**Sample Internal Agency Personnel Baseline Survey**

**on Law Enforcement Response to Victims**

Thank you for taking the time to participate in this survey. **[Agency name]** has partnered with **[research institution]** to conduct this survey. Your feedback is very important. We are committed to responding to the needs of the community and crime victims. The results of this survey will help us improve our efforts. This is an anonymous survey and should take approximately 10 minutes to complete.

**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.

[Include survey completion and return instructions – examples below]

* 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 roll-call 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 |

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| 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 |
| 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]** personneltrust 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 |
| 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 |

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| 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 |

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| 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 victim needs. 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., interpreters, assistance reading documents, 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 and opportunities to provide input on case resolution and  how offenders are held accountable | | | | | |
| ☐ |  |  |  |  |  |
| Poor | Limited | Acceptable | Good | Excellent | N/A |

Comments:

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| **General Feedback** |

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| 39. In general, do you believe there is a need for [agency name] to improve its services to victims of crime? | |
|  | |
| 40. Given your experience, what practical suggestions do you have for improving the agency’s response to  victims? | |
|  | |
| **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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| 41. What is your age range? |
| ☐ 18–25  ☐ 26–35  ☐ 36–45  ☐ 46–55  ☐ 56–65  ☐ 66 or older |
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| 42. Which best describes your racial background? (Please check all that apply) |
| ☐ Caucasian  ☐ African American  ☐ Latino  ☐ Asian  ☐ Native American  ☐ Other (Describe): |
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| --- |
| 43. Is your ethnic background Hispanic? |
| ☐ Yes  ☐ No |
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| 44. What is your gender? |
| ☐ Male  ☐ Female  ☐ Other |
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| 45. What is your education level? |
| High school  Some college  College degree  Advanced degree |
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| 46. 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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| 47. What is your assignment? |
| Patrol  Investigations  Command staff  Specialty assignment  Professional staff  ☐ Other (Describe): |
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***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.***