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Attachment A: 2026 National Survey of Victim Service Providers  
Draft Survey Instrument

DRAFT

# 2026 National Survey of Victim Service Providers (NSVSP)

## [PLACEHOLDER SURVEY INSTRUCTIONS PAGES]

### ■ Survey Background and Purpose

The National Survey of Victim Service Providers (NSVSP) is a coordinated effort between the Bureau of Justice Statistics (BJS) and the Office for Victims of Crime (OVC) at the U.S. Department of Justice. The survey provides national data on programs and organizations that served victims or survivors of crime or abuse within the past 6 months. Data collected by the NSVSP provide the most comprehensive information available on victim service providers, including the services they offer, the communities they serve, and how they manage the resources necessary to deliver vital programs to victims of crime and abuse. The results help policymakers, funders, practitioners, and their communities to understand the current landscape of victim services nationwide.

***The survey will use the term “victim” to mean victim or survivor of crime or abuse from this point forward.***

### ■ General Instructions (and who should complete this survey):

Your organization is receiving this survey because it has been identified as providing at least some services to victims. If your organization or a program within your organization does not provide services to victims, you will be able to report this near the beginning of this survey.

**This survey is best completed by someone with knowledge about the available services for victims, victim service funding, and staffing for victim services within your organization.** Some organizations have specific programs or staff dedicated to working with victims. In these instances, the survey is best completed by someone with direct knowledge of these programs or activities.

### ■ Information Requested

**This survey will ask for information about your organization’s victim services. Unless otherwise noted, please answer questions using the reference period that includes January 1, 2025.** These questions will cover:

- Section A: *About Your Organization*
- Section B: *Victims Served*
- Section C: *Crime and Abuse Types*
- Section D: *Victim Characteristics*
- Section E: *Services for Victims*
- Section F: *Staffing and Resources*
- Section G: *Mass Violence*

### ■ Important Definitions

- **CRIME** – An illegal act, which if done by a competent adult or juvenile, would be a criminal offense.
- **ABUSE** – Includes physical, sexual, emotional, psychological, or economic actions or threats to harm or control another.

- **VICTIM** – Any person who received assistance from a victim service provider due to concerns about past, ongoing, or potential crimes and abuse. Victims include persons directly harmed or threatened by crimes or abuse and family or household members of the person who was harmed or threatened.
- **SERVICE** - Efforts that...
  - respond to the emotional and physical needs of crime victims.
  - assist victims with their safety and security.
  - assist victims to understand and participate in the criminal justice or other legal process.
  - assist victims in stabilizing their lives; or
  - respond to other needs of victims.

**Please do not use your browser's "Forward" and "Back" buttons to go through this form. This may cause your responses to be lost.** Instead, please use the following buttons at the bottom of each page:

- **Back:** save answer(s) and go to the previous screen.
- **Next:** save answer(s) and go to the next screen.
- **Save & Exit:** save answer(s) and sign out of the survey. You may resume at any time.

*Please select "next" to continue.*

- To select or de-select a response, use your mouse or space bar.
- If you have any questions related to the survey or have any technical issues, please contact us by calling XXX-XXX-XXXX or emailing [Support@NSVSP.com](mailto:Support@NSVSP.com). You may also find this information by clicking the "Help" link at the top-right corner of any page of the survey.
- If you are inactive for longer than 20 minutes, you will be logged out of the survey and any response(s) on the current page will be lost. Any response(s) entered on previous pages will be saved.
- If you need to exit the survey prior to completion, please click on the **Save & Exit** button at the bottom of any screen. All responses that you have provided to that point are saved. To resume your survey, log back into the website with your unique PIN and the survey will start from where you left off.
- For a quick view of what has already been completed in the survey, click on the "Survey Progress" link at the top-right corner of the page. The survey with responses will appear in a new browser window for your review.

▪ **Frequently Asked Questions**

- [PLACEHOLDER]
- Survey sponsors
- Confidentiality statement

▪ **Burden Statement Placeholder**

The OMB Control Number for this information collection is 1121-0363 (approval expires [DATE]). On average, it will take 20 minutes to complete this survey, including time for reviewing instructions, gathering and maintaining the data needed, and completing and reviewing the collection of information. This study is voluntary; you may discontinue participation at any time and decline to answer any questions. Send comments regarding any aspects of this collection of information, including suggestions for reducing this burden, to the Director, Bureau of Justice Statistics, 999 N. Capitol Street NE, Washington, DC 20531.

Although this survey is voluntary, we need and appreciate your cooperation to make the results comprehensive, accurate, and timely. BJS is conducting this data collection under Title 34 United States Code, Section 10132. By law, BJS will only use the information for statistical purposes and must protect the confidentiality of information identifiable to a private person [Title 34 U.S.C. Sections 10134 and 10231].

## ABOUT YOUR ORGANIZATION (Section A)

*[SKIP QUESTIONS A1, A2, A3, A4, A5, A6, A8, AND A9 IF THE SCREENER HAS BEEN COMPLETED AND AUTOPUNCH SCREENER RESPONSES. PARTICIPANTS WILL BE PROVIDED A SUMMARY/REVIEW PAGE WITH THE ABILITY TO CONFIRM/UPDATE SCREENER RESPONSES, IF NEEDED.]*

- A1. Please complete the following information for your organization.** *If your organization is part of a multisite organization, please use the physical address of your site. If the physical address of your site or main office is confidential, please provide a mailing address.*

*[FIELDS PREFILLED FROM THE SCREENER IF AVAILABLE OR FROM FRAME]*

Organization Name:

Organization Address:

City:

State:

ZIP:

Business Phone Number:

Organization Email Address:

Organization Website:

- A2. Please review and update as necessary the main point of contact at your organization responsible for completing this survey.** *This information will be used only if we have follow-up questions and will not be shared outside of this research study.*

*[FIELDS PREFILLED FROM THE SCREENER IF AVAILABLE OR FROM FRAME]*

Job Title:

First Name:

Last Name:

Work Telephone Number:

Email Address:

- A3. Some organizations have multiple sites that provide victim services, such as branch offices, satellite locations, chapters, or field offices; this does not refer to staff working from home or hybrid.**

**Please select the most appropriate description of your victim service organization.**

- ☐ Organization operating through one single site → Go to A5
- ☐ Organization operating through multiple sites (e.g., branch or satellite locations, chapters, or field offices)

**A4. What is the best description of your site, in relation to your organization's other sites?**

- ☐ The main office
- ☐ One site or location that reports to a main office (*e.g., branch or satellite locations, chapters, or field offices*)
- ☐ Other (*Please specify*): [TEXT BOX]

**[SHOW IF A3=multiple sites]**

**Please respond to the remaining questions as they relate to activities at your site or location only.**

**A5. In the past six months, has your organization provided services to victims or survivors of crime or abuse?** *"Services" include efforts that respond to the emotional and physical needs of victims; assist victims with their safety and security; assist victims to understand and participate in the criminal justice or other legal process; assist victims in stabilizing their lives; or respond to other needs of victims.*

- ☐ Yes
- ☐ No

**A6. Does your organization maintain an active victim services referral program?** *This includes, but is not limited to, hotlines or helplines.*

- ☐ Yes
- ☐ No

**[ASK IF A5="No" AND A6="No"]**

**A7. Does your organization plan to provide services to victims in the future?**

- ☐ Yes → *You are now finished with the survey. Thank you for your participation.*
- ☐ No → *You are now finished with the survey. Thank you for your participation.*

**A8. Which of the following best describes your organization's focus on providing services to victims?**

- ☐ The primary function of the organization is to provide services or programming for victims
- ☐ Designated staff, volunteers, or programs provide services to victims within a larger organization (*e.g., hospital, university, community center, large non-profit, church/temple/mosque*). *Designated staff are those who provide services to victims as part of their job.*
- ☐ Neither of these → *You are now finished with the survey. Thank you for your participation.*

**A9. Which of the following best describes your entity (i.e., for tax and reporting purposes)?** *In the next question, you will be asked to identify the specific type of organization (e.g., mental health, law enforcement, multi-agency).*

- ☐ Tribal government, tribal coalition, or other tribal organization → Proceed to A9a
- ☐ School-based program (*preschool or K-12*) → *You are now finished with the survey. Thank you for your participation.*
- ☐ Campus organization or other post-secondary educational institution (*public or private*) → Proceed to A9b
- ☐ Hospital, medical, or emergency facility (*public or private*) → Proceed to A10
- ☐ Government agency (*e.g., federal, state, or local departments such as law enforcement, social services, or public health agencies*) → Proceed to A9c
- ☐ Nonprofit (*501(c)(3) status*) → Proceed to A10
- ☐ For-profit organization → *You are now finished with the survey. Thank you for your participation.*
- ☐ Informal organization (*e.g., independent support groups, volunteer networks, grassroots movements, or other initiative not reflected in the choices above*) → *You are now finished with the survey. Thank you for your participation.*

**A9a. Which designation best describes your tribal agency or organization?**

- ☐ Law enforcement agency
- ☐ Prosecutor's office
- ☐ Court
- ☐ Offender custody and supervision (*for example, probation, parole, or corrections*)
- ☐ Juvenile justice agency
- ☐ Social services
- ☐ Child or adult protective services agency
- ☐ Health services agency
- ☐ Advocacy program
- ☐ Multi-agency (*for example, task force, response team, Family Justice Center*)
- ☐ Other (*Please specify*): [TEXT BOX]

**(ALL RESPONDERS TO A9a, GO TO A10)**

**A9b. Which designation best describes your campus organization?**

- ☐ Law enforcement or campus security department
- ☐ Campus disciplinary body or student conduct body (*including Title IX office*)
- ☐ Physical or mental health service program
- ☐ Victim services or advocacy group
- ☐ Other campus-based program (*Please specify*): [TEXT BOX]

**(ALL RESPONDERS TO A9b, GO TO A10)**

**A9c. Which designation best describes your government agency?**

- ☐ Law enforcement agency
- ☐ Prosecutor's office (*for example, District Attorney, County Attorney*)
- ☐ Public defender
- ☐ Court
- ☐ Offender custody and supervision agency (*for example, probation, parole, corrections*)
- ☐ Juvenile justice agency
- ☐ Public health or mental health agency
- ☐ Social services
- ☐ Child or adult protective services agency
- ☐ State or territory victim compensation program
- ☐ State or territory victim funding administrator
- ☐ Multi-agency (*for example, task force, response team, Family Justice Center*)
- ☐ Other government agency (*Please specify*): [TEXT BOX]

**A10. Is your organization faith-based?** *A faith-based organization is an organization whose identity and mission are founded on religious beliefs or values, and which is affiliated with, sponsored by, or identifies with a religious tradition, denomination, or faith community.*

- ☐ Yes
- ☐ No
- ☐ Not sure

**A11. For how long has your organization been providing services to victims?**

- ☐ Less than 1 year
- ☐ 1 to less than 5 years
- ☐ 5 to less than 10 years
- ☐ 10 to less than 20 years
- ☐ 20 to less than 30 years
- ☐ 30 to less than 50 years
- ☐ 50 years or more

**A12. For the purposes of this survey, our reference period includes January 1, 2025.**

**Please let us know how you will answer questions with this reference date.**

- ☐ By fiscal year, which included January 1, 2025
- ☐ By calendar year, (January 1, 2025–December 31, 2025) (→Go to Section B)

**A12a. What is the date of the beginning of the fiscal year that included January 1, 2025 at your organization?**

[DATE BOX] MM/DD/YYYY

***For the remainder of the survey, unless indicated otherwise, provide your answers based on the [fiscal/calendar] year that included January 1, 2025.***

## VICTIMS SERVED (Section B)

Throughout this survey, please consider all aspects of your organization that provide services to victims of crime and abuse. Questions will ask you to provide information about the victims who received any form of services or program support during the [calendar/fiscal] year that included January 1, 2025.

**B1. Did your organization operate a hotline, helpline, or crisis line (via phone, chat, or other methods)?**

- ☐ Yes → Proceed to B2
- ☐ No → Skip to B3

**B2. How many hotline, helpline, or crisis line calls/messages did your organization receive from victims or someone acting on behalf of a victim? *Estimates are acceptable.***

[NUMBER BOX]

This is an estimate ☐

**B3. [IF B1=Yes INSERT “Excluding hotline or helpline or crisis line calls/messages, how” IF B1=No INSERT “How”] many victims received direct services from your organization? *Estimates are acceptable. (Exclude victims who only received information through the mail.)***

[NUMBER BOX] Number of victims

This is an estimate ☐

- ☐ Unknown

## CRIME AND ABUSE TYPES (Section C)

This section asks about the types of victimization for which your organization provided services during the [calendar/fiscal] year that included January 1, 2025.

- C1. Did your organization provide services for youth victims of the following types of crime or abuse?**

Types of Crime or Abuse	Yes	No
<b><i>YOUTH</i></b> (under age 18; services to victim or nonoffending parent or caregiver)		
Physical abuse or neglect .....	<input type="radio"/>	<input type="radio"/>
Rape, sexual assault, or sexual abuse .....	<input type="radio"/>	<input type="radio"/>
Involvement in sexually explicit materials .....	<input type="radio"/>	<input type="radio"/>
Witness of violence .....	<input type="radio"/>	<input type="radio"/>
Marriage or forced marriage .....	<input type="radio"/>	<input type="radio"/>
Dating violence .....	<input type="radio"/>	<input type="radio"/>
Kidnapping .....	<input type="radio"/>	<input type="radio"/>

- C2. Did your organization provide services for adult victims of the following types of crime or abuse?**

Types of Crime or Abuse	Yes	No
<b><i>ADULTS</i></b> (age 18 or older)		
Domestic violence (DV), dating violence ( <i>other than against youth</i> ), or violation of DV protective orders.....	<input type="radio"/>	<input type="radio"/>
Stalking, harassment, or violation of stalking protective orders ( <i>including cyber stalking or cyber harassment</i> ).....	<input type="radio"/>	<input type="radio"/>
Rape, sexual assault, or sexual abuse ( <i>other than against youth</i> ) .....	<input type="radio"/>	<input type="radio"/>
Physical assault ( <i>excluding types covered in other items, but including attempted homicide, gun violence, strangulation, threat with a weapon</i> ) .....	<input type="radio"/>	<input type="radio"/>
Robbery .....	<input type="radio"/>	<input type="radio"/>
Elder abuse ( <i>defined as physical or sexual abuse, neglect, financial exploitation, or fraud</i> ) .....	<input type="radio"/>	<input type="radio"/>
Homicide or murder ( <i>serving surviving family members</i> ) ( <i>including murder and non-negligent manslaughter</i> ) .....	<input type="radio"/>	<input type="radio"/>
Adults physically or sexually abused as children.....	<input type="radio"/>	<input type="radio"/>
Kidnapping ( <i>other than against youth</i> ) .....	<input type="radio"/>	<input type="radio"/>

**C3. Did your organization provide services for victims of the following types of crime or abuse?**

Types of Crime or Abuse	Yes	No
<b>TARGETED CRIME TYPES</b>		
Bullying ( <i>verbal, cyber, or physical</i> ).....	<input type="radio"/>	<input type="radio"/>
Hate crimes ( <i>based on race, ethnicity, sex, religion, disability, or sexual orientation</i> )	<input type="radio"/>	<input type="radio"/>
Honor-related violence ( <i>physical violence, threats, or retaliation in the name of family honor, female genital mutilation</i> ).....	<input type="radio"/>	<input type="radio"/>
Human trafficking ( <i>labor</i> ) .....	<input type="radio"/>	<input type="radio"/>
Human trafficking ( <i>sex</i> ) .....	<input type="radio"/>	<input type="radio"/>
Victim witness intimidation .....	<input type="radio"/>	<input type="radio"/>
DUI or DWI incidents .....	<input type="radio"/>	<input type="radio"/>
Community violence or gang violence.....	<input type="radio"/>	<input type="radio"/>
Terrorism or mass violence.....	<input type="radio"/>	<input type="radio"/>

**C4. Did your organization provide services for victims of the following types of crime or abuse?**

Types of Crime or Abuse	Yes	No
<b>FINANCIAL, PROPERTY, AND OTHER CRIME TYPES</b>		
Identity theft .....	<input type="radio"/>	<input type="radio"/>
Financial fraud and exploitation ( <i>excluding identity theft</i> ).....	<input type="radio"/>	<input type="radio"/>
Motor vehicle theft .....	<input type="radio"/>	<input type="radio"/>
Burglary .....	<input type="radio"/>	<input type="radio"/>
Other ( <i>Please specify</i> ): [TEXT BOX].....	<input type="radio"/>	<input type="radio"/>

## VICTIM CHARACTERISTICS (Section D)

This section asks about the characteristics of the individuals your organization provided services to during the [calendar/fiscal] year that included January 1, 2025.

**D1. Did your organization provide services to the following sexes? *Select all that apply.***

- ☐ Females
- ☐ Males
- ☐ Not sure / Don't track this information

**D2. Did your organization provide services to the following age groups? *Select all that apply.***

- ☐ Youth (0-17)
- ☐ Adults (18-59)
- ☐ Seniors or older adults (60 or over)
- ☐ Not sure / Don't track this information

**D3. Did your organization provide services to the following races or ethnicities? *Select all that apply.***

- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic or Latino
- ☐ Middle Eastern or North African
- ☐ Native Hawaiian or Pacific Islander
- ☐ White
- ☐ Not sure / Don't track this information

**D4. Did your organization provide services to the following types of victims?**

	Yes	No	Not sure/don't track this information
<b>Victims with limited or no English proficiency</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Incarcerated</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Formerly incarcerated</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Indigenous or tribal affiliation</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Homeless/houseless</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Deaf/hard of hearing</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Victims with disabilities: cognitive/physical/mental</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Veterans</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## SERVICES FOR VICTIMS (Section E)

In this question series, please tell us whether your victim services activities included any of the following services during the [fiscal/calendar] year that included **January 1, 2025**. We recognize that victim service organizations provide a wide array of services to victims. For the purposes of this survey, we are asking about general categories of services your organization provided to victims, which may not capture your victim service offerings in detail. Do your best to place the services your organization provided within the general categories.

### E1. Information and referral services

Did your victim services include...	Yes	No
<i>Justice-related information and referrals (for example, information about the justice system and the victim's role, events and proceedings, and justice referrals)</i>		
Information on victim rights/how to obtain notifications	<input type="radio"/>	<input type="radio"/>
Information about the criminal justice process	<input type="radio"/>	<input type="radio"/>
Information on how to report crimes or abuse to law enforcement	<input type="radio"/>	<input type="radio"/>
Updates on case status (e.g., investigation and other case processing updates that are not tied to court proceeding)	<input type="radio"/>	<input type="radio"/>
Referrals for reentry-related needs, terms, and conditions of probation for victims with a criminal history, probation, or expungement or vacatur for victims with a criminal history	<input type="radio"/>	<input type="radio"/>
Referrals for basic needs other than housing (e.g., food, clothing, hygiene)	<input type="radio"/>	<input type="radio"/>
Referral to other services, supports, and resources (e.g., legal, medical, faith-based organizations, address-confidentiality programs)	<input type="radio"/>	<input type="radio"/>

## E2. Financial and material assistance services

Did your victim services include...	Yes	No
<i>Monetary assistance (for example, providing funds or offering assistance in seeking victim compensation, public benefits assistance, and other emergency funds assistance)</i>		
Filing for victim compensation assistance, including filing and appealing claims	<input type="radio"/>	<input type="radio"/>
Restitution claim or collection assistance	<input type="radio"/>	<input type="radio"/>
Emergency financial assistance (e.g., emergency loans, petty cash, payment for or assistance in procuring items such as food, clothing, changing windows and/or locks, taxis, medications, durable medical equipment)	<input type="radio"/>	<input type="radio"/>
Public benefits assistance (e.g., TANF/welfare, housing, social services, disability)	<input type="radio"/>	<input type="radio"/>
Other compensation/monetary services	<input type="radio"/>	<input type="radio"/>
<i>Material assistance (for example, shelter/housing, childcare, employment, transportation, or basic needs assistance)</i>		
Emergency, transitional, or relocation housing (e.g., shelter, hotel, safe house)	<input type="radio"/>	<input type="radio"/>
Housing assistance (e.g., long-term/stable housing, rental assistance)	<input type="radio"/>	<input type="radio"/>
Childcare or dependent care services (includes coordination of services)	<input type="radio"/>	<input type="radio"/>
Employment or educational services (including job training, financial literacy, career services, or employment assistance)	<input type="radio"/>	<input type="radio"/>
Intervention with employer, creditor, landlord, or academic institution	<input type="radio"/>	<input type="radio"/>
Transportation services (including direct transportation, bus/cab/train fare, arranging for ride-share)	<input type="radio"/>	<input type="radio"/>
Assistance meeting other basic needs (e.g., food, clothing, hygiene)	<input type="radio"/>	<input type="radio"/>
Assistance with the return or replacement of personal effects or property	<input type="radio"/>	<input type="radio"/>
Assistance with obtaining or replacing documents (e.g., birth certificate, driver's license, Social Security card, identification card)	<input type="radio"/>	<input type="radio"/>
Other material or financial advocacy/support assistance services	<input type="radio"/>	<input type="radio"/>

### E3. Mental health support and safety services

Did your victim services include...	Yes	No
<b>Treatment or support services</b>		
Crisis counseling (by a licensed professional, advocate, or peer)	<input type="radio"/>	<input type="radio"/>
Emotional support services (e.g., peer or advocate-led support groups, social programming for children)	<input type="radio"/>	<input type="radio"/>
Mental health services provided by a clinician (e.g., individual or group counseling or other therapy services by a licensed professional counselor)	<input type="radio"/>	<input type="radio"/>
Substance use treatment (assessment, prevention, or treatment)	<input type="radio"/>	<input type="radio"/>
Other treatment or support services	<input type="radio"/>	<input type="radio"/>
<b>Safety services (for example, safety planning, witness protection, address confidentiality, and self-defense) (Does NOT include protective orders)</b>		
General information about crime and victimization prevention or risk reduction	<input type="radio"/>	<input type="radio"/>
Immediate or emergency safety planning	<input type="radio"/>	<input type="radio"/>
Long-term safety planning	<input type="radio"/>	<input type="radio"/>
Conduct or coordinate risk/threat assessments	<input type="radio"/>	<input type="radio"/>
Crisis intervention	<input type="radio"/>	<input type="radio"/>
Conflict resolution, mediation, negotiation	<input type="radio"/>	<input type="radio"/>
Crime/violence de-escalation support (e.g., calming the victim, family members, or witnesses down on scene or during intervention, preventing retaliation)	<input type="radio"/>	<input type="radio"/>
Witness protection or address confidentiality	<input type="radio"/>	<input type="radio"/>
Self-defense preparation services	<input type="radio"/>	<input type="radio"/>
Other safety services	<input type="radio"/>	<input type="radio"/>

### E4. Medical and physical health assistance

Did your victim services include...	Yes	No
Accompaniment to medical care or forensic medical examinations	<input type="radio"/>	<input type="radio"/>
Provide medical care (emergency or follow-up)	<input type="radio"/>	<input type="radio"/>
Provide forensic medical examinations or medical evidence collection	<input type="radio"/>	<input type="radio"/>
Provide STD or HIV testing, prophylaxis, or treatment	<input type="radio"/>	<input type="radio"/>
Other medical/hospital/clinic treatment	<input type="radio"/>	<input type="radio"/>
Victim advocacy in navigating the health care system	<input type="radio"/>	<input type="radio"/>
Assistance with rehabilitation and physical recovery from violence-related injuries	<input type="radio"/>	<input type="radio"/>
Other health advocacy services	<input type="radio"/>	<input type="radio"/>

#### E5. Legal and victims' rights assistance

Did your victim services include...	Yes	No
Assistance navigating the justice system from a victim's perspective (e.g., representation, advocacy, accompaniment, or assistance in exercising victims' rights)	<input type="radio"/>	<input type="radio"/>
Criminal legal assistance to victims who are defendants, including representation	<input type="radio"/>	<input type="radio"/>
Civil legal assistance for a victim (e.g., family law such as custody, visitation, or support; housing; landlord or tenant; consumer protection; or employment matters)	<input type="radio"/>	<input type="radio"/>
Legal assistance with protective, restraining, or no-contact orders	<input type="radio"/>	<input type="radio"/>
Court accompaniment – civil or criminal court	<input type="radio"/>	<input type="radio"/>
Parole board accompaniment/parole board related services	<input type="radio"/>	<input type="radio"/>
Victim/witness support (e.g., witness preparation, impact statement assistance, prosecution accompaniment)	<input type="radio"/>	<input type="radio"/>
Law enforcement interview accompaniment /advocacy	<input type="radio"/>	<input type="radio"/>
Immigration assistance (e.g., assistance seeking special visas, continued presence application, services for refugees or asylum seekers, other immigration relief)	<input type="radio"/>	<input type="radio"/>
Notification of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release)	<input type="radio"/>	<input type="radio"/>
Other legal and victims' rights assistance	<input type="radio"/>	<input type="radio"/>

#### E6. Other types of services

Did your victim services include...	Yes	No
Case management (i.e., working individually with victims to assess their needs and create a service plan and then support them in that plan)	<input type="radio"/>	<input type="radio"/>
Supervised child visitation/safe exchange	<input type="radio"/>	<input type="radio"/>
Responding to the scene of the crime or abuse in coordination with other organizations (e.g., community crisis response, helping assist at the crime scene)	<input type="radio"/>	<input type="radio"/>
Educating victims about victimization dynamics (one-on-one or in group settings)	<input type="radio"/>	<input type="radio"/>
Language and accessibility (e.g., providing or arranging translation or interpretation services, use of language line, hiring bilingual staff, services for deaf and hard of hearing)	<input type="radio"/>	<input type="radio"/>
Assistance making funeral, burial, cremation, memorial, or other related arrangements for people who died because of violence	<input type="radio"/>	<input type="radio"/>
Services designed and targeted specifically to meet the needs of culturally or ethnically specific populations ( <b>not</b> including language services)	<input type="radio"/>	<input type="radio"/>
Forensic interviews	<input type="radio"/>	<input type="radio"/>
Restorative justice/victim offender dialogue	<input type="radio"/>	<input type="radio"/>
Other services	<input type="radio"/>	<input type="radio"/>

[IF MORE THAN FIVE SERVICES ARE MARKED AS YES IN E1-E6, CONTINUE TO E7. OTHERWISE, SKIP TO E8.]

**E7. What were the five most common types of direct victim services your organization provided, in terms of the greatest number of victims who were served?**

*[NOTE: This item will display a multi-select drop down list of all items marked as “yes” in E1-E6.]*

**Choose 5:**

Response #1

Response #2

Response #3

Response #4

Response #5

**E8. Is your organization part of a multi-disciplinary team (MDT) focused on crime victimization or victim services?** *MDTs are defined as a group of people (comprised of representatives from three or more disciplines who work collaboratively), bound by a common purpose (the MDT has a shared goal and shared definition of the problem they are addressing).*

- ☐ Yes
- ☐ No
- ☐ Not sure

**E9. With how many different entities does your organization currently have a Memorandum of Understanding (MOU) to assist victims?**

- ☐ None
- ☐ 1
- ☐ 2 to 3
- ☐ 4 to 6
- ☐ 7 to 10
- ☐ 11 to 15
- ☐ More than 15

**E10. Do staff from your organization ever provide services offsite at any of the following locations?**

Location	Yes	No
Courthouses or court-related settings (e.g., DA's office, public defender's office)	<input type="radio"/>	<input type="radio"/>
Hospitals or community-based health clinics	<input type="radio"/>	<input type="radio"/>
Law enforcement agencies	<input type="radio"/>	<input type="radio"/>
Prisons, jails, or juvenile facilities	<input type="radio"/>	<input type="radio"/>
Public spaces (e.g., coffee shops, libraries, grocery stores, shopping malls)	<input type="radio"/>	<input type="radio"/>
School/college/university buildings	<input type="radio"/>	<input type="radio"/>
Victims' homes	<input type="radio"/>	<input type="radio"/>
On site of the victimization	<input type="radio"/>	<input type="radio"/>

**E11. Does your organization offer services remotely or virtually to victims? (e.g., online, over the phone, or texting)**

- ☐ Yes
- ☐ No

**E12. How many victims received ongoing services from your organization that lasted for 1 month or more? Exclude individuals who only received services through a hotline, helpline, or crisis line.**

- ☐ All or nearly all
- ☐ More than half
- ☐ About half
- ☐ Less than half
- ☐ None or nearly none
- ☐ Not sure / Don't track this information

**E13. Does your organization provide 24-hour-a-day, 7-days-per-week crisis response coverage/services?**

- ☐ Yes
- ☐ No

**E14. From which sources did your organization receive the most referrals?** *Select up to five responses.*

- ☐ Adult protective services
- ☐ Child protection
- ☐ Community-based victim service provider/organization
- ☐ Corrections (i.e., probation, parole, or correctional facility staff)
- ☐ Court
- ☐ Educational institution/organization or campus-based services
- ☐ Faith-based organization
- ☐ Hospital/healthcare provider
- ☐ Law enforcement agency (e.g., FBI, police, or sheriff's department)
- ☐ Legal services agency
- ☐ Mental healthcare provider
- ☐ Prosecutor's office
- ☐ TANF/welfare/public benefits agencies
- ☐ Self-referrals or referrals from family or friends
- ☐ Other (*Please specify*): [TEXT BOX]

**E15. What was the primary reason, if any, that victims seeking services could not be served by your organization?**

- ☐ Program at capacity (e.g., insufficient funding, staffing, or resources)
- ☐ Victim unable to attend/participate (e.g., unable to access transportation, childcare, internet, phone)
- ☐ Services inappropriate (e.g., needs unmet, victim ineligible)
- ☐ Other (*Please specify*): [TEXT BOX]
- ☐ Not applicable, all victims seeking services were served

**E16. Which, if any, services that victims need are difficult to access in your local area? Select up to five responses.**

- ☐ Shelter or housing
- ☐ Financial or material assistance
- ☐ Mental health services
- ☐ Safety services (e.g., safety planning, address confidentiality, and self-defense) (Does NOT include protective orders)
- ☐ Medical or physical health assistance
- ☐ Transportation
- ☐ Criminal legal assistance (e.g., juvenile, military, or tribal)
- ☐ Civil legal assistance
- ☐ Immigration assistance
- ☐ Other (*Please specify*): [TEXT BOX]
- ☐ None, there are no services that victims need that are difficult to obtain in the local area

**E17. Which, if any, methods do your organization use to measure victim outcomes or the impact of your services? Select all that apply.**

- ☐ Case management records/documentation
- ☐ Victim exit survey
- ☐ Satisfaction survey of victims who have received services
- ☐ External program evaluation
- ☐ Follow-up surveys or interviews of victims who have received services (e.g., 3 months after services)
- ☐ Pre/post assessments of victims who have received services
- ☐ Stakeholder/partner survey on services implementation
- ☐ Examination of other data sources (e.g., legal outcomes of victims who have received services)
- ☐ Other (*Please specify*): [TEXT BOX]
- ☐ None, my organization does not measure victim outcomes or the impact of our services

## STAFFING AND RESOURCES (Section F)

This section asks questions about staffing and resources at your organization. [IF A PROGRAM WITHIN A LARGER ORGANIZATION: *Please answer these questions about staff working with your victim services program(s) only.*] When responding, please consider staff working during the pay period that included January 1, 2025.

**F1. How many of the following types of staff members were dedicated to working with victims at your organization?** *Count each person only once. Include contractual workers in your counts. Estimates are acceptable.*

**F1a. Paid staff working full time on victim services** *(at least 35 hours per week on victim services)*

[NUMBER BOX]

This is an estimate ☐

**F1b. Paid staff working part time on victim services** *(less than 35 hours per week on victim services)*

[NUMBER BOX]

This is an estimate ☐

**F1c. Unpaid volunteers/interns**

[NUMBER BOX]

This is an estimate ☐

[SKIP TO F3 IF F1c = 0 ]

**F2. Approximately what portion of all direct service activities at your organization were performed by unpaid volunteers (as opposed to paid staff members)?** *These direct service activities include assistance-related tasks and any contact with victims, whether face-to-face, by telephone, or online chat.*

- ☐ All or nearly all are performed by volunteers
- ☐ More than half
- ☐ About half
- ☐ Less than half
- ☐ None or nearly none are performed by volunteers

**F3. How many hours, if any, of victim services training (e.g., continuing education units) or professional development are required for paid staff members in direct service positions at your organization? *Select one response in each row.***

Timeframe	Hours required								
	None	1-5	6-10	11-20	21-40	41-60	61-80	81-100	100 or more
<b>A. Within the first year of service</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>B. Annually in subsequent years</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**F4. In the past year, did the amount of funding received by your organization increase, decrease, or stay about the same?**

- ☐ Increased
- ☐ Decreased
- ☐ Stayed about the same

**F5. How concerned or not concerned are you about the amount of victim services funding that you expect will be available for your organization in the future?**

- ☐ Very concerned
- ☐ Somewhat concerned
- ☐ Not too concerned
- ☐ Not concerned at all

## MASS VIOLENCE (Section G)

This section asks about your organization's activities related to mass violence during the [calendar/fiscal] year that included January 1, 2025.

*For the purpose of this survey, **mass violence is defined as** an intentional, violent, criminal act that results in physical, emotional, or psychological injury to a large number of people, significantly increasing the burden of victim assistance and compensation for the responding jurisdiction (the area or region where your organization has authority or responsibility to act).*

**G1. Which, if any, of the following criteria does your organization use to identify an incident as mass violence? Select all that apply.**

- ☐ Number of people killed and/or injured
- ☐ Incident is related to terrorism
- ☐ Incident is related to drugs
- ☐ Incident is related to crime (e.g., domestic violence, robbery)
- ☐ Incident is related to gangs or organized crime
- ☐ Location and duration (e.g., public or private setting)
- ☐ Number of perpetrators/criminals involved
- ☐ Type of weapon used
- ☐ Other (Please specify): [TEXT BOX]
- ☐ None, my organization does not use any specific criteria to identify mass violence incidents

**G2. Does your organization have a documented plan in place to support mass violence incidents?**

- ☐ Yes
- ☐ No
- ☐ Not sure

**G3. Does your local authority (e.g., town, city, county) have a communications or response plan for mass violence incidents?**

- ☐ Yes
- ☐ No → Go to G4
- ☐ Not sure → Go to G4

**G3a. Is your organization formally included in this communications/response plan? This might involve specific roles and responsibilities for your organization, such as being listed as a key responder, participating in regular coordination meetings, or having designated tasks during a mass violence incident.**

- ☐ Yes
- ☐ No
- ☐ Not sure

**G4. Which, if any, communication methods do your organization use to provide public information about a mass violence incident? *Select all that apply.***

- ☐ Bulletin or press release
- ☐ Email, listserv, or eBlast distribution
- ☐ Information center (e.g., centralized incident response center, Family Assistance Center, Resiliency Center)
- ☐ Social media (e.g., Facebook, Twitter)
- ☐ Telephone
- ☐ Website
- ☐ Other (*Please specify*): [TEXT BOX]
- ☐ None of these

**G5. Does your organization offer trauma-informed care training to any of the following types of individuals outside of your organization? *Exclude training for internal staff. Select all that apply.***

- ☐ Behavioral health providers
- ☐ Primary care providers
- ☐ Emergency medical technicians (EMTs), paramedics, or firefighters
- ☐ Courts (e.g., judges)
- ☐ Law enforcement
- ☐ Lawyers and other legal assistance providers
- ☐ Community members
- ☐ Faith-based organizations
- ☐ Media/news staff or organizations
- ☐ School staff or educational providers
- ☐ Other (*Please specify*): [TEXT BOX]
- ☐ None, my organization does not provide trauma-informed care training to anyone outside of the organization

**Thank you for completing this survey. If you have any additional comments, please use the space below.**

## Attachment B: Cognitive Interview Protocol

# Interviewer Script

## S1. Beginning the Interview

*Note to interviewer: At the start of the interview, there are a few things you'll want to do before you begin. Please use the following as a general script. You may want to pull this into a separate document to facilitate each interview.*

### Introductions

- Hello! My name is [insert name] and I'm a survey researcher at ICF. So nice to meet you and glad you are able to join this interview today. I also want to introduce [insert names(s)] who is here on the call to help observe and take notes.
- Before we get started, can I confirm that you are [insert name] from [VSP name]?
  - *If relevant, confirm any information from the screener that will be needed to test their survey items or helpful context (such as their VSP type).*
- Is this still a good time for you? I'll remind you that this interview will be up to 60 minutes and it's best if you are in a private, quiet space without any interruptions for that time.

**<If the respondent has already returned the consent form, ask if they have any questions. If the respondent has not returned the consent form, read through the consent form with the respondent, ask if they have any questions, and confirm their willingness to participate.>**

### Project Overview and Interview Expectations

*Here's how the interview works:*

- I will be showing you a series of questions on PowerPoint slides.
- Read each question to yourself and tell me how you would answer it.
- Please share out loud what you're thinking as you read and answer each question and how you come up with your answer.
- After each answer, I will ask you some questions, too. These might include how you interpreted particular words or phrases, and whether the question and response options are clear.
- There are no wrong answers to the survey questions, or to my follow-up questions. I didn't write these questions, so feel free to tell me if they are hard to answer, or don't make sense.
- Do you have any questions so far?

### Screen-Sharing

- You'll see a survey item on your screen.\* Note that this only looks like it would if you were taking this on the web, but you can't actually click to answer it here.
- Like I mentioned, we'll walk through this one question at a time.
- Please, when you are ready, go ahead and read this item and let me know how you would answer it. Try to talk through how you come up with your answer as you decide.

*\*Note, for interviews that begin with instructional/messaging text rather than survey questions, the script here can be modified to describe this as a "survey screen" and the details about "answering" the item omitted until you reach the first item that asks for a response. In this case, you will instead be asking them to provide their reactions/thoughts to the materials as they read them.*

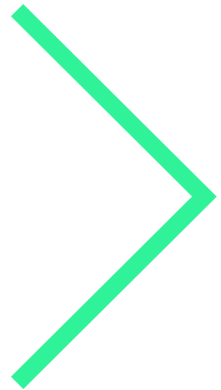
*At this point, the interviewer will switch over to the item-by-item guide and use the probes for each survey question to guide discussion through the remainder of the interview. As participants provide answers and respond to probes, try to respond in a neutral manner, using phrases like “thank you for that information.” As you move from one survey item to the next, you can use transitions such as “moving on to the next item...”, “please read over the next question and let me know what you are thinking about...”, and “go ahead and take a look at the next question on your screen.”*

## **S2. Ending the Interview**

*Once you have concluded all the survey items in the item-by-item guide with probes, please use the general script below to end the interview:*

### **Thank Participant**

- That is all I have for today. Thank you so much for being part of this interview and giving us your valuable insights for this survey.
- An ICF team member will be reaching out in about 24 hours with information about how to redeem your \$50 incentive for participating in this interview.
- If you have any questions at all, you can reach out to the individual who scheduled your interview.
- One final question before you go—Would you be interested in participating in another interview at a later date focused on testing the functionality of the programmed NSVSP web instrument? The interview would also last 60 minutes, and you would receive an additional \$50 electronic cash card for contributing to this research. ***(Please record the interviewee’s response in the interview notes)***
- Thank you again for your time, and your feedback will be so helpful on this project. Have a great day!



**Cognitive Interview**  
**Survey Items - Track 1**  
*(About Your Organization,  
Victims Served, Crime and Abuse  
Types, and Victim  
Characteristics)*

Throughout the item-by-item guide, continually remind participants to think-aloud as they are reading and answering questions. If needed, use additional general probes or clarifying probes. We want to gather overall feedback and experiences broadly, as well as capture details that address the identified question testing goals.

## Track 1 - Section A: About Your Organization

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### Q1 A6 – Referral program: ASK ALL

**A6. Does your organization maintain an active victim services referral program?** *This includes, but is not limited to, hotlines or helplines.*

1. Yes
2. No

#### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Clarify understanding of “active victim services referral program.”
- Distinguish between formal and informal referral practices.
- Assess confidence in response and how they determine response.

#### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- In your own words, what is this question asking?
- How did you come up with your answer? Walk me through your thought process.
  - What information did you use to determine your answer?
  - How easy or difficult is it to answer this question?
- What does “active victim services referral program” mean to you?
- Can you describe what qualifies as a referral in your organization? What do you think about the description to include hotlines?
  - Anything else you were including? Anything you were unsure if it counted as part of a referral program?
- How confident are you in your response?

## Q2. A5 – Provided direct services over past 6 months: ASK ALL

**A5. In the past six months, has your organization provided services to victims or survivors of crime or abuse?** *“Services” include efforts that respond to the emotional and physical needs of victims; assist victims with their safety and security; assist victims to understand and participate in the criminal justice or other legal process; assist victims in stabilizing their lives; or respond to other needs of victims.*

1. Yes
2. No

### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Clarify understanding of “services.”
- Ensure examples/definitions provided are interpreted correctly.
- Assess whether the timeframe is reasonable.

### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- In your own words, what is this question asking?
- What types of services came to mind when answering this?
- How helpful was the description of services? Was there anything about this that was unclear or confusing?
- How did you determine whether your organization provided services in the past 6 months?
- How easy or difficult was this to provide a response? What makes you say that?
- Was the 6-month timeframe easy to recall? Why or why not?
- Did you consider giving a different answer? Tell me more about that.

## Track 1 - Section B: Victims Served

### Q3. B3. – Number of victims provided direct services: ASK ALL

*Throughout this survey, please consider all aspects of your organization that provide services to victims of crime and abuse. Questions will ask you to provide information about the victims who received any form of services or program support during the [calendar/fiscal] year that included January 1, 2025.*

**B3. How many victims received direct services from your organization?** *Estimates are acceptable. (Exclude victims who only received information through the mail.)*

\_\_\_\_\_ Number of victims

- ☐ This is an estimate
- ☐ Unknown

#### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- General item clarity, reference period, and confirm respondent definition of direct services
- Understanding around which victims they are including in their answer (helpline calls or those who received mailings compared to those who received services)
- Ease with which respondents can answer this question (is an exact number of victims served easily known, or where do they look for this information? How often is it an estimate or unknown?)
- For respondents who cannot answer, learn more about what information they would need to respond to the question.

#### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- In your own words, tell me what the section instructions mean to you.
  - How easy or hard is it for you to recall the calendar or fiscal year that includes January 1, 2025?
- In your own words, what does the term “direct services” mean to you?
- How did you come up with your answer? Walk me through your thought process.
  - What information did you use to determine your answer?
  - Are there any victims or types of services who you would exclude from this count? Any you were unsure if they should or should not be included?
  - How easy or difficult is it to answer this question?
  - How confident are you in your response?
- [If unknown is selected] What information would you need to answer this question?
  - Is there somewhere you could look this information up if you needed to? Tell me a little about that.

## Track 1 - Section C: Crime and Abuse Types

### Q4. C1 – Youth victimization: ASK ALL

**C1. Did your organization provide services for youth victims of the following types of crime or abuse?**

Types of Crime or Abuse	Yes	No
<b><i>YOUTH (under age 18; services to victim or nonoffending parent or caregiver)</i></b>		
Physical abuse or neglect .....	<input type="radio"/>	<input type="radio"/>
Rape, sexual assault, or sexual abuse.....	<input type="radio"/>	<input type="radio"/>
Involvement in sexually explicit materials.....	<input type="radio"/>	<input type="radio"/>
Witness of violence .....	<input type="radio"/>	<input type="radio"/>
Marriage or forced marriage .....	<input type="radio"/>	<input type="radio"/>
Dating violence .....	<input type="radio"/>	<input type="radio"/>
Kidnapping .....	<input type="radio"/>	<input type="radio"/>

#### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- General understanding of the question, including stem and response options.
- Understand the ease or difficulty of responding in the provided format.
- Understand the burden associated with finding this information, and confidence in response.
- Evaluate the language provided in the response options.
- Determine if the organization/categories of the tables in this section are logical to respondents.

#### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- In your own words, what is this question asking?
- What does the phrase “services to victim or nonoffending parent or caregiver” mean to you?
- How did you come up with your answer? Walk me through your thought process.
  - What information did you use to determine your answer?
  - How easy or difficult is it to answer this question?
  - How confident are you in your response? Did you guess on any responses?
  - Did you answer all crime or abuse types excluding individuals age 18 or older?
- Are any rows unclear about what it is asking, or particularly challenging to answer? What makes you say that?
- Are there any types of crime that are not listed in this question you would expect to see here? What are they?

## Q5. C2 – Adult victimization: ASK ALL

### c2. Did your organization provide services for adult victims of the following types of crime or abuse?

Types of Crime or Abuse	Yes	No
<b>ADULTS</b> (age 18 or older)		
Domestic violence (DV), dating violence ( <i>other than against youth</i> ), or violation of DV protective orders.....	<input type="radio"/>	<input type="radio"/>
Stalking, harassment, or violation of stalking protective orders ( <i>including cyber stalking or cyber harassment</i> ).....	<input type="radio"/>	<input type="radio"/>
Rape, sexual assault, or sexual abuse ( <i>other than against youth</i> ).....	<input type="radio"/>	<input type="radio"/>
Physical assault ( <i>excluding types covered in other items, but including attempted homicide, gun violence, strangulation, threat with a weapon</i> ).....	<input type="radio"/>	<input type="radio"/>
Robbery .....	<input type="radio"/>	<input type="radio"/>
Elder abuse ( <i>defined as physical or sexual abuse, neglect, financial exploitation, or fraud</i> ).....	<input type="radio"/>	<input type="radio"/>
Homicide or murder ( <i>serving surviving family members</i> ) ( <i>including murder, non-negligent manslaughter</i> ) .....	<input type="radio"/>	<input type="radio"/>
Adults physically or sexually abused as children.....	<input type="radio"/>	<input type="radio"/>
Kidnapping ( <i>other than against youth</i> ) .....	<input type="radio"/>	<input type="radio"/>

#### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- General understanding of the question, including stem and response options and examples provided.
- Understand the ease or difficulty of responding in the provided format.
- Understand the burden associated with finding this information, and confidence in response.
- Evaluate the language provided in the response options.
- Determine if the organization/categories of the tables in this section are logical to respondents.

#### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- In your own words, what is this question asking?
- Do the examples on each row provide clarity? Is any wording unclear or confusing?
- How did you come up with your answers? Walk me through your thought process.
  - What information did you use to determine your answer?
  - How easy or difficult is it to answer these questions?
  - How confident are you in your response? Did you guess on any responses?
  - Did you answer all crime or abuse types excluding individuals age 17 or younger?
- Are any rows unclear about what it is asking, or particularly challenging to answer? What makes you say that?
- Are there any types of crime that are not listed in this question you would expect to see here? What are they?
- What do you think about the organization of this set of crimes in relation to the previous question? That is, asking about youth first and then adults? Tell me about that.

## Q6. C3 – Targeted crimes: ASK ALL

### C3. Did your organization provide services for victims of the following types of crime or abuse?

Types of Crime or Abuse	Yes	No
<b>TARGETED CRIME TYPES</b>		
Bullying ( <i>verbal, cyber, or physical</i> ).....	<input type="radio"/>	<input type="radio"/>
Hate crimes ( <i>based on race, ethnicity, sex, religion, disability, or sexual orientation</i> ).....	<input type="radio"/>	<input type="radio"/>
Honor-related violence ( <i>physical violence, threats, or retaliation <u>in the name of family honor</u>, female genital mutilation</i> ).....	<input type="radio"/>	<input type="radio"/>
Human trafficking ( <i>labor</i> ) .....	<input type="radio"/>	<input type="radio"/>
Human trafficking ( <i>sex</i> ) .....	<input type="radio"/>	<input type="radio"/>
Victim witness intimidation .....	<input type="radio"/>	<input type="radio"/>
DUI or DWI incidents .....	<input type="radio"/>	<input type="radio"/>
Community violence or gang violence.....	<input type="radio"/>	<input type="radio"/>
Terrorism or mass violence.....	<input type="radio"/>	<input type="radio"/>

#### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- General understanding of the question, including stem and response options and examples provided.
- Understand the ease or difficulty of responding in the provided format.
- Understand the burden associated with finding this information, and confidence in response.
- Evaluate the language provided in the response options.
- Determine if the organization/categories of the tables in this section are logical to respondents.

#### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- In your own words, what is this question asking?
- What do you think of when you read “targeted crime types”? Is there another way you would describe these?
- Do the examples on each row provide clarity? Is any wording unclear or confusing?
- How did you come up with your answers? Walk me through your thought process.
  - What information did you use to determine your answer?
  - How easy or difficult is it to answer these questions?
  - How confident are you in your response? Did you guess on any responses?
  - Did you answer all crime or abuse types including victims of all ages?
- Are any rows unclear about what it is asking, or particularly challenging to answer? What makes you say that?
- Are there any types of crimes that are not listed in this question you would expect to see here? What are they?
- Were you thinking about any of these crimes in the previous questions when you answered about youth or adults? Tell me about that.

**Q7. C4 – Financial, property, and other crimes: ASK ALL** [LOWER PRIORITY/AS TIME ALLOWS]

**C4. Did your organization provide services for victims of the following types of crime or abuse?**

Types of Crime or Abuse	Yes	No
<b><i>FINANCIAL, PROPERTY, AND OTHER CRIME TYPES</i></b>		
Identity theft .....	<input type="radio"/>	<input type="radio"/>
Financial fraud and exploitation ( <i>excluding identity theft</i> ) .....	<input type="radio"/>	<input type="radio"/>
Motor vehicle theft .....	<input type="radio"/>	<input type="radio"/>
Burglary .....	<input type="radio"/>	<input type="radio"/>
Other ( <i>Please specify</i> ): [TEXT BOX].....	<input type="radio"/>	<input type="radio"/>

**Question Testing Goals**

(i.e., concepts to cover/what we are hoping to learn)

- General understanding of the question, including stem and response options and examples provided.
- Understand the ease or difficulty of responding in the provided format.
- Understand the burden associated with finding this information, and confidence in response.
- Evaluate the language provided in the response options.
- Determine if the organization/categories of the tables in this section are logical to respondents.

**Item Probes**

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- In your own words, what is this question asking?
- Looking at each row, is any wording unclear or confusing?
- What does “financial fraud and exploitation” mean to you?
- [If other is answered] What other types of crime or abuse does your organization provide services for?
- How did you come up with your answers? Walk me through your thought process.
  - What information did you use to determine your answer?
  - How easy or difficult is it to answer these questions?
  - How confident are you in your response? Did you guess on any responses?
  - Did you answer all crime or abuse types including victims of all ages?
- Are any rows unclear about what it is asking, or particularly challenging to answer?
- Were you thinking about any of these crimes in the previous questions when you answered about youth, adults, or targeted crimes? Tell me about that.

## Track 1 - Section D: Victim Characteristics

### Q8. Section D Instructions/D3 – Race/ethnicities served: ASK ALL [LOWER PRIORITY/AS TIME ALLOWS]

This section asks about the characteristics of the individuals your organization provided services to during the [calendar/fiscal] year that included January 1, 2025.

**D3. Did your organization provide services to the following races or ethnicities? *Select all that apply.***

- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic or Latino
- ☐ Middle Eastern or North African
- ☐ Native Hawaiian or Pacific Islander
- ☐ White
- ☐ Not sure / Don't track this information

#### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Examine participants' interpretation of section instructions.
- Examine use of the "not sure/don't track" response option.
- Gauge the extent to which this information is tracked (for example, if survey providers are reporting proxy responses based on experience, or if data are self-reported by victims and recorded by VSPs).
- Ease or difficulty of providing this information.

#### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- In your own words, tell me what the section instructions mean to you.
  - How easy or hard is it for you to report information during the calendar or fiscal year that includes January 1, 2025?
- In your own words, what is this question asking?
- How did you come up with your answers? Walk me through your thought process.
  - Do you have access to this data at your organization that you could reference to answer the question?
  - How easy or difficult is it to answer these questions?
  - How confident are you in your response? Did you guess on any responses?
  - Describe for me how your organization tracks victim race/ethnicity data.
- [If not sure/don't track] Explain to me your response choice. Are you unsure, or does your organization not formally track race and ethnicity data?

**Q9. D4 – Victim types (non-demographic): ASK ALL**

**D4. Did your organization provide services to the following types of victims?**

	Yes	No	Not sure / don't track this information
<b>Victims with limited or no English proficiency</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Incarcerated</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Formerly incarcerated</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Indigenous or tribal affiliation</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Homeless/houseless</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Deaf/hard of hearing</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Victims with disabilities: cognitive/physical/mental</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Veterans</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Question Testing Goals**

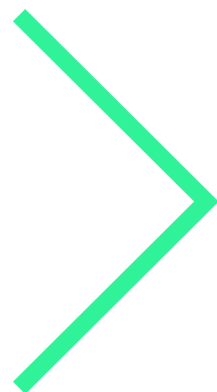
(i.e., concepts to cover/what we are hoping to learn)

- Examine participants' understanding of the question, including the categories listed and response options offered.
- Understand participant interpretation of "limited or no English proficiency" and if this is an official tracked data point or based on experience.
- Understand participant interpretation of "indigenous or tribal affiliation."
- Understand the ease or difficulty of responding in the provided format.
- Understand the burden associated with finding this information, and confidence in response.

**Item Probes**

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- In your own words, what is this question asking?
  - Are there any groups on this listed that you are unsure of who to include? Or that you would describe using any different words or phrases?
- How did you come up with your answers? Walk me through your thought process.
  - Do you have access to this data at your organization that you could reference to answer the question?
  - How easy or difficult is it to answer these questions?
  - How confident are you in your response? Did you guess on any responses?
- Are any groups missing from this list?
- [If victims with limited or no English proficiency selected] Does your organization formally track information about languages spoken, or is your response based on your experience working with victims?
- Describe to me in your own words what "indigenous or tribal affiliation" means.
  - How is your response here the same or different relative to the previous question that asked about race and ethnicity?
- [If not sure/don't track this information] Explain to me your response choice. Are you unsure, or does your organization not formally track this type of information?



**Cognitive Interview**  
**Survey Items - Track 2**  
***(Services / Mass Violence)***

Throughout the item-by-item guide, continually remind participants to think-aloud as they are reading and answering questions. If needed, use additional general probes or clarifying probes. We want to gather overall feedback and experiences broadly, as well as capture details that address the identified question testing goals.

## Track 2 - Section E: Services

**Q1. E1 - Information and referral services: Rows 3 and 6 ASK ALL** (Test **bolded** items only, other rows shown for context only and will not be explicitly tested)

### E1. Information and referral services

Did your victim services include...	Yes	No
<i>Justice-related information and referrals (for example, information about the justice system and the victim's role, of events and proceedings, and justice referrals)</i>		
Information on victim rights/how to obtain notifications	<input type="radio"/>	<input type="radio"/>
Information about the criminal justice process	<input type="radio"/>	<input type="radio"/>
<b>Information on how to report crimes or abuse to law enforcement</b>	<input type="radio"/>	<input type="radio"/>
Updates on case status (e.g., investigation and other case processing updates that are not tied to court proceeding)	<input type="radio"/>	<input type="radio"/>
Referrals for reentry-related needs, terms and conditions of probation for victims with a criminal history, probation, or expungement or vacatur for victims with a criminal history	<input type="radio"/>	<input type="radio"/>
<b>Referrals for basic needs other than housing (e.g., food, clothing, hygiene)</b>	<input type="radio"/>	<input type="radio"/>
Referral to other services, supports, and resources (e.g., legal, medical, faith-based organizations, address-confidentiality programs)	<input type="radio"/>	<input type="radio"/>

#### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- **Row 3: Information on how to report crimes or abuse to law enforcement**
  - a. Assess clarity of the phrase “how to report crimes or abuse to law enforcement.”
  - b. Understand what types of information or support VSPs consider relevant to this item.
  - c. Determine if respondents distinguish this from legal advocacy or accompaniment.
- **Row 6: Referrals for basic needs other than housing (e.g., food, clothing, hygiene)**
  - a. Clarify what respondents include under “basic needs.”
  - b. Evaluate whether examples (food, clothing, hygiene) are sufficient or limiting.
  - c. Understand how referrals are tracked or remembered.

#### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- **Row 3: Information on how to report crimes or abuse to law enforcement**
  - In your own words, what does this item mean to you?

- What kinds of information or support were you thinking about when answering this?
- Does your organization provide this type of information directly, or refer clients elsewhere?
- How is this different from other legal or justice-related services you offer?
- How confident are you in your response?

▪ **Row 6: Referrals for basic needs other than housing (e.g., food, clothing, hygiene)**

- In your own words, what does this item mean to you?
- What kinds of information or support were you thinking about when answering this?
- Does your organization provide this type of information directly, or refer clients elsewhere?
- How is this different from other legal or justice-related services you offer?
- How confident are you in your response?

- Q2. E3 - Mental health support and safety services: Rows 1-5 (as a group) and 12, 13, and 14 individually ASK ALL (Test **bolded** items only, other rows shown for context only and will not be explicitly tested)**

### E3. Mental health support and safety services

Did your victim services include...	Yes	No
<i>Treatment or support services</i>		
<b>Crisis counseling (by a licensed professional, advocate, or peer)</b>	<input type="radio"/>	<input type="radio"/>
<b>Emotional support services (e.g., peer or advocate-led support groups, social programming for children)</b>	<input type="radio"/>	<input type="radio"/>
<b>Mental health services provided by a clinician (e.g., individual or group counseling or other therapy services by a licensed professional counselor)</b>	<input type="radio"/>	<input type="radio"/>
<b>Substance use treatment (assessment, prevention, or treatment)</b>	<input type="radio"/>	<input type="radio"/>
<b>Other treatment or support services</b>	<input type="radio"/>	<input type="radio"/>
<i>Safety services (for example, safety planning, witness protection, address confidentiality, and self-defense) (Does NOT include protective orders)</i>		
General information about crime and victimization prevention or risk reduction	<input type="radio"/>	<input type="radio"/>
Immediate or emergency safety planning	<input type="radio"/>	<input type="radio"/>
Long-term safety planning	<input type="radio"/>	<input type="radio"/>
Conduct or coordinate risk/threat assessments	<input type="radio"/>	<input type="radio"/>
Crisis intervention	<input type="radio"/>	<input type="radio"/>
Conflict resolution, mediation, negotiation	<input type="radio"/>	<input type="radio"/>
<b>Crime/violence de-escalation support (e.g., calming the victim, family members, or witnesses down on scene or during intervention, preventing retaliation)</b>	<input type="radio"/>	<input type="radio"/>
<b>Witness protection or address confidentiality</b>	<input type="radio"/>	<input type="radio"/>
<b>Self-defense preparation services</b>	<input type="radio"/>	<input type="radio"/>
<b>Other safety services</b>	<input type="radio"/>	<input type="radio"/>

#### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- **Rows 1-5: Treatment or support services (Crisis Counseling, Emotional Support, Mental Health, Substance Use, Other)**
  - a. Explore how respondents distinguish between types of emotional/mental health services.
  - b. Understand whether the distinction between provider type (peer vs. clinician) or format (group vs. individual) is meaningful.
  - c. Assess whether the categories align with how services are structured or tracked in practice.
- **Row 12: Crime/violence de-escalation support**
  - a. Clarify how respondents interpret “de-escalation support.”
  - b. Assess whether the examples provided are clear and trauma-informed.
  - c. Determine if this is a service VSPs recognize as part of their role.
- **Row 13: Witness protection or address confidentiality**
  - a. Understand whether VSPs provide or support these services directly.
  - b. Clarify what “address confidentiality” means to respondents.

- c. Identify any confusion between legal vs. support roles in these services.
- **Row 14: Self-defense preparation services**
  - a. Determine whether VSPs consider self-defense training a victim service.
  - b. Understand what types of services or programs are included under this label.
  - c. Assess whether this is a common or rare offering.

#### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- **Rows 1-5: Treatment or support services (Crisis Counseling, Emotional Support, Mental Health, Substance Use, Other)**
  - What comes to mind when you first read this question?
  - How do you differentiate between crisis counseling, emotional support, and mental health services?
  - What does “crisis counseling” mean to you? How is it different from “crisis intervention”?
  - Who typically provides these services in your organization (e.g., peer, advocate, clinician)?
  - Are there any services you offer that didn’t clearly fit into one of these categories?
  - How confident are you in your responses for each of these rows?
- **Row 12: Crime/violence de-escalation support**
  - What does “crime/violence de-escalation support” mean to you?
  - Can you describe a situation where your organization provided this kind of support?
  - Do the examples in parentheses help clarify the item? Why or why not?
  - Would you describe this as a trauma-informed service? Why or why not?
  - Is this something your organization tracks or reports on?
- **Row 13: Witness protection or address confidentiality**
  - What does “witness protection” mean in the context of your organization?
  - Does your organization assist with “address confidentiality”? What does that involve?
  - Are these services you provide directly, or do you refer clients elsewhere?
  - Was anything about this item confusing or unclear?
  - How confident are you in your response?
- **Row 14: Self-defense preparation services**
  - What does “self-defense preparation services” mean to you?
  - Does your organization offer or refer clients to these types of services?
  - Would you consider this a core part of victim services? Why or why not?
  - Are there any concerns or limitations around offering this type of service?
  - How easy or difficult was it to answer this item?

**Q3. E5 - Legal and victims’ rights assistance: Rows 1 and 5 ASK ALL** (*Test **bolded** items only, other rows shown for context only and will not be explicitly tested*)

#### E5. Legal and victims’ rights assistance

Did your victim services include...	Yes	No
<b>Assistance navigating the justice system from a victim's perspective (e.g., representation, advocacy, accompaniment, or assistance in exercising victims' rights)</b>	<input type="radio"/>	<input type="radio"/>
Criminal legal assistance to victims who are defendants, including representation	<input type="radio"/>	<input type="radio"/>
Civil legal assistance for a victim (e.g., family law such as custody, visitation, or support; housing; landlord or tenant; consumer protection; or employment matters)	<input type="radio"/>	<input type="radio"/>
Legal assistance with protective, restraining, or no-contact orders	<input type="radio"/>	<input type="radio"/>
<b>Court accompaniment – civil or criminal court</b>	<input type="radio"/>	<input type="radio"/>
Parole board accompaniment/parole board related services	<input type="radio"/>	<input type="radio"/>
Victim/witness support (e.g., witness preparation, impact statement assistance, prosecution accompaniment)	<input type="radio"/>	<input type="radio"/>
Law enforcement interview accompaniment /advocacy	<input type="radio"/>	<input type="radio"/>
Immigration assistance (e.g., assistance seeking special visas, continued presence application, services for refugees or asylum seekers, other immigration relief)	<input type="radio"/>	<input type="radio"/>
Notification of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release)	<input type="radio"/>	<input type="radio"/>
Other legal and victims' rights assistance	<input type="radio"/>	<input type="radio"/>

### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- **Row 1: Navigating the justice system**
  - a. Clarify how respondents interpret “navigating the justice system.”
  - b. Evaluate whether examples (representation, advocacy, accompaniment) are clear and distinct.
  - c. Understand if this item overlaps with other legal service items.
- **Row 5: Court accompaniment – civil or criminal**
  - a. Determine if respondents distinguish between civil and criminal court accompaniment.
  - b. Assess whether combining both types in one item is appropriate.
  - c. Understand how common each type of accompaniment is.

### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- **Row 1: Navigating the justice system**
  - In your own words, what is this item asking about?
  - What does “assistance navigating the justice system” mean to you?
  - Which of the examples listed (representation, advocacy, etc.) apply to your organization?
  - Are there any services you provide that you weren't sure belonged here?
  - How is this different from other legal or court-related services you offer?
  - Was this item easy or difficult to interpret?

▪ **Row 5: Court accompaniment – civil or criminal**

- What does “court accompaniment” mean to you?
- Does your organization provide accompaniment for civil court, criminal court, or both?
- Was it clear that this item includes both types of court? Would you prefer they be separated?
- How do you track or report on this type of service?
- How confident are you in your response?

- Q4. E6 – Other types of services: Rows 3, 4, and 8 ASK ALL** (Test **bolded** items only, other rows shown for context only and will not be explicitly tested)

#### E6. Other types of services

Did your victim services include...	Yes	No
Case management (i.e., working individually with victims to assess their needs and create a service plan and then support them in that plan)	<input type="radio"/>	<input type="radio"/>
Supervised child visitation/safe exchange	<input type="radio"/>	<input type="radio"/>
<b>Responding to the scene of the crime or abuse in coordination with other organizations (e.g., community crisis response, helping assist at the crime scene)</b>	<input type="radio"/>	<input type="radio"/>
<b>Educating victims about victimization dynamics (one-on-one or in group settings)</b>	<input type="radio"/>	<input type="radio"/>
Language and accessibility (e.g., providing or arranging translation or interpretation services, use of language line, hiring bilingual staff, services for deaf and hard of hearing)	<input type="radio"/>	<input type="radio"/>
Assistance making funeral, burial, cremation, memorial, or other related arrangements for people who died as a result of violence	<input type="radio"/>	<input type="radio"/>
Services designed and targeted specifically to meet the needs of culturally or ethnically specific populations ( <b>not</b> including language services)	<input type="radio"/>	<input type="radio"/>
<b>Forensic interviews</b>	<input type="radio"/>	<input type="radio"/>
Restorative justice/victim offender dialogue	<input type="radio"/>	<input type="radio"/>
Other services	<input type="radio"/>	<input type="radio"/>

#### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- **Row 3: Responding to the scene of the crime**
  - a. Clarify what “responding to the scene” means to respondents.
  - b. Determine if this overlaps with crisis intervention or other services.
  - c. Understand how common this service is and how it’s coordinated.
- **Row 4: Educating victims about victimization dynamics**
  - a. Understand how respondents interpret “victimization dynamics.”
  - b. Determine if this is a recognized and distinct service.
  - c. Assess whether this is delivered one-on-one, in groups, or both.
- **Row 8: Forensic interviews**
  - a. Clarify what respondents understand by “forensic interviews.”
  - b. Determine whether VSPs provide, coordinate, or refer for this service.
  - c. Assess whether this is a common or specialized service.

#### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- **Row 3: Responding to the scene of the crime**
  - What comes to mind when you read this question?

- What does “responding to the scene of the crime” mean to you?
- Can you describe a situation where your organization did this?
- How is this different from crisis intervention or other emergency services?
- Do you coordinate with other organizations for this? How?
- Was this item clear and easy to answer?

▪ **Row 4: Educating victims about victimization dynamics**

- What does “educating victims about victimization dynamics” mean to you?
- Can you give an example of how your organization provides this service?
- Is this typically done one-on-one, in groups, or both?
- Was the wording of this item clear to you?
- How confident are you in your response?

▪ **Row 8: Forensic interviews**

- What does “forensic interview” mean to you?
- Does your organization conduct these interviews, or refer clients elsewhere?
- Who typically performs these interviews in your area?
- Was this item clear and easy to interpret?
- How confident are you in your response?

**Q5. E7 – Five most common services** *[LOWER PRIORITY/AS TIME ALLOWS]* **ASK ALL** *[IN SURVEY, THIS ITEM WOULD ONLY GO TO THOSE WHO MARKED MORE THAN 5 SERVICES IN THE PRIOR TABLES, BUT TEST WITH ALL PARTICIPANTS FOR GENERAL REACTIONS]*

**E7. What were the five most common types of direct victim services your organization provided, in terms of the greatest number of victims who were served?**

*[NOTE: This item would display a multi-select drop down list of all items marked as “yes” in E1-E6 in the survey; for testing will show placeholders but refer to the previous question service lists.]*

**Choose 5:**

1. Response #1
2. Response #2
3. Response #3
4. Response #4
5. Response #5

#### **Question Testing Goals**

(i.e., concepts to cover/what we are hoping to learn)

- Understand how respondents interpret “most common” services (e.g., by volume, frequency, or importance).
- Assess the burden of selecting five services and how they prioritize them.
- Evaluate confidence in responses and whether they rely on data or estimation.

#### **Item Probes**

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- In your own words what is this question asking?
- What does “most common” mean to you in this context?
- How did you decide which five services to include?
- Would you use any data or records to help you answer, or would you base it on your experience? Where would you look for this information?
- Is it difficult to narrow it down to five? Why or why not?
- How confident are you in your selections?

**Q6. E8 – Multi-disciplinary teams: ASK ALL** *[LOWER PRIORITY/AS TIME ALLOWS]*

**E8. Is your organization part of a multi-disciplinary team (MDT) focused on crime victimization or victim services?** *MDTs are defined as a group of people (comprised of representatives from three or more disciplines who work collaboratively), bound by a common purpose (the MDT has a shared goal and shared definition of the problem they are addressing).*

1. Yes
2. No
3. Not sure

**Question Testing Goals**

(i.e., concepts to cover/what we are hoping to learn)

- Evaluate understanding of “multi-disciplinary team (MDT)” and whether the definition is clear.
- Determine if respondents consider informal collaborations or only formal MDTs.
- Assess whether response categories (Yes/No/Not sure) are sufficient.

**Item Probes**

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- In your own words, what is this question asking about?
- What does “multi-disciplinary team” mean to you? How familiar are you with the abbreviation MDT?
- Does your organization participate in any teams like this? Can you describe them?
- Was the definition provided in the question helpful or confusing? Is there any other words or phrase you’d use for this?
- Did you consider any informal collaborations when answering?
- How confident are you in your response? Did you consider giving a different response? Why or why not?

**Q7. E9 – Partnerships/collaboration: ASK ALL**

**E9. With how many different entities does your organization currently have a Memorandum of Understanding (MOU) to assist victims?**

1. None
2. 1
3. 2 to 3
4. 4 to 6
5. 7 to 10
6. 11 to 15
7. More than 15

**Question Testing Goals**

(i.e., concepts to cover/what we are hoping to learn)

- Clarify what respondents understand by “Memorandum of Understanding (MOU).”
- Assess ease of estimating the number of MOUs and where this information comes from.
- Determine if the response categories are appropriate and comprehensive.

**Item Probes**

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- What comes to mind when you first read this question?
- What does “MOU” mean to you in this context? Is that a term you are familiar with? Would you call it this or something else?
- How did you determine the number of MOUs your organization has?
- Are there any partnerships you were unsure whether to count?
- Were the response options clear and easy to use?
- How confident are you in your response?

## Track 2 – Section G: Mass Violence

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### Q8. Definition language: ASK ALL

*For the purpose of this survey, **mass violence is defined as an intentional, violent, criminal act that results in physical, emotional, or psychological injury to a large number of people, significantly increasing the burden of victim assistance and compensation for the responding jurisdiction (the area or region where your organization has authority or responsibility to act).***

#### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Assess clarity and usefulness of the definition of mass violence.
- Understand how organizations determine whether an incident qualifies.
- Evaluate whether the listed criteria are relevant and comprehensive.

#### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- What is your initial reaction to reading this definition?
- In your own words, what does “mass violence” mean to you?
- How well does this description align with how your organization thinks of mass violence? What about it would you change to be more helpful or clear, if anything?
- How easy or difficult is it for you to understand what this survey is asking about when it mentions mass violence?

## Q9. G1 - Criteria for Identifying Mass Violence: ASK ALL

**G1. Which, if any, of the following criteria does your organization use to identify an incident as mass violence? Select all that apply.**

1. Number of people killed and/or injured
2. Incident is related to terrorism
3. Incident is related to drugs
4. Incident is related to crime (e.g., domestic violence, robbery)
5. Incident is related to gangs or organized crime
6. Location and duration (e.g., public or private setting)
7. Number of perpetrators/criminals involved
8. Type of weapon used
9. Other (Please specify): [TEXT BOX]
10. None, my organization does not use any specific criteria to identify mass violence incidents

### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Understand how VSPs determine whether an incident qualifies as mass violence.
- Evaluate the relevance and clarity of the listed criteria.
- Identify any missing or redundant criteria.

### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- In your own words, what is this question asking about?
- How does your organization decide whether an incident qualifies as mass violence?
- Which of these criteria do you use, and why?
- How did you come up with your answers? Is this information documented somewhere or was it based on your experience?
- Are there any criteria listed that you found confusing or unnecessary? Any that you considered selecting but then did not? Tell me about that.
- Are there any important criteria missing from this list? What are they?
- How confident are you in your response?

## Q10 . G2 – Mass violence planning: ASK ALL

### G2. Does your organization have a documented plan in place to support mass violence incidents?

1. Yes
2. No
3. Not sure

#### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Clarify how respondents interpret “documented plan” and “support mass violence incidents.”
- Understand what types of plans (e.g., emergency response, continuity of operations) are considered relevant.
- Assess whether organizations distinguish between general emergency preparedness and mass violence-specific planning.

#### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- What kinds of things come to mind when you first read this question?
- What does “documented plan” mean to you in this context?
- Does your organization have a plan that would apply to mass violence incidents? Can you describe it?
  - Does this plan apply to large number of casualties, fatalities, missing persons, or all three? How would you answer if it was only one or two but not all of these?
- Is this plan specific to mass violence, or part of a broader emergency response plan?
- Was anything about this question unclear or difficult to answer? How did you come up with your answer?
- How confident are you in your response?

## Q11. G4 – Mass violence communications: ASK ALL

**G4. Which, if any, communication methods do your organization use to provide public information about a mass violence incident? Select all that apply.**

1. Bulletin or press release
2. Email, listserv, or eBlast distribution
3. Information center (e.g., centralized incident response center, Family Assistance Center, Resiliency Center)
4. Social media (e.g., Facebook, Twitter)
5. Telephone
6. Website
7. Other (*Please specify*): [TEXT BOX]
8. None of these

### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Understand how VSPs interpret “public information” and “communication methods.”
- Evaluate whether the listed methods are comprehensive and relevant.
- Identify any confusion around terms like “information center” or “bulletin.”

### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- In your own words, what is this asking about?
- What does “public information” mean to you in this context? Who would your organization be communicating with?
- Which of these communication methods does your organization use, and in what situations?
- Was any term unclear or unfamiliar? Were the examples included helpful?
- Are there any communication methods your organization uses that aren’t listed here?
- How did you come up with your answer? Was it based on your experiences or is this documented somewhere?
- How confident are you in your response?

## Q12. G5 – Trauma-informed care training: ASK ALL

**G5. Does your organization offer trauma-informed care training to any of the following types of individuals outside of your organization?** *Exclude training for internal staff. Select all that apply.*

1. Behavioral health providers
2. Primary care providers
3. Emergency medical technicians (EMTs), paramedics, or firefighters
4. Courts (e.g., judges)
5. Law enforcement
6. Lawyers and other legal assistance providers
7. Community members
8. Faith-based organizations
9. Media/news staff or organizations
10. School staff or educational providers
11. Other (*Please specify*): [TEXT BOX]
12. None, my organization does not provide trauma-informed care training to anyone outside of the organization

### Question Testing Goals

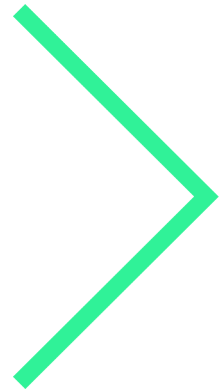
(i.e., concepts to cover/what we are hoping to learn)

- Clarify how respondents interpret “trauma-informed care training” and “outside of your organization.”
- Understand the scope and audience of such training (e.g., formal vs. informal, one-time vs. ongoing).
- Evaluate whether the list of recipient groups is comprehensive and relevant.

### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- What does this question make you think about?
- What does “trauma-informed care training” mean to you? Is this a term that your organization uses? Would you call it something else?
- Does your organization offer this training to any of the listed groups? Can you describe how?
- Are there any groups listed that you were unsure about or would describe differently?
- Are there any groups missing that your organization provides training to?
- How confident are you in your response?



**Cognitive Interview  
Survey Items - Track 3  
*(Invitation &  
Message Testing /  
Organizational &  
Staffing Information)***

Throughout the item-by-item guide, continually remind participants to think-aloud as they are reading and answering questions. If needed, use additional general probes or clarifying probes. We want to gather overall feedback and experiences broadly, as well as capture details that address the identified question testing goals.

## Track 3 - Invitation / Instructional Messages

*Note: This area of testing will follow a similar format as cognitive testing, in which participants read a small amount of text and react to their initial impressions and interpretation of it, and then are probed about specific aspects of this messaging. **To get through the entire interview, some messages may be skipped or probed in less detail than others depending on participant reactions to each one.***

### A. From Survey Landing Page:

"The National Survey of Victim Service Providers (NSVSP) is a coordinated effort between the Bureau of Justice Statistics (BJS) and the Office for Victims of Crime (OVC) at the U.S. Department of Justice...Data collected by the NSVSP provide the most comprehensive information available on victim service providers, including the services they offer, the communities they serve, and how they manage the resources necessary to deliver vital programs to victims of crime and abuse. The results help policymakers, funders, practitioners, and their communities to understand the current landscape of victim services nationwide."

#### Message Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Understanding the impact of this message on interpretation of survey legitimacy
- Awareness of, familiarity with, and trust in BJS and OVC, and the extent to which its sponsorship of the survey encourages response
- Motivation to respond based on the descriptions used of the survey and information provided about the impact in the field

#### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- Before being invited to this interview, had you heard of BJS and OVC? Tell me a little about what you think they do.
  - Is the information provided about who sponsors this survey helpful or not helpful to you in deciding to participate in the NSVSP?
- What do you think when you read these statements about how the data will help victim services?
  - What do you like about it? What do you not like about it? Why do you say that?

## B. From Survey Invitation Letter:

"Your participation is vital to the success of this effort. Every VSP is unique, and your input ensures your organization's critical work is represented in the survey results."

### Message Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Perceived importance and relevance of the NSVSP to a variety of organization types
- General reactions to the statement and impact on buy-in to participate

### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- What do you think about when you read this statement?
- Do you typically consider your organization as a VSP or something else? Does this statement feel relevant to you?
- What does it mean in your own words for your work to be "represented" in the survey results?
  - Does that make you feel good about participating in the survey or does it not make a difference?

## C. From Survey Invitation Email:

"The NSVSP is a nationwide data collection effort designed to address major gaps in knowledge about the victim service provider (VSP) field, including characteristics of victims served, types of services provided, and VSP staffing and resources."

### Message Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Motivation to respond based on the descriptions used of the survey
- Overall understanding and interpretation of the topics covered and goals of the survey

### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- What stands out when you read this?
- Can you give me an example of something you think might be measured in this survey?
  - How sure or unsure are you about the types of questions to expect on this survey?
  - Are there certain topics that seem like they would be easiest to answer questions about? What about types of questions that might be more difficult?
- In your own words, why do you think BJS is conducting this survey? What do you think are potential benefits of participating?
- Do you find this information helpful or not helpful in deciding who would be the best respondent at your organization to complete the survey?

## D. From Survey Reminder Email #2:

"We need to hear from all types of organizations that support victims of crime and abuse to accurately reflect this broad and diverse field. Your participation is critical for the NSVSP to achieve this goal."

### Message Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Perceived importance and relevance of the NSVSP to a variety of organization types
- Understanding how different organizations interpret if they are eligible or not to participate

### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- What is your initial reaction to this statement?
- When you read that the survey aims to reflect a "broad and diverse field," what does that mean to you?
- Based on the description here, how confident or not confident are you that your VSP is eligible to complete the NSVSP? What makes you say that?

## F. From Survey Invitation Email:

"The time that you spend telling us about your program or organization will result in data that will improve understanding, capacity, and support of your critical field."

### Message Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Motivation to respond based on the descriptions used of the survey and information provided about the NSVSP impact in the field
- Perceived benefits of participating
- Any expressed concerns related to participating, in particular related to the expected amount of time spent to complete the survey

### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- In your own words, what is this statement saying?
- Does anything stand out to you, good or bad?
- What do you think results of this survey will be used for?
- Can you think of any reasons not to participate? What makes you say that?

## H. From Survey Reminder Email #1:

"We know your time is valuable. Your participation in this survey is critical to accurately reflect the field of victim service providers (VSPs). To help make it easier for your organization to participate before MM/DD/YYYY, we would like to invite you to work with a member of the NSVSP research team who can assist you in completing the survey."

### Message Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Evaluate the level of interest in having technical assistance to complete the survey
- Understand expected issues with completion that technical assistance could help with

### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- What do you think when you read these statements?
  - What do you like about it? What do you not like about it? Why do you say that?
- Do you anticipate any challenges that your organization might have with completing the NSVSP? How interested would you be in getting assistance from the research team? What makes you say that?
  - [IF YES] How would you like to receive assistance?
- How does this offer of assistance impact your willingness to do the survey?

## J. From Survey Landing Page/Definitions Screen:

*Each definition to be displayed individually to respondent during interview.*

- **CRIME** – An illegal act, which if done by a competent adult or juvenile, would be a criminal offense.
- **ABUSE** – Includes physical, sexual, emotional, psychological, or economic actions or threats to harm or control another.
- **VICTIM** – Any person who received assistance from a victim service provider due to concerns about past, ongoing, or potential crimes and abuse. Victims include persons directly harmed or threatened by crimes or abuse and family or household members of the person who was harmed or threatened.
- **SERVICE** - Efforts that respond to the emotional and physical needs of victims; assist victims with their safety and security; assist victims to understand and participate in the criminal justice or other legal process; assist victims in stabilizing their lives; or respond to other needs of victims.

### Message Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Evaluate the clarity of each definition and the relevance to organizations
- Determine if any language is unclear or revised phrasing that could make it more aligned with how the organizations define these terms

### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- What is your opinion of these definitions?
  - What matches with your personal or organization definitions of these terms?
  - Are there any parts of these that you do not think are accurate? Tell me more about that.
  - Are there other words or phrases that you would use to describe these instead?
- What do you think of the definition of victim? Can you tell me how you would define a victim in your own words?
  - Would you prefer it be called a “victim of crime or abuse” throughout, or is it OK to say just “victim”?
- What do you think of the definition of services? How does it align/deviate from how you would describe services?
  - What does this definition include compared to if we described this as “direct services”? Which type of services, direct or otherwise, would you expect this survey to cover? Tell me about that.
- Are there any other main terms you would expect to see defined upfront in the NSVSP? Which ones?

## Track 3 - Section A: About Your Organization

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### Q13. A3 – Single vs. multiple sites: ASK ALL [LOWER PRIORITY/AS TIME ALLOWS]

Some organizations have multiple sites that provide victim services, such as branch offices, satellite locations, chapters, or field offices; this does not refer to staff working from home or hybrid.

**A3. Please select the most appropriate description of your victim services organization.**

1. Organization operating through one single site
2. Organization operating through multiple sites (*e.g., branch or satellite locations, chapters, or field offices*)

#### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Assess clarity of the terms “single site” and “multiple sites.”
- Determine if respondents understand what qualifies as a “site” (different physical addresses, not including locations where staff work from home, etc.)
- Evaluate ease of selecting the appropriate response and confidence in response.

#### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- Walk me through what you were thinking about when you first read this.
- How do you interpret the term “site” in this question? Was there anything about the description that was confusing or unclear? Why do you say that?
- Can you tell me a little about how your organization and locations are structured? What helped you decide between single or multiple sites?
- Would you include remote or hybrid staff in your response? Why or why not?
- Did you consider giving a different answer? Why was that?

**Q15. A4 – Main office vs. site reporting to main office: ASK IF MULTIPLE SITES ONLY** [LOWER PRIORITY/AS TIME ALLOWS]

**A4. What is the best description of your site, in relation to your organization’s other sites?**

1. The main office
2. One site or location that reports to a main office (*e.g., branch or satellite locations, chapters, or field offices*)
3. Other (*Please specify*)

**Question Testing Goals**

(i.e., concepts to cover/what we are hoping to learn)

- Clarify understanding of “main office” versus “reporting site.”
- Explore how respondents determine their site’s classification.
- Assess implications for data reporting, that is, what is feasible for them to report at their site or what information they would expect to report (their location only or additional sites).

**Item Probes**

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- What does this question make you think about?
- How do you define “main office” in your organization?
- What made you choose your response? How well do these choices apply to your organization?
- [IF OTHER SELECTED]: Tell me a little about why you picked Other, and how you would describe your site in relation to the rest of your organization.
- Was there anything about this question that made you unsure of what answer to select? Tell me about that.
- After answering this question, what information do you think you will be asked to report on the rest of the survey? For your location only, or for the whole organization? Which are you able to report?

**Q16. A8 – Primary function vs. staff within a larger organization: ASK ALL**

**A8. Which of the following best describes your organization’s focus on providing services to victims?**

1. The primary function of the organization is to provide services or programming for victims
2. Designated staff, volunteers, or programs provide services to victims within a larger organization (e.g., hospital, university, community center, large non-profit, church/temple/mosque). *Designated staff are those who provide services to victims as part of their job.*
3. Neither of these

**Question Testing Goals**

(i.e., concepts to cover/what we are hoping to learn)

- Clarify distinctions between the response options.
- Assess how respondents interpret “primary function.”
- Evaluate the usefulness of the “neither” option.
- Understand how easy this question is to answer and confidence in response.

**Item Probes**

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- Walk me through what you were thinking about when you read this question.
- How did you decide which category best describes your organization? Did you have any trouble deciding on that answer?
- How well does this answer apply to your organization?
- What does “primary function” mean to you in this context? What about “within a larger organization”?
- In your own words, what does “designated staff” mean?
- Was the “neither of these” option clear and appropriate? What kind of organizations might choose this option?

## Q5. A9 – Organization type: ASK ALL

**A9. Which of the following best describes your entity (i.e., for tax and reporting purposes)?** *In the next question, you will be asked to identify the specific type of organization (e.g., mental health, law enforcement, multi-agency).*

1. Tribal government, tribal coalition, or other tribal organization
2. School-based program (*preschool or K-12*)
3. Campus organization or other post-secondary educational institution (*public or private*)
4. Hospital, medical, or emergency facility (*public or private*)
5. Government agency (*e.g., federal, state, or local departments such as law enforcement, social services, or public health agencies*)
6. Nonprofit organization (*501(c)(3) status*)
7. For-profit organization
8. Informal organization (*e.g., independent support groups, volunteer networks, grassroots movements, or other initiative not reflected in the choices above*)

### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Understanding around the term "entity" and how they are classified for tax purposes.
- Ensure categories are mutually exclusive and comprehensive.
- Assess clarity of examples provided.
- Identify any missing organization types.
- Understand how easy this question is to answer and confidence in response.
- Understand if participants might screen out in error by selecting informal organization when another choice might apply.

### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- In your own words, what is this question asking?
- What does the phrase "entity (i.e., for tax and reporting purposes)" mean to you?
- How did you determine your organization's type? How well did the one you selected apply to your organization?
- How helpful were the descriptions for each type? Would you use any different terms to describe these?
- Were any of the categories confusing or overlapping?
- Is there a type of organization you think is missing?
- [IF INFORMAL SELECTED] Did you consider giving a different answer? Why did you select this choice over one of the other options?
- [IF SCHOOL-BASED SELECTED] Tell me more about the services you offer. Are they offered year round?

## Q6. A12/A12a – Reference period/fiscal year : ASK ALL

**A12. For the purposes of this survey, our reference period includes January 1, 2025.**

**Please let us know how you will answer questions with this reference date.**

1. By fiscal year, which included January 1, 2025
2. By calendar year, (January 1, 2025–December 31, 2025)

### ASK IF FISCAL YEAR SELECTED

**A12a. What is the date of the beginning of the fiscal year that included January 1, 2025 at your organization?**

[DATE BOX] MM/DD/YYYY

***For the remainder of the survey, unless indicated otherwise, provide your answers based on the [fiscal/calendar] year that included January 1, 2025.***

#### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Clarify understanding of fiscal vs. calendar year.
- Assess ease of identifying the correct reference period and confidence in response.
- Evaluate burden of providing the fiscal year start date.
- Understand if this reporting period is logical to participants for the information they expect to provide in the rest of the survey and instructions are clear.

#### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- In your own words, what is this question asking?
- How did you decide whether to use fiscal or calendar year? How familiar are you with these terms?
- Are there other types of reporting or data activities that you do at your organization that rely on using [calendar year/fiscal year]? How does that relate to how you selected your answer here? Tell me a little about that.
- Was it easy to recall or find the start date of your fiscal year?
- Did the instructions make sense to you?
- If you were doing this complete survey, how easy or difficult do you think it would be for you to report information using this timeframe?

## Track 3 - Section F: Staffing and Resources

### Q7. F1 – Number of staff and volunteers: ASK ALL

When responding, please consider staff working during the pay period that included January 1, 2025.

**F1. How many of the following types of staff members were dedicated to working with victims at your organization?**

*Count each person only once. Include contractual workers in your counts. Estimates are acceptable.*

**F1a. Paid staff working full time on victim services** (at least 35 hours per week on victim services)

[NUMBER BOX]

This is an estimate ☐

**F1b. Paid staff working part time on victim services** (less than 35 hours per week on victim services)

[NUMBER BOX]

This is an estimate ☐

**F1c. Unpaid volunteers/interns**

[NUMBER BOX]

This is an estimate ☐

#### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- Clarify how respondents interpret full-time vs. part-time.
- Clarify how respondents interpret working "on victim services" and "dedicated to working with victims."
- Assess ease of counting staff members and where they get their information from.
- Evaluate feasibility and ease of using the provided reference period.
- Evaluate the ease of answering in the provided format versus an alternate format, such as a grid with staffing ranges.

#### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- Walk me through what you thought about when you read this question.
- What does it mean to you for staff to be "dedicated to working with victims"?
  - What did you think about the instructions of how to count people?
  - Were there any staff types that you were unsure if you should be including in your answer? Tell me more about that.
- How did you determine the number of staff in each category? Did you have any trouble entering your answers? Why or why not?
- What does "working full time on victim services" mean to you?
  - How would you report staff who are full time staff members but do not work all their time on victim services?
- Did you notice the "this is an estimate" box?
- How sure or unsure are you that you are providing information based on the pay period that includes January 1, 2025? How easy or difficult is it to report using that timeframe?

## Q8. F2- Services performed by volunteers: ASK IF ANY VOLUNTEERS REPORTED

**F2. Approximately what portion of all direct service activities at your organization were performed by unpaid volunteers (as opposed to paid staff members)?** *These direct service activities include assistance-related tasks and any contact with victims, whether face-to-face, by telephone, or online chat.*

1. All or nearly all are performed by volunteers
2. More than half
3. About half
4. Less than half
5. None or nearly none are performed by volunteers

### Question Testing Goals

(i.e., concepts to cover/what we are hoping to learn)

- General understanding of what respondents think the intent of this question is.
- Understand what types of services and staff respondents are thinking about.
- Clarify whether respondents interpret this as hours or types of services.
- Assess ease of estimating proportions and where they get their information.
- Evaluate clarity of response categories.

### Item Probes

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- In your own words, what is this question asking?
- What kinds of things were you considering?
- How did you interpret “portion of all direct service activities”? What about the phrase “as opposed to paid staff members”?
  - [IF NEEDED] Were you thinking about the portion of total hours worked? Were you thinking about the portion of services by type? Or were you thinking about something else?
- What information did you use to answer this? Do you have records on this information or was it estimated?
- Were the response options clear and distinct? Did you consider giving a different answer?
- How sure or unsure are you in your response? What makes you say that?
- Is this something you’ve thought about before, or is it the first time?

**Q9. F3 – Victim services training: ASK ALL**

**F3. How many hours, if any, of victim services training (e.g., continuing education units) or professional development are required for paid staff members in direct service positions at your organization? Select one response in each row.**

Timeframe	Hours required								
	None	1-5	6-10	11-20	21-40	41-60	61-80	81-100	100 or more
<b>A. Within the first year of service</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>B. Annually in subsequent years</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Question Testing Goals**

(i.e., concepts to cover/what we are hoping to learn)

- Clarify understanding of “victim services training.”
- Assess whether the timeframes and ranges are appropriate.
- Evaluate the ease of answering in the provided format versus an alternate format, such as a numeric text box.
- Evaluate burden of providing this information and where they get their information.
- Determine if there is difficulty reporting due to different levels of training associated with different role types, and how they respond in this case (most common amount of training, minimum amount, average amount, etc.)

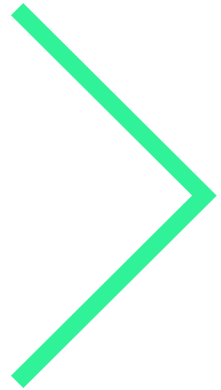
**Item Probes**

*Reminders: Order of probes can be changed based on flow of conversation, additional follow-up probes may be added during the interview to get further clarification as needed, and certain probes may be omitted based on time-constraints or if the concept has already been answered during discussion.*

- What came to mind when you first read this?
- What types of training did you consider when answering?
  - Is the phrase “continuing education units” familiar to you? Do you use this term in your organization, or do you call this something else?
- In your own words, what does “within the first year of service” mean to you? What about “annually in subsequent years”?
- Was there anything that made it challenging to pick a response for this question? Tell me more about that.
- Does everyone in your organization have the same training requirements or does it vary? How would you respond in that case? Which staff were you focused on?

- [IF NEEDED] Would you say you are responding with the most common amount of training? A minimum amount? An average? What information is easiest for you to determine?

- How well do the provided ranges of hours required apply to your organization?
- Was it easier to estimate training hours in ranges or would a number box be better? Would you know the exact number in each category if asked?
- How did you determine the hours required for each timeframe?
- How sure or unsure are you in your responses?



## **Round 2 Testing**

**Round 2 testing will depend on the results of Round 1. Revised items, testing goals, and probes will be developed based on the information gathered during Round 1 but these items will closely mirror what was tested in Round 1 to allow for retesting of any proposed revisions for iterative improvements.**

## Attachment C: Cognitive Interview Recruitment Communication Materials

## Cognitive Interview Initial Recruitment Email

*Note: national and regional VSP associations will be provided with this email text and asked to distribute it to association members via their email listservs.*

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Subject Line: Assist the Bureau of Justice Statistics with the National Survey of Victim Service Providers!

Hello,

The Bureau of Justice Statistics (BJS) is seeking volunteers to participate in interviews to help shape the questions for the upcoming National Survey of Victim Service Providers (NSVSP). The NSVSP fills important gaps in our understanding of the victim services field by collecting detailed information from victim service providers (VSPs) about topics ranging from their services offered, victims served, and gaps in services. BJS is finalizing the survey questions and is asking VSPs to provide feedback on the questions, survey instructions, and answer choices to ensure they are easily understood and answerable.

*What you need to know:*

- BJS, with support from ICF International, Inc., is inviting 50 VSPs to participate in this research. BJS needs a wide range of perspectives – VSPs of all types and sizes are welcome!
- The interview will last one hour and will be conducted virtually. ICF researchers will schedule the interviews in [MONTH] and [MONTH] at times that are convenient for you.
- You will receive a \$50 electronic cash card at the completion of the interview to thank you for contributing to this research.
- Your interview will be confidential, and the only personal information BJS will collect about you is your name and contact information for scheduling purposes. The information you share will only be shared with BJS staff to help improve the survey questions. BJS will not publish your name or share your specific responses with grant makers, and your participation will not impact any current or future funding decisions. BJS is authorized to conduct this data collection under Title 34 United States Code, Section 10132.

Visit this link to express your interest in participating in these interviews: [LINK TO INTEREST FORM]. BJS hopes you will participate and help shape this upcoming data collection on the victim service field!

Thank you,

[SENDER NAME]

## Cognitive Interview Social Media Recruitment Post

*Note: national and regional VSP associations will be provided with this text and image and asked to post it to their social media account(s).*

---

📣 **Calling all victim service providers!** 📣

**We need YOU to help the Bureau of Justice Statistics improve the National Survey of Victim Service Providers!**

💡 The Bureau of Justice Statistics (BJS) is seeking volunteers to participate in interviews to help shape the questions for the upcoming National Survey of Victim Service Providers (NSVSP). The NSVSP fills important gaps in our understanding of the victim services field by collecting detailed information from victim service providers (VSPs) about topics ranging from their services offered, victims served, and gaps in services.

💡 Your feedback will be used to make the upcoming 2026 NSVSP easier to complete.

💡 You will receive a \$50 electronic cash card at the completion of the interview to thank you for contributing to this research.

💡 Your interview will be confidential, and the only personal information BJS will collect about you is your name and contact information for scheduling purposes. The information you share will only be shared with BJS staff to help improve the survey questions. BJS will not publish your name or share your specific responses with grant makers, and your participation will not impact any current or future funding decisions. BJS is authorized to conduct this data collection under Title 34 United States Code, Section 10132.

**Sign up to participate in a 60-minute, virtual interview here:** [\[LINK TO INTEREST FORM\]](#)



NATIONAL SURVEY OF VICTIM SERVICE PROVIDERS

## Cognitive Interview Invitation Email

*Note: this email will be sent to individuals who complete the cognitive interview interest form and meet the eligibility criteria for participating in the interviews.*

---

Subject Line: Response Requested: Research Project with the Bureau of Justice Statistics

Dear [NAME],

Thank you for your interest in helping the Bureau of Justice Statistics (BJS) refine the upcoming National Survey of Victim Service Providers (NSVSP)!

Are you available at [INSERT DATE AND TIME/TIME ZONE] to complete the 60-minute, virtual interview? As a reminder, this confidential interview will be held via Microsoft Teams, where you will be asked for your impressions and opinions about several potential NSVSP questions. You will receive a \$50 electronic cash card at the completion of the interview to thank you for contributing to this research.

Please let me know if you are still interested and available, and I will follow up with next steps.

Thank you!

[NAME OF ICF INTERVIEWER]

## Cognitive Interview Outlook Calendar Invitation

*Note: the following text and attachments will be included in the Outlook calendar invitation message once the interview has been scheduled.*

---

Dear [NAME],

Thank you for agreeing to help us improve the questionnaire for the upcoming 2026 National Survey of Victim Service Providers, conducted by the Bureau of Justice Statistics. You are confirmed for the 60-minute, virtual interview on [DATE] at [TIME AND TIME ZONE]. Please see below for the Microsoft Teams information needed to access the interview.

Before your interview, please complete the following two tasks:

1. Review, sign, and return the consent form (attached).
2. Review the questions in the draft survey questionnaire (attached). Please think about what the questions are asking for, how easy or difficult they would be for you to answer them, or what information you would need in order to answer them. We will discuss each question during the interview. You do not need to complete these survey questions in advance of the interview.

Your interview will be confidential. Please join the Teams meeting using a desktop or laptop computer (not a mobile device) because we will share screens during the interview. After the interview, you will receive a \$50 electronic cash card as a thank you for providing your valuable time and opinions.

If you have any questions or need to reschedule your interview, please contact [NAME] at [EMAIL] or [PHONE].

Thank you again for your support of this research, and we look forward to speaking with you soon!

Sincerely,

[NAME OF ICF INTERVIEWER]

[AUTOMATICALLY GENERATED MICROSOFT TEAMS INFORMATION]

## Cognitive Interview Reminder Email

*Note: this email will be sent approximately 24 hours before the scheduled interview.*

---

Subject Line: Reminder: Tomorrow's Interview about the National Survey of Victim Service Providers

Dear [NAME],

We are looking forward to speaking with you tomorrow, [DATE] at [TIME AND TIME ZONE] to get your feedback on the upcoming 2026 National Survey of Victim Service Providers, conducted by the Bureau of Justice Statistics.

If you have not already, please review, sign, and return the consent form and review the questions in the draft survey questionnaire. These materials were attached to the Outlook calendar invite we recently sent you, which also contains the Microsoft Teams information needed to access the 60-minute, virtual interview.

If you have any questions or need to reschedule your interview, please let me know.

Thank you again for your support of this research, and we look forward to speaking with you soon!

Sincerely,

[NAME OF ICF INTERVIEWER]

## Cognitive Interview Thank you/Incentive Email

*Note: this email will be sent approximately 24 hours after the interview is completed.*

---

Subject Line: Thank you for providing your feedback on the National Survey of Victim Service Providers!

Dear [NAME],

Thank you for participating in the research to improve the upcoming 2026 National Survey of Victim Service Providers (NSVSP)! Your feedback is invaluable and will help improve the clarity of questions on 2026 NSVSP. Please see below for information on how to access and redeem your \$50 incentive.

[CASH CARD INFORMATION]

If you have any questions, please respond to this email or contact me at [NUMBER].

Thank you for your time!

[NAME OF ICF INTERVIEWER]

## Attachment D: Cognitive Interview Interest Form

## BJS NSVSP Cognitive Interview Interest Form

### Introductory text:

**INTRO1.** Thank you for your interest in participating in research that will help improve the upcoming 2026 National Survey of Victim Service Providers (NSVSP). Please answer the following questions to determine if you qualify to help with improving the NSVSP.

BJS is authorized to conduct this research under Title 34 United States Code, Section 10132. By law, we will only use the information you provide for statistical or research purposes and will keep your private information confidential. The OMB Control Number for this information collection is 1121-0339 (approval expires 01/31/2028).

### Technology

1. Will you have access to a computer with internet connection during this time? *Note: The interview cannot be conducted via a mobile device because participants must be able to view a shared screen. The interviewer will share screens with you through Microsoft Teams so you can see the survey questions.*

- ☐ Yes
- ☐ No

[If yes]

1a. Does the computer have a webcam or built-in camera you can turn on during the interview?

- ☐ Yes
- ☐ No

### Victim Service Provider (VSP) Details

2. Has your organization provided services to victims or survivors of crime or abuse through specific program(s) or designated staff in the past six months?

- ☐ Yes
- ☐ No

[If no]

**DIS.** Disqualification statement: Thank you for your interest in helping BJS develop the NSVSP. Unfortunately, your organization does not meet the criteria for the study at this time.

[If yes]

**INTRO2.** The next few questions will help the research team include a wide variety of organization types and ensure that we receive different VSP perspectives.

3. Which of the following best describes how your organization is structured to provide services to victims of crime or abuse?

- ☐ The victim services program(s) is one component of the larger organization's activities *(for example, victim services program functions within a hospital, university, community center, multiservice agency, law enforcement agency, or prosecutor's office)*
- ☐ The primary function of the organization as a whole is to provide services or programming for victims of crime

4. Which of the following best describes your organization? *Select one response.*

- ☐ Tribal government, tribal coalition, or other tribal organization
- ☐ Campus organization or other educational institution *(public or private)*
- ☐ Hospital, medical, or emergency facility *(public or private)*
- ☐ Government agency
- ☐ Nonprofit organization or faith-based organization *(501(c)(3) status)*
- ☐ For-profit organization
- ☐ Informal organization *(for example, some other type of program or group, not formally part of an organization, registered nonprofit, or business; independent survivor advocacy and support groups; volunteer, grassroots, or survivor network)*

5. What is the name of the organization you work for? [Open text box]

6. Some organizations have multiple sites providing victim services that are part of a larger umbrella organization (such as branch offices, satellite locations, chapters, or field offices; this does NOT refer to staff working from home or hybrid.)

Please select the most appropriate description of your victim service organization.

- ☐ Organization operating through one single site
- ☐ Organization operating through multiple sites *(e.g., branch or satellite locations, chapters, or field offices)*

7. Approximately how many full-time or part-time paid staff members does your organization employ?

- ☐ None
- ☐ 1-3
- ☐ 4-10
- ☐ 10+

8. Over the past three years, has your organization utilized federal funding to provide victim services?

- ☐ Yes
- ☐ No

9. Which of the following case management systems does your organization use? *Select all that apply.*

- ☐ Apricot by Social Solutions
- ☐ CaseWorthy
- ☐ ClientTrack
- ☐ Clio
- ☐ ETO (Efforts to Outcomes)
- ☐ Epic Systems
- ☐ EmpowerDB
- ☐ LegalServer
- ☐ MyCase
- ☐ Oracle Cerner
- ☐ Osnium
- ☐ Salesforce-based system
- ☐ PeerPlace
- ☐ A system developed in-house
- ☐ Other (*Please specify*): [TEXT BOX]
- ☐ My organization does not use a case management system

**INTRO3.** Thank you for providing information about your organization. The following questions will help with scheduling the interview.

10. What is your time zone?

- ☐ Eastern
- ☐ Central
- ☐ Mountain
- ☐ Pacific Alaska
- ☐ Hawaii-Aleutian

11. During a typical week, on which days and times are you available to participate in a 60-minute interview?

	9 am – 12 pm	12 pm – 3pm	3 pm – 6 pm
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Please provide the following contact information. If you are selected to participate in an interview, the research team will use this information for scheduling purposes.

**NAME** *Required*

First name: [Open text box]

Last name: [Open text box]

**PHONE NUMBER** *Required*

[Text box with phone number format verification]

**EMAIL ADDRESS** *Required*

[Text box with email format verification]

**TITLE**

[Open text box]

**Which of the following best describes your primary role at your organization?** *Required*

- ☐ Executive Director
- ☐ Case Manager
- ☐ Direct Service Delivery/Front Line Staff
- ☐ Management/Administrative Staff
- ☐ Other (please specify)

Thank you! If selected to participate, we will contact you by email to confirm your interview.

## Attachment E: Cognitive Interview Consent Form

# Cognitive Interview Consent Form



## **STUDY INTRODUCTION:**

The Bureau of Justice Statistics (BJS) is conducting a short study to evaluate the quality of survey questions for its upcoming 2026 National Survey of Victim Service Providers (NSVSP) data collection. BJS routinely conducts research on how to collect information to produce the best statistics possible. You are invited to take part in this study, which will help BJS understand respondents' experiences with questions on the upcoming 2026 NSVSP. BJS's goal is to get feedback to ensure the questions, instructions, and answer choices are as clear as possible. If you agree to participate, you will be asked to review and provide feedback about survey questions during a confidential interview. ICF International, Inc., will work under BJS's direction to administer the interviews.

## **DESCRIPTION OF THE STUDY:**

The NSVSP fills important gaps in our understanding of the victim services field by collecting detailed information from victim service providers (VSPs) about topics ranging from their services offered, victims served, and gaps in services. The interview will be conducted by a staff member from ICF on behalf of BJS. You will connect with the interviewer via Microsoft Teams for a virtual interview using a laptop or desktop computer. You can keep your web camera on or opt to turn it off during the interview. Together with the interviewer, you will review the survey questions via a series of PowerPoint slides that contain the survey questions and response categories and discuss your experience with the questions. The interviewer will ask questions to get your feedback on the clarity of the questions, the availability of data to answer the questions, and your recommendations for improving the questions. Another project team member may join the interview to observe and/or take notes. The interview will take no more than 60 minutes. You will receive \$50 at the completion of the interview to thank you for contributing to this research.

The interviewer will not ask you any sensitive questions or ask you to share private information about yourself. You will be asked to provide your name and contact information, which BJS will use only for scheduling purposes. We will not publish your name or the name of your agency in any reports. Your responses will help BJS finalize the questions that will be fielded on the 2026 NSVSP.

We would like your permission to record the interview, both what you say and what is on the screen while you are being interviewed. If you decline to be recorded, you can still participate in the study. Only the people who work on this study will have access to the recording, which will be used to ensure that we have understood your feedback when we are writing the results. If you agree to allow us to record, we will keep a copy of the recording until the end of the study, and then we will delete it. The

project team will not discuss or share information specific to any participant or organization outside of the project team.

**POSSIBLE RISKS OR DISCOMFORTS:**

The interview questions will not be personal in nature. There are no anticipated risks or discomforts to participating in the study.

**BENEFITS:**

You will not receive any direct benefits from completing this interview. However, we hope you will participate because your answers will help BJS improve its survey collection methods so that we can produce the best statistics possible.

**VOLUNTARY PARTICIPATION:**

Your participation is completely voluntary. There are no penalties for not participating. You may skip any questions you do not want to answer or stop the interview at any time.

**AUTHORITY AND CONFIDENTIALITY:**

BJS is authorized to conduct this study under Title 34 United States Code (U.S.C.) Section 10132(c)(12). BJS and ICF may only use the data we collect for statistical or research purposes, and we are required by Federal law to protect your privacy and confidentiality. BJS and ICF will use secure systems to store and manage your personally identifiable information. It is a crime for anyone on the project team to use or share your information in a way that breaks Federal law.

The information you provide will be combined with the responses from other VSPs and summarized. Quotes from the interview may be used in reporting as needed, but not associated with your name, personal information, or organization. We will ask for your permission before including a quote from you.

This study has been approved by the Office of Management and Budget (OMB). The eight-digit OMB number, 1121-0339, confirms this approval and expires on 01/31/2028. Without this approval, we could not conduct this study.

**CONTACTS FOR QUESTIONS:**

You may ask the interviewer questions during your interview. You may also send comments or questions about this study or any other aspect of the survey, including suggestions for reducing the time it takes to complete the survey, to [Support@NSVSP.com](mailto:Support@NSVSP.com).

Please indicate your responses to the questions below and sign this form to indicate whether you agree to participate in the interview and whether you allow us to record what you say and the screen (audio and video). As a reminder, you can participate in the study without giving permission to record the interview.

*Please select the appropriate options below to indicate your consent to participate:*

- ☐ I have read the above, understand that my participation is voluntary, and I agree to participate.
- ☐ I do not agree to participate in this study.

*Please select the appropriate option below to indicate your consent to record this interview:*

- ☐ I agree for this interview to be audio and video recorded.
- ☐ I do not agree for this interview to be audio and video recorded.

---

Signature of participant

---

Date

---

[FOR ICF INTERVIEWER TO COMPLETE]

I have explained this study to and answered questions of the above signed respondent.

---

Signature of team member obtaining consent

---

Date

---

Printed name of team member obtaining consent

## Attachment F: Usability Testing Recruitment Communication Materials

## Usability Testing Invitation Email

*Note: this email will be sent to individuals who indicated in their cognitive interview that they would be interested in participating in a usability testing interview.*

---

Subject Line: Response Requested: Research Project with the Bureau of Justice Statistics

Dear [NAME],

During the cognitive interview you recently participated in to help the Bureau of Justice Statistics (BJS) refine the upcoming National Survey of Victim Service Providers (NSVSP), you indicated your interest in participating in a separate usability testing interview. Thanks to the feedback and insights you provided during the cognitive interview, the 2026 NSVSP web instrument has been programmed, and we are ready to test its functionality.

Are you available at [INSERT DATE AND TIME/TIME ZONE] to complete a 60-minute, virtual usability testing interview? As a reminder, this confidential interview will be held via Microsoft Teams, where you will be asked to complete the 2026 NSVSP instrument with a trained interviewer and help us identify any issues with navigating the survey or entering data. You will receive a \$50 electronic cash card at the completion of the interview to thank you for contributing to this research.

Please let me know if you are still interested and available, and I will follow up with next steps.

Thank you!

[NAME OF ICF INTERVIEWER]

## Usability Testing Outlook Calendar Invitation

*Note: the following text and attachments will be included in the Outlook calendar invitation message once the interview has been scheduled.*

---

Dear [NAME],

Thank you for agreeing to help us improve the web survey functionality of the 2026 National Survey of Victim Service Providers, conducted by the Bureau of Justice Statistics. You are confirmed for the 60-minute, virtual interview on [DATE] at [TIME AND TIME ZONE]. Please see below for the Microsoft Teams information needed to access the interview.

Before your interview, please review, sign, and return the consent form (attached). During the interview, you will be asked to share your computer screen and complete the 2026 NSVSP web survey with a trained interviewer. Your interview will be confidential. Please join the Teams meeting using a desktop or laptop computer (not a mobile device) so that you can share your screen. After the interview, you will receive a \$50 electronic cash card as a thank you for providing your valuable time and opinions.

If you have any questions or need to reschedule your interview, please contact [NAME] at [EMAIL] or [PHONE].

Thank you again for your support of this research, and we look forward to speaking with you soon!

Sincerely,

[NAME OF ICF INTERVIEWER]

[AUTOMATICALLY GENERATED MICROSOFT TEAMS INFORMATION]

## Usability Testing Reminder Email

*Note: this email will be sent approximately 24 hours before the scheduled interview.*

---

Subject Line: Reminder: Tomorrow's Interview about the National Survey of Victim Service Providers

Dear [NAME],

We are looking forward to speaking with you tomorrow, [DATE] at [TIME AND TIME ZONE] to get your feedback on the web survey for the upcoming 2026 National Survey of Victim Service Providers, conducted by the Bureau of Justice Statistics.

If you have not already, please review, sign, and return the consent form. This form was attached to the Outlook calendar invite we recently sent you, which also contains the Microsoft Teams information needed to access the 60-minute, virtual interview.

If you have any questions or need to reschedule your interview, please let me know.

Thank you again for your support of this research, and we look forward to speaking with you soon!

Sincerely,

[NAME OF ICF INTERVIEWER]

## Usability Testing Thank you/Incentive Email

*Note: this email will be sent approximately 24 hours after the interview is completed.*

---

Subject Line: Thank you for providing your feedback on the National Survey of Victim Service Providers!

Dear [NAME],

Thank you for participating in the research to improve the upcoming 2026 National Survey of Victim Service Providers (NSVSP)! Your feedback is invaluable and will help improve the functionality of the web survey. Please see below for information on how to access and redeem your \$50 incentive.

[CASH CARD INFORMATION]

If you have any questions, please respond to this email or contact me at [NUMBER].

Thank you for your time!

[NAME OF ICF INTERVIEWER]

## Attachment G: Usability Testing Protocol

# Moderator Script

## Introductions

- Hello! My name is [insert name] and I'm a survey researcher at ICF. So nice to meet you and glad you are able to join this interview today. I also want to introduce [insert names(s)] who is here on the call to help observe and take notes.
- Before we get started, can I confirm that you are [insert name] from [VSP name]?
  - If relevant, confirm any information from the screener that will be needed or helpful context (such as their VSP type) prior to beginning the usability interview.
- Is this still a good time for you? I'll remind you that this interview will be up to 60 minutes and I will need you to share your screen with me while we go through the interview. Please turn off incoming notifications on your computer so that I do not see them.
- Just before this meeting, I sent you an e-mail with a link to the 2026 NSVSP web survey. Did you receive that e-mail and can you open it?

***<If the respondent has already returned the consent form, ask if they have any questions. If the respondent has not returned the consent form, read through the consent form with the respondent, ask if they have any questions, and confirm their willingness to participate.>***

*Here's how the interview works:*

- I will ask you to complete the survey, as you normally would if you were to receive an invitation.
- As you navigate the survey, we are interested in your experience with its functionality.
- We will observe your interactions and may ask questions about your experience as you go through the survey. There are certain points that we may pause and ask you some follow-up questions.
- If something comes to mind, whether positive or negative, please share with me. And feel free to ask questions and share thoughts/feedback anytime.
- Remember that this is not a test – we're trying to get your honest opinions so we can make this survey better for future users.
- There are no wrong answers. If anything seems confusing, there's a good chance it's something we need to improve.

## 2026 NSVSP

### Accessing 2026 NSVSP

- Now I'm going to ask you to begin sharing your screen with the invitation e-mail open. We are planning to send the text you will read to future respondents in the form of a letter.

[WAIT FOR PARTICIPANT TO SHARE]

Now please read the letter text.

[WAIT FOR PARTICIPANT TO READ INVITATION LETTER TEXT]

*Probes, to be used as relevant/as needed and as time allows:*

- Based on the information in this letter, what would you do next?
  - [IF NEEDED] Would you be more likely to take the survey on your computer using the URL provided or would you use the QR code to complete it on your phone or a tablet?
- How easy or difficult is it for you to find the information you need to proceed?
- Please show me how you would get to the survey on this computer.

[WAIT FOR PARTICIPANT TO READ LOG IN TO SURVEY]

- *Observe if participant struggles to identify the URL or type it into their browser. Assist, as necessary.*
- *Observe if the participant struggles to find and use their organization code (available in the letter).*

Let's pause here at the first screen with the login field.

*Probes, to be used as relevant/as needed and as time allows:*

- What is your overall impression of this screen?
- What do you find most useful on this screen?
- Is there any content or features that are not useful?
- What was the first thing you saw or noticed?

### Completing 2026 NSVSP

Next, I would like to understand your experience completing the survey. I'm interested in your experience navigating through the questions, the visual layout and organization of questions, and the overall design of survey.

As you complete the survey, please take it as you normally would, but consider how easy the web system is for you to use. For example, how easy or difficult is it to input your responses, is the layout user-friendly, are you able to find what you need to navigate through the questionnaire?

Please go ahead and enter your organization code and begin the survey. As you work through the survey, I may ask you to pause occasionally to provide feedback. If you encounter any issues or have thoughts about the functionality, please share them with me.

### *Pre-survey Information and Instructions*

#### Items of Interest<sup>1</sup>:

- Ease of finding definitions
- Intuitiveness of Frequently Asked Questions (FAQs) layout
- Overall level of effort to advance the survey

Script:

[WAIT FOR PARTICIPANT TO READ LOG IN TO SURVEY]

*Probes, to be used as relevant/as needed and as time allows:*

- How do you feel about the overall design and layout of this pre-survey information?
- Do you find the screen cluttered, or is it well-organized?
- Is the formatting of the information clear and user-friendly?
- Did you know where to look for the information you needed? Were these things where you expected them to be?
  - Can you easily find the definitions and instructions provided?
  - Are the Frequently Asked Questions (FAQs) easy to find?
- Is the amount of information provided here too much, too little, or just about right?
- Is there anything you would change to improve the usability of this section?

Please continue. You may proceed through the first section and I will ask you to pause after the last question in the section.

*Section A: About Your Organization*

Items of Interest:

- Test participant understanding about “back button” functionality
- Usability of the reference period questions and date formats

Script:

[WAIT FOR PARTICIPANT TO COMPLETE SECTION. PAUSE AFTER PARTICIPANT ANSWERS A12/A12a.]

*Probes, to be used as relevant/as needed and as time allows:*

- If you need to change an answer to the previous question, can you show me how you would do that?
  - Is the “back button” functionality intuitive and easy to use?
- How comfortable were you inputting responses and navigating through the questions in this section?
  - Was it clear when you were supposed to select one answer, multiple answers, or give an open-ended response? How could you tell?
- How easy or difficult was it for you to input the start date of your fiscal year in item A12a?
- Is there anything you would change to improve how user-friendly this section was?

Thank you. Now I'll ask you to go to the next screen and I'll ask you to pause after you have completed that section.

### *Section B: Victims Served*

#### Items of Interest:

##### Instructions

- Visibility of the “reference period” instructions.
- Recognition and use of “this is an estimate” response options.

#### Script:

[WAIT FOR PARTICIPANT TO COMPLETE SECTION. PAUSE AFTER PARTICIPANT ANSWERS B3.]

*Probes, to be used as relevant/as needed and as time allows:*

- Did you notice the instruction at the beginning of this section that asked you to focus on a particular time frame when answering these questions?
  - *[If needed, ask participant to navigate back to beginning of Section B]* Where on this screen do you see information about the timeframe? What do you think of this location?
- Did you notice the “this is an estimate” box to the right of some of these questions?
  - Was the placement intuitive? Did you consider checking that box?
- How would you describe your overall experience with the survey so far?
- Are there any specific elements that you found particularly helpful or confusing?

Please continue. You may proceed through the next section and I’ll ask you to pause once you reach the end.

### *Section C: Crime and Abuse Types*

#### Items of Interest:

- Clarity and distinction between various tables (i.e., focus on youth, adults, etc.)
- User reactions to tables formatting and guidance for responses
- User completeness in selecting “yes” and “no” responses

#### Script:

[WAIT FOR PARTICIPANT TO COMPLETE SECTION. PAUSE AFTER PARTICIPANT ANSWERS C4.]

*Probes, to be used as relevant/as needed and as time allows:*

- How comfortable were you navigating and answering questions in this section?
- What did you think of the layout and organization of the questions/tables?
  - What did you notice about each table? Was there anything about the design that was helpful? Not helpful?
- Was it clear how you were supposed to respond to each question?

- [If relevant] I noticed you skipped some rows. Can you tell me why?
- Was the yes/no format easy to use?
- Is there anything you would change to improve this section?

Thank you, please go ahead and continue onto the next section, I will ask you to pause after the last question in the section.

### *Section D: Victim Characteristics*

#### Items of Interest:

- Use of select all that apply versus yes/no formats.
- Use of not sure / don't track response options.

#### Script:

[WAIT FOR PARTICIPANT TO COMPLETE SECTION. PAUSE AFTER PARTICIPANT ANSWERS D4.]

#### *Probes, to be used as relevant/as needed and as time allows:*

- How comfortable were you navigating and answering questions in this section?
- Was it clear how you were supposed to respond to each question?
  - What did you notice about the first three questions compared to the question that is on screen now (D4)?
  - Was one format easier to use than the other?
- Do you know how to indicate if this type of data is not available? Where would you click for that? Were these options easy to find?
- Is there anything on this page/section that doesn't work as expected?
- Is there anything you would change to make this section more user-friendly?

Thank you. Now please go to the next screen and begin completing Section E. I'll let you know when I would like you to pause.

### *Section E: Services for Victims*

#### Items of Interest:

- Clarity and distinction between various tables (i.e., information/referral, financial, etc.)
- User reactions to tables formatting and guidance for responses
- User completeness in selecting "yes" and "no" responses, select up to five responses, select-all items, and single-select items
- Functionality and ease of selecting five most common types of direct services provided
- User sense of burden

Script:

[PAUSE AFTER PARTICIPANT ANSWERS E6.]

*Probes, to be used as relevant/as needed and as time allows:*

- What did you think of the layout and organization of the questions/tables?
  - What did you notice about each table? Was there anything about the design that was helpful? Not helpful?
  - What did you notice about the headers? Were they intuitive?
- Did you encounter any frustration while completing these items?

Please move on to the next question. I'll ask for some feedback on it while you go through it.

[HAVE PARTICIPANT NAVIGATE TO E7. OBSERVE HOW THEY INTERACT WITH THE DROPDOWN.]

*Probes, to be used as relevant/as needed and as time allows:*

- How was your experience using the dropdown list?
- Did the dropdown list function as expected?
- Was it clear that you needed to select five items from the dropdown list?
- Were you able to easily find and select the items you needed? What would make it easier?
- Did you encounter any issues while making your selections?

Please continue. I will ask you to pause again after the last question in the section.

[WAIT FOR PARTICIPANT TO COMPLETE SECTION. PAUSE AFTER PARTICIPANT ANSWERS E17.]

*Probes, to be used as relevant/as needed and as time allows:*

- How did you find navigating and responding to questions in this section?
- Was it clear when a question needed one response selected versus when you could select more than one?
  - How could you tell? What stood out to you?
- How do you feel about the length of this section? *Probe how they are feeling (tired, OK, etc.)*
- How would you describe your overall experience with the survey so far?
- Are there any specific elements that you found particularly helpful or confusing?

Thank you. Now please go to the next screen and begin this section. I'll let you know when I'd like you to pause.

### *Section F: Staffing and Resources*

#### Items of Interest:

- Functionality and user-friendliness of staffing and training grids

#### Script:

[WAIT FOR PARTICIPANT TO COMPLETE F3. OBSERVE HOW THEY INTERACT WITH THE GRID IN PARTICULAR.]

*Probes, to be used as relevant/as needed and as time allows:*

- Did you notice the “this is an estimate” box to the right of some of these questions?
  - Was the placement intuitive? Did you consider checking that box?
- How easy or difficult was it to navigate and complete the grid in this section?
- Did you encounter any issues while making your selections or entering your data?
- Did the grid function as expected?
- Were you able to easily find and select the appropriate responses?
- Was there anything that stood out, good or bad, that impacted your ability to navigate these questions?
  - What did you notice about the headers? What about the category labels? Were they intuitive?

Thank you. Now please proceed and I’ll ask you to pause after you have begun the next section.

### *Section G: Mass Violence*

#### Items of Interest:

- Ease of finding definitions
- User behavior with select-all responses
- Use of exclusive “none” or “not sure” choices
- User behavior with “other, please specify” choices

#### Script:

[WAIT FOR PARTICIPANT TO ANSWER G1.]

*Probes, to be used as relevant/as needed and as time allows:*

- Did you notice the definition provided in this section?
  - Where was it located? Did its placement stand out to you or did you overlook it?
- Could the placement or layout of the definition be improved?

Please continue. I will ask you to pause again at the end of this section.

[WAIT FOR PARTICIPANT TO PROCEED. PAUSE AFTER PARTICIPANT ANSWERS G5.]

*Probes, to be used as relevant/as needed and as time allows:*

- Was there anything that stood out to you when you were completing this section?
- Are there any specific elements that you found particularly helpful or confusing?
- How comfortable were you inputting responses and navigating through the questions in this section?
  - Was it clear when you were supposed to select one answer, multiple answers, or give an open-ended response? How could you tell?
  - Did you find the size of the text boxes provided sufficient for your responses?
- If a question didn't apply to you or you didn't know the answer, how easy was it for you locate the correct answer?
  - How could the visibility of the options be enhanced?

Before you submit your responses, I have some additional questions for you.

### 2026 NSVSP Usability Review

*Probes, to be used as relevant/as needed and as time allows:*

- Now that you are finished, how would you describe your overall experience of completing the survey?
  - Was there anything about navigating the survey that was confusing or challenging?
  - What did you find positive about the survey experience?
- What did you think of the layout and how the questions were organized?
  - Was it intuitive and easy to follow?
- Was there anything you noticed about the formatting of the survey questions that helped you understand and complete the questions efficiently?
  - Anything that got in the way of doing so?
- What did you think of the length of the survey?
  - Too long, too short, or just right?
  - Did the length affect your engagement or focus?
- Was there ever a point that you considered pausing or stopping the survey?
  - [If yes] When? Why?
- Were there any specific technical issues or difficulties you encountered that we have not yet discussed?
- Are there specific elements you would enhance to make the survey more user-friendly?
  - What if anything would you change?

Thank you. Please go ahead and submit your responses.

## Closing Feedback

Is there anything I haven't asked about that you would like to share? **[Allow for additional comments or feedback]**

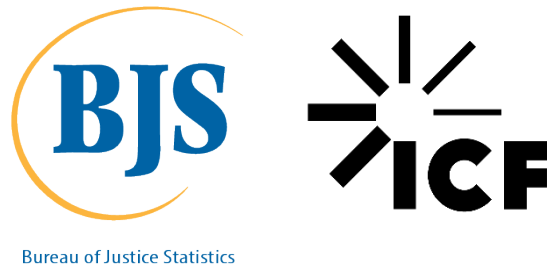
Thank you. I'd like to pause and ask [notetaker] if they have any questions for you. **[Wait for notetaker to respond]**

Thank you so much for your time – your feedback will help inform improvements to this survey. An ICF team member will be reaching out in about 24 hours with information about how to redeem your \$50 incentive for participating in this interview.

Have a great rest of your day!

## Attachment H: Usability Testing Consent Form

# Usability Testing Consent Form



## **STUDY INTRODUCTION:**

The Bureau of Justice Statistics (BJS) is conducting a short study to evaluate its survey platform and web survey for its upcoming 2026 National Survey of Victim Service Providers (NSVSP) data collection. BJS routinely conducts research on how to collect information to produce the best statistics possible. You are invited to take part in this study, which will help BJS understand respondents' experiences with the survey platform and web survey that will be used for the upcoming 2026 NSVSP. BJS's goal is to get feedback to ensure that respondents can easily navigate through the web survey and submit their responses. If you agree to participate, you will be asked to complete the web survey and discuss your experience navigating through the survey during a confidential interview. During this time, you will be asked about any technical issues you may have encountered while answering questions or advancing through the survey. ICF International, Inc., will work under BJS's direction to administer the interviews.

## **DESCRIPTION OF THE STUDY:**

The NSVSP fills important gaps in our understanding of the victim services field by collecting detailed information from victim service providers (VSPs) about topics ranging from their services offered, victims served, and gaps in services. The interview will be conducted by a staff member from ICF on behalf of BJS. You will connect with the interviewer via Microsoft Teams for a virtual interview using a laptop or desktop computer. You can keep your web camera on or opt to turn it off during the interview. Together with the interviewer, you will review the web survey shared on your screen and will be asked whether you experienced technical issues with the survey such as issues opening it, selecting more than one response option, or coming back to where you left off. Another project team member may join the interview to observe and/or take notes. The interview will take no more than 60 minutes. You will receive \$50 at the completion of the interview to thank you for contributing to this research.

The interviewer will not ask you any sensitive questions or ask you to share private information about yourself. You will be asked to provide your name and contact information, which BJS will use only for scheduling purposes. We will not publish your name or the name of your agency in any reports. Your responses will help BJS fix any technical issues with the web survey before it is used for the 2026 NSVSP.

We would like your permission to record the interview, both what you say and what is on your screen while you are being interviewed. If you decline to be recorded, you can still participate in the study. Only the people who work on this study will have access to the recording, which will be used to ensure that we have understood your feedback when we are writing the results. If you agree to allow us to record, we will keep a copy of the recording until the end of the study, and then we will delete it. The project team will not discuss or share information specific to any participant or organization outside of the project team.

**POSSIBLE RISKS OR DISCOMFORTS:**

The interview questions will not be personal in nature. There are no anticipated risks or discomforts to participating in the study.

**BENEFITS:**

You will not receive any direct benefits from completing this interview. However, we hope you will participate because your answers will help BJS improve its survey collection methods so that we can produce the best statistics possible.

**VOLUNTARY PARTICIPATION:**

Your participation is completely voluntary. There are no penalties for not participating. You may skip any questions you do not want to answer or stop the interview at any time.

**AUTHORITY AND CONFIDENTIALITY:**

BJS is authorized to conduct this study under Title 34 United States Code (U.S.C.) Section 10132(c)(12). BJS and ICF may only use the data we collect for statistical or research purposes, and we are required by Federal law to protect your privacy and confidentiality. BJS and ICF will use secure systems to store and manage your personally identifiable information. It is a crime for anyone on the project team to use or share your information in a way that breaks Federal law.

The information you provide will be combined with the responses from other VSPs and summarized. Quotes from the interview may be used in reporting as needed, but not associated with your name, personal information, or organization. We will ask for your permission before including a quote from you.

This study has been approved by the Office of Management and Budget (OMB). The eight-digit OMB number, 1121-0339, confirms this approval and expires on 01/31/28. Without this approval, we could not conduct this study.

**CONTACTS FOR QUESTIONS:**

You may ask the interviewer questions during your interview. You may also send comments or questions about this study or any other aspect of the survey, including suggestions for reducing the time it takes to complete the survey, to [Support@NSVSP.com](mailto:Support@NSVSP.com).

Please indicate your responses to the questions below and sign this form to indicate whether you agree to participate in the interview and whether you allow us to record what you say and your screen (audio and video). As a reminder, you can participate in the study without giving permission to record the interview.

*Please select the appropriate options below to indicate your consent to participate:*

- ☐ I have read the above, understand that my participation is voluntary, and I agree to participate.
- ☐ I do not agree to participate in this study.

*Please select the appropriate option below to indicate your consent to record this interview:*

- ☐ I agree to audio, video, and screen recording for this interview.
- ☐ I do not agree to audio, video, and screen recording for this interview.

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Signature of participant

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Date

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[FOR ICF INTERVIEWER TO COMPLETE]

I have explained this study to and answered questions of the above signed respondent.

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Signature of team member obtaining consent

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Date

---

Printed name of team member obtaining consent

## Attachment I: IRB Certification

**From:** IRBManager on behalf of ICF IRB Office <no-reply@icf.my.irbmanager.com>  
**Sent:** Sunday, June 29, 2025 3:46 PM  
**To:** Harper, Kathryn <Kathryn.Harper@icf.com>; Cosby, Anne <Anne.Cosby@icf.com>  
**Subject:** Notification of 2026 National Survey of Victim Service Providers- Cognitive and Usability Testing and Frame Confirmation Questionnaire Final IRB Determination - NHSR

Dear Kathryn Harper,

ICF's IRB has reviewed the project information form and supporting materials submitted as part of the 2026 National Survey of Victim Service Providers- Cognitive and Usability Testing and Frame Confirmation Questionnaire and determined that the activities described are **Not Human Subjects Research (NHSR)**.

Date: 06/29/2025

Project Director: Kathryn Harper

Project Title: 2026 National Survey of Victim Service Providers- Cognitive and Usability Testing and Frame Confirmation Questionnaire

Project IRB Number: 2025-078

Type of Review: New Expedited

IRB Determination: **Not Human Subjects Research (NHSR)\***

Comments from IRB Chair: No answer provided.

\*Note: Although your study was determined to be NHSR, you must report all adverse events and unanticipated problems to the IRB.

\*\*Note that changes to your project activities may alter the NHSR determination. Contact the IRB prior to implementing any changes to discuss whether re-review is needed.

If you have any questions regarding this finding, please email [IRB@icf.com](mailto:IRB@icf.com).

Thank you,  
IRB Office