

MAINE STATE LEGISLATURE

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Prepared by
The Catherine Cutler Institute
for the Maine Department of Health and Human Services

STATE OF MAINE VICTIM NEEDS ASSESSMENT: 2022

June 2022

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CUTLER
INSTITUTE



Acknowledgments

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January 9, 2023

Dear Reader:

The report you hold is the culmination of a needs assessment of direct victim services funded by Victims of Crime Act (VOCA) in the state of Maine. We, researchers at the Catherine Cutler Institute, were contracted to conduct this assessment by the Office of Child and Family Services (OCFS) within the Department of Health and Human Services.

In our role as researchers, we are data collectors, meaning makers, and producers of information. Across our work, our goal is to help agencies, organizations, and communities thrive in a changing world by translating knowledge and best practices into sustainable solutions that are responsive to societal needs and focused on both short-term and long-term outcomes. While we strive to do this objectively, we acknowledge that inherent bias exists within any research and that it can never be truly neutral. As a team of predominantly white, educated, middle-class researchers working at an institute of higher education, our experiences and our positions in society undoubtedly influence our approaches, understandings, and interpretations of reality.

Furthermore, while some of us have historical experience providing support to victims of crimes, and all of us have experience in collecting and analyzing data, we as researchers operate outside the complicated, multi-layered systems serving victims of crime across Maine. While our work brings us into contact with these systems, we do not have the same comprehensive understanding of how services are delivered across this system.

We also wish to caution the reader that this is a needs assessment, and as such it focuses primarily on the identification of needs. Prioritizing this focus within budgetary and timeline constraints necessarily came at the expense of painting a comprehensive picture of service delivery in Maine. Our report does not focus on what services are provided, where they are provided, by whom, nor in what quantity or quality; it does not include law enforcement, court, or prosecutorial data. This poses a limitation, and we encourage readers to search out other sources to complete their understanding of the vital services being provided across the state. Specifically, we point readers to the [Maine Coalition to End Domestic Violence](#) and the [Maine Coalition Against Sexual Assault](#), both of which engage in data collection. Their reports offer more detailed information of the member centers they represent and the crime survivors they serve.

These limitations notwithstanding, we believe we have achieved our goal of demonstrating the scope of criminal victimization in Maine and in identifying and assessing the needs of crime survivors and the providers who serve them. We likewise believe we have balanced the desire to provide a broad picture of those needs against the desire to capture details that are too often missed with a wide lens. We were particularly concerned to describe the experiences of underrepresented groups, who have the highest rates of victimization in Maine and are often rendered invisible by traditional quantitative data collection methods. We sought to mitigate this by employing focus groups and small group interviews with mainstream and culturally specific providers to gain firsthand accounts and knowledge about what could be improved upon in terms of victim services.



In closing, we have tried to be transparent in our methods, and we welcome your feedback on this report. You bring your own perspective and interpretation to this needs assessment, whether you are a practitioner, survivor, fulfill another role within the system, or are reading this from general interest. We remind practitioners, decision makers, and funders to consider additional contexts when using our data, findings, and recommendations as they seek to allocate limited resources while centering the rights of victims. Our aim is for this report to serve as a springboard for thoughtful and collaborative dialogue that will produce an evidence base that, in turn, yields the best outcomes for victims in Maine.

Sincerely,

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Executive Summary

The 2022 State of Maine Victim Needs Assessment was created to inform Maine Department of Health and Human Services (DHHS) leaders of the current needs of crime victims and to recommend strategies for meeting those needs in accordance with Victims of Crime Act (VOCA) requirements.

VOCA is a federal grant program authorized by the Office for Victims of Crime (OVC) of the U.S. Department of Justice's Office of Justice Programs (OJP). Each state receives funds for the financial support of eligible crime victim assistance programs.

Maine's victim service providers use these funds for direct services for crime victims and have achieved notable successes.

There are also areas in need of improvement and those changes should be guided by this assessment's key findings related to:

1. Crime victims and characteristics of those most affected by crime;
2. Victim service providers and their insights into promising practices and gaps; and
3. The perspectives of crime victims, the service recipients.



Methods

Researchers from the Catherine Cutler Institute at the University of Southern Maine employed a mixed-methods approach to gather data between October 2021 and March 2022. This assessment is organized by the phases of that research and includes:

- Maine Crime Victimization Survey (MCVS)
- Online Victim Service Provider Survey (VSPS)
- Online Victim Needs Questionnaire (VNQ)
- Focus groups and key informant interviews.

The first phase (the MCVS) was used to understand the context of crime in Maine by crime type, demographic characteristics of victims experiencing crime, and if they sought services. The second phase was to gather data from service providers (VSPS), victims' firsthand accounts of their experiences (VNQ), and focus groups and interviews with key stakeholders to gain insights into promising practices and gaps. The corresponding data sets were analyzed to determine overall findings and recommendations.

Key Findings

Key findings are presented as they relate to the lessons learned about crime victims, victim service providers, and the administrators of VOCA funds.

Crime Victims – 6 Findings

- Crime directly impacted one out of every three adults in the state of Maine in 2021.
- The majority of crimes in Maine go unreported, and the majority of victims did not seek assistance from Maine's victim services organizations.
- Just over one-third of crime victims experienced two or more types of crime.
- Persons of color were more likely to be the victim of any and every type of crime except identity crime, and this remained true even after controlling for differences in income.
- Nearly one in five crime victims who reported having experienced any type of crime in the previous 12 months reported that at least one crime was committed by a current or former domestic partner or family member.
- Young adult Mainers (ages 18-34) reported experiencing more victimization than older Mainers and are more likely to report crime to law enforcement.

Service Providers – 5 Findings

- Victim service providers need more formal training opportunities, generally, and that specifically address services and outreach strategies for meeting the needs of diverse populations.
- Victim service providers are routinely not serving or are inadequately serving Maine's diverse populations.
- VOCA-funded services provided most often are criminal/civil justice assistance and information and referral services.
- The lack of culturally accessible services, language-accessible services, and transportation for victims to access services are the most frequently cited barriers to service for Maine crime victims.
- Core victim services are negatively affected by a lack of funding to pay for needed staffing, the inability to retain existing staff, and a lack of training opportunities for staff and volunteers.

Administration of VOCA Funds – 5 Findings

- DHHS methods for determining VOCA funding allocations are not adequately meeting the needs of all crime victims.
- DHHS funding decisions and current VOCA allocation practices favor mainstream organizations to the detriment of diverse populations and emerging programs that offer more culturally relevant and population-specific services for crime victims.
- More resources are needed to support and expand essential victim services provided by victim service providers. Crime victims will continue to have their needs unmet, especially those from underserved communities, unless administrative infrastructure is strengthened to reduce staff turnover and other factors that affect the quality of victim services.
- Maine is the only state in the U.S. that does not have an option for victims of violent crime to participate in an automated notification system for updates on offender custody and criminal case status. Victim service providers noted some concerns about statewide consistency in timeliness and accuracy of current victim notification processes.
- Restitution is a remedy in criminal law that directs a defendant to pay a victim a designated amount to compensate for losses. The poverty rate in Maine contributes to the failure of offenders to pay restitution, with many crime victims unable to recoup losses.

Recommendations

This study revealed concerns about the unmet needs of crime victims. Some types of crime typically affect a small percentage of a large segment of the population, while some very small segments of the population are much more heavily victimized by multiple types of crime. Providing funds for services that will partially or fully satisfy the needs of the many and the few is truly a challenge. This study has found that people of color (often individuals connected to Maine's immigrant and refugee communities or Tribal members) are more likely to experience almost every type of crime. While rates for reporting crime and seeking service are higher for these victims, victim service providers and stakeholders flagged gaps in the provision of culturally competent services. Victim service providers also noted that resources are not allocated adequately for improvements to be made under the current structure.

The following recommendations begin by offering specific guidance to Maine's VOCA State Administering Agency, OCFS at DHHS, and conclude with broader recommendations for the state agencies, coalitions, and councils that oversee and collaborate around the federal, state, and local funding sources that address the needs of Maine crime victims. The fully detailed recommendations begin on [page 90](#).

- 1. Redesign the VOCA funding allocation process to ensure the distribution of funds to victim service organizations commensurate with the changing needs of victims receiving services from those organizations.**
- 2. Prioritize VOCA funding for increased support of core victim services and for regional, population, and culturally specific programs.**
- 3. Establish a VOCA-funded statewide electronic notification system.**
- 4. Fund a permanent Victim Witness Advocate Coordinator position to provide continued statewide support and coordination of Victim Witness Advocates.**
- 5. Explore options for generating additional funds to provide restitution to Maine crime victims.**
- 6. Engage a diverse group of stakeholders to establish a new decision-making process based on statewide strategic planning that addresses coordination of overlapping funding (e.g., VOCA, STOP, FVSPA, etc.) and efforts to meet the ongoing and changing needs of crime victims.**

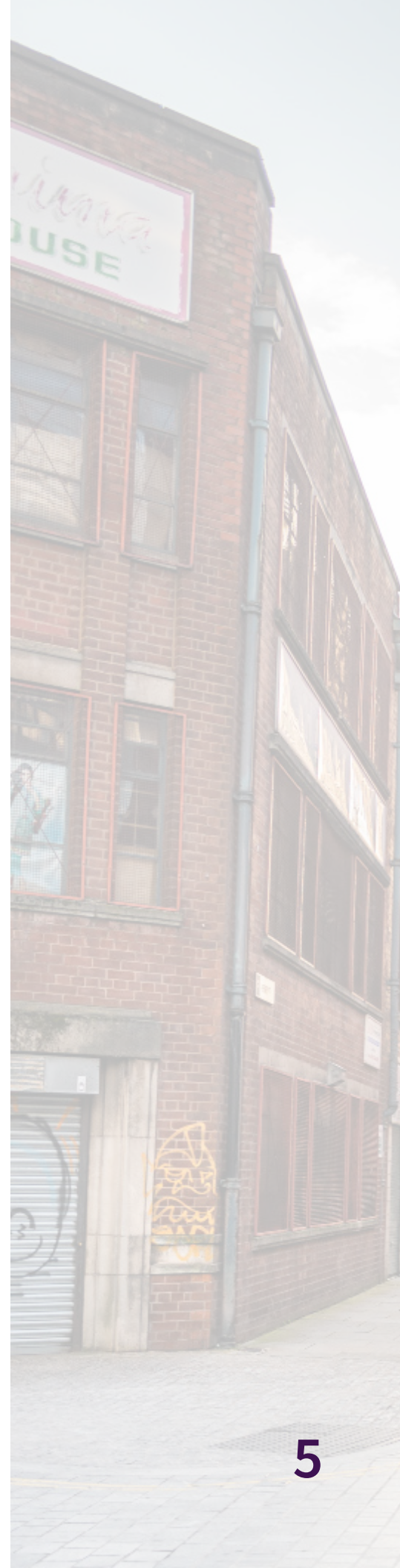
Introduction

The 2022 State of Maine Victim Needs Assessment summarizes the results of a comprehensive research effort to assess the needs of crime victims in the state of Maine and the resources available to help them.

The research was conducted by the University of Southern Maine's Catherine Cutler Institute for Health and Social Policy for the state's Department of Health and Human Services (DHHS) Office of Child and Family Services (OCFS).

DHHS is dedicated to promoting health, safety, resilience, and opportunity for Maine's residents and is responsible for administering the grant program authorized by the federal Victims of Crime Act of 1984 (VOCA).

The findings summarized in this report are intended to inform the distribution of those grant funds, as well as other grant-funded programs and services that respond to the needs of victims and their service providers.



Background

VOCA Victim Assistance Program

The grant program authorized by VOCA is run by the Office for Victims of Crime (OVC) of the U.S. Department of Justice's Office of Justice Programs (OJP). VOCA funds are non-taxpayer monies that are generated by criminal fines, forfeited bail bonds, penalties, and some private funding. Formula grants are provided annually to each state and eligible territory for the financial support of eligible crime victim assistance programs. Each chosen program becomes a sub-recipient of the state's formula grant, receiving a portion of the state's award.¹

Each state and territory's administering agency must periodically perform a needs assessment to determine how best to use its share of federal funding. This required assessment should identify the types of services crime victims currently receive, pinpoint gaps in services; reveal factors that discourage victims from accessing services, document new or developing needs related to changing demographics and changes in criminal activity, and coordinate funding decisions across multiple state and federal funding.² VOCA statute requires that a minimum of 10 percent of each state's funds be allocated to programs that serve previously underserved populations of victims of violent crime, to be identified by type of crime victimizations and/or demographic characteristics.³

Direct services are efforts that:

- Respond to the emotional, psychological, or physical needs of crime victims;
- Assist crime victims stabilize their lives after crime victimization;
- Assist crime victims to understand and participate in the criminal justice system; or
- Restore a measure of security and safety for crime victims.⁴

Victim service providers are entities that receive grant funds under the Violence Prevention Program and:

- Operate by a public agency or nonprofit organization, or a combination of such agencies or organizations, and provide Direct Services to crime victims;
- Has demonstrated the provision of effective services to crime victims via support of its Direct Services by the community, its history of providing Direct Services in a cost-effective manner, and the breadth of depth of its financial support other than the department; or substantial financial support from sources other than the Department;
- Utilizes volunteers in providing services to Victims of Crime, unless this requirement is waived;
- Assists crime victims seeking Victim Compensation Program benefits; and
- Does not discriminate against crime victims because they disagree with the way the state is prosecuting the criminal case.

VOCA-Funded Projects must provide services:

- At no charge to the crime victim;
- Regardless of the crime victim's participation in the criminal justice process; and
- Regardless of crime victim's immigration status.

¹ Code of Federal Regulations. eCFR: 28 CFR Part 94 Subpart B-VOCA Victim Assistance Program. Retrieved from <https://www.ecfr.gov/current/title-28/chapter-I/part-94/subpart-B>

² VOCA Rule 2016. Federal Register (July 8, 2016) Retrieved from <https://www.govinfo.gov/app/details/FR-2016-07-08/2016-16085>

³ U.S. Code Title 42, Chapter 112, 2010 Edition. Retrieved from <https://www.govinfo.gov/content/pkg/USCODE-2010-title42/html/USCODE-2010-title42-chap112-sec10603.htm>

⁴ The definition of "direct services" is defined by VOCA. There is some variance according to type of entity, state and federal statutes, and other funding requirements, however, each victim service provider adheres to their entity's "core practices" for the provision of these essential victim services. For example, victim service providers from sexual assault support centers' core victim services include 24/7 confidential helpline, support groups, referrals to civil legal representation, medical, civil, and criminal systems accompaniment. Victim service providers who are Victim Witness Advocates provide core victim services that include phone support, status updates and notifications, criminal systems accompaniment, and referrals to other services.

Victim Service Needs Assessment

DHHS is the VOCA State Administering Agency (SAA) for Maine, and the agency's Office of Child and Family Services (OCFS) is the distributor of the funds and required to develop the allocation plan and document its process for distributing the funds among victim assistance programs, per VOCA guidelines.

A recent national study of a select number of state VOCA needs assessments was conducted by the Center for Victim Research. The study provided recommendations for how VOCA needs assessments are conducted and called attention to VOCA rules outlining the importance of overall strategic planning.⁵ VOCA is one of several funding sources that address the overlapping needs of crime victims and encourage coordination and collaboration among relevant federal, state, and local agencies to improve services. STOP (Services, Training, Officers, and Prosecutors) Formula Grant funding, under the Violence Against Women Act, requires consultation with state VOCA administrators in the development of an implementation plan. The Byrne Justice Assistance Grant program also requires that state administrators formulate a statewide strategic plan for resource allocation, among other requirements.

Maine's Department of Public Safety is the SAA for both the STOP and Byrne JAG federal awards. In addition to VOCA, DHHS administers federal funding for the Sexual Assault Services Formula Grant (SASP Formula), Rape Prevention and Education (RPE) program, and Family Violence and Prevention Services Act (FVPSA), while the Office of the United States Attorney for the District of Maine manages Victim Witness Services to victims and witnesses of federal crime. Many of the same Maine leaders and state officials are involved in these overlapping efforts and already engage in meaningful collaboration and coordination. This VOCA needs assessment therefore aims to support this ongoing work and aid future funding decisions for the provision of VOCA as well as all the other relevant federal and state funding sources that address the needs of crime victims. This coordination is increasingly important as expanding victim needs outpace available federal and state funding.

The importance of a needs assessment in Maine was highlighted in the 2019 audit of the OJP Victim Assistance Grants awarded to Maine DHHS. The audit, conducted by the U.S. Department of Justice Office of the Inspector General (OIG), included findings that DHHS had not conducted a required statewide strategic plan or needs assessment in accordance with VOCA grant requirements and that that omission increased the risk of "not providing assistance to unidentified classes of victims, impaired its ability to identify underserved victims, and did not ensure that the distribution of funds to victim service organizations were commensurate with the changing needs of victims receiving services from those organizations."⁶ In August 2019, Maine's DHHS Commissioner, Jeanne Lambrew issued a response, noting that the department would complete a statewide and comprehensive victim needs assessment to inform a funding allocation strategy in accordance with VOCA guidance, among other recommendations that would be implemented. In August 2020, DHHS issued a Request for Proposals for a Victim Services Needs Assessment, and in early 2021, DHHS contracted with the Catherine Cutler Institute to conduct that assessment.

⁵ Center for Victim Research. (2020). *Victim Services Needs Assessments: Past Experiences and New Opportunities*. Retrieved from <https://ncvc.dspspacedirect.org/handle/20.500.11990/4181>

⁶ U.S. Department of Justice, Office of the Inspector General. (2019). *Audit of the Office of Justice Programs Victim Assistance Grants Awarded to the Maine Department of Health and Human Services, Augusta, Maine*.

The assessment was required to gather information from a variety of sources to identify the needs of crime victims in the state of Maine and the resources available to help them. There was also interest in learning more about victim service providers' strengths, promising practices, and obstacles, as well as their understanding of unmet needs of crime victims.

After the Institute was selected to conduct the assessment, the initial project period was extended, and a Maine Crime Victimization Survey (MCVS) was added to the contract. The purpose of the MCVS was to collect data to help understand the extent of victimization, crime reporting, and assistance seeking, as well as variations in crime rates between demographic groups. OCFS also added funding to the contract to expand outreach efforts to culturally specific and underserved populations. This expansion included additional focus groups and key stakeholder interviews and having the MCVS and VNQ surveys as well as the assessment's Executive Summary translated into Arabic, French, Portuguese, Somali, and Spanish to ensure they were more readily accessible to a diverse cross-section of Maine's population.

In the fall of 2021, the Maine Coalition Against Sexual Assault (MECASA) provided additional funds to augment the crime victimization survey to include more questions on lifetime sexual assault, human trafficking, and domestic violence. This funding supported research staff time generally and specifically for the data analysis related to the added questions. It also provided the means for the research team to generate a separate report, 2022 Maine Crime Victimization Report: Informing Public Policy for Safer Communities.

Neither OCFS nor MECASA staff were directly involved in data gathering efforts or analysis for the MCVS. However, the research activities supported by the previously detailed additional funding helped generate a larger response rate for the MCVS, increasing the likelihood that the survey sample was representative of Maine's population.

Population and Demographics of Maine

Geography - Maine is a largely rural state with an overall population of 1.36 million residents. Maine's population density varies widely across its counties. Washington County, for example, has a population density of 12.8 people per square mile, while Cumberland County has a density of 337.2. Most Maine residents live in rural towns and small cities. In these locales, limited public transportation, longer distances to services, and a lack of anonymity and security often add to the burden on crime victims.

Race and Ethnicity - According to the 2020 census, most Mainers identify as White (91%). However, over the last decade, almost all (95%) of Maine's total population growth has been due to non-White populations.^{7,8,9} Even though individuals that identify as Black/African American make up a relatively small percentage of the state's population, this percentage has almost quadrupled in twenty years, climbing from 0.5% in 2000 to 1.9% in 2020. Additionally, an estimated 87,217 immigrants, refugees, and asylum seekers live throughout Maine and newly arrived asylum seekers are predominantly Black, African.¹⁰ Relatedly, Maine's two largest cities Portland and Lewiston, continue to be more diverse than much of the rest of the state with 15.4% of Portland's residents and 13.4% of Lewiston's residents identify as a race other than White. In 2019, 34% of Portland's public school students and 28% of Lewiston's public school students did not use English as their primary language.^{11,12}

Native Americans have been living in the land now known as Maine for thousands of years. The four federally recognized tribal nations that form the Wabanaki Alliance are the Aroostook Band of Mi'kmaq, Houlton Band of Maliseet, Passamaquoddy Tribe, and Penobscot Nation. The proportion of the state's Indigenous population is under 1% (0.7%) with currently fewer than 10,000 enrolled members of tribal nations.¹³

Age - Maine has the oldest median age in the country. Over one-fifth of the population is over the age of 65 and Maine's median age rose 1.9 years from 2010 to 2019.¹⁴ Studies indicate that one out of ten adults aged 60 and older have experienced abuse in the past year, and that over 40,000 Mainers aged 60 and older experienced some form of abuse in 2020.^{15,16} It is also estimated that 9% of those 65 and over live below the poverty line.¹⁷

⁷ Maine Legislature. Title 5, Chapter 631, Permanent Commission on the Status of Racial, Indigenous, and Maine Tribal Populations. <https://legislature.maine.gov/statutes/5/title5ch631sec0.html>

⁸ Hollowell, A., & Rector, A. (2021, November 30). *Maine's Economy During COVID-19: 2020 Year in Review*. Retrieved from <https://www.maine.gov/dafs/economist/sites/maine.gov.dafs.economist/files/inline-files/2020%20Year%20in%20Review.pdf>

⁹ U.S. Census Bureau. (2021, August 25). *Maine Population Grew 2.6% Last Decade*.

¹⁰ Maine Immigrants' Rights Coalition. Retrieved from <https://maineimmigrantrights.org/who-we-are/>

¹¹ Portland Public Schools Multilingual & Multicultural Center. (n.d.). *Demographic Data*. <https://mlc.portlandschools.org/about/demographic-data>

¹² Morris, L. & Johnson, A. (2019). *Analysis of essential programs and services components: English Language Learners report of findings*. Maine Department of Education. <https://www11.maine.gov/doe/sites/maine.gov.doe/files/inline-files/ELL%20component%20review%201.8.20Update.pdf>

¹³ U.S. Census Bureau. (2020) *Maine State Profile*.

¹⁴ U.S. Census Bureau. (2020). *Maine State Profile*.

¹⁵ Acierno, R., Hernandez, M. A., Amstadter, A. B., Resnick, H. S., Steve, K., Muzzy, W., & Kilpatrick, D. G. (2010). Prevalence and correlates of emotional, physical, sexual, and financial abuse and potential neglect in the United States: the National Elder Mistreatment Study. *American Journal of Public Health, 100*(2), 292-297. <https://doi.org/10.2105/AJPH.2009.163089>

¹⁶ Maine Elder Justice Coordinating Partnership. (2021). *The Maine Elder Justice Roadmap*. https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/inline-files/EJCP_Roadmap_0.pdf inline-files/EJCP_Roadmap_0.pdf

¹⁷ Census Reporter.org. (n.d.). Maine Profile Data. Retrieved from <https://censusreporter.org/profileshttps://censusreporter.org/profiles/04000US23-maine/04000US23-maine/>

Poverty - Poverty remains a reality throughout the state. One in nine Mainers (11%) are living below the poverty line, with northern Maine counties tending to have higher poverty rates than the more populous southern counties.¹⁸ Studies have shown that individuals living at or below the poverty line have more than double the rate of violent victimization as persons in high-income households.¹⁹ In 2018, 37% of Mainers who identified as Black or African Americans lived below the poverty level, as well as 34% of American Indians, 21% of Hispanic or Latinos, and 12% of those identifying as White or Asian.²⁰

Crime Rate in Maine

Historically, Maine's crime rates have been considerably lower than the U.S. rates. In 2020, crime in Maine decreased 6.1% making 2020 the ninth consecutive year violent crime had decreased in Maine.²¹ While domestic violence assault decreased by 6% in 2020, domestic violence is typically underreported. Furthermore, there is no single index for domestic violence, and the violent crimes that are typically committed in a domestic setting—threatening, terrorizing, violating protection from abuse orders, etc.—are not included in index crime rates. In 2020, 489 incidents of rape were reported which is a decrease from 2019. Yet, this decrease likely indicates a decrease in reporting to law enforcement as there was not a decrease in number of victims accessing Maine's sexual assault hotline.²²

A 2019 survey of all Maine high schools students, conducted by Maine DHHS and Maine Department of Education, indicated that 10.8% of high school girls and 4.0% of high school boys responded “yes” when asked, “Have you been physically forced to have sexual intercourse when you did not want to?” with higher rates for students who were American Indian or Alaskan Native (girls 21.3%, boys 5.3%), Hispanic (girls 17.0%, boys 8.2%), Black or African American (girls 12.5%, boys 6.6%), and multiple races (girls 15.0%, boys 8.5%). The highest rates were for students who identified as gay/lesbian (18.7%) and transgender (29.5%).²³ Lastly, federal crime data statistics of hate crimes reported in Maine show a total of 83 incidents in 2020, which was an increase from those reported in previous years.²⁴

¹⁸ U.S. Census Bureau. (2020). *Maine State Profile*.

¹⁹ Harrell, E., Lanton, L., et al. (2014). *Household Poverty and Nonfatal Violent Victimization*, Bureau of Justice Statistics. <https://bjs.ojp.gov/library/publications/household-poverty-and-nonfatal-violent-victimization-2008-2012>

²⁰ Maine Equal Justice. (2021). The state of poverty in Maine, 2021. https://maineequaljustice.org/site/assets/files/2284/stateofpovertyinmaine8_5x11_1-4-21.pdf

²¹ State of Maine, Department of Public Safety, Uniform Crime Reporting Division. (Augusta, ME). “Crime in Maine – 2020. <https://www.maine.gov/dps/msp/about/maine-crime/2020>

²² News Center Maine Staff, News Center Maine. (December 1, 2021). Overall crime down in Maine for ninth straight year <https://www.newscentermaine.com/article/news/crime/overall-crime-rates-in-maine-decrease-motorvehicle-theft-arson-reports-increase/97-2e5f0c36-ee2b-415f-b2a5-9968f5d12ebb>.

²³ Maine Department of Health and Human Services, Maine Department of Education. (2019). 2019 MIYHS High School Report: Detailed Reports – Comparisons by Gender, Age, Grade, Hispanic Ethnicity, Race, Sexual Orientation, Transgender Identity, Public Health District, and County. Maine Integrated Youth Health Survey. https://data.maine-public-health.gov/miyhs/files/2019_Reports/Detailed_Reports/HS/MIYHS2019_Detailed_Reports_HS_State/Maine_High_School_Detailed_Tables.pdf

²⁴ Federal Bureau of Investigation. (n.d.). Crime Data Explorer. Maine figures obtained from <https://crime-data-explorer.fr.cloud.gov/downloads-and-docs>.

Needs Assessment Overview

The Catherine Cutler Institute and its Survey Research Center (SRC) employed a mixed methods approach to gather comprehensive data about the current status of victim services in Maine. This approach included four projects:

- Maine Crime Victimization Survey (MCVS)
- Online Victim Service Provider Survey (VSPS)
- Online Victim Needs Questionnaire (VNQ)
- Focus groups and key informant interviews

The Institute research team deployed these four projects to ensure rigorous data collection that would elevate the direct experience of victims and the voices of practitioners in order to identify holistic findings and recommendations. The survey instruments were based on pre-established questions from previously deployed crime victimization surveys, the National Census of Victim Service Providers, and the National Survey of Victim Service Providers. The VSPS, VNQ, focus groups, and key informant interviews also utilized a researcher-practitioner approach, engaging partners like the Maine Coalition Against Sexual Assault, Maine Coalition to End Domestic Violence, Immigrant Resource Center of Maine, and the Office of the Maine Attorney General in question development and participant outreach efforts.

OCFS staff reviewed and approved all evaluation tools prior to their implementation as well as helped identify VOCA grantees and non-VOCA contacts to engage in survey and interview efforts. Throughout the project, the Institute provided OCFS with narrative reports that outlined work completed at various stages of the project, as well as proposed next steps, as detailed in the overall work plan. While OCFS staff provided administrative oversight and engaged in regular status updates from the project team, OCFS staff did not participate in surveys, interviews, data analysis, or the development of findings and recommendations.

This needs assessment report begins by presenting the 2022 Maine Crime Victimization Survey methodology and findings in order to establish the extent of criminal victimization in Maine ([Chapter 1](#)). The 2022 MCVS is the fourth crime victimization survey the Institute has conducted for the state of Maine over the last 20 years. The survey, patterned after the National Crime Victimization Survey, gathered data about respondents' experiences with various crimes over the previous 12 months, including crimes that were not reported to law enforcement, as well as demographic characteristics of respondents. While the 2022 MCVS was modified slightly from the previous iteration, findings from this need assessment include comparisons between them whenever appropriate.

After establishing the parameters of victimization in Maine, the assessment next details the methodology and findings of the VSPS, VNQ, focus groups, and key informant interviews ([Chapter 2](#)). These data collectively present a granular look at vital components such as victim service delivery and accessibility, outreach and awareness, and if victims' needs were met. While the data are not representative of all crime victims and data limitations will be detailed, the Institute research team aimed to include a broad cross-section of crime victims and service providers in the deployment of these surveys and interviews. Lastly, the results from all four data sources are synthesized into key findings for crime victims, service providers, and the administration of VOCA funds, and six recommendations are presented ([Chapter 3](#)).

Overall Challenges

While the research team aimed to provide an in-depth analysis of crime victims' needs according to geographic region and availability of existing services, more detailed findings are not possible due to a relatively small number of victim service providers in the state and an even smaller number of them who engaged in this assessment. Maine's overall crime rate is low and the rate of victims seeking services is even lower. Therefore, it was challenging to determine regional trends based on small numbers. Crime victims and victim service providers did reveal some barriers as to why services are not sought, however, further exploration is needed to more fully understand why victims are not reporting and/or seeking current services.

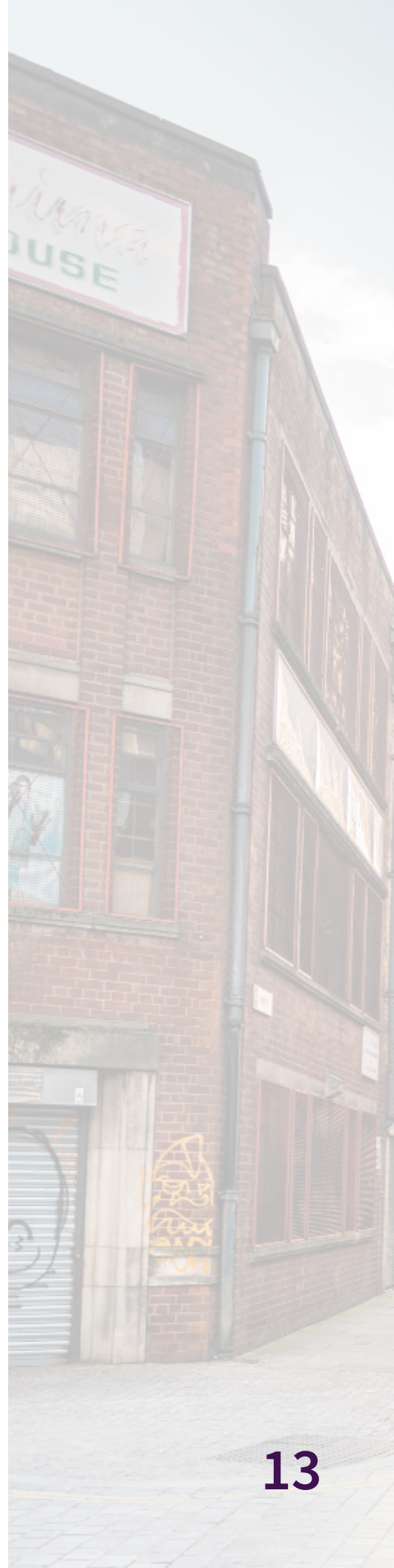
Once there is a more detailed understanding of these victims' needs, resources should be adjusted accordingly. Attention should be paid to crime type, regional differences, and demographic characteristics, so victim service providers and other community-based program leaders can adapt their outreach, referral, and programs to better meet regional and population-specific needs.

While the research team worked to incorporate many voices into the research design, we recognize that applied research is never truly neutral. As a team of educated, middle-class, White professionals, our cultural perspectives and implicit biases are unintentionally influenced by our experiences and privilege, especially while working within an institution of higher education. While the team acted intentionally to mitigate these risks throughout the study, we must acknowledge them. Future research efforts should strive for more diverse perspectives at the center of project development and throughout design, implementation, analysis, and recommendations.

Chapter 1: *Setting the Context*

The full findings from this survey are available in a separate report.²⁵ What follows here is a brief summary of victimization rates, reporting rates, and victim service seeking rates by offense type, followed by a more in-depth look at the association between demographic characteristics of survey respondents and these three rates. It is the hope of researchers that these findings will be used to inform the direction of resources to improve the provision of services to those who are victimized.

²⁵ Murray, C., Dumont, R., & Shaler, G. (2022). *2022 Maine Crime Victimization Report: Informing Public Policy for Safer Communities*. Maine Statistical Analysis Center. University of Southern Maine.



MCVS Methodology

In order to obtain a random sample of Maine residents for the MCVS, the Institute research team obtained an address-based sample frame. This frame included addresses for 12,000 Mainers aged 18 and older, along with landline and cell phone numbers when available so that follow-up calls could be made. The result was a list containing 4,002 records in which a landline number was present, 5,860 records in which a cell phone number was present, 1,710 records in which both phone numbers were present, and 3,848 records in which no phone number was present.

Surveys were mailed out at the beginning of January 2022. The mailing included a cover letter, a two-page two-sided survey in English (See full survey in Appendix A), and a postage-paid return envelope. The cover letter featured a bold insert containing a list of languages (Arabic, Spanish, French, Portuguese, Somali, and English), each translated into its respective language, along with a weblink in the form of a tiny URL so respondents could complete the survey online in any of the listed languages. Phone follow-up began a week and a half after surveys were mailed, and a total of 3,076 persons were randomly selected and called. Interviewers encouraged respondents to complete the survey over the phone, but if respondents were not able or willing, interviewers asked them to complete the paper or online version instead. Because preliminary analysis of completed surveys showed that respondents were disproportionately older, the SRC opted to utilize an online panel²⁶ to obtain more responses from those aged 18 to 34.

The survey was shut down approximately 8 weeks after launch with a total of 1,363 responses. The majority of responses, 87% (n=1,181), were mail responses, 5% (n=72) were phone, 4% (n=58) were panel, and 4% (n=52) were online. Only two online surveys were completed in a language other than English (one in Spanish and one in Arabic). Of the 12,000 surveys mailed, approximately 2,304 (19%) were undeliverable. Interviewers called some of these respondents but not all, resulting in a reduction of 1,835 in the sample frame and an overall response rate of 13%.²⁷

Point Estimates, Confidence Intervals, and Confidence Levels

The purpose of most surveys is to gain information about a population by questioning a subset (or sample) of that population. The rates obtained from this sample are called *point estimates*, and these rates very accurately reflect the sample's experiences with victimization. They less precisely describe the overall population's experiences related to victimization. The larger the sample, the greater the likelihood that the sample will be representative of the population and the greater the accuracy of the estimates obtained.

²⁶Online survey panels are made up of people who have agreed to be contacted on a regular basis to share their experiences and opinions. Participants are recruited from a wide variety of sources, and researchers can specify the demographics for a particular panel (e.g., Maine residents aged 18 to 34). These factors help ensure that the panel will be representative of the population of interest.

²⁷Response rates do not include panel participants in either the numerator or denominator.

In statistics, the level of precision is typically communicated in terms of *confidence levels* and *confidence intervals*. Confidence levels state a level of certainty about the interval. Typically, surveys employ a 95% confidence level, which means that there is a one in twenty chance (5%) that the confidence interval does not, after all, contain the true population rate. This survey has a 95% confidence level, and (because confidence intervals depend upon the number of responses and the distribution of answers) it has varying confidence intervals. These intervals are represented visually along with point estimates in graphs throughout the report. For the questions answered by the entire sample (n=1,363), the confidence interval is $\pm 3\%$.

Another issue associated with confidence intervals that bears mentioning here is that when samples are small, confidence intervals become large, and they become particularly large when the rates themselves are small. There are instances throughout this report where rates *appear* to be quite different, but due to the small number of responses, *it cannot be conclusively stated that they are*.

Weights

In theory, a study utilizing a random sampling design should result in a representative sample, but in reality, people respond to recruiting efforts in a way that is not random and which results in a sample that is not perfectly representative of the population. Respondents' non-random self-selection becomes apparent when the sample data have demographic distributions that are different from that of the study population.

This is a common occurrence with surveys, and the current survey is no exception. To counteract respondents' non-random self-selection, analysts used a weighting procedure. Survey data were weighted in terms of age, gender, household income, race/ethnicity, and county to match Maine's population distributions as described in Census tables.²⁸ The rates reported in this survey are weighted rates unless otherwise stated.

RUCA Classification

Urban and non-urban areas in this report were calculated using Rural-Urban Commuting Area Codes (RUCAs). RUCAs are determined by Census designation, including consideration of population density and work commuting patterns, and are approximated to individual zip codes.²⁹

²⁸ Age, gender, household income, and county data were obtained from the American Community Survey (5-year estimates), while race/ethnicity were obtained from the 2020 Decennial Census.

²⁹ For more information about RUCAs, see the U.S. Department of Agriculture's Economic Research Service website at <https://www.ers.usda.gov/data-products/rural-urban-commuting-area-codes.aspx>

MCVS Limitations

There are several limitations to this study. Some are the result of the tension that exists in any survey between the desire to collect as much data as possible and the need to operate within budget. While the final version of the survey asked respondents whether they had experienced each crime one time or multiple times, it did not ask for specific numbers. As a result, it is not possible to estimate the number of crimes experienced by Mainers, just the number of types of crime (e.g., property, identity, etc.).

Similarly, it is not possible to say which crimes were domestic violence crimes. Respondents who reported at least one crime were asked whether *any* crimes were committed by an intimate partner or family member, but they were not asked *which* crimes were committed by them when there were multiple crime types, as was often the case. This same limitation applies to hate crime—it is not possible to say which types of crimes were committed due to a respondent’s race, gender, religion, sexual orientation, or gender identity when there were multiple crime types, as was also often the case.

Another limitation is the inability to look at respondents aged 18 to 24 separately. This demographic was underrepresented in the sample frame and had a poor response rate compared with older adults. The panel also did not result in enough respondents within this range to analyze them separately. As a result, the youngest age category includes those aged 18 to 34. Also, due to the challenge of obtaining a representative sample frame of those younger than 18 and the ethical constraints of surveying them about victimization, young people were not included in this study.

MCVS Findings

A total of 1,363 respondents completed the survey. The following table displays both the unweighted and weighted distributions by demographic attribute. Note that not every respondent provided responses to every demographic question. The proportions reported below are based on the known totals. The known proportion appears next to each attribute (E.g., 98% of respondents provided a response to the marital status question). To see the questions and crime definitions as they appeared for respondents, please see the Crime Victimization Survey provided as [Appendix A](#).

Table 1: Demographic Attributes of Respondents

	u*	w**		u*	w**
Gender † (98%)			Marital Status (98%)		
Female	48%	48%	Single, never married	10%	19%
Male	52%	52%	Married	58%	53%
Age (96%)			Divorced	15%	15%
18-34	9%	25%	Widowed	11%	6%
35-44	8%	14%	Separated	1%	<1%
45-54	12%	17%	Unmarried, cohabitating	4%	6%
55-64	22%	19%	County (96%)		
≥65	49%	25%	Androscoggin	7%	8%
Household Income (93%)			Aroostook	4%	5%
<\$25,000	15%	21%	Cumberland	27%	22%
\$25,000-\$49,999	23%	23%	Franklin	2%	2%
\$50,000-\$74,999	20%	19%	Hancock	4%	4%
\$75,000-\$99,999	15%	14%	Kennebec	9%	9%
≥\$100,000	27%	24%	Knox	3%	3%
Race/Ethnicity†† (97%)			Lincoln	3%	3%
Non-Hispanic White	95%	92%	Oxford	3%	4%
Persons of color	5%	8%	Penobscot	10%	11%
RUCA Designation (96%)			Piscataquis	1%	1%
Urban/suburban	72%	71%	Sagadahoc	4%	3%
Small town/rural	28%	29%	Somerset	3%	4%
			Waldo	3%	3%
			Washington	2%	2%
			York	15%	15%

u*=unweighted w**=weighted

†The numbers reported here reflect the weighting distribution, which is based on dichotomous gender categories provided by the Census. The survey included additional categories for those who felt they did not fit into these categories. While there were too few responses in these categories to report separately, these responses were included in the overall analysis.

††This category includes those who reported any race other than White as well as those who reported being Hispanic/Latino. The terms “persons of color” will be used throughout this report to refer to this combined demographic.

Survey respondents were asked whether they had been the victim of five different types of crimes over the past 12-month period. These types included the following:

- Property crime
- Violent crime (including robbery, assault, sexual assault, and rape)
- Threatening with physical violence
- Identity crime
- Stalking (including multiple types of stalking behavior)

Respondents who answered in the affirmative were asked two follow-up questions to determine whether they had reported the crimes to law enforcement and whether they sought services from a victim service organization. Those who reported experiencing crime were asked two more questions to determine whether those crimes were hate crimes and/or domestic violence crimes. Finally, respondents were asked two questions related to their lifetime experience with rape or human trafficking.

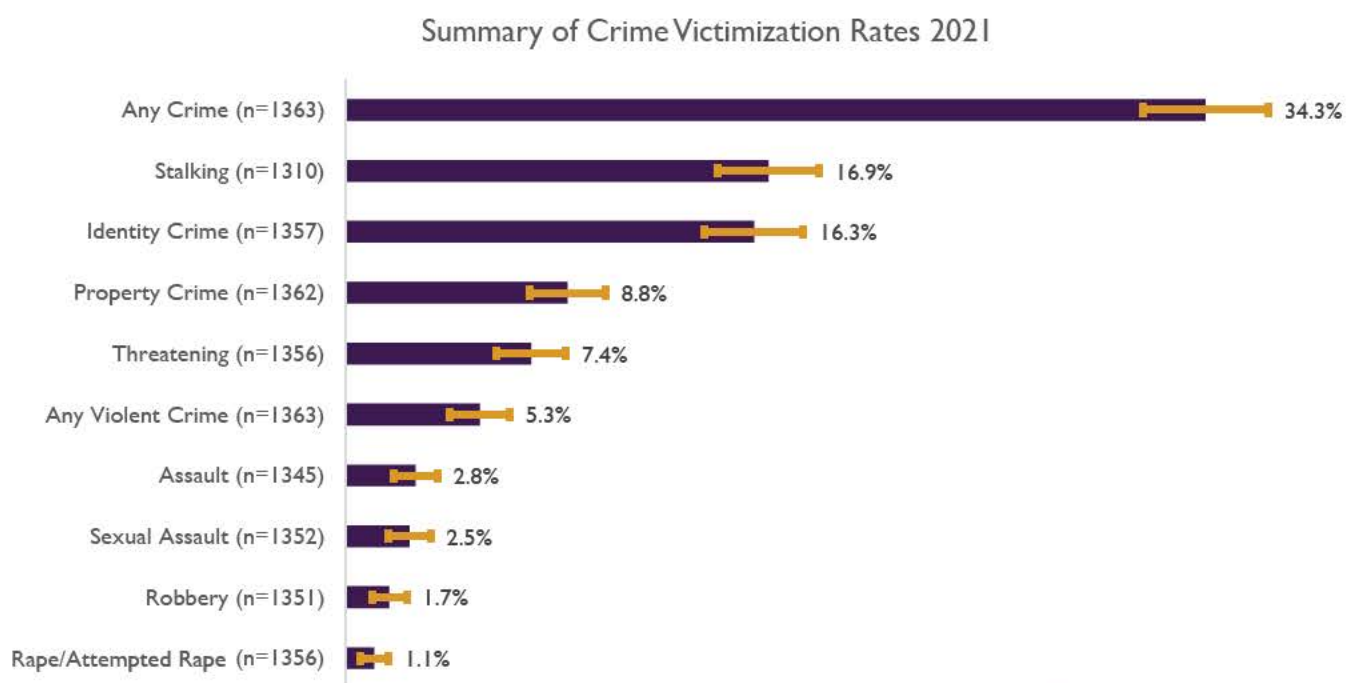


Figure 1

Table 2. Crime Overview summarizes victimization rates, reporting rates, and victims service seeking rates by offense type. The next section of this report looks at these rates by respondent demographics in order to better understand who is impacted by different crimes and how various subpopulations differ in terms of crime reporting and seeking services.

Table 2: Crime Overview

	Experienced the Crime		Reported the Crime to Law Enforcement*		Sought Victim Services Following the Crime*	
	Point Estimate	Confidence Interval	Point Estimate	Confidence Interval	Point Estimate	Confidence Interval
Any Crime (n=1,363)	34.3%	31.8% - 36.8%	32.1%	27.9% - 36.4%	12.6%	9.6% - 15.6%
Property Crime (n=1,362)	8.8%	7.3% - 10.4%	56.5%	47.6% - 65.4%	12.3%	6.4% - 18.1%
Identity Crime (n=1,357)	16.3%	14.3% - 18.3%	20.7%	15.4% - 26.1%	11.1%	7.0% - 15.3%
Threatening (n=1,356)	7.4%	6.0% - 8.8%	46.2%	36.4% - 56.0%	19.6%	11.8% - 27.3%
Stalking (n=1,310)	16.9%	14.8% - 18.9%	20.1%	14.8% - 37.3%	10.5%	6.5% - 14.6%
Violent Crime (n=1,363)	5.3%	4.1% - 6.5%	39.0%	27.8% - 50.2%	35.0%	24.1% - 46.0%
Robbery (n=1,351)	1.7%	1.0% - 2.4%	†		†	
Assault (n=1,352)	2.8%	1.9% - 3.6%	†		†	
Sexual Assault (n=1,352)	2.5%	1.7% - 3.4%	†		†	
Rape (n=1,356)	1.1%	0.6% - 1.7%	†		†	
Hate Crime (n=1,270)	6.6%	5.2% - 7.9%	‡		‡	
Domestic Violence (n=1,324)	6.2%	4.9% - 7.4%	‡		‡	
Lifetime Rape (n=1,341)	23.1%	20.8% - 25.4%	‡		‡	
Lifetime Traffic (n=1,293)	3.2%	2.2% - 4.1%	‡		‡	

* The denominator for these rates is the number of respondents who experienced the crime (rather than all respondents).

† Given the small percentages of violent crimes (robbery, assault, sexual assault, and rape), reliable estimates could not be calculated for the proportion of victims who reported crimes to law enforcement or who contacted victim services.

‡ Respondents who indicated they had been a victim of a hate crime, domestic violence, or of crimes throughout their lifetime were not specifically asked whether those incidents were reported to the police or whether they sought victim services for those crimes.

Demographic Characteristics of Victims

Several demographic attributes were frequently associated with victimization regardless of crime type. The most frequently observed attributes associated with crime were age and race/ethnicity— younger adults and persons of color were more likely to be victimized for every type of crime except identity crime. Gender was also frequently associated with victimization. Household income was associated with some types of victimization, as was location (RUCA), and relationship status.

Younger adults and persons of color were more likely to be victimized for every type of crime except identity crime. Gender was also frequently associated with victimization.

Several demographic attributes were more frequently associated with reporting crimes to law enforcement and seeking victim services. Younger victims, people of color, those without partners, and females were more likely to report crimes and seek services than their counterparts. Those with lower household incomes were more likely to seek victim services than those in higher income brackets, and those in urban or suburban areas were less likely to seek victim services than those in rural locations.

Age

Crime Disparity

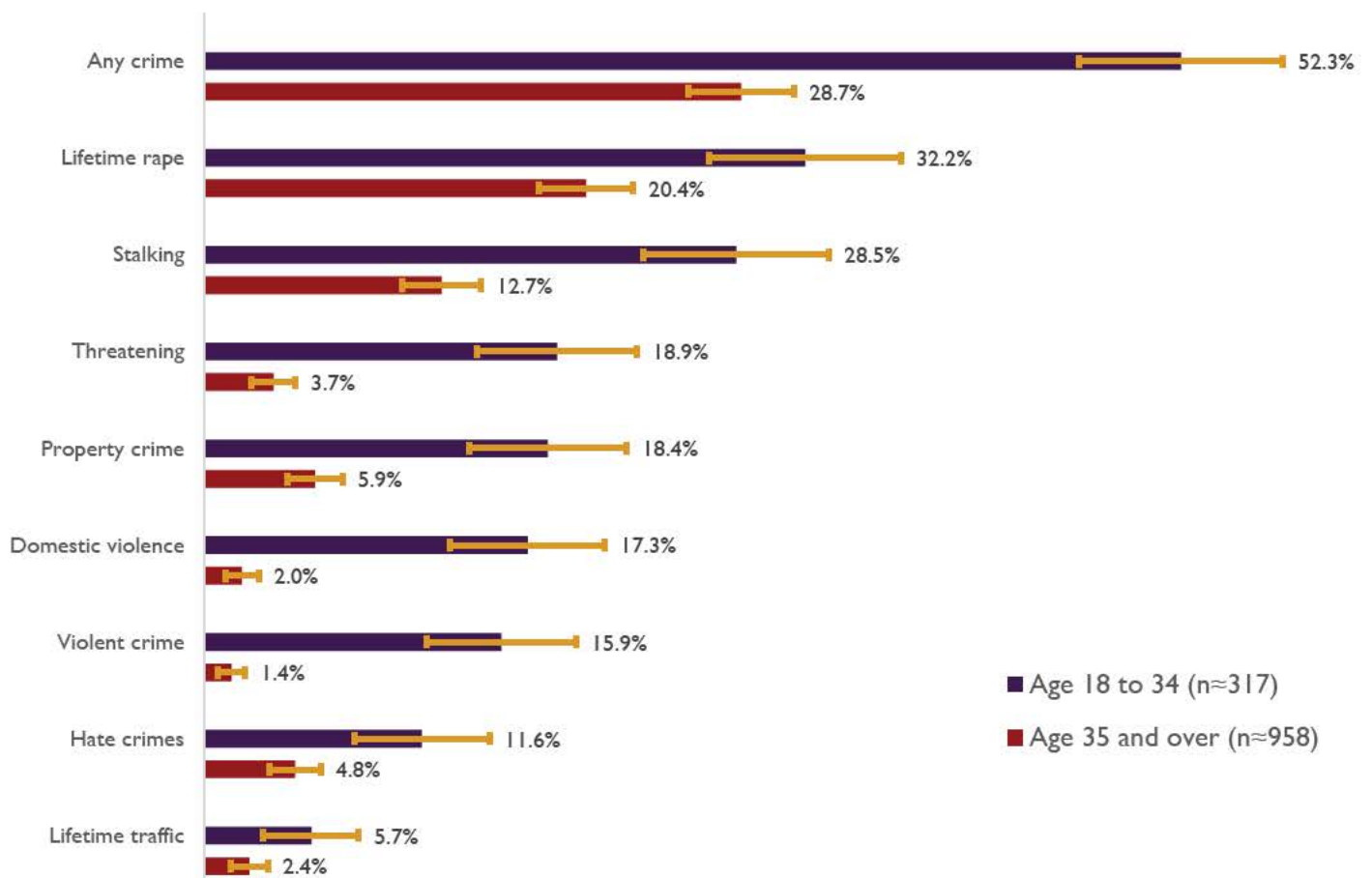
Younger adults were more likely to be the victim of every type of crime except identity crimes:³⁰

- **Overall**, respondents between the ages of 18 and 34 were more likely to experience over the last 12 months at least one type of victimization (52%) compared with respondents aged 35 and older (29%).
- Those aged 18 to 34 had a higher rate of **lifetime rape/attempted rape**, at 32%, compared with those aged 35 and over, at 20%.
- Respondents between the ages of 18 and 34 were more likely to have been the victim of **stalking**, at 29%, while their older counterparts had a lower rate, at 13%.
- Those aged 18 to 34 had a higher rate of being **threatened** with violence, at 19%, compared with those aged 35 and over, at 4%.
- Respondents aged 18 to 34 were more likely (18%) to be the victim of **property crime** compared with respondents aged 35 and older (6%).
- **Domestic violence** was indicated by a higher percentage of younger adults: those aged 18 to 34 had a rate of 17%, compared with those aged 35 and older, who had a rate of 2%.

³⁰ Any crime: $\chi^2(1, N=1,302)=59.511, p<.001, \Phi=.214$; Lifetime rape: $\chi^2(1, N=1,286)=18.416, p<.001, \Phi=.120$; Stalking: $\chi^2(4, N=1,254)=42.455, p<.001, \Phi=.184$; Threats: $\chi^2(1, N=1,296)=80.697, p<.001, \Phi=.250$; Property: $\chi^2(1, N=1,303)=46.056, p<.001, \Phi=.188$; DV: $\chi^2(1, N=1,270)=101.690, p<.001, \Phi=.283$; Violent crime: $\chi^2(1, N=1,303)=106.757, p<.001, \Phi=.286$; HC: $\chi^2(1, N=1,214)=17.249, p<.001, \Phi=.119$; Lifetime trafficking: $\chi^2(1, N=1,243)=8.355, p=.004, \Phi=.082$

- Likewise, younger respondents, aged 18 to 34, were more likely, at 16%, to experience **violent crime** than their older counterparts, aged 35 and older, at 1%.
- Those aged 18 to 34 were more likely to have experienced a **hate crime**, at a rate of 12%, compared with those aged 35 and older, at 5%.
- The youngest cohort, age 18 to 34, were more likely to have been **trafficked** over their lifetime, at a rate of 6%, compared with respondents 35 and older, at 2%.

Crime Disparity by Age



Note: Numbers reported for age groups are approximations; number of respondents varied by crime type.

Figure 2

Reporting to Law Enforcement

Younger victims of crime were more likely to report crimes to law enforcement. This was true of crime in general and of identity crime in particular:³¹

- Just over half (52%) of **all victims** aged 18 to 34 reported the crime to law enforcement, while victims aged 35 and older had a reporting rate of 29%.
- Younger victims of **identity crime**, aged 18 to 34, had a higher tendency to report that crime, at a rate of 47%, compared with victims aged 35 and above, who reported at a rate of 12%.

Crime Reporting by Age Group

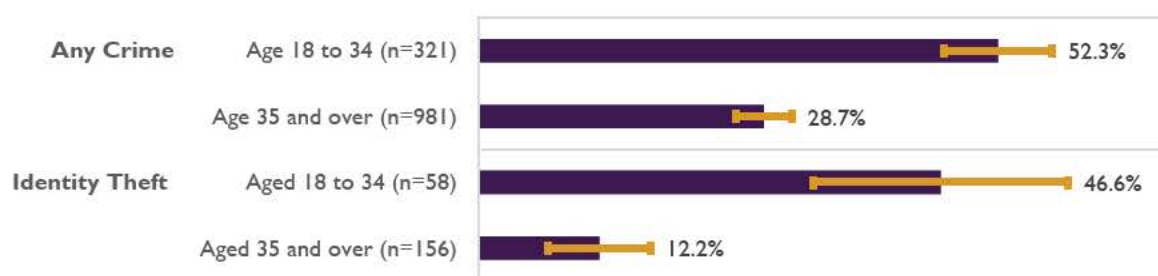


Figure 3

Seeking Victim Services

Younger victims of crime were more likely to seek victim services for crime in general, as well as for property and identity crimes in particular:³²

- Almost a quarter (23%) of all **victims** aged 18 to 34 sought victim services, while those aged 35 and older sought services at 7%.
- Younger victims of **property crime**, aged 18 to 34, were more likely to seek victim services; 22% of them reported that they sought services from an organization at least once, compared with 3% of property crime victims aged 35 and above.
- **Identity crime** victims under age 45 were more likely to seek victim services, at a rate of 19%, than those age 45 and over, at a rate of 7%.

Victims Seeking Services by Age

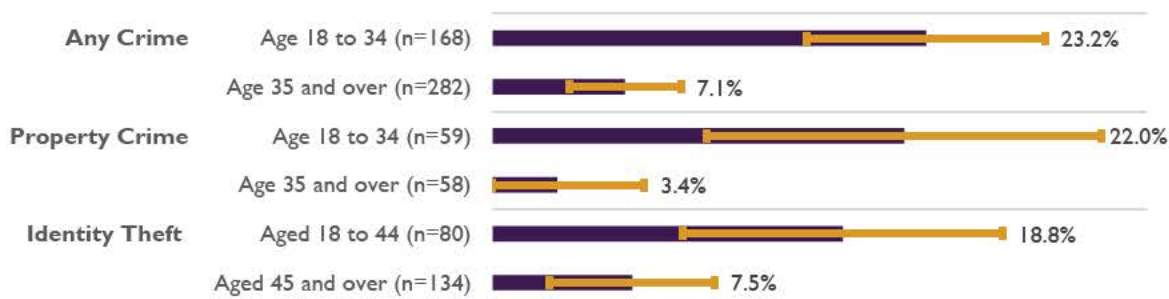


Figure 4

³¹ Any crime: $\chi^2(1, N=449)=25.118, p<.001, \Phi=.237$; Identity: $\chi^2(1, N=214)=29.602, p<.001, \Phi=.372$

³² Any crime: $\chi^2(1, N=450)=24.021, p<.001, \Phi=.231$; Property: $\chi^2(1, N=117)=9.039, p=.003, \Phi=.278$; Identity: $\chi^2(1, N=214)=6.186, p=.013, \Phi=.170$

Race/Ethnicity

The survey asked respondents to select the one category which best describes their race from the following categories:

- American Indian
- Asian
- Bi-racial or multi-racial
- Black and/or African American
- Native Hawaiian/Pacific Islander
- White/Caucasian
- Other (respondent could write in another category)

Respondents were asked in a separate question whether they were Hispanic/Latino. Due to the small number of minority races and ethnicities represented in Maine, those who chose a race other than White and those who chose Hispanic/Latino were combined into one group for analysis. For ease of reference, this group is referred to as “persons of color” throughout this report.

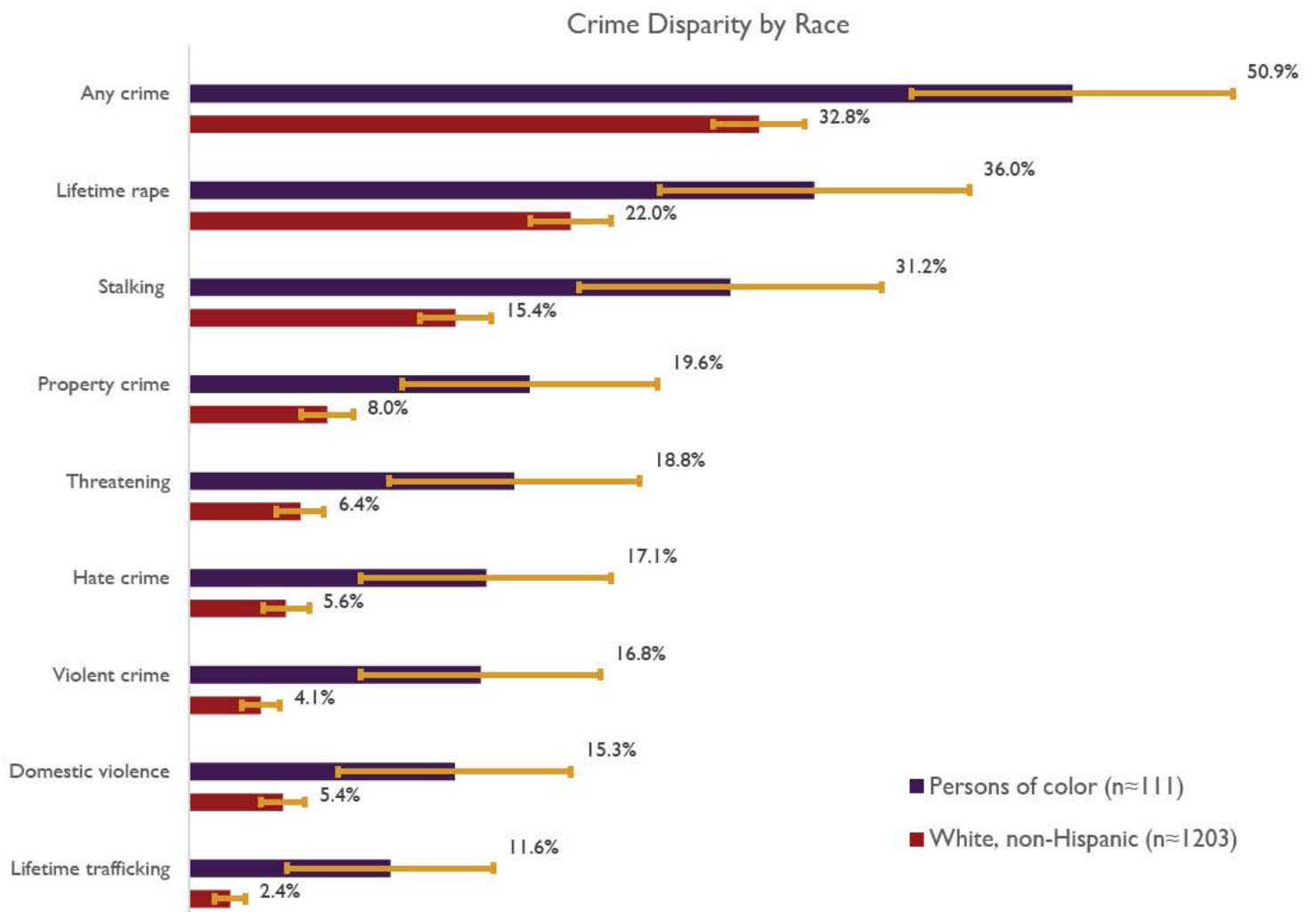
Crime Disparity

Persons of color were more likely to be the victim of every type of crime except identity crimes, as follows:³³

- **Overall**, persons of color were more likely than non-Hispanic White persons to experience at least one type of victimization, at a rate of 51% compared with 33%.
- Persons of color were more likely to have experienced **rape** over their lifetime, at 36%, than non-Hispanic White persons, at 22%.
- Persons of color were twice as likely to have experienced **stalking** (31%) than non-Hispanic White persons (15%).
- Persons of color also reported a higher rate of **property crime** (20%) compared with non-Hispanic White respondents (8%).
- Persons of color were nearly three times as likely to be **threatened** with violence than their non-Hispanic White counterparts (19% compared with 6%).
- Persons of color were more likely to have been the victim of a **hate crime**, at 17%, compared with non-Hispanic White persons, at 6%.

³³Any crime: $\chi^2(1, N=1,342)=14.826, p<.001, \Phi=.105$; Lifetime Rape: $\chi^2(1, N=1,329)=11.251, p=.001, \Phi=.092$; Stalking: $\chi^2(1, N=1,294)=17.997, p<.001, \Phi=.118$; Property: $\chi^2(1, N=1,341)=17.154, p<.001, \Phi=.113$; Threats: $\chi^2(1, N=1,338)=22.475, p<.001, \Phi=.130$; Hate: $\chi^2(1, N=1,250)=20.944, p<.001, \Phi=.129$; Violent: $\chi^2(1, N=1,343)=33.615, p<.001, \Phi=.158$; DV: $\chi^2(1, N=1,308)=16.892, p<.001, \Phi=.114$; Lifetime traffic: $\chi^2(1, N=1,282)=28.031, p<.001, \Phi=.148$

- Persons of color were four times as likely to report being the victim of some type of **violent crime** in the past 12 months compared with non-Hispanic White respondents (17% compared with 4%).
- Persons of color were also more likely to have experienced **domestic violence**, at 15%, compared with their non-Hispanic White counterparts, at 5%.
- Persons of color were more likely to have experienced **human trafficking** over their lifetime, at a rate of 12%, compared with non-Hispanic White respondents, at 2%.



Note: Numbers reported for racial groups are approximations; number of respondents varied by crime type.

Figure 5

Reporting to Law Enforcement

Victims of color were more likely to report crimes against them in general and more likely to report property crimes and identity crimes in particular:³⁴

- Victims of color were more likely to report **any crime** to law enforcement, at a rate of 59%, compared with a rate of 29% for non-Hispanic White victims.
- Victims of color were more likely to report **property crime** to law enforcement, with a rate of 86%, compared with 50% of victims who were non-Hispanic White.
- Victims of color were more likely to report **identity crime** to law enforcement, at a rate of 58%, compared with non-Hispanic White victims, at a rate of 16%.

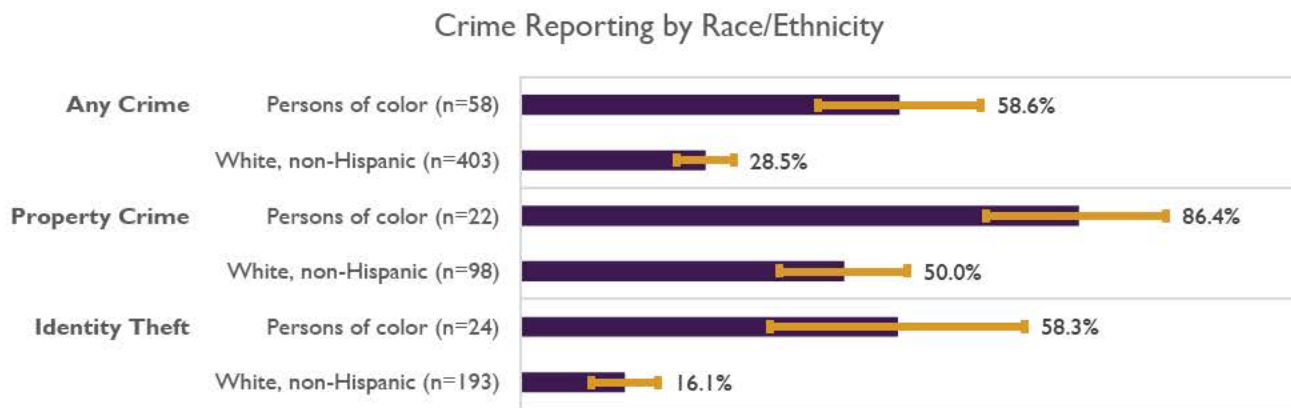


Figure 6

Seeking Victim Services

For most types of crime, victims of color and White victims sought services for those crimes at similar rates. An exception occurs, however, for threats of violence:³⁵

- Non-Hispanic White victims of **threatening crimes** sought victim services at a rate of 25%; this is in sharp contrast to victims of color, none of whom (0%) sought victim services following crimes of threatening.

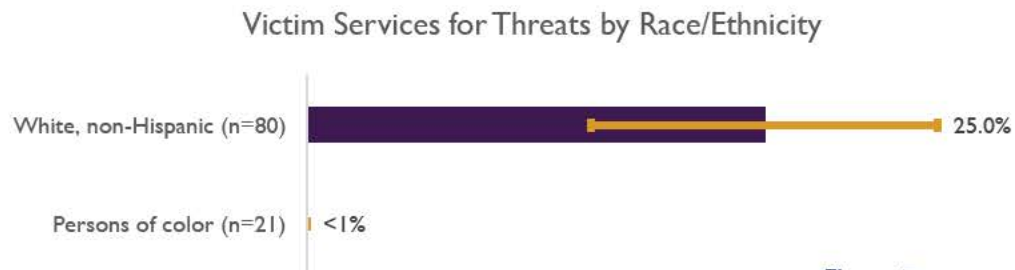


Figure 7

³⁴Any crime: $\chi^2(1, N=461)=20.979, p<.001, \Phi=.213$; Property: $\chi^2(1, N=120)=9.675, p=.002, \Phi=.284$; Identity: $\chi^2(1, N=217)=23.205, p<.001, \Phi=.327$

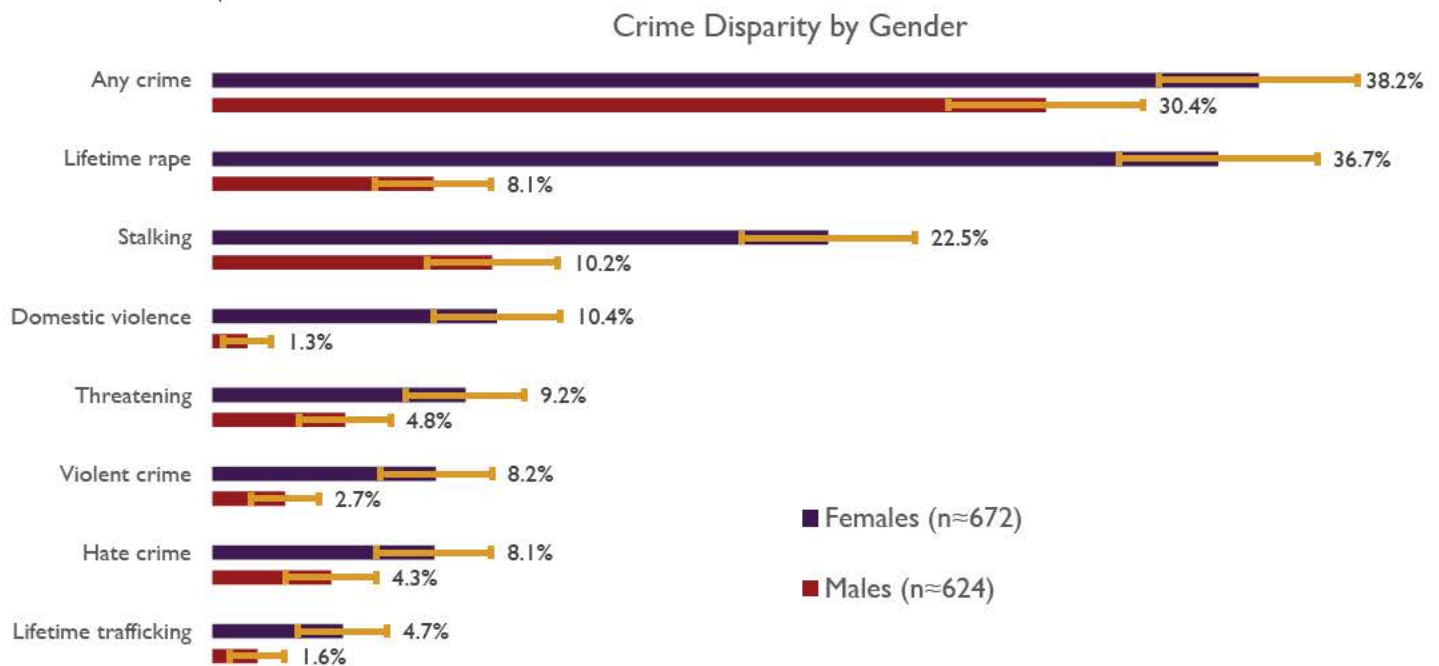
³⁵Threats: $\chi^2(1, N=101)=6.546, p=.011, \Phi=.255$

Gender

Crime Disparity

Females were more likely than males to be the victim of every type of crime with the exceptions of property and identity crime:³⁶

- Females had an **overall** victimization rate of 38% compared with 30% for males.
- Females had a higher rate of **lifetime rape/attempted rape**, at 37%, compared with 8% for males.
- Females were more likely to experience **stalking**, at a rate of 23%, compared with 10% for male respondents. This held true across all the types of stalking with the exception of unsolicited phone calls.
- Females were more likely to experience **domestic violence**, at 10%, compared with a rate of 1% for males.
- Females were more likely to experience **threats of violence**, at a rate of 9%, compared with 5% for males.
- Females were more likely to experience **violent crime** (robbery, assault, sexual assault, or rape/attempted rape) during the past 12 months, at a rate of 8%, compared with 3% for males.
- Females also had a higher tendency to be the victim of a **hate crime**, at 8%, compared with a 4% rate for males.
- Females were more likely to be **trafficked** at some point in their lifetimes, at a rate of 5%, compared with 2% for males.



Note: Numbers reported for genders are approximations; number of respondents varied by question.

Figure 8

³⁶ Overall crime: $\chi^2(1, N=1,327)=8.863, p=.003, \Phi=.082$; Rape: $\chi^2(1, N=1,314)=152.523, p<.001, \Phi=.341$; Stalking: $\chi^2(1, N=1,280)=34.777, p<.001, \Phi=.165$; DV: $\chi^2(1, N=1,294)=47.874, p<.001, \Phi=.192$; Threats: $\chi^2(1, N=1,324)=9.562, p=.002, \Phi=.085$; Violence: $\chi^2(1, N=1,328)=19.304, p<.001, \Phi=.121$; Hate: $\chi^2(1, N=1,234)=7.392, p=.007, \Phi=.077$; Lifetime traffic: $\chi^2(1, N=1,267)=9.829, p=.002, \Phi=.088$

Reporting to Law Enforcement

Female victims were more likely than male victims to report crimes against them in general:³⁷

- **Overall**, female victims of crime were more likely to report crime to law enforcement, at a rate of 37%, compared with their male counterparts, at only 25%.



Figure 9

Seeking Victim Services

Female victims of crime were more likely to seek victim services for crime in general as well as for property crime and stalking in particular:³⁸

- **Overall**, female victims, at 16%, were more likely than male victims, at 6%, to seek services.
- Female **property crime** victims, at 17%, were more likely than male property crime victims, at 4%, to seek services.
- Female **stalking** victims were more likely to contact a victim services organization than male stalking victims, at a rate of 14% compared with 3%.



Figure 10

³⁷ Any crime: $\chi^2(1, N=457)=7.619, p=.006, \Phi=.129$

³⁸ Any crime: $\chi^2(1, N=456)=12.549, p<.001, \Phi=.129$; Property: $\chi^2(1, N=120)=5.163, p=.023, \Phi=.207$; Stalking: $\chi^2(1, N=209)=5.250, p=.022, \Phi=.158$

Household Income

Respondents were asked to indicate their total household income from all sources, and could choose from one of the following categories:

- Less than \$25,000
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 or more

Crime Disparity

While those with higher household incomes were more likely to be the victim of identity crimes, those with lower household incomes were more likely to be the victim of most other crimes:³⁹

- Respondents with household incomes of less than \$75,000 were more likely to experience **rape/ attempted rape** in their lifetimes, at 28%, compared with those with lower incomes, at 17%.
- Respondents with lower household incomes (less than \$50,000) were more likely to experience **stalking**, at 22%, while those with a higher household incomes (\$50,000 or more), were less likely to experience stalking, at 13%.
- **Identity crimes**, on the other hand, were experienced at a higher rate by those with higher household incomes. A total of 20% of respondents with household incomes of \$75,000 or more were the victim of an identity crime compared with 14% of respondents with household incomes under \$75,000.
- Respondents with household incomes of under \$25,000 were more likely to experience **domestic violence**, at 14%, compared with those with higher incomes, at 4%.
- Those with household incomes under \$50,000 were more likely to suspect or believe they were targeted for their race, gender, religion, sexual orientation or identity. One out of every ten victims (10%) with lower incomes suspected or believed they were the victim of a **hate crime**, compared with 4% of those with higher incomes.
- In addition, those with lower household incomes (less than \$75,000) were **threatened** with violence at a higher rate (10%) than those with higher incomes (4%).
- While few respondents indicated that they were victims of **violent crime**, a disproportionate number of them came from households with lower incomes. Approximately 8% of those with household incomes of less than \$50,000 experienced a violent crime, compared with 4% of those with higher incomes.
- Respondents with household incomes of under \$25,000 were more likely to have been a victim of **trafficking** in their lifetime, at 6%, than those with higher incomes, at 3%.

³⁹ Lifetime rape: $\chi^2(1, N=1265)=18.003, p<.001, \Phi=.119$; Stalking: $\chi^2(1, N=1,235)=18.185, p<.001, \Phi=.121$; Identity: $\chi^2(1, N=1,278)=6.762, p=.009, \Phi=.073$; DV: $\chi^2(1, N=1253)=28.720, p<.001, \Phi=.151$; Hate: $\chi^2(1, N=1,193)=17.493, p<.001, \Phi=.121$; Threats: $\chi^2(1, N=1,277)=12.452, p<.001, \Phi=.099$; Violent: $\chi^2(1, N=1,280)=8.268, p=.004, \Phi=.080$; Lifetime trafficking: $\chi^2(1, N=1222)=6.692, p=.010, \Phi=.074$

Crime Disparity by Household Income

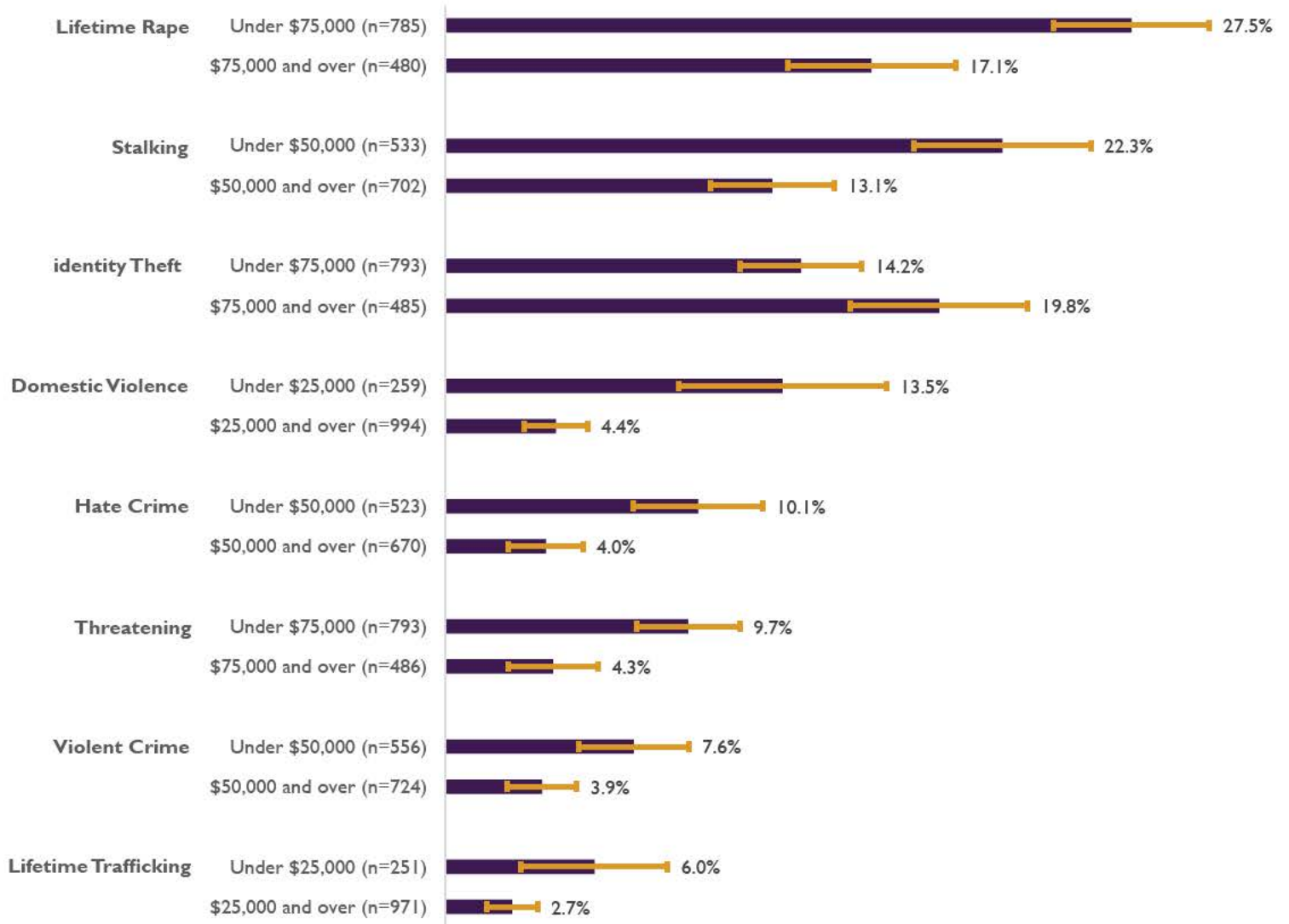


Figure 11

Reporting to Law Enforcement

Victims across the various income levels were equally likely to report the crimes they experienced.

Seeking Victim Services

Victims with lower levels of household income were more likely to seek victim services for crime in general as well as for threats of violence and stalking in particular:⁴⁰

- **Overall**, victims in lower household income brackets (less than \$50,000) were twice as likely, at a rate of 18%, to seek services as those in higher brackets, at 9%.
- **Threatened** victims with a lower household income, under \$50,000, sought victim services at a rate of 26%, compared with 10% of threatened victims with household incomes at or above \$50,000.
- Victims of **stalking** with household incomes of less than \$25,000 were more likely to seek services, at a rate of 21%, compared with stalking victims with household incomes of \$25,000 and more, at only 8%.

Victim Services by Household Income

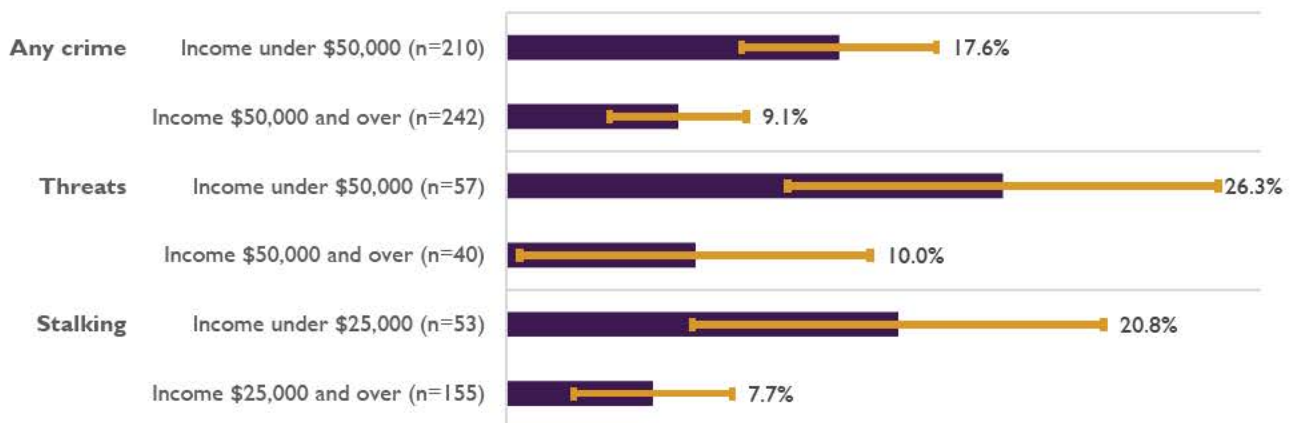


Figure 12

⁴⁰Any crime: $\chi^2(1, N=452)=7.205, p=.007, \Phi=.126$; Threats: $\chi^2(1, N=97)=3.973, p=.046, \Phi=.202$; Stalking: $\chi^2(1, N=208)=6.800, p=.009, \Phi=.181$

Location

Zip codes reported by respondents were broadly categorized as urban/suburban or rural using RUCA classification (see Methodology). Zip codes were also mapped to their respective counties.

Crime Disparity

Respondents from urban/suburban areas were more likely to experience two serious types of crime:^{41,42}

- Urban/suburban respondents experienced **domestic violence** more frequently than their rural counterparts, at rates of 7% and 4%, respectively.
- Urban/suburban respondents had a higher rate of **violent crimes** (7%) compared with rural respondents (2%).

Crime rates also varied by county:

Cumberland⁴³

- Cumberland respondents were less likely, at 1%, than those from all other counties, at 6%, to experience **violent crime**.
- Cumberland respondents were less likely, at 3%, than those from all other counties, at 7%, to experience **hate crimes**.
- Cumberland respondents were more likely, at 12%, than those from all other counties, at 8%, to experience **property crime**.

Kennebec⁴⁴

- Kennebec respondents were more likely, at 15%, than those from all other counties, at 6%, to experience **domestic violence**.

Penobscot⁴⁵

- Penobscot respondents were more likely, at 10%, than those from all other counties, at 5%, to experience **domestic violence**.
- Penobscot respondents were more likely, at 13%, than those from all other counties, at 4%, to experience **violent crime**.
- Penobscot respondents were more likely, at 12%, than those from all other counties, at 7%, to experience **threatening**.
- Penobscot respondents were more likely, at 12%, than those from all other counties, at 6%, to experience **hate crime**.

York⁴⁶

- Respondents from York were less likely than respondents from other counties to experience **domestic violence**; in fact, fewer than 1% of York respondents reported experiencing domestic violence, while 6% of respondents from all counties did so.

⁴¹ These findings held true even after controlling for age, income, and race/ethnicity.

⁴² Violent crime: $\chi^2(1, N=1,305)=12.542, p<.001, \Phi=.098$; DV: $\chi^2(1, N=1,275)=5.728, p=.017, \Phi=.067$

⁴³ Violent crime: $\chi^2(1, N=1,305)=11.082, p=.001, \Phi=.092$; Hate: $\chi^2(1, N=1,214)=5.331, p=.021, \Phi=.066$; Property: $\chi^2(1, N=1,303)=4.980, p=.026, \Phi=.062$

⁴⁴ $\chi^2(1, N=1276)=18.777, p<.001, \Phi=.121$

⁴⁵ DV: $\chi^2(1, N=1277)=4.853, p=.028, \Phi=.062$; Violent crime: $\chi^2(1, N=1,305)=22.639, p<.001, \Phi=.132$; Threatening: $\chi^2(1, N=1,302)=4.664, p=.031, \Phi=.060$; Hate: $\chi^2(1, N=1,213)=5.935, p=.015, \Phi=.070$

⁴⁶ $\chi^2(1, N=1276)=14.248, p<.001, \Phi=.106$

Crime Disparity by Location

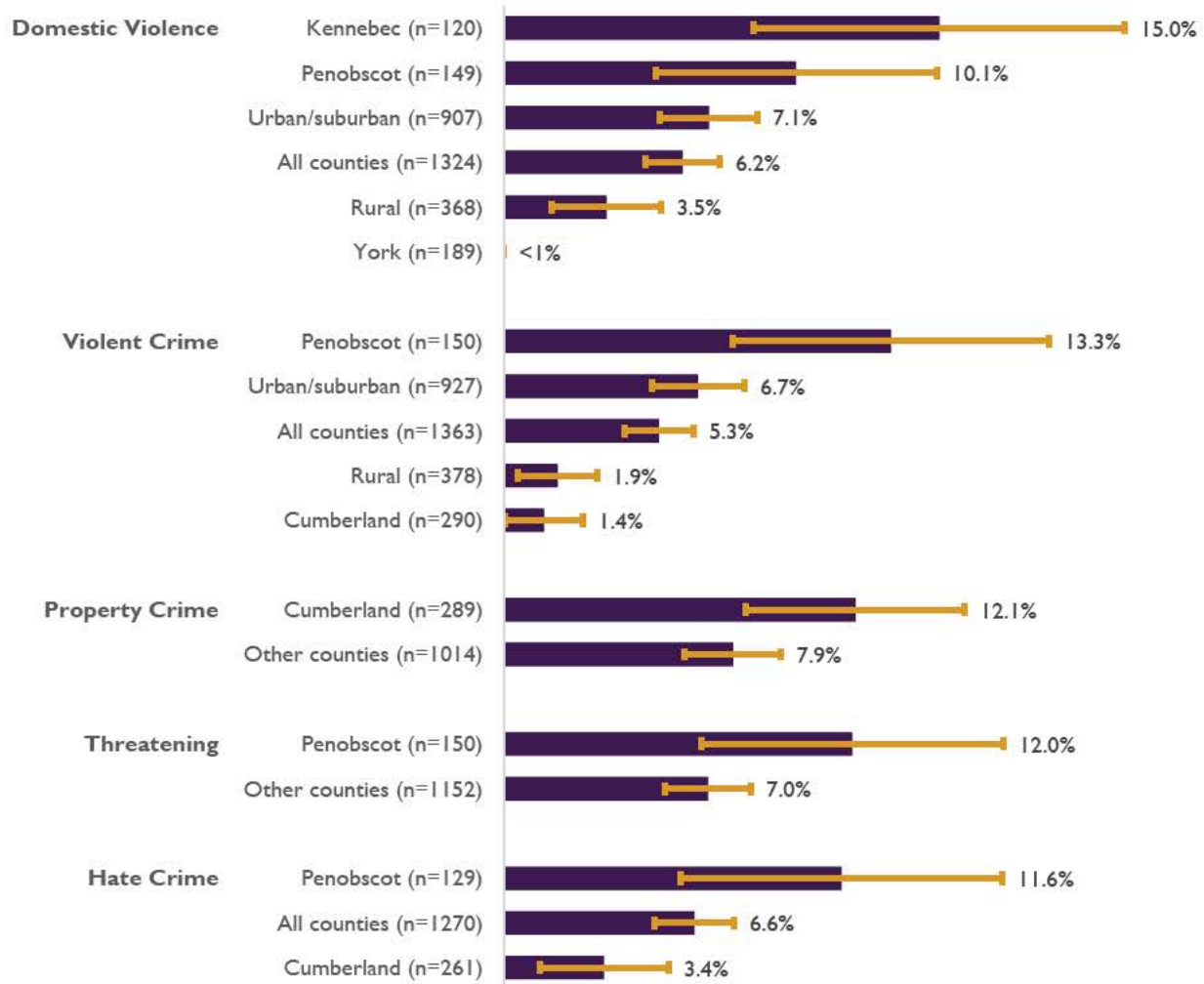


Figure 13

Reporting to Law Enforcement

Victims from urban and rural areas reported crime to law enforcement at similar rates. Victims of identity crimes from two counties, however, reported those crimes at rates different from other counties:⁴⁷

- The overall rate of reporting to law enforcement for all counties was 21%. Victims of **identity crime** in Penobscot County, however, were less likely to report the crime to law enforcement, at 3%, and victims of identity crime in Kennebec County were more likely to report the identity crime, at 46%.

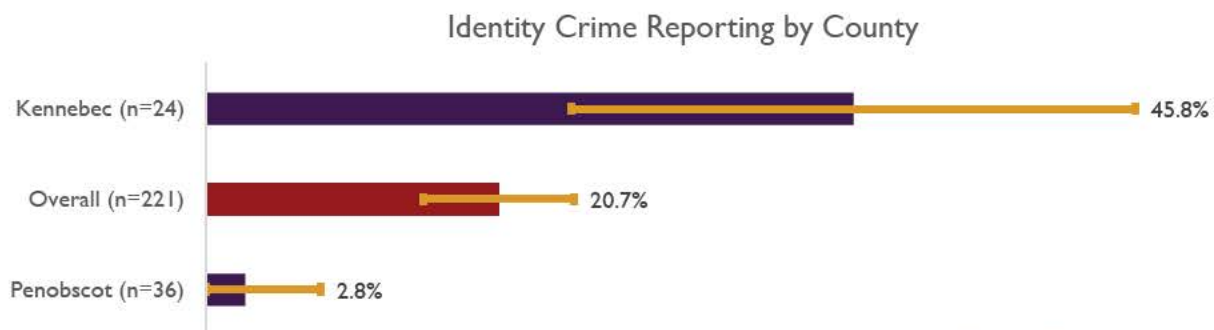


Figure 14

Seeking Victim Services

Urban victims of crime were more likely to seek victim services for crime in general as well as for property crime in particular.⁴⁸

- **Overall**, victims living in an urban/suburban area were more likely to reach out to organizations than victims in small town/rural areas, with rates of 16% and 6%, respectively.
- Nearly one in seven (17%) urban/suburban **property crime** victims reached out to a victim services organization, while none of the rural property crime victims did so (0%).



Figure 15

⁴⁷ Kennebec: $\chi^2 (1, N=218)=9.909, p=.002, \text{Phi}=.213$; Penobscot: $\chi^2 (1, N=219)=8.626, p=.003, \text{Phi}=.198$

⁴⁸ Any crime: $\chi^2 (1, N=446)=6.875, p=.009, \text{Phi}=.124$; Property: $\chi^2 (1, N=116)=5.482, p=.019, \text{Phi}=.217$

Relationship Status

The survey asked respondents “*What is your marital status?*” and provided the following list of responses, with instructions to select one:

- Single, never married
- Married
- Divorced
- Widowed
- Separated
- Unmarried, cohabitating

Responses from this list were condensed into two categories: partnered (married or unmarried, cohabitating) and unpartnered (*single, divorced, widowed, or separated*).

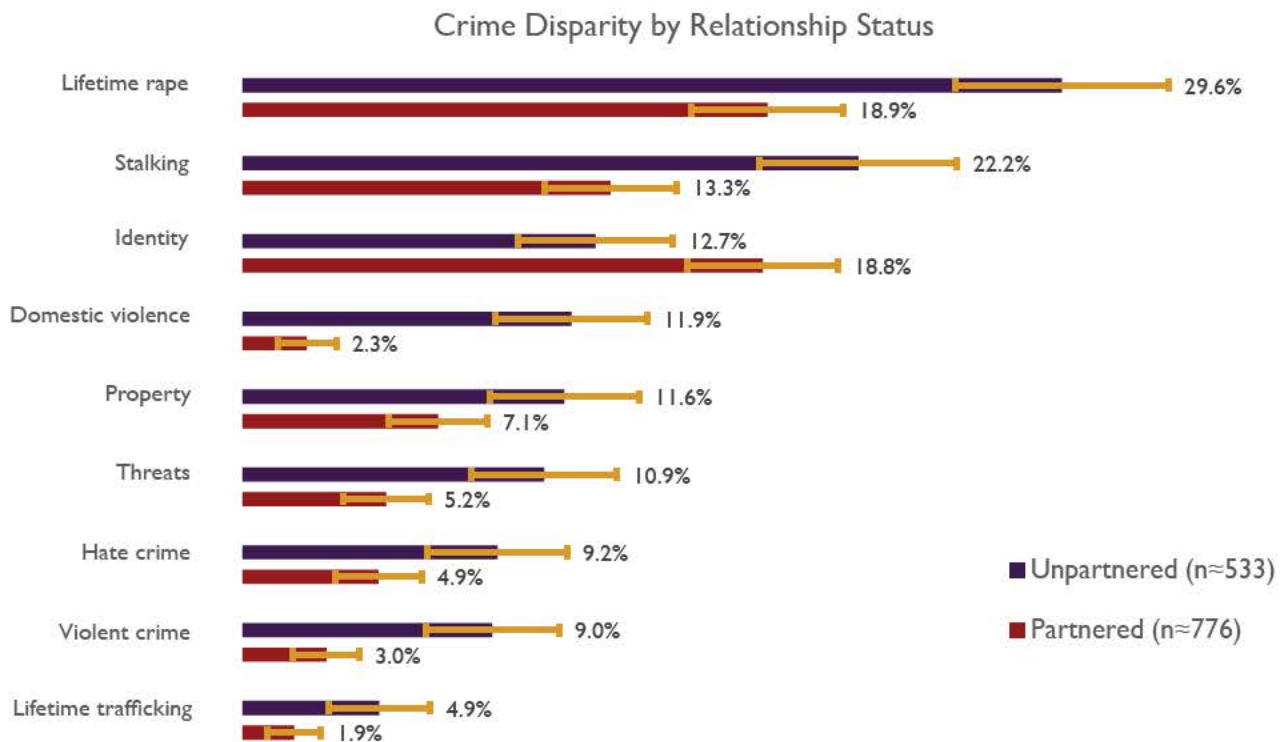
Crime Disparity

There were differences between partnered and unpartnered respondents for a number of crime rates, and in most instances, unpartnered respondents reported higher rates of victimization than those with partners.⁴⁹ It bears mentioning, however, that relationship status is correlated with both household income and age. Older respondents tend to have higher household incomes than younger respondents, and they are more likely to be partnered. The correlation between relationship status and three types of crimes—property, identity, and hate crimes—disappears after controlling for income and age.

- Unpartnered respondents were more likely to experience a **rape/attempted rape** in their lifetime, at 30%, compared with those who are partnered, at 19%.
- Unpartnered respondents were more likely to be the victims of **stalking**, at 22%, compared with partnered respondents, at 13%.
- Unpartnered respondents were less likely than their partnered counterparts to be the victims of **identity crime** (13% vs. 19%).
- At 12%, unpartnered respondents experienced **domestic violence** at a higher rate than partnered respondents, at 2%.
- Unpartnered respondents were also more likely to be the victims of **property crime**, at 12%, compared with partnered respondents, at 7%.
- Unpartnered respondents were more likely to experience **threats** of violence than their partnered counterparts (at 11% and 5%, respectively).

⁴⁹ Lifetime rape: $\chi^2(1, N=1,325)=20.205, p<.001, \Phi=.123$; Stalking: $\chi^2(1, N=1,290)=17.690, p<.001, \Phi=.117$; Identity: $\chi^2(1, N=1,336)=8.592, p=.003, \Phi=.080$; DV: $\chi^2(1, N=1,306)=49.315, p<.001, \Phi=.194$; Property: $\chi^2(1, N=1,337)=8.231, p=.004, \Phi=.078$; Threatening: $\chi^2(1, N=1,334)=15.124, p<.001, \Phi=.106$; Hate: $\chi^2(1, N=1,245)=8.923, p=.003, \Phi=.085$; Violent: $\chi^2(1, N=1,339)=22.471, p<.001, \Phi=.130$; Lifetime trafficking: $\chi^2(1, N=1,279)=9.651, p=.002, \Phi=.087$

- Unpartnered respondents experienced a higher rate of hate crimes, at 9%, compared with their partnered counterparts, at 5%.
- Unpartnered respondents had a higher rate (9%) than partnered respondents (3%) of violent crime victimization.
- Unpartnered respondents were more likely to have experienced trafficking than their partnered counterparts, at rates of 5% and 2%, respectively.



Note: Numbers reported for relationship status categories are approximations; number of respondents varied by crime type.

Figure 16

Reporting to Law Enforcement

Unpartnered victims were more likely to report crimes to law enforcement:⁵⁰

- **Overall**, about 39% of unpartnered victims reported the crime to law enforcement, compared with 28% of partnered victims.



Figure 17

Seeking Victim Services

Unpartnered victims were more likely to seek victim services for crime in general, as well as for any threats of violence and stalking in particular:⁵¹

- **Overall**, unpartnered victims of crime had a higher rate (17%) of seeking victim services than victims who were partnered (10%).
- Unpartnered victims of threatening were more likely, at 28%, to seek victim services than partnered victims of **threatening**, at 7%.
- Unpartnered victims of stalking contacted service organizations at a higher rate (16%) than partnered victims of **stalking** (5%).



Figure 18

⁵⁰Any crime: $\chi^2(1, N=462)=6.180, p=.013, \Phi=.116$

⁵¹Any crime: $\chi^2(1, N=463)=5.738, p=.017, \Phi=.111$; Threats: $\chi^2(1, N=99)=6.363, p=.012, \Phi=.254$; Stalking: $\chi^2(1, N=214)=6.701, p=.010, \Phi=.177$

Table 3: Demographic Groups with Highest Victimization Rates (when statistically significant)

	Age	Race	Gender	Household Income	Location	Relationship Status
Any Crime (n=468)	18-34 years	Persons of color	Female			
Stalking (n=221)	18-34 years	Persons of color	Female	Under \$50K		Not partnered
Identity Crime (n=221)				Over \$75K		Partnered
Property Crime (n=120)	18-34 years	Persons of color			Cumberland	Not partnered
Threatening (n=100)	18-34 years	Persons of color	Female	Under \$75K	Penobscot	Not partnered
Violent Crime (n=73)	18-34 years	Persons of color	Female	Under \$50K	Penobscot Urban/suburban	Not partnered
Domestic Violence (n=81)	18-34 years	Persons of color	Female	Under \$25K	Kennebec Urban/suburban	Not partnered
Hate Crimes (n=83)	18-34 years	Persons of color	Female	Under \$50K	Penobscot	Not partnered
Lifetime Rape (n=310)	18-34 years	Persons of color	Female	Under \$75K	Urban/suburban	Not partnered
Lifetime Trafficking (n=41)	18-34 years	Persons of color	Female	Under \$25K	Urban/suburban	Not partnered

Chapter 2: *Serving Maine Crime Victims*

This chapter presents data from Maine victim service providers, crime victims, and community leaders and provides insights into vital components of victim service delivery and accessibility, outreach efforts and awareness, and if victims' needs are being met in Maine. It is the hope of researchers that these findings will be used to inform the future distribution of grant funds in a way that responds to the needs of crime victims and service providers.



Methodology

The Institute research team utilized a multi-phase approach for survey recruitment and data collection in order to build on the initial analysis of data shared by participants. For instance, responses from the Victim Service Provider Survey (VSPS) were used to identify areas of inquiry for interviewing and focus groups. Some VSPS respondents also assisted with recruitment efforts for interviews, focus groups, and participation in the Victim Needs Questionnaire (VNQ). OCFS leaders also made suggestions for interviews and focus groups based on their conversations with colleagues in the field.

All survey instruments and the larger research protocol were submitted to and received approval from the University of Southern Maine's Institutional Review Board prior to engaging subjects in the research. The Catherine Cutler Institute's Survey Research Center used Qualtrics, a web-based survey software, to deploy the VSPS and VNQ surveys. Data was downloaded from Qualtrics and analyzed with SPSS Statistics (Version 27) software. Interviews and focus group findings were transcribed, coded, and analyzed for themes and trends using NVivo 12 Pro software.

Victim Service Provider Survey

The Victim Service Provider Survey (See full survey in Appendix B) was designed to collect information from agencies across Maine that provide services to victims of crime and to identify service needs and/or gaps. The Institute research team obtained a list of Maine victim service providers that OCFS contracts with or maintains and then supplemented the list with known victim service providers working statewide.

VSPS Implementation

In September 2021, potential respondents received an introductory email announcement explaining the survey. Five days later another email with a link to the survey was sent to 79 victim service providers. From late September to mid-October, non-respondents received 2-3 email reminders and 1-2 phone call reminders, roughly a week apart, along with the survey link. On October 17, 2021, the survey was closed.

The final list included 79 agencies that work predominantly with victims who have experienced violent crimes, like domestic violence and sexual assault. There was a far more limited perspective for victims of other crime types, such as property crimes, financial crimes, and identity theft. Sixty-three (80%) of the 79 Maine victim service provider agencies submitted survey responses and were included in the final VSPS analysis. There was representation from across Maine's counties and prosecutorial districts, as well as from different types of victim services provided.

Victim Needs Questionnaire

While the VSPS gathered information from agencies that serve crime victims, the VNQ (See full survey in Appendix C) was designed to gather information directly from crime victims that sought services in Maine in the past 12-months. The survey requested information about:

- crime(s) for which services were sought,
- types of services received,
- whether victims had unmet needs,
- if victims experienced any barriers in obtaining services,
- their experiences and opinions about reporting crime to state agencies and the police, and
- basic demographic information.

Recognizing that participation in the survey may cause victims to become distressed by recalling a traumatic event, the survey began with a detailed consent form that included links to Maine’s statewide helplines. Respondents who agreed to participate clicked a button and proceeded with the survey which was available in six languages: English, Arabic, Spanish, French, Portuguese, and Somali. OCFS leaders had directed the research team to include a broad perspective of crime victims and, therefore, the survey was made available in languages commonly used in Maine.⁵²

VNQ Implementation

In January and February of 2022, the Institute research team worked with OCFS and Maine VOCA-funded victim service providers to promote the survey and generated a list of 60+ community-based organizations that would be asked to help passively promote the survey. These organizations were sent emails in February detailing the larger needs assessment efforts, along with a request asking them to promote the survey on their social media accounts, mailing lists, and/or by sharing the link directly with clients.⁵³ VOCA-funded victim service providers and community organizations promoted the VNQ throughout February and into March. **Table 4. Organization Type** provides a broad categorization of the participating 41 community-based organizations by their primary function or service population. The survey was closed in mid-March. A total of 129 VNQ responses were submitted of which 75 were included in the final analysis.⁵⁴ Given the deployment method, it was not possible to calculate the response rate since there is no way to determine how many victims were notified about the survey.

Table 4: Organization Type

Organization Type	Total n = 41
Immigrant service provider	7
DV/SA/trafficking services	5
Campus/University	4
Corrections related	3
Elderly service provider	3
Health services	3
Legal services	3
LGBTQ+ service provider	3
Advocacy organization	2
Community Action Agency	2
Homeless service provider	2
Tribal service provider	2
Philanthropic	1
Veteran services	1

⁵² For quality assurance, the translated surveys were reviewed by local Mainers who are native speakers of each language.

⁵³ Collaborating with community-based organizations enabled crime survivors to be reached without asking providers to divulge their contact information which maintained respondent anonymity. Because outreach came from providers that crime victims were already familiar with, this approach may have helped mitigate the risk of re-traumatizing participants with questions about their past.

⁵⁴ After evaluating the responses, 28 were excluded from the final analysis because they were blank. An additional 26 were also excluded because the respondents indicated they were neither a primary or secondary victim of crime, and only completed the demographic section of the survey.

Key Informant Interviews and Focus Groups

Key informant interviews and focus groups were utilized for this needs assessment to gain a more in-depth understanding of the quantitative data and to gain a more detailed perspective of the strengths, promising practices, and unmet needs of crime victims in Maine. Zoom was used to conduct these semi-structured interviews and focus groups and sessions were scheduled for 60 minutes. Sessions began with a verbal consent statement informing participants of their rights and asked for their permission to be recorded for notetaking and transcription purposes. In some circumstances, the interview questions (See Appendix D for the list of interview questions) were slightly modified based on subjects' interaction with VOCA funding and/or victim services provided.

Key Informant Interviews

Key informant interview participants were selected in consultation with OCFS leaders, utilizing convenience samples of justice system and community stakeholders, and invited to participate. Recruitment was based on factors such as response to the VSPS, type of victim services provided, and categories of population-specific crime victims served. Eight key informant interviews were conducted between November 2021 and February 2022 with a total of 13 individuals. Some interviews included more than one participant to represent an organization's perspective and included victim service provider perspectives from across the state.⁵⁵

Focus Groups

Based on information shared in the interviews and initial findings from the VSPS, additional topics and questions were developed to further explore in focus groups (See Appendix E for the list of focus group questions). Focus group participants were recruited, with help from other victim service providers, and three focus groups were conducted in February 2022 with a total of 26 participants.

- **Focus group 1:** Nine Victim Witness Advocates from six prosecutorial districts and two state agencies (Department of Corrections and Office of the Maine Attorney General).
- **Focus group 2:** Nine frontline victim service providers that offer culturally specific advocacy for victims of domestic violence and sexual assault.
- **Focus group 3:** Community leaders who provide and represent culturally specific programming across Maine not specific to crime victims.⁵⁶

⁵⁵ Organizations with staff that participated in key informant interviews included: Wabanaki Women's Coalition; Immigrant Resource Center of Maine; Legal Services for the Elderly; Office of the Maine Attorney General; Maine Sheriffs' Association; Maine Coalition Against Sexual Assault; and Maine Coalition to End Domestic Violence.

⁵⁶ These organizations are all led by people of color and focus their services on addressing the needs in a manner that affirms the recipient's culture. Represented organizations include: the Immigrant Resource Center of Maine, New England Arab American Organization, Her Safety Net, Cross Cultural Community Services, AK Health and Social Services, and Maine Immigrant Rights Coalition.

Limitations

This study is an attempt to assess the needs of crime victims statewide and utilized a variety of data collection methods in order to gain in-depth understanding of the key issues affecting victim services in Maine. However, there are limitations that exist due to constraints of the project.

Victim Service Provider Survey

The list of victim service providers that was generated by the research team and OCFS leaders was by no means an exhaustive list of providers in Maine. As mentioned, the list of contacts was mainly of agency-based victim service providers that OCFS contracts with and government-based Victim Witness Advocates. There were also some victim service providers that do not currently receive VOCA funds. The agency-based victim service providers represented in the survey work predominantly with victims who have experienced domestic and sexual violence which are categorized as violent crimes. The list did not include many victim service providers that help people who have been victims of other types of crimes, such as property crimes, financial crimes, identity theft, etc. Maine DHHS also has hundreds of OCFS child protective and adult protective caseworkers that some may consider being victim service providers; however, they were not included in this study due to constraints on time and resources. Finally, the VSPS included just two respondents that identify as working for a “culturally specific organization” and only one response from a victim service provider serving a Tribal government or other Tribal organization.

Additionally, due to a relatively small sample size, researchers were limited to descriptive statistics of the VSPS data. The research team was unable to conduct analyses to look for statistically significant differences in how responses varied between counties, prosecutorial districts, or types of agencies that responded to the survey. There are also limits to the survey responses for “Victim Demographics” data. Respondents provided their best estimates of the number of victims served by their agency in the past 12 months. These estimates could include duplicated counts of the number of victims served, as one victim may seek services from multiple agencies. Lastly, demographic data was not collected from all victims served. One-third of survey respondents chose “unknown/unspecified” for the race demographic. MCEDV provided demographic data of victims served between 10/1/20 – 9/30/21 and nearly 53% of victims served did not have a race specified. Data provided by MECASA from the same time frame indicated the victims’ race was “unknown/unspecified” in 33% of victims served.

Victims Needs Questionnaire

The VNQ was promoted using a passive recruitment strategy and is, therefore, not a randomized sample of crime victims in Maine. The findings are limited and likely skewed toward victims of violent crime working with victim services organizations that focus on issues of domestic and sexual violence. Due to a small sample size, researchers were limited to descriptive statistics of the VNQ data and did not conduct analyses on statistically significant differences between groups of crime survivors.

Focus Groups and Key Informant Interviewing

There were limitations and time constraints on how many individual interviews and focus groups were possible. Participants were selected based on input from OCFS leaders, key stakeholders, and victim service providers. This method of convenience sampling makes use of information currently available about more mainstream services. As new community-based services emerge across Maine, it is likely that smaller and lesser-known victim service providers were overlooked. There are also providers that offer a broader array of services, geared toward more population-specific programming, that include victim services and advocacy in their overall programming. One area of victimization that should be explored further is the experiences and perspective of crime victims who are LGBTQ, as some of the highest rates of victimization affect these communities. The National Crime Victimization Survey reported that individuals who are sexual and gender minorities in the U.S. are 2.7 times more likely to be victims of violence crimes as compared to their cisgender, heterosexual counterparts.⁵⁷ There are increasing services available in Maine, including MaineTransNet, that would be key stakeholders for future inquiry.

Victim Service Provider Survey Findings

The Victim Service Provider Survey (VSPS) final analysis included 63 survey responses submitted by victim service providers across Maine. Due to the low number of survey responses collected, researchers generated descriptive statistics but were unable to conduct analyses to identify statistically significant differences in how responses varied between counties, DA Districts, or type of agency.

Provider Type

Of the 63 respondents, 59% of the respondents work at a state agency, 24% work at a victim services organization, 6% work at a legal aid/assistance program, and 3% work at an organization with a culturally specific focus. Each of the following places of employment had one respondent representing their perspective in the data: a mental health treatment program, a police department, a support services agency for formerly incarcerated persons, a tribal government or other tribal organization, and a victim services coalition (sexual assault).

Table 5: VSP Respondents by Agency Type

Agency Type	Total Respondents
State agency	58.7% (n=37)
Victim services organization	23.8% (n=15)
Legal aid/assistance program	6.3% (n=4)
Culturally specific organization	3.2% (n=2)
Mental health treatment program	1.6% (n=1)
Police department	1.6% (n=1)
Support services agency for formerly incarcerated persons	1.6% (n=1)
Tribal government or other tribal organization	1.6% (n=1)
Victim services coalition (sexual assault)	1.6% (n=1)

⁵⁷Flores, A., Langton, L., et al. (2020). Victimization rates and traits of sexual and gender minorities in the United States: Results from the National Crime Victimization Survey, 2017. Science Advances. <https://www.science.org/doi/10.1126/sciadv.aba6910>

Two-thirds (68%) of the 37 respondents who indicated working at a state agency further specified that they work at a district attorney's or prosecutor's office. Smaller proportions work for the Department of Corrections and the Office of the Attorney General (8% and 11%, respectively). Eight of the 15 respondents who indicated working at a victim services organization further specified that they work at a domestic violence (DV) services organization, and 5 specified that they work at a sexual assault (SA) services organization.

Service Area

In an effort to look at victim service provider responses by area served, researchers recategorized each survey respondent into one of three categories: providers that serve victims statewide, community-based domestic violence (DV)/sexual assault (SA) victim advocate service providers, and prosecutorial district Victim Witness Advocates (VWAs).

Respondents were asked which counties/regions their agency serves and were allowed to check as many as applied. At least one response was gathered from each of Maine's sixteen counties. Nearly one-quarter of respondents indicated that their agency serves the entire state of Maine.

Table 6: VSP Respondents by Provider Type

Provider Type (n=63)	Total Respondents
Providers that serve victims statewide	29% (n=18)
Community-based DV/SA victim advocate services providers	24% (n=15)
Government-based prosecutorial district VWAs	48% (n=30)

Respondents by Geographic Area (n=62)

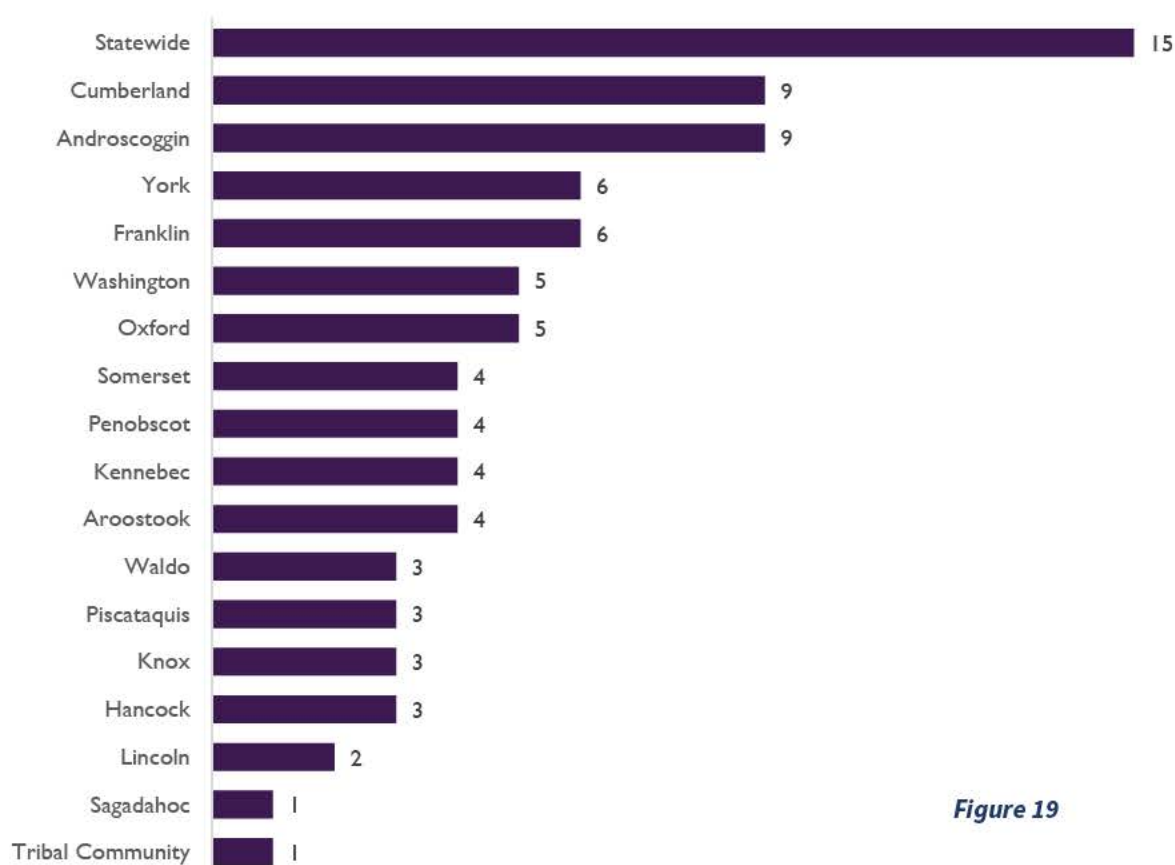


Figure 19

Training

VOCA allows limited funding for victim service providers to acquire essential skills and knowledge to respond to and assist crime victims. A series of questions about training was included in the VSPS to help gauge the knowledge base and training practices for victim service providers statewide.

Training for New Hires

Respondents were asked to indicate how many hours of victim services training are required for new hires. More than half (56%) of respondents indicated that victim services training is required for new employees. The percentage was greatest among DV/SA providers though these numbers are small. More than half of the Victim Witness Advocates (VWAs) indicated that there is no formal training or number of hours required for VWAs. That said, many VWAs reported that had received several hours of training when they were first hired.

Annual Training

In addition to asking about training for new hires, the survey also asked respondents about annual victim service training/education requirements. Just over half (54%) reported that some annual professional education/training is required. Most of these respondents (55%) estimated that the number of training hours ranged from six to twenty hours annually. Over one-third (34%) of respondents indicated “no formal requirement.” There are no notable differences across the three categories of respondents.

It is worth noting that training requirements vary across agencies. Types of grant funding, employee position, caseload specialization, and other variables not captured in this survey all influence the types of required training.

Training Topics

Respondents were presented with a series of topic areas and asked whether they had received training on them as well as whether they needed additional training. Training topics most frequently reported as received were *information about the justice system* and *services for victims of crimes*, while training topics most frequently reported as needed were *organization and program management* and *services and outreach strategies for culturally specific and underserved populations*.

Required Victim Services
Training for New Staff (n=62)

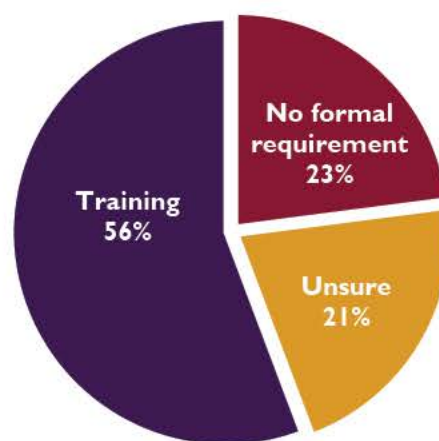


Figure 20

VSPS Providers (61%) report needing more formal training opportunities about services and outreach strategies for engaging culturally specific and underserved populations.



Figure 21

Respondents were then presented with a series of subtopics related to *services for victims of crimes* and asked what training they received and/or needed. Two-thirds (67%) of respondents indicated that they had received training on *victim compensation* and more than half (55%) reported they had received training on the *impact of crime on victims/survivors*. Over one-third stated they needed *forensic evidence collection and trauma assessment* (38% and 35%, respectively).

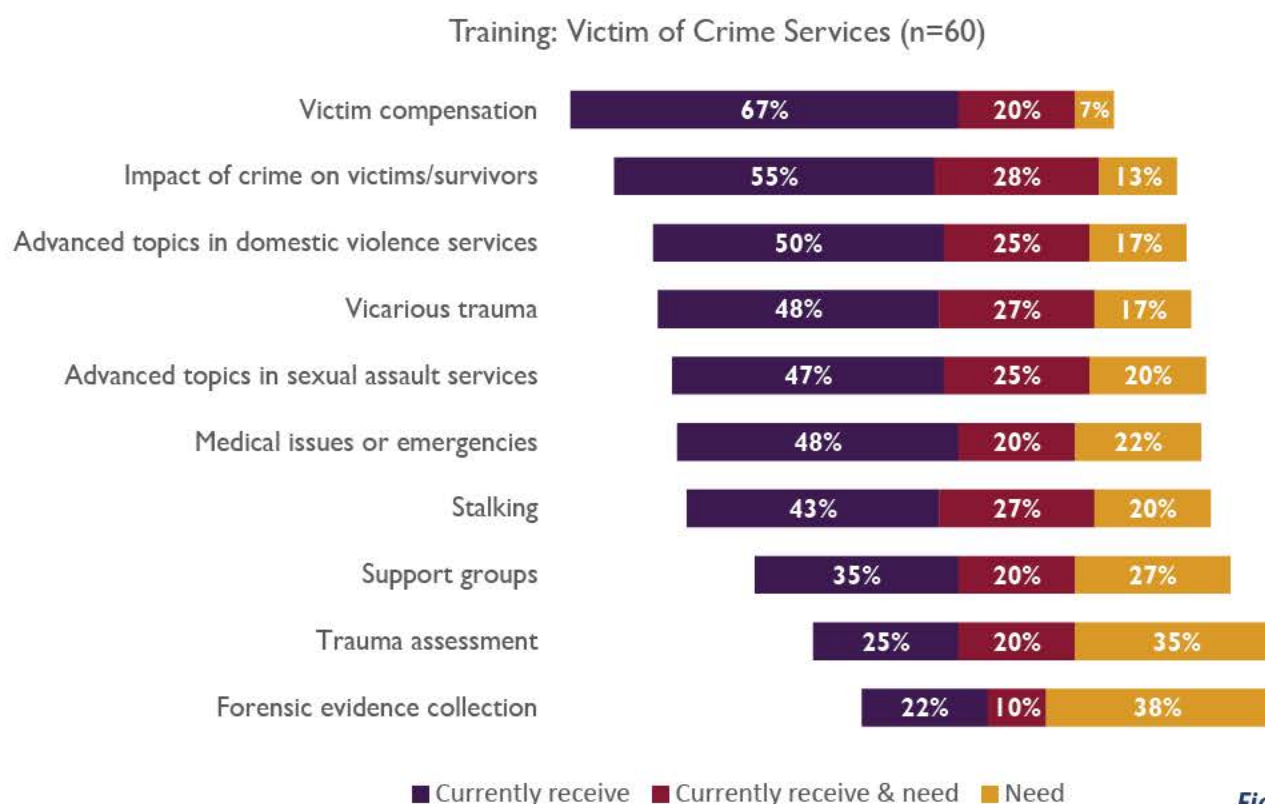


Figure 22

In addition, respondents were presented with a series of subtopics related to *strategies for self-care* and asked what training they received and/or needed. The subtopics that respondents most frequently reported as needing were *effective conflict prevention and resolution techniques* and *strategies for resolving ethical conflicts*, at 42% each. Respondents were also asked what training they needed in terms of *organization and program management*. The subtopic selected most frequently was *strategic planning* (38%).

Training Challenges

Respondents were asked to indicate the challenges faced by their organization when considering training opportunities. Respondents were allowed to check off as many challenges as applied to them; therefore, percentages do not add up to 100%. Around two-thirds of respondents indicated that *concerns about spending time away from other work needs* (66%), *concerns about being short-staffed for other work needs* (65%), and *lack of funding* (63%) were challenges faced by their organization when considering training opportunities.

Challenges Faced When Considering Training Opportunities (n=62)

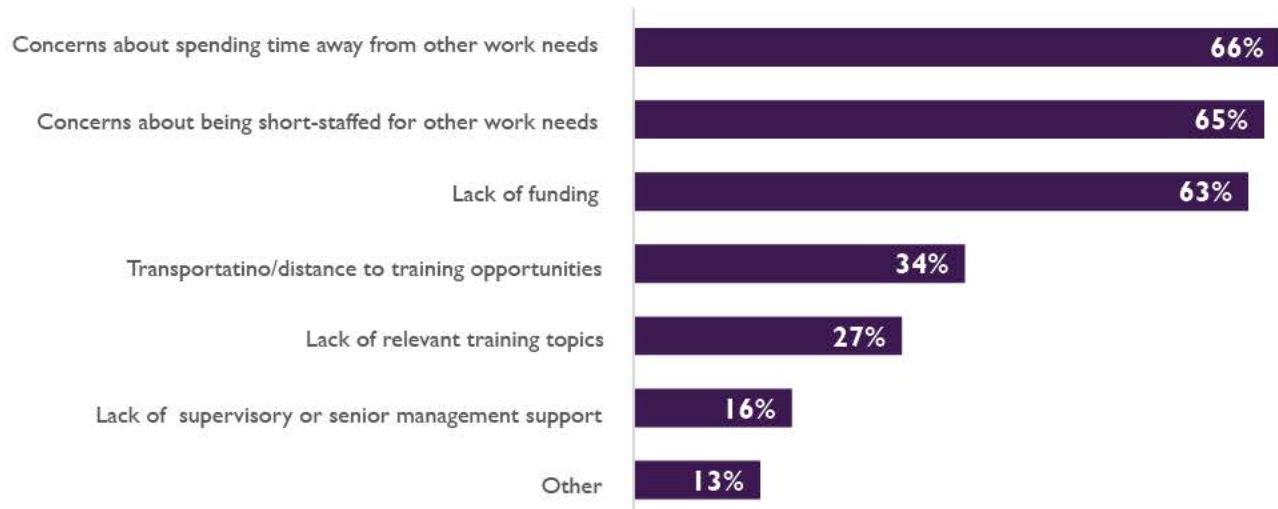


Figure 23

Victims Served

Respondents were asked to estimate the number of victims their agency served in the last 12 months. Eighty-two percent (82%) of survey respondents answered this question. Two of the agencies who did not—Maine Coalition to End Domestic Violence and Maine Coalition Against Sexual Assault—instead provided Cutler researchers with more in-depth data on the victims they served. Their numbers are reported separately (pp. 49-50).

Primary Victims

Respondents were asked to estimate the number of primary victims served by their agency in the last 12 months. Of the 51 respondents who answered this question, the plurality (27%) estimated serving 251 to 500 primary victims over the last year.

Secondary Victims

Respondents were also asked to estimate the number of family members, friends, or other types of secondary victims or non-victims served in the last 12 months. Of the 45 respondents who answered this question, the plurality (38%) estimated servicing 101 to 250 secondary victims over the last year.

Victim Demographics

Survey respondents were asked to provide the demographic breakdown of victims served by their agency over the last 12 months.⁵⁸ Note that the estimate of victims served by each agency is not an unduplicated count; one victim might seek services from multiple agencies for various services, meaning that multiple responding agencies may have served the same victim.

Nearly two-thirds (62%) of the respondents reported serving Black/African Americans, and an additional proportion reported serving victims from *two or more races* (25%) and *other races* (17%). Only 56% served both Whites and Hispanics. The lower proportion of providers serving White victims may be counterintuitive, but it is due to the presence of culturally specific providers among survey respondents. In theory at least, victims of color seek services from any provider, but White victims do not seek services from culturally specific service providers; thus, White victims are served by fewer providers.

It is noteworthy that one-third of respondents reported servicing victims with *unknown/unspecified race*, which indicates that racial demographics are often not collected.

Table 7: Estimates of Primary & Secondary Victims Served

Victims Served	% Respondents Serving # of Primary Victims (n=51)	% Respondents Serving # of Secondary Victims (n=45)
5-100	14% (n=7)	4% (n=2)
101-250	14% (n=7)	38% (n=17)
251-500	27% (n=14)	33% (n=15)
501-1,000	16% (n=8)	13% (n=6)
1,001-2,000	18% (n=9)	0% (n=0)
2,001-3,000	6% (n=3)	11% (n=5)
>3,000	6% (n=3)	4% (n=2)

⁵⁸ There is currently no standardized data collection method required for victim service providers. Some victim service providers utilize a secure case management software to collect data on total victims served by their organization while others employ other approaches.

Table 8: Services Provided by Victims' Race

	% Respondents Serving Specified Race (n=63)	Total Victims Served
American Indian or Alaskan Native, non-Hispanic	44%	335
Asian, Native Hawaiian or other Pacific Islander, non-Hispanic	44%	126
Black or African American, non-Hispanic	62%	5,464
Hispanic or Latino	56%	6,479
White, non-Hispanic	56%	19,762
Two or more races (excluding Hispanic/Latino)	25%	1,114
Other Races	17%	284
Unknown/unspecified	33%	11,918

Respondents were also asked to report the gender of victims served. Sixty percent (60%) of respondents reported serving women, and a nearly equal percentage, 59%, reported serving men. A significant percentage (44%) reported serving the transgender community. Overall, women made up about two-thirds (67%) of those served in the past 12 months.

Maine Coalition to End Domestic Violence Victims

The Maine Coalition to End Domestic Violence (MCEDV) submitted primary victim data for individuals served through member sites across Maine from October of 2020 through September of 2021. The data submitted were not estimates but were actual counts gathered by querying their management information system—EmpowerDB.

Table 9: Total Victims Served by MCEDV Member Organizations⁵⁹

Counties Served	Member Organization	Total Victims Served
Cumberland	Through These Doors	2,321
Androscoggin, Franklin, & Oxford	Safe Voices	1,893
Kennebec & Somerset	Family Violence Project	1,661
York	Caring Unlimited	1,457
Penobscot & Piscataquis	Partners for Peace	1,304
Knox, Lincoln, Waldo, & Sagadahoc	New Hope Midcoast	1,152
Aroostook	Hope & Justice Project	868
Hancock & Washington	NextStep DV Project	719

⁵⁹ Please note one victim might seek services from multiple agencies meaning that multiple responding agencies may have served the same victim.

Demographic data about these primary victims were also provided; however, nearly 53% of the victim served race was not specified. Females accounted for 89% of the victims served within the MCEdV network; males made up 8%; and the remainder were transgender, non-binary, other or not specified. People between the ages of 25 and 59 accounted for nearly two-thirds (64%) of the victims. Additional demographic information is provided in Table 10. Other Demographics.

Maine Coalition Against Sexual Assault Victims

The Maine Coalition Against Sexual Assault (MECASA) submitted victim data for victims served through member sites across Maine from October of 2020 through September of 2021. As MCEdV did, MECASA submitted not estimates but actual counts gathered by querying their management information system—EmpowerDB.

Table 10: Other Demographics

Other Demographics	
People with disabilities	1,339
People with limited English proficiency	166
People who are immigrants/refugees	167
People who live in rural areas	5,640
Total	7,312

Table 11: Total Victims Served by MECASA Member Organizations⁶⁰

Counties Served	MECASA Member Organization	Victims	Secondary Victims
Cumberland & York	SA Response Services of Southern Maine	554	317
Penobscot & Piscataquis	Rape Response Services	565	305
Androscoggin, Oxford & Franklin	SA Prevention and Response Services	558	297
Kennebec & Somerset	SA Crisis & Support Center	442	331
Aroostook, Hancock & Washington	Aroostook Mental Health Center	408	147
Sagadahoc, Knox, Waldo & Lincoln	SA Support Services of Midcoast Maine	371	184
Cumberland	Spurwink	163	135
Statewide	Immigrant Resource Center of Maine	99	8
Statewide	Crisis and Support Line	76	18
Statewide	Human Trafficking Fund (MECASA)	11	0

Demographic data about the victims MECASA served was also provided, but the numbers provided were for both primary and secondary victims combined. In more than half (57%) of the victims served, the person's race was White. The *unknown* race category accounted for an additional 33% of all victims served. Females accounted for two-thirds (67%) of the victim served by MECASA coalition partners; males made up 18% of the victim served; and the remainder were non-binary, transgender or gender not listed. People between the ages of 25 and 65 accounted for 41% of the MECASA contacts during that 12-month period.

⁶⁰There is currently no standardized data collection method required for victim service providers. Some victim service providers utilize a secure case management software to collect data on total victims served by their organization while others employ other approaches.

Services Provided

Respondents were asked to indicate which VOCA-funded services their organization provides. *Criminal/civil justice system assistance and information and referral services* were provided by the largest proportions of providers; at 87% and 84%, respectively. Follow-up questions were asked for each of the five services listed.

Services Provided by VOCA-funded Respondents (n=62)

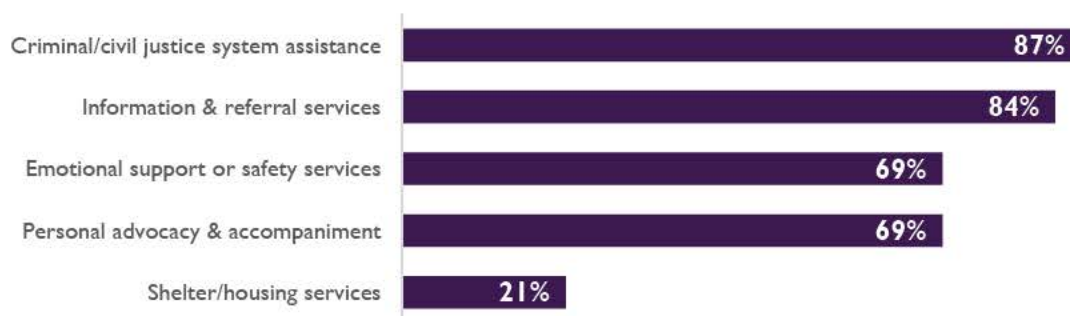


Figure 24

Respondents were then presented with a series of subservices related to *criminal/civil justice system assistance* and asked which subservices their organization provides. More than two-thirds (69%) reported providing *criminal advocacy/accompaniment*, and nearly two-thirds reported providing *victim impact statement assistance* (61%) and *assistance with restitution* (60%). Only one in five (21%) provide *civil legal assistance with family law issues*, and even fewer provide *other legal assistance and/or counsel* (15%) or *immigration assistance* (10%).

Criminal/Civil Justice System Assistance (n=62)

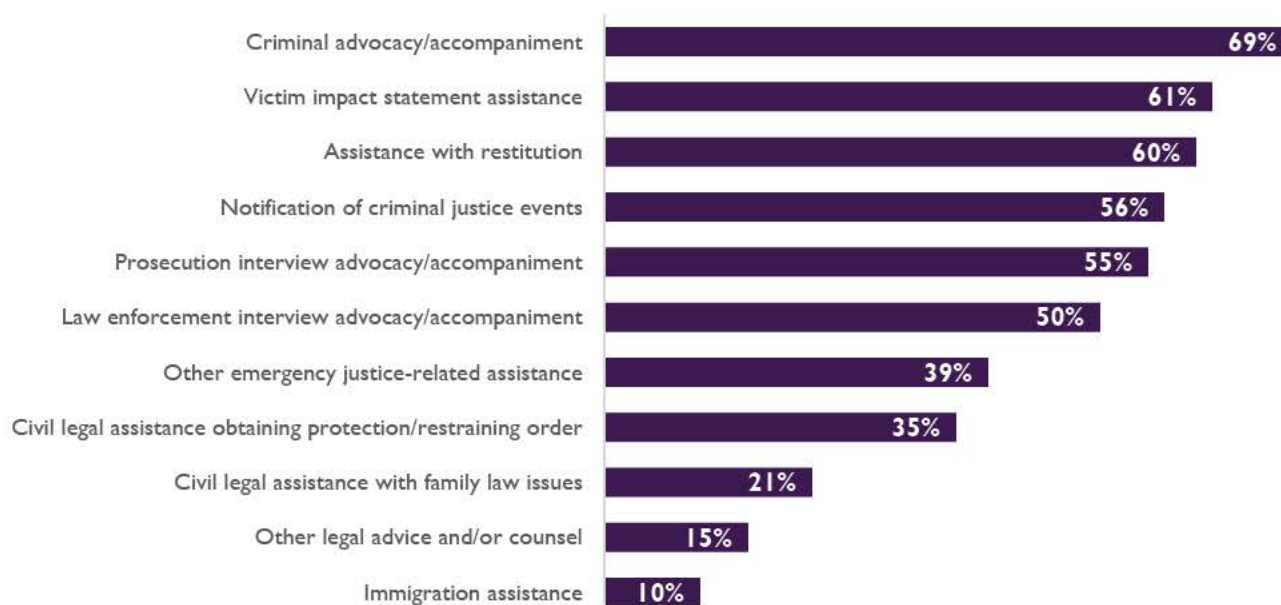


Figure 25

Respondents were asked to indicate which subservices related to *information and referral* were provided by their organization. Response rates for four of the five services were fairly uniform, at 76% to 82%. The only information and referral service not provided by most respondents was *information about the tribal justice system process*, at 11%.



Figure 26

Respondents were presented with a series of subservices related to *emotional support and safety services* and asked which subservices their organization provides. Forty percent (40%) reported providing *crisis intervention* (40%), followed by *emergency financial assistance* (31%), and *support groups* (29%). It is noteworthy that none of the 12 subservices listed achieved a response rate of 50% or higher. The services that received the least support were *other therapy* (11%), *individual counseling* (6%), and *substance abuse services* (5%).

Respondents were asked to indicate which subservices related to *personal advocacy and accompaniment services* were provided by their organization. Forty-eight percent (48%) reported providing *law enforcement interview advocacy/accompaniment* (48%), followed by *child advocacy* (34%), and *individual advocacy* (32%). Again, it is noteworthy that none of the 13 subservices achieved a response of 50% or higher. The services that received the least support were *immigration assistance* (10%), *on-scene coordinated response* (8%), and *performance of medical or nonmedical forensic exam or interviews* (5%). Most of the respondents do not provide *shelter/housing service*, and fewer than one in five respondents offer the subservices of *relocation assistance*, *transitional housing*, and *emergency shelter or safe house services*.

Lastly, respondents were presented with a list of seven other services and asked to select those provided by their organizations. Sixty percent reported providing *assistance in filing compensation claims*, 34% reported *prevention and education*, 26% reported *supporting survivors finding justice outside the criminal/civil system*, 23% reported *batterers intervention programming*, and 10% reported *culturally and or ethically specific services*. None of the organizations reported providing *supervised child visitation assistance* (0%).

Barriers to Service

The survey presented respondents with a list of barriers related to victims' language or culture, geographic location, organization finances/staffing, organization training/education, and a miscellaneous category. Respondents were then asked to report how frequently they observed victims experiencing each barrier when trying to access services at their organization over the last 12 months using the choices *never*, *rarely*, *sometimes*, *usually*, and *always*. For ease of reference, this report counts responses of *sometimes*, *often*, and *always* as the presence of a barrier.

When asked about barriers related to *language or culture*, half (51%) of respondents indicated that they saw a *lack of culturally accessible services* as a barrier to providing victim services during the last twelve months. Nearly half (45%) of respondents indicated that they saw a *lack of language accessible services* as a barrier, while one-third (34%) of respondents indicated seeing a *lack of accessible services for persons with disabilities*. Note: No one identified any of these barriers as *always* being experienced by victims.

Half (51%) of respondents sometimes or often saw a lack of culturally accessible services as a barrier to providing victim services during the last twelve months.

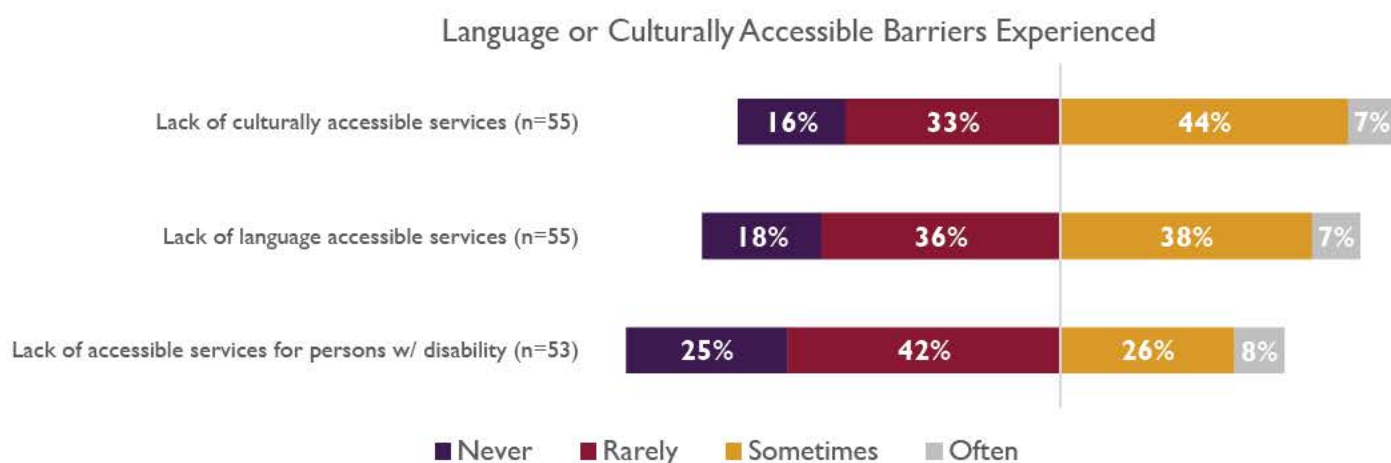


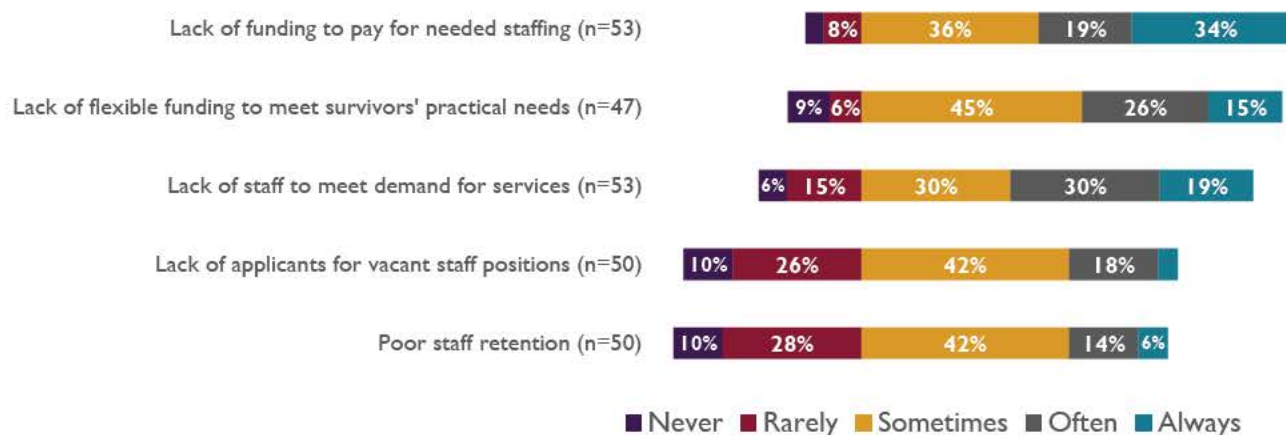
Figure 27

When asked about barriers related to *geographic location*, almost nine in ten (89%) providers saw a *lack of transportation for victims to access services* as a barrier to providing victim services during the last twelve months. *Lack of knowledge regarding other available services within the catchment area* was identified by over three-quarters (82%) of respondents as being a barrier, while over two-thirds (71%) of respondents indicated that *lack of other services available within the catchment area* was a barrier.

Nine out of ten providers (89%) sometimes, often, or always saw transportation for victims to services as a barrier to providing victim services during the last twelve months.

Providers were asked how often over the last 12 months they encountered barriers related to *finances and staffing* while providing services. Nearly nine in ten (89%) respondents indicated that a *lack of funding to pay for needed staffing* was a barrier. A *lack of flexible funding to meet survivors' practical needs* was seen as a barrier by more than three-quarters (85%) of respondents, while three-quarters (79%) of respondents indicated a *lack of staff to meet demand for services* was a barrier. Nearly two-thirds (64%) of respondents indicated that they saw a *lack of applicants for vacant staff positions* as a barrier, and about the same proportion of providers (62%) saw *poor staff retention* as a barrier.

Finances/Staffing Barriers Experienced

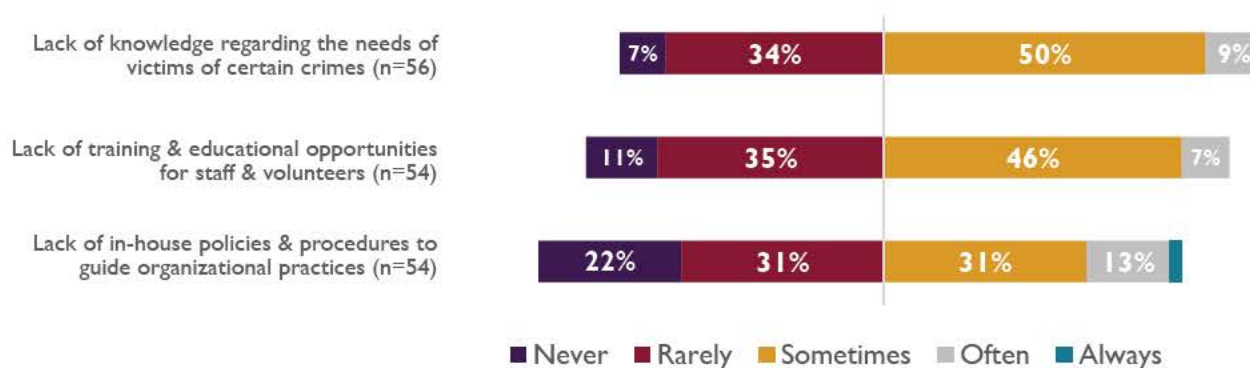


Note: Proportions smaller than 5% are not labeled.

Figure 28

When asked about barriers related to *training and education*, over half of respondents (59%) noted seeing a *lack of knowledge regarding the needs of victims of certain crimes* as a barrier to providing victim services during the last twelve months. More than half (54%) of respondents indicated that they saw a *lack of training and educational opportunities for staff and volunteers* as a barrier, and less than half (46%) indicated that they saw a *lack of in-house policies and procedures to guide organizational practices* as a barrier.

Training & Education Barriers Experienced

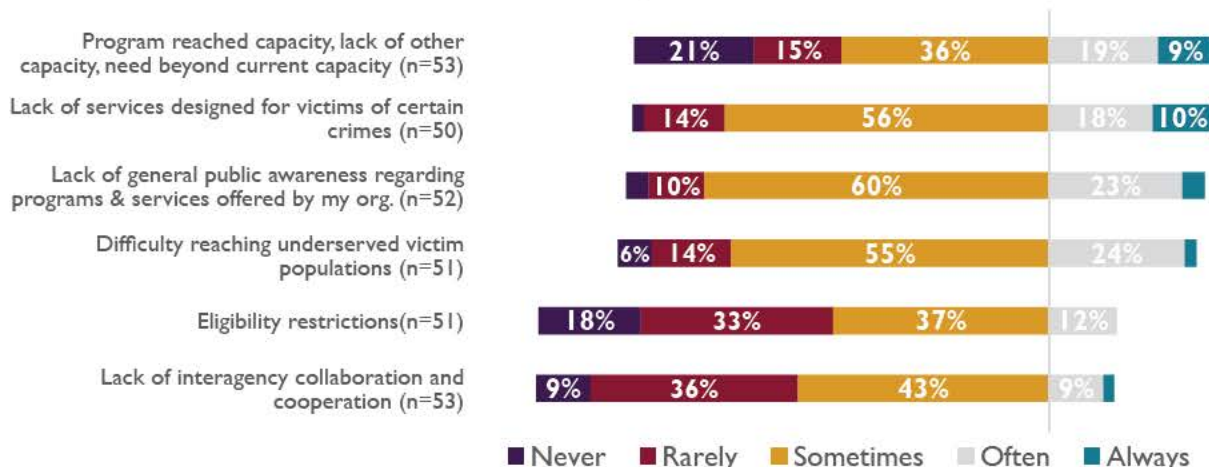


Note: Proportions smaller than 5% are not labeled.

Figure 29

Respondents were presented with six additional barriers and asked how often over the last 12 months they observed them while providing services for victims. As shown in **Figure 30. Additional Barriers Experienced** below, a quarter or more of respondents indicated seeing *program reached capacity/lack of other capacity* (28%), *lack of services designed for victims of certain crimes* (28%), *lack of general public awareness regarding programs services offered by my organization* (27%), and *difficulty reaching underserved victim populations* (25%) as barriers.

Additional Barriers Experienced



Note: Proportions smaller than 5% are not labeled.

Figure 30

Staffing Challenges

Respondents were asked to indicate which types of positions are difficult to fill at their agency. They were instructed to check off as many positions as applied; therefore, percentages do not add up to 100%. About one-quarter of survey respondents indicated that *advocates and support staff* positions are difficult to fill (26% and 24%, respectively). No respondent reported difficulty filling *healthcare staff* positions.

Type of Positions That Are Difficult to Fill (n=62)

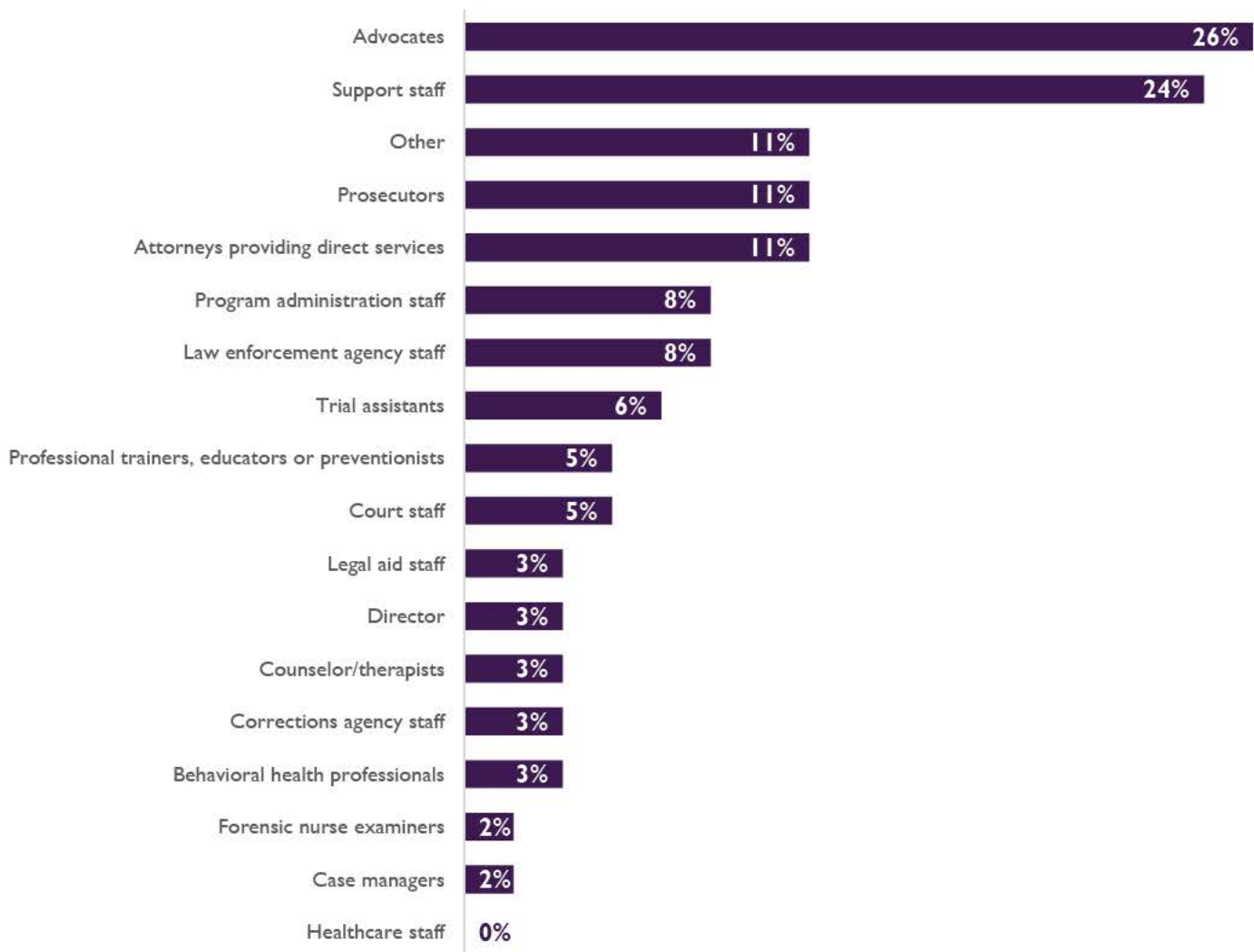


Figure 31

Assessment of Services

The survey presented respondents with a list of services that they reported providing in a previous question and asked them to select the five services they think their organization does best. Next, respondents were presented with the same list and asked to select the top five services they think their organization could improve. Lastly, they were presented with the list again and asked to select the top five services they think could be improved across Maine.

Services Victim Service Providers Do Best

The service organizations listed as doing best most often was *information about the criminal justice process* (47%), or nearly half of respondents. This response was mentioned more often among the Victim Witness Advocates who made up nearly half of all respondents. Rounding out the top six, were *information about victim rights/how to obtain notifications* (40%), *notification of criminal justice events* (37%), *criminal advocacy/accompaniment* (31%), *prosecution interview advocacy/accompaniment* (24%), and *victim impact statement assistance* (24%).

Top 6 Services Done Best & Needing Improvement (n=62)

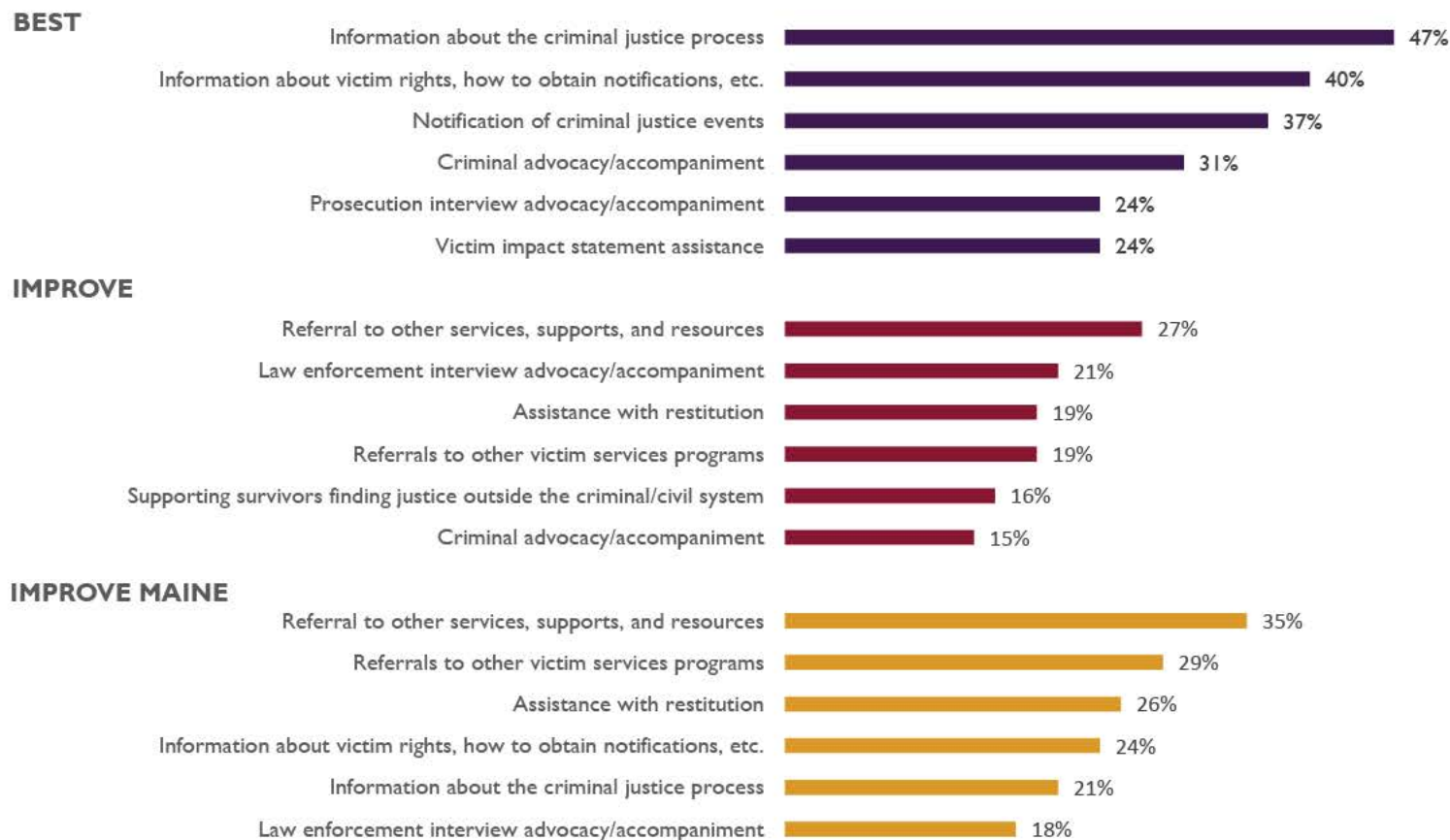


Figure 32

Services Victim Service Providers Could Improve

As depicted in **Figure 32. Top 6 Services Done Best & Needing Improvement**, the top six services that organizations believe they could improve were headlined by referral to *other services, supports, and resources* (27%). This response was mentioned more often among the advocates. Rounding out the top six, were *law enforcement interview advocacy/accompaniment* (21%), *assistance with restitution* (19%), *referrals to other victim services programs* (19%), *supporting survivors finding justice outside the criminal/civil system* (16%), and *criminal advocacy/accompaniment* (15%).

Services Maine Could Improve

As shown in **Figure 32. Top 6 Services Done Best & Needing Improvement**, the service mentioned most often as needing improvement in Maine was *referral to other services, supports, and resources* (35%). Rounding out the top six, were *referrals to other victim services programs* (29%), *assistance with restitution* (26%), *information about victim rights, how to obtain notifications, etc.* (24%), *information about the criminal justice process* (21%), and *law enforcement interview advocacy/accompaniment* (18%).

The responses to “Services Maine Could Improve” were similar to “Services VSPs Could Improve.” On top of both lists was *referral to other services, supports, and resources*. In addition, three other services - *law enforcement interview advocacy/accompaniment*, *assistance with restitution*, and *referrals to other victim services programs* – appeared on both lists, though the order was a little different.

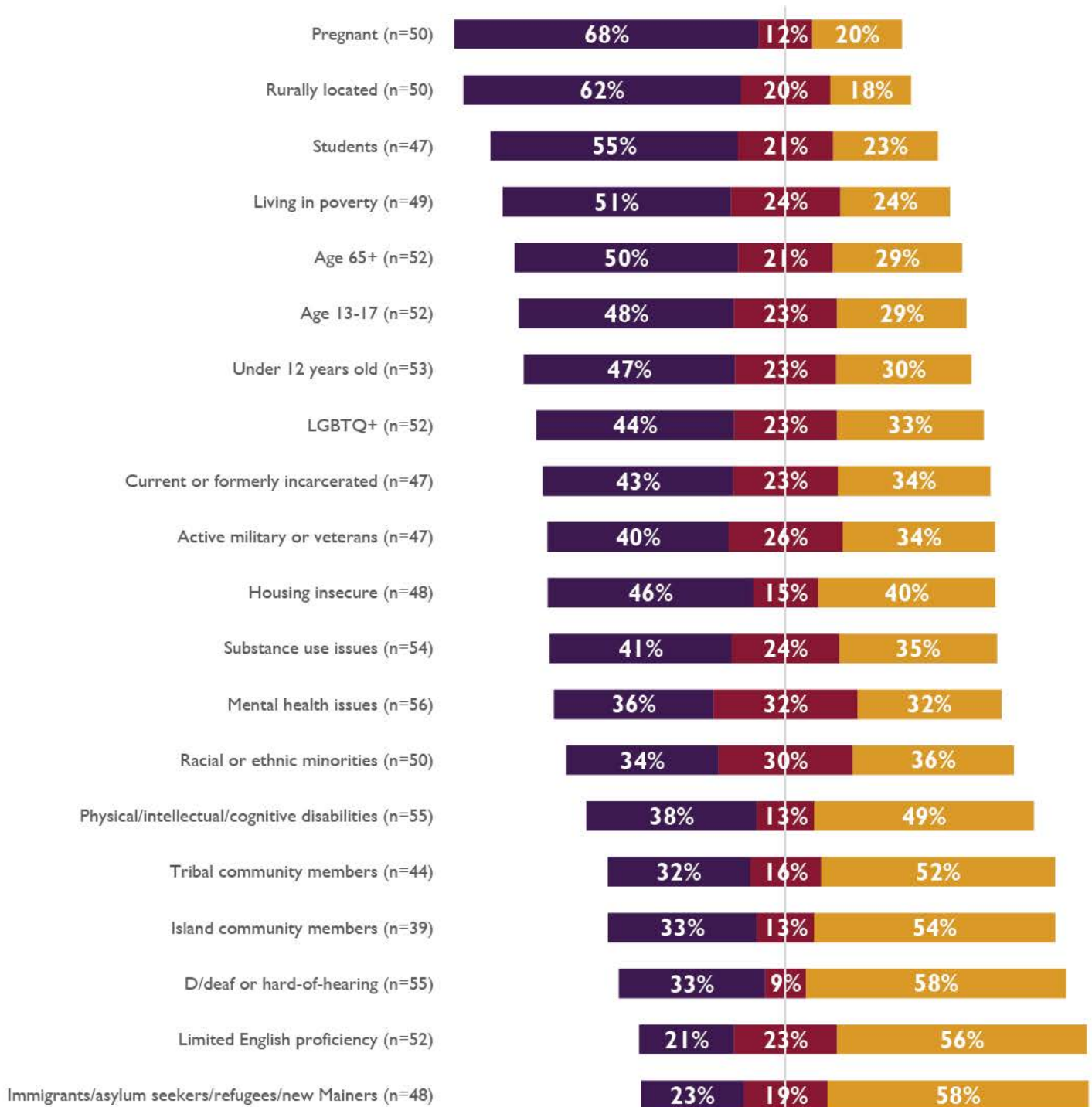
Assessment of Services to Specific Populations

The survey presented a list of 20 population groups and asked respondents to select those they felt their organization served well and to check those for whom services could be improved. They were instructed to choose one option, both options, or neither option as they deemed appropriate.

The majority of respondents reported serving most populations well (15 out of 20). The populations most frequently reported as being served well were people who are *pregnant* (80% of respondents reported serving them well), *those who live in rural communities* (82%), *students* (77%), *those with low-income or living in poverty* (76%), *those over 65 years of age* (71%), and *those aged 13 to 17* (71%).

On the other hand, the majority of respondents also reported needing to improve services for most populations (16 out of 20). The populations most frequently reported those for whom services should be improved were *those with limited English proficiency* (79% of respondents reported the need for improvement), *immigrants, asylum seekers, refugees, and/or new Mainers* (77%), *members of Tribal communities* (68%), *D/deaf or hard-of-hearing populations or those with speech/vision impairments* (67%), *members of island communities* (67%), and *racial or ethnic minorities* (66%).

Assessment of Services Provided to Specific Populations



■ Serve well ■ Serve well & could be improved ■ Could be improved

Figure 33

Victim Needs Questionnaire Findings

A total of 101 individuals completed the online Victim Needs Questionnaire. While survey respondents could identify as primary victims, secondary victims, or both, 26 of the 101 individuals who completed the VNQ did not identify as any type of victim.⁶¹ Since the survey was intended to reflect the responses of crime victims in Maine, these cases were excluded from the analysis. Thus, the following findings are based on the responses of 75 individuals who reported experiencing and seeking services for one or more crimes.

Additionally, it is important to note that while 40 individuals solely identified as primary victims and 9 solely identified as secondary victims, 26 respondents identified as both. Therefore, the duplicated count includes 66 primary victims and 35 secondary victims. Individuals who identified as both a primary and secondary victim are included in each group when these findings are presented separately by victimization type but are otherwise presented once (de-duplicated).

The survey was available in Arabic, English, French, Portuguese, Somali, and Spanish. The majority of participants completed the survey in English (96%, n=72), while one respondent completed it in French (1%) and two completed it in Portuguese (3%). No participants completed the survey in French, Spanish, or Somali.

Demographic Traits

Table 12. VNQ Demographics displays the demographic traits of VNQ respondents (n=75). While most respondents provided responses to every demographic question, some did not. Additionally, some original survey categories were collapsed for data analysis and presentation purposes. Most respondents were female (89%), straight (75%), between 25-44 years old (63%), White (81%), had a medical or health-related disability (60%), and were primary victims (88%).

⁶¹The [Office of Victims of Crime](#) has provided the follow definitions: A primary victim is the individual who suffered direct harm as a result of the crime and a secondary victim is an individual who experienced an indirect consequence of the crime. Secondary victims may include relatives of the primary victims or individuals who witnessed the crime.

Table 12: VNQ Demographic

Gender (n=73)	
Female	89%
Non-binary/third gender	8%
Questioning/unsure	1%
Male	1%
Sexual orientation (n=72)	
Straight (heterosexual)	75%
LGBTQ+	25%
Identify as transgender (n=65)	
No	92%
Yes/unsure	8%
Age (n=70)	
20-24	10%
25-34	27%
35-44	36%
45-54	6%
55-64	17%
≥65	4%
Race/Ethnicity* (n=72)	
White/Caucasian	81%
Persons of Color	19%
Hispanic/Latino/Latina/Latinx (n=72)	
No	93%
Yes	7%
Medical or health related disability (n=73)	
Yes	60%
No	40%
Deaf or hard of hearing (n=73)	
No	96%
Yes	4%
County (n=69)	
Androscoggin	13%
Aroostook	6%
Cumberland	30%
Franklin	1%
Hancock	1%
Kennebec	17%
Knox	4%
Lincoln	4%
Oxford	3%
Penobscot	6%
Sagadahoc	1%
Somerset	1%
Waldo	1%
York	9%
Victimization (n=75)	
Primary victim only	53%
Both primary and secondary victim	35%
Secondary victim only	12%

*The “persons of color” category includes those who reported any race other than White alone.

Types of Crime

Respondents were asked what types of crimes—personal or property—led them to seek and/or accept services. Those who reported being both primary and secondary victims were asked this question for each type of victimization. Also, respondents who experienced both types of crime reported both. Thus, it is possible for one individual to be represented in all four result categories. Both primary and secondary victims were more likely to have sought services for personal crimes rather than crimes impacting their property (including financial crimes). Ninety-four percent (94%) of primary victims and 82% of secondary victims sought services for personal crimes, and 27% of primary victims and 23% of property victims sought services for property crimes and financial crimes.

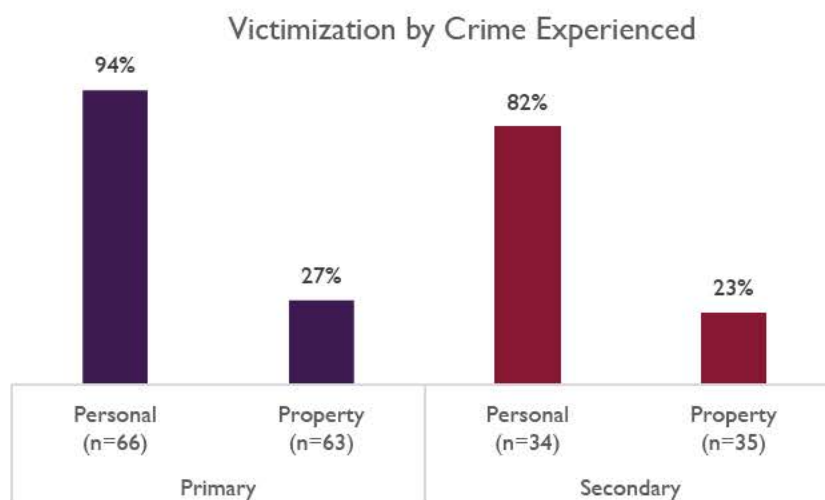


Figure 34

The majority of primary victims (79%) who experienced a personal crime experienced *intimate partner domestic violence*. Smaller proportions of primary victims experienced *sexual assault* (37%), *stalking* (32%), *rape* (31%), *non-intimate partner domestic violence* (27%), and *assault* (26%). The most frequently reported personal crime type reported by secondary victims was *non-intimate partner domestic violence* (50%), followed by *intimate partner domestic violence* (46%), *violence perpetrated by a stranger* (32%), *sexual assault* (32%), *stalking*, and *assault* (29% each).

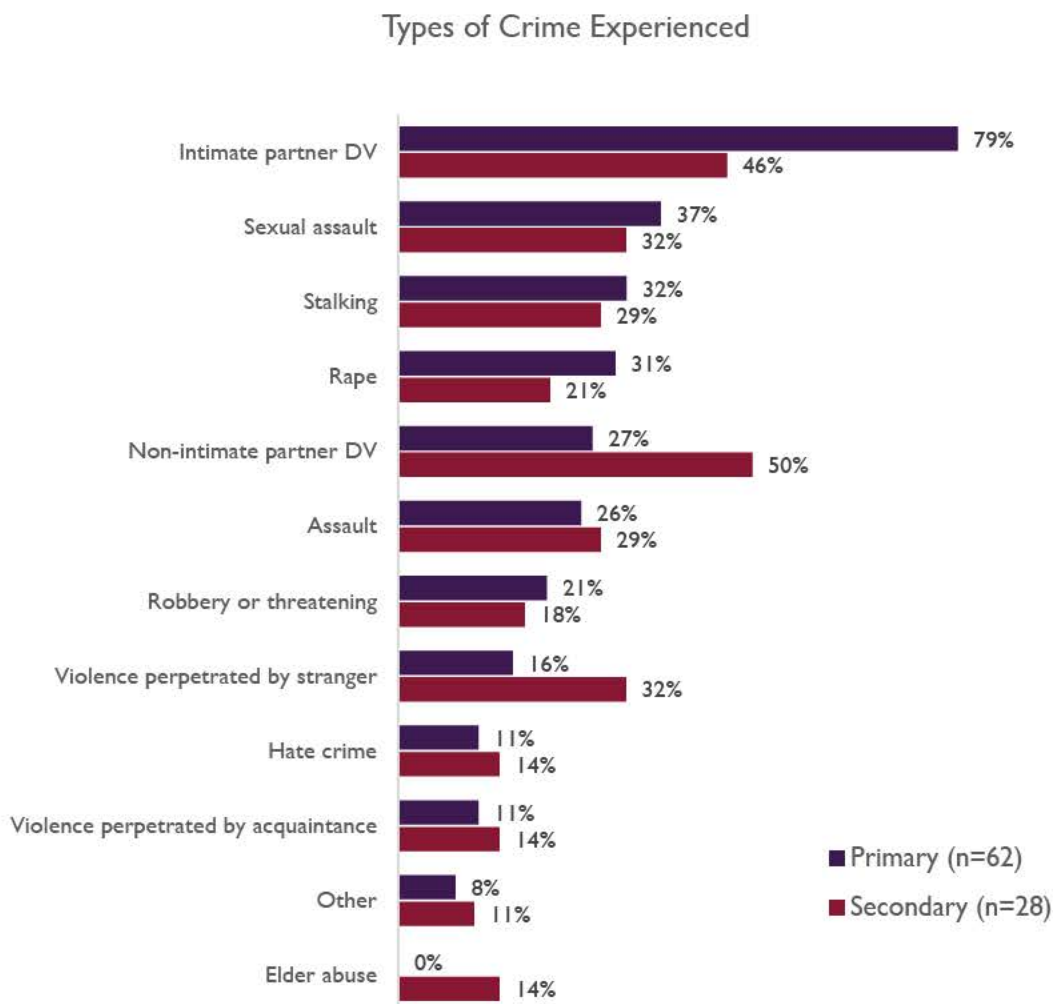
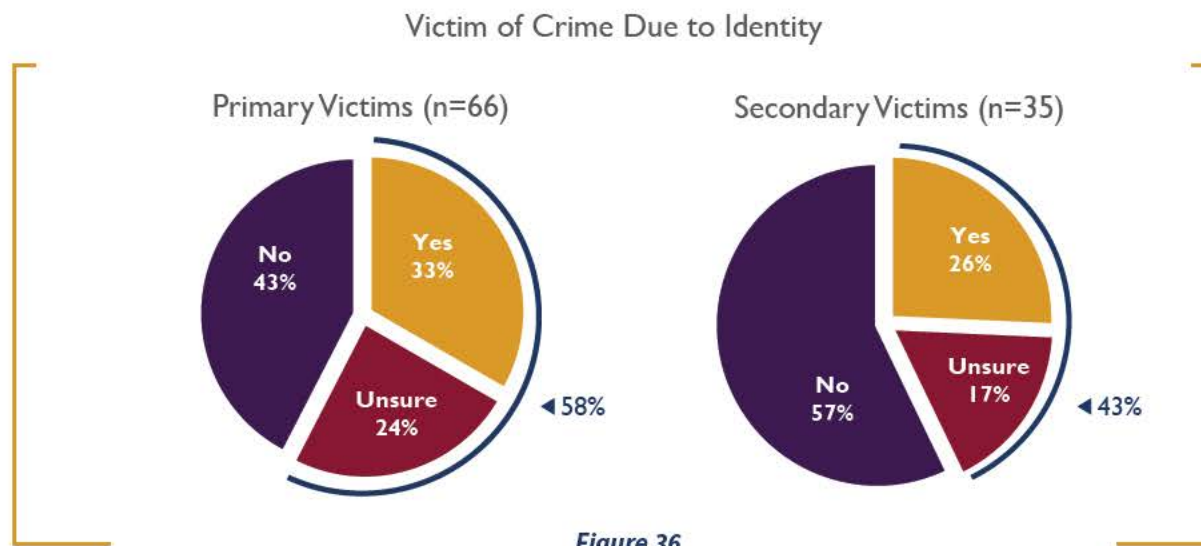


Figure 35

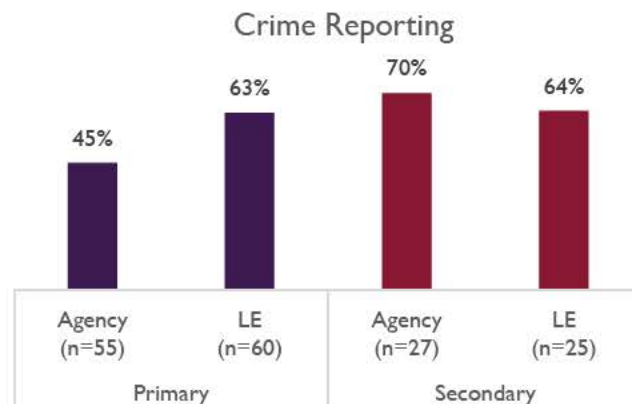
Hate Crimes

Respondents were asked if they believed they were targeted for victimization because of their race, color, religion, sex, ancestry, national origin, physical or mental disability, or sexual orientation. A third of primary victims believed they were, and another quarter were unsure; thus, a total of 58% of primary victims believed or suspected they were victims of a hate crime. About a quarter of secondary victims (26%) believed the primary victim associated with their secondary victimization was targeted due to hate, and another 17% were unsure; thus, a total of 43% of secondary victims believed or suspected the primary crime was motivated by hate.



Crime Reporting

Respondents were asked whether they reported the crimes that led them to seek services to either an agency, such as the Department of Health and Human Services, or to law enforcement. The majority of primary and secondary victims reported to law enforcement, at 63% and 64%, respectively. Less than half of primary victims reported the crime to an agency, but 70% of secondary victims did so. *(Note: Victims of property crimes were asked this question as well, but there were too few responses to analyze.)*

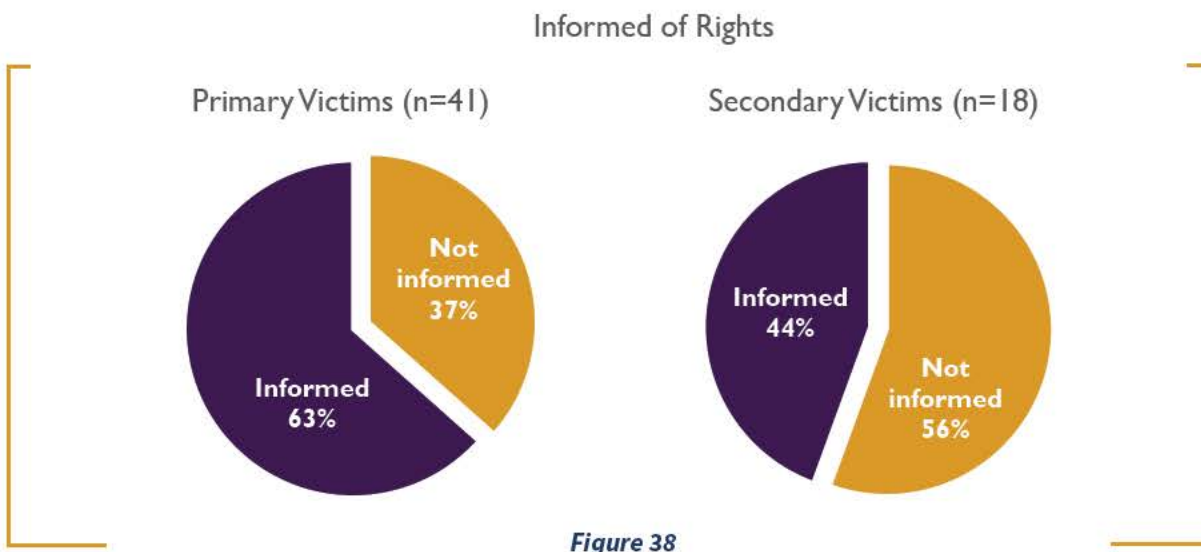


Victims Informed of Rights

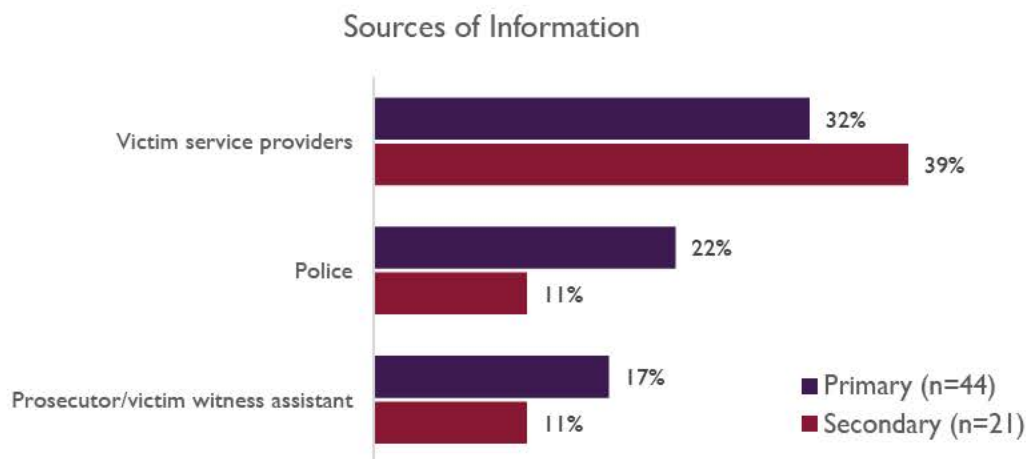
The survey asked respondents whether they had been informed of their rights. The majority of primary victims who reported the crime to either an agency or law enforcement were informed of their rights, at 63%, while only 44% of secondary victims said that the primary victims of the crimes associated with their victimization had been informed. In a couple of instances in which the secondary victim said the primary victim had not been notified, the primary victim was no longer alive as a result of the crime.

“As a victim, the biggest problem I faced and still face in any legal or other situation is NO ONE believes me.”

- VNQ respondent



Respondents were also asked who informed them of their rights and were instructed to report as many sources as applied. Both primary and secondary victims were most frequently told by victim service providers, at 32% and 39%, respectively; followed by police, at 22% and 11%, respectively; then prosecutors/victim witness assistants, at 17% and 11%, respectively.



Those who reported crimes to either an agency or law enforcement were asked how satisfied they were with the response of that agency or law enforcement personnel. Because victims could be both primary and secondary victims and they could have experienced more than one type of crime, this question was asked separately of primary and secondary victims and separately for property and personal crimes.

Seventy-one percent of primary victims who reported a personal crime to a state agency were unsatisfied with the response they received.

Three of the resulting four combinations had too few responses to analyze accurately, but a substantial number of primary victims stated that they had reported personal crimes to either a state agency or law enforcement, and the majority of these victims said they were *somewhat unsatisfied* or *very unsatisfied* with the responses of both of these entities. Seventy-one percent (71%, n=24) of primary victims who reported a personal crime to a state agency were unsatisfied with the response they received, and 53% (n=36) of primary victims who reported a personal crime to law enforcement were unsatisfied.

Service Sought and Received

Survey respondents were asked what types of services they sought during the past twelve months as a result of the crimes they experienced as well as what types of services they received. Respondents could select multiple services. The services most frequently sought by respondents were *counseling services* (67%), *advocacy services* (63%), and *legal services* (36%). These were also the services that respondents most frequently reported receiving. Seventy-three percent (73%) of respondents reported receiving *counseling*, 56% reported receiving *advocacy services*, and 27% reported receiving *legal services*. This aligns with the responses to open-ended questions, which identified mental health counseling/therapy, support groups, free legal services, and court advocates as the most frequently needed services.

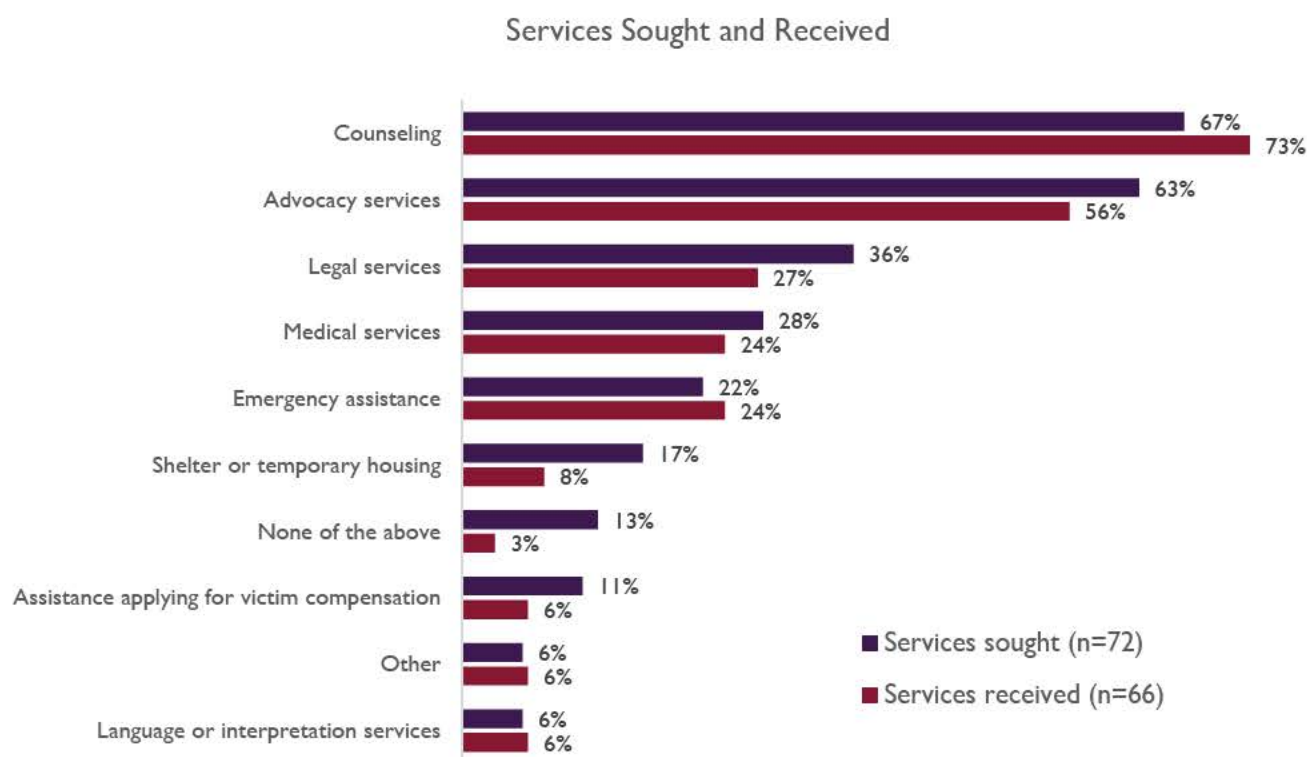


Figure 40

Satisfaction with Services

Primary and secondary victims of crime were asked to rate their satisfaction with the services they received using five categories—*very unsatisfied*, *somewhat unsatisfied*, *neutral*, *somewhat satisfied*, and *very satisfied*. Because point estimates cannot be calculated reliably for sample sizes smaller than 20, only two types of services will be reported here, namely *advocacy services* and *counseling*. The majority of respondents were satisfied or very satisfied with the *counseling* and *advocacy services* they received, at 65% and 54%, respectively.

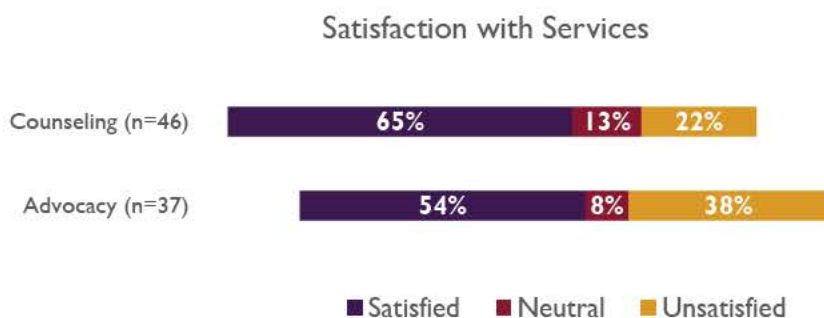


Figure 41

Learning of Services

Respondents were asked how they knew or learned about the organizations they contacted for services and were instructed to select as many choices as applied. More than a third of respondents (39%) reported doing their own Internet searches to find services. Another 29% reported that another victim service agency had referred them, and a quarter (25%) said that law enforcement or someone from the criminal justice system told them.

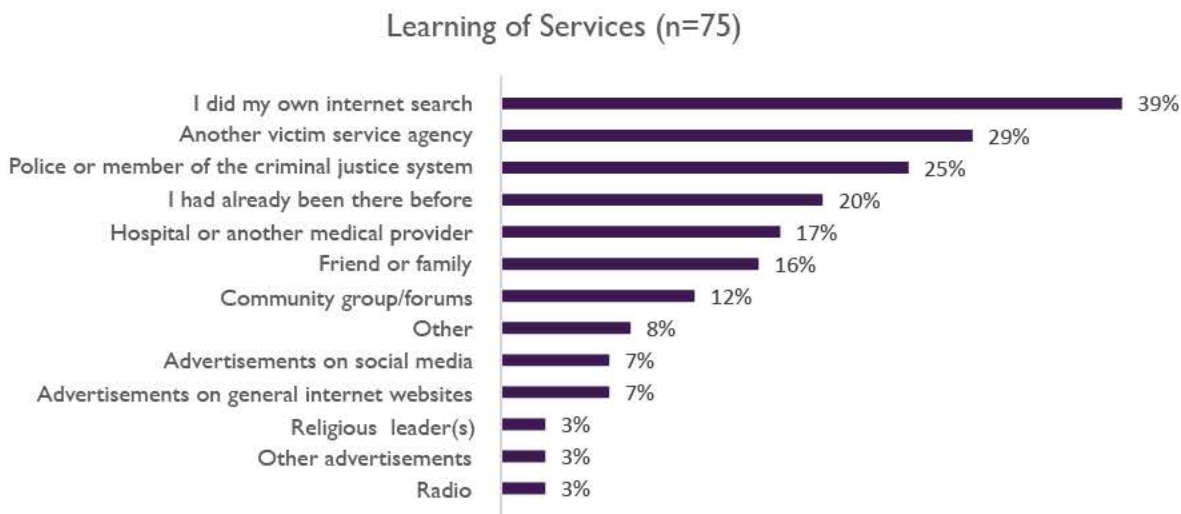


Figure 42

Availability of Services

Service location is often identified as a barrier to accessing services. To gauge how service location impacted service provision, respondents were asked if they were able to obtain the services they wanted in the town/city in which they live and whether they were able to obtain them in the county in which they live.

About half (47%) of respondents were able to get all the services they sought in their county.

About a third of respondents (33%) were able to get all the services they wanted in their town/city, a little more than a third (35%) were able to get some of the services in their town/city, and a little less than a third (32%) said they were not able to get any of the services in their town/city. Almost half of respondents (47%) were able to get all the services they wanted in their county, meaning more than half (53%) were only able to get some or none of the services they wanted in their county.

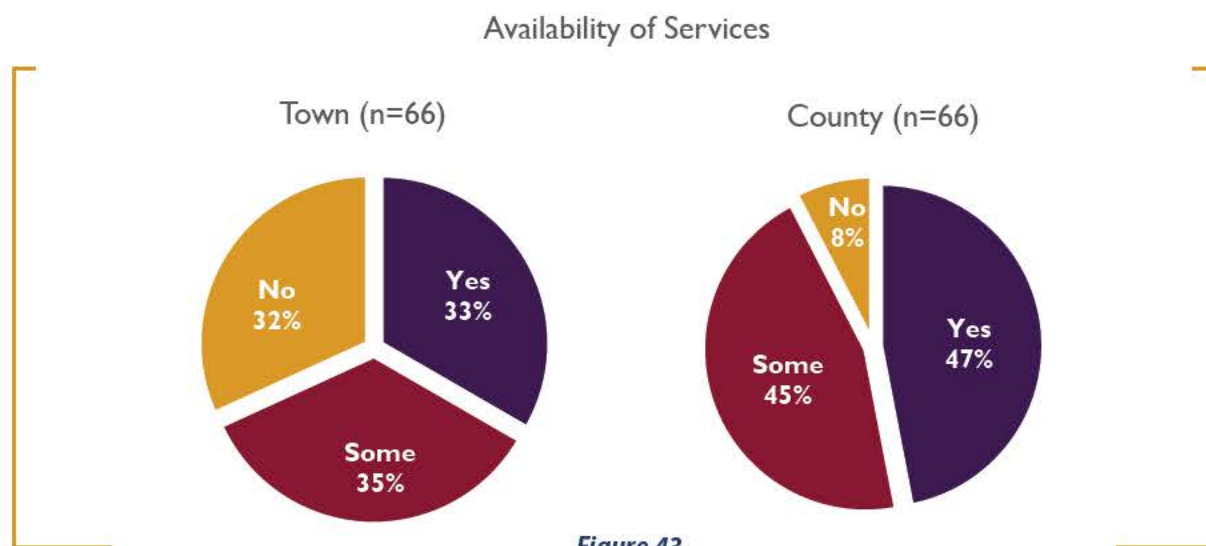


Figure 43

Mode of Service Delivery

Respondents were asked how they received services—*in person*, *online*, and/or *over the phone*. They were instructed to select as many modes as applied. Responses were almost evenly split among the three options, with 60% of respondents reporting *over the phone* and *online* and 56% reporting *in person*.

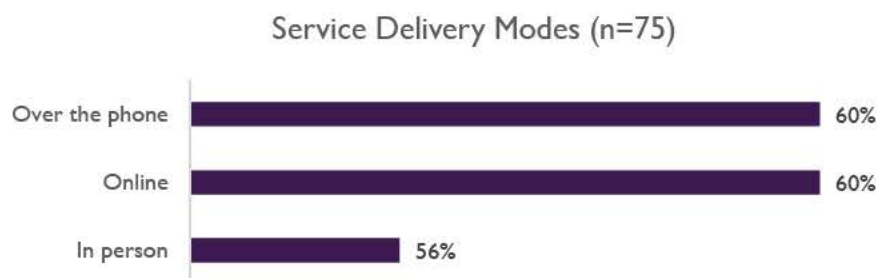


Figure 44

When service satisfaction was cross tabulated with how the service was received (in person only, only remotely, or both in person and remotely), no trend was present that indicated that the service modality impacted satisfaction with service provision.

Barriers to Seeking Services

Barriers by Experience or Situation

Respondents were asked to identify the barriers they experienced while seeking or accepting services. These barriers presented fell into five categories—*barriers related to language or culture, geographic location, finances/insurance, personal privacy or residency status, and additional barriers*. A little under a quarter of respondents (23%) reported experiencing barriers related to *language and culture*. Because very few respondents completed the survey in a language other than English, this finding is likely an underestimate of the true proportion of victims who experience this barrier. Thirty-nine percent (39%) reported experiencing barriers related to their *geographic location*. A majority, 56%, reported experiencing barriers related to *finances or insurance* (56%) and *personal/residential status* (72%). A majority also reported experiencing *additional barriers* (72%).

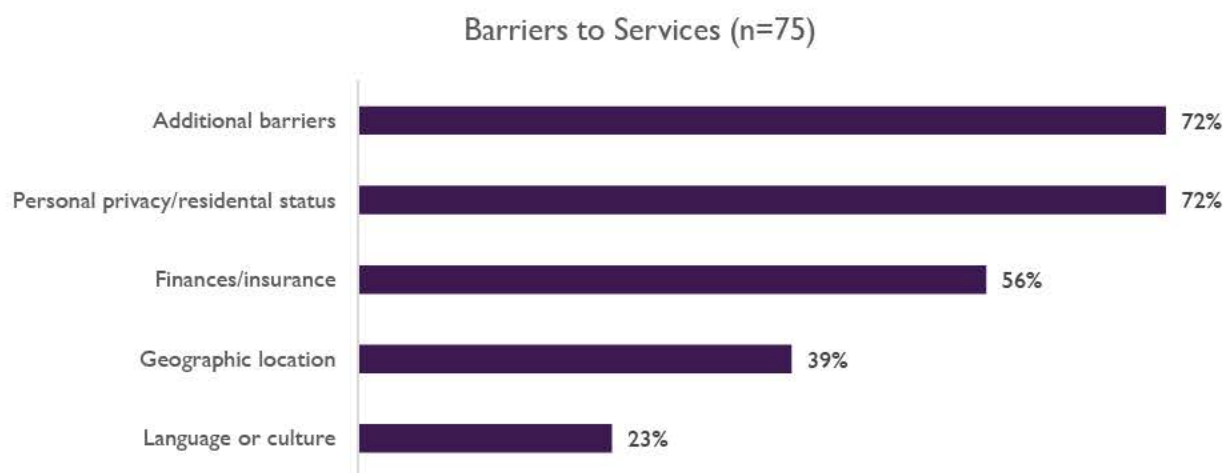


Figure 45

Figure 46. Additional Insights into Barriers offers context for each of the categories. *Long waitlist for the service(s) I wanted* was identified as the most frequent barrier to receiving services (45%), followed by *a fear of loss of privacy* (39%), and *cost of services* (33%).

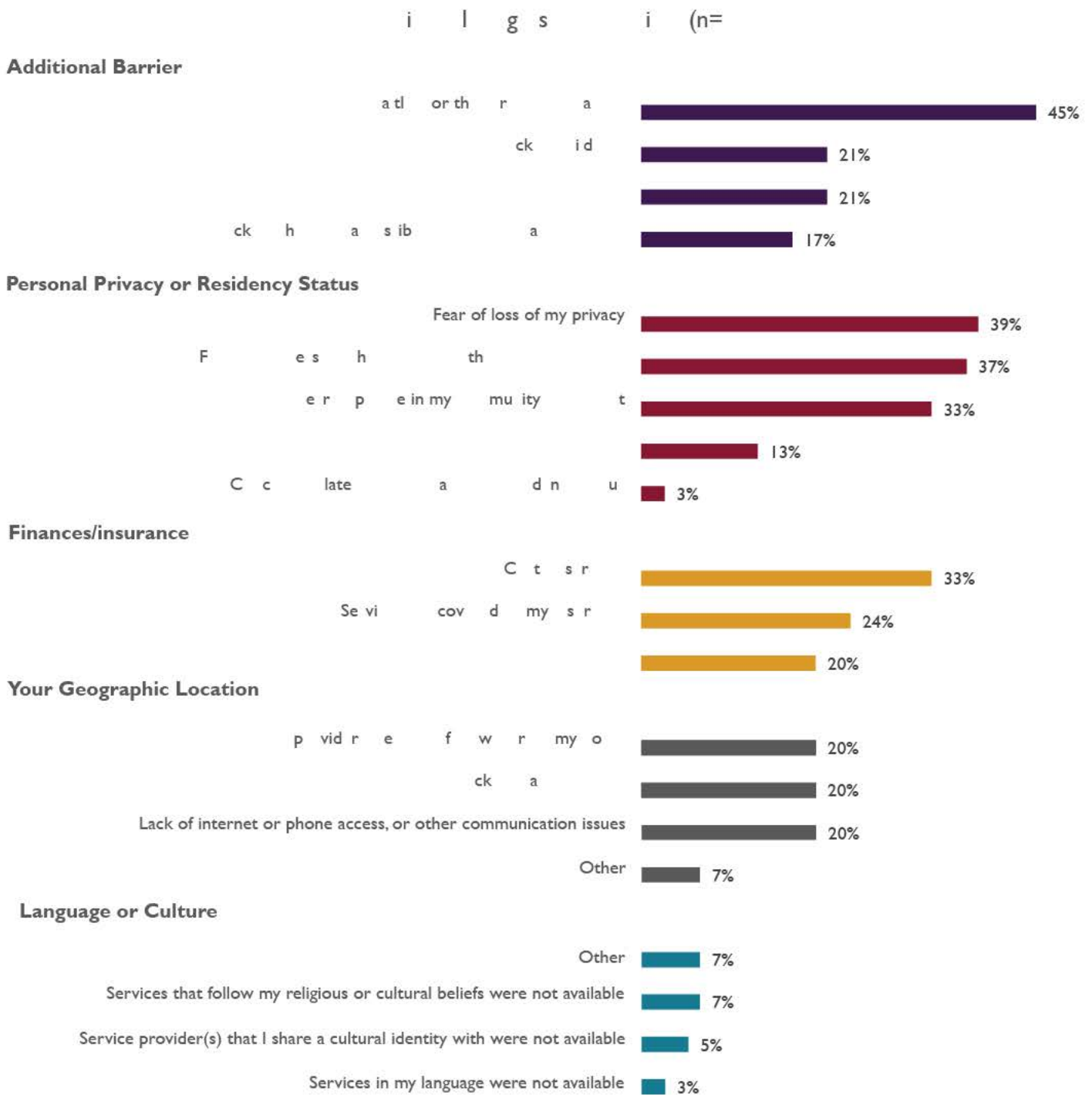


Figure 46

COVID-19 Pandemic

In addition to the aforementioned barriers, respondents were asked to assess how the COVID-19 pandemic impacted their ability to access a variety of services. The survey provided five categorical responses: *much easier to access services*, *somewhat easier*, *neutral*, *somewhat harder*, and *much harder to access services*. Some services were accessed by too few respondents to analyze accurately, but across each of the remaining services, the majority of respondents reported that the pandemic made it *harder or much harder to access services*. Seventy-one percent (71%) reported this of *legal services*, 65% reported it of *medical services*, 56% reported it of *counseling*, and 53% reported it of *advocacy*.

The majority of respondents reported that the pandemic made it harder or much harder to access services.

Ability to Access Services During Pandemic

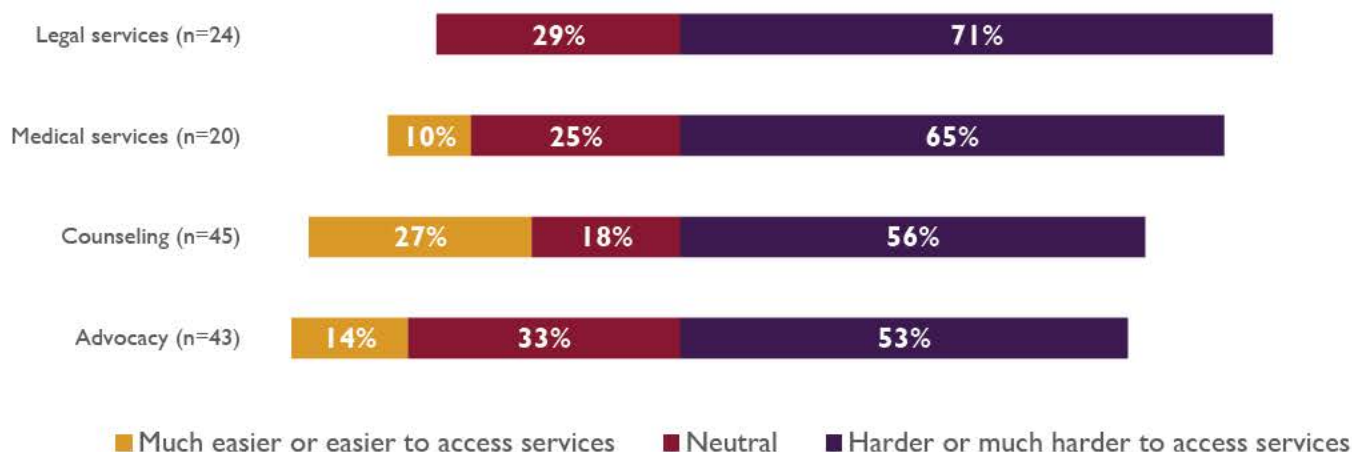


Figure 47

Additional Context for Barriers to Service

The survey included several open-ended questions inviting victims to provide additional feedback about their experiences seeking or accessing services, and some respondents shared more details about the barriers they encountered in their responses to them. **Long waitlists, staff turnover, and not enough available services** were some of the major themes that emerged when analyzing these data. One respondent noted, “I tried for MONTHS to get help accessing affordable legal assistance divorcing my abusive husband. This is just now starting to happen (7 months later).” Another shared, “I honestly believe the State falls extremely short in timely and appropriate advocacy.”

Some respondents spoke to how the **pandemic directly impacted the increase in time to receive services**. However, a few shared that these were issues prior to the pandemic and that the pandemic should not be used as an excuse to address these issues. One respondent wrote, *“I’m extremely tired of Covid being an excuse. Covid is here to stay, and the legal system, courts, etc., need to be more adaptive and accommodating to the victims.”*

Respondents detailed in an open-ended question some instances of dissatisfaction with their experiences seeking and receiving services. One theme that emerged from these responses was **distrust in authorities**, sometimes stemming from having experienced a negative interaction as a victim like not being believed when advocating for themselves, a friend, or a family member. A few open-ended responses spoke to a deep-seated mistrust in DHHS as an institution.

“Police always refer to the abuse as a disagreement or a fight.”

- VNQ respondent

Other respondents wrote about **victim service staff, DHHS staff, and police officers lacking the proper training** to handle the case and that this and policies contribute to victims experiencing further harm. One respondent shared, *“There needs to be change as to how DHHS handles child rape cases. In my situation they forced me to continue to live with my abuser which resulted in more trauma.”*

Victims also expressed dissatisfaction with how court system professionals engaged with them and stated that **court system professionals need increased training**. One respondent wrote, *“This nightmare is just an annoyance to the court and every department we’ve been in contact with,”* while another shared that they received, *“very poor treatment by the county judicial service.”* Another victim stated, *“There needs to be more legal counsel and judges that truly understand and recognize DV.”*

“There needs to be more advocacy around domestic partner rape and assault—it’s hard to find support for that or people who understand the weight it has.”

- VNQ respondent

Improving Access to Services

The survey gave respondents an opportunity to say if there were any specific types of services they wished were easier to access and whether there were things that would make accessing existing services easier. These were open-ended questions, and the themes that emerged were the desire for **greater access to support groups, therapy or counseling services, legal services, housing, childcare, and counseling or support services for children**.

A number of respondents were mothers who experienced domestic and/or sexual violence and wanted services to support them in leaving the abuser and keeping their child(ren) safe. As one of these respondents explained, *“The system does not support women leaving their offender. I am dealing with it now. The courts allow visitation. There are no services for middle-class women to financially be able to leave an offender.”* A secondary victim explained that the primary victim *“stayed two years longer than she should have because she couldn’t find a place to live that she could afford on her own.”*

Other responses were related to the ways in which a person's financial situation and/or the larger economy impacted their ease of accessing services. **Affordable housing, childcare, and legal services were all described as financial hurdles respondents faced both in daily life and when accessing services.** Respondents said that free services, a stipend to help pay for services, and services being offered on a sliding scale would make accessing existing services easier. Still for some, the largest issue was that they were unable to access services because of where they live, what they can afford, or because services did not exist in their community. One respondent shared, *"Services need to be available in order to be accessed."*

A lack of providers, both locally or virtually, was also noted, with some respondents sharing that they have been or were currently on waitlists for services for many months, sometimes for more than a year. Some respondents mentioned creative ways to make services more available, especially during the pandemic, including the use of social media to hold support groups and more telehealth services. Finally, respondents mentioned **the need for more providers overall as well as providers who have specialized training, are multilingual, or offer more flexible hours, such as nights and weekends.**

"Living in a major city, I'm fortunate that access to services doesn't seem to be an issue geographically; however, there are financial hurdles to getting needed services, particularly counseling for myself and children."

- VNQ respondent

Key Informant Interview and Focus Group Findings

Participant Information

Qualitative research methods were used to gain a more in-depth understanding of the strengths, promising practices, and unmet needs of crime victims in Maine. A total of 39 participants from a variety of backgrounds engaged in eight interviews and three focus groups to share their perspectives on the provision of victim services in Maine.

These interviews were guided by a standard set of questions and qualitative data analysis revealed overarching themes and sub-themes. There were notable success stories and examples of how some of the efforts made have been paying off so far. However, it was also clear that there are some challenges and gaps in some victim service providers' ability to provide essential, core victim services, related to low advocate pay and additional staffing issues.

Despite the existence of more BIPOC-led, culturally specific programming in Maine, there are major concerns about the unmet needs of victims of violent crime from Maine's most marginalized communities, including Mainers who are people of color and/or connected to Maine's immigrant and refugee communities. Tribal communities, especially, have faced numerous challenges providing services for crime victims.

Challenges & Gaps in Services

- Core Victim Services Require Significant Investments in Competitive Staff Pay, Supervision of Direct Services Staff, and Administrative Infrastructure for Quality Victim Services
- “Grinding Poverty” in Maine Often Perpetuates Ongoing Hardships and Unmet Needs of Crime Victims
- Culturally Specific Programming is Under-Resourced Despite Providing More Comprehensive Services
- Current VOCA Allocation Implementation and Evaluation is Not Designed to Address the Highest Needs in a Way that Incorporates Stakeholder Input and Transparency
- Tribal Services and Programming Have Been Left Out of Maine's VOCA Funding Process

Strengths & Promising Practices

- VOCA Investments in Civil Legal Services Have Been Successful
- Consolidation of Contracts Led to Improvements in Maine's Response to Domestic Violence
- Victim/Witness Advocates Fulfill a Crucial Role in Ensuring Crime Victims' Rights
- Office of the Attorney General's WVA Coordination Position is a Valuable Resource
- There is a Timely Opportunity and Broad Support for a VOCA- funded Victim Notification Automated System

Themes that Highlight Current Strengths and Promising Practices

VOCA Investments in Civil Legal Services Have Been Successful

Victim service providers noted that efforts to provide civil legal services to crime victims in Maine have been successful. VOCA-funded **investments in civil legal services statewide, provided by Legal Services for the Elderly and Pine Tree Legal Assistance, continue to help meet the tremendous needs of victims of elder abuse and other vulnerable crime victims** facing critical issues related to housing, public benefits, consumer debt issues, healthcare, and education protections, including those under Title IX. These successes are due to prioritization in previous VOCA funding cycles; however, the needs continue to exceed current funding and available resources.

Consolidation of Contracts Led to Improvements in Maine's Response to Domestic Violence

Another success that was highlighted was a previous DHHS decision to consolidate the much smaller contracts held by each domestic violence resource center so that MCEVD is now a pass-through entity for all the local centers. The interview with MCEVD staff identified how **this reconfiguration succeeded in strengthening the response to domestic violence work statewide, including data collection, ongoing collaboration, and streamlining the administration of funding.** MCEVD administers other victim assistance funding (Family Violence Prevention and Services Act, Social Services Block Grant, Temporary Assistance for Needy Families Block Grant, VOCA, VOCA Administration, Promoting Safe and Stable Families Program, and state funds), although it was noted that the VOCA Administration funds provided to MCEVD to administer contracts were not sufficient and MCEVD attained additional state funds, so the additional fiscal resources were provided only *“due to the additional state funds we were successful in advocating for from the legislature.”*

“...There are some marvelous people doing victim witness work in many of the DA's offices and there are others who are just so burnt out that they are doing harm to victims because they are just frustrated that victims are not making it easier for the criminal justice system. And so that's problematic, and I think that part of, and if you want to deal with burnout, what you know you need is more capacity, better supervision, more breaks, better training, and ongoing kinds of continuing education. And there's been no training for the Victim/Witness Advocates since the VOCA funding ended for the Victim Assistance Academy.”

– Victim service provider

Victim Witness Advocates Fulfill a Crucial Role in Ensuring Crime Victims' Rights

VWAs are reaching victims but face logistical challenges.

Prosecution-based Victim Witness Advocates (VWAs) are an important part of the criminal justice process and are sometimes the only resource available to victims of crimes, other than victim services related to domestic and sexual violence. However, VWAs voiced concerns about meeting the needs of crime victims. Currently, Maine's prosecution-based VWA positions are primarily funded with

county budgets and there are many geographic disparities across the state. Each of Maine's prosecutorial districts, which vary in size from one to four counties, receives about \$55,000 of VOCA funding a year. This flat amount is not enough to cover a full-time VWA's salary and fringe rate, and the prosecutorial districts differ widely in how much additional funding is available for staffing these positions. Victim Witness Advocates reported the strains on their time and the logistical difficulties of providing full coverage for accompaniments at multiple courthouses, especially in the state's largest geographic regions, as well as responding to all crime victim needs with limited staffing. VWAs identified some areas in data collection, program reporting, and financial reimbursement that could be streamlined through a consolidated contract for VOCA funding across prosecutorial districts.

VWA position constraints and pressures mean disparate access to assistance for victims of crime.

Victim Witness Advocates continue to prioritize victims' rights as outlined by statute, despite enormous pressures and limitations of their positions. VWAs described the efforts they go to so that victims are informed of their rights, provided information about the criminal justice process, accompanied to court in criminal cases, and notified of criminal justice-related events (case status, arrest, release, etc.). One VWA shared the positive changes she has seen over the years and how,

"It's successful when a victim gets to speak in the courtroom, and regardless of what everybody else wants to see happen, the judge actually hears and considers the victim and how it's going to affect the victim's life and sometimes sides with the victim. And it's very empowering when that when that happens for victims...I've seen the progress of this over the years. I mean when I first started years and years ago, victims didn't even speak at sentencing and now judges ask about it at hearings, you know for victims, they want to hear how they feel."

However, VWAs and other victim service providers raised concerns about the pressures on these positions and disparities across the state, by region, and by category of crime victimization, with inconsistent victim notification practices and even some lapses. One participant spoke to this when they shared "...so their victim rights were not being sufficiently honored and part of the problem is because the district attorneys' offices have such minimal victims' services capacity."

Office of the Attorney General's VWA Coordination position is a valuable resource.

A final promising practice within the work of VWAs was highlighted in multiple interviews and that was to acknowledge and appreciate **the benefits of the relatively new VWA coordination position housed in the Office of the Attorney General**. This position was praised as a valuable resource for VWAs statewide, as it has provided a consistent source of technical assistance, training, mentorship, and continued support for this challenging work.

There is a Timely Opportunity and Broad support for a VOCA- Funded Victim Notification Automated System

A final statewide issue that was raised in multiple interviews may already have a possible solution that could be implemented with VOCA resources. Stakeholders across interviews mentioned an issue with victims being notified in a timely manner when a perpetrator is released from county incarceration. One stakeholder described the experience of one crime victim who had their home broken into and the offender had been incarcerated, however, there was no notification when the offender was released. The next day the offender showed up at the victim's place of employment. The significance of this experience was described as "it's really quite devastating. ...and it's a problem in the state of Maine. It's very real."

"Release notification is a huge issue...and Maine is right now the only state in the country that does not provide an automated notification system."

- Victim service provider

Interviews also revealed that **Maine has a timely opportunity to come together under the leadership of the Maine Sheriffs' Association and their initial efforts to develop a VOCA-funded victim notification automated system.** Any new system would need to have automated technology combined with human components, however, **there was notable interest in convening a cross-section of stakeholders to work together to provide oversight and manage security concerns.** The overall benefits would include victims of violent crime having the option of supplementing their communication from VWAs with timely and accurate notifications, as statutorily required by Maine law [Title 17-A, Chapter 75: VICTIMS' RIGHTS.](#)

Themes that Identify Significant Challenges and Gaps

Significant Investments in Competitive Staff Pay, Supervision of Direct Services Staff, and Administrative Infrastructure are Required for the Provision of Quality Victim Services

Core victim services for crime victims are negatively impacted by chronic staffing issues, particularly among sexual assault advocate victim service providers and Victim Witness Advocates. Low pay, ongoing staff turnover, unmet supervision needs, and overhead costs to administer funding negatively impact the quality of services and the ability to reach all crime victims. **Without strengthening foundational victim services, especially for victims beyond those served by mainstream domestic and sexual violence programming, victims of all crimes will continue to have their needs unmet, especially those from marginalized communities.**

Victim service providers noted again and again that when mainstream organizations experience routine stressors of staffing basic services, they are unlikely to provide enhanced services, such as culturally specific and/or population-specific programming. It was noted that different regions will always have different needs, and so one victim services advocate that specializes in culturally and community-specific work advised the best solution would be to *“Put the money in core and sustainability and then have each community assess and reprioritize their marginalized populations, while still everyone does marginalized population work.”*

“Grinding Poverty” in Maine Often Perpetuates Ongoing Hardships and Unmet Needs of Crime Victims

Compounding factors of poverty cannot be ignored.

The economic struggles of Mainers and the impact of “grinding poverty” cannot be overstated and many needs are consistently not met. Victim service providers shared that *“one of the realities is that both the people committing crimes and the victims of crimes in Maine disproportionately represent people who are poor”* and **there are continuing concerns about basic housing, transportation, and broadband that undercut all crime victimization needs.** One victim service provider shared the perspective that there are many crime victims *“hovering on the margin and need a lot of help just to stay afloat.”*

The impact of substance use disorder and property-related crimes, financial exploitation by a loved one, and/or other violent and non-violent crimes perpetuates ongoing hardships that are *“coming from a poverty lens”* as opposed to a crime victim lens. One advocate explained how this means *“You can’t really stereotype property crime victims and say like “well it’s less serious” because it can really depend on the person, it can really feel like quite an invasion...with a person who doesn’t have a lot of resources.”*

Issues with restitution exist statewide.

Remedies such as restitution and civil legal assistance with matters of economic stability were identified as areas in need of more attention. The ongoing problems with restitution in Maine were shared across multiple interviews and focus groups, and it was noted how even a modest recovery could mean *“the difference of somebody being able to pay their property taxes or pay for their prescription drugs or continue to meet their needs if they’ve otherwise lost their life savings.”*

VWAs described their challenges in helping crime victims with restitution, including both assistance in requesting and then again when collection efforts are not successful. *“We don’t recover because there’s nothing to recover”* was shared as an ongoing problem and it was also stressed that crime victims often require additional help outside the criminal justice system, and yet that help is often non-existent in Maine. While resources exist for victims of violent crime, especially survivors of domestic and sexual violence, **many other crime victims’ needs are neglected.** Stakeholders did mention innovations in other states that have established state funds to address inadequacies, like the insufficiencies of the current system for restitution in Maine.

Culturally Specific Programming is Under-Resourced Despite Providing More Comprehensive Services

Culturally specific organizations provide comprehensive services, yet report being under-funded and under-resourced.

Participant interviews and focus groups consistently highlighted the more substantial, comprehensive services provided by qualified advocates from culturally specific programming. **As Maine’s population demographics change, more and more specialized and culturally relevant programming is being developed to meet emerging needs above and beyond crime victim services.** Culturally specific advocates typically provide more than the basic crime victim services and are often “*embedded in the communities we serve*” and can serve as a “*surrogate family*” for crime victims who are also facing additional challenges and unmet needs. However, this preferred approach is typically under-resourced and often not utilized or even recognized by mainstream systems and organizations.

Multiple stakeholders acknowledged that **funding distribution favors mainstream domestic and sexual violence victim service providers and does not meet the needs of the most marginalized communities** that are more likely to be victimized. Others noted there is not adequate resource sharing with culturally specific programs and yet mainstream systems and organizations are not equipped to serve these specialized crime victimization needs.

Culturally competent programming requires more in-depth understanding in order to provide adequate programming and/or referrals and services. While mainstream organizations utilize over the phone and in-person interpreter services to speak with crime victims, there is a need for recognition of and additional funding for more comprehensive culturally specific programming to better serve crime victims.

“...we work in a very white system, and this system is led by white women and women who have a lot of privilege, ...the reality is people we serve will never interact with systems, they’ll never be able to advocate on their behalf. Those voices - they’re just not there...they’re invisible. And so this white women led movement hasn’t found the space and the time to integrate other cultures and other realities.”

–Culturally specific victim service provider

There is opportunity for new collaborations within established training, funding, and resourcing.

Culturally specific services providers noted **the strong foundation of the established mainstream trainings and services and how culturally specific programming could be strengthened if partnered with the right resources.** Focus group participants described the benefits of partnering with mainstream programming, as opposed to operating in “silos.” The model of service delivery for population-specific programming such as LGBTQ, older adults, and/or culturally specific immigrant and refugee programming aspires “*not to create more burden for the victim...it is already burdensome...if those services are not accessible because of a cultural barrier, a language barrier, then it’s an added burden.*”

Stakeholders acknowledged that while there has been recognition that, “*the best way to provide services to many of the marginalized populations is through, for, and by*” there are not enough resources to do so, despite the best intentions. One culturally specific victim service provider recalled, “*They said... ‘We know your cultural specific programs and wanted to do this and that’ but when it comes to resources and enabling us to do our services in way of staffing and capacity building and training and the tools, it hasn’t happened. And, we can’t say that openly, because it jeopardizes the relationship we have.*”

“A lot of best practice tools can be acquired and then replicated through the lens of the communities that we serve. It can be tailored so, for instance, the 40-hour advocate training for sexual assault and domestic violence infuses our identities and our needs into that training.”

–Culturally specific victim service provider

Victim service providers across all organizations interviewed revealed **an openness to change and to have more collaboration to meet these unmet needs**. For example, one victim service provider shared,

“Folks want to support a whole survivor to connect with marginalized populations to work on our own services to ensure that they are not prescriptive...so we’re talking about funding the people who are already in trusted and close relationships with historically marginalized populations, partnering them, funding them, funding the centers to work with them and have clear sort of expectations for each other.”

Current VOCA Allocation Implementation and Evaluation is Not Designed to Address the Highest Needs in a Way that Incorporates Stakeholder Input and Transparency

“One thing I really want to highlight is the buck stops with the state of Maine... We know we are a protected class. We know we are underserved populations. And what that means is all the resources that come to the state of Maine, you’ve got to set aside for this population. The set asides don’t come to us. A lot of times it goes to the courts. It goes to mainstream organizations. And the way they do this is by providing language access because someone came through their doors that meets that check box.”

–Culturally specific victim service provider

Maine’s VOCA funds have historically been distributed in a way that **some programs are not invited to participate in the process while others have not ever had to apply**. It was observed that “*most of the investment right now is going into domestic and sexual violence.*” Furthermore, there was acknowledgement from those currently receiving VOCA funding that “*VOCA fund distribution should include informed perspectives from the broader scope of crime victim serving entities and be a transparent process...it is currently managed internally at DHHS without any broader input or participation, which is a carryover from when the amount of funds coming to Maine were so small, and the distribution a much simpler question.*”

Relatedly, it was observed that Maine's current grant structure seems to be operating within **a system that continues to fund the same mainstream organizations to determine how resources are spent.** One victim service provider explained, *"...particularly because there are a lot of gaps that need to be filled and that no one's attentive to, and so, you know, the power players keep getting what they want, more or less, and these other needs don't get met."* It was further noted that **mainstream organizations often lack capacity and expertise, and so underserved populations are routinely not served or served inadequately.** Therefore, funding decisions and distribution of grant awards have favored these "power players" to the detriment of marginalized communities in Maine.

There was consensus between mainstream and culturally specific victim service provider leaders that **there is an opportunity to bring more perspectives to the table and rebuild together,** *"We need to do different kinds of work that is integrated and broad and not be held to the same kind of work, same kind of standard, and the same kind of scope, in order to be right with the funders."* There was also a call for attention to critical programming needs, such as transportation, housing, childcare, food, medical care, etc. that do not fit within the structure of current grants.

"I'm going to say it out loud - it's racism. That's why we do not get the services that we need. It's not only for healthcare, it's for everything. It's for housing, it is for employment. So now this organization is knowing the fact, knowing what the problems are, knowing what research shows, when you have people who are providing services to people that look like them, that sound like them, that speak like them, had the same religion, culture, everything. But you are saying, "No wait, I don't want to do that."

-Culturally specific program leader

A leader of culturally specific programming weighed in on a focus group observation about funding that often goes directly to mainstream organizations,

"Why are you not believing in the pain of our community when we're saying, culturally, we are being oppressed...Why do you choose not to listen? But you only choose to delegate. And it creates this narrative of "We can't trust you." Now we have two combating forces that say, "I'm offended because you're choosing not to trust me" and another combating force that says, "You have not proven that you are trustworthy." And we end up in this situation where the only people who lose out are the victims that we should be taking into consideration at all times for the bigger picture. So, we can sit here and talk about why we're not receiving funding, but we need to sit here and talk about why do people not care that these victims in these BIPOC communities are being harmed at massive rates through cultural norms."

Tribal Services and Programming Have Been Left Out of Maine's VOCA-Funding Process

Maine's distribution of VOCA funding lacks a provision for Tribal victims of crime.

Interviews revealed an omission from Maine's current DHHS VOCA funding distribution and set-aside requirements for underserved crime victims' services, and that was the lack of provision of funding for victims of crimes in Tribal communities. Victim service provider advocates from the Wabanaki Women's Coalition, described comprehensive, culturally specific programming for survivors of domestic and sexual violence that demonstrates best practices. However, **there are continued gaps and unmet needs that could be filled with additional funding support from this VOCA funding stream.** A stakeholder familiar with the previous distribution of state and VOCA funding explained that *"There is insufficient recognition of the importance of this government-to-government relationship, so the sort of true political trouble between the state of Maine and these Tribes has minimized to some degree the funds that these programs could access."*

A Tribal victim service provider of domestic and sexual violence services described having gone *"many years without having a full team"* despite higher rates of victimization in their communities, perpetrated mostly by white men, *"I keep stats and between 85%-90% of my named abusers are white men."*

Funding for comprehensive Tribal victim services, that range from 24/7 helpline, in-person advocacy, accompaniment, civil legal assistance, transitional housing, court accompaniment, civil legal assistance, etc., was only recently stabilized through the U.S. Congress authorization of the OVC Tribal Victim Services Set-Aside program that provides funds that support Tribal communities to enhance services for crime victims, consistent with VOCA.

SPOTLIGHT ON THE IMPORTANCE OF CULTURALLY SPECIFIC TRIBAL VICTIM SERVICES:

When stressing the importance of culturally relevant specific services, an anecdote was shared in one interview about the [StrongHearts Native Helpline](#), a culturally specific national helpline for Native Americans all across the country who are impacted by domestic, dating, and sexual violence. Before this national Native Helpline was able to be staffed 24/7, calls that came in after hours were routed to the mainstream national domestic violence hotline.

A Tribal victim service provider in Maine shared a statistic provided by the StrongHearts Native Helpline that indicated callers did not stay on the line to be served by the non-culturally specific program: In 2020, *"Not one person stayed on the line for the national hotline. They dropped the call... So those who realized they were being routed would just hang up,"* emphasizing that these Native callers would rather go without victim services than be served by a non-culturally specific victim services program.

It should be noted that Tribal victim services for domestic and sexual violence in Maine are provided 24/7 through the [Wabanaki Women's Coalition](#) and so are not routed to any other program.

Victim Service Providers in Tribal communities serve Tribal and non-Tribal members and are positioned well to be part of the Maine DHHS VOCA funding model.

However, there are still many more needs that could be met with more recognition of the unmet needs and allocated funding for services provided to Tribal communities in Maine. A victim service provider for Tribal communities also pointed out, *“Within our local area, we do serve non-Tribal members also and they don’t necessarily have to have a connection to the Tribe. I mean we do get phone calls from just local people in the area. But I do think it’s a strength that we are located in a Tribal community and have such strong ties to the community. We’re very well known by the people that call us, so oftentimes there’s actually already some sense of connection and trust.”*

Another Tribal victim service provider, in a separate interview, said, *“Sometimes people think we only work with Natives and that’s not true. We work with whoever comes to us, and if we can’t fulfill their needs, we will do warm referrals to other agencies.”* As with other population-specific and culturally specific programming, interviews revealed there is an opportunity for change in the current VOCA funding structure. **Inviting Tribal leaders to be part of the Maine DHHS VOCA funding model**, while also honoring the OVC Tribal Victim Services Set-Aside provision, would be **a first step towards repairing some of the damage caused by this historical harm and neglect.**

Chapter 3:

Discussion

This report presents a statewide and comprehensive victim needs assessment to inform DHHS administrators and other statewide leaders of the current needs of crime victims and recommendations for implementing improvements, including strategies in accordance with VOCA requirements. Maine and its victim service providers have achieved notable successes while serving crime victims.

There are also areas in need of improvement and those changes should be guided by key findings related to:

- 1. Crime victims and characteristics of those most affected by crime;**
- 2. Victim service providers and their insights into promising practices and gaps; and**
- 3. The perspectives of crime victims who shared their firsthand accounts as service recipients.**

VOCA rules require that a minimum of 10 percent of a state's funds is allocated to programs that serve previously underserved populations of victims of violent crime. This assessment revealed concerns about the unmet needs of crime victims, especially those who are victims of violent crime and are from Maine's most marginalized communities. People of color, who are often individuals connected to Maine's immigrant and refugee communities or Tribal members, are more likely to experience almost every type of crime. While rates for reporting crime and seeking service are higher for these victims, victim service providers and stakeholders flagged gaps in the provision of culturally competent services. Victim service providers also noted that resources are not allocated adequately for improvements to be made under the current structure. Maine's next steps must include engagement with leaders from Tribal, population-specific, and culturally specific programs to determine what victim services should be developed and constructed to best meet the needs of all crime victims.



Key Findings

Crime Victims

1. *Crime directly impacted one out of every three adults in the state of Maine in 2021.*

Maine is considered the “safest” state, as measured by the FBI⁶² because it has the lowest reported violent crime rate and fourth-lowest property crime rate. That said, the 2022 Maine Crime Victimization Survey (MCVS), which includes crimes that go unreported, found that crime directly impacted 34% of adults in Maine. This is an estimated 372,000 people. MCVS respondents reported the highest victimization rates for stalking, identity theft, and property crime.

2. *The majority of crimes in Maine go unreported, and the majority of victims did not seek assistance from Maine’s victim services organizations.*

In 2021, the MCVS found that fewer than one in three victims reported the crime to law enforcement while only about one in eight sought some type of assistance from victim services. Victims who were the most likely to seek services from an organization were from the youngest age group (aged 18 to 34), in lower household income brackets (less than \$50,000), female, and living in an urban/suburban area. While victims were not directly asked why they did not seek services after their victimization, the VSPS and VNQ revealed specific barriers to accessing services that inform this discussion. Specifically, geographic location/ transportation to services, a lack of knowledge about available services, personal privacy concerns, and cost of service and/or lack of insurance were identified as barriers that significantly impact service seeking.

3. *Just over one-third of crime victims experienced two or more types of crime.*

The majority (65%) of those who reported experiencing any crime reported just one type of crime (i.e., property crime, identity crime, etc.), but 19% of victims experienced two types of crime, and 16% experienced three or more types of crime over the past 12 months.

4. *Persons of color were more likely to be the victim of any and every type of crime except identity crime, and this remained true even after controlling for differences in income.*

While one out of every three non-Hispanic White people in Maine were victimized in the last 12 months, one out of every two persons of color were victimized. Persons of color were more likely to be the victim of any and every type of crime except identity crime, and this remained true even after controlling for differences in income. The differences in rates vary from one type of crime to another, but rates are most divergent when looking at violent crime. Persons of color were four times as likely as non-Hispanic Caucasians to be the victim of a violent crime in Maine last year. Additionally, hate crimes were experienced at the highest rate by persons of color, who had a rate of 17%, compared with non-Hispanic White persons, at 6%.

⁶² U.S. News & World Report. Retrieved from <https://www.usnews.com/news/best-states/rankings/crime-and-corrections/public-safety>

5. *Nearly one in five (18%) crime victims who reported having experienced any type of crime in the previous 12 months reported that at least one crime was committed by a current or former domestic partner or family member.*

Those who experienced a crime committed by a current or former domestic partner or a family member experienced more types of crime (3.2 types) compared to other victims (1.2 types). The three types of crimes a victim of domestic violence was likely to experience were stalking, threats of violence, and violence (i.e., robbery, assault, sexual assault, and rape). More violence is inherent to this type of crime which can correspond to higher needs of victims, requiring victim service providers to provide more services to meet those needs.

6. *Younger Mainers reported experiencing more victimization and are more likely to report crime to law enforcement.*

The demographic group most likely to experience crime was those aged 18 to 34, at 53% compared with 29% of those aged 35 or over. Younger victims, those between the ages of 18 and 34, were more likely to report crime to law enforcement than any other age cohort. Almost half (48%) of the younger group reported a crime to law enforcement, while those aged 35 and older had a reporting rate of 25%.

Service Providers

7. *Victim service providers need more formal training opportunities, generally, and that specifically address services and outreach strategies for meeting the needs of diverse populations.*

Just over half of victim service providers that completed the VSPS indicated their agencies have a formal training requirement for new staff and require ongoing annual training. Training that addresses services and outreach strategies for culturally specific and underserved populations are in most demand. Victim service providers also identified needing trauma assessment and forensic evidence collection training for victims of crime.

Focus groups and interviews found that MCEDV and MECASA are well established to support training efforts and there is an opportunity to partner with emerging population-specific and culturally specific programs for more specialized training and outreach efforts. Culturally specific providers recognize the strong foundation of Maine's victim services and the advocate training provided by established mainstream programs and the advantages of partnering, as opposed to operating in "silos," when meeting the needs of crime victims. A temporarily funded position within the Office of the Attorney General was noted as a valuable resource for VWAs statewide to receive consistent training, technical assistance, mentorship, and continued support.

8. Victim service providers are routinely not serving or are inadequately serving Maine’s diverse populations.

Victim service providers readily identify that their agency needs to improve services for crime victims and, more broadly, Mainers that:

- are immigrants;
- have limited English proficiency;
- are Deaf/hard of hearing or those with speech/vision impairments;
- live on island communities;
- are people who are members of Tribal communities;
- are people with physical/intellectual/cognitive disabilities; and
- people who belong to racial or ethnic minorities.

Tribal programs and other culturally specific and population-specific programs are serving Maine’s crime victims as part of their comprehensive programming, however, these resources are under-resourced and often overlooked by mainstream systems (Please see the **Case Example** in the sidebar). Culturally competent programming requires more in-depth services than interpreter services, and there is a need for recognition and additional funding for more comprehensive culturally specific programming.

9. VOCA-funded services provided most often are criminal/civil justice assistance and information and referral services.

More than two-thirds of VSPS respondents provide criminal advocacy/accompaniment and nearly two-thirds provide victim impact statement assistance and assistance with restitution. However, only one in five providers offer civil legal assistance with family law issues and fewer than one in five provide other legal assistance and/or counsel and immigration assistance. Only information about the tribal justice system process was identified as not being provided by most agencies.

Focus group and interview data found that VOCA-funded investments in civil legal services statewide

SPOTLIGHT ON CULTURALLY SPECIFIC ADVOCACY – A CASE EXAMPLE

An example was shared about a culturally specific advocate’s experience at a Maine hospital. When the advocate, who was dispatched from an agency that is a full member center of both MCEDV and MECASA, arrived, she was wearing a nametag that identified her as a victim services advocate. She recalled that she was met with skepticism, “... *the doctor and nurses look at me and they were like “who are you?”*”

Both the advocate and the victim were from the same region and culture and spoke the same language and dialect. However, the hospital staff informed the advocate, “*We’re gonna have to have our own interpreter because we cannot use you*” and brought in a male interpreter who spoke the same language but used a different dialect. The advocate described how, “*my client starts feeling very uncomfortable and I could notice while they were treating her that she was not comfortable....and she was like “What is he saying? What is he trying to say?”* And I always had to translate it again to the doctor, it was a mess. It was very uncomfortable.”

Focus group and interview data found that VOCA-funded investments in civil legal services statewide have helped crime victims facing critical issues related to matters of economic stability, including housing, public benefits, consumer debt issues, healthcare, and education protections. However, additional resources are required to meet the high demand for civil legal services. In fact, the VNQ indicated that legal services (i.e., divorce, custody, or immigration assistance) were the third most sought type of service that crime victims wanted and tried to access. Legal services were also identified as a type of service in need of greater access, only surpassed by counseling services and support groups.

10. The lack of culturally accessible services, language-accessible services, and transportation for victims to access services are the most frequently cited barriers to service for Maine crime victims.

Half of VSPS respondents indicated that a lack of culturally accessible services is sometimes or is often a barrier to providing victim services. Mainstream organizations lack capacity and expertise to provide culturally specific victim services. While use of interpreters and translated materials are important, there is also a need to share resources and acknowledge the broader scope of victim serving entities.

More than two-thirds of VSPS respondents indicated that transportation for victims to access services was sometimes, often, or always a barrier to accessing services. This aligns with VNQ responses that showed two-thirds of respondents had to seek services outside of the town or city they live in either because they had no access to or only some access to needed services in their hometown. Furthermore, geographic barriers to service were identified by two in five VNQ respondents.

11. Core victim services for victims of crime are negatively affected by a lack of funding to pay for needed staffing, the inability to retain existing staff, and a lack of training opportunities for staff and volunteers.

The majority of VSPS respondents saw the lack of funding to pay for needed staffing as a service barrier, while three-quarters indicated they lacked enough staff to meet service demands. Likewise, crime victims that participated in the VNQ indicated that one of the largest barriers when accessing services was there not being enough services available to meet the demand. The result was long waitlists and critical needs going unmet. VSPS respondents shared that advocates and support staff are the hardest positions to fill. Also, over half of providers saw a lack of training and educational opportunities for staff as sometimes or often a barrier to providing victim services. Finally, VWAs and other victim service providers raised concerns about the pressures on VWA positions and challenges in providing consistent services, including victim notification, across the state due to limited capacity, inadequate supervision and support, and insufficient continuing education.

Administration of VOCA Funds

12. DHHS methods for determining VOCA funding allocations are not adequately meeting the needs of all crime victims.

The MCVS revealed that some types of crime typically affect a small percentage of a large segment of the population (Mainers who are older adults) while some very small segments of the population (Tribal members and BIPOC Mainers) are much more heavily victimized by multiple types of crime. Victim service providers and stakeholders described how current funding creates ongoing challenges to meet the needs of the many and the few.

13. DHHS funding decisions and current VOCA allocation practices favor mainstream organizations to the detriment of diverse populations and emerging programs that offer more culturally relevant and population-specific services for crime victims.

Mainstream coalition leaders and culturally specific program leaders acknowledge a need for change to the funding structure and the opportunity to bring together more perspectives and in-depth knowledge of underserved populations. Half of victim service providers indicated they saw a lack of culturally accessible services as a barrier and interviews and focus groups indicated additional resources are needed to provide more culturally relevant services. One-third of VSPS respondents chose “unknown/unspecified” for the race demographic data so there are likely additional persons of color and other underserved populations that are not even represented in existing demographic data. Persons of color in Maine are four times as likely as non-Hispanic Whites to be a victim of a violent crime. More efforts are needed to address this disparity and increase access to services.

14. More resources are needed to support and expand essential victim services provided by victim service providers. Crime victims will continue to have their needs unmet, especially those from underserved communities, unless administrative infrastructure is strengthened to reduce staff turnover and other factors that affect the quality of victim services.

VNQ data found that staff turnover and a lack of adequate staffing mean not enough available victim services and long waitlists for the services that are available. Providers engaged in this study consistently indicated that a lack of funding has contributed to limited victim services provided and received, and that funding levels have not allowed the growth of victim service opportunities. Stakeholders shared in interviews that noncompetitive salaries contribute to staff burnout and turnover that negatively impact victim services. Additional VOCA funding was identified as an opportunity to offer more competitive wages, benefits, supervision, training, and continuing education for staff.

“I understand that many victim services are staffed largely by volunteers, but the rapid turnover of personnel results in victims depending on people with limited knowledge and experience in assisting victims. In my case, this greatly complicated (and delayed) my ability to receive the assistance I needed.” - VNQ respondent

15. Maine is the only state in the U.S. that does not have an option for victims of violent crime to participate in an automated notification system for updates on offender custody and criminal case status. Victim service providers noted some concerns about statewide consistency in timeliness and accuracy of current victim notification processes.

Stakeholders from across victim services organizations and VWAs expressed interest in exploring an automated notification system to supplement current efforts and systems, but only if data protections and victim safety precautions are embedded within the automated system. The Maine Sheriff's Association was identified as a current stakeholder with in-depth knowledge and capacity to lead a partnership, which would require substantial input and oversight by multidisciplinary stakeholders.

16. Restitution is a remedy in criminal law that directs a defendant to pay a victim a designated amount to compensate for losses. The poverty rate in Maine contributes to the failure of offenders to pay restitution, with many crime victims unable to recoup losses.

Ongoing issues with restitution in Maine were shared across interviews with Victim Witness Advocates, providers of civil legal assistance, and victim service providers. Repayment, in whole or in part, by the offender does not always occur. It was noted that many crime victims are “hovering on the margin” of poverty and even a modest recovery could make a big difference to help meet basic needs.

Recommendations

The following recommendations begin by offering specific guidance to Maine's VOCA State Administering Agency, OCFS at DHHS, and concludes with broader recommendations for the state agencies, coalitions, and councils that oversee and collaborate around the federal, state, and local funding sources that address the needs of Maine crime victims.

1. Redesign the VOCA funding allocation process to ensure the distribution of funds to victim service organizations commensurate with the changing needs of victims receiving services from those organizations.

Reconsider the systematic process for VOCA funding allocations and convene a larger circle of input, with more intentional inclusion of BIPOC, culturally specific, and Tribal government leaders to be part of the planning, implementation, and ongoing process. Consider funding for victim service provided within broader population-specific services. Require more consistent tracking of demographic data so victims from underserved communities are more likely to be accurately identified and provided culturally competent and relevant services. Adhere to recent guidance and requirements from both the federal Department of Justice and the Maine Legislature to use funds to advance equity for marginalized and underserved communities and improve the status and outcomes for the historically disadvantaged racial, Indigenous, and tribal populations of Maine.

2. Prioritize VOCA funding for increased support of core victim services and for regional, population, and culturally specific programs.

Prioritize VOCA funding for entities to strengthen administrative infrastructure and sustainability of core victim services. Encourage investments in victim service provider staffing and programming that creates additional capacity to provide high-quality victim services and build out partnerships with those service providers of population-specific and culturally specific programs that are already working with underserved crime victims.

Efforts related to improved administrative infrastructure, core victim services, and supporting regional, population, and culturally specific services and programming should keep the following areas in consideration when addressing changes and improvements:

- **Types of services available:** victims' needs vary due to physical, emotional, educational, and financial needs.
- **Types of crimes reported and reporting rates:** types of crimes vary by region, population, and by the likelihood of victims reporting.
- **Accessibility of services:** location, hours of operations, virtual or in-person, and ADA compliance all impact if services are both available and accessible to victims.
- **Quality of services rendered:** Providers should engage service users when determining service design and should regularly evaluate services by offering satisfaction surveys and other feedback tools.

In 2022 the Department of Justice released its Equity Action Plan to advance equity for marginalized and underserved communities. The plan prioritizes:

- A. *Leveraging federal funds provided by the Department to (a) encourage grantees to include equity considerations in the provision of federally funded services, (b) enhance data collection to identify and take action to address disparities in access to the Department's programs or services based on demographic factors, and (c) better ensure that grantees are complying with non-discrimination mandates;*
- B. *Improving access to funding opportunities for organizations that are led by, or primarily serve, historically marginalized and underserved populations;*
- C. *Reducing language barriers that make it difficult for individuals with limited English proficiency to access Department programs or activities, communicate public safety concerns, or vindicate their rights;*
- D. *Improving the Department's engagement with stakeholders in underserved communities and disadvantaged groups in order to establish enduring relationships with them and enhancing the public's awareness of the Department's expansive mission and resources.*

In 2019, the Maine Legislature established the [Permanent Commission on the Status of Racial, Indigenous, and Maine Tribal Populations](#) as a non-partisan, independent entity with a mission to examine racial disparities across all systems and work at "improving the status and outcomes for the historically disadvantaged racial, Indigenous, and tribal populations of the State." (Maine Title 5, Chapter 631).

According to this law, criminal justice initiatives, are to be managed so that financial and human resources are "allocated to eliminate the disparities caused by structural racism." "Policies that are 'race-neutral,'" the law says, "will ultimately maintain existing disparities."

3. Establish a VOCA-funded statewide electronic notification system.

Consult with the Maine Sheriffs' Association and review previous development efforts for a VOCA-funded statewide electronic system for automated victim information and notification system. Convene a broad multidisciplinary group of stakeholders to advise and oversee a VOCA-funded design, implementation, and oversight of an automated victim notification system.

4. Fund a permanent Victim Witness Advocate Coordinator position to provide continued statewide support and coordination of Victim Witness Advocates.

A temporarily funded Victim Witness Advocate Coordinator position that was created to provide support and coordination of VWAs statewide was highlighted as a valuable resource. Allocate VOCA or another consistent funding source funding to support a permanent Victim Witness Advocate Coordinator located within the Criminal Division of the Office of the Maine Attorney General. Continue to utilize this position to improve outcomes for crime victims by providing VWAs with consistent training, technical assistance, mentorship, and support.

5. Explore options for generating additional funds to provide restitution to Maine crime victims.

Assemble a group of stakeholders, with input from the Office of the Maine Attorney General, to examine the issue of restitution in Maine. Review other states' approaches, such as Vermont,⁶³ and explore options for additional funds to be generated with state funds and/or other resources.

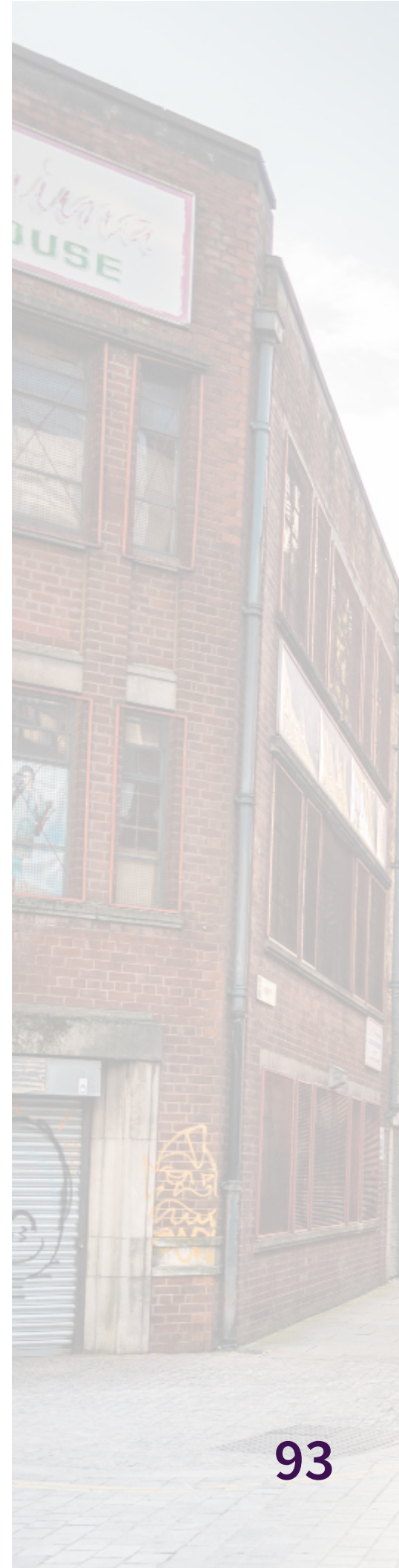
6. Engage a diverse group of stakeholders to establish a new decision-making process based on statewide strategic planning that addresses coordination of overlapping funding (e.g., VOCA, STOP, FVPSA, etc.) and efforts to meet the ongoing and changing needs of crime victims.

Maine receives numerous federal grants and allocates state funding designated for crime victim services, e.g., VOCA, STOP, FVPSA, etc. Crime victims will be better served by a new decision-making process that encourages collaboration to maximize the delivery of services and prioritizes unmet victim needs as a component of the funding allocation strategy. While many of the same leaders and “power players” are involved in all these grants, new efforts must include leaders from Maine’s marginalized communities that are disproportionately affected by crime and the aftermath of victimization. To ensure resources are distributed accordingly, the planning process should be convened by DHHS leaders and adhere to guidelines stated in the federal DOJ Equity Plan and the state’s Permanent Commission on the Status of Racial, Indigenous, and Maine Tribal populations requirements.

⁶³ Rex, J. & Boyce, E. (2011). *The Vermont Model: A Victim-centered Approach to Restitution*. Retrieved from <https://www.ccvv.vermont.gov/assets/documents/The%20Vermont%20Model%20-%20A%20Victim%20Centered%20Approach%20to%20Restitution.pdf>

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Appendix A: 2022 Maine Crime Victimization Survey

MAINE CRIME VICTIMIZATION SURVEY

Property Crimes

In the last 12 months, were you the victim of a property crime, such as someone attempting to steal or stealing your car, breaking into or trying to break into your home, or vandalizing your property?

- No (**skip to Q4**)
- Yes, once
- Yes, more than once

Did you report it to the police?

- No
- Yes
- Reported some but not all (if multiple crimes)

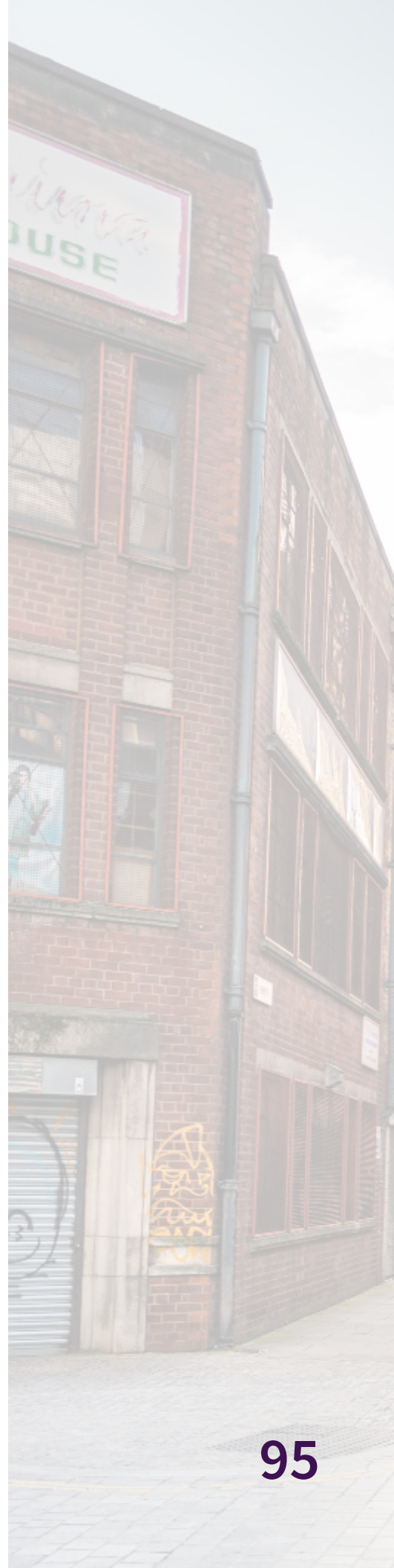
Did you seek services from a victim services organization as a result of this crime?

- No
- Yes, once
- Yes, more than once

Identity Crimes

In the last 12 months, did you discover that someone had misused your credit cards, personal information, social security number, etc.?

- No (**skip to Q7**)
- Yes, once
- Yes, more than once



MAINE CRIME VICTIMIZATION SURVEY

Did you report this misuse of credit cards, personal information, social security number, etc. to the police?

- No
- Yes
- Reported some but not all (if multiple crimes)

Did you seek services from a victim services organization as a result of this crime?

- No
- Yes, once
- Yes, more than once

Property Crimes

In the last 12 months, were you the victim of a property crime, such as someone attempting to steal or stealing your car, breaking into or trying to break into your home, or vandalizing your property?

- No (skip to Q4)
- Yes, once
- Yes, more than once

Did you report it to the police?

- No
- Yes
- Reported some but not all (if multiple crimes)

Did you seek services from a victim services organization as a result of this crime?

- No
- Yes, once
- Yes, more than once

Identity Crimes

In the last 12 months, did you discover that someone had misused your credit cards, personal information, social security number, etc.?

- No (skip to Q7)
- Yes, once
- Yes, more than once

MAINE CRIME VICTIMIZATION SURVEY

Did you report this misuse of credit cards, personal information, social security number, etc. to the police?

- No
- Yes
- Reported some but not all (if multiple crimes)

Did you seek services from a victim services organization as a result of this crime?

- No
- Yes, once
- Yes, more than once

Threatening

In the past 12 months, while in Maine, did anyone threaten to hit, attack, or assault you?

- No (skip to Q10)
- Yes, once
- Yes, more than once

Did you report it to the police?

- No
- Yes
- Reported some but not all (if multiple crimes)

Did you seek services from a victim services organization as a result of this crime?

- No
- Yes, once
- Yes, more than once

Violent Crimes

In the last 12 months, while in Maine, did anyone take or attempt to take something directly from you by using force or threat of force?

- No (skip to Q13)
- Yes, once
- Yes, more than once

Did you report it to the police?

- No
- Yes
- Reported some but not all (if multiple crimes)

MAINE CRIME VICTIMIZATION SURVEY

Did you seek services from a victim services organization as a result of this crime?

- No
- Yes, once
- Yes, more than once

Assault

In the past 12 months, while in Maine, did anyone injure you with a weapon or physical force?

- No (**skip to Q16**)
- Yes, once
- Yes, more than once

Did you report it to the police?

- No
- Yes
- Reported some but not all (if multiple crimes)

Did you seek services from a victim services organization as a result of this crime?

- No
- Yes, once
- Yes, more than once

Sexual Assault

In the last 12 months, while in Maine, did anyone force you, or attempt to force you, into any unwanted sexual activity such as touching, grabbing, kissing, fondling, etc.?

- No (**skip to Q19**)
- Yes, once
- Yes, more than once

Did you report it to the police?

- No
- Yes
- Reported some but not all (if multiple crimes)

Did you seek services from a victim services organization as a result of this crime?

- No
- Yes, once
- Yes, more than once

MAINE CRIME VICTIMIZATION SURVEY

Rape

In the last 12 months, while in Maine, did anyone force you, or attempt to force you to have sex with them?

- No (**skip to Q22**)
- Yes, once
- Yes, more than once

Did you report it to the police? / Did you report the most recent incident to the police?

- No
- Yes
- Reported some but not all (if multiple crimes)

Did you seek services from a victim services organization as a result of this crime?

- No
- Yes, once
- Yes, more than once

Stalking

During the past 12 months, while in Maine, did you feel threatened by another person (other than bill collectors, telephone solicitors, or other sales people) as a result of any of the following behaviors? (Select all the apply):

- | | |
|--|---|
| <input type="checkbox"/> Following or spying | <input type="checkbox"/> Unsolicited emails/texts/letters |
| <input type="checkbox"/> Unsolicited phone calls | <input type="checkbox"/> Waiting/standing outside |
| <input type="checkbox"/> Showing up places | <input type="checkbox"/> Leaving unwanted gifts/items |
| <input type="checkbox"/> Spreading rumors | <input type="checkbox"/> Other unwanted communication |
| <input type="checkbox"/> Other (specify) _____ | <input type="checkbox"/> None of the above (skip to Q25) |

Did you report any of these incidents to the police?

- No
- Yes
- Reported some but not all (if multiple crimes)

Did you seek services from a victim services organization as a result of this crime?

- No
- Yes, once
- Yes, more than once

MAINE CRIME VICTIMIZATION SURVEY**Hate Crimes**

Do you believe you were the victim of any of the above crimes due to your race, gender, religion, sexual orientation or identity?

- Yes
- No
- Unsure
- Not applicable (no crimes occurred)

Demographics

What is your gender identity? (Please select one.)

- Male
- Female
- Nonbinary
- Not listed (specify) _____

Which category best describes your racial background? (Please select one.)

- American Indian
- Asian
- Bi-racial or multi-racial
- Black and/or African American
- Native Hawaiian/Pacific Islander
- White/Caucasian
- Other (Please specify):

Do you consider yourself to be Hispanic or Latino?

- Yes
- No

What is your marital status? (Please select one.)

- Single, never married
- Married
- Divorced
- Widowed
- Separated
- Unmarried, cohabitating

MAINE CRIME VICTIMIZATION SURVEY

What is the highest level of education you have completed so far? (Please select one.)

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college degree
- Graduate degree

For 2020, what was your total household income from all sources? (Please select one.)

- Less than \$20,000
- \$20,000 to \$39,999
- \$40,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 or more

Which of the following best describes your present employment status? (Please select one.)

- Employed full-time
- Employed part-time
- Unemployed
- Retired
- Student
- Disabled
- Homemaker

In what year were you born? _____

What is your zip code? _____

Appendix B: Victim Service Provider Survey

OCFS – Victim Service Provider Survey

Intro Welcome! Thank you for volunteering to take part in this important survey. It should take about 30 minutes to complete. Your answers to this survey will help us to better understand and improve the landscape of services for victims of crime in Maine, and for those who support them. **Click the right arrow to begin.**

Q1 Which of the following categories **best describes** the place where you work?

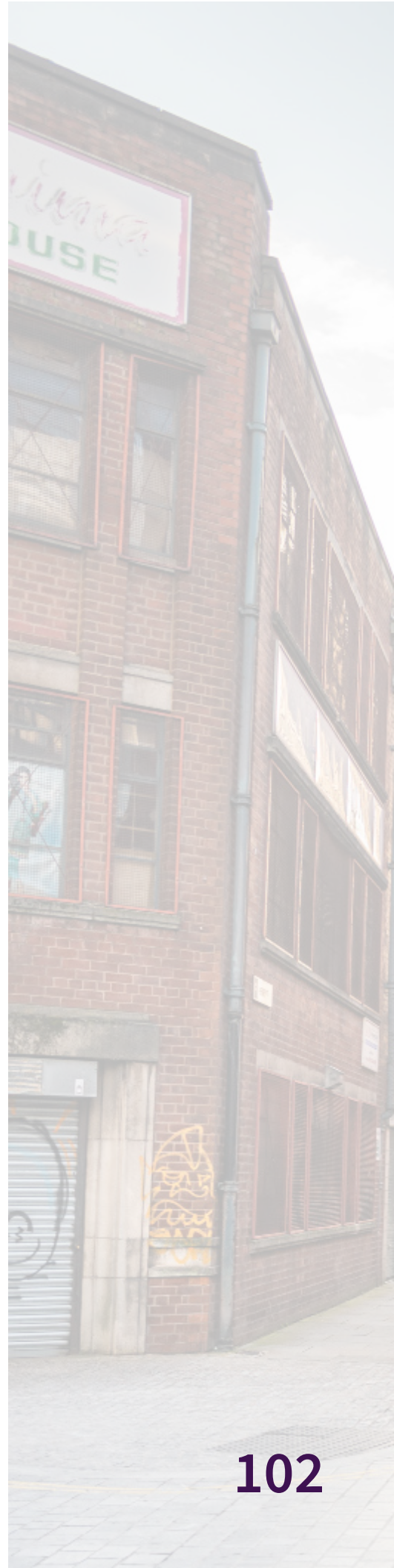
1. Tribal government or other tribal organization
2. Institute of higher education or other educational institution
3. Healthcare or medical emergency facility
4. State agency
5. Victim services coalition
6. Victim services organization
7. Legal aid/assistance program
8. Mental health treatment program
9. Other entity (*please specify*):

Q1a Which of the following categories best describes the **state agency** where you work?

1. Office of the Attorney General
2. District attorney or prosecutor's Office
3. Law enforcement agency
4. Department of Corrections
5. Other (*Please describe*):

Q1b Which of the following categories best describes the **victims services coalition** where you work?

1. Domestic violence coalition
2. Sexual assault coalition
3. Dual DV/SA coalition
4. Other (*Please specify*):



Q1c Which of the following categories best describes the victims services organization where you work?

1. Child advocacy center
2. Domestic violence services provider
3. Sexual assault services provider
4. Dual DV/SA services provider
5. Elder abuse services provider
6. Other victim services organization (*please specify*):

Q2 In which counties or regions does your organization provide services? (*Choose all that apply.*)

1. Statewide
2. Tribal Community
3. Androscoggin
4. Aroostook
5. Cumberland
6. Franklin
7. Hancock
8. Kennebec
9. Knox
10. Lincoln
11. Oxford
12. Penobscot
13. Piscataquis
14. Sagadahoc
15. Somerset
16. Waldo
17. Washington
18. York

Q2a In which tribal communities does your organization provide services? (*Choose all that apply.*)

1. Aroostook Band of Micmacs
2. Houlton Band of Maliseet Indians
3. Passamaquoddy Tribe of Indian Township
4. Passamaquoddy Tribe at Pleasant Point
5. Penobscot Nation

Q3 About how many **active volunteers** or **unpaid interns** currently work at your organization?

1. 10 or fewer
2. 11 - 50
3. 51 or more

Q4 When **new staff** are hired at your organization, about how many hours of **victim services** training are required?

1. No formal requirement
2. 1-5 hours
3. 6-10 hours

4. 11-20 hours
5. 21-40 hours
6. 41 or more hours
7. It depends (*Please specify*):
8. Unsure

Q5 About how many hours of **victim services** training/professional education per year are staff at your organization required to complete?

1. No formal requirement
2. 1-5 hours
3. 6-10 hours
4. 11-20 hours
5. 21-40 hours
6. 41 or more hours
7. It depends (*Please specify*):
8. Unsure

Q6 For each of the following topics please indicate whether staff at your organization currently receive training/education, whether additional training/education is needed, or both. (*You may choose one option, both options, or no option.*)

Option 1: Currently receive training/education

Option 2: Additional training/education is needed

1. Services for victims of crimes
2. Information about the justice system
3. Services and outreach strategies for culturally specific and underserved populations
4. Strategies for self-care
5. Organizational and program management
6. Other topics related to victims of crimes (please specify):
7. Other topics, not related to victims of crimes (please specify):

Q6a For each of the following topics regarding **services for victims of crimes** please indicate whether staff at your organization currently receive training/education, whether additional training/education is needed, or both. (*You may choose one option, both options, or no option.*)

Option 1: Currently receive training/education

Option 2: Additional training/education is needed

1. Advanced topics in domestic violence services
2. Advanced topics in sexual assault services
3. Forensic evidence collection
4. Impact of crime on victims/survivors
5. Medical issues or emergencies (such as non-fatal strangulation)
6. Stalking
7. Support groups
8. Trauma assessment
9. Vicarious trauma
10. Victim compensation
11. Other (please specify):

Q6b For each of the following topics regarding **information about the justice system** please indicate whether staff at your organization currently receive training/education, whether additional training/education is needed, or both. *(You may choose one option, both options, or no option.)*

Option 1: Currently receive training/education

Option 2: Additional training/education is needed

1. Civil justice processes
2. Corrections
3. Courts
4. Criminal justice processes
5. Juvenile justice
6. Law enforcement
7. Prosecution
8. Restorative justice
9. Victims' compensation
10. Other (please specify):

Q6c-1 For each of the following populations please indicate whether staff at your organization currently receive training/education, whether additional training/education is needed, or both. *(You may choose one option, both options, or no option.)*

Option 1: Currently receive training/education

Option 2: Additional training/education is needed

1. People who are D/deaf or hard-of-hearing populations, or those with speech/vision impairments
2. People under 12 years old
3. People aged 13-17
4. People over 65 years old
5. People experiencing housing insecurity
6. People who are immigrants, asylum seekers, refugees, and/or new Mainers
7. People who are currently or formerly incarcerated

Q6c-2 For each of the following **populations** please indicate whether staff at your organization currently receive training/education, whether additional training/education is needed, or both. *(You may choose one option, both options, or no option.)*

Option 1: Currently receive training/education

Option 2: Additional training/education is needed

1. People who have limited English proficiency
2. People who are LGBTQ+
3. People who are low-income or living in poverty
4. People with physical/intellectual/cognitive disabilities
5. People experiencing mental health issues
6. People who are pregnant
7. People who belong to racial or ethnic minorities

Q6c-3 For each of the following **populations** please indicate whether staff at your organization currently receive training/education, whether additional training/education is needed, or both. *(You may choose one option, both options, or no option.)*

Option 1: Currently receive training/education

Option 2: Additional training/education is needed

1. People who are students
2. People who are active military or veterans
3. People who live in rural communities
4. People with substance use issues
5. People who are members of Tribal communities
6. People who live in island communities
7. Other (please specify):

Q6d For each of the following topics regarding **strategies for self-care** please indicate whether staff at your organization currently receive training/education, whether additional training/education is needed, or both. *(You may choose one option, both options, or no option.)*

Option 1: Currently receive training/education

Option 2: Additional training/education is needed

1. Strategies for resolving ethical conflicts
2. Stress/vicarious trauma prevention and management
3. Building personal resilience
4. Effective conflict prevention and resolution techniques
5. Other (please specify):

Q6e For each of the following topics regarding **organization and program management** please indicate whether staff at your organization currently receive training/education, whether additional training/education is needed, or both. *(You may choose one option, both options, or no option.)*

Option 1: Currently receive training/education

Option 2: Additional training/education is needed

1. Budget creation and management
2. Communications & outreach strategies (such as website development, social media campaigns, etc.)
3. Curriculum development (for school-based educators, creative youth development programs, education/support groups, etc.)
4. Program monitoring and evaluation (data management, performance measures, assessing victim satisfaction, etc.)
5. Technology or software-specific training (such as Microsoft products, Zoom, database trainings, etc.)
6. Supervisory/leadership training
7. Strategic planning

Q7 Which challenges does your organization face when considering training opportunities?
(Choose all that apply.)

1. Lack of funding
2. Lack of relevant training topics
3. Transportation, or distance, to training opportunities
4. Lack of supervisory or senior management support
5. Concerns about being short-staffed for other work needs
6. Concerns about spending time away from other work needs
7. Other *(please specify)*:

Q8 Which types of positions does your organization have a difficult time filling? (Choose all that apply.)

1. Support staff
2. Advocates
3. Attorneys providing direct services
4. Behavioral health professionals
5. Case managers
6. Corrections agency staff
7. Counselor/therapists
8. Court staff
9. Director
10. Forensic nurse examiners
11. Healthcare staff
12. Law enforcement agency staff
13. Legal aid staff
14. Program administration staff
15. Prosecutors
16. Professional trainers, educators or preventionists
17. Trial assistants
18. Other *(please specify)*:

Q9 About how many victims do you think your organization provided services to in the last 12 months?

Q10 About how many family members, friends, or other types of secondary victims or non-victims do you think your organization provided services to in the last 12 months?

For the next several questions, consider the demographics of the victims/survivors that your organization provided services to **in the last 12 months**. Please answer each question in this section to the best of your knowledge.

Q11a Race/Ethnicity - Please provide your best estimate of the **number of victims** (over the last 12 months) your organization provided services to who are...

1. American Indian or Alaskan Native, non-Hispanic
2. Asian, Native Hawaiian or other Pacific Islander, non-Hispanic
3. Black or African American, non-Hispanic
4. Hispanic or Latino
5. White, non-Hispanic
6. Two or more races (excluding Hispanic/Latino)
7. Other
8. Unknown/unspecified

Q11b Gender - Please provide your best estimate of the **number of victims** (over the last 12 months) your organization provided services to who are...

1. Female
2. Non-binary
3. Male
4. Transgender
5. Gender not listed

Q11c Age - Please provide your best estimate of the **number of victims** (over the last 12 months) your organization provided services to who are...

1. 0-12 years
2. 13-17 years
3. 18-24 years
4. 25-65 years
5. 65+ years

Q11d-1 *Additional demographics* - Please provide your best estimate of the **number of victims** (over the last 12 months) your organization provided services to people who are...

1. D/deaf or hard-of-hearing, or people with speech/vision impairments
2. Experiencing housing insecurity
3. Immigrants/refugees/asylum seekers, and/or new Mainers
4. Currently or formerly Incarcerated
5. People who have limited English proficiency
6. LGBTQ+

Q11d-2 *Additional demographics* - Please provide your best estimate of the **number of victims** (over the last 12 months) your organization provided services to people who are...

1. Low-income, or living in poverty
2. People with physical/intellectual/cognitive disabilities
3. Experiencing mental health issues
4. Pregnant
5. Students
6. Active military or veterans

Q11d-3 *Additional demographics* - Please provide your best estimate of the **number of victims** (over the last 12 months) your organization provided services to people who are...

1. Living in rural communities
2. People with substance use issues
3. Members of Tribal communities
4. Living in island communities
5. (If other, please specify):

Q12 The following is a list of services frequently provided by VOCA-funded programs. Please select the services that your organization provides. (*Choose all that apply.*)

Information and referral services

1. Personal advocacy and accompaniment
2. Emotional support or safety services
3. Shelter/housing services
4. Criminal/civil justice system assistance

Q13a Of these **information and referral services**, select the services that your organization provides (*Choose all that apply.*)

1. Information about the criminal justice process (1)
2. Information about the tribal justice process (2)
3. Information about victim rights, how to obtain notifications, etc. (3)
4. Referrals to other victim services programs (4)
5. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address-confidentiality programs, etc.) (5)

Q13b Of these personal advocacy and accompaniment services, select the services that your organization provides (*Choose all that apply.*)

1. Advocacy regarding the commercial sexual exploitation of children
2. Child advocacy
3. Child and/or dependent care assistance (includes coordination of services)
4. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)
5. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)
6. Interpreter services
7. Intervention with employer, creditor, landlord, or academic institution
8. Law enforcement interview advocacy/accompaniment
9. On-scene coordinated response

10. Performance of medical or nonmedical forensic exam or interview, or medical evidence collection
11. Transportation assistance (includes coordination of services)
12. Victim advocacy/accompaniment to emergency medical care
13. Victim advocacy/accompaniment to medical forensic exam

Q13c Of these **emotional support or safety services**, select the services that your organization provides (*Choose all that apply.*)

1. Case management
2. Crisis counseling
3. Crisis intervention (in-person, includes safety planning, etc.)
4. Educational classes (for example, for survivors regarding the dynamics of victimization)
5. Emergency financial assistance (includes emergency loans and petty cash, payment for items such as food and/or clothing, changing windows and/or locks, taxis, prophylactic and nonprophylactic meds, durable medical equipment, etc.)
6. Hotline phone services
7. Individual counseling
8. On-scene crisis response (e.g., community crisis response)
9. Substance abuse services
10. Support groups (facilitated or peer)
11. Text/chat hotline services
12. Other therapy (traditional, cultural, or alternative healing; art, writing, or play therapy; etc.)

Q13d Of these **shelter/housing services**, select the services that your organization provides (*Choose all that apply.*)

1. Emergency shelter or safe house
2. Relocation assistance (includes assistance with obtaining housing)
3. Transitional housing

Q13e Of this list of **criminal/civil justice system assistance**, select the services that your organization provides (*Choose all that apply.*)

1. Assistance with restitution (includes assistance in requesting and when collection efforts are not successful)
2. Civil legal assistance in obtaining protection or restraining order
3. Civil legal assistance with family law issues (e.g., custody, visitation, or support)
4. Criminal advocacy/accompaniment
5. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)
6. Law enforcement interview advocacy/accompaniment
7. Notification of criminal justice events (case status, arrest, court proceedings, case disposition, release, etc.)
8. Prosecution interview advocacy/accompaniment (includes accompaniment with prosecuting attorney and with victim/witness)
9. Victim impact statement assistance
10. Other emergency justice-related assistance
11. Other legal advice and/or counsel

Q13f Of these **additional types of services**, select the services that your organization provides (Choose all that apply.)

1. Assistance in filing compensation claims
2. Batterers intervention programming
3. Prevention and education
4. Supervised child visitation
5. Supporting survivors finding justice outside the criminal/civil system
6. Culturally and/or ethnically specific services (please specify):
7. Other (please specify):
- 8.

Q14 Of the services you selected in the previous questions, please select the top 5 services that you think your organization does best. (Choose 5 total). [Choices below will only display if response was chosen in series 13a-f]

1. Information about the criminal justice process
2. Information about the tribal justice process
3. Information about victim rights, how to obtain notifications, etc.
4. Referrals to other victim services programs
5. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address-confidentiality programs, etc.)
6. Advocacy regarding the commercial sexual exploitation of children
7. Child advocacy
8. Child and/or dependent care assistance (includes coordination of services)
9. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)
10. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)
11. Intervention with employer, creditor, landlord, or academic institution
12. Interpreter services
13. Law enforcement interview advocacy/accompaniment
14. On-scene coordinated response
15. Performance of medical or nonmedical forensic exam or interview, or medical evidence collection
16. Transportation assistance (includes coordination of services)
17. Victim advocacy/accompaniment to emergency medical care
18. Victim advocacy/accompaniment to medical forensic exam
19. Case management
20. Crisis counseling
21. Crisis intervention (in-person, includes safety planning, etc.)
22. Educational classes (for example, for survivors regarding the dynamics of victimization)
23. Emergency financial assistance (includes emergency loans and petty cash, payment for items such as food and/or clothing, changing windows and/or locks, taxis, prophylactic and nonprophylactic meds, durable medical equipment, etc.)
24. Hotline phone services
25. Individual counseling
26. On-scene crisis response (e.g., community crisis response)
27. Other therapy (traditional, cultural, or alternative healing; art, writing, or play therapy; etc.)

28. Substance abuse services
29. Support groups (facilitated or peer)
30. Text/chat hotline services
31. Emergency shelter or safe house
32. Relocation assistance (includes assistance with obtaining housing)
33. Transitional housing
34. Assistance with restitution (includes assistance in requesting and when collection efforts are not successful)
35. Civil legal assistance in obtaining protection or restraining order
36. Civil legal assistance with family law issues (e.g., custody, visitation, or support)
37. Criminal advocacy/accompaniment
38. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)
39. Law enforcement interview advocacy/accompaniment
40. Notification of criminal justice events (case status, arrest, court proceedings, case disposition, release, etc.)
41. Other emergency justice-related assistance
42. Other legal advice and/or counsel
43. Prosecution interview advocacy/accompaniment (includes accompaniment with prosecuting attorney and with victim/witness)
44. Victim impact statement assistance
45. Assistance in filing compensation claims
46. Batterers intervention programming
47. Prevention and education
48. Supervised child visitation
49. Supporting survivors finding justice outside the criminal/civil system
50. [Text Entry]

Q15 Of the services you selected in the previous questions, please select the top 5 services that you think your organization could improve. (*Choose 5 total*).

[Same choices from Q14 will appear in this Q]

Q16 Of the services you selected in the previous questions, please select the top 5 services that you think could be improved **across Maine**. (*Choose 5 total*).

[Same choices from Q14 will appear in this Q]

Barriers: This section of the survey focuses on barriers victims may have experienced when trying to access services at your organization over the last 12 months. Please use the scale provided to indicate how often the barriers prevent or delay services, according to your experience as a service provider.

Q17a How often **over the last 12 months** have you seen the following **barriers related to language or culture** while your organization has been providing services for victims? (Options: Never, Rarely, Sometimes, Often, Always)

1. Lack of language accessible services
2. Lack of culturally accessible services
3. Lack of accessible services for persons with disability
4. Some other barrier related to language or culture (please specify):

Q17b How often **over the last 12 months** have you seen the following **barriers related to geographic location** while your organization has been providing services for victims? (Options: Never, Rarely, Sometimes, Often, Always)

1. Lack of other services available within the catchment area
2. Lack of knowledge regarding other available services within the catchment area
3. Lack of transportation for victims to access services
4. Some other barrier related to geographic location (please specify):

Q17c How often **over the last 12 months** have you seen the following **barriers related to finances / staffing** while your organization has been providing services for victims? (Options: Never, Rarely, Sometimes, Often, Always)

1. Lack of flexible funding to meet survivors' practical needs
2. Lack of funding to pay for needed staffing
3. Poor staff retention
4. Lack of staff to meet demand for services
5. Lack of applicants for vacant staff positions
6. Some other financial or staffing barrier (please specify):

Q17d How often **over the last 12 months** have you seen the following **barriers related to training and education** while your organization has been providing services for victims? (Options: Never, Rarely, Sometimes, Often, Always)

1. Lack of training and educational opportunities for staff and volunteers
2. Lack of in-house policies and procedures to guide organizational practices
3. Lack of knowledge regarding the needs of victims of certain crimes (e.g. military sexual trauma, human trafficking)
4. Some other barrier related to training and education (please specify):

Q17e How often **over the last 12 months** have you seen these **additional barriers** while your organization has been providing services for victims? (Options: Never, Rarely, Sometimes, Often, Always)

1. Lack of interagency collaboration and cooperation
2. Lack of general public awareness regarding programs and services offered by my organization
3. Lack of services designed for victims of certain crimes (e.g. identity theft, stalking)
4. Eligibility restrictions
5. Program reached capacity, lack of other capacity, need beyond current capacity
6. Difficulty reaching underserved victim populations
7. Some other barrier (please specify):

18a Of the **eligible** populations you serve, please tell us if you feel your organization serves them well, if services could be improved, or both. (*You may choose one option, both options, or no option.*)

Option 1: Our organization serves them well

Option 2: Our organization could improve services to/for

1. People aged 13-17 years old
2. People over 65 years old
3. People who are LGBTQ+
4. People who are pregnant

18b Of the **eligible** populations you serve, please tell us if you feel your organization serves them well, if services could be improved, or both. (You may choose one option, both options, or no option.)

Option 1: Our organization serves them well

Option 2: Our organization could improve services to/for

1. People who are D/deaf or hard-of-hearing populations, or those with speech/vision impairments
2. People with physical/intellectual/cognitive disabilities
3. People experiencing mental health issues
4. People with substance use issues

18c Of the **eligible** populations you serve, please tell us if you feel your organization serves them well, if services could be improved, or both. (You may choose one option, both options, or no option.)

Option 1: Our organization serves them well

Option 2: Our organization could improve services to/for

1. People experiencing housing insecurity
2. People who are immigrants, asylum seekers, refugees, and/or new Mainers
3. People who are currently or formerly incarcerated
4. People who are low-income or living in poverty
5. People who are students
6. People who are active military or veterans

18d Of the **eligible** populations you serve, please tell us if you feel your organization serves them well, if services could be improved, or both. (You may choose one option, both options, or no option.)

Option 1: Our organization serves them well

Option 2: Our organization could improve services to/for

1. People who have limited English proficiency
2. People who belong to racial or ethnic minorities
3. People who live in rural communities
4. People who are members of Tribal communities
5. People who live in island communities

Q19 Does your organization use a single integrated electronic records system to maintain case files?

1. Yes
2. No

19a If no, please describe how your organization currently tracks and reports information about victim services: _____

Q20 Do you survey victims about their satisfaction with the services they've received?

1. Yes
2. No
3. It depends (*Please specify*):

Q21 Which of the following performance measures (sometimes called outputs) are tracked consistently by your organization? (*Choose all that apply*):

1. Number/type of victims served
2. Number/type of services provided
3. Number/type of outreach and training activities
4. Victim outcomes (e.g., # of victims obtaining long-term housing, amount of compensation/restitution received)
5. Other (*please specify*):

Q22 Does your organization use data collected on victim services and outcomes to modify services (for example, for quality improvement)?

1. Yes
2. No

Q23 Have your organization's victim service programs or activities ever been evaluated by an external evaluator?

1. Yes
2. No

Q24 Please share any other information you think might be helpful to know about the provision of victim services in Maine: _____

Q25 Are you willing to be contacted to take part in an interview or focus group to share more about your experience?

1. Yes
2. No

Appendix C: *Victim Needs Questionnaire*

Introduction and Consent

Welcome! Thank you for volunteering to take part in this important survey to gather information about victim services in Maine! We are gathering anonymous information about the experiences of people who were victims or survivors of crime. Before beginning this survey, please read the consent form on the next page and click 'Yes' to consent to the survey. Thank you in advance for your time.

Introduction: This survey asks questions about the harm(s) that led you to seek services during the past 12 months, the types of services you tried to get, the types of services you did get, and the barriers to accessing services in Maine. This information will help us learn more about what is working and what can be improved. We want to know if you got the resources and support you needed. Researchers at the Catherine Cutler Institute at the University of Southern Maine will be analyzing survey responses and writing a report with the anonymous findings for the Maine Office of Child Family Services (OCFS).

What will I be asked to do? You will be asked to answer questions about the types of harm you experienced as well as questions about the services you tried to access. Some questions in this survey ask for a single response, some will allow you to check off as many answers as you want, and some questions will ask you to answer in your own words. We expect this survey to take around 20 minutes to complete. It can be saved and completed in multiple sessions. You can skip any questions in the survey that you do not want to answer, and you can stop taking the survey at any time.



What are the possible risks and benefits of taking part in this survey? There are no direct benefits for participating. While there is minimal risk of harm from participating in this survey, some people may be distressed by remembering a traumatic event. If you are upset by any questions on this survey or if you need additional support, please reach out to one of the following resources:

- **Maine Coalition Against Sexual Assault (MECASA)**
statewide helpline: 1-800-871-7741 or visit mecasa.org
- **Maine Coalition to End Domestic Violence (MCEDV)**
statewide helpline: 1-866-834-4357 or visit mcedv.org
- Visit <https://211maine.org/mental-health/> or call 211 to ask about support services available to you in Maine.

How will my privacy be protected? This study is designed to be anonymous. This means that no one can link the data you provide to you personally, and no one can identify you as a participant. The survey does not ask for your name, and it does not collect your email address or other identifying information, such as your IP address.

What are my rights as a research participant? Your participation is voluntary. If you choose not to participate in the survey, it will not impact your relationship with any service providers or with the Cutler Institute at the University of Southern Maine (USM). You may skip or refuse to answer any question for any reason.

Whom may I contact with questions? If you have questions about the research or the use of survey data, please contact George Shaler, Senior Research Associate, at the Cutler Institute at gshaler@maine.edu or 207-274-9299. If you have questions or problems with the survey, please contact Robyn Dumont, Managing Director of the Survey Research Center, at the Cutler Institute at atrobyn.dumont@maine.edu or 207-228-8012. If you have questions or concerns about your rights as a research subject, please contact the USM Research Compliance Administrator at usmorio@maine.edu or 207-780-4517.

Will I receive a copy of this consent form? You can print this page from [this link](#) for your records. It would be helpful to do so if you need to contact someone at Cutler Institute with questions or concerns.

Consent to Participate: Please check “yes” to indicate that you understand the information presented here and that you agree to participate in the study.

- Yes
- No

Primary Victim Definition

What do we mean when we say “crime” and “victim?” The words “victim” and “crime” are used throughout this survey. By “crime,” we mean any of the harms listed below, regardless of whether the person who did the harm was officially accused of a crime. By “victim,” we mean that you have been harmed, whether the harm includes physical injury or not, and even if you did not report it. “Victim” sometimes means the harm happened directly to you, and sometimes it means the harm happened to someone you know, and it impacted you. (We refer to these as primary and secondary victimization.)

In this section of the survey, we want to hear from you if you have experienced any of the harms listed below:

Harm that involved the victim’s property or finances, including:

- Property crime (*someone took or destroyed victim’s property or tried to*)
- Identity crime (*use of victim’s credit/ATM/Debit cards, personal information, social security number, or other kinds of personal identity documents without victim’s consent*)

Harm that involved the victim’s person (body), physical violence or emotional harm, including:

- Personal crime (*someone harmed the victim or took something from victim by force, or tried to, or threatened to*)
- Assault (*someone injured victim with a weapon or with physical force*)
- Domestic violence (*physical or emotional harm inflicted by a current or former intimate/romantic/dating partner*)
- Elder abuse (*victim is over the age of 60 and someone exploited their age to cause victim physical harm or mental anguish; to subject victim to unreasonable confinement; to take victim’s money, property, or assets without victim’s permission*)
- Hate crime (*physical/emotional harm inflicted due to the victim’s race, color, religion, sex, ancestry, national origin, physical or mental disability, or sexual orientation*)
- Physical/emotional harm by a family member who is not a current or former intimate/romantic/dating partner
- Physical/emotional harm by a stranger
- Rape (*someone forced victim, or attempt to force victim, to have sex with them*)
- Sexual assault (*someone forced victim, or attempt to force victim, into any unwanted sexual contact, such as touching, grabbing, kissing, or fondling*)
- Stalking (*repeated harassment by someone that caused victim fear or distress*)

Primary Victim Questions

This section of the survey asks questions about **you** and whether you were directly harmed.

1. **In the past 12 months**, did you seek or accept services in Maine for yourself because you were the (primary) victim of a crime (even if you did not report it)?
 - a. Yes
 - b. No
2. Do you believe you were the victim of a crime because of your race, color, religion, sex, ancestry, national origin, physical or mental disability, or sexual orientation?
 - a. Yes
 - b. No
 - c. Unsure
3. Did anyone tell you about your rights as a crime victim (e.g., notification regarding participation in court proceedings)? *(Check all that apply.)*
 - a. Yes, police informed me
 - b. Yes, prosecutor / victim witness assistant informed me
 - c. Yes, victim service providers informed me
 - d. No
 - e. Unsure
 - f. Other (please specify): _____
4. **In the past 12 months**, did you seek or accept services in Maine for yourself because you were the victim of crime(s) involving your property or your finances?
 - a. Yes
 - b. No
5. Which type(s) of crime involving your property or your finances led you to seek or accept services for yourself? *(Check all that apply.)*
 - a. Property crime (someone took or destroyed your property or tried to)
 - b. Financial crime (use of your credit/ATM/Debit cards, personal information, social security number, or other kinds of personal identity documents without your consent)
 - c. Other (please specify): _____
6. People often report crimes like these to the police, or to state agencies, such as the Department of Health and Human Services (DHHS), which includes the Office of Child and Family Services (OCFS) and Adult Protective Services (APS). Did you report any of these incidents to either a state agency or to the police?
 - a. Reported to a state agency (DHHS, OCFS, or APS)
 - i. Yes, all crimes
 - ii. Yes, some crimes
 - iii. No
 - iv. Unsure
 - b. Reported to the Police
 - i. Yes, all crimes
 - ii. Yes, some crimes
 - iii. No
 - iv. Unsure

7. Please rank your satisfaction with the response of state agencies (such as DHHS, OCFS, or APS) and/or the police:
- a. State agency (DHHS, OCFS, or APS)
 - i. Not applicable
 - ii. Very satisfied
 - iii. Somewhat satisfied
 - iv. Neutral
 - v. Somewhat unsatisfied
 - vi. Very unsatisfied
 - b. Police
 - i. Not applicable
 - ii. Very satisfied
 - iii. Somewhat satisfied
 - iv. Neutral
 - v. Somewhat unsatisfied
 - vi. Very unsatisfied
8. **In the past 12 months**, did you seek or accept services in Maine for yourself because you were the victim of **crime(s) involving your person (body) or physical or emotional harm**?
- a. Yes
 - b. No
9. Which type(s) of crime involving your person (body), or physical or emotional harm led you to seek or accept services for yourself? (*Check all that apply.*)
- a. Assault (someone injured you with a weapon or with physical force)
 - b. Domestic violence (physical or emotional harm by a current or former intimate/romantic/dating partner)
 - c. Elder abuse (you are over the age of 60 and someone exploited your age: to cause you physical harm or mental anguish; to subject you to unreasonable confinement; or to take your money, property, or assets without your permission)
 - d. Hate crime (physical/emotional harm inflicted upon you due to your race, color, religion, sex, ancestry, national origin, physical or mental disability, or sexual orientation)
 - e. Personal crime (someone harmed you or took something from you by force, or tried to, or threatened to)
 - f. Physical/emotional harm by a family member who is not a current or former intimate/romantic/dating partner
 - g. Physical/emotional harm by an acquaintance
 - h. Physical/emotional harm by someone other than a family member or acquaintance
 - i. Rape (someone forced you, or attempted to force you, to have sex with them)
 - j. Sexual assault (someone forced you, or attempted to force you, into any unwanted sexual contact, such as touching, grabbing, kissing, or fondling)
 - k. Stalking (repeated harassment by someone that caused you fear or distress)
 - l. Other (please specify) _____

10. People often report crimes like these to the police, or to state agencies, such as the Department of Health and Human Services (DHHS), which includes the Office of Child and Family Services (OCFS) and Adult Protective Services (APS). Did you report any of these incidents to either a state agency or to the police?
- a. Reported to a state agency (DHHS, OCFS, or APS)
 - i. Yes, all crimes
 - ii. Yes, some crimes
 - iii. No
 - iv. Unsure
 - b. Reported to the Police
 - i. Yes, all crimes
 - ii. Yes, some crimes
 - iii. No
 - iv. Unsure
11. Please rank your satisfaction with the response of state agencies (such as DHHS, OCFS, or APS) and/or the police:
- a. State agency (DHHS, OCFS, or APS)
 - i. Not applicable
 - ii. Very satisfied
 - iii. Somewhat satisfied
 - iv. Neutral
 - v. Somewhat unsatisfied
 - vi. Very unsatisfied
 - b. Police
 - i. Not applicable
 - ii. Very satisfied
 - iii. Somewhat satisfied
 - iv. Neutral
 - v. Somewhat unsatisfied
 - vi. Very unsatisfied

Secondary Victim Questions

This section of the survey is about secondary victimization, meaning **someone other than you** was harmed, and it impacted you.

12. In the past 12 months, did you seek or accept services in Maine for yourself because someone other than you was the (primary) victim of a crime?
- a. Yes
 - b. No
13. Do you believe that person was the victim of a crime because of their race, color, religion, sex, ancestry, national origin, physical or mental disability, or sexual orientation?
- a. Yes
 - b. No

14. Did anyone tell that person about their rights as a crime victim (e.g., notification regarding participation in court proceedings)? *(Check all that apply.)*
- Yes, police informed them
 - Yes, prosecutor / victim witness assistant informed them
 15. Yes, victim service providers informed them
 - No
 - Unsure
 - Other (please specify): _____
15. **In the past 12 months**, did you seek or accept services in Maine for yourself because someone other than you was the victim of crime(s) involving their property, or their finances?
- Yes
 - No
 -
16. Which type(s) of crime involving property, or finances led you to seek or accept services for yourself? *(Check all that apply.)*
- Property crime (someone took or destroyed their property or tried to) ⁴
 - Identity crime (use of their credit/ATM/Debit cards, personal information, social security number, or other kinds of personal identity documents without their consent)
 - Other (please specify): _____
17. People often report crimes like these to the police, or to state agencies, such as the Department of Health and Human Services (DHHS), which includes the Office of Child and Family Services (OCFS) and Adult Protective Services (APS). Did you or the (primary) victim report any of these incidents to either a state agency or to the police?
- Reported to a state agency (DHHS, OCFS, or APS)
 - Yes, all crimes
 - Yes, some crimes
 - No
 - Unsure
 - Reported to the Police
 - Yes, all crimes
 - Yes, some crimes
 - No
 - Unsure
18. Please rank your satisfaction with the response of state agencies (such as DHHS, OCFS, or APS) and/or the police:
- State agency (DHHS, OCFS, or APS)
 - Not applicable
 - Very satisfied
 - Somewhat satisfied
 - Neutral
 - Somewhat unsatisfied
 - Very unsatisfied
 - Police
 - Not applicable
 - Very satisfied
 - Somewhat satisfied
 - Neutral
 - Somewhat unsatisfied
 - Very unsatisfied

19. In the past 12 months, did you seek or accept services in Maine for yourself because someone other than you was the (primary) victim of crime(s) involving their person (body) or physical or emotional harm?
- Yes
 - No
20. Which type(s) of crime involving their person (body), or physical or emotional harm led you to seek or accept services for yourself? (*Check all that apply.*)
- Assault (someone injured them with a weapon or with physical force)
 - Domestic violence (physical or emotional harm by a current or former intimate/romantic/dating partner)
 - Elder abuse (they are over the age of 60 and someone exploited their age: to cause them physical harm or mental anguish; to subject them to unreasonable confinement; or to take their money, property, or assets without their permission)
 - Hate crime (physical/emotional harm inflicted due to race, color, religion, sex, ancestry, national origin, physical or mental disability, or sexual orientation)
 - Personal crime (someone harmed them or took something from them by force, or tried to, or threatened to)
 - Physical/emotional harm by a family member who is not a current or former intimate/romantic/dating partner
 - Physical/emotional harm by an acquaintance
 - Physical/emotional harm by someone other than a family member or acquaintance
 - Rape (someone forced them, or attempted to force them, to have sex)
 - Sexual assault (someone forced them, or attempt to force them, into any unwanted sexual contact, such as touching, grabbing, kissing, or fondling)
 - Stalking (repeated harassment by someone that caused fear or distress)
 - Other (please specify): _____
21. People often report crimes like these to the police, or to state agencies, such as the Department of Health and Human Services (DHHS), which includes the Office of Child and Family Services (OCFS) and Adult Protective Services (APS). Did you or the (primary) victim report any of these incidents to either a state agency or to the police?
- Reported to a state agency (DHHS, OCFS, or APS)
 - Yes, all crimes
 - Yes, some crimes
 - No
 - Unsure
 - Reported to the Police
 - Yes, all crimes
 - Yes, some crimes
 - No
 - Unsure

22. Please rank your satisfaction with the response of state agencies (such as DHHS, OCFS, or APS) and/or the police:
- e. State agency (DHHS, OCFS, or APS)
 - i. Not applicable
 - ii. Very satisfied
 - iii. Somewhat satisfied
 - iv. Neutral
 - v. Somewhat unsatisfied
 - vi. Very unsatisfied
 - f. Police
 - i. Not applicable
 - ii. Very satisfied
 - iii. Somewhat satisfied
 - iv. Neutral
 - v. Somewhat unsatisfied
 - vi. Very unsatisfied

Accessed Services

23. **During the past 12 months**, what types of services did you **seek** (*wanted and tried to access*) because of the crimes listed above? (*Check all that apply.*)
- a. Advocacy services (criminal justice advocacy, legal advocacy, referrals support with accessing other services)
 - b. Assistance applying for victim compensation
 - c. Counseling (individual, group, family)
 - d. Emergency assistance (i.e., clothing, church assistance, food, general assistance, money, SNAP, TANF, WIC)
 - e. Language or interpretation services
 - f. Legal services (i.e., divorce, custody, or immigration assistance)
 - g. Medical services
 - h. Shelter or temporary housing
 - i. None of the above
 - j. Other (please specify): _____
24. Please rate how the Covid-19 pandemic impacted your ability to access services **during the past 12 months**: (Scale: Much easier to access services, Somewhat easier, Neutral, Somewhat harder, Much harder to access services)
- a. Advocacy services
 - b. Assistance applying for victim compensation
 - c. Counseling
 - d. Emergency assistance
 - e. Language or interpretation services
 - f. Legal services
 - g. Medical services
 - h. Shelter or temporary housing
 - i. [Text Entry]

25. How did you know or learn about the agency(ies)/organization(s) you contacted for services? Please check all that apply.
- Another victim service agency
 - Billboards
 - Advertisements on general internet websites
 - Radio
 - Advertisements on social media (e.g., Facebook, Instagram, TikTok, twitter)
 - Other advertisements (please specify): _____
 - Community group/forums
 - Friend or family
 - Hospital or another medical provider
 - I did my own internet search
 - I had already been there before
 - Police or member of the criminal justice system
 - Religious leader(s) or clergy members (priest, pastor, rabbi, imam)
 - Other (please specify): _____
26. Were the services you were seeking and/or accepting available in the **town/city** where you live?
- Yes, all were
 - Yes, some were
 - No, none were
27. Were the services you were seeking and/or accepting available in the **county** where you live?
- Yes, all were
 - Yes, some were
 - No, none were
28. Which of the services mentioned above did you actually receive during the past 12 months? (*Check all that apply.*)
- Advocacy services (criminal justice advocacy, legal advocacy, referrals support with accessing other services)
 - Assistance applying for victim compensation
 - Counseling (individual, group, family)
 - Emergency assistance (i.e., clothing, church assistance, food, general assistance, money, SNAP, TANF, WIC)
 - Language or interpretation services
 - Legal services (i.e., divorce, custody, or immigration assistance)
 - Medical services
 - Shelter or temporary housing
 - None of the above
 - Other (please specify): _____
29. How satisfied or unsatisfied were you with those services that you received during the past 12 months? (Scale: Very satisfied, Somewhat satisfied, Neutral, Somewhat unsatisfied, Very unsatisfied)
- Advocacy services
 - Assistance applying for victim compensation
 - Counseling
 - Emergency assistance
 - Language or interpretation services
 - Legal services
 - Medical services
 - Shelter or temporary housing
 - [Text Entry]

30. How did you receive services during the last 12 months? *(Check all that apply.)*
- In person
 - Online
 - Over the phone
 - Other (please specify): _____
31. Do you have any other feedback you want to share about your experience(s) as a **primary victim** of crime and the services you received?
32. Do you have any other feedback you want us to know about your experience(s) as a **secondary victim** of crime and the services you received?

Barriers

This section of the survey focuses on barriers you may have experienced when you tried to get services **during the last 12 months** due to being the victim (primary or secondary) of a crime.

33. When seeking or accepting services **during the past 12 months**, did you experience any of the following **barriers related to language or culture**? *(Check all that apply.)*
- Services in my language were not available
 - Services that follow my religious or cultural beliefs were not available
 - Service provider(s) that I share a cultural identity with were not available
 - Some other barrier related to language or culture (please specify):
 - No / not applicable
34. When seeking or accepting services **during the past 12 months**, did you experience any of the following **barriers related to your geographic location**? *(Check all that apply.)*
- Lack of internet or phone access, or other communication issues
 - Lack of transportation
 - Service providers were too far away from my home
 - Some other barrier related to geographic location (please specify):
 - No / not applicable
35. When seeking or accepting services **during the past 12 months**, did you experience any of the following **barriers related to finances / insurance**? *(Check all that apply.)*
- Cost of services
 - Services not covered by my insurance
 - Some other financial or cost barrier (please specify):
 - No / not applicable
36. When seeking or accepting services **during the past 12 months**, did you experience any of the following **barriers related to your personal privacy or residency status**? *(Check all that apply.)*
- Concerns related to immigration or residency status
 - Fear of loss of my privacy
 - Fear of people in my community finding out
 - Fear of the person who committed the crime finding out
 - Some other barrier related to personal privacy or residency status (please specify):
 - No / not applicable

37. When seeking or accepting services **during the past 12 months**, did you experience any of these **additional barriers**? (*Check all that apply.*)
- Lack of childcare
 - Lack of internet or phone access, or other communication issues
 - Lack of physically accessible facilities or transportation
 - Long waitlist for the service(s) I wanted
 - Some other barrier (please specify):
 - No / not applicable
38. Are there any specific types of services that you wish were easier to access in your area? If yes, please describe.
39. What, if anything, would make accessing services easier for you?

Demographics

You are almost done! We have just a few more questions that will help us better understand who is seeking victim services. These questions will not be used to identify anyone doing the survey and will not be reported in a way that allows others to guess the identity of survey participants. (For instance, we ask for your zip code, but it will be used only to group responses; no zip codes will be reported.)

40. What is your zip code?
41. What is your year of birth?
42. What is your gender identity?
- Male
 - Female
 - Nonbinary / third gender
 - Not listed (please specify):
 - Questioning/Unsure
43. Some people use the term “transgender” to describe themselves when their gender does not match the sex they were assigned at birth. Do you identify as transgender?
- Yes- I am transgender
 - No- I am not transgender
 - I am not sure what this question is asking
 - Questioning/unsure
44. What is your sexual orientation?
- Bisexual/pansexual
 - Gay/lesbian
 - Queer
 - Straight (heterosexual)
 - Not listed (please specify):
 - Questioning/Unsure

45. Which category best describes your racial/ethnic background? *(Check all that apply.)*
- a. African American
 - b. American Indian or Native American
 - c. B/black
 - d. East Asian
 - e. Native Hawaiian
 - f. Pacific Islander
 - g. South Asian
 - h. Southeast Asian
 - i. West Asian
 - j. White / Caucasian
 - k. Not listed (please specify):
46. Are you Hispanic or Latino/Latina/Latinx?
- a. Yes
 - b. No
47. Are you D/deaf or hard of hearing?
- a. Yes
 - b. No
48. Do you have any medical or health-related disabilities including physical, mental or emotional conditions that interfere with daily living activities?
- a. Yes
 - b. No

These are all the questions we have for you. Thank you for your time. **Please click the right arrow below to submit your answers.** If you would like to leave the survey and return later, please close your browser window instead.

Appendix D: *Key Informant Interview Questions*

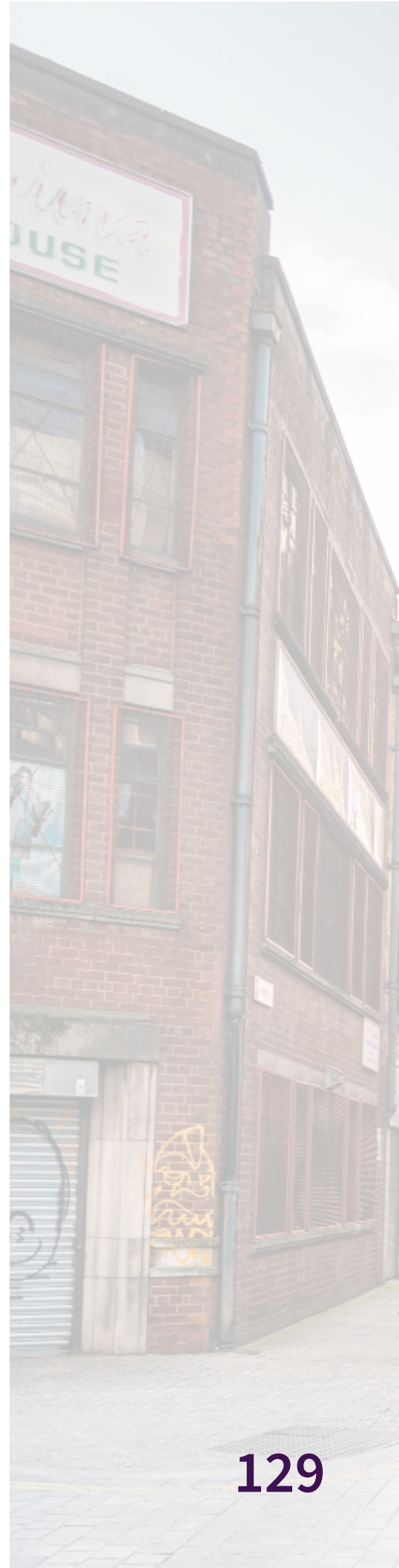
Informed Consent Script

We are researchers from the Catherine Cutler Institute at the University of Southern Maine. We are working on a study of how victim services are accessed and provided to victims of crime in Maine. As a victim service provider, your perspective would be instructive in informing us as to what services exist and what gaps remain. The research team is gathering data from a variety of sources to analyze and create a summary report for the Office of Child and Family Services. The report findings may be used to enhance victim services in the state.

Participating in this research is voluntary. We ask that you answer the questions based on your own experiences as a service provider and we will take notes on your responses. You may choose not to answer certain questions. We would like to record this Zoom call but only for our own use for notetaking. Recordings are saved in a protected file and will not be shared beyond the research team. This interview will take approximately 45 minutes to complete, however, you can choose to end it at any time. Do I have your permission to record this interview?

If you have any questions, please contact me, Alison Grey, Policy Associate, (alison.grey@maine.edu or 207-228-8485) or George Shaler, Senior Research Associate, (gshaler@maine.edu or 207-274-9299). If you have any questions or concerns about your rights as a research subject, please contact the USM Research Compliance Administrator at usmorio@maine.edu or (207) 228-8434.

Would you like to begin? (Researcher documents reply.)



Questions

General

Please describe your organization and the services provided. (Note: location, catchment area, community-based, part of a larger organization, is serving crime victims the primary mission?)

One stream of funding for victim services is VOCA, the Victims of Crime Act funding available from the federal Office of Victims of Crime. If you can, please note any VOCA-funded services.

1. Overall, what's working well? Describe the types of services and victim/survivor populations that experience the most successes.
 - a. Are there any innovative practices you would like to share?
2. We are also interested in hearing about your challenges. Please describe.
 - a. What are the unmet needs of crime victims you are serving and barriers they are facing?
 - b. Are there specific crime victim populations that are lacking adequate services? What types of services are lacking and why?
 - c. What barriers does your program face in adequately serving victims of crime? (Note: funding, staffing issues, community support, statewide struggles, etc.)
 - d. What solutions/promising practices have you found to be helpful in addressing these barriers?

VOCA Funding

3. (If applicable) I would like to ask you a little more about your VOCA-specific funding. How did your organization first learn about VOCA funding?
 - a. What are your observations about the process of applying for this type of funding?
 - b. What are your observations about the requirements for maintaining VOCA funding, e.g. data collection, performance reporting, etc.

Accessibility of Programming for All Populations

4. What can be done to help victims/survivors gain entry to victim services without reporting to law enforcement?
5. What have been the most effective ways to reach all crime victims? Please share observations about best practices for working with marginalized and/or underserved populations in your service area. (Prompts, if needed)
 - a. Indigenous, Native American, and Tribal communities
 - b. Recent immigrants and/or asylum seekers
 - c. BIPOC
 - d. LGBTQ
 - e. Deaf or hard of hearing
 - f. Limited English proficiency
 - g. Older adults (65+)
 - h. Living with disabilities
 - i. Experiencing a substance use issues
 - j. Experiencing mental health issues

- k. Unhoused or have unstable housing
- l. Rural communities
- m. Victim/survivors who are currently or formerly justice-system involved

Victim Service Provider Survey

- 6. A recent survey of Victim Service Providers in Maine asked providers to indicate common barriers. While that survey analysis is happening, I wonder what your ideas are?
 - a. If there was funding assistance to address these obstacles, what would be the best use of funding to meet the unmet needs in your service area?

Final Thoughts

- 7. What else do you think is needed to improve crime victim services in Maine? (Probe for ideas related to policy and strategy at the organization, state, and federal level.)

Appendix E: Focus Group Questions

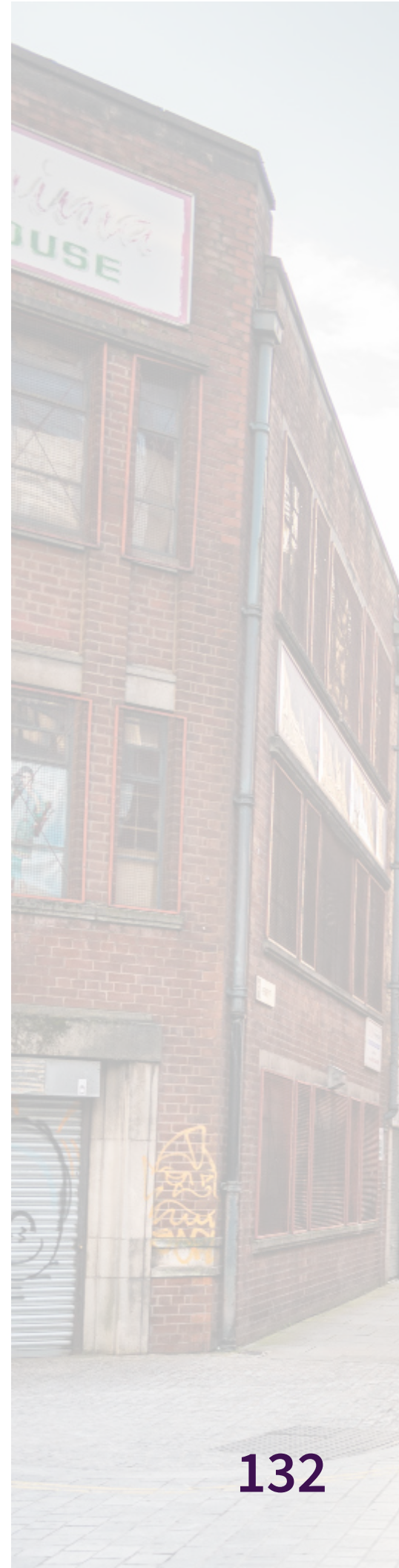
Informed Consent Script

We are researchers from the Catherine Cutler Institute at the University of Southern Maine. We are working on a study of how victim services are accessed and provided to victims of crime in Maine. As a victim service provider, your perspective would be instructive in informing us as to what services exist and what gaps remain. The research team is gathering data from a variety of sources to analyze and create a summary report for the Office of Child and Family Services. The report findings may be used to enhance victim services in the state.

Participating in this research is voluntary. We ask that you answer the questions based on your own experiences as a service provider and we will take notes on your responses. You may choose not to answer certain questions. We would like to record this Zoom call but only for our own use for notetaking. Recordings are saved in a protected file and will not be shared beyond the research team. This interview will take approximately 45 minutes to complete, however, you can choose to end it at any time. Do I have your permission to record this interview?

If you have any questions, please contact me, Alison Grey, Policy Associate, (alison.grey@maine.edu or 207-228-8485) or George Shaler, Senior Research Associate, (gshaler@maine.edu or 207-274-9299). If you have any questions or concerns about your rights as a research subject, please contact the USM Research Compliance Administrator at usmorio@maine.edu or (207) 228-8434.

Would you like to begin? (Researcher documents reply.)



Questions¹

General

1. Please introduce yourself and tell us:
 - a. In what prosecutorial district or state agency do you work?
 - b. How long have you been in your current position?
2. Successes: When you think about your role as a Victim Witness Advocate, could you share an example of a type of case that worked well and could be considered a success?
 - a. Tell me more about the crime victim populations that are more likely to experience successes related to the criminal justice process and crime victim services.
3. Challenges: We are also interested in hearing about challenges. What have you observed as the biggest obstacles and unmet needs of crime victims in the state of Maine?
 - a. Are there specific crime victim populations that are lacking adequate services?
 - b. What solutions/promising practices have you found to be helpful in addressing these barriers?

Victim Service Provider Survey

4. In October of 2021, the research team surveyed a variety of Victim Service Providers statewide. We had good representation from government based VWAs. There were also community based DV/SA advocates and other victim service organizations, including ones that offer population specific and/or culturally specific programming. We asked about the types of services provided, opinions about what is done well, and where improvements could be made. I am going to read you some of the initial findings, gather your reactions, and see if you would like to add anything. (List bullet points from VSPS analysis).
 - a. Do any of these initial findings resonate with you?
 - b. If there was funding assistance to address these obstacles, what would be the best use of funding to meet the unmet needs in your service area?

Bigger Picture

5. If you could give one piece of advice about what is needed to improve crime victim services in Maine, what would it be?

¹The following tool was used for a focus group of Victim Witness Advocates. Questions were adapted for focus groups with Culturally Specific Victim Advocates and Culturally Specific Program Leaders.

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This report is available on the Maine Statistical Analysis Center web site at: <https://justiceresearch.usm.maine.edu/>

