**Sample Internal Agency Personnel Follow-Up Survey**

**on Law Enforcement Response to Victims**

Thank you for taking the time to participate in this survey. Since **[date]**, we have partnered with **[research institution]** to learn more about agency personnel’s perceptions of the effectiveness of our victim response. Your feedback is very important. This is an anonymous survey and should take approximately 10 minutes to complete.

This survey is a follow-up to the original survey completed on **[date]**. Since that time, our agency has implemented several new initiatives to enhance our response to crime victims. These include **[briefly describe initiatives]**. The purpose of the follow-up survey is to measure any change in personnel’s perceptions since these initiatives were implemented.

**Goals of the survey:**

Goal 1: Gain insight about barriers to providing services to victims.

Goal 2: Measure perceptions of the effectiveness of agency victim response services, protocols, and practices.

Goal 3: Measure perceptions about the level of trust among community groups impacted by crime.

Goal 4: Assess changes in personnel responses since the original survey (conducted **[date]**).

[Sample survey completion and return instructions]

* Please complete the survey by **[deadline].**
* Please complete the survey online using this link: **[survey link]**
* Please complete the survey and put it in the sealed box in the show-up room**. [Identified personnel]** will hand over the sealed box to a member of the research team on **[date]** at **[time]**.

Only the researchers will have access to the original surveys. They will code the information and destroy the original materials after responses are recorded. The researchers will create a general description and summary of the responses. They will give that information to **[name of agency point of contact]** to help plan the next steps in enhancing response to crime victims.

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| **Trust - *Please check the category that best describes your view.*** |

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| --- | --- | --- | --- | --- |
| 1. In general, **[jurisdiction name]** residents trust law enforcement. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 2. Victims of ***violent crime*** trust **[agency name]** personnel. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 3. Victims of ***nonviolent crime*** trust **[agency name]** personnel. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|  |  |  |  |  |
| 4. Victim services providers in the community trust **[agency name]** personnel. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 5. Prosecution and court personnel trust **[agency name]** personnel. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 6. **[Agency name]** personnel trust victim services providers in the community. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 7. **[Agency name]** personnel trust prosecution and court personnel. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| Comments: |
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| **Effectiveness - *Please check the category that best describes your view.*** |

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| --- | --- | --- | --- | --- |
| 8. How would you rate the current level of services **[agency name]** offers to victims? | | | | |
| ☐ |  |  |  |  |
| Very Effective | Effective | Neutral | Slightly Effective | Not Effective |

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| --- | --- | --- | --- | --- |
| 9. How do you think the public would rate the current level of services **[agency name]** provides? | | | | |
| ☐ |  |  |  |  |
| Very Effective | Effective | Neutral | Slightly Effective | Not Effective |

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| --- | --- | --- | --- | --- |
| 10. How do you think victims would rate the current level of services **[agency name]** provides? | | | | |
| ☐ |  |  |  |  |
| Very Effective | Effective | Neutral | Slightly Effective | Not Effective |

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| Comments: |
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| **Perceptions of Victimization - *Please check the category that best describes your view.*** |

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| 11. A 16-year-old gang member who is injured in a gang confrontation is a victim. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 12. A female who refuses to file a police report for domestic violence against a male partner is a  victim. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 13. A person engaging in prostitution who is assaulted by a client is a victim. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 14. A person injured during an attempt to buy drugs is a victim. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 15. A male who refuses to file a police report for domestic violence against a male partner is a victim. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 16. Victims are generally individuals from lower income areas. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 17. Females are more likely to be victims than males. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 18. A person hit with a beer bottle after drinking at a bar is a victim. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| Comments: |
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| **Barriers to Serving Victims - *Please check the category that best describes your view.*** |

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| 19. Competing calls or high workload | | | | |
| ☐ |  |  |  |  |
| Extreme Barrier | Significant Barrier | Some Barrier | Minor Barrier | No Barrier |

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| --- | --- | --- | --- | --- |
| 20. Inadequate training | | | | |
| ☐ |  |  |  |  |
| Extreme Barrier | Significant Barrier | Some Barrier | Minor Barrier | No Barrier |

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| 21. Lack of training funds | | | | |
| ☐ |  |  |  |  |
| Extreme Barrier | Significant Barrier | Some Barrier | Minor Barrier | No Barrier |

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| 22. Lack of personnel | | | | |
| ☐ |  |  |  |  |
| Extreme Barrier | Significant Barrier | Some Barrier | Minor Barrier | No Barrier |

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| --- | --- | --- | --- | --- |
| 23. Victims’ fear or lack of trust in law enforcement | | | | |
| ☐ |  |  |  |  |
| Extreme Barrier | Significant Barrier | Some Barrier | Minor Barrier | No Barrier |

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| --- | --- | --- | --- | --- |
| 24. Victims’ fear of retaliation from offender(s) | | | | |
| ☐ |  |  |  |  |
| Extreme Barrier | Significant Barrier | Some Barrier | Minor Barrier | No Barrier |
|  | | | | |
| 25. Victims’ unwillingness to engage with law enforcement | | | | |
| ☐ |  |  |  |  |
| Extreme Barrier | Significant Barrier | Some Barrier | Minor Barrier | No Barrier |

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| 26. Lack of victim services available in the community | | | | |
| ☐ |  |  |  |  |
| Extreme Barrier | Significant Barrier | Some Barrier | Minor Barrier | No Barrier |
| 27. Lack of adequate information or knowledge of victim services | | | | |
| ☐ |  |  |  |  |
| Extreme Barrier | Significant Barrier | Some Barrier | Minor Barrier | No Barrier |

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| 28. Communication or process issues within **[agency name]** | | | | |
| ☐ |  |  |  |  |
| Extreme Barrier | Significant Barrier | Some Barrier | Minor Barrier | No Barrier |

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| 29. Communication or process issues with victim services providers in the community | | | | |
| ☐ |  |  |  |  |
| Extreme Barrier | Significant Barrier | Some Barrier | Minor Barrier | No Barrier |

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| 30. Communication or process issues with prosecution and court personnel | | | | |
| ☐ |  |  |  |  |
| Extreme Barrier | Significant Barrier | Some Barrier | Minor Barrier | No Barrier |

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| 31. Issues with **[agency name]** morale | | | | |
| ☐ |  |  |  |  |
| Extreme Barrier | Significant Barrier | Some Barrier | Minor Barrier | No Barrier |

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| Comments: | |
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| **Perceptions of Ability to Meet Victims’ Needs - *Please rate your individual ability to meet the following needs of victims. Please check the category that applies.*** |

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| 32. Safety—Response to physical, emotional, and psychological safety of victims and others | | | | | |
| ☐ |  |  |  |  |  |
| Poor | Limited | Acceptable | Good | Excellent | N/A |

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| 33. Support—Ensuring support persons chosen by victims are involved and victims are connected to  service providers | | | | | |
| ☐ |  |  |  |  |  |
| Poor | Limited | Acceptable | Good | Excellent | N/A |

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| 34. Information—Ensuring victims are informed about their rights, available resources, and future  criminal justice system points of contact | | | | | |
| ☐ |  |  |  |  |  |
| Poor | Limited | Acceptable | Good | Excellent | N/A |

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| 35. Access—Ensuring victims can participate in criminal justice system processes and obtain  information and services (e.g., interpreter, assistance reading documents, or other accommodations) | | | | | |
| ☐ |  |  |  |  |  |
| Poor | Limited | Acceptable | Good | Excellent | N/A |

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| 36. Continuity—Providing consistent information about the next steps in the criminal justice process  and case status updates | | | | | |
| ☐ |  |  |  |  |  |
| Poor | Limited | Acceptable | Good | Excellent | N/A |

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| 37. Voice—Providing victims opportunities to ask questions, be heard, and participate in case and  agency practice discussions | | | | | |
| ☐ |  |  |  |  |  |
| Poor | Limited | Acceptable | Good | Excellent | N/A |

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| 38. Justice—Ensuring victims receive fair treatment, opportunities to provide input on case resolution  and how offenders are held accountable | | | | | |
| ☐ |  |  |  |  |  |
| Poor | Limited | Acceptable | Good | Excellent | N/A |

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| Comments: |
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| **Trainings - *Please check the category that best describes your view.*** |
| *The following questions will be about the* ***[name of training]*** *training that occurred on* ***[date]****.*  ***[Repeat section for additional trainings]*** |

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| --- | --- | --- | --- | --- |
| 39. I feel comfortable using the information presented at the training. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 40. The information presented at the training is relevant to my job. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 41. I am interested in the information presented. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 42. My colleagues are interested in the information presented. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 43. I have enough training to use the information effectively. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 44. My supervisor supports and encourages me to use the information presented. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 45. I can find ways to use the information in my work. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 46. There are adequate resources in the agency to implement the information presented. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 47. There are many reasons why you might not use the information presented. Please check all the  reasons that apply. |
| It is too time-consuming to implement.  I already have ways of doing things that work for me.  Training information does not fit my style.  Training information will not work with the people I encounter in my job.  I do not feel properly trained to use the information.  The concepts seem cumbersome to me.  Other (Describe): |
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| 48. What about the training was MOST useful for your day-to-day interactions? Briefly describe how  and why this was helpful. | |
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| 49. What about the training was LEAST useful for your day-to-day interactions? Briefly describe why  you did not find this helpful. |
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| **General Feedback** | |

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| 50. Do you believe there is a need for **[agency name]** to improve its response to victims of crime? |
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| 51. In your position with **[agency name]**, please describe how you interact with or provide services to  victims of crime. Has this changed since **[date of implementation]**? If so, in what ways? |
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| 52. What practical suggestions do you have for improving the agency’s response to victims? |
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| **Demographics - *Please check the category that applies.*** | |
| *Please do not include any identifying information in this section. It will be stored separately from any other information on this survey and will not be linked with your responses in any way. All questions are voluntary and may be skipped.*  *[Note: Agencies should include detailed information about how demographic information will be used and stored. Sample size and the specific information to be collected should be considered. Agencies should minimize the possibility that participants’ answers may inadvertently identify them (i.e., answers to some demographic questions asked in an agency with 20 personnel could easily identify individual participants).]* | |

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| 53. What is your age range? |
| ☐ 18–25  ☐ 26–35  ☐ 36–45  ☐ 46–55  ☐ 56–65  ☐ 66 or older |
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| 54. Which best describes your racial background? (Please check all that apply) |
| ☐ Caucasian  ☐ African American  ☐ Latino  ☐ Asian  ☐ Native American  ☐ Other (Describe): |
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| 55. Is your ethnic background Hispanic? | |
| ☐ Yes  ☐ No | |
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| 56. What is your gender? |
| ☐ Male  ☐ Female  ☐ Other |
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| 57. What is your education level? |
| High school  Some college  College degree  Advanced degree |
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| 58. How many years have you been employed at **[agency name]**? |
| Less than 5  6–10  11–15  16–20  20 or more |
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| 59. What is your assignment? |
| Patrol  Investigations  Command staff  Specialty assignment  Professional staff  ☐ Other (Describe): |

***Thank you for taking the time to complete this survey. The information you provided will be very valuable to us as we work to improve our response to victims of crime. Please remember, this is an anonymous survey, and no member of the agency will see individual responses.***