

# Crime Victim Services Quality & Outcomes Self-Audit

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**CVS MISSION: To help victims prevail over the trauma of their victimization by assisting & advocating for safety, healing, justice, & restitution**

Crime Victim Services exists to improve the lives of victims. This 100 item self-audit tool can flag areas of concern and success to improve outreach (Access), assistance (Structure), and treatment (Process) of victims resulting in a positive and measurable difference (Otcomes) in victim's lives – the Victim Assistance ASPO Audit.

## ACCESS – victims knowing about, finding, and getting into services –

**Sample Access victim survey item: *I was able to contact this program when I needed to***

The Quality area of ACCESS includes, for example, whether the program:

- 1) Is known to the public
- 2) Is able to be contacted when needed
- 3) Has services & buildings which are handicap accessible
- 4) Has needed languages available to communicate with victims
- 5) Clearly explains services so victims can determine if their needs can be met
- 6) Is accessible from main roads, public transportation & close parking
- 7) Has shelter space, appointments, & services ready for victims when needed

<b>Victim Access Audit</b>		5 <small>good</small>	4 <small>OK</small>	3 <small>-</small>	2 <small>poor</small>	1 <small>bad</small>
1) <b>Visible</b>	– Known to the public (e.g., 50% entering a grocery)					
2)	– Known to referral sources (e.g., all law enforcement)					
3)	– ½ a year in media: billboards, TV & radio PSAs, paper					
4)	– Web site: good links, useful content & user friendly					
5)	– Signage: lighted, with hours, 24 hour #, & Web site					
6) <b>Accessible</b>	– Program is near transportation & parking					
7)	– Program is near courthouse & service partners					
8)	– Building, services, & offices physically accessible					
9)	– Languages, Limited English Proficiency & TTY-TDD					
10)	– 24 / 7 response with crisis line, to law enf. & hospital					
11)	– 24 / 7 response to crime scene & death notification					
12)	– Seam-less transition between 1 <sup>st</sup> contact & services					
13) <b>Acceptable</b>	– Friendly & warm facility, furnishings, & decorations					
14)	– Voice tone, words & non-verbal greeting are friendly					
15)	– Intake area private, confidential & safe					
16)	– Conclusion of initial contact inviting & personal					
17) <b>Available</b>	– Clear eligibility & services so victims find it on 1 <sup>st</sup> try					
18)	– Shelter, appointment & services ready when needed					
19)	– Phone lines open & answered with right information					
20)	– E-mail & Web site contact offered & prompt response					

## STRUCTURE – the right framework for the right victim services –

**Sample Structure victim survey items:**  
*The services I needed were available at, or through, this program*  
*I am satisfied with services received at this program*

The Quality area of STRUCTURE includes, for example, whether the program:

- 1) Uses needs assessments, audits, confidentiality & security controls
- 2) Provides Advocacy from time of crime to victim recovery
- 3) Provides comprehensive & outcome focused services
- 4) Has the right funding, equipment, software, facility, & information links
- 5) Has sufficient, expert, efficient, & effective staff following national standards
- 6) Creates relationships with partners, community, officials, & funders
- 7) Maintains a strong oversight body, financial process, & Mission focus

<b>Program Structure Audit</b>		5 <small>good</small>	4 <small>OK</small>	3 <small>-</small>	2 <small>poor</small>	1 <small>bad</small>
1) <b>Governance</b>	– Stable budgets w/ annual & strategic planning practiced					
2)	– Implemented financial checks & balances & yearly audit					
3)	– Expert oversight Board meeting bi-monthly with quorum					
4)	– Board evaluates director yearly & all donate to program					
5)	– Clear Mission focus linked to programs & services					
6)	– Needs assessment every 5 years & linked to services					
7)	– Access-Structure-Process-Outcome audit every 2 years					
8)	– Updated policies, job duties & organizational chart					
9) <b>Partnerships</b>	– Access to police, prosecutor, & court files (read-only)					
10)	– Protocol in place & reviewed quarterly for justice quality					
11)	– Monthly media release, public event or newsletter					
12)	– Volunteer program for community members & interns					
13)	– Legal, spiritual, counseling, medical & language links					
14) <b>Tools</b>	– Good equipment, Internet speed, software & work areas					
15)	– Confidentiality & security protections for victims & staff					
16)	– User-friendly victim rights & trauma recovery material					
17)	– Data management: speed, accuracy, reports & back-up					
18)	– Victim evaluations with at least 10% victims responding					
19) <b>Staff</b>	– Positive, expert, hard working, steady & smart staff					
20)	– Priority of National Credentialing & Service Standards					
21)	– Monthly meetings, annual evaluations & anniversary awards					
22)	– Reasonable staff pay & turnover rate of less than 15%					
23)	– Culture of caring, professionalism, collaboration & fun					
24)	– Annual job specific, diversity, ethics, & trauma trainings					
25)	– Quarterly outcome review & progress plan for all staff					
26)	– Evaluated for outcome knowledge, use & improvement					
27) <b>Services</b>	– Comprehensive services linked to victim outcomes					
28)	– Advocacy from time of crime to victim recovery					
29)	– Emergency money for medicine, utilities, locks, etc.					
30)	– Outreach to un-reported, disabled, at-risk & prior victims					

## PROCESS – victim treatment during services –

**Sample Process victim survey items:**  
*I was treated with respect by program staff*  
*My phone calls were returned within 48 hours*  
*I received court hearing notices on time*

The Quality area of PROCESS includes, for example, whether the program:

- 1) Treats victim kindly & as unique person
- 2) Protects victim confidentiality & safety
- 3) Provides victims accurate, prompt, & on task responses & notices
- 4) Respects victim's culture and beliefs
- 5) Consistently gives support & understanding
- 6) Demonstrates an "open door" for victim participation, evaluation & appeal
- 7) Exhibits high ethical, collaboration, & skill standards

<b>Victim Process Audit</b>		5 <small>good</small>	4 <small>OK</small>	3 <small>-</small>	2 <small>poor</small>	1 <small>bad</small>
1) <b>Integrity</b>	– National Victim Assistance Ethical Standards followed					
2)	– Victim questions & "second opinion" request supported					
3)	– Victim participation & support person encouraged					
4)	– Provide evaluation privacy & service complaint options					
5) <b>Professional</b>	– Accurate & timely notices & information provided					
6)	– Information wording understandable & large font					
7)	– Dress code & non-verbal cues reflect crime seriousness					
8)	– Victim prepared for hearings & involved in processes					
9) <b>Unique</b>	– Cultural sensitivity in word, deed, & surroundings					
10)	– Faith issues addressed & concerns assisted promptly					
11)	– Victim's interests, biases & fears accepted					
12)	– Each personal victim story understood & responded to					
13) <b>Services</b>	– Advocacy oriented for victim needs & official's behavior					
14)	– Victim driven treatment plan & victim chooses services					
15)	– Same Advocate for victim & seam-less back-up if gaps					
16)	– Timely, prompt, on-task & reliable help & response					
17)	– Focus on actual & perceived victim security needs					
18)	– Provide options for restorative justice thinking & healing					
19)	– Open-ended case closing for victims to re-contact					
20)	– Annual care card on date of violence – as appropriate					

## OUTCOMES – making a difference in victim's lives –

Attaining VICTIM OUTCOMES is why Crime Victim Services exists. Victim's needs are unique, but each victim will need one or more of the four primary victim outcomes:

- 1) SAFETY - actual & perceived security
- 2) HEALING - emotional, spiritual & physical recovery
- 3) JUSTICE - system fairness, rights, & respect
- 4) RESTITUTION - financial recovery & stability

### Sample Victim Survey items (1-7 & 30) & Outcome Focused Actions (8-29)

<b>SAFETY - Actual &amp; perceived</b>
<i>1) This program has helped make me more aware of my safety options</i>
<b>HEALING - Emotional, spiritual &amp; physical</b>
<i>2) I have a better understanding of my crisis &amp; trauma</i>
<i>3) I feel less alone since working with this program</i>
<i>4) Victims know if they were a crime victim (assessment by staff - not victim)</i>
<b>JUSTICE system fairness, rights &amp; respect</b>
<i>5) I have a better understanding of how the justice process works</i>
<i>6) I know more about my legal rights since working with this program</i>
<b>RESTITUTION &amp; financial stability</b>
<i>7) I know about Ohio's Victim Compensation for victims of violent crime</i>
<b>OUTCOME FOCUSED ACTIONS - use ranking of 5 (good) - 4 - 3 - 2 - 1 (bad)</b>
<i>8) Hiring ads &amp; event announcement note victim outcomes</i>
<i>9) Hiring interviews include outcomes implementation questions &amp; role play</i>
<i>10) Staff meetings include staff reports &amp; recognition for outcome successes</i>
<i>11) Facility posts up-to-date &amp; public victim outcome measure results</i>
<i>12) Media interviews, fundraising events &amp; speaking tell outcome stories</i>
<i>13) Victim Outcomes &amp; mission statement are prominently posted in facility</i>
<i>14) Activities Manual created &amp; used correlating services to victim outcomes</i>
<i>15) Staff training requests related to intended outcome improvement</i>
<i>16) Annual evaluation of jobs, pay levels, &amp; equipment / software linked to outcomes</i>
<i>17) Inter-agency collaborations created, maintained &amp; monitored for better outcomes</i>
<i>18) Outcomes compared with similar programs &amp; reported to staff &amp; Oversight Board</i>
<i>19) Victim correspondence, donor thank-you letters, &amp; annual reports note outcomes</i>
<i>20) Annual &amp; strategic planning centered on victim outcomes &amp; plan for improvement</i>
<i>21) New grants, services &amp; collaboration requests evaluated by impact on outcomes</i>
<i>22) Journal kept of changes impacting outcomes: staff, duties, protocols, procedures</i>
<i>23) Marketing themes are victim outcomes oriented</i>
<i>24) Program services &amp; reporting centered on Initial Outcomes</i>
<i>25) Outputs (reports of quantity of services) linked to positively impacted outcomes</i>
<i>26) Volunteer recruitment &amp; recognition focused on positively impacted outcomes</i>
<i>27) Prevention of crimes &amp; re-victimizations recognized as long-term outcomes</i>
<i>28) Outcome specific stories provided grant &amp; funding sources</i>
<i>29) Program shirts, pins, pens &amp; other publicity items convey victim outcome focus</i>
<b>SATISFACTION</b>
<i>30) I am satisfied with the services I received from this program</i>