, but females are also somewhat overrepresented in the crime categories such as break and enter where gender is less obviously a factor in the occurrence.

The services requested and delivered to these victims varied

considerably across the various crime categories. Victims of break and enter contacted the Unit primarily for information about their respective cases and about the home security programs mentioned in the Unit's letter. Victims of major offenses and "domestic" victims differed only in two respects: "domestic" victims were much more likely to indicate no need for the Unit's services (50% compared to 29% for the major offense victims), and were unlikely to request information about their specific cases. Of those who requested services in both groups, emotional support and counselling was the service most often requested, followed by information requests about the criminal justice system, and about community social services.

The service logs of the Unit indicated that contacts tended to be fairly brief (48% of them lasted less than ten minutes) although about one in twenty exceeded an hour in length. Similarly, the large majority of cases (80%) fell dormant within seven days of the first contact, but about one in twenty remained active on the caseload beyond five weeks.

The assessment of impacts on the victim was addressed in terms of two program objectives: to assist victims to cope effectively with the consequences of their victimization, and to assist victims to take preventive measures to avoid revictimization.

With regard to the first of these objectives (to assist victims to cope), answers to three questions were sought: (1) Is the program appropriately structured to meet the needs of its target populations? (2) Is the Unit providing important services



and information to clients? (3) Does the assistance rendered have an impact on the victim's level of coping?

The analysis of victims' needs as revealed in their interviews suggests that the program model at this site is adequate to meet the needs of victims in the days after the occurrence. The needs cited by victims were not different from those anticipated by the program directors; moreover, very few victims provided negative assessments of the Unit.

The interviews also revealed that many victims experienced needs at the time of the occurrence that were not adequately handled. The nature of these needs suggests that the current program model could be adapted to included this crisis intervention role through extension of its hours of operation, and through enhancement of its mobile capacity.

The importance of services and information delivered by the Unit was assessed in a number of direct and indirect ways. It was found that the significance of the services to victims varied with need. Those without specific needs had little recall of the intervention and were apparently unimpressed with its potential to provide valued assistance to others. For victims with needs, however, the intervention did not seem to be a trivial or ephemeral event; their recollection of the services was vivid, their assessment of the Unit's helpfulness tended to be strongly positive relative to other sources of help, and many of these victims recommended that others in similar circumstances should contact the Unit. In short, the responses of victims with needs seemed to indicate that the program's contribution was

significant for them.

Despite this general finding, attempts to isolate the specific nature of the Unit's contribution were largely unsuccessful. Regarding the "information" impact of the program, the findings were not conclusive. "Domestic" victims who were served by the program indicated somewhat greater awareness and use of community service resources than those not served, but the differences were very small. Similarly, applications to the Criminal Injuries Compensation Board increased dramatically after introduction of the program in 1982-83 relative to the provincial increase (48% compared to 6% for the province as a whole), but the numbers involved here are too small to attain statistical significance.

The impact assessment of the program with regard to level of coping is limited primarily to "domestic" victims, for whom comparison data are available. Using several measures reflecting symptoms of trauma, the analysis failed to produce any differences in the level of coping between served and unserved "domestic" victims. While it may be simply that an intervention of this kind does not have such an impact, an alternate and plausible explanation is that symptoms of trauma and distress will tend to abate as the source of the problem is satisfactorily addressed. For served "domestic" victims, the evidence from this study (reported below) suggests that the underlying domestic dispute is addressed seriously by victims at a time beyond the three or four week point of our interviews. Since the "problem" for many victims of major offenses is episodic rather than



ongoing, there is a need to assess the short term impact of the program on their level of coping with that of an unserved comparison group.

The impact of the program with regard to crime prevention was examined in the awareness and use of home security programs by victims of break and enter. All break and enter victims who were interviewed had received information by mail about three home security programs offered by the police. Many of these had responded with requests for more information about the programs. Not surprisingly those who had requested such information were quite familiar with the security programs; however, those who telephoned for different reasons appeared to be only a little more familiar with the security programs than the other victims interviewed who did not receive the letter. Thus the impact of the letter as a conveyor of information about these programs is modest at best.

The program was assessed with regard to two impacts on the criminal justice system. First, the interview data were examined to assess the impact of the program on victims' assessment of the police. Second, the recidivism data were examined to assess the success of the program in effecting resolution or diversion of domestic disputes. In both cases, the analyses revealed positive impacts.

Specifically, the "domestic" victims who were served by the program were generally more positive about the help they received than their unserved counterparts, but this pattern was most clearly in evidence with regard to their view of police

helpfulness. Secondly, there were clear differences in patterns of recidivism between the served and unserved "domestic" samples. Among chronic cases specifically, those served by the program averaged 1.6 subsequent occurrences whereas those not served averaged 2.4 subsequent occurrences. Moreover, the average time period from intervention to the apparent resolution of the problem (that is, to the last recorded occurrence) was substantially shorter for chronic served "domestic" victims than it was for the unserved comparison group. Despite small numbers, both differences approach statistical significance. There were no differences between served and unserved victims for whom this was the first occurrence.

The overall conclusion of the research is that the Waterloo Region Victim Services Program is making a unique and useful contribution in a number of areas. However there is a need to explore these questions further. In particular, future research should address more directly the nature of the lagged effects on served "domestic" victims. The time frame of the present research proximal to the intervention date allows us to address these questions only by inference. In addition, future research should attempt to examine the nature of program impacts on victims of major offenses, with the aid of a comparison group. There are good reasons to suspect that conclusions appropriate to "domestic" victims may not apply to others.



# Chapter One

## Description of the Victim Services Program in the Region of Waterloo

### 1.1 Overview

The Victim Services Unit of the Waterloo Regional Police Force provides information and support services to victims of personal crime. Commencing operation in January 1982, the program was staffed by a half-time co-ordinator for its first five months of start-up. In August 1982, the staff was expanded to the current two and one-half positions.

Operating in an outreach capacity, the staff routinely contact victims in pre-selected offense categories that comprise the more serious crimes against individuals. Most initial contacts are made by telephone, with the exception of the residential break and enter class, where a letter is sent to the victim. As the program becomes better known in the community, self-referrals to the program and referrals from police and social agencies will likely become more common.

The Victim Services Unit operates in conjunction with additional services for crime victims that are provided through a non-profit community agency, Community Justice Initiatives of Waterloo Region. Both the police-based and the community-based components of the victim services initiative emerged as a result of co-operative planning among the Waterloo Regional Police, Community Justice Initiatives and other sectors of the criminal justice and social service systems. The Consultation Centre of

the Solicitor General of Canada provided initial funding for both the police and community components.

In the sections of this chapter which follow, we examine the developmental background of the Victim Services program as well as describe in greater detail its current structure and operating procedures.

## 1.2 Developmental Background

In 1980, the Ontario Ministry of Correctional Services contracted with the Mennonite Central Committee to study the need for formalized victim services within the Waterloo Region*, and to develop a model for such services as needed.

To aid this development, a needs assessment was commissioned in the summer of 1980. The needs assessment by Brown and Yantzi (1980) was based on personal interviews with 100 victims shortly after their victimization (about three weeks), and with another 100 victims about a year after their respective occurrences; in addition, interviews were conducted with a select sample of professional workers in the criminal justice and social service fields.

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* The Regional Municipality of Waterloo in southwest Ontario was created in 1973. It encompasses three moderately sized cities — Kitchener (pop. 136,000), Waterloo (pop. 55,000), and Cambridge (pop. 80,000). The cities are surrounded by four rural townships — Woolwich (pop. 16,000), Wellesley (pop. 6,000), Wilmot (pop. 11,000), and North Dumfries (pop. 5,000). Police services are centralized for the entire Region with headquarters in Kitchener. Both County and and Provincial Courts are located in the City of Kitchener as well.



The needs assessment yielded the following findings:

1. Most victims did not seem to require specialized services. About 68% of the respondents reported no unsatisfied needs, and about 84% apparently had not experienced or were not experiencing adverse emotional reactions.

2. Approximately one in three victims reported short term immediate needs that were not satisfactorily met, while approximately one in four recalled longer term needs that were not satisfactorily handled. Needs in both periods were primarily for information, emotional support, and greater sensitivity on the part of criminal justice personnel. Those reporting such needs were more likely to have adverse emotional reactions than those without needs. Very few of the victims indicated a need for such "hard" services as repairs, transportation, financial assistance or property return.

3. Extrapolating from local crime statistics, the researchers estimated that between 250-400 victims per month might require immediate services in the Waterloo Region, and between 225-500 victims per month might require longer term services. It was apparent from the interviews with social service and criminal justice professionals that existing social resources would not adequately handle the volume of potential clients implied by these extrapolations.

Using these findings, the Mennonite Central Committee established a Victim/Witness Reference Group to serve in an advisory capacity in the development of a victim services program. The planning process received further impetus from a number of converging forces. The concept of victim assistance was met with interest by the regional police at a time when their Community Relations Division was exploring new areas for police activity. In 1981, the Waterloo Regional Police prepared an internal report on the viability of establishing victim services through the police. At the same time, police departments throughout Ontario were being urged by the Ontario Police Commission to consider special programs for victims. These developments coincided with the Victim Initiative mounted jointly by the federal Solicitor General and the Minister of Justice.

The planning process resulted in a two-part approach to victim services: a police-based component to offer short-term assistance soon after victimization, and a community-based component that would attempt to develop services to meet longer term needs that could not be served elsewhere in the community.

This report deals exclusively with the police-based component. The community-based component administered through Community Justice Initiatives of Waterloo Region has developed primarily in terms of self-help groups for victims of sexual abuse. However evaluation of this component of the initiative is outside the mandate of the current research.



## 1.3 Structure and Organization of the Program

### 1.3.1 Goals and Objectives

The principal goal of the Waterloo Victim Services program, as stated in a recent document prepared by the Community Relations Branch of the Police Force, is the following:

* To assist victims in dealing with the consequences of victimization.

To realize this goal, a number of different operational objectives have been set which inform the structure of the program. These are:

* To provide victims and witnesses with information on their rights and responsibilities within the criminal justice system.

* To provide crisis intervention services to victims of crime and victims of family violence.

* To sensitize individuals within the Police Force and the criminal justice system to the needs of victims and to train individuals to recognize and respond to these needs.

* To improve the level and frequency of victim/witness co-operation with, participation in, and support for, the Police Force and the criminal justice system.

### Staffing and Administration

The Victim Services program is administered within the Community Relations Branch of the Waterloo Regional Police Force. The Victim Services Unit is comprised of a full-time co-ordinator and one and one-half victim caseworkers. The civilian co-ordinator, a criminologist, is responsible for project operation, and for the bulk of community and police education

activities regarding the program. The casework positions are filled by individuals with social service backgrounds.

Since the Unit provides services to the Region of Waterloo as a whole, it has been organized as a headquarters function, and has been attached to the Community Relations Branch which also operates only from the Kitchener headquarters. The Unit's relationship to this Branch is atypical. While secretarial and other administrative support is provided by the Branch, the Victim Services Unit has greater autonomy than other line Units. That is, it reports directly to the Branch Head (an Inspector) rather than through a Staff Sergeant, and it is not governed by the specific policies and procedures of the Branch. Its particular policies are determined or approved by the Inspector, and, in the case of major policy decisions, by the Deputy Chief.

### 1.3.3 Program Structure

The program can best be described in terms of four operational components:

1. Direct Victim Services. The program operates on a combination outreach and referral basis. That is, some contacts are initiated by the Unit staff, while others come by way of referral. Contact with victims is normally initiated by telephone within one to three days after the victimization. Subsequent contacts may be conducted by telephone, in person or by mail as the circumstances dictate. The program is designed to provide information,



emotional support, and referral to other services. It is not designed to be a crisis intervention unit; it operates only during daytime hours (8:00 a.m. to 7:00 p.m., Monday through Friday) and receives victim information usually on a delayed basis of at least twenty-four hours.

2. Mailed Services to Victims. In addition to direct contacts with victims, the Unit routinely provided information by mail to all victims of Break and Enter. The information pertained to the availability of services through the Victim Services program, and to the various police prevention programs designed to enhance home security. Break and Enter victim were invited to contact the Unit for additional information, but they were not otherwise contacted on the Unit's initiative. As discussed more fully at the end of the chapter, this component was discontinued in October, 1983.

3. In-Service Training Component. This component addresses the program objective to sensitize police and other criminal justice personnel to the needs of victims. The Victim Services co-ordinator is allocated time as part of the regular in-service training program to cover topics relevant to victim services. Topics addressed in past program series include the services provided by the Unit, and the issues pertaining to victims of family violence.

4. Community Education and Liaison Component. In addition

to their educating role within the police force, the Victim Services staff have engaged in a number of community activities designed to enhance awareness of victim services and the needs of victims. For example, the staff has developed a pamphlet for victims describing resources that are available in the community, and another pamphlet for witnesses to help prepare them for their experience in court. In addition, staff members have addressed numerous community and professional groups, and have participated as part of a regional task force on family violence. Finally, the staff have worked with other community service agencies to increase and co-ordinate the range of services available to victims.

1.3.4 Target Populations

The program does not preclude any victim from using its services. All referrals, regardless of origin or offense category are contacted. Nevertheless, given the number of victims found in the community for any given time period, the program directors have targeted specific victim populations for service.

As originally conceived, the primary target population of the program was to be victims of more serious crimes against individuals. While the "serious" designation was not defined restrictively, it was anticipated that such victims would be drawn primarily from the following major offense categories:



homicide, attempted homicide, sexual assaults, extortion, robbery, and major assaults. For the most part, commercial victims were excluded from the purview of the program. In terms of priority, personal victims of these major offenses clearly represent the primary target population of the program. However, they constitute only about 20% of the Unit's active caseload. It should be noted that all victims in this population are contacted whether or not there is a specific referral.

A second population of victims targeted for services are those of Break and Enter offenses. As noted above all such victims receive a letter by mail from the Unit informing them of services and programs available, and inviting them to contact the caseworkers for additional information. An average of sixty to seventy of these letters are mailed monthly, of which about 10% result in calls for additional assistance.

A third target population — that of victims of serious domestic or family disputes — was not initially identified as a separate population inasmuch as victims of serious domestic assault would be considered part of the first target population described above. However, the large volume of referrals from this category, and the needs apparent among such victims, have led the program directors to target specific services to these people, and to broaden the catchment net to include "domestic" occurrences in which either actual violence or the threat of violence are factors. As with the victims of major offenses described above, these serious domestic victims are contacted with or without a specific referral.

### 1.3.5 Referral and Outreach Process

Victims may come to be placed on the Unit's caseload in a number of different ways:

1. Self-referral (18% of caseload). Victim Services cards are distributed to all police officers. The card, which can be left with the victim at the officer's discretion, describes the assistance that is available through Victim Services, and provides the appropriate phone number. As noted above, all victims of Break and Enter receive a letter with this information instead of, or in addition to the card.

2. Officer Referrals (22% of caseload). Officers and detectives are encouraged to make direct referrals to Victim Services where the situation warrants such an action. This is accomplished by having the officer note on the Occurrence Report that Victim Services intervention would be appropriate. A copy of the report is then forwarded to the Unit within a day or two.

3. Occurrence Reader Referrals (37% of caseload). All police Occurrence Reports are reviewed by an official police Reader before they are sent to the Records department for filing. By arrangement, the Occurrence Reader channels appropriate reports to the Victim Services Unit for action. In recognition of the enhanced priority of domestic violence cases, the Occurrence Reader is now channelling all of these cases as well to the Unit.



4. Crime Bulletin Identification (22% of caseload). In addition to the referrals received from these other sources, the Victim Services staff reviews the daily Crime Bulletin that lists all calls to the police in the preceeding twenty-four hour period. On the basis of information contained in these brief summaries, staff attempt to contact by telephone all victims or their families who appear to fall into the major offense categories described in the discussion above.

### 1.3.6 Services Offered

In their contacts with victims, the following services may be offered and provided as necessary.

1. Counselling and support to victims.

2. Providing information to victims regarding

   - the status of the investigation
   - the court case
   - Criminal Injuries Compensation
   - crime prevention programs
   - police procedures in general

3. Referring victims to community resources that might be helpful.

4. Providing victims with ongoing assistance when a case goes to court.

5. As necessary, providing information to the Crown and/or the Court to reflect the loss or injury sustained by the victim.

6. Providing information to victims of crime regarding their legal rights.

7. Serving as a liaison between the victim and the investigating officer or detective.

### 1.3.7 Staff Training

The co-ordinator is responsible for staff training. Given the small size and stability of the staff there is no formal training program. The co-ordinator emphasizes on-job training with close supervision on initial casework. The staff attend conferences and seminars on victim services and domestic violence when feasible. The co-ordinator has also participated in a course on conflict mediation and crisis intervention.

### 1.3.8 Program Evolution

Since its inception in January 1982, the Victim Services program has been continuously developing and adapting in ways dictated by experience. For the most part, the adaptations have not effected fundamental structural changes to what has been described in the above sections. However two developments should be noted.

First, as described in Section 1.3.4, the program has enhanced the priority it attaches to victims of serious domestic disputes. This change in emphasis was formalized in March 1983 at about the midpoint of our research program.

Second, the Waterloo Regional Police Force agreed in the fall of 1983 to participate in an Ontario Police Commission study to examine ways of making the criminal justice system more responsive to victims of crime. As part of that study, officers



are required to leave with victims a pamphlet entitled "Help for Victims" which, among other things, publicizes the Unit. As a consequence, victims of major crimes no longer receive a Victim Services card, and Break and Enter victims no longer receive a letter from the Unit. These changes post-date the relevant field stage of this study, and thus have no impact on the results reported here. Nevertheless they may have the effect of out-dating some of the findings of this research concerning the treatment of Break and Enter victims in the Waterloo Region.

## Chapter Two

## Objectives and Overview of the Research

### 2.1 Introduction

The research program was designed to address two general objectives. First, it was designed to provide a window on the operation of this developing victim assistance unit -- a means of systematically collecting information on the parameters of the program. A description of the program based on a year of observations would allow a sound assessment of those assumptions which guided the initial structuring of the program. In addition, it would provide a data base that might aid program designers at other sites.

The second objective of the research was to assess possible impacts of the program. As noted in the previous chapter, the Waterloo Region program was implemented with the expectation that it would yield benefits for the victims it served, the criminal justice system, and the community at large. The program directors set as their specific objectives for the Unit to assist victims in dealing with their situation through providing information and services, to sensitize police personnel to the needs of victims, and to enhance co-operation of the community in crime prevention and investigation. In addition, there have been a number of other possible impacts of programs of this kind that have been discussed in the victim services literature (see for example, Cronin and Bourqua, 1980, or Levens and Dutton, 1980).





The second objective of the research, therefore, was to measure the success of the program over a range of both expected and possible impacts.

Clearly the limitations on field assessments of this sort are severe. Some of the anticipated effects of the program might be expected to register only in the long term; others, lacking base data for comparison purposes, are beyond reliable measurement; still others entail too heavy a draw on limited resources to make the assessment feasible.

Given these constraints, the research was designed to yield data relevant to the following possible impacts of the victim services program:

A. Victim-Related Impacts

1. Assisting victims to cope effectively with the aftermath of the victimization experience.

2. Assisting victims to adopt measures to avoid revictimization.

B. System-related Impacts

1. Diversion of chronic domestic disputes to non-police community or criminal justice agencies.

2. Enhanced satisfaction of the victim with the police.

To address the descriptive and evaluative objectives of the research, we developed a research program comprised of five components:

A. A monitoring component in which background and service information about each member of the Victim Services caseload was gathered routinely by Unit staff over an eleven month period.

B. A survey component involving personal interviews with samples of served victims from the major target populations of the program.

C. A field experiment component in which victims drawn from a pool of "domestic" occurrences were assigned randomly to "served" and "unserved" groups and were subsequently interviewed.

D. A domestic recidivism component in which the recidivism rate of a sample of served domestic victims was compared to that of a matched group of unserved domestic victims

E. A compensation component in which data were gathered concerning applications to the Criminal Injuries Compensation Board both before and after introduction of the Victim Services program.

The remainder of this chapter describes in greater detail the methods and instruments associated with each of these research components, and the ways in which they will be used to address the research objectives.



## 2.2 Victim Background and Service Monitoring Component

The objective of the monitoring component was to describe the program's client population as well as the services of the Unit sought and rendered over a specified time period. To achieve this objective, we developed a Victim Monitoring Form to be used routinely by the caseworkers (see Appendix A). We sought to minimize inconvenience to the Unit and to ensure its use by designing the form both as a recording device for the caseworker's files, and as a research instrument. It was printed in triplicate to serve both purposes. Thus the top copy of the form served as the victim worker's file copy, begun when the victim's file was opened, and updated with each subsequent contact. The second and third copies of the form (with the victim's name and address blackened out) was used for research purposes. The second copy was detached and forwarded to the researchers about two months after the file was opened, so that the caseload could be monitored on an ongoing basis; the third copy was detached and forwarded at the end of the entire monitoring period, so that the research files could be updated as necessary.

The Victim Monitoring Form was designed to record four kinds of information:

1. Background information about the client's age, sex, marital status, occupation, and prior victimization.

2. Information about the occurrence in which the client was

victimized: the offence or offences involved, the time, date, and location of the occurrence, the relationship of the offender to the client, and the police personnel involved in the investigation.

3. Information about the intervention of the Victim Services Unit: the source of the referral, the mode, time, date, and duration of contacts, and the outcome of each call.

4. Impressions of the victim regarding the adequacy of the police response to the call.

With respect to "hard" and immediately relevant information items, the instrument was used as anticipated. A form was completed for all users of the service except those with very brief and casual queries. The Victim Monitoring Form served as the central recording device in each victim's file, and was maintained conscientiously for that purpose throughout the monitoring period. Thus items on the form of direct relevance to the Victim Services worker in the course of her duties were recorded reliably. The more peripheral research-related items — those dealing with prior victimization, with perceptions of the police, and with such background variables as occupation — were asked only when the victim worker felt that they would not jeopardize the developing rapport between worker and victim client. Often the workers found it inappropriate to ask these less relevant questions in the immediate aftermath of the occurrence. As a consequence, the data on prior victimization



and perceptions of police are sufficiently incomplete as to render these items unuseable.

As described in the next chapter, a total of 478 Victim Monitoring Forms were completed over the eleven month period from September 1, 1982 to July 31, 1983. The data regarding these 478 victims serve as the primary basis for addressing the first objective of the research which was to describe the essential character of the program and its caseload. In addition, for each victim who was later interviewed, the data from these forms have been added to his or her corresponding interview record to permit a comparison between worker and victim perceptions of the intervention.

## 2.3 Survey of Served Victims

The second component of the research, entailing personal interviews with victims served by the Unit, was designed to gather information about the perceptions and effects of the program from members of its primary target populations. As originally conceived, this component of the design was to include comparable interviews with a matched sample of victims who were not served by the Unit. Such comparison data would have provided a benchmark against which to assess the unique effects of the Victim Services intervention with these primary target populations. With the exception of "domestic" occurrences (see Section 2.4 below), this aspect of the design could not be implemented. By the field stage of the research, there remained

in the Region no natural pools of unserved victims in most serious offence categories; and, neighbouring police forces in comparable communities were not co-operative. Thus our examination of program impacts for all but "domestic" victims is limited to that permitted by a cross-sectional or correlational design.

As discussed in the last chapter, the caseload of the Unit is drawn from four different victim populations: (1) victims of Break and Enter who have contacted the Unit in response to a mailed invitation to do so, (2) victims of serious crimes of property or violence, (3) victims in domestic disputes, and (4) victims involved in less serious offences or assistance situations.

The original target populations of the program were limited to the first two of these groups with the third acknowledged after experience demonstrated the need. Given that the "domestic" victims were to be studied in another component of the research, the interviews in this survey component were focused on the first two groups — victims of Break and Enter, and victims of more serious crimes. The latter group did include some "domestic" victims where criminal charges were laid.

The Instrument. The interview schedule (see Appendix B) used in this research component was administered in the respondent's home by trained interviewers. All respondents gave their consent to be interviewed to the Victim Services Unit before they were contacted by the research field staff.

The interview schedule addressed a range of concerns of



potential relevance to assessing the Victim Services program.

1. A description of the incident and of the losses suffered.
2. A number of measures addressing behavioural and emotional reactions to the incident.
3. Recollection and description of help received.
4. Recollection of short and longer term needs.
5. Evaluations of the police response.
6. Evaluations of services provided by the Unit.
7. Awareness and use of crime prevention programs.
8. Feelings about the treatment of the offender.
9. Socio-demographic information about the victim.

A mix of open- and closed-ended questions were used in the questionnaire. The order of questions was structured so as to minimize the contamination of later responses by earlier ones. Administration time of the instrument averaged between thirty and forty-five minutes.

The Respondents. The decision was made to complete 100 interviews, of which about 30 would be Break and Enter victims, and the remainder would be drawn from the designated "major offense" categories.

The Break and Enter victims posed little difficulty, and 28 interviews with victims of this kind were completed. These respondents were selected randomly from among those contacting the Unit over the first six months of 1983.

The quota of "major offense" victims proved more difficult to fill and only 44 of these interviews were eventually completed. Although the numbers of such victims served by the

program was somewhat over 100, only a subset of these were available and willing to participate. A sizeable proportion (about 29%) were not available for the research because the Victim Services caseworkers in some cases felt that the research request would jeopardize the developing trust and rapport between victim and worker; another 20% could not be recontacted to solicit their consent; about 10% of the population (closer to 20% of those approached) refused to co-operate in the research. Thus the sample represents about 40% of the target population.

To what extent do the victims interviewed in this study represent the target populations from which they were drawn? Table 2.3.1 displays population parameters and corresponding sample statistics for the available range of socio-demographic variables. The population parameters are based on data collected through the Victim Monitoring Forms described in the previous section. It should be noted that the forms were used for the eleven month period from September 1982 to July 1983, while the sample was drawn from December 1982 to December 1983. Thus, although there is considerable overlap between the two sets (eight months are shared), the sample is not a strict subset of the population to which it is compared in this table.

Given the small sample sizes in both crime categories, large deviations of the samples from their parent populations might be expected by chance. However, with regard to the "major offense" victims, the socio-demographic profiles of the two groups are quite similar. While none of the differences are statistically significant, it can be seen that the sample deviates appreciably



Table 2.3.1. Comparison of "Major Offense" and "Break and Enter" Samples with their Respective Populations for Selected Socio-demographic Characteristics.

| | Major Offense | | Break & Enter | |
|---|---|---|---|---|
| | Pop. (96) | Sample (44) | Pop. (81) | Sample (28) |
| Age of Respondent | | | | |
| Under 30 | 53.1% | 46.5% | 9.3% | 32.1% |
| 30-50 Years | 43.2 | 44.2 | 48.8 | 39.3 |
| Over 50 Years | 3.7 | 9.3 | 41.9 | 28.6 |
| Gender | | | | |
| Male | 7.3% | 9.5% | 38.3% | 25.0% |
| Female | 92.7 | 90.5 | 61.7 | 75.0 |
| Marital Status | | | | |
| Single | 34.1% | 19.0% | 10.9% | 14.3% |
| Married | 50.6 | 57.1 | 73.9 | 78.5 |
| Widowed/ Div./Sep. | 15.3 | 23.8 | 15.2 | 7.2 |
| Living Alone | | | | |
| Yes | 9.8% | 4.7% | 20.0% | 17.9% |
| No | 90.2 | 95.3 | 80.0 | 82.1 |

only in under-representing victims of major offenses who were single, and in over-representing those who are or have been married. The deviations of the Break and Enter sample are more substantial, although none of these differences are statistically significant. It appears that the Break and Enter sample somewhat over-represents the youngest cohort at the expense of the other two, and it also over-represents females by about 14%.

Table 2.3.2(a) provides comparable population and sample data for a number of crime- and service-related variables. It is apparent that both comparisons yield markedly similar crime profiles despite the fact that the crime descriptions have been supplied from different perspectives: from that of the caseworkers with reference to the population, and from that of the victim with reference to the sample. It is fair to conclude that no substantial victim category in the population has been neglected in these samples.

A comparison of service profiles in the same table reveals that the "major offense" sample substantially over-represents those in the population who required services. Whereas about 29% of these victims in the population indicated no need for the services of the Unit, only about 10% of the sample rejected the offer. Since Break and Enter victims did not enter their respective population unless they had service requests, the same problem does not occur there. Although we have no evidence, it seems likely that this under-representation in the case of the "major offense" sample is a function of the higher rates of refusal to be interviewed that are commonly found in groups only



Table 2.3.2(a) Comparison of "Major Offense" and "Break and Enter" Samples with their Respective Populations for Selected Crime- and Service-Related Variables.

| | Major Offense | | Break & Enter | |
|---|---|---|---|---|
| | Pop. (96) | Sample (44) | Pop. (81) | Sample (28) |
| Offense Category | | | | |
| Domestic | 30.2% | 41.8% | 2.5% | — |
| B & E | — | 4.7 | 100.0 | 100.0 |
| Theft | 10.4 | 7.0 | — | — |
| Assaults | 41.7 | 51.2 | — | — |
| Sex. Assaults | 20.8 | 18.6 | 1.2 | — |
| Abduction /Extortion | 6.3 | 4.7 | — | — |
| Dangerous Weapons | 7.3 | 7.0 | — | — |
| Homicide/ Att. Homicide | 3.1 | 7.0 | — | — |
| Other | 5.2 | 16.3 | — | — |
| Percentage Not Needing Services | 29.2% | 9.5% | 4.9% | — |

Table 2.3.2(b) Comparison of "Major Offense" and "Break and Enter" Samples with their Respective Populations for Services Received (Only those Accepting any services included)

| | Major Offense | | Break & Enter | |
|---|---|---|---|---|
| | Pop. (68) | Sample (40) | Pop. (77) | Sample (28) |
| Info.: Case | 19.1% | 20.6% | 43.5% | 38.0% |
| Info.: C.J.S. | 27.2 | 29.3 | 6.1 | 6.0 |
| Info.: Com.Serv. | 7.4 | 6.5 | 1.0 | 6.0 |
| Info.: Prevent. | — | — | 24.3 | 32.0 |
| Info.: Property | 1.5 | — | 16.5 | 8.0 |
| Info.: Compensa. | 1.5 | 2.2 | — | — |
| Emot. Support | 32.3 | 34.8 | 7.8 | 10.0 |
| Counselling | 8.1 | 6.5 | 1.0 | — |
| Other | — | — | — | — |

Note: Percentages do not total 100% because of possible multiple entries by any one victim.

marginally involved in an exercise.

If the "major offense" sample under-represents victims without needs for service, to what extent is it representative of those with needs and service requests? Table 2.3.2(b) displays the population and sample distributions of services required with nonparticipants removed. Unlike the first part, this one indicates very close correspondence between the service requirements of the sample and population. Moreover both samples actually overestimate (but not significantly) the number of services requested or required.

Our conclusions from this analysis must be cautious. The evidence from our comparisons above suggest that the "major offense" sample is an adequate reflection of its parent population in all but one respect: it fails to represent in its proper proportion the subset of victims who had no need for the Unit's services. In this sense, it overestimates to some extent victims' use of the program.

The most likely sources of sample bias stem from the removal of some victims from the potential interview pool by the caseworkers, and from the refusal of some victims to participate. The latter is a chronic problem in research of this kind, and may well have led to an over-representation of those victims who are more sociable and compliant. The extent and implications of this distortion remain unknown. The removal of victims by caseworkers to avoid jeopardizing the worker-client relationship raises the possibility that our sample might under-represent those with the strongest emotional reactions. Discussions with the caseworkers



themselves about this possibility suggests that the victims who were removed were not necessarily the more traumatized or affected members of their caseloads. Rather the decision (to remove) was a function of a host of factors associated with the worker's perception of the developing relationship. If the caseworker sensed, for any number of reasons, that the victim would feel "betrayed" by the research request, or would regard the request as the "real reason" for the caseworker's call, the request was postponed (in many cases, indefinitely).

Our analysis of service use among interviewed victims lends some indirect support to the conclusion that the more seriously affected have not been systemtatically excluded from the samples. Had they been excluded through this removal process, we might expect our samples to underestimate the services required and the emotional services dispensed to the population. In fact, our sample actually over-represents the former and gives an accurate reflection of the latter.

With regard to the Break and Enter sample, it appears that while it is not a perfect reflection of its population, the deviations apparent here are not sufficiently large to impugn its usefulness.

## 2.4 Field Experiment Component

As noted in Section 2.3, the selection of comparison groups of unserved "major offense" and "break and enter" victims proved impossible primarily because there were no natural pools of such

victims in the Region, and neighbouring police departments in comparable communities refused to co-operate in the research. However, in the case of "domestic" victims, there did exist a "natural" pool within the Region, which would not normally be targeted for service unless a specific referral was made. It was decided that this pool might be appropriate for a natural field experiment.

The pool existed primarily because of a limitation of program resources In contrast to other serious offenses, the number of domestic victims by far exceeded the staff's capacity to contact and offer services to all of them.

The availability of this pool of unserved but possibly needy victims allowed us to design a field experiment to examine the impact of the program on "domestic" victims. Through arrangements with the police Occurrence Reader, all domestic occurrence reports were channelled routinely to the Victim Services staff. Without prior examination, the staff randomly assigned each report to either a treatment or a comparison group. Each week, several from each group were contacted by the Victim Services staff. Those in the treatment group were offered services in a manner similar to any other referral to the program. They were also asked to participate in the research undertaking. The victims in the comparison group were asked only if they would co-operate in the research. Any "domestic" victims who were referred to the Unit by a police officer were automatically exempted from the random assignment process and from the experimental design. A total of fifty "domestic"



victims were assigned to each of the two groups. Both treatment and control groups were interviewed using the same instrument, field staff and procedures employed with the survey component described in Section 2.3 Inverviewers were blind to whether the respondent was a treatment or comparison group member.

As with most field experiments, there are several potential threats to the internal and external validity of this component. First, the fact that the victim workers contacted the "unserved" victims to solicit their co-operation may itself have a treatment effect that will confound interpretation. There is no way to test whether the call from the Victim Services Unit of the police, albeit a brief and uninformative one, had an impact on any of the dependent variables in the study. However, there is some evidence that the interaction was not a salient event in their recall of the previous few weeks: only two of the fifty comparison group victims acknowledged that they had had "any contact with the victim services people" who were identified as associated with the Regional police. If the victims in the comparison group recalled the contract, they did not apparently associate it with the victim assistance program.

The second concern is that the selection procedure used here, with its requirement that victims consent before being contacted by the research staff, may have distorted the composition of the two samples. The impact of different refusal rates, for example, may have rendered the two samples noncomparable in relevant ways; moreover it may have caused both

to be unrepresentative of the parent population. In fact, the Victim Services workers did encounter higher refusal rates with these groups than they did with other kinds of victims, and higher rates within the "unserved" comparison group than with the "served" treatment group. There was greater reticence on the part of "domestic" victims to discuss their situation with strangers, and greater difficulty arranging appropriate times when the victim could talk. Thus the refusal rate for the "served" group was about 20% which was several percentage points higher than for the other target populations. For the "unserved" group, however, it was slightly above 30%.

How did this uneven attrition factor affect the eventual composition of the samples? Table 2.4.1 provides a socio-demographic profile of the two experimental groups, and for the parent population of "served" domestic victims as well. As with the comparisons of "major offense" groups in the previous section, there is a close correspondence of both samples to the larger population, and of one sample to the other. On socio-demographic grounds at least, there is no indication here of significant distortion in the composition of the samples.

Table 2.4.2(a) extends this comparison to crime- and service-related characteristics. The pattern evident here provides no basis to challenge the comparability of the two experimental groups. That is, on the crime characteristics for which we have data, the differences in the two distributions are well within the tolerable limits of sampling error, and yield no pattern suggestive of systematic bias.



Table 2.4.1. Comparison of "Served" and "Unserved Domestic" Samples with the "Domestic" Population for Selected Socio-demographic Characteristics.

| | Domestic Population (266) | Served Domestic Sample (50) | Unserved Domestic Sample (50) |
|---|---|---|---|
| Age | | | |
| Under 30 | 42.3% | 41.7% | 50.0% |
| 30-50 Years | 49.4 | 47.9 | 43.7 |
| Over 50 Years | 8.3 | 10.4 | 6.3 |
| Gender | | | |
| Male | 10.5% | 6.3% | 12.5% |
| Female | 89.5 | 61.7 | 87.5 |
| Marital Status | | | |
| Single | 10.4% | 6.3% | 10.4% |
| Married | 73.1 | 83.4 | 70.8 |
| Widowed/ Div./Sep. | 16.5 | 10.4 | 18.8 |
| Living Alone | | | |
| Yes | 3.1% | 8.3% | 6.4% |
| No | 96.9 | 91.7 | 93.6 |

Note: Due to rounding, percentages may not sum exactly to 100%.

Table 2.4.2(a) Comparison of "Served" and "Unserved Domestic" Samples with the "Domestic" Population for Selected Crime- and Service-related Variables.

| | Domestic Population (266) | "Served" Domestic Sample (50) | "Unserved" Domestic Sample (50) |
|---|---|---|---|
| Offense Category | | | |
| Domestic | 100.0% | 100.0% | 100.0% |
| B & E | .1 | 2.0 | 2.0 |
| Theft | — | — | — |
| Assaults | 6.8 | 2.1 | — |
| Sex. Assaults | .1 | — | — |
| Abduction /Extortion | — | — | — |
| Dangerous Weapons | .1 | 4.2 | — |
| Homicide/ Att. Homicide | — | — | — |
| Other | 2.6 | — | 2.1 |
| Percentage Not Needing Services | 50.4% | 15.6% | NA |

Table 2.4.2(b) Comparison of "served" and "Unserved Domestic" Samples with the "Domestic" Population for Services Received (Only those accepting any services included).

| | Domestic Population (132) | "Served" Domestic Sample (42) | "Unserved" Domestic Sample (50) |
|---|---|---|---|
| Info.: Case | 4.4% | 4.2% | NA |
| Info.: C.J.S. | 20.3 | 25.4 | NA |
| Info.: Com.Serv. | 18.9 | 16.9 | NA |
| Info.: Prevent. | — | — | NA |
| Info.: Property | — | — | NA |
| Info.: Compensa. | — | — | NA |
| Emot. Support | 33.5 | 40.8 | NA |
| Counselling | 18.0 | 12.7 | NA |
| Other | 4.4 | — | NA |

Note: Percentages do not total 100% because of possible multiple entries by any one victim.



In comparing the sample with the population, however, we note the same under-representation of victims who did not require services that was found in the "major offense" sample. Indeed the magnitude of under-representation here is by about the same factor of three that was evident in the other situation (50% in the population compared to 16% in the sample). Similarly, in Table 2.4.2(b), the profile of services required among those who required any at all (that is, with the nonserved removed) are very close. What this suggests, then, is that the attrition factor did introduce systematic bias into the "served" sample (and presumably into the "unserved" one also), but it is a bias limited almost entirely to the undifferentiated indicator of need. Our sample over-represents those requiring services in the population, but it provides a faithful picture of the relative importance of the various services in the population, and a good reflection of the demographic characteristics as well.

For the purposes of assessing the impacts of the program, this over-representation of the more serious domestic cases may have advantages. For the intervention is probably least effective among those who chose not to accept the services. Had this kind of victim been proportionately represented in the two experimental samples, any effects of the program would have had to emerge in comparisons of groups comprised only of 25 victims each.

Our conclusions regarding the adequacy of these samples mirror those drawn for the survey samples in Section 2.3. Where prior consent is a prerequisite for inclusion, there is a

probability that those who are interviewed over-represent the more sociable and more compliant portions of the population. Nevertheless our comparisons of samples and population yield one relevant difference that is most likely attributable to the attrition rate. Beyond this difference in acceptance of services, our data suggest that the sample is a fair representation of the population.

## 2.5 Domestic Recidivism Component

The objective of this research component was to gather data to assess the impact of the program on the reoccurrence of domestic violence. Given the large proportion of "domestic" victims on the Unit's caseload, and given the high rates of recidivism that often characterize these kinds of cases, the success of the program in helping to resolve or divert such cases would represent an important benefit or impact for the police force and for the criminal justice system.

To examine this question, all "domestic" victims who were served during the Unit's first nine months of operation were selected for study. This period was chosen for a number of reasons: (1) it permitted a follow-up period of at least nine months from date of first contact for all such victims; (2) the Unit's referral process at that early developmental stage of the program was sufficiently limited and idiosyncratic that many comparable "domestic" victims would not have found their way onto the Unit's caseload and might serve as a comparison group; and



(3) the number of served "domestic" victims over this period (fifty) was sufficiently large that patterns of reoccurrence might be detectable.

A comparison group of unserved "domestic" victims was selected in the following manner: first, the occurrence report for each of the fifty served "domestic" victims was located in the police files. Second, a researcher selected a comparison "domestic" subject for each of these served victims by choosing the next comparable "domestic" victim found in the chronological files. A comparable occurrence was one which involved a dispute among family members that required police intervention, and in which one of the disputants was identified as a victim in the incident. No attempt was made to match comparison subjects on any other characteristics except date of occurrence, and apparent elegibility for service from the Victim Services Unit. It was expected that conformity to these systemtatic random selection procedures would produce a comparison group of unserved victims with an equivalent profile to the served group.

Once the served and unserved groups were selected, police card files were employed to record both prior and subsequent occurrences involving each victim. All occurrences recorded in the file between January 1 1981 and July 1 1983 were noted so that the occurrence profiles of both groups could be constructed for at least one year prior to the Unit's intervention, and for at least nine months after the intervention.

Table 2.5.1 displays data relevant to assessing the comparability of the two groups. It is apparent from this table

Table 2.5.1 Profiles of the "Served" and "Unserved" "Domestic" Recidivism Samples.

| | "Served" Domestic Victims (51) | "Unserved" Domestic Victims (49) |
|---|---|---|
| Gender | | |
| Male | 14.0% | 14.3% |
| Female | 84.0 | 83.7 |
| Period Monitored Before Intervention Date (in months) | 19.6 | 19.0 |
| Period Monitored After Intervention Date (in months) | 11.4 | 11.9 |
| Avg. No. of Police Occurrences Before Intervention Date | 1.06 | 1.49 |
| Proportion for whom Intervention Occurrence was the first | 62.0% | 46.9% |
| Avg. No. of Police Occurrences Before Intervention Date for Recidivists Only | 2.7 | 2.8 |
| Area of Residence | | |
| Kitchener | 68.6% | 59.2% |
| Waterloo | 9.8 | 10.2 |
| Cambridge | 13.7 | 26.5 |
| Rural Region | 7.8 | 4.1 |



that the two groups are virtually identical in terms of gender, and quite similar as well in terms of their areas of residence within the Region. By virtue of the selection procedure, both groups were monitored for almost identical periods. Regarding the frequency of prior involvement with the police, the table indicates slight differences between the two groups. Whereas the served group had an average of 1.06 prior domestic occurrences, the unserved group had an average of 1.49 prior domestic occurrences. Elsewhere in the table, it is apparent that this difference reflects a greater proportion of "first-time" domestic victims in the served cohort. When the recidivists only are included in the calculation, the two groups are almost identical in terms of the number of prior domestic occurrences on their records. This difference suggests that the analysis of subsequent recidivism should be carried out separately on the "first-time" and "chronic" subgroups.

The last few rows of the table confirm that when the first-time victims are removed from the analysis, the "chronic" groups do not differ dramatically in the nature or distribution of their prior occurrences. While the labelling of occurrences by police is somewhat arbitrary and unsystematic, it is nevertheless reassuring that these two subgroups of victims appear to be drawn from the same population.

## 2.6 Compensation Component

One of the services frequently provided by the Unit to

victims suffering personal injury in their incident concerns information about the possibility of compensation through the Criminal Injuries Compensation Board of the Province of Ontario. Since victims in the 1980 needs assessment were uninformed about this option for the most part, it represented an area where the contribution of the program might make a substantial difference. To examine this possible impact of the program, we acquired information regarding applications to the Criminal Injuries Compensation Board for time periods antecedent and subsequent to the introduction of the Victim Services program. The information was collected both for the Waterloo areas and for the province as a whole. These data will be examined in Chapter Four.

The following chapters of this report are organized around the central objectives of the research program. For this reason, we will not always present the complete findings of each of the research components described above in a discrete section. Rather we will introduce findings from the various data sources when they pertain to the research objective under discussion.

# Chapter Three

# Description of the Victim Services Caseload

## 3.1 Introduction

The concept of formalized victim services is still very much in the experimental stage of development, and thus there are many basic questions for which we require answers. The most obvious of these pertains to the size of the probable caseload. Victimization surveys and needs assessments have identified a client population of considerable magnitude, but actual program experience may reveal quite different volumes. Similarly, program designers require information about the most effective ways of delivering the services required. Are some victim assistance models more effective than others, or more effective than others for some client populations? Do communities of different sizes and compositions require programs with different operating characteristics.

As noted in the previous chapter, our research program was undertaken in part to collect basic information about the characteristics of an operating victim assistance program in a mid-sized urban Canadian setting. The description that is provided on the following pages is based on a monitoring of the Unit's client-related activities over an eleven month period from September 1982 to the end of July 1983. The monitoring instrument (described more fully in Chapter Two) is the Victim

Monitoring Form — the client's service record over his or her period on the caseload.

It should be noted that the 478 clients who comprise the caseload descibed in this chapter represent the victims for whom files were opened. The analysis does not include the Break and Enter victims who did not respond to the Unit's letter, and it does not include brief passing contacts with victims who remained anonymous in most cases. This latter group comprised almost 20% of all victims with whom caseworkers had direct contact, but it commanded a much smaller proportion of the Unit's attention and resources.

## 3.2 The Nature of the Client Population

### 3.2.1 Offense Characteristics

What kind of victims made use of the Victim Services program during the eleven month monitoring period? In Chapter One, we described the focus of the program in terms of three target populations: victims of major offenses, victims of break and enter, and victims in domestic disputes involving the threat or use of violence. A fourth group of clients comprises those not falling into the above three target populations, but whose circumstances for some reason warranted Victim Services intervention.

Table 3.2.1 presents the frequency distribution of the caseload over the various offense categories. In most cases, the classification here is based on the offense listed first on the



Table 3.2.1. Description and Frequency of Offences Grouped Within the Four Major Victim Categories.

| | Relative Frequency Within | Total |
|---|---|---|
| A. Major Offences | | |
| Attempted Homicide | 3.1% | |
| Assaults | 51.1% | |
| Weapons Offenses | 4.2% | |
| Threats | 3.1% | |
| Theft | 10.4% | |
| Abduction | 4.2% | |
| Rape/ Att. Rape | 8.3% | |
| Sexual Assaults | 12.5% | |
| Other | 3.1% | |
| | 100.0% | 20.1% |
| B. Break & Enter Offenses | | 16.9% |
| C. Domestic Occurrences | | 55.6% |
| D. Other Occurrences | | |
| Assistance Calls | 45.8% | |
| Police Information | 8.6% | |
| Attempt Suicide | 14.3% | |
| Missing Person | 5.7% | |
| Neighbourhood Dispute | 2.9% | |
| Witness Assistance | 5.7% | |
| Other Assistance | 11.4% | |
| Other | 5.8% | |
| | 100.0% | 7.3% |
| | | 100.0% (478) |
| Proportion of Cases Involving . . . | | |
| Major Offenses | | 26.4% |
| Break and Enter | | 17.2% |
| Domestic Disputes | | 63.0% |
| Residual Other | | 9.6% |

police Occurrence Report. As such, it tends to represent the most serious offense or aspect of the occurrence. Because many occurrences tend to involve a number of these offense dimensions, the classification is not mutually exclusive. For this reason, Table 3.2.1 also provides the frequency of occurrence of each general offense category.

Clearly, the most prominent feature of the Unit's caseload is the proportion of victims involved in domestic disputes. About 56% of all cases over this period are categorized principally as "domestic" cases; indeed this percentage understates the Unit's preoccupation with "domestic" victims, for about one third of all "major offense" clients were victims of domestic violence. Moreover, the targeting of "domestic" victims for services was formally in effect for only the last four months of the monitoring period. Thus it is likely that "domestic" victims of one kind or another comprise about two-thirds of the Unit's present (December, 1983) caseload.

The size of the "major offense" group seems modest when compared to the number of such offenses reported by the police force in their Annual Reports. While exact figures for the monitoring period are not available, in 1982 for example, the homicide, attempted homicide and sexual offense cases alone numbered more than twice the ninety-six victims comprising the Unit's major offense caseload. Several factors might help to account for this difference.

First, the problem may be structural in that victims of these more serious crimes are slipping undetected through the



identification and referral nets. While this might be plausible if the differences were relatively small, it seems to be an unlikely explanation for the large observed differences here given the identification procedures in place. There are at least three opportunities to identify such victims: through referral by the investigating officer, through the staff's daily examination of the Crime Bulletin, and through referral by the officer who reviews all police Occurrence Reports. Since the latter two processes each involve exhaustive listings of all potential clients, it seems unlikely that large numbers of "major offense" victims could escape notice.

More persuasive explanations lay in the different ways each body defines a "case". For the Victim Services Unit, a case is an identifiable victim; for the police force as a whole, it is an identifiable offense or allegation of an offense. There are three reasons why the latter "cases" outnumber the former. First, there are often multiple offenses associated with one serious occurrence; second, some allegations are discredited upon investigation and thus there are no victims even though the occurrence statistic remains; and third, the staff report that many occurrence reports — especially those involving assault — do not allow ready identification of a "victim" in that all parties appear to be both victims and offenders. In these cases, the staff do not attempt to contact any of the parties unless a specific referral is made.

These factors suggest that the size of the "major offense" caseload here is not an understatement of the actual target

population in the Region. Undoubtedly, the ratio of victims to offenses will vary somewhat across cities and police forces. However, for program designers who have only the police offense records as a basis for estimating caseloads, some attempt to develop a "translation formula" would be beneficial. Our experience in the Region of Waterloo suggests that the ratio is one Victim Services client for every five to eight major offenses reported, given the reporting practices of the Police Force and the identification practices of the Unit.

### 3.2.2 Identification Process

In our description of the program in Chapter One, we noted four different means by which a victim could be identified and placed on the caseload. In Table 3.2.2, the relative frequencies for these modes of identification are displayed for each of the four victim populations. Most of the patterns in this table are as expected. Almost all of the Break and Enter victims are self-referrals in that they chose to respond to the Victim Services letter that was sent to them. The daily Crime Bulletin (available to the Unit about 24 hours after the occurrence) was the most commonly used method for identifying victims of major offenses, followed closely by the police Occurrence Reader. The Reader's dominant role in referring "domestic" victims reflects the practice he adopted in the last few months of the monitoring period of referring all domestic cases to the Unit.

The small proportions in each group that are self-referrals suggests either that the police officers are not leaving the



Table 3.2.2. Source of Referrals for the Four Victim Populations.

| | Major Offenses (96) | B & E (28) | Domestic (266) | Other (35) | Total (478) |
|---|---|---|---|---|---|
| Daily Crime Bulletin | 32.6% | 2.5% | 24.1% | 22.9% | 22.0% |
| Investigating Officer | 16.8 | — | 23.7 | 42.9 | 19.7 |
| Detectives | 9.5 | — | .4 | 5.7 | 2.5 |
| Self-Referrals | 8.4 | 91.4 | .8 | 5.7 | 18.0 |
| Occurrence Reader | 29.5 | 3.7 | 50.8 | 22.9 | 36.5 |
| Other | 3.2 | 2.5 | .4 | — | 1.3 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

Victim Services cards with victims, or that victims are reticent to ask for help from the Unit. Since we have no information about the number of cards distributed, we have no way of determining which of these explanations is more plausible.

### 3.2.3 Socio-demographic Composition of the Caseload

Table 3.2.3 profiles each of the four victim populations for selected socio-demographic characteristics. The table reveals several features of the caseload that are worthy of note.

First, the vast majority (84%) of victim clients contacted by the Unit were females. To a great extent this over-representation is a function of the specific victim populations targeted for service. Among the crime categories where gender is less obviously a factor in the occurrence such as Break and Enter, females are still over-represented, but to a much lesser degree. It may be that this general overweighting reflects the greater accessibility of females during the daytime hours in which the program operates.

A second general feature of the caseload is its representativeness on most other socio-demographic variables. That is, the caseload does not appear to be over-represented by those commonly regarded as more vulnerable and more obvious candidates for referral. Those living alone, the aged, those retired or disabled, and those formerly married (divorced, widowed and separated) are all represented in rather modest proportions in this caseload.



Table 3.2.3. Profile of Four Victim Populations on Selected Socio-Demographic Variables.

| | Major Offenses (96) | B & E (28) | Domestic (266) | Other (35) | Total (478) |
|---|---|---|---|---|---|
| Gender | | | | | |
| Male | 7.5% | 38.3% | 10.5% | 34.2% | 16.5% |
| Female | 92.5 | 61.7 | 89.5 | 65.8 | 83.5 |
| Marital Status | | | | | |
| Married | 49.4% | 73.9% | 73.1% | 60.0% | 67.4% |
| Single | 34.9 | 10.9 | 10.4 | 10.0 | 15.4 |
| Div/Wid/Sep | 15.7 | 15.2 | 16.5 | 30.0 | 17.2 |
| Age | | | | | |
| 20 & Under | 25.9% | — | 9.9% | 6.5% | 11.8% |
| 21-30 Yrs. | 34.6 | 27.9 | 38.7 | 41.9 | 37.0 |
| 31-40 Yrs. | 27.2 | 18.6 | 29.2 | 25.8 | 27.5 |
| 41-50 Yrs. | 9.9 | 25.6 | 15.8 | 6.5 | 14.9 |
| 51-60 Yrs. | 2.5 | 16.3 | 4.7 | 12.9 | 6.1 |
| 61 & Over | — | 11.6 | 1.6 | 6.5 | 2.6 |
| Occupation | | | | | |
| Homemaker | 20.4% | 25.0% | 34.7% | 25.0% | 28.8% |
| Bus./Prof. | 7.4 | 31.3 | 4.1 | 12.5 | 8.2 |
| Sales/Cler. | 35.2 | 18.8 | 38.8 | 25.0 | 34.8 |
| Unemployed | 18.5 | 12.5 | 13.3 | 12.5 | 14.7 |
| Student | 18.5 | 6.3 | 7.1 | 6.3 | 10.3 |
| Retired /Disabled | — | 6.3 | 2.0 | 18.8 | 3.3 |
| Living Alone? | | | | | |
| Yes | 9.8% | 20.0% | 3.0% | 13.3% | 7.3% |
| No | 90.2 | 80.0 | 97.0 | 86.7 | 92.7 |

## 3.3 The Nature of the Contacts With Victims

### 3.3.1 Number of Contacts

For the 478 victims on the Unit's caseload during the monitoring period, there were a total of 962 contacts or an average of 2.01 contacts per client. This statistic varied considerably across the four victim populations, ranging from a high of 2.7 contacts for victims of major offenses to a low of 1.8 contacts for "domestic" victims and 1.9 contacts for victims of break and enter. Just over half of the victims on the caseload were contacted only once, but again, this proportion masks substantial variation among groups. For all but the "domestic" population, the percentage requiring only one contact was about 40%; for the "domestic" victims, it was 56%. Finally, a great majority of victims (87.5%) required no more than three contacts, but some required as many as nine separate calls.

### 3.3.2 Mode of Contact

For the vast majority of their contacts (89%), the caseworkers relied on the telephone. Contacts by mail (7.4%) were used to provide written information and to make initial contact with victims who were without telephones or could not be reached. In-person contacts (3.4% of all contacts) were seldom used for initial contact, but were occasionally necessary on subsequent occasions to provide specific services.



### 3.3.3 Services Required

Table 3.3.1 provides a summary of the services requested by the four victim populations. The table reveals that, at the time of the initial contact, about 38% of all victims indicated that they had no need for the services offered by the Unit. Among those who did have need for services, the services in question fell into one of two general groupings: needs for information of one kind or another, and needs for emotional support. Consistent with the findings of the 1980 needs assessment in the Region of Waterloo (Brown and Yantzi, 1980), needs for such "hard" services as transportation, finances, or repairs were virtually nonexistant at this point of intervention.

The need profiles of the four populations differ substantially. For Break and Enter victims, emotional support was rarely requested; indeed, needs for information about specific investigations, about prevention programs, and about stolen property return account for the vast majority of requests from this population.

The victims of major offenses were somewhat less concerned about information needs although more than one in four requested information about his or her case, and 39% requested information about procedures in the criminal justice system. Requests for emotional support were very prevalent within this group; whereas only about 70% of the "major offense" population had any requests for services at all, 57% of the population or 80% of those with requests included emotional support among them.

The "domestic" victims exhibited the highest "refusal" rate

Table 3.3.1. Profile of Services Required by the Four Victim Populations.

| Services | Major Offenses (96) | B & E (28) | Domestic (266) | Other (35) | Total (478) |
|---|---|---|---|---|---|
| None | 29.2% | 4.9% | 50.4% | 42.9% | 37.9% |
| Info.: Case | 27.1 | 61.7 | 3.4 | 8.6 | 18.4 |
| Info.: CJS | 38.5 | 8.6 | 15.8 | 11.4 | 18.8 |
| Info.: Comm. Services | 10.4 | 1.2 | 14.7 | 22.9 | 12.1 |
| Info.: Prev. | — | 36.6 | — | — | 5.9 |
| Info.: Prop. | 2.1 | 23.5 | — | — | 4.4 |
| Info.: CICB | 2.1 | — | — | — | .4 |
| Emot. Support Counselling | 57.3 | 12.3 | 39.8 | 48.6 | 39.3 |
| Avg. No. of Services Requ. | 1.42 | 1.42 | .77 | .91 | .99 |

Note: Percentages in table do not total 100% because of multiple responses for any one victim. Entries in table are the percentage of the population that requested the service in question.



of all populations with regard to services. Of the 50% of such victims who had service requests, needs for information were lower than for the other two groups, although about 15% received information about available community services and about the criminal justice system. Like the victims of major offenses, emotional support was clearly the most commonly expressed need characterizing about 80% of those with any needs at all, and about 40% of the entire domestic population.

Not surprisingly, the actions taken by the Unit tend to mirror the requests received. In Table 3.3.2, the provision of emotional support represents the modal response for all but the Break and Enter population. Needs for information could be satisfied in most cases either orally at the time of the request, or through the mail. Some of these requests, especially those pertaining to specific investigations, required some research by the staff before a response was possible.

It can be seen from the table that agency referrals represent an important component of the services provided by the Unit. About one in four victims were referred to another agency for help; in additional cases, the agencies themselves were contacted by the staff, and occasionally the caseworker actually accompanied the victim to the agency. Frequently, when victims indicated no need for services, the caseworker left her number for future reference.

Table 3.3.2. Profile of Actions Taken by the VS Staff in Response to Service Requests.

| Actions | Major Offenses (96) | B & E (28) | Domestic (266) | Other (35) | Total (478) |
|---|---|---|---|---|---|
| Oral Info. | 45.8% | 61.7% | 20.3% | 31.4% | 33.3% |
| Written Info. | 20.8 | 19.8 | 15.0 | 14.3 | 16.9 |
| Research Info. | 13.5 | 35.8 | 1.9 | 2.9 | 10.0 |
| Support/Advice | 47.9 | 11.1 | 30.5 | 34.3 | 31.0 |
| Agency Refer. | 17.7 | 35.8 | 24.1 | 25.7 | 24.9 |
| Agency Contact | 3.1 | 7.4 | .8 | 8.6 | 2.9 |
| Accompany to Agency | 4.2 | — | .8 | — | 1.0 |
| Accompany to Court | 5.2 | — | .8 | — | 1.3 |
| Left Number | 20.8 | — | 28.9 | 14.3 | 21.3 |

Note: Percentages in table do not total 100% because of possible multiple responses for any one victim. Entries in table represent the percentage of the sample for which the action was taken.



### 3.3.4 Duration of Contacts

It can be seen in Table 3.3.3 that most calls (62%) were relatively brief in that they were completed in less than ten minutes. The time required to complete a call depended heavily on the nature of services requested. While our data do not permit us to estimate the time consumed in rendering specific services, we are able to report that clients who received emotional support from the Unit averaged about 12 minutes per call, while clients who received only information services averaged about 7 minutes per call. The contrast in duration of calls between victims of major offenses and victims of break and enter is largely a function of the different service profiles of the two groups. As noted above, the need for emotional support was far more prevalent in the former group than it was in the latter.

### 3.3.5 Time Interval to First Contact

As indicated in the first chapter, this Victim Services program was not designed to provide crisis intervention; rather it operates on a combination outreach and referral basis in the days after the occurrence. Elsewhere in Table 3.3.3 are displayed the various time intervals from occurrence to first contact. It can be seen that, with the exception of break and enter victims, the caseworkers tend to initiate contact within seventy-two hours of the occurrence. Only 16% of the cases are contacted at a later date.

The observed lag time before contact was largely a function

Table 3.3.3. Distribution of the Four Victim Populations for Selected Service Variables.

| Variable | Major Offenses (96) | B & E (28) | Domestic (266) | Other (35) | Total (478) |
|---|---|---|---|---|---|
| Duration of Contacts | | | | | |
| 1-10 Min. | 61.3% | 67.7% | 64.1% | 63.2% | 62.7% |
| 11-20 Min. | 29.9 | 29.3 | 20.2 | 22.4 | 21.7 |
| 21-30 Min. | 7.1 | .7 | 8.6 | 11.9 | 7.1 |
| 31-40 Min. | 1.8 | 1.4 | 1.0 | — | 1.2. |
| 41-50 Min. | 3.1 | — | 1.5 | — | 1.6 |
| 51-60 Min. | .9 | .7 | — | — | .4 |
| Over 1 Hour | 10.2 | — | 4.0 | 7.5 | 5.3 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Time Lag from Occurrence to Contact | | | | | |
| Up to 24 Hrs | 28.4% | 6.2% | 19.2% | 31.4% | 19.7% |
| 24-48 Hrs. | 33.7 | 19.8 | 37.4 | 28.6 | 33.0 |
| 48-72 Hrs. | 22.1 | 33.3 | 34.0 | 28.6 | 31.1 |
| More than 72 Hrs. | 15.8 | 40.7 | 9.4 | 11.6 | 16.2 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Time Duration on Caseload | | | | | |
| 1 Day | 50.0% | 54.5% | 62.8% | 53.1% | 58.4% |
| 1 Week | 20.7 | 29.9 | 20.9 | 28.1 | 22.9 |
| 2-3 Weeks | 14.4 | 7.8 | 6.6 | 12.5 | 8.7 |
| 4-5 Weeks | 7.3 | 3.9 | 4.3 | 6.2 | 4.9 |
| 6 Weeks Plus | 7.3 | 2.6 | 4.3 | 3.1 | 4.4 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

Note: Percentages may not sum exactly to 100% due to rounding.



of how the victim was identified for the Unit. While there was only a small number of referrals from detectives, such referrals were communicated directly and quickly to the Unit resulting in contact within the first twenty-four hours. Self-referrals, on the other hand, tended to occur four or more days after the occurrence. In large part, this time lag on self-referrals is accounted for by the time lag in the mailed invitation to Break and Enter victims. Between these extremes, the modal time lapse for referrals from the daily Crime Bulletin and investigative officers was 24 to 48 hours, and for the Occurrence Reader, it was 48 to 72 hours.

How quickly people should be contacted after victimization is a question of interest to directors of victim assistance programs. In this study, victims who were contacted in the first 48 hours were more likely to require emotional support and request counselling. However, in all other respects, elapsed time appeared to have little or no effect on the number of subsequent contacts, on the length of contact, on the rated responsiveness to the caseworker's contact, or to perceptions of police performance.

### 3.3.6 Time on Caseload

As revealed in the last part of Table 3.3.3, most victim clients tend to be active on the caseload for a relatively brief time period. At least half of each victim population was not active beyond the day of initial contact, and less than 10% of the clients were active beyond three weeks. In this regard, the

four populations exhibit very similar profiles of activity.

# Chapter Four

# Impact of the Victim Services Program on Victims

## 4.1 Introduction

While benefits to the criminal justice system warrant examination in an overall assessment of the Victim Services model, it is clearly the benefits to victims themselves that have served as the primary rationale for mounting such programs. Indeed, growth in support for the victim assistance concept can be traced rather directly to the publication of studies in the early 1970's documenting the stressful and disruptive effects of the victimization experience -- a situation that was often exacerbated by the victim's treatment within the criminal justice system. Terminology varies from site to site, but victim assistance programs tend to include the following victim-related objectives as central to their mandates:

- to assist victims in mobilizing their psychological and social resources to cope effectively with the consequences of victimization. This goal is usually effected in part through provision of emotional support, in part through provision of information about the criminal justice and social service systems, and in part through provision of direct services to victims.

-to assist victims in adopting preventive measures to avoid revictimization.

- to sensitize personnel within the criminal justice system to the needs of victims.

From our discussion in Chapter One, it should be apparent that these are basically the objectives of the Victim Services Program in Waterloo Region. Each of these concerns is addressed directly or indirectly by one or more of the following major program components: telephone contact and offer of assistance to victims; contact by letter with crime prevention information to victims of break and enter; and a police in-service training component administered by Victim Services staff.

To what extent has the program achieved these various objectives? The answers provided in this chapter will necessarily be tentative and incomplete. For at least one of the major objectives above — that pertaining to police attitudes and behaviour, there has been no attempt to gather data and to assess the performance of the program. With regard to the other two objectives, it must be recognized that the goal states of "coping effectively" and "crime prevention" are not short term outcomes and thus cannot be measured adequately in a relatively short term study of this nature. Rather, for the most part, we approach these questions indirectly by examining indicators or conditions that might be conducive to effective coping and crime prevention. However whether the linkages between these conditions and the goal states are effected remains unexamined in most instances and thus unanswered in most instances.

In the following sections of this chapter, data collected in



all five research components are described and analysed to the extent that they bear on these victim-related impacts. The first of these sections examines evidence relevant to the first objective ("to assist victims . . . to cope effectively"), while the second deals with evidence relevant to the crime prevention objective.

## 4.2 Assisting Victims to Cope

### 4.2.1 Overview

The primary objective of the Waterloo Region Victim Services Program is to assist victims in handling the adverse effects of the victimization experience. An evaluation of the program in terms of this objective should address the following general questions:

1. Is the Unit delivering appropriate services to its victim clients? That is, is the Unit responding to the needs of its target populations?

2. Is the Unit providing important services and information to the victim population concerning community and criminal justice resources?

3. Does the assistance appear to have an impact on the victim's capacity and apparent level of coping?

On the following pages, we examine the available evidence for each of these questions in turn.

### 4.2.2 The Appropriateness of the Services

This first question concerning the adequacy of the Unit's services has a number of dimensions to it. The first and most basic of these concerns the adequacy of the program's structure to respond to the needs of its target populations. Is telephone contact within a few days of the incident an appropriate intervention model for the program, given the needs of victims?

The question of needs was explored in some detail during the victim interviews. Respondents were asked a series of questions about short and longer term needs arising from the victimization experience. Specifically they were asked to "think back to the period immediately after the incident — say the the first few hours after", and to recall any kind of help they "could have used that wasn't immediately available". The same question was then asked about "the weeks after the incident". Respondents were permitted up to four responses each for the "immediate" and "longer term" periods; for each need mentioned, they were asked "how important was it that you get this kind of help", and "were you able to resolve this problem satisfactorily".

Needs Recalled. Tables 4.2.1 and 4.2.2 provide summary need profiles for the four victim samples that were interviewed. The results here are generally consistent with those of the needs assessment conducted in the Region in 1980 (see Brown and Yantzi, 1980). About two thirds of each sample could recall no immediate or longer term need that wasn't immediately handled. Over 85% of those who did recall such needs in either period felt that they



Table 4.2.1. Incidence of Short-term Needs for the Four Victim Samples.

| Need | Major Offenses (44) | B & E (28) | "Served" Domestic (50) | "Unserved" Domestic (50) | Total (172) |
|---|---|---|---|---|---|
| Emotional Support | 16% | — | 10% | 8% | 9% |
| Advice on Procedures | 5 | 11 | 2 | — | 3 |
| Immediate Security | 9 | 11 | 2 | 10 | 8 |
| More Police Attention | — | 7 | 2 | 8 | 4 |
| Emergency Hard Services | — | — | 4 | 2 | 2 |
| Counselling | — | — | 4 | — | 1 |
| Other | — | 4 | 6 | 2 | 3 |
| None | 73 | 79 | 72 | 72 | 73 |
| Percentage of Needs Remaining Unsatisfied | 23% (13) | 67% (9) | 67% (15) | 79% (14) | 59% (51) |

Total Number of Short-Term Needs Mentioned: 51

Note: Percentages in each column do not total 100% because victims may have more than one need. Table entries represent the percentage of the sample citing the need in question.

Table 4.2.2. Incidence of Longer Term Needs for the Four Victim Samples.

| Need | Major Offenses (44) | B & E (28) | "Served" Domestic (50) | "Unserved" Domestic (50) | Total (172) |
|---|---|---|---|---|---|
| Info.: Case | 5% | 4% | — | 2% | 2% |
| Info.: CJS | 7 | 4 | — | 4 | 4 |
| Info.: Security | — | 4 | — | — | 1 |
| Emotional Support | 18 | 7 | 14 | 12 | 13 |
| Greater Police Attention | — | 7 | 4 | 4 | 4 |
| Social Serivice Assistance | 7 | 7 | 12 | 2 | 7 |
| Financial Assistance | 2 | — | 2 | 2 | 2 |
| Assistance re Insurance | — | 11 | — | — | 2 |
| Help from Neighbours | — | 4 | — | — | 1 |
| None | 66 | 71 | 68 | 80 | 72 |
| Percentage of Needs Remaining Unsatisfied | 65% (17) | 54% (13) | 50% (16) | 69% (13) | 59% (59) |

Total Number of Longer Term Needs Mentioned: 59

Note: Percentages in each column do not total 100% because victims may have more than one need. Table entries represent the percentage of the sample citing the need in question.



were "very" or "fairly" important to the respondent at the time.

In the short term period, respondents recalled four kinds of needs that weren't immediately resolved: emotional support and immediate security (each mentioned by about 9% of respondents, and each comprising about 30% of the needs recalled), advice on procedures (about 3% of all respondents and about 12% of all recalled needs), and greater police attention or sensitivity (about 4% of all respondents and about 14% of all needs). Needs for other emergency services were mentioned by only three of the 172 respondents. A comparison among the three target populations reveals only one notable difference: victims of break and enter were not apparently in need of emotional support in the immediate aftermath; rather they were more concerned with procedural advice and with their immediate security.

Table 4.2.1 also presents the percentages of needs in each sample which were not satisfactorily handled in the victim's view. It can be seen from this row of the table that the needs of the "major offense" group were fairly well attended to; those of the other samples, however, were less satisfactorily resolved. About two thirds of the needs of both the "break and enter" and "served domestic" victims were adjudged unsatisfactorily handled, while almost 80% of the "unserved domestic" group felt this way about their short term needs.

In the longer term period (the weeks after the incident), the need profile assumes a somewhat different shape: the need for emotional support remains the most frequently cited for all but the "break and enter" victims. It was mentioned by 13% of all

respondents and comprised 40% of all the needs cited. Second, needs for information and for social service assistance are about equal in importance (each cited by about 7% of respondents and each comprising about 19% of all longer term needs). Of the remaining needs cited, advice regarding insurance was mentioned by a number of "break and enter" victims, while greater police vigilance was mentioned by about 4% of the samples. Once again, the victims of break and enter present a somewhat different profile of needs: these respondents seem to be much less concerned with emotional support than with a need for practical information and advice. About two of every three needs cited by such victims fell into this general category.

Table 4.2.2 also provides the "satisfaction" rates for these longer term needs — the relative frequency with which these needs were seen to be satisfactorily handled. On the whole, the rates here are not much different from those reported for short term needs in that well over half of the needs of the victims were not satisfactorily handled in their view. Unlike the immediate needs, however, this pattern applies as well to the victims of major offenses.

Implications of Needs Recalled. What do the data in these tables tell us about the adequacy of the program? The following comments appear warranted.

Implications for Current Structure. The kinds of longer term needs cited by respondents suggest that the intervention model adopted for this Waterloo program is the appropriate one. That



is, in most cases, the needs of victims in the days after the incident seem to call for "soft" services that can be dispensed by telephone on an ongoing basis as needed. As described in the previous chapter, the Unit can respond as well to occasional needs demanding a more personalized intervention. In short, there is little in the needs profile of Table 4.2.2 that would indicate a need for restructuring the program.

Implications for the Adequacy of Services. About 59% of those volunteering longer term needs indicated that the need was not satisfactorily handled. Does this imply that the services provided by the Unit do not adequately meet the needs of its target populations? We believe such a conclusion is not warranted by the data. Open-ended questions of the kind used here are valuable for identifying possible gaps in the services provided by the Unit. However such questions draw on the respondent's memory of several weeks and will tend to elicit two kinds of recollections regarding needs: (1) those which stand out because they are associated with specific actions or sources of help; and (2) those which were more intractable — the nagging problems which linger with no adequate solution at hand. As a consequence, the rate of dissatisfaction exhibited in these samples is probably not a reliable reflection of victims' experiences. Support for this "selective recollection" thesis is found by comparing these open-ended responses to other indicators of need tapped in our research.

First, a comparison can be made with the number of services

requested by the samples. Table 4.2.3 displays the incidence of such services as drawn from the Victim Monitoring Forms. It can be seen from this table that the total number of service requests recorded by the victim workers exceeds the number volunteered by victims by a factor of about 4.3 : 1. Moreover, while about 12% of the victims contacted by the service indicated no needs or requests at all, 72% of them could recall no unsatisfied needs during the interview. In effect, then, the unsatisfied needs expressed by respondents in the open-ended questions represent only a small subset of those giving rise to service requests.

Did victims with unsatisfied needs bring them to the attention of the victim workers? In many cases, the open-ended responses are impossible to match to the service codes used by the Victim Services staff. However it can be said that only one of the twenty-four victims with unsatisfied needs indicated that he or she had no needs when contacted. Moreover, in those instances where there is a reasonable correspondence between the two sets of codes, the evidence suggests that the needs did not go unidentified by the Unit. For example, seven victims indicated a need for emotional support that was not satisfactorily resolved. Of the seven, five were coded as requiring this service in the Unit's records. Similarly, all three of the victims who were not able to acquire sufficient information about their respective cases had been identified as needing more information.

Viewed in this wider context of needs, the numbers expressing dissatisfaction with need resolution are rather



Table 4.2.3. Incidence of Services Required by the Four Victim Samples as Recorded by the VS Staff.

| Need | Major Offenses (44) | B & E (28) | "Served" Domestic (50) | "Unserved" Domestic (50) | Total (172) |
|---|---|---|---|---|---|
| Info.: Case | 45% | 68% | 8% | NA | 12% |
| Info.: CJS | 61 | 11 | 38 | NA | 40 |
| Info.: Commun. Services | 14 | 11 | 28 | NA | 19 |
| Info.: Prevention | — | 57 | — | NA | 13 |
| Info.: Property | — | 14 | — | NA | 3 |
| Info.: Compensation | 7 | — | — | NA | 2 |
| Emotional Support | 75 | 18 | 62 | NA | 57 |
| Counselling | 14 | — | 20 | NA | 14 |
| None | 11 | — | 20 | NA | 12 |

Total Number of Services Requested of the Unit: 254

Note: Percentages in each column do not total 100% because victims may have more than one service request. Table entries represent the percentage of the sample citing service in question.

modest. Only five of sixty-nine or about 7% of the victims who expressed a need for emotional support to the Unit's staff later indicated that that need had not been resolved satisfactorily. Similarly, only three of forty-three or 7% of victims requiring information about their cases were dissatisfied with the way this need was handled.

Finally, the comparision of need profiles for the "served" and "unserved domestic" samples reveals a pattern of differences that is consistent with our two-factor explanation of recollection advanced above. Thus the "served domestic" victims recalled several more longer term needs than their unserved counterparts, but the additional needs they mentioned pertained to areas (sources of social service assistance) that would have been discussed specifically by the caseworkers during their contacts. In addition, the "unserved" victims reported a higher incidence of needs that remained unsatisfied (69% vs 50%); examination of the comparative profiles, however, suggests that the higher rate derives from several unsatisfied "information" needs that are relatively easy for the Unit to serve, and that are not found in the "served" group.

It is probably fair to conclude from this general discussion that (1) there are instances where the program has not been able to provide an adequate response to victim needs; however (2) these instances are relatively rare given the size of the Unit's caseload; and (3) there is some evidence from the comparison of "served" and "unserved domestic" samples that the intervention has altered the incidence and severity of needs experienced by



victims in the aftermath of their respective incidents.

Implications for Immediate Crisis Intervention. The program was not designed to address victims' immediate needs, but these data confirm the findings of previous research that such needs exist, are regarded as serious, and are recalled as ultimately unsatisfied by many victims. On the basis of victim recall, it appears that the incidence of these needs is only slightly less frequent than the incidence of longer term needs which have been targeted for the program.

The nature of the needs recalled suggests that a crisis intervention unit could provide an appropriate response in many of these cases. The bulk of the services implied by the needs in Table 4.2.1 fall into two general groups: (1) support and advice, and (2) security-related services. While the former could be dispensed effectively through telephone contact, the latter might well require more personalized intervention in many cases. Thus implementing a crisis unit would involve an extension of the existing service so that it is available for referrals at short notice and at all hours, but it would also require an alteration of the current model so that workers could be immediately available to visit the scene of the occurrence if necessary.

Victim Assessments of the Service. To this point, we have discussed the question of program adequacy from two perspectives: is the program structured to address the needs of victims, and what is the nature and incidence of unsatisfied needs among its clientele — are there notable gaps in the delivery of services.

A third approach to assessing the adequacy of the program is in terms of victim assessments of the program. Do the victims themselves believe the program was of assistance to them? Do they desire more?

Direct assessements of the program were acquired in two different ways. First, victims were asked a series of open-ended questions about their sources of help in the aftermath of the victimization. For each source mentioned, they were asked to rate its helpfulness in dealing with the incident. Since the Victim Services program was cited by a number of respondents, the ratings here provide an index of evaluation; moreover they provide an index that can be compared to the ratings of other helping agencies. The second assessment measure was a similar question about the helpfulness of the program, but one asked directly of all those who recalled contact with the Unit.

Table 4.2.4 presents the data from both kinds of evaluations. On the left side of the table are the ratings of those who voluntarily mentioned the Unit as a source of help. While the numbers are relatively small, it is apparent that those who mentioned the Victim Services program were very positive in their assessments of its helpfulness, both in absolute terms and relative to other sources of help. Whereas 87% of the Unit's evaluations were in the "very helpful" category, only 67% of the evaluations of other social agency sources were rated at this level (see Section 5.2.2 in Chapter Five for a fuller discussion of these response patterns).



Table 4.2.4. Assessments Regarding (a) the Helpfulness of the VS Unit and All Other Helping Sources, and (b) the Respondents' Satisfaction with the Victim Services Program, broken down by Sample.

| | Helpfulness | | Satisfaction | | | |
|---|---|---|---|---|---|---|
| | Victim Services (38) | All Other Sources (357) | Major Offenses (33) | B & E (16) | Domestic (31) | Total (80) |
| Very | 87% | 64% | 73% | 44% | 81% | 70% |
| Fairly | 8% | 22% | 21% | 6% | 10% | 13% |
| Not Very | 5% | 10% | 6% | 31% | 6% | 11% |
| Not at all | — | 3% | -- | 19% | 3% | 6% |
| | 100% | 100% | 100% | 100% | 100% | 100% |

On the right side of the table are the evaluations of all those who recalled contact with Victim Services. The ratings by "major offense" and "domestic" victims are quite positive. About nine in ten of these respondents rated the program on the positive side of the scale ("very" or "fairly" helpful) and the vast majority of these rated the program at the highest level. The "break and enter" victims present quite a different picture. For this group, about half assessed the program as "not very" or "not at all" helpful.

In addition to these structured questions about the program, respondents were asked whether the Unit could be doing other things that would help victims. About 40% of those who evaluated the service suggested that there were additional services that would be helpful. As revealed in Table 4.2.5, most of the services suggested in this context are of the "more of the same" variety. It appears from these responses that there is no major gap in the range of services provided.

In general, then, victims served by the program tend to have a positive view of its value. This is very much the case with its major target populations ("major offense" and "domestic" victims) but less so with the victims of break and enter.

### 4.2.3 The Significance of the Unit's Services

The foregoing analysis has addressed the general question of whether the program is appropriately structured to assist its target populations. The evidence based on several kinds of data suggests that victims have usually received the kinds of help



Table 4.2.5. What More Could Victim Services Have Done, broken down by Sample.

| Suggestion | Major Offenses (35) | B & E (17) | "Served" Domestic (32) | "Unserved" Domestic | Total (84) |
|---|---|---|---|---|---|
| Provide More Information | 6% | 18% | 6% | NA | 8% |
| Keep in Touch More | 6 | 12 | 3 | NA | 6 |
| Provide Advice, Guidance, Refer. | 6 | 12 | 6 | NA | 7 |
| Provide Addit. Services | 11 | — | 6 | NA | 7 |
| Be Advocate for Victim Needs | — | — | 6 | NA | 2 |
| Publicize Itself | 3 | 12 | 3 | NA | 5 |
| Other | 3 | 6 | 3 | NA | 4 |
| Nothing More Need Be Done | 66 | 41 | 66 | NA | 61 |
| | 100% | 100% | 100% | | 100% |

that they felt they needed, and that they believe the Unit has assisted them effectively.

A second question that follows logically from the first is whether the services provided by the Unit make a vital and essential contribution to the victim's welfare. That is, how essential is the program as a community resource for victims? The data collected in our research allow us to examine two aspects of this question: (1) how serious are the needs serviced by the program? Are they problems that must be addressed, or are they regarded more as deficiencies to which attention might be paid? (2) Do victims served by the program have a better grasp of community resources available to them, and are they more likely to use those resources?

Are the Services Significant. An adequate answer to this question would require information not currently available about the long term effects of victimization and about the impact on these effects of various coping strategies. While we are unable to address the question in this comprehensive manner, we can approach it indirectly by examining how much importance victims seem to assign to the services they received.

Several questions posed during the interview bear directly or indirectly on the apparent significance to the victim of the Victim Services intervention. We have already discussed the generally positive assessment of the services that victims expressed when they were asked directly. However a more subtle and revealing index of significance or impact is the victim's



unprompted recollection of the intervention and services. That is, if we assume that significant events or contributions are more likely to remain salient in one's memory, to what extent did victims recall their contact or contacts with the Unit?

In discussing the aftermath of their victimization, respondents had a number of opportunities to "recall" the contribution of the Victim Services Unit. In the most direct of these, victims were asked if they had "any contact with the Victim Services people" associated with the Regional Police. Table 4.2.6 displays victims' responses to this direct recollection question. It can be seen in this table that while a clear majority in each of the served groups recalled the contact with the Victim Services staff, surprisingly large minorities in each group did not. This is particularly pronounced with the "served domestic" and "break and enter" groups.

Two explanations for this apparent lapse in memory seem plausible. First, the contact may have been one of a number of unremarkable events in the aftermath of the victimization experience. To explore this thesis, we examined the "recall" rates for groups with various levels of service. In fact, the frequency of recall is strongly related to the number of contacts involved. Among those who were contacted only once, a clear majority (55%) failed to recall the intervention. Beyond that one-call threshold, the "fail to recall" rate drops dramatically to one in three at the two-call level and one in eight for those contacted more than twice. For victims who failed to remember the contact, it is probably fair to conclude that the Victim

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Table 4.2.6. Did Victims Recollect Contact with Victim Services Program, Broken down by Sample.

| Suggestion | Major Offenses (44) | B & E (28) | "Served" Domestic (50) | "Unserved" Domestic (50) | Total (122) |
|---|---|---|---|---|---|
| Recalled Contact | 79.5% | 60.7% | 64.0% | NA | 68.9% |
| Did Not Recall Contact | 20.5% | 39.3% | 36.0% | NA | 31.1% |
| | 100.0% | 100.0% | 100.0% | | 100.0% |



Services intervention was not a significant event in their adjustment to the victimization experience.

It may not be warranted, however, to assume that all of these victims failed to remember the contact. A second explanation may be that, in their minds, victims associated the intervention only with the more general object of the police force. This perception could be held by any of the victims in the three samples, but it seems especially plausible within the "break and enter" sample. In this group, victims received a letter on police stationary inviting them to contact the Unit; their subsequent call to the Unit was processed through the police switchboard.

Again, there is evidence elsewhere in the questionnaire to suggest that this was a factor. For example, "break and enter" victims seldom cited the Victim Services Unit by name in responding to appropriate open-ended questions, but they did seem to use the "police" label more than the other groups in their responses (see Table 4.2.8 below for example).

The evidence is far from conclusive, but it does suggest the possibility that at least some of those who failed to recognize the Victim Services program by name may nevertheless have received significant assistance from the program.

Simple recall of the the intervention is perhaps the most basic measure of the salience of the services rendered. To what extent did victims recall the services received? To explore respondents' recollection of the intervention, two sets of

questions were asked. First, respondents were asked in an open-ended question to describe the nature of their interactions with the Unit. From these responses, we have constructed a profile of their unprompted recollection of services received. Second, respondents were given a card with seven kinds of services on it, and they were asked to indicate the services on the list that they recalled receiving. Finally, the Unit's record of services rendered to each of these victims was tabulated from the Victim Monitoring Forms, and this record was compared to the victim's recollection.

Table 4.2.7 provides a summary of these three service records. Of interest in this table is the rather close correspondence between the numbers of services recalled (both with and without prompt) and the numbers of services dispensed. Clearly those who recalled contact with the Unit had more than a vague recollection of the interaction. Without prompting, all but the "break and enter" victims were able to volunteer an average of more than two explicit services received. These samples were unable to augment that total very much when provided with an explicit cue card. The victims of break and enter recalled fewer services at first, but increased their total considerably when shown the cue card. While the open-ended nature of the responses makes it difficult to match specific services across the three measures, it is interesting to note that the number of service items recalled by these victims is reasonably close to the totals recorded by the Victim Services staff. Indeed the victims of major offenses cited substantially



Table 4.2.7. Summary of VS Services Recalled and Recorded, Broken down by Sample.

| | Major Offenses (35) | B & E (17) | "Served" Domestic (32) | "Unserved" Domestic | Total (82) |
|---|---|---|---|---|---|
| Avg. No. of Services Recalled Without Prompt | 2.29 | 1.59 | 2.32 | NA | 2.16 |
| Avg. No. of Services Recalled With Prompt | 2.51 | 2.05 | 2.45 | NA | 2.39 |
| Avg. No. of Services Recorded by VS Staff | 1.63 | 2.18 | 2.48 | NA | 2.06 |

more services received than the staff explicitly noted on their files. if ability to recall is an index of significance, these data would seem to suggest that the Unit's services were not regarded as trivial or superfluous.

The "recall" questions discussed to this point are direct questions about the program. However victims were given two other opportunities to mention the significance of the Unit when it was not a direct referent in the question. First, as discussed briefly above, respondents were asked in an open-ended question from what source or sources they received help over the period since the incident. Table 4.2.8 displays the rates at which various sources were mentioned. The table reveals that family, friends and neighbours were the most frequently cited sources of help for each of the four victim samples. The "break and enter" sample exhibits the most distinctive response pattern: after friends and family, only the police are mentioned with any regularity by these victims, and the Victim Services Unit is virtually ignored. Possible reasons for this last finding were discussed above. The "major offense" and "served domestic" groups exhibit quite similar profiles of help received, although the victims of major offenses were more likely to cite the Victim Services Unit as a source of assistance. Examination of the "unserved domestic" profile reveals slightly less reliance on friends and relatives, and a greater reliance on the police.

A second opportunity to endorse the helpfulness of the Unit arose when respondents were asked "what advice would you offer to



Table 4.2.8. Summary Profiles of Help Received from Various Sources, Broken down by Sample.

| | Major Offenses (44) | B & E (28) | "Served" Domestic (50) | "Unserved" Domestic (50) | Total (172) |
|---|---|---|---|---|---|
| Friends/ Relatives | 80% | 68% | 72% | 66% | 72% |
| Police | 36 | 68 | 34 | 52 | 45 |
| Court | 7 | — | 8 | 8 | 6 |
| VS Unit | 50 | 7 | 30 | — | 23 |
| Some Other Soc. Serv. | 46 | — | 40 | 36 | 34 |
| Other | 7 | 18 | 16 | 8 | 12 |
| No Help Received | 5 | 11 | 4 | 8 | 6 |
| Number of Helping Sources Cited | 121 | 52 | 122 | 103 | 348 |

Note: Column percentages do not total 100% because respondents were permitted multiple responses to the question. Table entries represent the percentage of the sample citing the helping source in question.

someone in a similar situation? For example, who would you advise they contact for help if they felt they needed it?" Table 4.2.9 presents the kinds of answers victims volunteered to this open-ended question. The response patterns here are quite similar to those found with the question concerning sources of help. Although informal sources were not mentioned here, the police were suggested most frequently by all samples. Among specific other sources, the Victim Services Unit is mentioned most often by the "major offense" and "served domestic" samples. Again "break and enter" victims provide a different profile of advice. The Victim Services program was not mentioned by any of these respondents, but few sources besides the police were mentioned.

In summary, the apparent significance of the intervention to victims is largely a function of need. Those who expressed little or no need for the Unit's services, and who indicated few if any unsatisfied needs were least likely to recall the contact, or to view it as a valuable source of assistance. On the other hand, those who had such needs tended to recall the contact, to value the help received, and to recommend its services to others. Certainly no other social service agency besides the police force itself has similar visibility within the victim community as a source of help.

Information and Use of Community Resources. Among its other objectives, the Unit attempts to acquaint victims with community and criminal justice resources that might assist them in coping



Table 4.2.9. Summary Profiles of Advice to Others Regarding Sources of Help, Broken down by Sample.

| | Major Offenses (44) | B & E (28) | "Served" Domestic (50) | "Unserved" Domestic (50) | Total (172) |
|---|---|---|---|---|---|
| VS Unit | 34% | — | 26% | — | 16% |
| Police | 46 | 64 | 36 | 60 | 50 |
| Other CJS Agency | 2 | — | 6 | 12 | 6 |
| Social Serv. Agency | 36 | 7 | 38 | 34 | 31 |
| Get Emot. Support | 21 | 7 | 10 | 8 | 12 |
| Take Specific Preventive Measure | 5 | 18 | — | — | 4 |
| Other | 7 | 7 | 6 | 12 | 8 |
| No Advice | 2 | 14 | 12 | 8 | 8 |

Note: Column percentages do not total 100% because respondents were permitted multiple responses to the question. Table entries represent the percentage of the sample citing the helping source in question.

with the consequences of their victimization. To what extent does the Unit make a unique or essential contribution in this area? Below, we report two kinds of evidence that bear on this question. First, we compare levels of awareness and use of community resources that are exhibited by "served" and "unserved" victims; second, we compare usage of the Criminal Injuries Compensation Board before and after introduction of the Victim Services program in Waterloo Region.

Help Used and Advice Proffered Regarding Resources. The two questions in the interview that most directly tap victims' awareness and use of community resources are the "help received" and "advice to others" items introduced in the immediately foregoing sections. Were there differences in the response profiles of the "served" and "unserved domestic" samples that might point to an "information" impact of the program?

On both variables, the "served domestic" victims were more likely to mention social service agencies and other community resources as sources of assistance that they had used, or that they would recommend others use. However, the differences in both cases are too small to be reliable. For the "help received" question, the fifty "served" victims cited social services 27 times compared to 24 times for their "unserved" counterparts. For the "advice to others" question, the comparative frequencies were 23 for the "served" and 18 for the "unserved". Thus it is fair to say that the pattern of differences hints at a possible impact of the Unit in this area, but the magnitude of the impact,



if the differences are not due to chance, appears to be modest at best.

Use of the Criminal Injuries Compensation Board. A second area in which the Victim Services program might be found to have a demonstrable impact concerns victims' use of the Criminal Injuries Compensation Board (C.I.C.B.) in cases of personal injury. One of the program services routinely offered to victims with personal injury is information about the availability of financial compensation of this kind, and about application procedures.

We attempted to examine the impact of this service on victims' awareness and use of the C.I.C.B. through the interviews and through examination of application rates in the Region over time. The interview data on this question proved to be inconclusive for substantive and methodological reasons.*

Data concerning applications to the C.I.C.B. are more suggestive than the interview data analysed above, but they are

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* Of the twenty-four interview respondents who sustained injuries requiring medical treatment, four indicated that they had applied for compensation or intended to apply for compensation; three indicated that they did not intend to apply. However, due to ambiguity in the screening question, the disposition of the remaining seventeen respondents is unclear. In this question, respondents were asked, "Do you know if you are eligible to receive compensation from the Criminal Injuries Compensation Board?" The negative response of the seventeen respondents may indicate that they were unaware of the Board or that they were uncertain as to their eligibility. If the latter is true, they may have applied anyway, but the second question was not asked of them. Even without this problem, it is unlikely that conclusions could have been drawn from these responses because the only served victims for whom there was an unserved comparison group do not tend to pursue this compensation avenue.

still inconclusive. Information was acquired regarding applications to the Board by Waterloo Region residents for the year preceeding introduction of the program, and for the 1982-83 fiscal year as well. Table 4.2.10 summarizes the application rates for the two years in the Kitchener-Waterloo-Cambridge areas combined, and for the province as a whole.

Using 1981-82 as a base, the table reveals that, in the province as a whole, applications to the Board increased about 6.3% in 1982-83. In the Waterloo Region, applications increased 48.2%. While the difference between Region and province is impressive, the small numbers involved here do not permit us to conclude that the difference is statistically significant (p=.10, one-tailed). As with respondents' awareness and use of community resources, therefore, we can conclude only that the patterns are consistently in a direction supportive of the impact hypothesis, but that the effects are either too weak or the numbers too small to state that such an impact exists.

### 4.2.4. Victim Assistance and Coping

Introduction. Thus far, this chapter has discussed the significance of the program in terms of victims' ratings of the services and their knowledge and use of available resources. A further issue is whether Victim Services is successful in helping people cope with the emotional and psychological effects of victimization. The research addressed only short-term coping in the initial weeks following victimization, although significant



Table 4.2.10. Comparison of Applications to the Criminal Injuries Compensation Board for Waterloo Region and for the Province of Ontario, 1981-82 and 1982-83.

| | Number of Applicants | Increase Over Previous Year | Number of Applicants | Increase Over Previous Year |
|---|---|---|---|---|
| 1981-82 | 27 | — | 1250 | — |
| 1982-83 | 40 | 48.2% | 1328 | 6.3% |

residual effects can often be observed much later (Brown and Yantzi, 1980).

Measures: The Reaction Battery. Toward the end of the interview, respondents were asked to complete a battery of twenty-two items pertaining to different reactions people might have following a victimization experience (for example, "fear being alone" or "get depressed"). For each of these items the respondents were asked to think about the period after the incident and to indicate whether they were experiencing the item in question more, less, or about the same as they always had. The items had been selected to reflect the diversity of behavioural, emotional, attitudinal, and physiological symptoms of trauma that are frequently associated with the victimization experience. A factor analysis of these responses yielded five different behavioural and emotional dimensions tapped by the items. Selecting those items which loaded heavily on each factor (that is, a loading of .50 or higher), we constructed and labelled five different dimensions:

1. Anxiety Reaction Scale
   - feel lonely
   - feel fearful
   - feel nervous when alone
   - fear being alone
   - fear entering own house
   - nervous
   - feel suspicious of people

2. Antisocial Reaction Scale
   - socialize (reversed)
   - enjoy activities with friends (reversed)
   - go out alone (reversed)
   - enjoy yourself (reversed)
   - talk to friends on telephone (reversed)

3. Social Isolation Scale
   - feel people are unfriendly
   - have arguments with friends
   - feel lonely
   - feel bored

4. Physiological Reaction Scale
   - nervous
   - get headaches
   - get depressed

5. Distrust Reaction Scale
   - feel people trustworthy (reversed)



Measures: Index of Severe Reactions. The scales above focus on specific kinds of reactions that may not be equally appropriate to all victim categories. For example, victims of domestic violence might not be expected to score high on some or most of these dimensions. In an effort to develop a more universal measure that was less content-specific, we constructed an "index of severe reactions" that was based on victims' responses to a number of questions designed to detect problems the victim may be having in coping with the impact of the incident. The basis and the construction of this index are described briefly below.

Four items from the questionnaire formed the basis of the index. The first of these was designed to tap the current salience of the occurrence for the victim. All respondents were asked how often they "think about this experience"; they were given response alternatives ranging from "rarely" to "most of every day". We assume here that the degree to which the victim

seems preoccupied with the incident may well reflect the difficulty he or she is experiencing in coping or adjusting. For the purposes of the index, we took as evidence of a severe problem only the most extreme of the six response alternatives (think about it "most of every day"). By this criterion, 21% of the respondents interviewed were deemed to have given evidence of a severe reaction.

The second component of the index was based on the victim's estimate of the incident's lasting impact. Respondents were asked to estimate how strong they felt the lasting impact of the incident would be upon their lives. Again, we assume that victims who have successfully adjusted or coped with the experience, or feel they are in the process of doing so, would estimate a weaker lasting impact than those experiencing current difficulties. For the purposes of the index, only the response of "very strong" was accepted as evidence of a severe problem. By this weaker criterion, 60% of the sample "passed" the item in the sense that they provided the designated extreme response.

The third and fourth components of this index were based on responses to open-ended questions exploring possible behavioural and attitudinal reactions of the respondent. Specifically, respondents were asked open-ended questions about any changes in their habits or routines, and any changes in their views that were traceable to the victimization experience. In recoding these responses for the purpose of the index, we treated as evidence of severity any response indicating the adoption of extraordinary precautions or countermeasures (for example, "never



go out", "quit my job", or "carry a knife now") and any response to the second question indicating overt and relatively extreme negative views (for example, "suspicious of people now", "nervous", or "lethargic"). By these criteria, such behavioural reactions were detected in the responses of about 29% of the respondents, and such attitudinal reactions were detected in the responses of about 72% of the respondents.

The "index of severe reactions" is constructed as a simple additive function of these four dichotomized items (coded "0" or "1"). A score of "0" on the index indicates that the victim expressed none of the severe responses by our criteria, while a score of "4" indicates that the victim expressed extreme responses on all four items.

Incidence of Trauma among Victims. Table 4.2.11 displays summary values of these various measures for selected social, demographic and victim subgroups. Several patterns in the table are worthy of note.

First, the "index of severe reactions" behaves much as expected in many subgroup comparisons: the "major offense" victims exhibit the greatest evidence of severe reactions while the "break and enter" victims manifest the fewest symptoms; those suffering physical injuries during the incident complain of more such symptoms than those without injuries; those with longer term needs and longer term unsatisfied needs score considerably higher on this index than those without such needs; married victims and males exhibit fewer symptoms of severe reactions than unmarried

Table 4.2.11. Mean Values on the Index of Severe Reactions and on the Five Reaction Scales for Selected Socio-demographic and Crime-related Variables.

| | Index of Severe Reactions | Anxiety Scale | Trust Scale | Isolation Scale | Physiological Scale | Social Scale |
|---|---|---|---|---|---|---|
| Samples | | | | | | |
| Major Offense | 2.09 | 5.27 | 4.77 | 4.40 | 5.16 | 4.48 |
| Break and Enter | 1.68 | 5.03 | 4.86 | 4.00 | 4.69 | 4.31 |
| Served Domestic | 1.72 | 4.70 | 4.34 | 4.26 | 4.82 | 4.35 |
| Unserved Domestic | 1.74 | 4.67 | 4.10 | 3.98 | 4.71 | 4.26 |
| Physical Injury? | | | | | | |
| Yes | 2.02 | 5.06 | 4.45 | 4.21 | 5.12 | 4.40 |
| No | 1.70 | 4.77 | 4.43 | 4.17 | 4.68 | 4.30 |
| Long Term Needs? | | | | | | |
| Yes | 2.12 | 5.15 | 4.56 | 4.33 | 5.02 | 4.45 |
| No | 1.68 | 4.79 | 4.41 | 4.11 | 4.80 | 4.31 |
| Unsatisfied Long Term Needs? | | | | | | |
| Yes | 2.21 | 4.94 | 4.56 | 4.54 | 5.15 | 4.28 |
| No | 1.77 | 4.89 | 4.44 | 4.13 | 4.83 | 4.36 |
| Marital Status | | | | | | |
| Married | 1.77 | 4.84 | 4.60 | 4.15 | 4.87 | 4.44 |
| Single | 1.90 | 4.95 | 4.00 | 4.08 | 4.67 | 4.05 |
| Div/Wid/Sep | 2.15 | 5.32 | 5.15 | 4.45 | 5.13 | 4.38 |
| Gender | | | | | | |
| Male | 1.55 | 3.97 | 4.05 | 3.59 | 4.05 | 4.13 |
| Female | 1.85 | 5.02 | 4.51 | 4.26 | 4.98 | 4.39 |
| Age | | | | | | |
| Under 30 Years | 1.97 | 5.00 | 4.51 | 4.12 | 4.97 | 4.36 |
| 30-50 Years | 1.69 | 4.79 | 4.37 | 4.25 | 4.84 | 4.34 |
| Over 50 Years | 1.67 | 4.94 | 4.67 | 4.08 | 4.53 | 4.41 |
| Living Alone? | | | | | | |
| Yes | 1.79 | 5.20 | 4.64 | 4.38 | 4.98 | 4.54 |
| No | 1.82 | 4.86 | 4.46 | 4.15 | 4.86 | 4.32 |
| Education | | | | | | |
| Public Sch. | 1.80 | 5.05 | 4.34 | 4.22 | 5.10 | 4.45 |
| H.S. Dip. | 1.82 | 4.83 | 4.44 | 4.14 | 4.81 | 4.30 |
| Some Post-Sec. | 1.67 | 5.07 | 4.92 | 4.21 | 4.94 | 4.65 |



Table 4.2.11 Continued . . .

| | | | | | | |
|---|---|---|---|---|---|---|
| Income | | | | | | |
| Under $10,000 | 1.98 | 4.82 | 4.30 | 4.07 | 4.88 | 4.25 |
| $10-$20,000 | 1.79 | 5.01 | 4.77 | 4.23 | 5.11 | 4.56 |
| Over $20,000 | 1.60 | 4.79 | 4.54 | 4.17 | 4.72 | 4.29 |
| Time in Community | | | | | | |
| Less than 3 Yrs | 1.71 | 4.79 | 4.30 | 4.27 | 4.65 | 4.50 |
| 3-10 Yrs | 1.92 | 4.93 | 4.34 | 4.14 | 4.81 | 4.44 |
| More Than 10 Yrs | 1.78 | 4.91 | 4.56 | 4.17 | 4.95 | 4.27 |

Note: The Index of Severe Reactions ranges between 0-4 where 0 reflects no such symptoms and 4 indicates extreme reactions for each of the four index components. The other Reaction scales range in value from 1 to 7 where a score of 4.00 reflects no different reaction after the incident, a higher score indicates more of the reaction in question after the incident, and a lower score indicates less of the reaction after the incident.

victims (including and especially those who have been widowed, divorced or separated) and females; and those with higher socio-economic status attributes (higher education and income) score somewhat lower on the index than those with lower status attributes; finally, the index manifests an expected pattern of relationships with the five dimensional scales. It is modestly but significantly related to four of the five dimensions. In short, there is at least some evidence from this test of construct validity to suggest that the index reflects the level of coping achieved by our respondents.

Second, if the adequacy of the measure is accepted, then there are several findings in the table that are surprising. For example, those living alone do not seem to experience greater difficulty in coping than those with others in the household. Those who have lived longer in the community, and who might be expected to have richer social support systems do not seem to cope better than those who are more recent residents. And older victims do not seem more traumatized by the experience than their counterparts in the younger age groups; indeed it is the youngest cohort (victims under 30) who score highest on the index.

Third, there appears to be no difference in coping between the "domestic" victims who were served by the Unit, and the "domestic" victims who were not served. Indeed their profiles on all of the measures considered here are very similar to each other. We return to these findings below.

On the five dimensional scales in Table 4.2.11, it is



apparent that the "major offense" victims tend to register the highest levels of distress. On both the "anxiety" and "physiological" reaction scales, the victims of major offenses score significantly higher than the others. On the "distrust" reaction scale, they are significantly higher than the "domestic" groups and only marginally lower than the "break and enter" victims. The "break and enter" victims rank highest on the "distrust" scale and second highest on the "anxiety" dimension.

For "domestic" victims, these scale scores suggest that the impact of the victimization experience does not tend to manifest itself in social or interpersonal relations; on the distrust, social isolation and antisocial dimensions, the "domestic" victims achieve scores that are not significantly different from the mid-point of the scale; that is, their experiences with these feelings and behaviours are basically the same as before the incident. Only on the "anxiety" and "physiological" reaction dimensions do they tend to admit to "slightly more" of the symptom. In both of these cases, however, their mean scores are below those of the "serious" sample.

Several factors might help to explain these findings. First, the generally lower "domestic" scores may simply be an artifact of the instrument. Respondents were asked to compare their present attitudes and behaviour on these various items to the pre-occurrence period. Since about 75% of the "domestics" indicated that the problem was an ongoing one, it may be that the pre-occurrence period was as distressing as the post-occurrence one — hence little change.

It is possible to test this hypothesis by comparing the dimensional scores of "domestics" indicating ongoing problems with the scores of those indicating none. Such a test produces no support for this explanation. The two groups were virtually identical across the five dimensional scales and for the "index of severe reactions" as well.

A second interpretation posits simply that circumstances surrounding the domestic occurrence do not create the same intensity of emotional impact that is found with other kinds of crime. Simply put, other kinds of crime may tend to be more distressing than that associated with domestic disputes. Certainly the nature of the domestic occurrence may account for the lack of adverse reactions on the distrust, social isolation, and antisocial dimensions. But perhaps the victim's familiarity and ongoing interaction with the offender also helps to alleviate some of the conditions that produce anxiety and physiological reactions for other victims.

To test this thesis, we compared the various trauma scores of victims who knew their offender with the scores of those who didn't. Only two of the scales produced differences. Ignorance of the offender's identity dramatically increased one's distrust or suspicion of others (a mean score of 5.10 compared to 4.31 for those who knew the offender), and substantially increased symptoms of anxiety as well (5.22 compared to 4.82). Among "domestics" only, victims with the greatest opportunity to interact with the offender -- that is, those with immediate family members as offenders -- exhibited fewer symptoms of



dysfunction and fewer symptoms of anxiety as well. Thus there would seem to be some support for this second explanation of the lower scores.

A last factor worth investigating in this regard is the role of physical violence or personal injury in the coping dynamic. While about two-fifths of the 100 "domestic" victims suffered personal injury of some kind as a consequence of their incidents, the corresponding proportion for the "major offense" victims was about two-thirds. To what extent does this difference account for the lower scores among "domestic" victims as a group? The data on this question suggest that "domestic" victims suffering personal injury did in fact manifest more of the extreme reactions, and scored higher on the "anxiety" and "physiological reaction" scales than "domestic" victims who did not suffer injuries. Moreover consistent with the second factor discussed above, "non-domestic" victims who suffered personal injuries scored higher on these measures than "domestic" victims in the same situation.

Because there appear to be differencs between "domestic" and "non-domestic" victims, our conclusions must be limited to the former. For this group, there is no evidence to suggest that the victims who were served by the Unit are coping any more effectively than victims who were not served. They evidence no fewer severe reactions, and they score no lower on the five dimensional reaction scales.

As noted at the outset, however, the test here is an especially difficult one to pass in the short term. There is

strong evidence that the symptoms of trauma tapped through our measures are virtually universal in the immediate aftermath of the incident. Thus it is not as much a question of whether the victim experiences these feelings and reactions as it is a question of when the victim is able to place the event in perspective and return to some semblance of normalcy. Since the "normal" time frame of this adjustment may be stretched over a number of months, our measures at the one-month stage may well be too early to tap the longer term contribution of the Unit to this process. In the context of data reported in Chapter Five, we return to this question again.

## 4.3 The Victim Services Program and the Prevention of Break and Enter

As noted in the introduction to this chapter, an objective of the Waterloo Region's Victim Services Program is to assist victims in adopting measures to avoid revictimization. Given the structure of the program during the period of the research, this objective was addressed most directly with reference to enhancing home security for victims of Break and Enter.

All victims of break and enter were informed by mail of various prevention programs and services available through the police force. Specifically, the prevention information pertained to Operation Identification, a police engraving service for valuables, the Home Security Check program administered by police personnel, and Neighbourhood Watch, a police-sponsored program



promoting crime prevention in the community through co-operative action among neighbours. Data collected in our research provide a limited opportunity to examine the effectiveness of the Unit's crime prevention efforts in the field of break and enter. Of course, actual rates of revictimization among break and enter victims served by the program are not available; and we have not undertaken to interview the population of break and enter victims to examine the effectiveness of the letter. Our data on the question are limited to those collected through the Victim Monitoring Forms, and through interviews with "break and enter" victims who had contacted the Unit's staff.

From the Monitoring Forms maintained by the Victim Services Unit, there is a record of the victims of break and enter who responded to the letter. As reported in Chapter Three, of the approximately 800 letters sent out to victims of break and enter crimes during the eleven month monitoring period, about 80 or 10% responded with a telephone call to the Unit. Of these, 28 or 35% requested information or services directly pertinent to crime prevention. In all probability, this is not the extent of the letter's effectiveness. Victims may well have acted on the suggestions in the letter without contacting the Unit. However we have no evidence with which to estimate the numbers who worked through other departments in the police force.

The interviews with victims provide a limited basis for examining this question further. All respondents were asked about their awareness and use of the three prevention programs mentioned above. Table 4.3.1 summarizes the awareness and use

Table 4.3.1. Awareness and Use of Three Police Prevention Programs Among the Three Major Victim Populations.

| | B & E Sample (28) | Major Offense Sample (44) | Pooled Domestic Samples (100) |
|---|---|---|---|
| Home Security Check Program | | | |
| No Knowledge | 43% | 86% | 92% |
| Aware of Before Incident | 18% | 14 | 6 |
| Used Before Incident | — | — | — |
| Aware of Since Incident | 11 | — | 1 |
| Used Since Incident | 29 | — | — |
| Don't Recall | — | — | 1 |
| | 100% | 100% | 100% |
| Operation Identification (OPID) | | | |
| No Knowledge | 25% | 37% | 45% |
| Aware of Before Incident | 39 | 44 | 33 |
| Used Before Incident | 14 | 9 | 17 |
| Aware of Since Incident | 11 | 2 | 2 |
| Used Since Incident | 11 | — | — |
| Don't Recall | — | 2 | 3 |
| | 100% | 100% | 100% |
| Neighbourhood Watch | | | |
| No Knowledge | 25% | 42% | 50% |
| Aware of Before Incident | 43 | 49 | 38 |
| Used Before Incident | 7 | — | 6 |
| Aware of Since Incident | 21 | 7 | 1 |
| Used Since Incident | — | — | — |
| Don't Recall | 4 | 2 | 3 |
| | 100% | 100% | 100% |



profiles for the three types of victims. Several features in this table warrant discussion.

First, if we can assume that the respondents in our samples are roughly representative of the larger community, the percentages of respondents expressing prior awareness of these programs may give the police some indication of how visible their programs are. By this measure, it seems that Operation Identification and Neighbourhood Watch have about equal visibility with about 50% of the respondents indicating awareness or use of these programs prior to their respective occurrences. The Home Security Check program is apparently much less visible; only about one in seven respondents indicated a prior awareness.

Second, it can be seen that the "break and enter" victims are very similar to the other victim groups in terms of their prior awareness and use of all three programs. Thus differences in their current knowledge can be attributed with confidence to some factor associated with their occurrences. That factor may simply be a heightened sensitivity to prevention issues discussed in the media; it may be information provided by the investigating officers; it may be the effect of the letter from the Victim Services Unit, or it may be information communicated directly by the Unit during their telephone conversation with the victim. Without an unserved comparison group of "break and enter" victims, it is impossible to disentangle most of these various effects. However we can get some indication of how effective the letter alone was by distinguishing between "break and enter" victims who did and did not receive prevention-related

information from the Unit when they called.

In Table 4.3.2, it is apparent that for two of the three programs, the victims who received additional information orally from the Unit tend to be much better informed about these programs than those who didn't. This is not a particularly remarkable finding since awareness may have been a prerequisite for many of these calls.

Comparing the "break and enter" victims who received prevention information only by mail with the other crime victim samples from the previous table, it seems that the letter is ineffective in familiarizing victims with Neighbourhood Watch, and it is largely ineffective regarding the Home Security Check program as well. That is, these "break and enter" victims display no better awareness of the former program than those who didn't receive the letter, and are only somewhat better informed about the Home Security Check. Only with regard to Operation Identification do they exhibit greater awareness.

In conclusion, our assessment of the program in terms of its objective to prevent break and enter revictimization must be tentative, given data limitations. Clearly those who telephoned specifically for prevention information seemed to have received it, and the Unit's letter was undoubtedly responsible for alerting victims to this information source. However as a general vehicle for publicizing the prevention programs to a relevant target population, the letter appears to have limited effectiveness. It may be that the cost of the component is



Table 4.3.2. Awareness and Use of Three Police Prevention Programs Among Break and Enter Victims Who Did and Did Not Discuss Prevention Programs With VS Staff.

| | B & E Victims Who Did Not Discuss (12) | B & E Victims Who Did Discuss (16) |
|---|---|---|
| Home Security Check Program | | |
| No Knowledge | 67% | 25% |
| Aware of Before Incident | 25 | 13 |
| Used Before Incident | — | — |
| Aware of Since Incident | — | 19 |
| Used Since Incident | 8 | 44 |
| | 100% | 100% |
| Operation Identification (OPID) | | |
| No Knowledge | 25% | 25% |
| Aware of Before Incident | 33 | 44 |
| Used Before Incident | 25 | 6 |
| Aware of Since Incident | 8 | 13 |
| Used Since Incident | 8 | 12 |
| | 100% | 100% |
| Neighbourhood Watch | | |
| No Knowledge | 42% | 13% |
| Aware of Before Incident | 42 | 44 |
| Used Before Incident | 8 | 6 |
| Aware of Since Incident | 8 | 31 |
| Used Since Incident | — | — |
| Don't Recall | — | 6 |
| | 100% | 100% |

sufficiently modest to make this a cost-effective feature, but our evidence indicates that expectations should be modest as well.

## 4.4 Impacts of the Program on the Victim: A Summary

Our treatment of this topic has been organized around two general objectives of Victim Services programs that pertain to the welfare of victims: to assist victims to cope effectively with the impact of the victimization experience, and to assist victims in adopting measures to avoid revictimization. Our findings on the performance of the Waterloo Region Victim Services program with regard to these objectives can be summarized as follows.

1. The program is structured appropriately to serve the longer term needs of most victims: the service structure of the program and services provided are suited to the kinds of needs most victims report. Victims are generally satisfied with the assistance they receive from the Unit, and are unable to specify glaring service gaps when explicitly asked.

2. The conclusion discussed above applies generally to the victim population served by the Unit, but it applies unequally across crime categories. The victims of Break and Enter crimes who were interviewed in this study were much



more mixed in their evaluations of the Unit's service, and in their recollection of all needs and services associated with the victimization experience. Since the interviewed "break and enter" victims were self-selected in the sense that they initiated contact with the Unit, it may be that our sample here is atypical of the larger Break and Enter population on precisely this satisfaction dimension. On the other hand, this atypicality ought not to be assumed. Other investigators have noted that these kinds of victims tend to receive less attention than those who have suffered personal injury; moreover a Break and Enter incident appears to have different implications for the victim (in terms of reactions), and may also generate different kinds of needs.

3. While the program appears to be generally adequate with regard to longer term needs, it does not and does not attempt to address the shorter term or immediate needs of victims. Our interview data indicate that such needs exist, are recalled as serious, and are recalled as not satisfactorily handled by many victims who identify such needs. Our sample of "major offense" victims represent an exception in the case of this last observation; for the most part, the "major offense" victims reported that they were generally able to satisfy their short-term needs.

4. Our research addressed the question of how vital were the services rendered by the Unit. In general, we concluded that the contribution of the Unit was not seen to be vital

by all of its clients. However we found that the victims for whom this was the case had few needs and received few services. Victims who requested and received services did not seem to treat the intervention as a trivial event: their recollection of the interaction was quite detailed, and their unprompted endorsement of the Program was relatively frequent. In short, then, the services provided by the Unit appear to be important to that proportion who need and receive them.

5. We examined available data to assess the impact of the program on victim's awareness and use of community and criminal justice resources. Comparing "served" and "unserved domestic" victims in their use and endorsement of local social service agencies, we found that the "served" group was slightly more likely to mention such sources of assistance, but that the differences were too small to be statistically reliable. Similarly, comparing the application rates to the Criminal Injuries Compensation Board from Waterloo Region residents for the years before and after introduction of the program, we found that applications had increased dramatically in percentage terms relative to the province as a whole, but that the differences were not statistically significant.

6. Using a number of measures tapping symptoms of impairment and various kinds of adverse reactions, we attempted to assess and compare the levels of coping exhibited by our



samples. In general, we found that victims of different crimes manifest different patterns of reactions, but that the "major offense" victims appeared to be most significantly affected. We found as well that the "served" and "unserved" domestic groups exhibited comparable levels of coping at this relatively short term stage of the adjustment process.

7. Concerning the dissemination of crime prevention information to victims of Break and Enter, the Unit's effectiveness was found to be modest at best. The information mailed to all such victims elicited relatively few follow-up requests for prevention information. While level of information among these few was relatively high, those contacting the Unit for other reasons were only somewhat better informed about the prevention programs than the general crime victims who did not receive the mailed information.

## Chapter Five

## Impact of the Victim Services Program on the Criminal Justice System

### 5.1 Introduction

The argument is frequently made that victim assistance programs have demonstrable and positive feedback effects on the functioning of the criminal justice system. Two possible benefits have been cited in this regard that seem relevant to the program model adopted in Waterloo Region.

1. The Victim Services Unit may improve the relationship between the police and the victim population. That is, serving directly as a liaison between police and victim, or indirectly as a provider of information and understanding about the system, the Unit may alter the public's perception of and satisfaction with the police role. The direct benefits that might flow from this effect include enhanced co-operation of the public in the reporting of crime, in the investigation and prosecution of cases, and in the public's receptivity to police prevention programs.

2. The Victim Services Unit may reduce the number of domestic disturbance calls to police. Through the resolution or referral of chronic domestic cases, the Unit may be instrumental in diminishing the amount of police resources currently expended in return calls to domestic





situations.

As with most other aspects of victim assistance programs, these system impacts have not been well-documented or established in the extant literature. Regarding the former effect, Cronin and Bourqua (1980) report that available evidence is weak and inconclusive at best. On the latter effect, the same authors suggest that there is some modest evidence of such an impact. However, others have argued that diversion attempts in chronic domestic cases are effective only when intervention occurs at the time of the crisis. Intervention several days later, as in the Waterloo model, may not elicit the same response and co-operation from "domestic" victims.

In this chapter, we report and discuss data collected in our research that bear on these matters. As in the previous chapter, we draw here on evidence that is based in several of our research components.

### 5.2 The Victim's Satisfaction With the Police

5.2.1 Introduction. To what extent has the Victim Services program affected the victim's attitudes toward the police? As with most other impacts, this one is difficult to assess in the short term. Certainly we have no access to the various behavioural measures that might indicate greater victim co-operation in combatting crime. Rather our data on this

question are limited primarily to victims' expressed levels of satisfaction with various aspects of police performance. Our assumption here is that satisfaction with the police response in this particular occurrence has direct implications for one's relationship with the police in future interactions and dealings.

The research design addressed the question of satisfaction with police in three of the five research components — in the Victim Monitoring Form, the survey component, and the field experiment. As noted in Chapter Two, the relevant questions on the Victim Monitoring Form were actually asked of victims so seldom (about 22% of the time) that we cannot use them as a reflection of clients' opinions. On the interview schedule used jointly in the survey and field experiment components, two series of questions probe the satisfaction issue in different ways.

### 5.2.2 Victims' Assessments of Police Helpfulness

There was no direct question asked to all respondents regarding their overall impression of the police; however the open-ended questions about sources of help provide a limited opportunity to explore the issue. In these questions, respondents were asked from what sources they received help, and how helpful they found each source. In Chapter Four, we discussed the kinds of help cited by the four victim samples, and briefly reviewed assessments of how helpful the Unit was perceived to be. In Table 5.2.1, the entire distribution of ratings regarding helpfulness are displayed for each source type and for each of the four samples. Several features in this table



Table 5.2.1. Evaluations of Helping Sources for Each of the Four Samples Interviewed.

| | Friends Family | Police | Court | VS | Other Social Agencies | Other | Total |
|---|---|---|---|---|---|---|---|
| **Served Domestic** | | | | | | | |
| Very | 75 | 65 | 33 | 100 | 59 | 44 | 70 |
| Fairly | 20 | 18 | 33 | — | 22 | 33 | 19 |
| Not Very | 2 | 12 | 33 | — | 15 | 11 | 8 |
| Not at all | 2 | 6 | — | — | 4 | 11 | 3 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| | (49) | (17) | (3) | (14) | (27) | (9) | (119) |
| **Unserved Domestic** | | | | | | | |
| Very | 56 | 40 | 75 | — | 71 | 75 | 58 |
| Fairly | 29 | 32 | 25 | — | 22 | 25 | 28 |
| Not Very | 11 | 16 | — | — | — | — | 9 |
| Not at all | 4 | 12 | — | — | 8 | — | 6 |
| | 100% | 100% | 100% | — | 100% | 100% | 100% |
| | (45) | (25) | (4) | (0) | (24) | (4) | (102) |
| **Major Offenses** | | | | | | | |
| Very | 77 | 79 | 100 | 86 | 78 | 33 | 78 |
| Fairly | 9 | 7 | — | 9 | 19 | 33 | 11 |
| Not Very | 15 | 14 | — | 5 | 4 | 33 | 10 |
| Not at all | — | — | — | — | — | — | — |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| | (47) | (14) | (2) | (22) | (27) | (3) | (115) |
| **Break & Enter** | | | | | | | |
| Very | 48 | 66 | — | — | — | 57 | 55 |
| Fairly | 39 | 19 | — | 50 | — | 43 | 32 |
| Not Very | 9 | 14 | — | 50 | — | — | 11 |
| Not at all | 4 | — | — | — | — | — | 2 |
| | 100% | 100% | — | 100% | — | 100% | 100% |
| | (23) | (21) | (0) | (2) | (0) | (7) | (53) |

Note: Due to rounding, columns may not total exactly to 100%.

warrant comment.

First, comparisons of the ratings expressed by the "served" and "unserved domestic" groups reveal discernible differences in the overall summary measure of satisfaction, and especially in their ratings of the police. Whereas about 65% of those in the served group who mentioned the police believed this source had been "very" helpful, only 40% of those mentioning the police in the unserved group gave this assessment. It appears that the unserved group was generally less satisfied than their served counterparts with the two most frequently cited sources of help (friends and police) and somewhat more satisfied with the helpfulness of social agencies. The overall effect, however, is clear: for whatever reason, the victims served by the Victim Services Unit tend to view community sources of help including the police as more supportive and helpful than those who were not served by the Unit.

Second, among the three served samples, there are clear differences in the general levels of satisfaction exhibited by the different crime types. The victims of major offenses exhibit very high levels of satisfaction for virtually all of the sources of help they cited. The served "domestic" sample follows fairly closely behind while the "break and enter" sample exhibits significantly lower evaluations of helping sources. Again, we caution that the latter finding could be due to several factors: it may be a function of the sample which is likely self-selected on the basis of need; it may be a function of the kinds of needs experienced by these victims; or it may be a function of a



generally inadequate response in the community to "break and enter" victimization.

Finally, with reference explicitly to the police, all three served samples indicate relatively high levels of satisfaction if they cited the police at all. Even the "break and enter" victims are fairly positive with their assessment of police helpfulness.

### 5.2.3 Ratings of Police Performance

In another series of questions, victims were asked directly to assess three aspects of the police performance regarding the occurrence in question. They were asked to assess the promptness of the police response, the courteousness of the investigating officers, and how well the police kept the respondent informed about the investigation. Finally respondents were asked if there was anything else they wished the police had done, and if so, what specifically. Tables 5.2.2 and 5.2.3 display the response distributions on these several questions for each of the four samples involved.

Table 5.2.2 reveals high levels of satisfaction across all four groups for the two on-scene evaluative dimensions of promptness and courtesy. The "major offense" sample is clearly the most satisfied with these aspects with over 95% expressing positive assessments ("very" or "fairly") on each. The other three groups are almost indistinguishable and exhibit somewhat lower levels of satisfaction on these aspects. Nevertheless about 80% of each group on promptness and about 90% of each group on courtesy indicated positive assessments. Of particular

Table 5.2.2. Respondents' Evaluations of the Police Performance on the Criteria of Promptness, Courteousness, and Keeping the Victim Informed about the Investigation, Broken down by Sample.

| | Major Offense (44) | B & E (28) | Served Domestic (50) | Unserved Domestic (50) |
|---|---|---|---|---|
| **Satisfied With Promptness?** | | | | |
| Very | 77.1% | 53.6% | 53.2% | 57.4% |
| Fairly | 20.0 | 28.6 | 29.8 | 31.9 |
| Not Very | 2.9 | 7.1 | 6.4 | 6.4 |
| Not at all | — | 10.7 | 8.5 | 2.1 |
| Don't Recall | — | — | 2.1 | 2.1 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| **Satisfied With Courteousness?** | | | | |
| Very | 87.8% | 75.0% | 71.4% | 72.0% |
| Fairly | 7.3 | 14.3 | 20.4 | 20.0 |
| Not Very | — | 10.7 | 4.1 | 4.0 |
| Not at all | 2.4 | — | 2.0 | 2.0 |
| Don't Recall | 2.4 | — | 2.0 | 2.0 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| **Satisfied With How They Kept You Informed?** | | | | |
| Very | 16.2% | 14.3% | 8.0% | 6.0% |
| Fairly | 20.9 | 21.4 | 4.0 | 4.0 |
| Not Very | 11.6 | 14.3 | — | — |
| Not at all | 34.8 | 46.4 | 22.0 | 16.0 |
| Not Applic. | 16.3 | 3.4 | 66.0 | 74.0 |
| | 100.0% | 100.0% | 100.0% | 100.0% |



Table 5.2.3. Respondents' Suggestions as to What More the Police Could Have Done, Broken down by Sample.

| | Major Offense (44) | B & E (28) | Served Domestic (50) | Unserved Domestic (50) |
|---|---|---|---|---|
| Keep Victim More Informed | 9% | 21% | — | 6% |
| Respond Faster | — | 7 | 6 | 4 |
| Show More Concern | 20 | 32 | 10 | 10 |
| Handle Offender More Forcefully | 14 | 4 | 30 | 24 |
| Adopt Different On-Scene Procedures | — | 4 | 10 | 4 |
| Additional Police Services (Advice, etc.) | 9 | 7 | — | 2 |
| Critical of Officer Conduct | 9 | 4 | 4 | 4 |
| Critical of Laws | 2 | — | 4 | 2 |
| Nothing More Should Have Been Done | 50 | 39 | 52 | 54 |
| Number of Suggestions Given | 28 | 22 | 32 | 28 |

Note: Column percentages do not total 100% because respondents were allowed multiple responses on this question. Table entries represent the percentage of the sample citing the suggestion indicated.

interest here is the comparison of the two "domestic" samples. It is apparent that the Victim Services intervention had no "halo" effect on these content-specific assessments of the served sample.

In previous research, Brown and Yantzi (1980) found that victims often wanted more information about the investigation of their respective cases. Indeed it was the most commonly cited need by this earlier 1980 sample of victims. The third part of Table 5.2.2 reveals that served victims still feel inadequately informed about their cases. This is especially the case among the "break and enter" victims, but it is also a fairly prevalent feeling among the victims of major offenses. The responses of the "domestic" victims here are less relevant because, in most of these cases, there was no subsequent investigation about which to keep them informed.

We can approach the satisfaction question from a somewhat different perspective by examining the additional actions that victims wished the police had taken. In Table 5.2.3, it can be seen that about half of the victims in each sample felt that the police could have done more. Again, the "break and enter" sample leads all others in holding this view.

As expected, the profiles of these suggestions vary markedly according to victim type. The concerns of the "break and enter" victims center around the apparent lack of concern displayed by officers, and the lack of subsequent information provided about their cases. The "domestic" victims, on the other hand, focus on more procedural aspects of the police intervention. Of those



with suggestions, almost half of the "domestic" victims wanted the police to deal more forcefully with the offender. In a few of these cases, they specifically suggested laying a charge, but in most cases their reference was more to physical restraint of the offender (for example, "get the offender out of the house" or "scare him"). It appears that victims often have a poor understanding of the powers available to police. Next in importance were suggestions that police show more concern, and that they alter their approach to "domestic" situations. On the latter topic, they suggested such things as interviewing the disputants separately, being more supportive of the victim, or simply "learning how to deal with domestic disputes".

The diversity of cases falling into the "major offense" group is reflected in the diversity of suggestions made by these victims. Although "greater police concern" is the modal response of this group, a large variety of other matters received multiple mentions as well.

The profiles of the two domestic groups are substantially the same, although there are two minor differences that reinforce some of the analysis of the previous chapter. Specifically, a need for more information was cited by several in the "unserved" group, but it was not cited at all by members of the "served" group. In addition, the "served" group is slightly more constructive in its suggestions. Perhaps as a result of discussions with the Victim Services staff, these victims appear more concerned with police actions that would make the intervention more effective. For example, only three domestic

victims suggested that police lay a charge, but all three were in the "served" group. Similarly, the victims suggesting separate interviews and greater support from the police were all from the "served" sample as well. These findings, although not conclusive by themselves, are consistent with the pattern of differences between "served" and "unserved domestic" victims that was reported in the previous chapter. Taken together, they hint at a subtle but potentially important impact of the Victim Services program as a catalyst in effecting changes in the victim's approach to his or her domestic situation.

Given the current controversy in the media concerning the proper police response in domestic disputes, it is curious that only three of one hundred "domestic" victims suggested that the police should have laid a charge in their particular incident. In a subsequent question during the interview, respondents were asked directly about what the police and courts should do "in situations like this". A cue card was used to itemize a number of options including several involving the laying of charges. A summary of victims' responses in Table 5.2.4 reveals that a "charge" option was selected by about nine of every ten "domestic" victims. The question is biased toward these options in that "do nothing" is a fairly strong option in the opposite direction, and other responses had to be volunteered. Nevertheless respondents certainly did not reject the idea of beginning more formal proceedings, and a third of the members of each experimental group opted for the strongest "charge" option available. These findings, together with the absence of



Table 5.2.4. Preferred Options of What the Police Should Do, Expressed by "Served" and "Unserved" Domestic Respondents.

| | Served Domestic (50) | Unserved Domestic (50) |
|---|---|---|
| Charge and Prosecute | 32% | 31% |
| Charge But Drop After Amends or Counselling | 57 | 56 |
| Other Legal Solution (eg. Peace Bond) | 2 | 6 |
| Do Nothing | 4 | 6 |
| Don't Know | 4 | — |
| | 100% | 100% |

suggestions regarding charges in Table 5.2.3 above, suggests two conclusions. First, it suggests that "domestic" victims may not be generally aware of the legal options available to them, and may well co-operate if more charges are laid. Second, for a solid majority of these victims, co-operation in court action may be contingent on the clear availability of non-punitive (i.e., counselling) consequences for the offender.

## 5.3 Recidivism Rates in Domestic Disputes

As noted in Chapter Two, a sizeable proportion of the Victim Services' caseload in Waterloo Region is comprised of victims involved in domestic disputes. This class of occurrence differs from most others in that it often stems from situations that are not episodic in character, but are ongoing disputes within the family and home. Reliable estimates of the proportion of domestic occurrences that are part of a chronic problem are difficult to ascertain. Data reported by the London Family Consultant Service suggest that about 30% of all calls to police involve ongoing domestic disputes. The data collected in Waterloo Region suggest that the proportion is at least that high, and could be considerably higher. Of the "domestic" victims interviewed, about three in four indicated that the occurrence which led to their selection into the sample was not the first such domestic incident. While it is probable that our sample over-represents the more serious cases (see the discussion



in Chapter Two), our separate study of recidivism in 100 cases of domestic violence (half of whom were served by the Unit) suggests that almost two in three cases are not single-episode situations.

Given this pattern of reoccurrence among domestic cases, even a modest contribution by the Unit toward resolving these disputes or at least diverting them to other nonpolice community agencies would have a significant impact on the amount of police time allocated to this class of occurrence.

However, the Victim Services program in Waterloo Region was not initially intended to accomplish this task. Rather the program adapted as it developed to respond to a demand to assist victims of family violence. As a consequence, the nature of its service delivery does not fit the model of many programs designed to intervene in situations of family violence. Conventional wisdom holds that, to be effective, the intervention into a domestic dispute must come at the time of the crisis or within twenty-four hours of a crisis incident. Thus any impact on domestic recidivism of a program like this one that uses a lagged contact model would be of interest to other program designers.

Recall from Chapter Two that a separate component of the research entailed the monitoring of police records for a sample of "domestic" victims served during the first nine months of the program, and for a matched sample that was not served, drawn from the same period. Both groups were monitored for all occurrences on police records for one year prior to the "critical" occurrence, and for a minimum of nine months after the "critical" occurrence. If the Victim Services program has the catalytic

effect noted above, is there any evidence of that effect in the recidivism patterns of these victims?

Table 5.3.1 provides summary statistics for several measures of recidivism calculated for the "served" and "unserved" groups taken as whole units, and for the same two groups broken down by length of prior record. The measures of recidivism warrant a brief description and rationale.

1. Number of Occurrences Before and After Intervention. These are simply the average numbers of occurrences in the two time periods recorded for each group and each subgroup. Since the monitoring periods (both before and after) are almost identical for all groups and subgroups (see Chapter Two), this is perhaps the most direct measure of recidivism available.

2. Interval Between Occurrences Before, and After. These two measures reflect the average time interval between incidents (expressed in months) for the two time periods.

3. Interval from Intervention to First Subsequent Incident. This average interval (in months) is included to test whether the intervention had any immediate delaying or accelerating effect on the pattern of subsequent incidents.

4. Interval from Intervention to Last Recorded Incident. This measure reflects the average interval (in months) from the intervention date to the last recorded occurrence in the police files. As such, it might be regarded as a crude



Table 5.3.1. Comparison of Recidivism Between Samples of Served and Unserved Domestic Victims, Subsamples of First Time Domestic Victims, and Subsamples of Chronic (Not First Time) Domestic Victims.

| | Whole Group | | First Time Subgroups | | Chronic Subgroups | |
|---|---|---|---|---|---|---|
| | Served (51) | Unserved (49) | Served (31) | Unserved (23) | Served (20) | Unserved (26) |
| Avg. No. of Incidents Before Intervention | 1.06 | 1.49 | -- | -- | 2.70 | 2.80 |
| Avg. No. of Incidents After Intervention | 1.24 | 1.69 | 1.00 | .87 | 1.60 | 2.40 |
| Avg. No. of Incidents Per Month Before Intervention | .05 | .08 | -- | -- | .14 | .16 |
| Avg. No. of Incidents Per Month After Intervention | .11 | .14 | .10 | .08 | .13 | .19 |
| Time Interval (in Months) From Intervention to First Subsequent Incident | 1.53 | 1.43 | 1.10 | .91 | 2.20 | 1.90 |
| Time Interval (in Months) From Intervention to Apparent Resolution of Dispute | 2.45 | 3.39 | 1.84 | 1.91 | 3.40 | 4.70 |
| Percent Free of Incidents After Intervention | 55% | 51% | 65% | 70% | 40% | 35% |

indicator of the duration of the domestic dispute.

There are several relevant observations that can be drawn from the data in Table 5.3.1. First, comparisons between the two full groups reveal no significant overall differences on the various measures of recidivism. While it is true that the "served" group has generally more attractive statistics in terms of recidivism, much of the effect here may be attributable to the greater number of first-time victims found in that group. Whereas 47% of the "unserved" group were first-time victims at the time of the designated "critical occurrence", 61% of the "served" group fell into the same category.

Thus the more meaningful comparisons are those between "served" and "unserved" victims when prior record is controlled. That is, when the first-time victims are separated from victims with more chronic or ongoing problems, the factor confounding the general full group comparison is removed.

The comparison of first-time subgroups reveals that there are virtually no differences between the "served" and "unserved" cohorts. Both groups recorded an average of about one subsequent incident that occurred within a month of the initial one, and the average duration of the dispute by our measure was just less than two months. Between six and seven of ten victims in each group were not revictimized during the follow-up period.

However, comparisons of more chronic victims (those for whom the "critical occurrence" was not the first) suggest that the program had an impact here. The impact is reflected most



strongly in the number of subsequent occurrences and in the apparent duration of the the dispute after the intervention. While the record of these two groups regarding prior occurrences is virtually identical, the recidivism rate of the "served" group is only two-thirds that of the "unserved" one. In addition, the duration of the dispute as reflected in police Occurrence Reports appears to be about five and one-half weeks less on average (1.3 months) in the "served" group than it is in the "unserved" one. Despite the small numbers involved here, both of these differences approach statistical significance ($p < .10$, one-tailed).

The effect of the intervention does not appear to be immediate; there is not a great difference in the percentage of the two groups registering no subsequent occurrences (40% for the "served" compared to 35% for the "unserved"). Rather the effect is most apparent after the first or second subsequent occurrence: 85% of the "served" group had no more than two subsequent incidents while the comparable percentage for the "unserved" group was only 65%. This suggests, then, that the intervention by the Victim Services Unit may have served as a catalyst in the process of effecting a resolution of the chronic domestic situation.

What is the nature of this catalyst? What is it that the caseworkers do to create or facilitate the observed lagged effect? The question cannot be answered with finality at this point. However, discussions with the Unit's staff suggest that their conversations with "domestic" victims focus on three

concerns. (1) They focus on measures to ensure the immediate and future security of the victim and family. (2) They adopt a "positive approach" to dealing with the underlying problems as they are defined and appreciated by the victim. That is, remedial options are suggested and discussed within the context of the victim's expressed preferences and needs. (3) The caseworkers stress their continual availability for advice, information and support.

## 5.4 Summary

In summary, there is evidence that the intervention of the Victim Services staff in ongoing domestic disputes may have important spin-off effects for the police. The comparison of recidivism rates for roughly matched groups of "served" and "unserved" victims provides the hardest evidence for this conclusion; but these data are complemented by the pattern of differences apparent in our interview data. While the "served domestics" who were interviewed were not dramatically different in their perceptions and behaviour, there were subtle indications that they were developing a stronger capacity to deal with the chronic nature of their situations. They were slightly more likely to identify their needs and to make appropriate suggestions for how the system could serve them better.

Our analysis of victim's evaluations of the police also suggest that the Victim Services program is having an impact on victims' perceptions and feelings about the police intervention. For "domestic" victims at least, those who have been served by



the program are generally more positive in their recollections of the help they received. This may well have implications for their co-operation in any future dealing with the criminal justice system.

## Chapter Six

## Conclusions and Implications

This chapter addresses two topics. First it discusses our general conclusions and implications concerning evaluation of this victim services program. Second, it discusses a number of methodological and substantive issues that merit attention in future research concerning victim assistance programs in general.

Conclusions and Implications. Our analysis suggests that the program model adopted at this site allows an adequate response to the longer term needs expressed by most victims. That is, telephone contact within one to three days of the occurrence appears to be an appropriate means of identifying and dealing with victims' needs after the crisis period. The interviews with victims revealed no glaring gaps in the Unit's services, and assessments of the Unit were very positive from the vast majority of its clients.

Victims' short-term or immediate needs at the time of the incident are not addressed through this model. Our analysis indicates that there are such needs, and that they might be met adequately through extension of the present service to a 24 hour operation, and through enhancing the mobility of the Unit to permit on-scene intervention in some cases.

Regarding impacts of the program on victims, our research suggests several conclusions. First, the program does appear to fill a service gap in the social service community. The VS Unit





is by far the most visible and salient service agency for victims beyond the police force itself. For victims with needs, there is persuasive indirect evidence that the intervention was regarded as having an important impact on his or her well-being. Beyond the evidence of these general feelings, however, the exact nature and extent of the program's contribution for victims was more difficult to establish.

As a conveyor of information about community and criminal justice resources, for example, our data reveal a consistent pattern of findings indicating that "served" victims are better informed about, and make more use of helping agencies in the community and the criminal justice system than "unserved" victims. In most cases, however, the differences are too small, or the numbers too few to render our findings statistically reliable.

A stronger effect was detected in victims' general levels of satisfaction with community support. Clients who were served by the program tended to view the response of the community in the aftermath of their incident as more helpful than victims who were not served.

In terms of reducing trauma or distress among victims, the program seems to have no perceptible impact within the first month, at least for the "domestic" victims for whom we had comparison data. Since our recidivism study revealed a positive but lagged effect of the program on the subsequent reoccurrence of domestic incidents, it may be that reduction in trauma is also a lagged effect that occurs beyond the one-month time lag of our

interviews. That is, it seems reasonable to assume that distress arising from a chronic or ongoing domestic dispute will not abate until some positive action is taken to resolve the dispute.

Our study revealed two positive and potentially important impacts of the program on the criminal justice system. First, "domestic" victims who were served by the Unit tended to view the helpfulness of the police in a more positive light than their unserved counterparts. It is not unreasonable to assume that this kind of effect may well have implications for the victim's willingness to co-operate with the criminal justice system in future dealings.

Second, the program appears to have a demonstrable impact in effecting positive changes in chronic domestic situations. Our recidivism study revealed that chronic "domestic" victims who were served by the program experienced fewer subsequent occurrences than those not contacted by the Unit, and exhibited a faster resolution time after intervention. As noted above, these effects were not immediately apparent, but tended to surface only after at least one subsequent occurrence. It seems, therefore, that the Unit's contribution is in the nature of a catalyst, providing information and support that is acted upon when the occasion next arises. It is an implication of our study, then, that effective intervention in domestic disputes need not be limited to the time of the crisis. Clearly there is a need for further study of the relative effectiveness of various intervention models.



Implications for Future Research. Our research experience with this victim services program suggests a number of questions and strategies for investigators of such programs.

First, our experience with different research designs for various components leads us to argue strongly for the use of experimental and quasi-experimental designs for the purpose of evaluating impacts. Without a comparison group, it is virtually impossible to assess the unique impications of the intervention. Moreover the numbers of clients in programs of this kind will usually be too few to allow effective use of a correlational design.

The ethical problems that normally attend the design of field experiments in this area are often difficult to circumvent; however they are not impossible to solve. The use of matched samples, comparisons from comparable communities, or random assignment from naturally-occurring pools, all entail assumptions that cannot be ignored. Nevertheless, with care, it is possible to develop and validate roughly comparable treatment and comparison groups; the dangers here seem to pale by comparison to those associated with inferences drawn from correlations within served-only samples.

This problem seriously impairs our ability to assess the impact of the Waterloo program on victims of major offenses. Much of the impact analysis here is drawn from comparisons between samples of served and unserved "domestic" victims. Given the proportion of the caseload that falls into this victim class, these comparisons are probably the most important in terms of

evaluating the program. However, the circumstances surrounding "domestic" and "non-domestic" occurrences appear to be sufficiently different as to render generalizations from one to the other inadvisable. Since "non-domestic" victims have a much lower rate of revictimization, some of the most dramatic impacts identified in our research may not apply to this target population. Conversely, the one-time nature of most "non-domestic" major offenses may make the Unit's intervention particularly effective in reducing distress and trauma for the victims of these crimes. Thus there is a need to explore using comparison groups the impact of the program on what were originally its primary clients.

Second, the research was limited to impacts of the program that are evident within several weeks of the incident. Our data imply that there is a need to extend this study interval considerably. As we noted previously, there is strong but indirect evidence that the impact of the program on the resolution of domestic disputes involves a time lag of perhaps two months or more. Given the numbers of these cases, and the police resources devoted to dealing with them, there is much to be gained by developing a firm understanding of the nature of the impact here.

Finally, some of the most important system impacts imputed to victim services programs are difficult to measure in the short or the long term. There is a need to devote more attention and imagination to the development of "hard" measures that allow us to assess the impact of the program on such variables as the



community-police relationship, longer term adjustment or coping, and the adoption in the longer term of prevention measures on the part of the victim.

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## Appendix A

## The Victim Monitoring Form

NAME OF VICTIM _____ TEL. NO. HOME: _____

ADDRESS OF VICTIM _____ BUS. _____

**VICTIM INFORMATION**

Referral Source
1. Occurrence ____ 1
2. Officer ____ 2
3. Detective ____ 3
4. Self ____ 4
7. Other ____ 7

Victim # ____ ____

Occurrence # ____ ____

Victim Type
1. Primary ____ 1
2. Secondary ____ 2

Complainant
1. Yes ____ 1
2. No ____ 2

Age (in years) ____ ____

Sex
1. Male ____ 1
2. Female ____ 2

Marital Status
1. Sing( ____ 1
2. Married ____ 2
3. Widowed ____ 3
4. Divorced ____ 4
5. Seperated ____ 5
6. Common Law ____ 6
8. N.A. ____ 8
9. D.K. ____ 9

Occupation _____

**CRIME INFORMATION**

Offence Class(es) _____ ____
____
____

Date of Offence ____/____/____ (D M Y)

Time of Day (Hour) _____ ____

# of Primary Victims _____ ____

# of Secondary Victims _____ ____

Location of Crime
1. Home ____ 1
2. Work ____ 2
3. Oth. Com. Est. ____ 3
4. Street ____ 4
5. Auto/Vehicle ____ 5
7. Other ____ 7
8. N.A. ____ 8
9. D.K. ____ 9

Officers _____ ____
____

Detectives
1. Yes ____ 1
2. No ____ 2
8. N.A. ____ 8
9. D.K. ____ 9

| Mode | Date | Hour | Duration | Result |
|---|---|---|---|---|
| 1. | ____/____/____ | ____ | ____ | |
| 2. | ____/____/____ | ____ | ____ | |
| 3. | ____/____/____ | ____ | ____ | |
| 4. | ____/____/____ | ____ | ____ | |
| 5. | ____/____/____ | ____ | ____ | |

Research Group 1 2 3 4 5 6 7

Responsive? 1. Very 2. Somewhat 3. Not Very 4. Not

| Services Required | Action Taken |
|---|---|
| 1. None | |
| 2. Info: Case | |
| 3. Info: C.J.S. | |
| 4. Info: Community Services | |
| 5. Info: Crime Prevention Programs | |
| 6. Info: Property Return | |
| 7. Emotional Support | |
| 8. Counselling | |
| 9. Other _____ | |

There are a few things that I would like to ask you about so that we can learn more about the needs of victims and be able to provide a better service:

1. First of all, do you live alone or are there others living with you?
1 Alone ____ 1
2 Not Alone ____ 2
8 N.A. ____ 8
9 D.K. ____ 9

2. Has this or anything similar happened to you before?
1 Once ____ 1
2 More than 1. 2
3 No ____ 3
8 N.A. ____ 8
9 D.K. ____ 9

(IF ONCE OR MORE THAN ONCE)
How long ago was the most recent incident (IN YEARS) ____ ____

(IF ONCE OR MORE THAN ONCE)
Did that incident involve the same offender?
1 Yes ____ 1
2 No ____ 2
8 N.A. ____ 8
9 D.K. ____ 9

3. (IF SUSPECT HAS BEEN IDENTIFIED)
Did you know the offender before this happened?
1 Yes ____ 1
2 No ____ 2
8 N.A 8
How? _____

4. Have you ever been a victim of any other crime?
1 Once ____ 1
2 More than 1. 2
3 No ____ 3
8 N.A. ____ 8
9 D.K. ____ 9

(IF ONCE) Have you ever reported a crime to the police before this?
1 Once ____ 1
2 More than 1. 2
3 No ____ 3
8 N.A. ____ 8
9 D.K. ____ 9

(IF ONCE OR MORE THAN ONCE)
How long ago was the most recent time you reported a crime?
(IN YEARS) ____ ____

(IF ONCE OR MORE THAN ONCE)
Can you tell me the nature of the crime that time?
_____
_____
_____

5. I would also like to know how you feel about the way the police handled your case.

First, how prompt were the police in responding to your call?
1 Very ____ 1
2 Fairly ____ 2
3 Not very ____ 3
4 Not at all ____ 4
8 N.A. ____ 8
9 D.K. ____ 9

How courteous was (were) the officer(s)?
1 Very ____ 1
2 Fairly ____ 2
3 Not very ____ 3
4 Not at all ____ 4
8 N.A. ____ 8
9 D.K. ____ 9

As you think about the whole situation, is there anything else that you wish the police would have done?
1 No ____ 1
2 Yes ____ 2
_____

Thanks very much. The federal government is sponsoring some research on crime victims in the Waterloo Region this year, and the researchers will want to talk to people who have been victims. Would you be willing to have them contact you at some point in the future?
1 No 1
2 Yes 2



## Appendix B

## The Interview Schedule

## INTERVIEWER INTRODUCTION

1. First, the interviewer should introduce him/herself.

2. Explain to the respondent that this is a study where the researchers are trying to find out a little bit more about what it is like to be victimized, things like what effects it has on a person, what kinds of help if any people receive and what kinds of help <u>if any</u> people could use.

3. Stress that the responses will be kept strictly confidential and that the researchers are interested only in summary statistics for the sample as a whole.

4. Note that the research is funded by the federal government and is being conducted with the full cooperation of the police department.

5. Point out to the respondent that he/she is not obligated to answer any particular question if he/she feels for any reason that he/she does not want to.

NOTE: IF A RESPONDENT REFUSES TO ANSWER A PARTICULAR QUESTION OR IF A QUESTION IS NOT APPLICABLE TO A PARTICULAR RESPONDENT INDICATE THIS BY STRIKING OUT THE QUESTION WITH YOUR PEN.

## Victim Services Study

1. First, we would like to find out when the incident occurred. Do you happen to remember on what date the incident occurred?

| ------- | ------- | ------- |
|---|---|---|
| Month | Day | Year |

2. About what time of day did it happen?

| | | | |
|---|---|---|---|
| During the day..... | 1. | 8:00 am-12 noon |
| | 2. | 12 noon - 6:00pm |
| | 3. | D.K. |
| At night ..... | 4. | 6:00 pm - 12 midnight |
| | 5. | 12 midnight - 8:00 am |
| | 6. | D.K. |
| ..... | 8. | D.K. |

3. Could you briefly describe to me what happened and where the incident occurred?

1. What: _____

_____

_____

2. Where: _____

_____

4. (INDICATE BELOW THE COSTS AND LOSSES RESULTING FROM THE INCIDENT. IF YOU ARE NOT CLEAR FROM THE RESPONDENTS DESCRIPTION OF THE INCIDENT THEN ASK) .....Which of the following costs or losses did you experience as a result of this incident?

A. PROPERTY LOSS — 1.YES 2. NO

B. PROPERTY DAMAGE — 1. YES 2. NO

C. PHYSICAL INJURY — 1. YES 2.NO

(IF YES TO PROPERTY LOSS, ASK)

(a) Was any of your property recovered by the police? If so, how much?

1. ALL OF IT
2. SOME OF IT
3. NONE OF IT
8. D.K.

(IF ALL OR SOME, THEN ASK)

(b) Have you had any problem getting your property returned from the police?

1. YES 2. NO 8. D.K.

(IF YES TO PHYSICAL INJURY, ASK)

(a) Did your injuries require medical treatment?

1. YES 2. NO

(b) Do you know whether you are eligible to receive compensation for your injuries?

1. YES 2.NO

(IF YES, THEN ASK)

(c) Have you or do you intend to apply for compensation?

1. YES (HAVE) 2. YES (INTEND) ( TO ) 3. NO 8 D.K.

(IF YES, THEN ASK)

(d) Where do you intend to apply?

(OR)

Where have you applied?

1. CRIMINAL INJURIES COMPENSATION
2. INSURANCE COMPANY
3. OTHER (SPECIFY) _____
8. D.K.



5. Do you know who did this?

1. YES 2. NO 3. SUSPICIOUS, BUT UNCERTAIN

(IF NO, GO TO 6)

(IF YES OR SUSPICIOUS, THEN ASK)

(a) What relationship did you have with him/her before this current incident?

1. Spouse
2. Spouse (common law)
3. Friend
4. Acquaintance
5. Neighbour
6. Relative
7. Other _____
8. D.K.

(b) IF APPLICABLE
How long have you been ( eg. friends married )? _____ (in years)

6. (INDICATE BELOW WHETHER OR NOT THE INCIDENT DESCRIBED BY THE RESPONDENT IS THE LATEST OF AN ONGOING PROBLEM. IF YOU ARE NOT CLEAR FROM THE RESPONDENTS DESCRIPTION OF THE INCIDENT THEN ASK) ..... Has this kind of incident happened to you before?

1. YES 2. NO

(IF NO GO TO 7)

(IF YES, THEN ASK)

(a) How long ago did this first happen? _____(in months)

(b) How often has this kind of incident happened?

2 3 4 5 6 7 8 9 10 or more (circle number of instances)

(INTERVIEWER: FROM NOW ON REPLACE THE WORD INCIDENT WITH THE ITEM IN BRACKETS WHEN DEALING WITH VICTIMS WHO HAVE AN ONGOING PROBLEM)

7. People who have been victims of some kinds of crime seem to spend a lot of time thinking about it. Others say they rarely if ever think about it. How often do you think about this experience? Would you say you rarely think about it, think about it every week or so, several times a week, every day, more than once every day, or most of every day? (PROMPT WITH CARD 1)

1. rarely think about it
2. think about it every week or so
3. think about it several times a week
4. think about it every day
5. think about it more than once a day
6. think about it most of every day
8. D.K.

8. I am interested in finding out what kinds of help you received after this incident (these incidents). I would like you to think back over the entire period since the incident (incidents) occurred (that is from immediately after, until now) and recall for me any kind of help you received from your family, your friends, the community, service agencies - any kind of help at all? ..... Anything else?

(FOR EACH KIND OF HELP MENTIONED, ASK) How helpful would you say this has been? Would you say that it has been very helpful, fairly helpful, not very helpful, or not at all helpful in helping you deal with this incident (these incidents)?

(THEN ASK) Did you seek out this help on your own or did someone advise you to use this help and (WHERE APPLICABLE) did the service agency contact you?

Volunteer Item #1 _____

How helpful? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Source of Initiative?
ON OWN
ADVISED WHO? _____
AGENCY INITIATIVE WHO? _____



Volunteer Item #2 _____

How helpful? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Source of Initiative?
ON OWN
ADVISED WHO? _____
AGENCY INITIATIVE WHO? _____

Volunteer Item #3 _____

How helpful? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Source of Initiative?
ON OWN
ADVISED WHO? _____
AGENCY INITIATIVE WHO? _____

Volunteer Item #4 _____

How helpful? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Source of Initiative?
ON OWN
ADVISED WHO? _____
AGENCY INITIATIVE WHO? _____

9. Next I would like to find out whether more could have been done or should have been done by the community to help people who have gone through something like this.

First, I would like you to think back to the period immediately after the incident (these incidents) - say the first few hours after - can you recall any kind of help you could have used at that time that wasn't immediately available? Anything at all? .... Anything else?

(FOR EACH KIND OF HELP MENTIONED, ASK) At the time, do you recall just how important you felt it was that you get this sort of help - would you have said that it was very important , fairly important, not very important, or not really important at all?

(THEN ASK) Were you able to resolve this problem satisfactorily? Would you say you were very satisfied, fairly satisfied, not very satisfied, or not at all satisfied with how this problem was resolved?

Volunteer Item #1 _____

How important? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Satisfactorily resolved? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Volunteer Item #2 _____

How important? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Satisfactorily resolved? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Volunteer Item #3 _____

How important? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Satisfactorily resolved? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Volunteer Item #4 _____

How important? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Satisfactorily resolved? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.



Now I would like you to think about the weeks after the incident (these incidents) - can you recall any kind of help you might have used during that period that wasn't immediately available? Anything at all? .... Anything else?

(FOR EACH KIND OF HELP MENTIONED, ASK) At the time, how important was it that you get this kind of help- very important, fairly, not very, or not really important at all?

(THEN ASK) Were you able to resolve this problem satisfactorily? Would you say you were very satisfied, fairly satisfied, not very satisfied, or not satisfied at all with the way this aspect of the problem was handled?

Volunteer Item #1 _____

How important? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Satisfactorily resolved? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Volunteer Item #2 _____

How important? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Satisfactorily resolved? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Volunteer Item #3 _____

How important? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Satisfactorily resolved? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Volunteer Item #4 _____

How important? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

Satisfactorily resolved? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

10. Now that you have gone through this incident (these incidents) what advice would you offer to someone in a similar situation. For example, who would you advise they contact for help if they felt they needed it?

_____

_____

_____

11. We would like to get some idea of how you feel about the way the police handled this incident (latest incident).

(a) First, how prompt were the police in responding to your call? Would you say they were very prompt, fairly prompt, not very prompt, or not at all prompt?

How prompt? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

(b) Secondly, How courteous was (were) the officer(s)? Would you say they were very courteous, fairly courteous, not very courteous, or not at all courteous?

How courteous? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

(c) Thirdly, how well informed have the police kept you about their investigation of your case?

How informed? 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

(d) As you think about the whole situation, is there anything else that you wish the police had done?

1.YES 2.NO 8.D.K.

If yes, what specifically? _____

_____

_____



(e) Sometimes there are different actions that the police and courts can take if they get involved in situations like this. Some of the options obviously are not appropriate for every situation, but I would like you to tell me which action you would most appreciate from the criminal justice system in a situation like yours. (PROMPT WITH CARD 2)

1. Charge and prosecute him/her
2. Charge him/her, but not prosecute if he/she agrees to make amends
3. Charge him/her, but not prosecute if he/she agrees to counselling
4. Do nothing
5. Other _____
8. D.K.

(f) If the person were charged, went to court, and was convicted, which, if any of these options would you most like to see used? (PROMPT WITH CARD 3)

1. Pay a fine
2. Go to jail
3. Be on probation
4. Do community service work
5. Meet with me to make repayment
6. Receive counselling
7. Other _____
8. D.K.

(g) Do you have any other thoughts about what would be the most fair thing to happen in a situation like this?

_____

_____

(h) Finally, have you either before or since this incident had occasion to report a crime to the police?

1.YES 2.NO 8.D.K.

If yes, could you briefly tell me when and what was involved?

_____

_____

12. Have you heard about, or do you use, any of the following police prevention programs?

1.Operation Identification which is a program where the police provide an engraver so your valuables can be identified. 1.NO KNOWLEDGE 2.AWARE OF 3.USED

2.Home Security Check which is an officer comes to your home and points out security problems. 1.NO KNOWLEDGE 2.AWARE OF 3.USED

3.Neighbourhood Watch which is a program where the police help a neighbourhood form a group to help prevent crime. 1.NO KNOWLEDGE 2.AWARE OF 3.USED

(IF RESPONSE 2 OR 3 TO ANY OF THE ABOVE ASK)

IF AWARE: Were you aware of

(OR)

IF USED: Did you use

this program before or since this current incident?

1. Operation Identification 1.BEFORE 2.SINCE 8.D.K.

2. Home Security Check 1.BEFORE 2.SINCE 8.D.K.

3. Neighbourhood Watch 1.BEFORE 2.SINCE 8.D.K.

13. The regional police have recently developed a program to help victims of crime. Have you had any contact with the victim services people?

1.YES 2.NO 8.D.K.

(IF NO, GO TO 14.)

(IF YES, THEN ASK)



(a) Could you briefly describe your experience with them?

_____

_____

_____

(b) Have the victim services people been in contact with you ... (CIRCLE MORE THAN ONE IF APPROPRIATE)

1. in person in your home?
2. in person in their offices?
3. by telephone?
4. by letter?

(c) Here is a list of services the victim services program provides. Would you please tell me which of the services you have received from them? ..... Did they help you in any other way not listed?
(CIRCLE MORE THAN ONE IF APPROPRIATE)
(PROMPT WITH CARD 4)

1. Information about case
2. Information about police or court procedures
3. Information about other places to get help
4. Information about crime prevention programs
5. Information about return of stolen property
6. Information about criminal compensation
7. Someone to talk to
8. D.K.
9. Other _____

(d) How helpful have you found victim services?

1.VERY 2.FAIRLY 3.NOT VERY 4. NOT AT ALL 8.D.K.

(e) Do you have any suggestions on other things the victim services program might be doing that could help victims?

1.YES 2.NO 8.D.K.

If yes, what specifically?

_____

_____

_____

14. Some people who have gone through a similar kind of experience to yours view it as a fairly significant event in their lives - something that has had a lasting impact on their outlook and even on their behaviour. For others, this kind of experience is simply an unfortunate event, but one that will probably have little lasting impact for them. Based on how you feel now, how much of a lasting impact do you think this incident (these incidents) will have on you? Do you think the impact will be very strong, fairly strong, not very strong or not at all strong?

How strong 1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL 8.D.K.

(b) Has this experience caused you in any way to change how you ordinarily do things - your habits, routines, practices, or normal preventive measures? If so, in what ways specifically?

_____

_____

_____

_____

(c) Has the experience affected your views, opinions, or attitudes? If so, in what ways specifically?

_____

_____

_____

15. ADMINISTER ABS AND FAC SCALES

Now we have two sheets we would like you to fill out. (HAND OUT ABS SHEET). The first sheet describes the way people sometimes feel. We would like to know whether or not you have been having any of these feelings in the past month? Please read the instructions carefully and feel free to ask me any questions if you are not sure how to do it.....Are there any questions?

(WHEN THE RESPONDENT FINISHES THE ABS SCALE HAND OUT THE FAC SCALE)

The second sheet deals with whether or not you have changed any of your attitudes or behaviour as a result of this incident (these incidents). Please read the instructions carefully and feel free to ask me any questions if you are not sure how to do it. .....Are there any questions?



16. BACKGROUND INFORMATION

Just before we finish, I would like to get some brief background information about you so that we can assess the social composition of our sample.

(a) You are a ....1. MALE 2. FEMALE

(b) In what year were you born?_____ (record actual year)

(c) Are you married, single, or what?_____

(d) Do you own or rent here?

1. OWN 2. RENT 8. D.K.

(e) How many people live in this household (including yourself)?

_____ number of people

(f) What was the last year of education that you completed before leaving school?

_____ record grade or degree

(g) What was the approximate income of your family last year?

1. Under $10,000
2. $10,000 - $19,999
3. $20,000 - $29,999
4. $30,000 - $39,999
5. Over $40,000
8. D.K.

(h) What is your occupation?
(BE AS SPECIFIC AS POSSIBLE)_____

(i) From what country did your father or father's family originally come?

_____ (Country of origin)

(j) Could you tell me approximately when?

_____ ( Approximate Year)

(k) How many years have you lived in this community?

_____ (in years)

That is the end of the interview. I would like to thank you very much for your cooperation.

NOTE: IF APPROPRIATE THE INTERVIEWER SHOULD LEAVE THE RESPONDENT A VICTIM SERVICES CARD

INTERVIEWER: _____

DATE AND TIME
OF INTERVIEW: _____

DURATION OF INTERVIEW: _____

INTERVIEWER: .... PLEASE RATE ON THE FOLLOWING SCALE YOUR IMPRESSIONS OF HOW SIGNIFICANT AN EVENT THIS INCIDENT OR INCIDENTS APPEARED TO BE TO THE RESPONDENT.

1.VERY 2.FAIRLY 3.NOT VERY 4.NOT AT ALL

COMMENTS:



INSTRUCTIONS

Below is a list of words that describes the way people sometimes feel. We would like you to tell us whether you have been having any of these feelings in the past month. Please indicate the degree to which you have felt each emotion by checking the column that best describes your experience. Mark only one column for each item and do not skip any items. Please try to use the range of the scale.

| | NEVER | RARELY | SOMETIMES | FREQUENTLY | ALWAYS |
|---|---|---|---|---|---|
| 1.NERVOUS | ( ) | ( ) | ( ) | ( ) | ( ) |
| 2.SAD | ( ) | ( ) | ( ) | ( ) | ( ) |
| 3.REGRETFUL | ( ) | ( ) | ( ) | ( ) | ( ) |
| 4.IRRITABLE | ( ) | ( ) | ( ) | ( ) | ( ) |
| 5.HAPPY | ( ) | ( ) | ( ) | ( ) | ( ) |
| 6.PLEASED | ( ) | ( ) | ( ) | ( ) | ( ) |
| 7.EXCITED | ( ) | ( ) | ( ) | ( ) | ( ) |
| 8.PASSIONATE | ( ) | ( ) | ( ) | ( ) | ( ) |
| 9.TIMID | ( ) | ( ) | ( ) | ( ) | ( ) |
| 10.HOPELESS | ( ) | ( ) | ( ) | ( ) | ( ) |
| 11.BLAMEWORTHY | ( ) | ( ) | ( ) | ( ) | ( ) |
| 12.RESENTFUL | ( ) | ( ) | ( ) | ( ) | ( ) |
| 13.GLAD | ( ) | ( ) | ( ) | ( ) | ( ) |
| 14.CALM | ( ) | ( ) | ( ) | ( ) | ( ) |
| 15.ENERGETIC | ( ) | ( ) | ( ) | ( ) | ( ) |
| 16.LOVING | ( ) | ( ) | ( ) | ( ) | ( ) |
| 17.TENSE | ( ) | ( ) | ( ) | ( ) | ( ) |
| 18.WORTHLESS | ( ) | ( ) | ( ) | ( ) | ( ) |
| 19.ASHAMED | ( ) | ( ) | ( ) | ( ) | ( ) |
| 20.ANGRY | ( ) | ( ) | ( ) | ( ) | ( ) |
| 21.CHEERFUL | ( ) | ( ) | ( ) | ( ) | ( ) |
| 22.SATISFIED | ( ) | ( ) | ( ) | ( ) | ( ) |
| 23.ACTIVE | ( ) | ( ) | ( ) | ( ) | ( ) |
| 24.FRIENDLY | ( ) | ( ) | ( ) | ( ) | ( ) |
| 25.ANXIOUS | ( ) | ( ) | ( ) | ( ) | ( ) |
| 26.MISERABLE | ( ) | ( ) | ( ) | ( ) | ( ) |
| 27.GUILTY | ( ) | ( ) | ( ) | ( ) | ( ) |
| 28.ENRAGED | ( ) | ( ) | ( ) | ( ) | ( ) |
| 29.DELIGHTED | ( ) | ( ) | ( ) | ( ) | ( ) |
| 30.RELAXED | ( ) | ( ) | ( ) | ( ) | ( ) |
| 31.VIGOROUS | ( ) | ( ) | ( ) | ( ) | ( ) |
| 32.AFFECTIONATE | ( ) | ( ) | ( ) | ( ) | ( ) |
| 33.AFRAID | ( ) | ( ) | ( ) | ( ) | ( ) |
| 34.UNHAPPY | ( ) | ( ) | ( ) | ( ) | ( ) |
| 35.REMORSEFUL | ( ) | ( ) | ( ) | ( ) | ( ) |
| 36.BITTER | ( ) | ( ) | ( ) | ( ) | ( ) |
| 37.JOYOUS | ( ) | ( ) | ( ) | ( ) | ( ) |
| 38.CONTENTED | ( ) | ( ) | ( ) | ( ) | ( ) |
| 39.LIVELY | ( ) | ( ) | ( ) | ( ) | ( ) |
| 40.WARM | ( ) | ( ) | ( ) | ( ) | ( ) |

Now we would like to find out whether or not you have changed your attitudes or behaviour to any of the following items on this list since this incident. All we would like you to do is check the appropriate column for each item. Please check only one column for each item and please do not skip any items.

| | MUCH LESS | SOMEWHAT LESS | SLIGHTLY LESS | SAME | SLIGHTLY MORE | SOMEWHAT MORE | MUCH MORE |
|---|---|---|---|---|---|---|---|
| 1.GO OUT | () | () | () | () | () | () | () |
| 2.FEAR BEING ALONE | () | () | () | () | () | () | () |
| 3.GET HEADACHES | () | () | () | () | () | () | () |
| 4.GO OUT ALONE | () | () | () | () | () | () | () |
| 5.NERVOUS | () | () | () | () | () | () | () |
| 6.SOCIALIZE | () | () | () | () | () | () | () |
| 7.FEAR ENTERING OWN HOUSE | () | () | () | () | () | () | () |
| 8.ENJOY YOURSELF | () | () | () | () | () | () | () |
| 9.SLEEP SOUNDLY | () | () | () | () | () | () | () |
| 10.FIND PEOPLE HELPFUL | () | () | () | () | () | () | () |
| 11.ENJOY ACTIVITIES WITH FRIENDS | () | () | () | () | () | () | () |
| 12.GET DEPRESSED | () | () | () | () | () | () | () |
| 13.FEEL SUSPICIOUS OF PEOPLE | () | () | () | () | () | () | () |
| 14.FEEL FEARFUL | () | () | () | () | () | () | () |
| 15.FEEL NERVOUS WHEN ALONE | () | () | () | () | () | () | () |
| 16.FEEL PEOPLE ARE UNFRIENDLY | () | () | () | () | () | () | () |
| 17.TALK TO FRIENDS ON TELEPHONE | () | () | () | () | () | () | () |
| 18.SPEND SPARE TIME ON INTERESTS | () | () | () | () | () | () | () |
| 19.HAVE ARGUMENTS WITH FRIENDS | () | () | () | () | () | () | () |
| 20.FEEL LONELY | () | () | () | () | () | () | () |
| 21.FEEL BORED | () | () | () | () | () | () | () |
| 22.FEEL PEOPLE TRUSTWORTHY | () | () | () | () | () | () | () |

END