

**VICTIMS OF CRIME ACT (VOCA)
PLANS FOR TRAINING VICTIM SERVICE PROVIDERS IN HAWAII**

Crime Prevention and Justice Assistance Division, (CPJAD)
Hawai`i Department of the Attorney General

Introduction

Hawai`i received more than \$100,000 in training funds through federal Victims of Crime Discretionary Training Grant (VOCA Training Grant), a one-time fund to be expended by June 30, 2018. The focus of the funds was to ensure that Hawai`i's victim service providers were trained and equipped with the necessary skills and knowledge to adequately and responsibly provide services to crime victims in the State.

A portion of the VOCA Training Grant funds was used to conduct a training needs assessment of victim service providers in Hawai`i. The information provided in the training needs assessment included the following:

1. A study of the basic knowledge, skills and abilities needed to provide quality assistance, services and support to crime victims;
2. An assessment of the specific knowledge and skills needed by victim service providers in the State;
3. The identification of the specific deficits or problems facing service providers and the training needed to address the deficits;
4. The identification of the needs of underserved crime victim populations and the training needed to assist those populations.

Training Needs Assessment

On October 24, 2017, the "Needs Assessment for Training of Crime Victim Service Providers in the State of Hawai`i" (Training Needs Assessment) was completed.¹ The Training Needs Assessment was conducted and submitted by Ho`omaluhia, the Hawai`i Branch of Family Violence and Sexual Assault Institute (Ho`omaluhia).

The Training Needs Assessment made short term and long term recommendations for training.

The Short Term Recommendations, from the present until June 30, 2018, include the following:

- Establish a Statewide Interdisciplinary Cooperative Victims of Crime Training Team (Hawai`i State Victim Services Academy – HSVSA);
- Train members and community;
- Establish data tracking and technology; and
- Publicize training opportunities.

¹ The Training Needs Assessment is attached and made a part of this Training Plan.

Additionally, the Training Needs Assessment recommended adopting training on core competencies from Office of Justice Programs, Training and Technical Assistance Center, National Victim Assistance Academy (NVAA),² and services to underserved populations, including LGBTQI, limited English proficient victims, and immigrant populations.

The Long Term Recommendations, from the summer of 2018 forward, include the following:

- Establish a Statewide Interdisciplinary Cooperative Victims Crime Training Team to meet quarterly;
- Identify funding streams to support training efforts for the future, including collaboration grants;
- Continue to work with States Victim Assistance Academy to establish and maintain the Interdisciplinary Training Team;
- Continue to maintain a database to track individuals' progress through trainings.

Plans for Training

Seeking suggestions and comments on the Training Needs Assessment from the victim services provider community in Hawai'i, on November 30, 2017, CPJAD convened a Training Advisory Committee, consisting of government and nonprofit victim service providers statewide. Specifically, CPJAD asked the Training Advisory Committee to 1) review the Training Needs Assessment, and 2) consider Hawai'i's victim service training needs, suggestions for training topics, developing a short-term plan to utilize the VOCA Training Grant funds before the June 30, 2018, and developing a long term training plan.

After vigorous discussion, the Training Advisory Committee reached an agreement and made the following suggestions:

1. Short-Term Goals (until June 30, 2018)

- Utilize the remaining, one-time VOCA training funds to coordinate direct service trainings on topics, prioritized by Training Advisory Committee members as:
 1. Cross-training on victimization types that often intersect, including domestic violence (DV), sex assault, and human trafficking; sex assault of children, physical abuse, and DV/witnessing DV in family) – Priority #3, Primary Unmet Training Needs of Training Needs Assessment
 2. Underserved groups and cultural competency training (LGBTQ, Micronesian or Compact of Free Association nationals, elder abuse, financial crimes, homeless victims of crime, other underserved groups) – Priority #2, Primary Unmet Training Needs of Training Needs Assessment

² The Core Competencies include the following: 1) Advocacy; 2) Assessing Victims' Needs; 3) Trauma Informed care; 4) Collaboration; 5) Confidentiality; 6) Conflict Management and Negotiation; 7) Crisis Intervention; 8) Culture, Diversity, and Inclusivity; 9) Documentation; 10) Problem Solving; 11) Referrals and 12) Self-Care.

3. Vicarious trauma training – Priority #4, Area of Highest Level of Importance to Providers of Training Needs Assessment

- Offer “localized” and in-person trainings. Trainings preferably should be held in six (6) locations statewide: Oahu, Kauai, Molokai, Maui, Big Island – Hilo and Kona, depending on availability of trainers and other logistical limitations.
- Utilize local expertise and resources where available.
- Publicize availability of in-state trainings on the CPJAD website starting in December.
- Ensure agencies have adequate coverage to allow staff to attend trainings.

2. Long-Term Goals

A. Sustainability and Coordination of Training Efforts

- Develop a longer-term strategy to assure that victim services staff have access to comprehensive, high-quality training no matter where they are located in Hawai`i. The strategy should include the following activities:
 - Determine a lead agency or organization to lead efforts.
 - Identify and seek funding source(s).
 - Share information on trainings that are currently available, improve coordination of resources.
 - Collaborate among agencies to fund victim services across different disciplines, creating more interdisciplinary and better informed and trained victim service providers.
 - Offer cross-training among different service providers whenever possible.

B. Core Competencies Training (if funding is available)

- Adopt the NVAA core competencies online training modules (www.ovcttac.gov)
- Require all victim services staff statewide to complete the online core competencies training.
- Provide in-person training on topics where additional hands-on instruction may be needed, such as safety planning.
 - Completion of the online training would be a prerequisite to participating in-person.
- Provide local advanced trainings on specialized topics.
- Provide standardized statewide curriculum in different tracks to accommodate staff with different levels of expertise.

Based on the recommendations from the Training Needs Assessment and as suggested by Training Advisory Committee, CPJAD will proceed to implement Short Term Training and work together with other agencies to discuss Long Term Training.

Appendix

VOCA Training Advisory Committee Members Present at the meeting November 30, 2017:

Leilani Aguon, Survivor, Domestic Violence Action Center	Major Larry Lawson, Honolulu Police Department	Bryson Ponce, Kauai Police Department
Florence Calderon, Department of Human Services	Joanne Loeak, COFA national, Hawaii Immigrant Justice Center at Legal Aid	Adri Ramelli, Sex Abuse Treatment Center
Darlene Du Brall, Hawaii Youth Services Network	Marci Lopes, Domestic Violence Action Center	Robert Rivera, Maui Prosecutors Office, Attorney
Dennis Dunn, Honolulu Prosecutors Victim Advocate	Jasmine Mau Mukai, Children's Justice Center	Jennifer Rose, UH Gender Equity Office
Pam Ferguson Brey, Crime Victim Compensation Commission	Stacy Moniz, Hawai'i State Coalition Against Domestic Violence	Michelle Roeca, University of Hawai'i Gender Equity Office
Renae Hamilton-Cambeilh, Kauai YWCA	Justin Murakami, Sex Abuse Treatment Center	Shantae Williams, Susannah Wesley Community Center

Ho`omaluhia Representatives: Lisa Dunn and Paola Grolli

CPIAD Facilitators: Calleen Ching and Tony Wong

NEEDS ASSESSMENT FOR TRAINING OF CRIME VICTIM SERVICE PROVIDERS IN THE STATE OF HAWAI'I

October 24, 2017



EXECUTIVE SUMMARY

Crime in the state of Hawai'i is of concern because it can have lifelong physical, financial and emotional effects for victims. Despite these grave effects, victims may not seek services or formal support due to various reasons: Shame, fear of not being believed, re-victimization, cultural barriers, or other limitations due to life necessities (i.e., budget, child care, transportation, shelter, etc.).

Research shows that in order to best serve victims of crime, service providers and professionals need to be equipped with proper training in best practices and models for treatment and services. Because victims of crimes vary widely in the type of crime they experience (e.g., rape, sex trafficking, child abuse, property crime), as do their demographics (e.g., children, elderly, LGBTQI, refugees, those with disabilities, indigenous), there is not a comprehensive body of evidence based practices that is readily available and applicable for all services and all victims.

To inform the training needs of service providers of victims of crime, Ho'omaluhia, a Hawai'i - based program of the Family Violence and Sexual Assault Institute, conducted a comprehensive needs assessment in the state of Hawai'i to assess the knowledge and skills of service providers in Hawai'i, identify specific barriers facing service providers, understand the needs of unserved and underserved populations, and develop recommendations for a strategic state-wide training plan. This needs assessment was completed from August to October 2017 and includes results from 104 surveys with service providers, and 16 interviews/focus groups with 49 service providers and victims/survivors for each of the five counties.

Survey participants included individuals from a wide range of organizations from each of the five counties, most often represented by human/social services, education, community based/grassroots, behavioral/mental health, and criminal justice government agencies. These organizations/agencies reported providing a wide range of services to serve various victim populations.

- The topics that service providers identified as being the least confident in included: understanding of public health options for victims of crime; understanding of civil legal options for victims of crime; understanding of criminal justice options for victims of crime; understanding of medical options for victims of crime; knowing the current prevalence, frequency, and facts surrounding victims of crime; and understanding of mental health or behavioral health options for victims of crime.
- The top four barriers organization/agencies face in providing services to victims of crime include: lack of sufficient financial services to meet service demand; lack of interagency collaboration and coordination; lack of sufficient number of staff to meet service demand; and lack of training and educational opportunities.
- The training needs identified as most important include: safety planning; culturally appropriate services; trauma-informed care; compassion fatigue/vicarious trauma; services for those with disabilities; services for immigrant populations; services for young children; and crisis intervention services.
- The top four issues in the field of crime victim services to address the needs of underserved and unserved crime victims were most represented by mental health or behavioral health services, victim needs (i.e., transportation, child care, housing), trauma informed care, and crisis intervention.

- The populations currently underserved that were identified as most in need of services are LGBTQI, those with limited English proficiency, male victims of sexual assault, immigrant populations, and ethnic minority populations.

Focus groups and interviews with service providers and victims of crime presented various barriers and challenges to serving victims of crime, including lack of services (i.e., transportation and shelter/housing assistance), cultural barriers, inter-agency collaboration barriers, difficulties accessing training, and lack of support for victims and families.

Survey and focus group/interview participants both recommended in-person trainings in a half day or a whole day format, and providing training in a wide range of areas. They also recommended more trainings on the neighbor islands.

To best meet the needs of crime victims in the state of Hawai'i, Ho'omaluhia recommends that training address the following core competencies adapted from Office of Justice Programs, Office for Victims of Crime, Training and Technical Assistance Center (2017), National Victim Assistance Academy (NVAA):

1. Advocacy;
2. Assessing Victims' Needs;
3. Trauma-Informed Care;
4. Collaboration;
5. Confidentiality;
6. Conflict Management and Negotiation;
7. Crisis Intervention;
8. Culture, Diversity and Inclusivity;
9. Documentation;
10. Problem Solving;
11. Referrals; and
12. Self-Care.

SHORT TERM TRAINING PLAN

The primary mission for the short-term plan is to establish a core of vested stakeholders with long term vision, and to recommend types of trainings and possible topics during this time period. This plan is to be initiated in approximately November 2017 and completed by June 30, 2018. Several trainings should be planned and implemented during this time frame on all the islands.

SHORT-TERM TRAINING PLAN November 2017 – June 2018

- I. Finalize a Statewide Interdisciplinary Cooperative Victims of Crime Training Team (The HI Statewide Victims Services Academy – HSVSA)
 - II. Train Members and Community
 - III. Establish Data Tracking and Technology
 - IV. Publicize Training Opportunities
-

LONG TERM TRAINING PLAN

The primary mission for the long-term plan is to provide training to victim service providers to improve and standardize effective delivery of services to crime victims in the state. This plan commences Summer 2018, and continues indefinitely.

LONG-TERM TRAINING PLAN Summer 2018 forward

- I. Statewide Interdisciplinary Cooperative Victims of Crime Training Team (the HSVSA) should continue to meet quarterly
 - II. Identify funding streams to support training efforts for the future, including collaborative grants
 - III. Continue to work with the SVAA Resource Center to establish and maintain a clear and comprehensive HSVAA
 - IV. Continue to maintain a database to track individual's progress through SVAA trainings.
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INTRODUCTION

There are thousands of crimes committed across the State of Hawai'i each year ([UCR, 2017](#)). Overall numbers of violent and property crimes have decreased over the past 10 years, while Hawai'i's Violent Crime and Robbery Rates have increased ([UCR, 2017](#)). Although Hawai'i's Violent Crime Rates are lower than the National Rate, Hawai'i's Property Crime Rates are higher than National Rates in every category identified by the Uniform Crime Reporting Statistics office ([UCR, 2017](#)). Uniform Crime Reporting Statistics (2017) indicate that in 2014, Hawai'i had 3,680 incidences of violent crime (i.e., murder, rape, robbery, and assault) ([UCR, 2017](#)). Each of these affect direct and indirect victims physically, financially, and emotionally ([National Center for Victims of Crime, 2017](#)).

These incidences of crime impact numerous victims and their circle of families and friends. Whether a violent or property crime, victims are left to deal with immediate injury, loss, shock, denial, anger, and posttraumatic stress; all this in addition to the task of navigating the criminal justice system ([National Center for Victims of Crime, 2017](#)). When victims do not receive adequate support and services, the stress puts them at risk for the additional impact of secondary injuries, which have lasting and compounding effects ([National Center for Victims of Crime, 2017](#)). The secondary injuries and stress caused by victimization increase the likelihood that victims will have long-term physical, financial, and emotional problems ([National Center for Victims of Crime, 2017](#)). Crime's aftermath, as experienced by its victims, may last weeks, months, years, or a lifetime. When the professionals who interface with victims are equipped with proper training and the right tools, they are better able to assist victims as they experience the trauma of victimization ([National Center for Victims of Crime, 2017](#)).

Victims experience a myriad of barriers when it comes to seeking services and formal support. Often victims report that they fear their story will not be believed, or that their privacy will be violated ([McCart, Smith, & Sawyer, 2010](#)). In particular, victims of sexual assault or child sexual abuse face compounding barriers of shame, fear of re-experiencing the trauma, and concern that they will be blamed for the violation ([Chaudhuri & Sutherlin, 2012](#)).

Although statistics and data of crime in Hawai'i is well documented and archived, the body of research on the impact of crime on Hawai'i victims is not exhaustive or comprehensive. In general, studies touch on different types of crime, and are not necessarily recent. A cursory search provides a snapshot of contemporary crime research in Hawai'i.

- The Hawai'i Domestic Violence fatality review, 2000-2009 (Pobutsky, Brown, Nakao, & Reys-Salvail, 2014) reviewed 45 cases that resulted in 62 fatalities during this 10-year period. They found females, Filipinas, and ethnic groups categorized as "other," to be disproportionately more likely to be fatal victims of domestic violence (Pobutsky et al., 2014). In over two-thirds of the cases, the victim made some attempt to leave the relationship before it became fatal (Pobutsky et al, 2014). Although the majority of cases had some involvement with the legal system prior to the fatality, less than half had medical documentation of the violence (Pobutsky et al, 2014).
- In surveying Hawai'i victims and consumers of mental health services, researchers found that adults with serious mental illness (SMI) were far more likely than the general population to be victims of crime (Crisanti, Frueh, Archambeau, Steffen, & Wolff, 2014). Those who were more likely to be victims of crime included those who were female,

white, not on medication, felt unsafe at home, homeless, or arrested in the six months prior to mental health treatment (Crisanti et al., 2014). These researchers recommend that intervention for SMI clients include explicit risk reduction activities (Crisanti et al., 2014). For example, therapists could include explicit safety planning along with Post-Traumatic Stress Disorder intervention and exposure therapy (Crisanti et al., 2014).

- Using the 1999 Hawai'i Youth Risk Behavior Survey, researchers examined dating violence victimization among adolescents (Ramisetty-Mikler, Goebert, Nishimura, Caetano, 2006). They found that while males and females experienced victimization at similar rates, and that Native Hawaiian students reported a higher rate than Caucasian students (Ramisetty-Mikler et al., 2006). Youth 16 years and older were 3 times more at risk for dating violence, while the risk increased to 8-fold if youth were sexually active by 13 years of age (Ramisetty-Mikler et al., 2006). Prior sexual abuse, early alcohol use, and suicidality also increased the risk for dating violence (Ramisetty-Mikler et al., 2006). Because they found that adolescent dating violence is linked to being at risk for adult intimate partner violence, they emphasized the importance of routine guidance and screening by school counselors and doctors to identify the early signs and intervention to reduce the risk for adolescent dating violence (Ramisetty-Mikler et al., 2006).

Hawai'i's general population is comprised of a wide variety of races and ethnicities ([State of Hawai'i](#), 2015). The vast majority (77%) of the state's population identify as Asian, Native Hawaiian, Other Pacific Islander, Black or African American, or Mixed (otherwise known as non-Hispanic White) ([State of Hawai'i](#), 2015). We also know that help-seeking behaviors vary according to an individual's culture ([Yamashiro & Matsuoka](#), 1997; [Cho & Kim](#), 2012). Research shows that Asian and Pacific Islanders tend to underutilize formal, traditional mental health services ([Yamashiro & Matsuoka](#), 1997; [Cho & Kim](#), 2012). Thus, when considering the implementation of a training program for victim services providers in Hawai'i, it is vital to consider the integration of both best practice models for victim services and for culturally inclusive services.

BEST PRACTICE MODELS AND PROMISING APPROACHES

Although there has been a great deal of research on general clinical approaches in medical and health care settings, contemporary research on best practice models specific to the victim services field is lacking ([US Department of Justice, Office of Justice Programs, Office for Victims of Crime](#), 2013). For example, the Office of Justice Programs ([US Department of Justice, Office of Justice Programs, Office for Victims of Crime](#), 2013) found three promising models of treatment interventions for children after they are exposed to violence as victims or witnesses: trauma-focused cognitive behavioral therapy, abuse-focused cognitive behavioral therapy, and parent-child interaction therapy. Despite experts' validation of these, the field has not widely adopted or empirically evaluated these approaches ([US Department of Justice, Office of Justice Programs, Office for Victims of Crime](#), 2013). Because victims of crimes vary widely in the type of crime they experience (e.g., rape, sex trafficking, child abuse, property crime), as do their demographics (e.g., children, elderly, LGBTQI, refugees, indigenous), there is simply not a comprehensive body of evidence-based practices that is readily available and applicable for all services and all victims ([US Department of Justice, Office of Justice Programs, Office for Victims of Crime](#), 2013).

Despite a lack of specific, established research for victim services, the National Institute of Justice (National Institute of Justice, n.d.) provides Crime Solutions.gov, a web-based clearinghouse of justice-related programs and practices and a method for rating the identified programs and practices. Programs and services are reviewed and provided an evidence rating (effective, promising, or no effects) based on their effectiveness.

There are several victim services specific training curriculums and models at the national and state levels. The National Victim Assistance Academy (NVAA) worked with the Office for Victims of Crime to create a comprehensive [12 Module Foundation-Level Training Curriculum](#) (Office of Justice Programs, Office for Victims of Crime, Training and Technical Assistance Center, 2017). The NVAA subsequently also created the Leadership Institute (for administrators) and Advanced Skills Institute (for those in the field over 2 years) (Office of Justice Programs, Office for Victims of Crime, Training and Technical Assistance Center, 2017). The National Advocate Credentialing Program provides standardized credentialing to victim advocates, and provides a list of pre-approved training programs on their website ([National Advocate Credentialing Program](#), n.d.). Some states have organized a system for advocate training, in various modalities - in-person conferences, online modules, and webinars. Some trainings are general victim advocate training, others are specific to the type of victim services (e.g., intimate partner violence, sexual assault, child abuse, etc.).

NEEDS ASSESSMENT BY HO'OMALUHIA

The Hawai'i Department of the Attorney General recognized a need to ensure all who work with victims in Hawai'i are well trained and equipped to successfully counsel, guide, educate, and support victims of crime. The goal of this needs assessment, conducted by Ho'omaluhia, was to survey professionals across the state who work with crime victims about their training needs and to interview service providers and victims about their needs. As a result, with this needs assessment Ho'omaluhia will:

- Compile an inventory of the basic skills and abilities needed to assist crime victims;
- Assess and identify the specific scope of knowledge and skills that are needed by service providers serving crime victims in Hawai'i;
- Identify specific deficits or barriers facing service providers and the training needed to address these deficits by county;
- Recognize the needs of unserved and underserved populations in Hawai'i in the analysis of training needed by service providers to adequately serve these populations;
- Identify measurable instructional goals and objectives and training design based on Hawai'i state laws and procedures;
- Complete a strategic training plan with specific recommendations reflecting pedagogical goals identified in the needs assessment and the range of available training methods (including large conferences, in-staff training, train the trainer to develop local faculty, internet based training, individualized training support, etc.);
- Identify available resources for training both in Hawai'i and nationally; and
- Recommend a comprehensive, statewide training plan.

The needs assessment was completed from August to October 2017 and included 104 surveys with service providers, and 16 interviews/focus groups with 49 service providers and victims/survivors for each of the five counties (see Table 1). Given the compressed timeline, the windows for survey and interview/focus group data collection were limited.

Table 1. Focus group and interview samples by county

County	Type	#	Service Providers	Victims/Survivors
Hawai'i	Social services & legal	8	✓	
	Law enforcement	4	✓	
	Mental health	1	✓	
	Rape	1		✓
	Homicide	1		✓
	Property crime	1		✓
Kauai	Medical, legal, law enforcement	3	✓	
Maui (including Moloka'i and Lāna'i)	Social services	1	✓	
	Social services and survivors of domestic violence	6	✓	✓
	Social services and survivors of domestic violence	7	✓	✓
Honolulu	Victim advocacy	11	✓	
	Social services	2	✓	
	Advocacy	1	✓	
	Vehicular manslaughter	1		✓

The survey included 85 items and included questions about background, knowledge and skills, past trainings, challenges and barriers to service delivery, training needs to better serve crime victims, and future directions (see Appendix B). Interview and focus group protocols included questions and probes about the needs of crime victims, training and technical assistance, about their organization, and future directions and recommendations (see Appendix A).

Survey participants provided the name of their agency when completing their survey. As they self-reported, survey participants represented the following organizations/agencies:

- Department of Human Services (DHS)
- DHS, Child Welfare Services
- Ke Ola Mamo
- Faith Action for Community Equity (FACE)
- Clinicians
- The Children's Alliance of Hawai'i
- Victim Witness Services
- Department of Education
- YMCA
- Prosecutors Office
- Immigrant Justice Centers
- Legal Aid Society of Hawai'i
- Sex Abuse Treatment Center (SATC)
- Child and Family Service
- Planned Parenthood of the Great Northwest and the Hawaiian Islands (PPGNHI)
- Community Service Council
- Parents And Children Together (PACT)
- Private Practitioners
- Friends of Restorative Justice
- Parents, INC
- PRIDE Industries
- Women Helping Women
- Hawai'i Judiciary
- Health Services
- Friends of the Children
- Hale Opio Kauai
- Kōkua 'Ohana Aloha Program
- RYSE Program
- Hawai'i State Coalition Against Domestic Violence
- The Salvation Army Family Treatment Services
- Ho'ōla Nā Pu

THE NEEDS OF HAWAII’S CRIME VICTIMS

To inform the training needs of service providers in Hawaii, researchers collected surveys, and conducted interviews and focus groups. This section of the report presents the aggregated results for each of the measures.

DESCRIPTION OF SURVEY PARTICIPANTS

The Service Provider Survey was delivered to 104 participants from each of the five counties. Participants were asked to identify which county(ies) they serve. Of the answers selected, participants most often selected City and County of Honolulu (City and County of Honolulu = 39.2%, Kaua’i County = 20.4%, Maui County = 18.8 %, Hawai’i County = 14.9 %, and Kalawao County = 6.6%) (see Figure 1). The participants represented a broad range of organizations and agencies and were most strongly represented by human/social services, education, community-based/grassroots, behavioral/mental health and criminal justice/government agency (see Table 2). Participants were asked to please describe their “other” responses which included “non-profit,” “substance abuse,” “domestic violence,” and “children’s services.”

Figure 1. Survey participants most frequently reported being from the following City and/or County

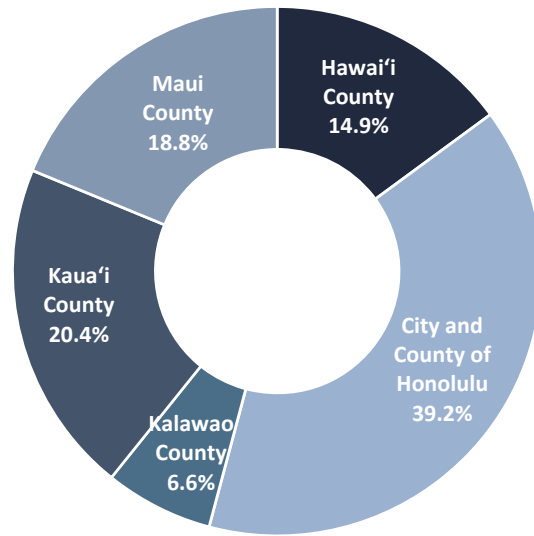


Table 2. Survey participants were most strongly represented by the following agencies.

Agency Type	Response	N
Human/Social Services	43.3%	45
Education	34.6%	36
Community-based/grassroots	25.0%	26
Behavioral/mental health provider	23.1%	24
Criminal justice government agency	20.2%	21
Legal services	13.5%	14
Other	11.5%	12
Law enforcement	7.7%	8
Health/medical services	5.8%	6
Legislation/Policymaking	3.9%	4
Faith-based	2.9%	3
Non-criminal health provider	2.9%	3
Research	1.9%	2
Military	1.0%	1

Note: Participants were asked to select all that apply. Many participants represent more than one type of agency.

Service providers most often reported providing direct service delivery/front line staff (43.3%), management or administrative staff (30.8%), consultant/trainer (3.9%) or volunteer/advocate (1.0%), or other (21.2%). Other responses included “private practice,” “assessment,” “behavioral health,” “administrator or supervisor role,” “educator,” and “system changer.”

Nearly half of the survey responders said they served in the field of crime victims services for more than 10 years (48.1%). Remaining participants reported serving for 6-10 years (11.5%), 3-5 years (17.3%), or less than 3 years (23.1%). Participants levels of education varied with most service providers reporting having a master’s degree (50.0%) followed by bachelors (19.2%), some college (10.6%), doctorate (10.6%), other (6.7%), or high school diploma (2.9%). Other responses most often included “JD,” “some credit towards masters,” “specialist,” and “MPH.”

Participants most often reported working with 1-10 crime victims in one month (35.6%), followed by 11-30 (22.1%), 31-50 (13.5%) or 51-100 (9.6%). Fewer participants reported working with more than 101 crime victims each month (4.8%), and 14.4% of participants reported that they did not work with any crime victims currently. Participants were also asked to describe how many crime victims their organization/agency services in one month. The percentage of crime victims served varied from 0 to more than 500, with most participants reporting serving 51-100 crime victims (20.2%) followed by 31-50 (14.4%), 11-30 (13.5%), and 1-10 (13.5%). Fewer participants reported working with more than 101-200 crime victims each month (11.5%), 201-500 crime victims (10.6%), more than 500 crime victims (12.5%), and 3.9% of participants reported that they did not work with any crime victims currently.

Table 3. Survey participants most frequently reported serving the following types of victims.

Victim Populations	Response	N
Domestic violence	13.5%	89
Child abuse	12.1%	80
Sexual assault	10.9%	72
Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex (LGBTQI)	8.9%	59
Assault	7.6%	50
Special needs/victims with disabilities	7.6%	50
Human trafficking	6.7%	44
Stalking	6.2%	41
Elder abuse	4.5%	30
Burglary	3.9%	26
Robbery	3.8%	25
Survivors of homicide victims	3.8%	25
Missing/exploited children	3.2%	21
Property/economic crime/fraud	3.0%	20
DUI/DWI/traffic-related	2.7%	18
Other (please specify)	1.7%	11

Note: Participants were asked to select all that apply therefore more than 104 responses were received.

More participants reported serving crime victims who came to their agency/organization which is not a VOCA agency (43.3%), while fewer reported serving crime victims from a designated Victims of Crime Act (VOCA) agency/organization (36.5%), and 20.2% said they serve crime victims in an independent practice or through other means.

Participants were asked to describe the types of victim population their organization/agency serves. Participants reported serving a broad range of victim populations but were most represented by domestic violence, child abuse, and sexual assault (see Table 3). Participants were asked to please describe “other” which included “the poor,” “negligent injury,” “custodial interference,” “arson,” “stalking,” “people victimized by racial and economic prejudice,” and “homeless.”

Participants were also asked to describe the types of services their organization/agency provides for crime victims. Participants reported serving a broad range of victim populations but were most represented by domestic violence, child abuse, and sexual assault (see Table 4).

Table 4. Participants most frequently reported providing the following services for victims of crime.

Services	Response	N
Education & support	10.4%	76
Advocacy/assistance	9.4%	69
Counseling	9.0%	66
Information referrals	8.9%	65
Crisis intervention	8.5%	62
Mental health or behavioral health services	5.5%	40
Victim compensation claim assistance	5.1%	37
Shelter/housing assistance	4.8%	35
Legal advocacy/assistance	4.0%	29
Protection/safety services	4.0%	29
Criminal justice system	3.8%	28
24-Hour hotline	3.6%	26
Transportation	3.4%	25
Immigration assistance	3.2%	23
Emergency financial assistance	2.6%	19
Notification	2.5%	18
Post-conviction services	2.3%	17
Employment assistance	2.2%	16
Child care	1.6%	12
Substance abuse services	1.5%	11
Other (please specify)	1.5%	11
Medical assistance	1.2%	9
Job training	1.1%	8

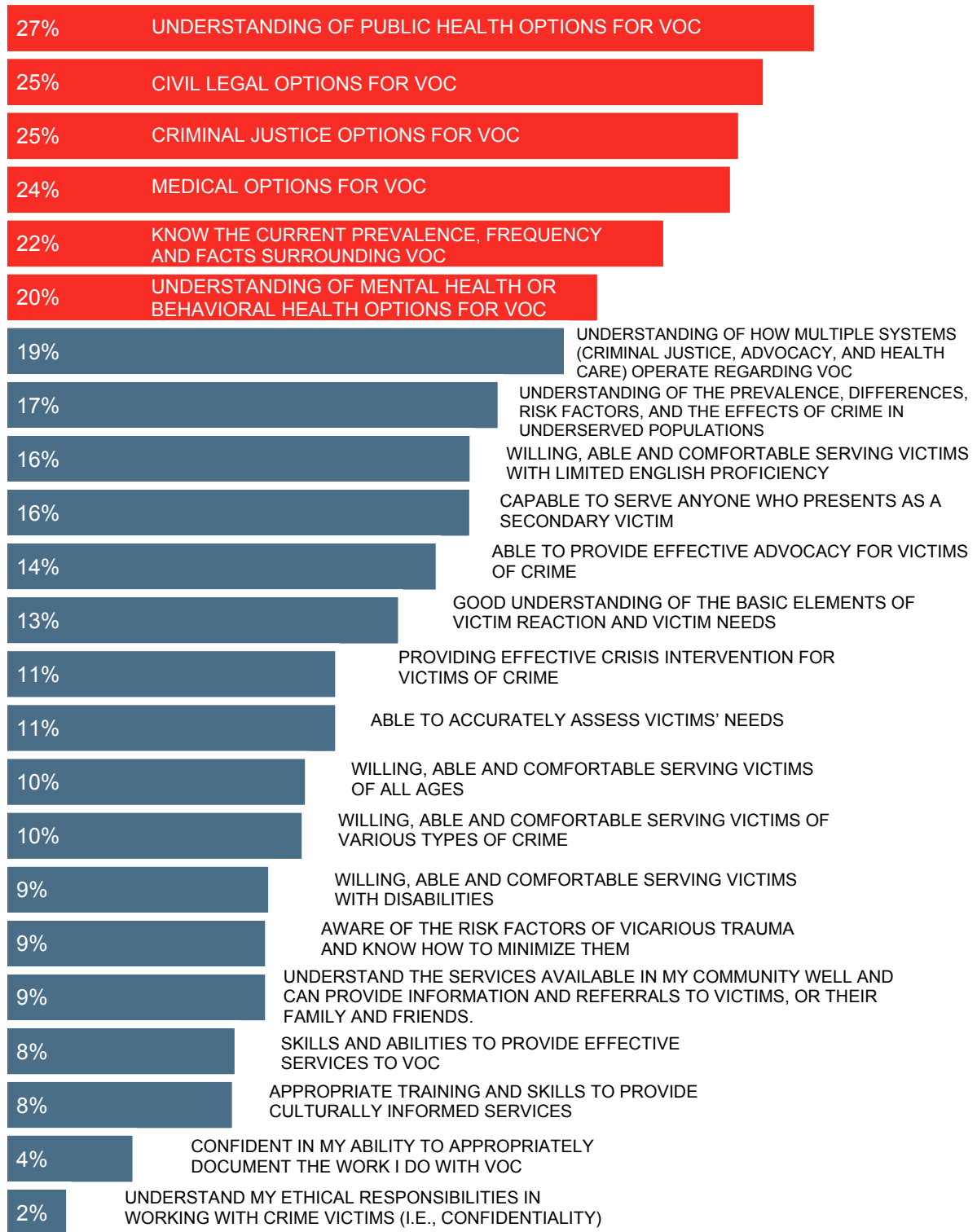
Note: Participants were asked to select all that apply therefore more than 104 responses were received.

Participants were asked to please describe “other” which included “education,” “restorative justice,” “forensic interviews,” “job coaching,” and “legislative advocacy.”

SURVEY PARTICIPANT KNOWLEDGE, SKILLS AND ABILITIES

To measure knowledge and skills, participants were asked to rate their current level of confidence in various practice areas using a 5-point Likert scale (1 = not at all confident, 2 = a little confident, 3 = somewhat confident, 4 = confident, 5 = very confident).

Figure 2. Areas of knowledge and skills in which service providers are the least confident (“not at all confident” or “a little confident”) in serving victims of crime (VOC).



Twenty percent or more participants reported being the least confident (“not at all confident” or “a little confident”) in the following areas (see Figure 2):

1. Understanding of public health options for victims of crime;
2. Understanding of civil legal options for victims of crime;
3. Understanding of criminal justice options for victims of crime;
4. Understanding of medical options for victims of crime;
5. Knowing the current prevalence, frequency, and facts surrounding victims of crime; and
6. Understanding of mental health or behavioral health options for victims of crime.

TRAINING AND EDUCATION LEVELS

Next, participants were asked to describe the amount of professional education or training they receive per year in their organization or agency. While the amount of training varied from 1 to 41 or more hours, 28.4% of participants said their organization or agency does not require any hours of professional education or training, 40.9% said the hours are not directly related to crime victim services, and 28.4% said they receive no hours in addition to what is required by their organization (see Table 5).

Table 5. Percentage of participants who reported their professional education and training levels at their organization/agency.

	How many hours of professional education or training per year, are staff in your organization or agency required to attend?	How many of the above hours are directly related to crime victim services (i.e., trauma assessment, victim advocacy, etc.)?	How many hours of training related to crime victim services do you receive per year in addition to what is required by your organization/agency?
None	28.4%	40.9%	28.4%
1-5 hours	10.2%	17.1%	19.3%
6-10 hours	10.2%	15.9%	13.6%
11-20 hours	17.1%	12.5%	14.8%
21-40 hours	25.0%	10.2%	13.6%
41 or more hours	9.1%	3.4%	10.2%

Participants were asked to describe what training their organization/agency has participated in, which included:

- Trauma/trafficking
- IVAT (Institute on Violence, Abuse and Trauma)
- Foster care services
- PTSD (Post-Traumatic Stress Disorder)
- Effects of DV on children
- Forensic injuries
- Training on service to immigrants
- Training for those with disabilities
- Hawai'i State Coalition Against Domestic Violence conference
- San Diego Children's conference
- Child abuse
- Crisis prevention intervention
- Trauma informed care

- Safety care
- Sexual Assault
- Domestic violence
- Diana Browning Wright Training
- Services for young children
- Elder services and abuse
- Services for military/veterans
- HIPPA (Health Insurance Portability and Accountability Act)
- Intimate Partner Violence
- Mandatory reported
- VOCA (Victims of Crime Act) training
- Drug abuse
- Mental health
- Cognitive behavioral therapy
- Transgender youth
- Sexual exploitation
- KOGNITO (online conversation simulations)
- SPAW (Safety, Permanency, And Well-Being)
- YMHFA (Youth Mental Health First Aid)
- ADAD (Alcohol and Drug Abuse Division)
- HASP (Hawaii Association of School Psychologists)
- CVCC (Crime Victim Compensation Commission)
- Restorative justice
- Solution focused therapy
- Vicarious trauma
- ACE (Adverse Childhood Experiences) study
- Motivational interviewing
- Parenting
- Online courses
- Financial abuse
- Sexual abuse allegations in divorce cases
- How to respond to victim discourses
- SOAR (SSI [Supplemental Security Income]/SSDI [Social Security Disability Insurance] Outreach, Access, and Recovery)
- Client rights
- Bullying and suicide training
- O'ahu based single and multiple day trainings
- Teen advocacy
- Restitution
- Strangulation
- Inclusivity training
- Multilingual matching
- Harm reduction
- Homelessness
- SBIRT (Screening, Brief Intervention, and Referral to Treatment)¹

Of those who attended trainings, more than 50% were “very satisfied” with the trainings they received (53.4%), an additional 34.1% of participants were “somewhat satisfied” with the training they received, and 5.7% were “extremely satisfied.” A smaller percentage were not very satisfied (5.7%) or not at all satisfied (1.1%).

Participants were also asked to describe if they have a certification and how important it is to obtain a certification. 45.5% of survey participants said they have a certification relevant to providing services to crime victims. Most participants said it was “somewhat important” to obtain one (34.1%), “very important” (21.6%), or “extremely important” (13.6%). Fewer participants said it was not very important (22.73%) or not at all important (8.0%).

¹ Acronym definitions were inferred

BARRIERS PROVIDING SERVICES TO CRIME VICTIMS

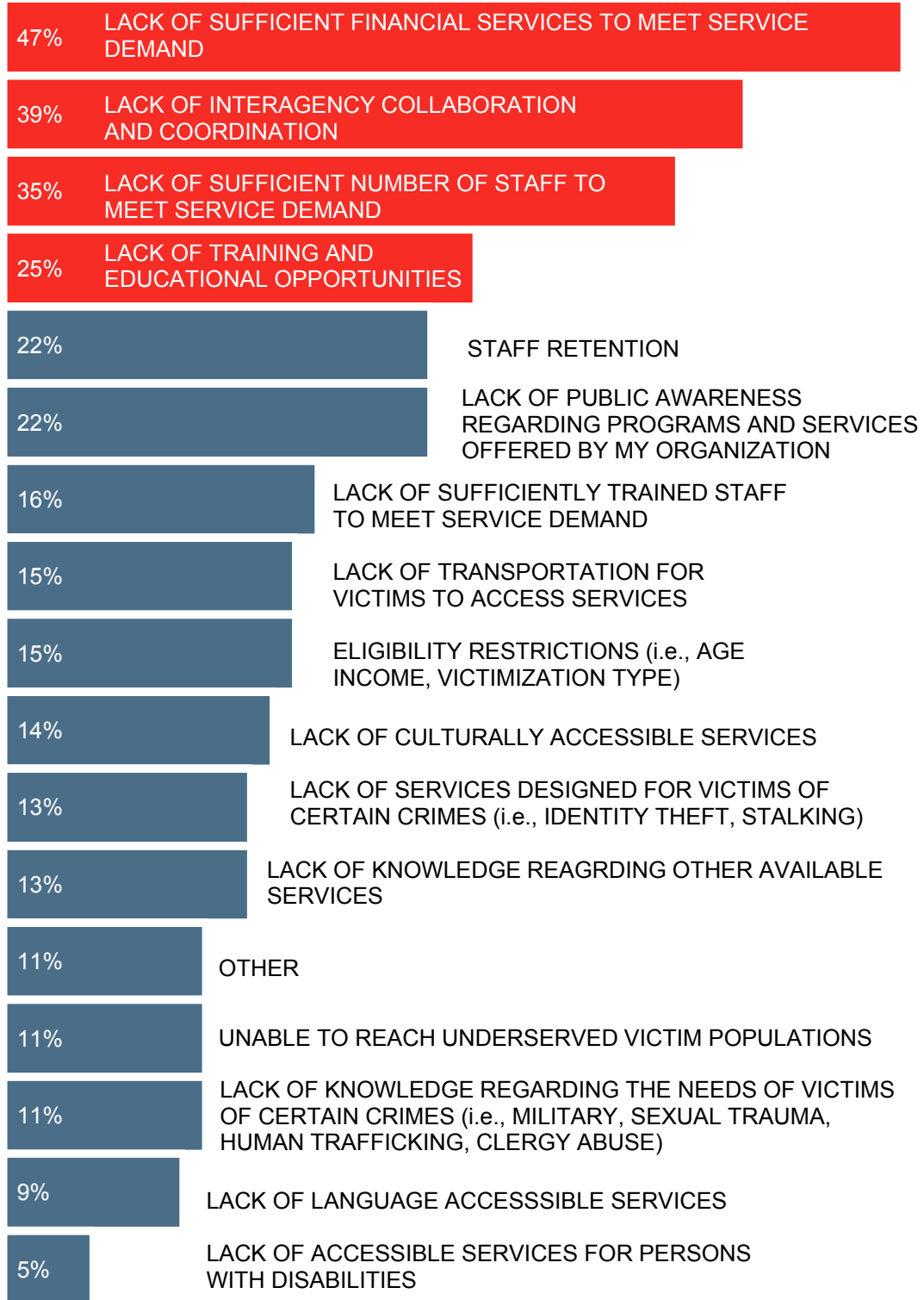
Next, participants were asked to rate the top three barriers their organization faces in providing services to crime victims. The most frequently identified barriers were 1) lack of sufficient financial services to meet service demand, 2) lack of interagency collaboration and coordination, 3) lack of sufficient number of staff to meet service demand, and 4) lack of training and educational opportunities (see Figure 3).

For “other,” participants were asked to explain which included “consequences for offenders within the chain of command (Army),” “lack of housing,” “lack of funding,” and “lack of access to low-cost or free professional legal services.”

In addition to the identified areas, participants were also asked to describe what other services victims need that are currently lacking or unavailable in their community. Responses included:

- Being too busy to know what services are out there to provide proper referrals
- Financial barriers such as food, child care, housing, health care, phone, and transportation costs
- Eligibility criteria
- Timeliness
- Supportive services for siblings and parents of crime victims
- Therapists who provide affordable treatment for victims without insurance
- Case management
- Counseling
- Post-conviction needs
- Restorative justice
- Support for lower level crimes
- Fee waivers
- Follow-up medical services
- Legal services
- Quicker access to financial need
- Lack of education
- Mental health
- 24-hour hotline
- More qualified language interpreters
- Support groups

Figure 3. The top barriers organizations face in providing services to crime victims.



Next, participants were asked to describe what mode and duration of training is the most effective. Participants most often recommended in-person trainings (69.1%), for a half-day (48.8%) or full day (32.1%) (see Figures 4 and 5).

Figure 4. In-person trainings were reported as the most effective mode of training

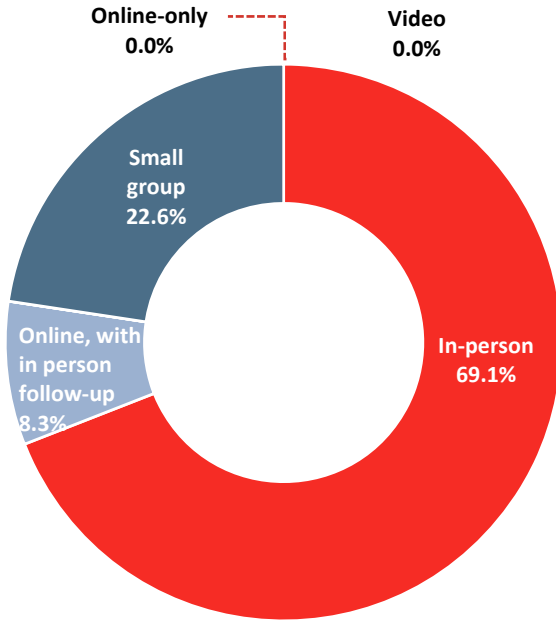
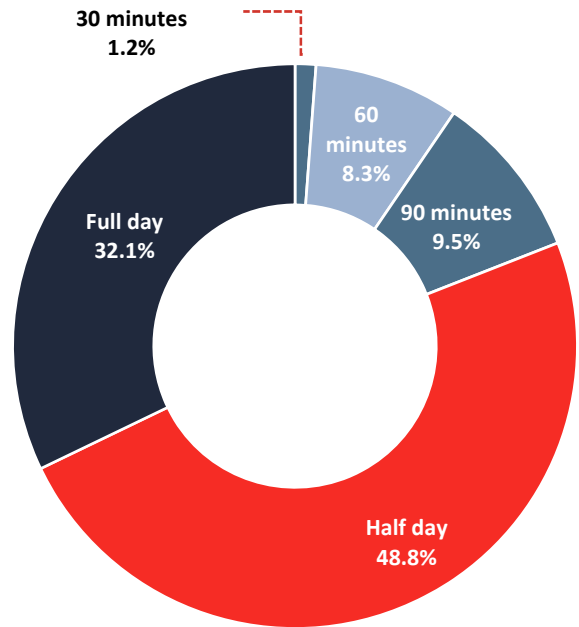


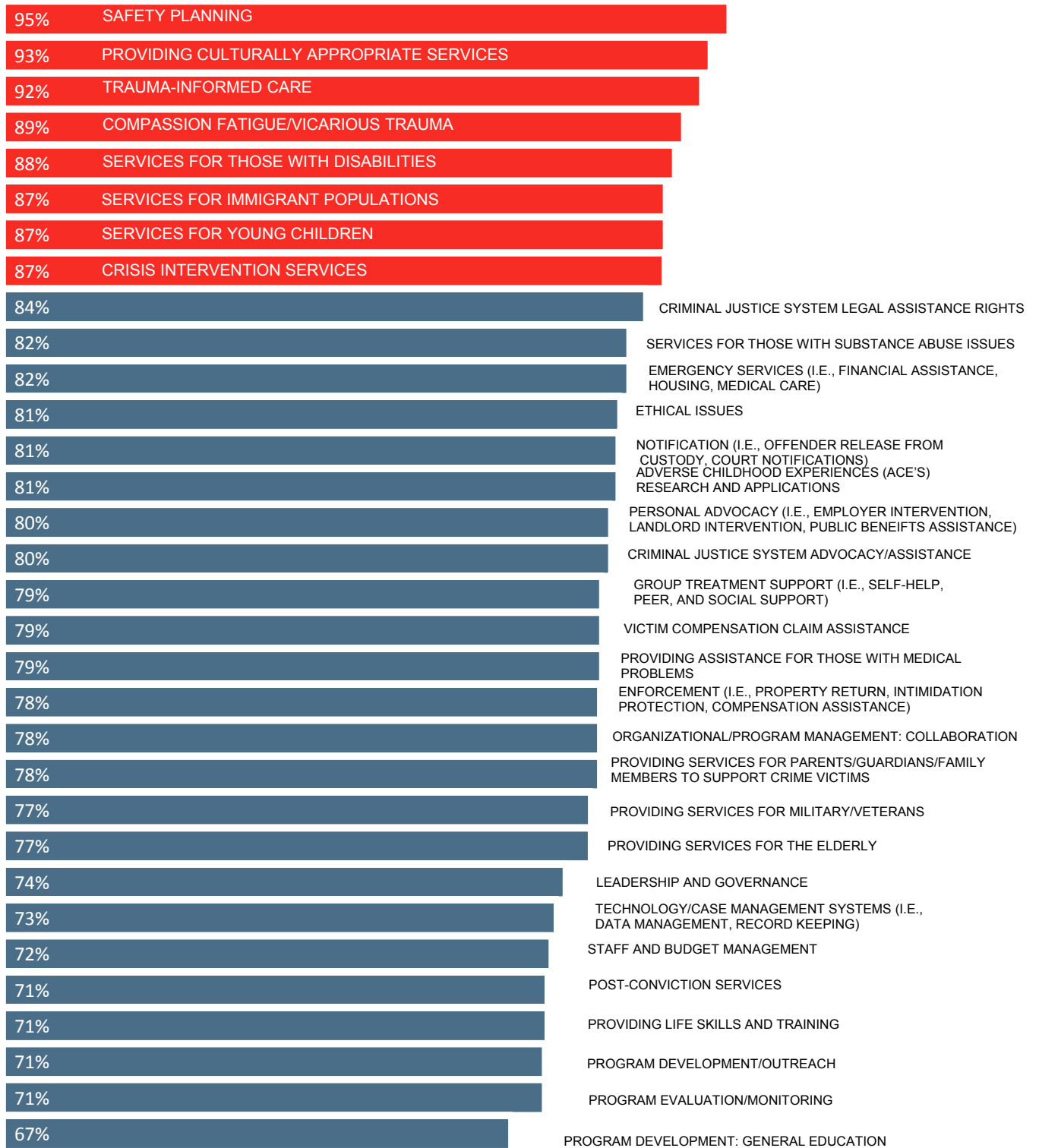
Figure 5. Half or full day trainings were reported as the most effective duration of training



Participants were also asked to describe the level of importance of the topic to meet the training needs of those who provide services to crime victims using a 5-point Likert scale (1 = not at all important, 2 = a little important, 3 = somewhat important, 4 = important, 5 = very important). While participants rated most items as “important” or “very important,” participants reported the following areas with the highest levels of importance (see Figure 6):

1. Safety planning;
2. Providing culturally appropriate services;
3. Trauma-informed care;
4. Compassion fatigue/vicarious trauma;
5. Services for those with disabilities;
6. Services for immigrant populations;
7. Providing services for young children; and
8. Crisis intervention services.

Figure 6. Percentage of participants who described training areas as “important” or “very important”.



Participants were asked to explain topics requiring more training that were not mentioned above, and they included:

- Motivational interviewing
- In-agency unity
- Domestic violence trafficking
- Helping those in poverty
- Public awareness campaign
- Self-awareness
- Trauma-focused cognitive behavioral therapy
- Front line responsibilities
- Counseling
- Clinical interventions
- Client assessment
- PTSD
- Human trafficking
- De-escalation techniques
- How to effectively testify in court
- Mindfulness building
- LGBTQI issues
- Grant writing
- Case management
- Harm reduction
- Trauma informed care in schools
- Supervisor training
- Conflict resolution
- Restorative justice

NEEDS OF UNDERSERVED AND UNSERVED CRIME VICTIM POPULATIONS & TRAINING NEEDED

Next, based on participant knowledge and experience, service providers were asked to rate their three top priority issues in the field of crime victim services that they would like to see addressed through training or resources. While the rankings were very similar for many of the categories, participants rated the following areas as the top priorities (see Figure 7):

- Mental health or behavioral health services;
- Victim needs (i.e., transportation, child care, housing);
- Trauma informed care; and
- Crisis intervention.

These priorities were generally the same as the needs mentioned above. Other suggestions included “restorative justice,” “clinical approaches,” and “training for our local prosecutor’s office.”

Participants were asked to identify which populations are currently underserved in their communities. The populations identified by most participants included (see Figure 8):

- LGBTQI victims;
- Limited English Proficiency;
- Male victims of sexual assault;
- Immigrant populations; and
- Ethnic minority populations.

Other underserved populations identified by the communities included “trafficking victims,” “youth (adolescent children),” “homeless youth,” and “geographically isolated.”

Figure 7. The top priority issues in the field of crime victim services.

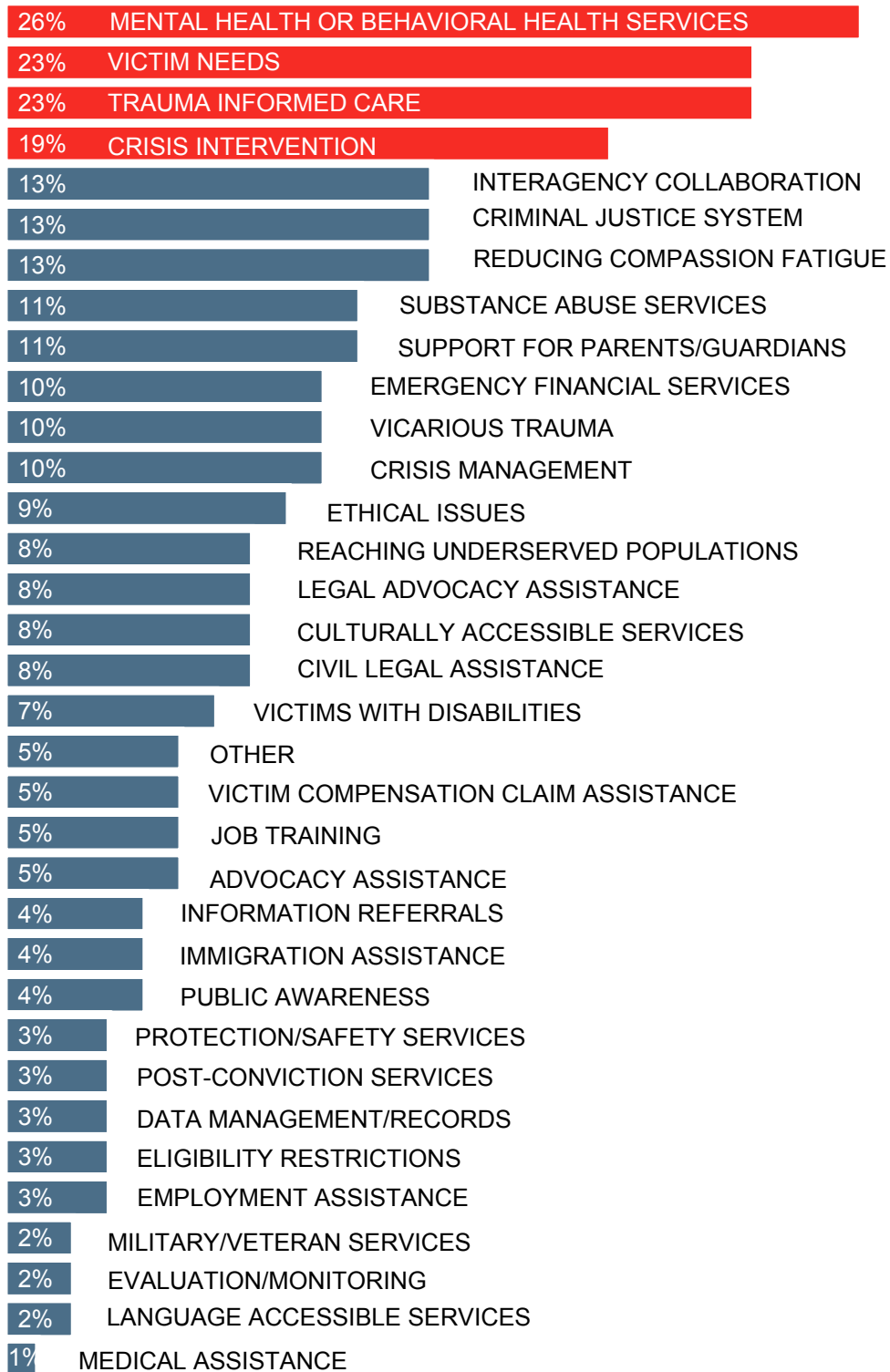
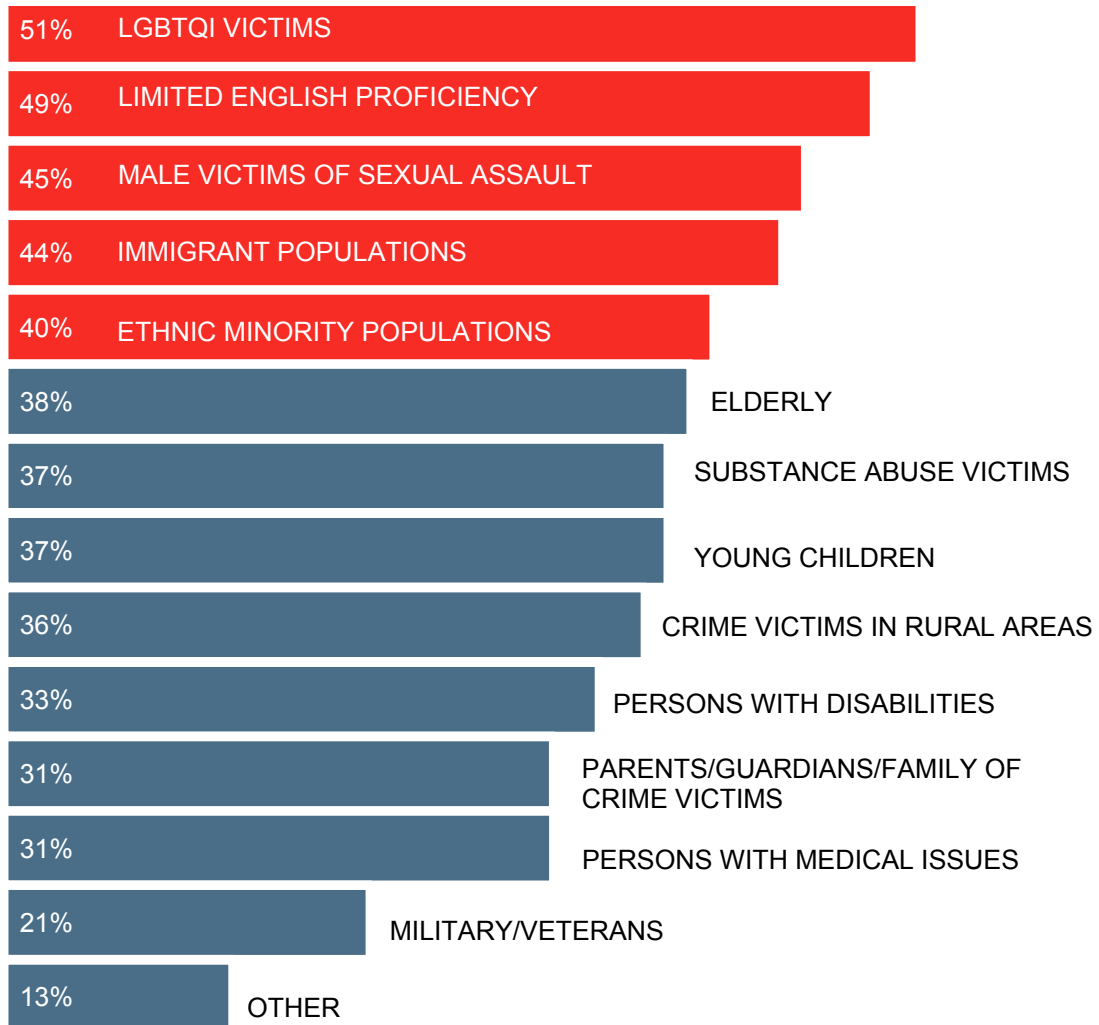


Figure 8. Populations currently underserved in the community.



Lastly, participants were asked to give any additional comments or suggestions. Comments and suggestions included:

- Having a clear and concise training;
- Having a clear referral process with identified qualifying factors;
- Encourage victim related courses at institutions of higher education;
- Create a victim assistance academy;
- Address tensions between clerical staff and victims services staff;
- Identifying how to serve the victims that don't qualify for services;
- Training and protocol for policy and domestic violence cases;
- Education for the judicial system (judges and court room staff);
- Housing for victims of crime;
- More consistent policies and procedures across counties within the State of Hawai'i;
- Hosting trainings on all islands;
- Resources to support ex-offenders seeking support and employment opportunities;
- Data regarding the number of victims served and types of services provided;

- Improved record keeping;
- Interagency collaboration; and
- Laws for non-physical abuse (i.e., power control and manipulation).

FOCUS GROUPS AND INTERVIEWS

Sixteen interviews/focus groups were conducted with 49 service providers and victims/survivors for each of the five counties. Interview and focus group protocols included questions and probes about the needs of crime victims, training and technical assistance, information about their organization, and future directions and recommendations.

Participants appreciated some of the trainings they had received in the past.

While most participants focused on areas that could be improved, some of the participants mentioned the value of some of the programs or trainings they had been involved with in the past:

- In one focus group, survivors were grateful for the PACT program and said the facilitator was a “role model” and “went above and beyond to help.”
- In another focus group, participants shared the positive experiences they had attending a training for vicarious trauma. The training, sponsored by CJC, included a former prosecutor talking about his own traumatic experience and how he handled it. Participants said the training was powerful because the prosecutor was able to relate his experiences to the audience.
- One survivor was very positive about the restorative justice programs offered on the Big Island and said they were critical for helping men in prison learn empathy and to integrate into part of the community again.
- Another participant mentioned a mother/daughter incest training. The speaker who was a survivor was “very charismatic,” “engaging,” “very well-informed,” and “spoke from her experience.”
- Another training that resonated with the participants was hosted by the prosecutor’s office where the attendees were placed in groups and asked to walk through a case. Within each group, various service agencies were represented – social services, law enforcement, legal, and nurses/doctors. The participants were able to observe, discuss and better understand the overall process from the time of the call at the crime scene to the courtroom proceedings through forensic evidence collection to victim’s assistance, etc.
- One participant also mentioned an FBI human trafficking training that was “really good.” It was set up as a panel of experts and they presented scenarios played by young girls between the ages of 14 and 20 and the format was helpful.
- One participant said they enjoy the IVAT conference because of its variety and the integrated vicarious trauma sessions. “I suck at self-care and if it weren’t for the sessions offered at conferences/trainings, I probably would not think about it in a concrete way”.

In addition to trainings, multiple survivors were very positive about their support group or the services they received. One victim said support groups were “critical” to the healing process and another said that “only someone who has walked in my shoes can understand.”



“I was heard. No matter how busy they were, somebody always saw me. That was really important to me.”
- Crime Victim

BARRIERS AND CHALLENGES

Participants reported various barriers and challenges around serving victims of crime, including:

- Lack of services
 - Transportation
 - Shelter/housing assistance
- Cultural barriers
- Inter-agency collaboration
- Access to training, and
- Lack of support for victims and families

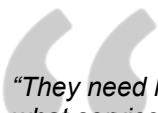
Lack of services or limited services for victims of crime

Participants mentioned various services that are lacking for victims of crime including:

- Services to enforce restraining orders
- Counseling or mental health services
- Financial assistance
- Housing assistance
- Transportation assistance
- Treatment for substance abuse
- Elderly advocacy
- Child related services
- Language interpretation
- Limited pro-bono or legal help
- Access to medical services
- Services for LGBTQI victims
- Services for sexual assault victims
- Job training assistance



“If you have an urgent problem, you better go to the ER, it’s faster.”
- Crime Victim



“They need help identifying what services they are eligible for, how to apply and how to present themselves so that they are not turned away.”
- Service Provider

In addition to the lack of services in the identified areas, participants also discussed barriers to being eligible to receive services such as not being in the 30/60 or 90-day window to qualify for services, not being able to access the appointments, being on a disability, or not meeting requirements for health care, food stamps, or housing. Participants said there is a need for case management to help crime victims access certain social services.

One participant said, “Often divorce cases fall through the cracks and the police won’t do anything if there is a divorce case and there is a restraining order.” Another participant said child welfare doesn’t understand and can treat parents “disrespectfully,” “horribly” and be very critical.

Participants also discussed barriers to finding services and the need for more marketing. For example, one participant said, “The family didn’t even know what they needed help with. The system did not do much to ensure that the needs of the family were met. We just turned towards each other and grieved our own way – the family took care of the family.”

Lack of transportation affected crime victims’ ability to receive services

In most interviews and focus groups both service providers and victims of crime said that transportation can be a barrier to receiving services on multiple islands. For example, one service provider said that adults and parents often do not have a working vehicle and the bus systems can be very “unreliable” and “sporadic” which can result in missed meetings. One participant said, “patients often have to resort to hitchhiking even though it can be very dangerous. Patients to be able to make an appointment in either Hilo or Kona have to get up at 4:30 am for a meeting scheduled for 2:00 pm. The buses only run in the early morning and late afternoon. Agencies are not funded to provide transportation.” Another service provider said that transportation is often linked to a domestic partner, which in some cases is the offender of the crime.

For rural geographical areas like Kee’au, Ocean View, and Na’ālehu, participants described the lack of available services in rural areas, and transportation issues that greatly impact access to available services. One participant said, “A lot of the families don’t have working vehicles, most services are offered in either Hilo or Kona and nothing much in between. There is not enough capacity of personnel that would allow onsite visits.”

Lack of shelter and housing was a serious concern for crime victims

Many participants commented on the limited availability of shelter and housing services for crime victims. One participant said, “it is a huge problem” and many shelters are impacted. Each facility has various eligibility requirements. Some facilities only accept females with children younger than 10 years old, while others are co-ed facilities, some do not accept children, and others have to wait for placement. One participant said, “The victims that suffer the most are sexual assault victims often teen girls and trafficking victims.”



*“The shelter is full to the brim.
Where you gonna go when
you don’t have nowhere to go.”
- Crime Victim*

Some participants commented on the high cost of living which can affect a parent who is a victim of domestic violence and/or single moms. Another dimension to the lack of housing assistance is that homeless victims often do not have a phone/address leaving no reliable method for communication. One participant said the service providers rely on the “coconut wireless” but even that cannot be used for communicating confidential information. Thus, it can be difficult for service providers to follow up with clients who may not be accessible.

Cultural barriers affected service provider responses to crime victims

Some participants discussed gender barriers that may affect crime victims including boys not wanting to talk to female service providers (especially about sexual matters) and boys not wanting to come forward, especially about sexual abuse.

Participants also discussed the culture of fear in the community. One participant said victims are in fear of retaliation thus they may hesitate to testify and or appear in court. As an example, one participant said, “There is definitely a problem with witness intimidation – the smaller the community where the victims are from the bigger the problem.”

“People in small community all know each other and in Hawai`i people have large extended families. Everyone is related around here. ... everyone knows everybody. When a victim comes forward they may not be able to reintegrate the community and their lives are changed forever, they [survivors] lose everything.”

Some participants also commented on the historical communities and the importance of maintaining historical heritage in the state of Hawai`i. One participant said that children were being raised to be “embarrassed to be Hawaiian” and “being Hawaiian was being pagan” thus elders were hesitant to share any cultural knowledge with the younger generation. Without this knowledge, modern service providers are not aware of the importance of the historical trauma experienced by this indigenous population, and may not know how this should inform conversations with Hawaiian communities.

“*The system as it is, is not succeeding. It is failing our indigenous population.*”
- Service Provider

Inter-agency collaboration affects crime victim support

Without inter-agency collaboration organizations may operate in silos, which participants argued can create a lot of “protectiveness” and “territoriality of knowledge” which in turn can affect the quality of services victims of crime receive and potentially re-victimize the victim with repeated questioning. Participants cited many challenges to inter-agency collaboration including “internal turn over,” and an “evolving field.” While new officers receive six weeks of field training, one participant argued that this is not enough time and “they have so much they need to learn in that period.”

One barrier to effective inter-agency collaboration was a lack of facilities to host a large capacity of attendees. In addition, there is the problem of limited officers being available for shifts patrols and emergency calls, all of which still need to be covered, making it difficult for all organizations and agencies to meet on a consistent basis.

“*We need more meaningful, more thorough training.*”
- Service Provider

Access to training affected participants’ ability to receive training

Due to the geographical challenges for the islands of Hawai`i, service providers often cited that there was not enough time to attend trainings due to the small size of the units on the islands, and the limited availability of personnel who are providing services. One participant said, “We really have to juggle our schedules.” A patrol officer also said they have less access to training because they are on the road. Participants also cited budget cuts as a reason for not attending trainings in the state of Hawai`i and out of state.

Access to training could also have been limited by a participant's ability to receive training. One participant said that only supervisors have the opportunity go to the trainings. Due to staff turnover or department-to-department changes, others' access to and continuity of trainings can be affected by the skills of that new individual who is tasked to organize or schedule trainings.

Lack of support for victims and families

Multiple participants discussed the lack of trauma informed responses by law enforcement resulting in reports not being filed or given serious attention or consideration. One participant said law enforcement will criticize the victim, fail to file a report, and not take the individual seriously.

Participants also discussed the mistreatment of victims with mental health issues and the mistreatment of victims of sexual assault.

RECOMMENDATIONS

Participants recommended in-person trainings over online trainings

The majority of participants preferred in-person group trainings with opportunities for hands-on learning, participant interactions with others, experiential learning, and specialized topic areas. For example, one participant said, "Generalized trainings have their place but when the time off from the office is limited it is best used if the workshops are to the point and practical."

Participants suggested that training last for a half-day to 1 day long and where the topic pertains to their job. The group had mixed feelings about webinars. Some of the obstacles to their effectiveness were time difference, technology problems and the outline is sometimes misleading.

However, a minority of participants said they like the variety of trainings that are offered, they can learn a specific skill and they do not have to spend a day away from the office. One participant said, "You still feel like you are doing something to get better so you can better help your clients."

In general, participants agreed that there are opportunities for training, however, the most successful are the on-the-job trainings. One participant said, "Every time you have a client you learn something new." Others said the collaboration among colleagues and mentoring opportunities are great opportunities to learn something new. Some participants said they would like to see more interagency trainings and interdepartmental sessions with a broader range of topics covering their respective responsibility areas.

Participants' recommended training needs

Participants suggested a variety of trainings for all types of service providers and suggested hosting comprehensive trainings so that members of organizations and agencies have an



"I've never done an online training. I'm not a huge fan. I like to go to trainings where I see people. I prefer the live interaction and the opportunity to network."

- Service Provider

opportunity to work together. Some of these topic areas reflect those from the surveys, but there were also ones not noted in the surveys (highlighted below). Recommendations included:

- Empathy for victims and their families
- Support for children
- Victims with mental illness
- Domestic violence
- Foster youth
- Forensic interviewing and exams
- Human trafficking
- Agency collaboration
- Suicide
- Sexual abuse and assault
- Vicarious trauma and self-care
- Compassion fatigue/burnout
- Grief training
- Support groups
- Counseling
- Drug abuse
- Cultural and identity support
- Culturally sensitive training
- Multi-disciplinary and multi-agency trainings
- Record keeping/data management

In addition to these training needs, participants also discussed the need to address different forms of trauma through the access of professional networks and by being able to provide holistic care to best support clients' lifetime impacts.

Participant recommendations included:

- Providing free training
- Have state coordinated trainings to reach a maximum number of people
- Notify and market the trainings
- Allot for dedicated time in job description so you are not worried about what work has been left at the office
- Consider the development of a child treatment center (residential and non-residential)
- Have a protocol in place to identify and respond to vicarious trauma
- Need for accurate information
- Develop protocols for dealing with victims
- Market crime victim services
- Develop inter-agency agreement

SUMMARY OF SURVEY TRAINING NEEDS

From the survey and focus group results, we see that there are a variety of trainings offered in various formats. Some agencies have prescribed or required training for professionals in their discipline, but many were not directly related to crime victim services. Historically trainings have happened in the community in a responsive, as-needed basis. **What we do not see in the survey results is the availability of cross-discipline training geared toward all professionals who work with victims of crime.**

Survey respondents reported being the least confident (“not at all confident” or “a little confident”) in the following areas:

1. Understanding of public health options for victims of crime;
2. Understanding of civil legal options for victims of crime;
3. Understanding of criminal justice options for victims of crime;
4. Understanding of medical options for victims of crime;
5. Knowing the current prevalence, frequency, and facts surrounding victims of crime; and
6. Understanding of mental health or behavioral health options for victims of crime.

Similar to other reports and needs assessments concerning crime victims’ services, the most frequently identified barriers were: 1) lack of sufficient financial services to meet service demand, 2) lack of interagency collaboration and coordination, 3) lack of sufficient number of staff to meet service demand, and 4) lack of training and educational opportunities.

Survey participants reported the following areas with the highest levels of importance for training:

1. Safety planning;
2. Providing culturally appropriate services;
3. Trauma-informed care;
4. Compassion fatigue/vicarious trauma;
5. Services for those with disabilities;
6. Services for immigrant populations;
7. Providing services for young children; and
8. Crisis intervention services.

Survey respondents noted two primary unmet general training needs. The first need being a clear, coordinated, consistent, “victim academy” type training, that would reinforce policies, procedures, and foundational best practices for working with crime victims. The second need being trainings focused on special needs and populations, such as secondary trauma, LGBTQI, trauma informed care, limited English proficiency, male victims, immigrant, and ethnic minority populations.

Respondents on all islands other than O’ahu reported a general lack of in-person trainings in each of their respective islands. For trainings to be most effective, victim service providers on all islands need access to in-person trainings whenever possible. It also appears that interdisciplinary trainings where people can network as well as interact with professionals from other agencies, roles, and disciplines were also highlighted.

FEDERAL AND STATE LAWS

This section provides federal and state laws and related information pertaining to victims of crime (see Table 6). See appendix for a more comprehensive list of state and federal laws and related information pertaining to victims of crime.

Table 6. Review of State and Federal Laws

Law/Statute	Description	Website Link
FEDERAL LAWS		
32 USC §20102: Crime Victim Compensation (as of 10/06/2017)	Describes the: (a) Authority of the Director; (b) Eligible crime victim compensation programs; and (c) Exclusion from income, resources, and assets for purposes of means tests.	Office of the Law Revision Counsel: United States Code 32 USC 20102
18 USC §3771: Crime Victims' Rights Act	Describes the: (a) Rights of crime victims; (b) Rights afforded; (c) Best efforts to accord rights; (d) Enforcement and limitations; (e) Definitions; (f) Procedures to promote compliance	Office of the Law Revision Counsel: United States Code 18 USC 3771
Crime Victims' Rights Ombudsman	The Department of Justice has established the Office of the Victims' Rights Ombudsman to receive and investigate complaints filed by crime victims against its employees, and has implemented Procedures to Promote Compliance with Crime Victims' Rights Obligations, 28 C.F.R. § 45.10.	United States Department of Justice, Offices of the United States Attorneys Crime Victims' Rights Ombudsman
Victim-Witness Assistance Program	The goal of the victim witness assistance program in the United States Attorney's Office is to ensure that victims of federal crime are treated with fairness and respect, and receive the services to which they are entitled. A variety of notification and assistance services are available.	United States Department of Justice, Offices of the United States Attorneys: District of Hawai'i Victim-Witness Assistance Program

Law/Statute	Description	Website Link
HAWAII STATE LAWS		
HRS §28-111: Victim-Witness Assistance Program	<p>The Hawai'i State Law for the Victim Witness programs states that the County Prosecutors shall implement the Victim Witness programs within their counties.</p> <p>(a) There is established a victim-witness assistance program in the department of the attorney general, whose purpose shall be to provide information, assistance, and support services to the victims of and witnesses to crimes committed in the State.</p> <p>(b) The attorney general shall allocate and award appropriated funds to counties whose victim-witness assistance units are in substantial compliance with the policies and criteria established. The attorney general and the county prosecutors shall work together to establish victim-witness assistance program policies and criteria which shall not be subject to chapter 91. The county prosecutors shall implement the program in their respective counties.</p> <p>(c) Any sums appropriated by the State for the victim-witness units in each of the respective counties shall be contingent upon the respective counties providing a minimum of twenty-five per cent of the sum appropriated to each county. [L 1986, c 204, §2]</p>	Victim-Witness Assistance Program
HRS Chapter 351 and HAR §23-605: Crime Victim Compensation Commission (CVCC)	<p>Crime Victim Compensation Commission (CVCC) is to equitably and efficiently provide crime victims the services due to them under Hawai'i law. The CVCC was created to alleviate the physical, mental and financial hardships suffered by victims of violent crime. The CVCC provides compensation to victims of violent crimes for their crime-related injuries and losses, and to "Good Samaritans" for injuries or property damage suffered in the prevention of a crime or apprehension of a criminal.</p>	State of Hawai'i Crime Victim Compensation Commission
Constitutional rights for crime victims in Hawai'i	<p>Unlike victims in thirty-two other states, crime victims in Hawai'i have no constitutional rights.</p>	National Center for Victims of Crime: Hawai'i
HRS §801D-4: Basic Bill of Rights for Victims and Witnesses	<p>Describes the:</p> <p>(a) Rights of victims and surviving immediate family members;</p> <p>(b) Right to be informed of the human immunodeficiency virus (HIV) status of the convicted (or adjudicated) person, and to receive counseling;</p> <p>(c) Good faith efforts to notify the victim, or surviving family members, of income, when a civil judgement</p>	Hawai'i State Judiciary Basic Bill of Rights for Victims and Witnesses

Law/Statute	Description	Website Link
	is received or of a financial account that exceeds \$10,000; (d) Payments to the victim; (e) State immunity from damages in any lawsuit based on non-compliance with subsection (c) or (d).	
HRS Chapter 626, Rule 505.5: Victim-Counselor Privilege	Describes the victim-counselor privilege. Provides: (a) Definitions (b) General rule of privilege (c) Who may claim the privilege (d) Exceptions.	Hawaii Revised Statutes

SERVICE PROVIDERS FOR VICTIMS OF CRIME IN HAWAII

Hawaii has a diversity of service providers, private and public. In relation to victims of crime, service providers appear to fall into two categories, each of whom have different training needs. First, those providers whose main mission is serving victims of crime and they are in designated agencies. Those in this group include the Victim Witness Services programs run by the Prosecuting Attorney's offices in each county (O'ahu; Lana'i, Maui, Moloka'i; Kauai; Hawaii), complimented by other agencies which also provide services to victims of crime involving sexual assault, intimate partner/domestic violence, child abuse, human trafficking, drunk driving, etc., and address trauma experienced by victims and in community crisis situations. Second, those who, in the course of the varied services they provide, have some clients who are also victims of crime. This group includes but is not limited to: child welfare services staff, therapists in agencies or private practice, teachers, counselors, case workers, medical professionals, other mental and behavioral health professionals (such as social workers, psychologists, and psychiatrists), public health workers, faith groups, community organizers, home visitors, LGBTQI advocates, and more. Some of the relevant providers are listed below and on the Attorney General's "[Help for Hawaii's Crime Victims](#)" website (State of Hawaii, 2017). Although this is not an exhaustive list, it is recommended that each of the victims of crime service providers in the first group be identified as a core group (see Table 7). It should be noted that it does appear that many, if not most, crime victims may be served by agencies, organizations, or practitioners not associated with the aforementioned designated agencies or those working in conjunction with them. **Thus, it appears that trainings need to be inclusive of all providers and groups.**

Table 7. Resources for Victims of Crime in Hawai'i.

Resource	Phone
Domestic Violence Help Shelters (Safe Place to Stay)	
24 Hour Hotlines O'ahu Shelter Hotline	841-0822
Military	533-7125
Windward	528-0606
Maui	579-9581
Kauai	245-6362
Moloka'i	567-6888
Hilo	959-8864
Kona	322-7233
Sex Abuse Centers (24 Hour Hotline)	
O'ahu	524-7273
Maui	242-4357
Kauai	245-4144
Big Island	935-0677
Moloka'i/Lāna'i (call collect to Maui)	242-4357
Child Protective Services	
O'ahu (24 Hour Hotline)	832-5300
Maui	243-5162
Kauai	274-3320
Lāna'i	565-7271
Hilo	933-0350
Kona	327-4787
Moloka'i	553-3681
Survivors of Homicide Victims / Drunk Drivers Statewide	532-6233
National Fraud Information Center Statewide	1-800-876-7060
Victim Witness Assistance Programs	
O'ahu	523-4158
Big Island	934-3306
Maui	270-7695
Kauai	241-1898
Kauai (toll free)	(800) 668-5734
Crime Victim Compensation Commission Statewide	587-1143

INVENTORY OF BASIC KNOWLEDGE, SKILLS, AND ABILITIES

There are many models, trainings, conferences, and web-based trainings available. Given the resources identified by survey respondents, focus group participants, and research by the Ho'omaluhia team, the following are fundamental areas of learning which provide the foundational knowledge and skill sets development identified as needed by victims/survivors of crime and service providers.

National Victim Assistance Academy

The National Victim Assistance Academy (Office of Justice Programs, Office for Victims of Crime (OVC), Training and Technical Assistance Center, 2017) provides recommended curriculum and training topics for those who work with victims of crime (see Table 8). These resources are comprehensive and could be utilized, with some modification, to fit the training needs of Hawai'i's service providers.

Table 8. National Victim Assistance Academy Curriculum and Training Topics.

Resource	Topics
NVAA Foundation-Level Training Curriculum	
<i>The NVAA Work Group worked closely with OVC to lend knowledge and insight to the redesign of these materials. The Work Group, composed of nationally known scholars and practitioners, made recommendations and developed material that comprises the NVAA.</i>	
	Module 1: Introductions and Overview
	Module 2: History of the Crime Victims' Rights Movement in the United States
	Module 3: Victims' Rights Laws in the United States
	Module 4: Impact of Crime on Victims
	Module 5: Navigating the Justice System
	Module 6: Communication with Victims and Survivors
	Module 7: Direct Services
	Module 8: Cultural and Spiritual Competence
	Module 9: Ethics in Victim Services
	Module 10: Developing Resilience
	Module 11: Resources for Victim Advocates
	Module 12: Taking It All Back Home
Victim Assistance Training Online - Basics	
<i>Includes modules such as basic communication skills, confidentiality, and advocacy.</i>	
	The Civil Justice System
	The Criminal Justice System
	Ethics
	The Military Justice System
	Tribal Justice Systems
	Types of Victim Services
	Victim Compensation
	Victims' Rights

Resource	Topics
Victim Assistance Training Online - Crimes	
	<i>Includes the characteristics and prevalence of crime, and other information about crimes including sexual assault, elder abuse, and child abuse.</i>
	Arson
	Assault
	Bullying
	Child Abuse
	Cyber Fraud
	Elder Abuse
	Financial Crimes
	Hate and Bias Crimes
	Human Trafficking
	Identity Theft
	Impaired Driving
	Intimate Partner Violence
	Property Crime
	Sexual Assault
	Stalking
	Teen Relationship Abuse
	Terrorism and Mass Violence
Specific Considerations for Providing Victim Services	
	<i>Includes information and skills to serve populations such as LGBTQ populations, campus/university victims of crime, and victims of sexual assault in the military.</i>
	American Indian/Alaska Native Populations
	Campus/University Victims of Sexual Assault
	Children and Youth
	Elderly Populations
	Homeless Victims
	Immigrant Populations
	Incarcerated Victims of Sexual Violence
	LGBTQ Populations
	People with Disabilities
	Refugee Populations
	U.S.-Based Services for U.S. Citizens Victimized Overseas
	U.S. Citizens Victimized Overseas
	Victims of Sexual Assault in the Military

Resource	Topics
	Victims with Mental Health Issues
	Victims with Substance Abuse Issues

Core Competencies

The National Victim Assistance Academy (Office of Justice Programs, Office for Victims of Crime, Training and Technical Assistance Center, 2017) provides recommended Core Competencies for training victim of crime service providers. These Competencies should be incorporated into the training curriculum and modules above. These have been adapted for this report and are shown below.

Table 9. Core Competencies

Competency	Description
Advocacy	Examines the critical role of victim service providers in advocating for crime victims. When you know how to advocate for crime victims, you ensure that their voices are heard and they receive the appropriate assistance from a trauma informed perspective.
Assessing Victims' Needs	Describes how to accurately determine the services that will help victims in the aftermath of a crime. Conducting a thorough needs assessment helps you identify a victim's specific needs so you can refer the victim to the most appropriate resources. This would include working with the victim to identify immediate, short-term, and longer-term needs.
Trauma-Informed Care	Covers the impact of trauma on crime victims. Victims react to the psychological trauma of a crime in various ways. In order to ensure they receive the care they need, you must become familiar with the impact of trauma and the concept of trauma-informed care.
Collaboration	Reviews how to work effectively within your team and organization, and across organizations. No single organization can provide all the resources and services for crime victims, so working with other organizations to obtain this assistance is critical.
Confidentiality	Describes best practices for maintaining confidentiality. As a victim service provider, you deal with sensitive and personal information. Understanding the laws governing a victim's privacy and confidentiality are extremely important in protecting the victims you help.
Conflict Management and Negotiation	Introduces you to skills to help you manage conflict effectively and negotiate with others when conflict arises. Conflicts can arise in any situation. You may even experience conflict with a victim you're trying to help. Resolving the conflict by negotiating an outcome that's acceptable to everyone is an important skill for a victim service provider.
Crisis Intervention	Describes how to identify when a crisis has taken place and how to help those who have experienced traumatic situations. Understanding what constitutes a crisis, and knowing how to intervene when one occurs, can make a critical difference to someone who has been victimized and traumatized.

Competency	Description
Culture, Diversity, and Inclusivity	Covers the skills you need to interact with and assist crime victims from other cultures and backgrounds, and explains why these skills are so important. Crime does not discriminate; victims come from all walks of life. In your work, you must be prepared to help victims who may be very different from you.
Documentation	Provides information for victim service providers who need to document information about victims of crime. Accurately recording victim data preserves the victim's privacy and confidentiality. Documenting your interactions with victims provides a record of your work and actions that may be useful later.
Problem Solving	Presents a structured approach to recognizing and solving problems that arise in your work. Being able to follow the steps of an effective problem-solving process will help you resolve issues quickly, and minimize difficulties when dealing with colleagues and victims of crime.
Referrals	Provides information on building and maintaining relationships with referral agencies so that you can provide critical referrals to victims of crime. Developing a referral network is absolutely essential for victim service providers. The wider your network of referrals, the more likely you'll be able to find the right kind of assistance for every victim you help.
Self-Care	Covers the role of victim service providers in monitoring their own self-care and safety. Because of your work, you are susceptible to vicarious trauma, compassion fatigue, and other stress-related conditions. To remain effective in your job and helpful to victims, you must know the risk factors for developing these conditions, how to minimize them, and how to take care of yourself if you do experience a stress-related condition.

Adapted from Office of Justice Programs, Office for Victims of Crime, Training and Technical Assistance Center (2017). National Victim Assistance Academy (NVAA).

REVIEW OF AVAILABLE RESOURCES (STATE & NATIONALLY)

There are a number of agencies and programs who provide training in the victims of crime community across the state. Many trainings are offered internally to their staff, and are scheduled as needed. The Institute on Violence, Abuse & Trauma (IVAT) holds an annual interdisciplinary spring conference in Hawai'i, covering a variety of topics and types of victims. They also host an annual interdisciplinary fall international conference in San Diego, as well as specific trainings in dealing with several areas needed by crime victims service providers since they are certified by the National Organization for Victim Assistance (NOVA) to offer such trainings toward certification. IVAT is one of the few to be able to do this in the Western region of the United States. Many of the agencies and organizations in Hawai'i who serve crime victims attend and participate in the annual IVAT HI conference. Some agencies offer training not only to professionals, but also to community members, and peripheral professionals (e.g., teachers, law enforcement, faith-based groups, law makers). The list of trainings below is specific to trainings for professionals.

In addition to the list of training opportunities below, there are a number of trainings that have been provided historically; the current and future status of these are not certain. These include but are not limited to:

- Office on Victims of Crime (OVC) funded trainings on U Visas and T Visas for immigrant victims of crime;
- Sex Assault Kit Initiative training;
- Training in death notification;
- Working with surviving family members of homicide;
- Human Trafficking;
- Certification Danger Assessment;
- Restorative Justice and Restitution Recovery;
- Domestic Violence Intervention.

National and State professional associations offer trainings and continuing education credits to their members and those practicing in their fields. These include, but are not limited to: National Association of Social Workers Hawai'i Chapter, American Association for Marriage and Family Therapy: Hawai'i Division, Hawai'i Association for Play Therapy, and the Hawai'i Psychological Association. Although these trainings are designed for their members, some trainings are open for other community professionals to attend and participate.

HAWAII TRAININGS FOR CONSIDERATION

As previously stated, a variety of different local agencies cover a range of training topics. The table below lists a few of the known agencies and their training areas of expertise (see Table 10).

Table 10. State Trainings for Consideration

Resource	Type	Description	Availability	Website
Hawai'i Coalition Against Domestic Violence	Intimate Partner/Domestic Violence (IPV)	Provides 25 hours of required training for advocates who work with IPV victims. Provides additional training at annual conference They also provide numerous trainings on various topic areas related to domestic violence, such as trauma, mental health, disabilities, LGBTQ, etc.	Offered in-person quarterly. Might be electronically available. Fee associated. Annual, fee associated	http://www.hscadv.org/
Sex Abuse Treatment Center (SATC) (Hawai'i Pacific Health, Kapi'olani)	Sexual Assault (SA)	Provides 35 hours of required training for SATC advocates who work with sexual assault victims.	Internal trainings for SATC staff.	www.satchawaii.com

NEEDS ASSESSMENT FOR CRIME SERVICE PROVIDERS IN HAWAII

Resource	Type	Description	Availability	Website
Crime Victim Compensation Commission	Crime Victims	Offers a variety of trainings, including Mass Casualty Community Response, Compensation Forms & Reports, and Restitution	Trainings are offered as needed.	http://dps.hawaii.gov/cvcc/
MADD	Crime Victims	Provides trainings on Negligent Homicide, Families impacted by homicide, and VATI (a basic Victim Services training).	Annual	https://www.madd.org/hawaii/
Joyful Heart Foundation	IPV, SA, CAN	Provides “Heal the Healers” retreats and tools to professionals on self-care and secondary trauma risk reduction	Provided individually and as-needed. In general, no fees.	www.joyfulheartfoundation.org
Department of Prosecuting Attorney, City and County of Honolulu	Crime Victims	Sponsors trainings such as – Immigrant Crime Victims, Language Access and U Visa	Periodically	https://honolulu.prosecutor.org/
Department of Public Safety, State of Hawaii	Crime Victims	DV Response Initiative (Intervention) Training	Unknown	http://dps.hawaii.gov/
Ho’omaluhia	Crime Victims	Intersection of Intimate Partner Violence and other forms of Coercive Control; Honing Systems Responses to Victims of Violence; Trauma Informed care; Effects of Adverse Childhood Experiences; Vicarious Trauma and Self Care; etc.	As requested and based on available funding. Sponsored by Department of Prosecuting Attorney, City and County of Honolulu; Department of Health, and Others	http://www.ivatcenters.org/
Legal Aid Society of Hawaii	General	Public Benefits (includes special section on public benefits for Victims of Crime)	Annual	http://www.legalaidhawaii.org/

Resource	Type	Description	Availability	Website
Crime Prevention and Justice Assistance Division, Department of Attorney General, State of Hawaii	Agencies	Grant Writing Training	As scheduled	http://ag.hawaii.gov/cpja/
Hawaii Youth Services Network	Community, Agencies, Special Interest Groups	Grant Writing, Planning, Partnerships/ Collaborations, Advocacy, Youth Issues, Cultural Competency, Self-care	As requested	https://www.hysn.org/
Department of Attorney General, State of Hawaii with U.S. Department of Homeland Security	Human Trafficking	Human Trafficking Training for Law Enforcement	As requested	http://ag.hawaii.gov/
Susannah Wesley Community Center	Human Trafficking	Sex Trafficking Crimes and the Victims	As requested	http://www.susannahwesley.org/
Department of Health and Department of Human Services, State of Hawaii	Human Trafficking	Understanding and Recognizing Trafficking in Persons		http://humanservices.hawaii.gov/

NATIONAL TRAINING RESOURCES

Nationally, there are a several known training resources specifically for victims of crime professionals. The content of these trainings could be considered when creating a training program for Hawai'i's providers (see Table 11).

Table 11. National Resources for Consideration

Program	Type	Description	Website
Office for Victims of Crime, Training and Technical Assistance Center (OVCTTAC)	Crime Victims	National Victim Assistance Academy (NVAA) Foundation-Level 12 module curriculum for training victim service providers and allied professionals. Leadership Institute and Advanced Skills Institute replace the NVAA Foundation Track. All resources are online. No fee.	www.ovcttac.gov
OVCTTAC - VAT Online	Crime Victims	VAT Online incorporates MVAA Track 1 (above). Web-based, self-paced training. 21 online modules.	www.ovcttac.gov
National Advocate Credentialing Program (NACP)	Crime Victims	Pre-approved national and state trainings are listed on their website. Hawai'i does not have a listed approved training.	www.thenacp.org
Praxis International	Violence Against Women	The Advocacy Learning Center is an 18-month experiential course. Modalities include online, phone meetings, and in-person trainings. No fee for participation. Only fees are to cover travel expenses (may be covered by OVW).	www.praxisinternational.org/
Stalking Resource Center	Stalking	Offers a national annual conference, a variety of trainings, and webinars are available on their website.	www.victimsofcrime.org
National Sexual Violence Resource Center (NSVRC)	Sexual Assault	Provides online learning and a National Sexual Assault Conference	www.nsvrc.org
National Organization for Victim Assistance (NOVA)	Crime Victims	Annual Training Event (August) for Advocates and professionals working with victims of crime and crisis. Continuing Education credits offered.	http://www.trynova.org/ https://www.novatrainingevent.org/
National Center for Victims of Crime (NCVC)	Crime Victims	Annual National Training Institute (see SVAA); DNA Resource Center; Stalking Resource Center (above); Youth Initiative; National Crime Victim Bar Association.	http://victimsofcrime.org/about-us/our-work#education

Program	Type	Description	Website
State Victim Assistance Academy (SVAA) Resource Center	Crime Victims	Provides technical support and training to SVAAAs nation-wide. The SVAA Leadership Symposium will be a dedicated training and professional networking track within the NCVI National Training Institute (above). Focus will be on a complement of topics uniquely relevant and critical to the creation, operation, growth and sustainability of SVAAAs. Holds quarterly web meetings.	https://victimsofcrime.org/our-programs/svaa
The National Child Traumatic Stress Network (NCTSN)	Child abuse & neglect	NCTSN was established to improve access to care, treatment, and services for traumatized children and adolescents exposed to traumatic events. One essential function of the NCTSN is to increase access to evidence-based child trauma treatments. Several initiatives disseminate knowledge from clinical and system-change experts within the NCTSN, including The Learning Center for Child and Adolescent Trauma, NCTSN-developed resources and products, and a comprehensive Events Calendar.	http://www.nctsn.org/

MAKING THE “VISION” A REALITY: SUMMARY OF RECOMMENDATIONS FOR ACTION (TRAINING PLAN)

SUMMARY OF NEEDS

Four primary unmet training needs have been identified by the *Needs Assessment for Training of Crime Victims Service Providers in the State of Hawaii* (October, 2017). The first need being a clear, coordinated, consistent, “victim assistance academy” type training, that would reinforce policies, procedures, and foundational best practices for working with crime victims. The second need being trainings focused on special needs and underserved populations, such as secondary trauma, LGBTQI, trauma informed care, limited English proficiency, male victims, immigrant, and ethnic minority populations. The third need is for more and better interdisciplinary trainings and coordination of services for crime victims, including learning the roles and services of those in different agencies and organizations. The Fourth need is for more on-site, in person trainings in the neighbor islands, or possibly funding to attend such trainings on Oahu.

Specifically, service providers reported being the least confident (“not at all confident” or “a little confident”) in the following areas:

1. Understanding of public health options for victims of crime;
2. Understanding of civil legal options for victims of crime;
3. Understanding of criminal justice options for victims of crime;
4. Understanding of medical options for victims of crime;

5. Knowing the current prevalence, frequency, and facts surrounding victims of crime; and
6. Understanding of mental health or behavioral health options for victims of crime.

Survey participants reported the following areas with the highest levels of importance for training:

1. Safety planning;
2. Providing culturally appropriate services;
3. Trauma-informed care;
4. Compassion fatigue/vicarious trauma;
5. Services for those with disabilities;
6. Services for immigrant populations;
7. Providing services for young children; and
8. Crisis intervention services.

Respondents on islands other than Oahu reported a lack of in-person training on their island, in general. To be most effective, victim service providers on all islands need access to in-person training, whenever possible. Interdisciplinary trainings where people can network as well as interact with professionals from other agencies, roles, and disciplines was also highlighted. Other recommendations included panel discussions with those from multidisciplinary professions, working through cases from different perspectives, and trainings with groups from multidisciplinary professions.

CORE COMPETENCIES

To best meet the needs of training victims, the *Needs Assessment for Training of Crime Victims Service Providers in the State of Hawaii* (October 2017) recommends that training address the following core competencies Adapted from Office of Justice Programs, Office for Victims of Crime, Training and Technical Assistance Center (2017), National Victim Assistance Academy (NVAA) (the ones emphasized in the surveys, focus groups, and interviews are highlighted below):

1. Advocacy;
2. Assessing Victims' Needs;
3. Trauma-Informed Care;
4. Collaboration;
5. Confidentiality;
6. Conflict Management and Negotiation;
7. Crisis Intervention;
8. Culture, Diversity and Inclusivity;
9. Documentation;
10. Problem Solving;
11. Referrals; and
12. Self-Care.

TRAINING PLAN

To best meet the training needs of service providers statewide, Ho'omaluhia recommends the following short-term and long-term training plans.

SHORT TERM PLAN:

The primary mission for the short-term plan is to establish a core of vested stakeholders with long term vision, and to recommend types of trainings and possible topics during this time period. This plan is to be initiated in approximately November 2017 and completed by June 30, 2018. Several trainings should be planned and implemented during this time frame.

**SHORT-TERM TRAINING PLAN
November 2017 – June 2018**

- II. Finalize a Statewide Interdisciplinary Cooperative Victims of Crime Training Team (The HI Statewide Victims Services Academy – HSVSA)
 - V. Train Members and Community
 - VI. Establish Data Tracking and Technology
 - VII. Publicize Training Opportunities
-

I. Finalize a Statewide Interdisciplinary Cooperative Victims of Crime Training Team (HSVSA) by November 30, 2017

a. Training Goal:

- i. The primary goal of the HSVSA is to ensure there is a consistent, vetted, ongoing, statewide training program for victims of crime advocates and workers. This training modality utilizes the State Victim Assistance Academies (SVAA) Resource Center. It is important that this be interdisciplinary and be viewed as composed of actual providers from various agencies and organizations, both designated ones as well as those who are not designated but serve crime victims as well. It is also suggested that representatives include some crime victim survivors. Many representatives have been selected already so any gaps in the suggestions noted above might need to be added.
- ii. The secondary goal would be to identify training topics for community members on the different islands because they may not always be the same. Members would either create and provide these trainings or coordinate trainers to deliver the trainings in their communities if they have the means to do so.
- iii. For all trainings, it is the members' responsibility to ensure trainings are infused or supplemented with practices relevant and inclusive of Hawai'i's culturally diverse communities.
- iv. A separate entity/organization may be necessary to work with the HSVSA to actually conduct the recommended trainings and handle all of the logistics, such as registration, site choice, speaker(s) logistics, registration, certificates, continuing education for professionals, etc. It is important for this entity to work closely with the HSVSA to meet the needs identified in this report and additional ones that surface. This entity should be multidimensional and have expertise in several types of crimes services and issues so they can oversee and integrate the various multidisciplinary trainings. They should have access to local and national

trainers with expertise in the varied types of crimes and services, as well as experience in coordinating multidisciplinary trainings.

- b. Funding:
 - i. For the period starting November 2017 and ending June 2018, funds from the Attorney General's office may be utilized for training crime victims service providers and the broader community.
 - ii. On-going, the HSVSA may benefit from obtaining financial guidance from the SVAA Resource Center. Generally, the SVAA Framework recommends accessing VOCA funds to supplement OVC funds, and the use of Memorandums of Understanding with partners to sustain the local SVAA.
- c. HSVSA Membership:
 - i. It would be important to evaluate the members to determine whether additional representatives are needed from relevant organizations (whether designated officially as a crime victim service provider or not so designated but providing services to crime victims) to include but are not limited to sexual assault, intimate partner/domestic violence, child abuse, human trafficking, and other trauma resulting from crimes. It would also be beneficial to have three (3) crime victim survivors who have experienced different types of crimes as representatives to the HSVSA.
 - ii. Consider including cultural consultants to ensure training and modalities are culturally inclusive. It is encouraged that consultants include representation from the Native Hawaiian community, the Compact of Free Association (COFA) (aka the Federated States of Micronesia, the Marshall Islands, and Palau), other Pacific Islander and Asian communities, the LGBTQI community, veterans' organizations, elderly services, and diversely-abled people.
- d. Meeting frequency and modality:
 - i. Meetings should be held once per quarter.
 - ii. Members on the same island may meet in-person, and each should video conference together (using a platform such as Zoom, Adobe Connect, or GoToMeeting).
- e. The HSVSA members will utilize the NVAA, OVTTAC VAT Online, and trainings recommended by SVAA to ensure their members and staff are well trained and well-versed in the basic skills needed to work with victims of crime.

II. Train members, staff and community professionals and advocates

- a. Deliver in-person SVAA trainings on several islands to ensure accessibility (Hawaii, Maui, Kauai, O'ahu). It is suggested that more general basic skills in some of the major topics noted in this report occur with **webinars or other in-staff trainings in January and February that are available through national organizations.**
 - i. **Schedule trainings on respective islands in February and March 2018.** This would be coordinated with the HSVSA and the entity who is brought in to do the logistics and help set these up with both national and local trainers. These would possibly be half-day workshops on each island and well publicized so they can also be interdisciplinary. Perhaps in 2 locations on each island, 1 morning and 1 afternoon to maximize attendance. It would also be good to be able to offer Continuing Education for mental health, legal, social work, and nursing professionals. It might also be beneficial to offer certifications in trauma advocacy and

victim assistance to indicate and recognize those who have participated in the various trainings. These workshops should again be interdisciplinary where attendees can interact and learn about the roles, responsibilities, and services provided by others. These trainings can occur with and at various organizations and agencies if they have sufficiently large facilities for such trainings. Otherwise a hotel or other facility may need to be rented along with Audio-Visual equipment.

- ii. The survey and focus group respondents identified several topic areas for both basic and advanced trainings as noted above, identified that they wanted in-person ones on the various islands, and they noted the benefits of the IVAT annual Spring Summit in April in Oahu. **The main topics noted in this Needs Assessment for training include: Trauma informed care, self-care/vicarious trauma, cultural considerations in working with those traumatized, the effects of adverse childhood experiences, safety planning, services for those with disabilities, services for immigrant populations, services for young children, understanding the roles and responsibilities of others offering crime victim services, and documentation.**
- iii. It is important to also highlight the underserved populations that were indicated in this Needs Assessment in which more training was noted. These are shown below:
 - **LGBTQI victims;**
 - **Limited English Proficiency;**
 - **Male victims of sexual assault;**
 - **Immigrant populations; and**
 - **Ethnic minority populations.**
- b. Conduct community specific trainings open to complimentary service providers
 - i. **Schedule in-person follow up and more advanced trainings on respective islands in May and June 2018.** Some of these may utilize streaming technology (i.e., Zoom) to open participation to those unable to travel. It might also be beneficial to provide technical assistance for various agencies on the islands through streaming as consultations with staff on specific issues and case as part of in-service trainings and follow ups to the Summit and workshops provided. Respondents to the surveys and interviews noted the benefits of such in-service trainings and staffings to help solidify their skills in providing services to crime victims.

III. **Establish data tracking and technology**

- a. Ensure an electronic data tracking software to track all training participants and completed trainings.
- b. Utilize a web based video conferencing account to stream and record trainings (e.g., Zoom) that can be set up for the trainings and utilized throughout the state.

IV. **Publicize training opportunities**

- a. Create and maintain a website to post training schedules, supplemental materials, and announcements (e.g., Google Sites) or have those who are members of the HSVSA and utilizing the attorney General's Department website as well as list these on their website and disseminate throughout the state.

LONG TERM PLAN:

The primary mission for the long-term plan is to provide training to victim service providers to improve and standardize effective delivery of services to crime victims in the state. This plan commences Summer 2018, and continues indefinitely.

LONG-TERM TRAINING PLAN
Summer 2018 forward

- V. Statewide Interdisciplinary Cooperative Victims of Crime Training Team (the HSVSA) should continue to meet quarterly
 - VI. Identify funding streams to support training efforts for the future, including collaborative grants
 - VII. Continue to work with the SVAA Resource Center to establish and maintain a clear and comprehensive HSVAA
 - VIII. Continue to maintain a database to track individual's progress through SVAA trainings.
-

- I. The HSVSA should continue to meet quarterly.
 - a. Meetings serve as a means for representatives from all counties and roles to voice their needs for training in their communities.
 - b. The cooperative should plan on sending advocates to the SVAA or other annual local or National conferences, at least once per year.
 - c. The cooperative should identify and cultivate local trainers to provide in-person trainings in all counties.
 - d. As funding allows, the cooperative should identify trainers who specialize on needed topics, and facilitate bringing them to Hawai'i to train local advocates. Train the trainer programs may be quite helpful so that the data base of local trainers can be enhanced and expanded. A speaker data base should be generated and maintained so that all relevant agencies and organizations are aware of the types of expertise available in the state for trainings.
- II. The cooperative should identify funding streams to support training efforts and encourage member agencies and organizations to collaborate in applying for grants and funding to continue to provide training to new staff as well as experienced ones.
- III. The cooperative should continue to work with the SVAA Resource Center to establish and maintain a clear and comprehensive SVAA.
- IV. The cooperative should continue to maintain a database to track individual's progress through SVAA trainings.

S.M.A.R.T. INSTRUCTIONAL GOALS AND OBJECTIVES

The short-term instructional goals and objectives have also been outlined in a S.M.A.R.T. format to discuss how each of the objectives are: 1) Specific, 2) Measurable, 3) Achievable, 4) Realistic, and 5) Time bound (see Table 12).

Table 12. Short Term Instructional Goals and Objectives

Objective 1: Establish a Statewide Interdisciplinary Cooperative Victims of Crime Training Team (HSVSA)	
Key Component	Description of Task
Specific - What is the specific task?	Finalize a Statewide Interdisciplinary Cooperative Victims of Crime Training Team (the HSVSA)
Measurable - What are the standards or parameters?	<ol style="list-style-type: none"> 1. Identify potential new members 2. Identify training topics 3. Participate in quarterly meetings 4. Recommend trainings base on this report
Achievable - Is the task feasible?	Yes, current crime victims services providers already meet and there is a victims service academy in its early stages of development.
Realistic - Are sufficient resources available?	Funds are available from the Department of the Attorney General that may be able to be used. Potential members have been identified. Members now need to be expanded.
Time-Bound - What are the start and end dates?	Establish team by November 30, 2017 and fully operational by Jan 31, 2018

Objective 2: Train members and community	
Key Component	Description of Task
Specific - What is the specific task?	Train members and community crime victims service providers
Measurable - What are the standards or parameters?	<ol style="list-style-type: none"> 1. Consider attending SVAA training in Portland 2. Utilize the NVAA, OVTTAC VAT Online, and trainings recommended by SVAA to ensure their members are well trained and well-versed in the skills needed to work with victims of crime 3. Establish a HSVAA 4. Deliver in-person SVAA trainings on several islands to ensure accessibility 5. Conduct community specific trainings open to complimentary service providers
Achievable - Is the task feasible?	The SVAA Training registration is open now through the training dates.
Realistic - Are sufficient resources available?	Funds may be available from the Attorney General's Department. Potential members have been identified.
Time-Bound - What are the start and end dates?	SVAA Training in December 2017 Administer community specific trainings by June, 2018

Objective 3: Establish data tracking and technology

Key Component	Description of Task
Specific - What is the specific task?	Data tracking and technology
Measurable - What are the standards or parameters?	<ol style="list-style-type: none"> 1. Set up an electronic data tracking software to track all training participants and completed trainings 2. Set up a web based video conferencing account to stream and record trainings (e.g., Zoom) 3. Create and maintain a website or utilize existing ones to post training schedules, supplemental materials, and announcements (e.g., Google Sites)
Achievable - Is the task feasible?	The Department of the Attorney General may need to assist with facilitating this task
Realistic - Are sufficient resources available?	Funds may be available from the Attorney General or other grants or foundations, with contributions from some of the community agencies and organizations to help support their staff members. Potential members have been identified.
Time-Bound - What are the start and end dates?	By June 2018

Objective 4: Publicize training opportunities

Key Component	Description of Task
Specific - What is the specific task?	Publicize training opportunities
Measurable - What are the standards or parameters?	Create and maintain a website to post training schedules, supplemental materials, and announcements (e.g., Google Sites) or have those who are members of the HSVSA list these on their website as well as utilizing the Attorney General's Department website and disseminate throughout the state.
Achievable - Is the task feasible?	The Department of the Attorney General may need to assist with facilitating this task
Realistic - Are sufficient resources available?	Funds may be available from the Attorney General or other grants or foundations to accomplish this.
Time-Bound - What are the start and end dates?	By January 2018 and forward

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APPENDIX A: ITEM-LEVEL FINDINGS

Table A1. Percentage of participant confidence levels in knowledge and skills.

	Not at all confident	A little confident	Somewhat confident	Confident	Very confident
I understand my ethical responsibilities in working with crime victims (i.e., confidentiality).	0.0%	2.2%	6.6%	33.0%	58.2%
I am confident in my ability to appropriately document the work I do with victims of crime.	1.1%	3.3%	18.7%	33.0%	44.0%
I am willing, able, and comfortable serving victims of various types of crime.	1.1%	8.9%	23.3%	27.8%	38.9%
I am willing, able, and comfortable serving victims of all ages.	1.1%	9.0%	20.2%	31.5%	38.2%
I am confident in my skills and abilities to provide effective services to victims of crime.	2.2%	5.6%	16.7%	40.0%	35.6%
I am able to provide effective advocacy for victims of crime.	2.2%	12.2%	15.6%	37.8%	32.2%
I have a good understanding of the basic elements of victim reaction and victim needs.	3.3%	9.9%	16.5%	39.6%	30.8%
I feel capable to effectively serve anyone who presents as a secondary victim (i.e., significant other, partner, family, friend).	2.2%	13.3%	14.4%	41.1%	28.9%
I am aware of the risk factors of vicarious trauma and know how to minimize them.	2.2%	6.6%	16.5%	46.2%	28.6%
I can provide effective crisis intervention for victims of crime.	2.2%	8.9%	16.7%	45.6%	26.7%
I am able to accurately assess victims' needs.	1.1%	10.0%	20.0%	43.3%	25.6%
I am willing, able, and comfortable serving victims with disabilities.	0.0%	8.9%	26.7%	38.9%	25.6%
I understand the services available in my community well and can provide information and referrals to victims or their family and friends.	1.1%	7.7%	20.9%	48.4%	22.0%
I have a good understanding of criminal justice options for victims of crime.	5.6%	18.9%	27.8%	26.7%	21.1%
I have a good understanding of mental health or behavioral health options for victims of crime.	1.1%	18.7%	17.6%	42.9%	19.8%
I am willing, able, and comfortable serving victims with Limited English Proficiency.	6.7%	8.9%	24.4%	41.1%	18.9%
I have the appropriate training and skills to provide culturally informed services.	2.2%	5.5%	28.6%	46.2%	17.6%
I have a good understanding of how multiple systems (criminal justice, advocacy, and health care) operate regarding victims of crime.	1.1%	17.6%	25.3%	38.5%	17.6%
I have a good understanding of the prevalence, differences, risk factors and the effects of crime in underserved populations in my community.	3.3%	13.2%	28.6%	39.6%	15.4%
I know the current prevalence, frequency, and facts surrounding victims of crime.	6.6%	15.4%	28.6%	38.5%	11.0%
I have a good understanding of medical options for victims of crime.	4.4%	19.8%	30.8%	34.1%	11.0%
I have a good understanding of civil legal options for victims of crime.	6.6%	18.7%	31.9%	31.9%	11.0%
I have a good understanding of public health options for victims of crime.	6.7%	20.2%	30.3%	34.8%	7.9%

Table A2. Percentage of importance for meeting the training needs for those who provide services to crime victims.

In your opinion, please rate the level of importance of the topics below to meet the training needs for those who provide services to crime victims:	Not at all important	A little important	Somewhat important	Important	Very important
Protection safety services (i.e., safety planning).	1.2%	0.0%	3.6%	29.8%	65.5%
Professional development: Trauma-informed care.	0.0%	0.0%	8.3%	32.1%	59.5%
Providing culturally appropriate services.	0.0%	1.2%	6.0%	34.9%	57.8%
Professional development: Crisis intervention services.	0.0%	0.0%	13.3%	28.9%	57.8%
Providing services for young children.	1.2%	2.4%	9.5%	33.3%	53.6%
Emergency services (i.e., financial assistance, housing, medical care).	0.0%	4.8%	13.1%	28.6%	53.6%
Notification (i.e., offender release from custody, court notifications).	1.2%	4.8%	13.3%	28.9%	51.8%
Providing services for those with substance abuse issues.	1.2%	2.4%	14.3%	32.1%	50.0%
Providing services for those with disabilities.	1.2%	1.2%	9.5%	40.5%	47.6%
Professional development: Compassion fatigue/vicarious trauma).	0.0%	1.2%	9.5%	41.7%	47.6%
Ethical issues.	0.0%	5.9%	13.1%	34.5%	46.4%
Providing services for parents/guardians/family members to support crime victims.	0.0%	6.0%	15.7%	33.7%	44.6%
Criminal justice system legal assistance/rights.	0.0%	2.4%	13.3%	39.8%	44.6%
Criminal justice system advocacy/assistance (i.e., impact statements, court orientation, restitution).	0.0%	3.6%	16.7%	35.7%	44.1%
Providing services for immigration populations.	0.0%	2.4%	10.7%	44.1%	42.9%
Providing life and job skills training (i.e., navigating government services, opening a bank account, writing a resume, job interviewing).	3.6%	7.1%	17.9%	29.8%	41.7%
Providing group treatment/support (i.e., self-help, peer, and social support).	2.4%	7.1%	11.9%	38.1%	40.5%
Providing services for the elderly.	3.6%	4.8%	14.5%	38.6%	38.6%
Enforcement (i.e., property return, intimidation protection, compensation assistance).	0.0%	4.8%	16.9%	39.8%	38.6%
Providing services for those with medical problems.	1.2%	3.6%	16.7%	42.9%	35.7%
Adverse Childhood Experiences (ACE's) research and applications.	3.6%	2.4%	13.3%	45.8%	34.9%
Personal advocacy (i.e., employer intervention, landlord intervention, public benefits assistance).	1.2%	4.8%	14.3%	45.2%	34.5%
Organizational/program management: Collaboration.	3.6%	4.8%	13.3%	45.8%	32.5%
Victim compensation claim assistance.	1.2%	2.4%	17.9%	46.4%	32.1%
Providing services for military/veterans.	4.8%	3.6%	14.5%	47.0%	30.1%
Program development: Outreach.	1.2%	4.8%	22.9%	41.0%	30.1%
Post-conviction services (i.e., offender apology, victim-offender mediation, parole eligibility, hearing and release notifications, relocation of offender).	1.2%	9.5%	17.9%	42.9%	28.6%
Program monitoring/evaluation (i.e., data collection and reporting, performance measurement, assessing victim satisfaction).	1.2%	7.2%	20.5%	45.8%	25.3%
Organizational/program management: Leadership and governance.	3.6%	9.5%	13.1%	48.8%	25.0%

NEEDS ASSESSMENT FOR CRIME SERVICE PROVIDERS IN HAWAII

In your opinion, please rate the level of importance of the topics below to meet the training needs for those who provide services to crime victims:	Not at all important	A little important	Somewhat important	Important	Very important
Technology/case management systems (i.e., data management, record keeping).	1.2%	5.6%	20.2%	47.6%	25.0%
Organizational/program management: Staff and budget management.	4.9%	9.8%	13.4%	47.6%	24.4%
Program development: General Education.	2.4%	8.3%	22.6%	42.9%	23.8%

**APPENDIX B: FOCUS GROUP PROTOCOLS FOR SERVICE PROVIDERS
AND FOR VICTIMS /SURVIVORS OF CRIMES**

HI Victims of Crime Needs Assessment

Focus Group Questions for Service Providers

Introduction

- *Thank you all for being here. My name is XX and on behalf of Ho'omaluhia, a program of the Family Violence and Sexual Assault Institute based on O'ahu, we're conducting a needs assessment with support from the State of Hawai'i Department of the Attorney General, to analyze the training needs of victim service providers in the State of Hawai'i. For the next few weeks, we'll be conducting focus groups and surveys with service providers and crime victims to get a complete picture of current knowledge, skills and abilities of service providers, what challenges you face, and what the additional needs are. We are also interested in what additional trainings of service providers might be useful. We'll analyze the data we collect and report our findings to the Department of the Attorney General in October 2017.*
- *We're asking for your help today because you have been identified as a service provider for victims of crime. We want to hear your views about the trainings you have attended, what the challenges and successes are with implementation, and ask for your ideas about future training for service providers of victims of crime.*
- *This focus group will last no longer than 90 minutes, and it will cover several areas of questions. There are no right or wrong answers, and all of your responses will remain confidential. None of your names will be used in any reports. Audiotapes will only be heard by researchers on the project and will be destroyed after they are transcribed.*
- *Your feedback will help the Department of the Attorney General as they seek to understand and improve trainings for victims of crime service providers, so please answer as completely and honestly as you can. We'll use a questioning format that we hope will lead to in-depth discussions from multiple viewpoints, so everyone is encouraged to participate even if your viewpoint is different than the majority. Please be respectful of other participants' opinions. And please respect the confidentiality of others. What is said here stays here. Of course, no one is compelled to participate and if at any time you wish to withdraw, you may.*
- *Here is the focus group consent form. It states that: (1) your information will be held confidential (2) your participation is voluntary and you may stop and withdraw or you may indicate that you do not want to answer specific questions at any time, and (3) this study is intended to examine the training needs of victim service providers in the State of Hawai'i. Please review, sign, and maintain a copy for your records.*
- *Do you have any questions? Is everyone okay with being a part of the focus group? Okay, let's get started.*

Questions

Let's begin with each person saying your first name, title or role, agency or organization, and the number of years you have served victims of crime.

Needs of Crime Victims:

1. Based on your experience, what are the needs of crime victims?
 - a. Transportation needs?
 - b. Language accessibility? (bilingual staff? Translators?)
 - c. Cultural accessibility of victim services? (cross cultural communication, understanding value difference, communication styles, breaking down stereotypes?)
 - d. Gender considerations?
 - e. Civil legal assistance?
 - f. Emergency services?
 - g. Shelter and housing assistance?
2. What types of victim populations are lacking adequate services?
 - a. What types of services are lacking for these identified victim populations?
 - b. What could be done to increase the availability of services?
3. What parts of the process are the most burdensome to victims? (i.e., referred to multiple agencies for assistance, inconsistent eligibility requirements between different organizations, falling between the cracks, lack of follow through, lack of follow up, health insurance coverage, etc.)
4. What are the most critical basic victim needs that are going unmet? (i.e., childcare, elderly care, housing/shelter, public benefits, mental health services, social services, healthcare, etc.)?

Training and Technical Assistance

5. What types of training have you received to serve victims of crime?
 - a. In general, how frequently do you receive training each year?
 - b. What kinds of trainings have been the most effective? What worked well? Why did you believe it was effective?
 - c. What kinds of trainings have been the least effective? What would you improve? Why did you believe it was not as effective?
 - d. Have you had any training on trauma-informed outreach or trauma-informed care/services?
 - e. Do you receive more advanced training after the initial training?
6. Have you received training or support on self-care, vicarious trauma or secondary trauma?
 - a. How frequently do you receive self-care training each year?
 - b. What has been most effective about these trainings? What worked well? Why do you believe it was effective?
 - c. What would you improve?
7. Have there been situations when you wished you'd had training or had training sooner
8. Is there anything you wish someone told you about working with victims of crime when you first started in serving victims of crime?
 - a. What could have been done to better prepare you?
9. What are the barriers to receiving training?

10. Based on your experience, what types of training should an agency provide to support service providers of victims of crime?
 - a. What would be the key components of the training?
 - b. How often do you think training should be provided?
 - c. How long should a training workshop be that is most helpful for you?

About Your Organization

1. What would you identify as strengths that you or your agency/organization have in working with victims (what do you do well)?
2. What are the challenges your agency/organization has with working with victims of crime?
3. Do you believe you have appropriate referrals for the victims of crime you serve? How are those resources provided?
4. Are there other barriers (beyond training) that inhibit your ability to serve victims effectively?
5. Is there anything your agency can do to better support victims of crime?
6. If you were to change anything about how you serve victims of crime, what would it be?
7. What additional support do you need to meet the needs of crime victims?

Future Direction and Recommendations

1. What recommendations do you have for improving victim services in Hawai'i?
2. What action steps do you think the state of Hawai'i should prioritize in its efforts to improve services and support for crime victims?
3. If your organization were to receive additional funding assistance, how could service providers utilize this funding most effectively to meet the current demand for victim services? (e.g., increase services, additional programs, fewer eligibility restrictions, etc.)
4. Is there anything that we didn't ask you today that we should have?

Thank you very much for your time today. Your participation is a very important part of this study. If you have any questions or anything you would like to add, please contact Dr. Billie-Jo Grant by phone 805.550.9132 or by email at bgrant@grantconsulting.org.

On the last page of the handout you will see a list of resources available to you if you would like to follow up with us or if you have any questions. It also lists resources if you would like to talk further with someone about this study or any experience you may have had.

Mahalo again for your participation!

HI Victims of Crime Needs Assessment

Focus Group Questions for Victims of Crime

Introduction

- *Thank you all for being here. My name is XX and on behalf of Ho'omaluhia, a program of the Family Violence and Sexual Assault Institute based in O'ahu, we're conducting a needs assessment with support from the State of Hawai'i Department of the Attorney General, to analyze the training needs of victim service providers in the State of Hawai'i. For the next few weeks, we'll be conducting focus groups and surveys with service providers and victims of crime to understand the needs and gaps in service. We'll analyze the data we collect and report our findings to the Department of the Attorney General in October 2017.*
- *We're asking for your help today because you have been identified as a victim of crime. We want to hear your views about the services you have received, what the challenges and successes were with implementation, and ask for your ideas on improving services for victims of crime.*
- *This focus group will last no longer than 90 minutes, and it will cover several areas of questions. There are no right or wrong answers, and all of your responses will remain confidential. None of your names will be used in any reports. Audiotapes will only be heard by researchers on the project and will be destroyed after they are transcribed.*
- *Your feedback will help the Department of the Attorney General as they seek to understand and improve trainings for victims of crime service providers, so please answer as completely and honestly as you can. We'll use a questioning format that we hope will lead to in-depth discussions from multiple viewpoints, so everyone is encouraged to participate even if your viewpoint is different than the majority. Please be respectful of other participants' opinions. And please respect the confidentiality of others. What is said here stays here. Of course, no one is compelled to participate and if at any time you wish to withdraw, you may.*
- *Here is the focus group consent form. It states that: (1) your information will be held confidential, (2) your participation is voluntary and you may stop and withdraw or you may indicate that you do not want to answer specific questions at any time, and (3) this study is intended to examine the training needs of victim service providers in the State of Hawai'i. Please review, sign and maintain a copy for your records.*
- *Do you have any questions? Is everyone okay with being a part of the focus group? Okay, let's get started.*

Focus Group Questions for Victims of Crime

1. Let's begin by having each person introduce themselves. Please give us your first name only, and if you feel comfortable, briefly describe why you used or are seeking victim services (type of victimization without going into much detail).

Awareness of Services:

2. Where did you first learn about the types of services and resources available to you? (e.g., law enforcement, organization referral, court referral, family/friend, internet, printed

advertisement, signs, television public service announcements (PSA) or commercial, radio PSA or commercial, others)

3. How soon after your victimization did you become aware of these services and resources?
4. Do you believe that you were made aware of all the services and resources available to crime victims/survivors in your community?
5. Is there a better method for telling crime victims/survivors about available services and resources?

Access to Services:

1. Once you became aware of available services, were they easy to access?
 - a. If not, what types of services were most difficult to access?
2. Were you ever denied services?
 - a. If yes, why were you denied (e.g., financial, victimization type, health insurance coverage, language barrier, etc.)?
 - b. Were you referred to another service provider after being denied? If yes, who?
3. What are the greatest barriers to accessing victim services? (language, cultural, transportation, access to the building, location, hours, health insurance, child or elderly care needs, etc.)?
4. What would make it easier to access services?

Services received:

1. What type of services have you received? (i.e., family assistance, donations, shelter stay, emergency financial assistance, legal services, advocacy, counseling services, social services, doctor, public health assistance, language translation/interpretation, etc.)
 - a. Why did you decide to seek formal services?
 - b. What helped you make the decision to seek services?
2. Were the services you received sensitive to your individual needs? For example, if you required a translator, disability accessibility, cultural considerations, gender considerations, or other individualized services, were service providers able to meet your needs?
3. In your opinion, were services provided in a way that was welcoming and made you feel comfortable? Did the service provider seem to be trained in dealing with victims who had been traumatized?
 - a. Please describe.

4. Did you have any needs that were not met? (e.g., family assistance, donations, shelter stay, emergency financial assistance, legal services, counseling, social services, doctor, public health assistance, language translation/interpretation, etc.)
 - a. If yes, what types of services would have been helpful?
 - b. In your opinion, why were you not able to receive these needed services?
5. How would you describe your experience with the services received?
 - a. What were you satisfied with?
 - b. Were the services you received helpful? Why/why not?
6. What do you think would have made your experience easier?

Future Directions and Recommendations

1. Overall, what recommendations do you have for improving victim services in Hawai'i?
2. What do you think is the most helpful service for crime victims/survivors?
3. What is the most important thing for service providers to know about crime victim/survivor experiences with their services?
4. Before we conclude, is there anything else that we have not covered that you would like to discuss or share with us on the topic?

Thank you very much for your time today. Your participation is a very important part of this study. If you have any questions or anything you would like to add, please contact Dr. Billie-Jo Grant by phone 805.550.9132 or by email at bgrant@grantconsulting.org.

On the last page of the handout you will see a list of resources available to you if you would like to follow up with us or if you have any questions. It also lists resources if you would like to talk further with someone about this study or any experience you may have had.

Mahalo again for your participation!

APPENDIX C: SURVEY PROTOCOL



Hawai'i Crime Victim Service Providers Needs Assessment Survey

On behalf of Ho'omaluhia, a program of the Family Violence and Sexual Assault Institute based on O'ahu, we're conducting a needs assessment with support from the State of Hawai'i Department of the Attorney General, to analyze the training needs of crime victim service providers in the State of Hawai'i. Your feedback will help the Department of the Attorney General decide on training to provide for crime victim service providers. Please answer as completely and honestly as you can. The information you provide is confidential. Responses to survey questions will be lumped together and will not identify you or your organization. Mahalo in advance for your time and participation!

To complete this survey online please visit: <https://www.surveymonkey.com/r/HawaiiVictimsofCrime>

BACKGROUND

1. What is the name of your organization/agency? (Optional) _____
2. What county(ies) does your organization/agency serve? (Select all that apply)
 - Hawai'i County
 - City and County of Honolulu
 - Kalawao County
 - Kaua'i County
 - Maui County
3. Which of the following best describes the organization/agency in which you work? (Select all that apply)
 - Community-based/grassroots
 - Criminal justice government agency
 - Education
 - Faith-based
 - Human/social services
 - Health/medical services
 - Law enforcement
 - Legal services
 - Legislation/policymaking
 - Military
 - Non-criminal justice government agency
 - Behavioral/mental health provider
 - Research
 - Other (please specify): _____
4. Which of the following best describes your primary role in your current position? (Select one)
 - Direct service delivery/front line staff
 - Management/administrative staff
 - Consultant/trainer
 - Volunteer advocate
 - Other (please specify): _____
5. Which of the following best describes the number of years of experience you have in the crime victim services field? (Select one)
 - Less than 3 years
 - 3 to 5 years
 - 6 to 10 years
 - More than 10 years
6. What is your highest level of education?
 - Some high school
 - High school diploma/equivalent
 - Some college
 - Bachelors
 - Masters
 - Doctorate
 - Other
7. On average, approximately how many crime victims do you work within one month? (Select one)
 - 0
 - 1-10
 - 11-30
 - 31-50
 - 51-100
 - 101-200
 - 201-500
 - More than 500
8. On average, approximately how many crime victims does your organization/agency serve in one month? (Select one)
 - 0
 - 1-10
 - 11-30
 - 31-50
 - 51-100
 - 101-200
 - 201-500
 - More than 500



9. Which of the following is true for you?
- I serve crime victims from a designated Victims of Crime Act (VOCA) agency/organization
 - I serve crime victims who come to our agency/organization but we are not a VOCA agency
 - I serve crime victims in an independent practice or through other means
10. Which of the following best describes the types of victim populations that your organization/agency serves? (Select all that apply)
- Assault
 - Burglary
 - Child abuse
 - Domestic violence
 - DUI/DWI/traffic-related
 - Elder abuse
 - Human trafficking
 - Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex (LGBTQI)
 - Missing/exploited children
 - Property/economic crime/fraud
 - Robbery
 - Sexual assault
 - Special needs/victims with disabilities
 - Stalking
 - Survivors of homicide victims
 - Other (please specify): _____
11. What types of services does your organization/agency provide for crime victims? (Select all that apply)
- 24-Hour hotline
 - Child care
 - Counseling
 - Criminal justice system
 - Advocacy/assistance
 - Crisis intervention
 - Education & support
 - Emergency financial assistance
 - Employment assistance
 - Immigration assistance
 - Information/referrals
 - Job training
 - Legal advocacy/assistance
 - Medical assistance
 - Mental health or behavioral health services
 - Notification
 - Post-conviction services
 - Protection/safety services
 - Shelter/housing assistance
 - Substance abuse services
 - Transportation
 - Victim compensation claim assistance
 - Other (please specify): _____

KNOWLEDGE AND SKILLS

Consider and rate your current level of confidence in the following practice areas.

	Not at all confident	A little confident	Somewhat confident	Confident	Very confident
12. I am able to provide effective advocacy for victims of crime.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. I know the current prevalence, frequency, and facts surrounding victims of crime.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. I am able to accurately assess victims' needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. I can provide effective crisis intervention for victims of crime.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I understand the services available in my community well and can provide information and referrals to victims or their family and friends.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. I have a good understanding of the prevalence, differences, risk factors and the effects of crime in underserved populations in my community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. I have the appropriate training and skills to provide culturally informed services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



	Not at all confident	A little confident	Somewhat confident	Confident	Very confident
19. I have a good understanding of how multiple systems (criminal justice, advocacy, and health care) operate regarding victims of crime.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. I have a good understanding of <i>medical options</i> for victims of crime.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. I have a good understanding of <i>mental health or behavioral health</i> options for victims of crime.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. I have a good understanding of <i>public health</i> options for victims of crime.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. I have a good understanding of <i>criminal justice</i> options for victims of crime.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. I have a good understanding of <i>civil legal</i> options for victims of crime.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. I understand my ethical responsibilities in working with crime victims (i.e., confidentiality).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. I am confident in my ability to appropriately document the work I do with victims of crime.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. I am confident in my skills and abilities to provide effective services to victims of crime.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. I am willing, able, and comfortable serving victims of <i>various types of crime</i> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. I am willing, able, and comfortable serving victims of <i>all ages</i> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. I am willing, able, and comfortable serving victims with <i>Limited English Proficiency</i> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. I am willing, able, and comfortable serving victims with <i>disabilities</i> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. I feel capable to effectively serve anyone who presents as a secondary victim (i.e., significant other, partner, family, friend).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. I am aware of the risk factors of vicarious trauma and know how to minimize them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. I have a good understanding of the basic elements of victim reaction and victim needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PAST TRAININGS

35. How many hours of professional education or training per year, are staff in your organization or agency required to attend? (Select only one)

- None 1-5 hours 6-10 hours 11-20 hours 21-40 hours 41 or more hours

36. How many of the above hours are directly related to crime victim services (i.e., trauma assessment, victim advocacy, etc.)? (Select only one)

- None 1-5 hours 6-10 hours 11-20 hours 21-40 hours 41 or more hours



37. How many hours of training related to crime victim services do you receive per year in addition to what is required by your organization/agency?

- None 1-5 hours 6-10 hours 11-20 hours 21-40 hours 41 or more hours

38. What types of training has your organization/agency participated in?

39. If you participated in trainings, how satisfied were you with the quality and usefulness of the training you received?

- Not at all satisfied Not very satisfied Somewhat satisfied Very satisfied Extremely satisfied
 Not applicable

40. Do you have any certifications relevant to providing services to crime victims?

- Yes No

41. How important is it for you to obtain such a certification?

- Not at all important Not very important Somewhat important Very important Extremely important

CHALLENGES AND BARRIERS TO SERVICE DELIVERY

42. In your opinion, what are **the top 3 barriers** your organization/agency faces in providing services to crime victims? **(Please select only your top three)**

- | | |
|--|---|
| <input type="checkbox"/> Lack of interagency collaboration and coordination | <input type="checkbox"/> Lack of language accessible services |
| <input type="checkbox"/> Lack of knowledge regarding other available services | <input type="checkbox"/> Lack of culturally accessible services |
| <input type="checkbox"/> Lack of public awareness regarding programs and services offered by my organization | <input type="checkbox"/> Lack of accessible services for persons with disabilities |
| <input type="checkbox"/> Eligibility restrictions (i.e., age, income, victimization type) | <input type="checkbox"/> Lack of transportation for victims to access services |
| <input type="checkbox"/> Lack of sufficient financial resources to meet service demand | <input type="checkbox"/> Lack of knowledge regarding the needs of victims of certain crimes (i.e., military sexual trauma, human trafficking, clergy abuse) |
| <input type="checkbox"/> Lack of sufficiently trained staff to meet service demand | <input type="checkbox"/> Lack of services designed for victims of certain crimes (i.e., identity theft, stalking) |
| <input type="checkbox"/> Staff retention | <input type="checkbox"/> Unable to reach underserved victim populations |
| <input type="checkbox"/> Lack of training and educational opportunities. | <input type="checkbox"/> Other (please specify): _____ |

43. What services do crime victims need that are currently lacking or unavailable in your community?

TRAINING NEEDS TO BETTER SERVE CRIME VICTIMS

44. In your experience what mode of training is the most effective?

- Online only In person Online, with in person follow-up Video Small group



45. In your experience, what training duration is the most effective?

- 30 minutes 60 minutes 90 minutes Half day Full day

In your opinion, please rate the level of importance of the topics below to meet the training needs for those who provide services to crime victims:	Not at all important	A little important	Somewhat important	Important	Very important
49. Providing services for young children.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50. Providing services for the elderly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51. Providing services for military/veterans.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
52. Providing services for those with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
53. Providing services for those with substance abuse issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
54. Providing services for those with medical problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
55. Providing services for immigration populations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
56. Providing services for parents/guardians/family members to support crime victims.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
57. Providing culturally appropriate services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
58. Adverse Childhood Experiences (ACE's) research and applications.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
59. Criminal justice system legal assistance/rights.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
60. Enforcement (i.e., property return, intimidation protection, compensation assistance).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
61. Criminal justice system advocacy/assistance (i.e., impact statements, court orientation, restitution).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
62. Emergency services (i.e., financial assistance, housing, medical care).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
63. Providing life and job skills training (i.e., navigating government services, opening a bank account, writing a resume, job interviewing).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
64. Providing group treatment/support (i.e., self-help, peer, and social support).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
65. Notification (i.e., offender release from custody, court notifications).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
66. Protection safety services (i.e., safety planning).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



In your opinion, please rate the level of importance of the topics below to meet the training needs for those who provide services to crime victims:	Not at all important	A little important	Somewhat important	Important	Very important
67. Personal advocacy (i.e., employer intervention, landlord intervention, public benefits assistance).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
68. Victim compensation claim assistance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
69. Organizational/program management: Staff and budget management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
70. Organizational/program management: Leadership and governance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
71. Organizational/program management: Collaboration.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
72. Program development: Establishing and providing referral mechanisms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
73. Program development: General education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
74. Program development: Outreach.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75. Professional development: Trauma-informed care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76. Professional development: Crisis intervention services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
77. Professional development: Compassion fatigue/vicarious trauma).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
78. Technology/case management systems (i.e., data management, recordkeeping).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
79. Ethical issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
80. Program monitoring/evaluation (i.e., data collection and reporting, performance measurement, assessing victim satisfaction).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
81. Post-conviction services (i.e., offender apology, victim-offender mediation, parole eligibility, hearing and release notifications, relocation of offender).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

82. What other topics do you or your agency need training on that are not mentioned above?

FUTURE DIRECTIONS

83. Based on your knowledge and experience, what are the **top three priority issues** in the field of crime victim services that you would like to see addressed through training or resources for the field (**select only your top three**):

CRIME VICTIM SERVICES NEEDS ASSESSMENT



- Crisis management
- Civil legal assistance
- Reducing compassion fatigue
- Vicarious trauma
- Support for parents/guardians/family of crime victims
- Criminal justice system
- Advocacy/assistance
- Crisis intervention
- Language accessible services
- Culturally accessible services
- Emergency financial assistance
- Employment assistance
- Inter-agency collaboration
- Public awareness
- Eligibility restrictions
- Data management/ records
- Evaluation/monitoring
- Ethical issues
- Victims with disabilities
- Notification
- Post-conviction services
- Protection/safety services
- Immigration assistance
- Information/referrals
- Job training
- Military/veteran services
- Trauma informed care
- Legal advocacy/assistance
- Medical assistance
- Mental health or behavioral health services
- Substance abuse services
- Reaching underserved populations
- Victim needs (i.e., transportation, child care, housing)
- Victim compensation claim assistance
- Other (please specify): _____

84. What populations are currently underserved in your community (check all that apply)

- Young children
- Elderly
- Military/veterans
- Substance abuse victims
- Persons with medical issues
- Immigrant populations
- Parents/guardians/families of crime victims
- Limited English Proficiency
- Male victims of sexual assault
- LGBTQI victims
- Persons with disabilities
- Crime victims in rural areas
- Ethnic minority populations
- Other (please specify) _____

85. Please provide any additional overall comments or suggestions.

Mahalo for taking the time to complete this survey. Your responses are critical to ensuring that Hawai'i's programs and services are relevant and responsive to the needs of crime victims.



APPENDIX D: STATUTES, REGULATIONS AND RULES



Table 13. T Visa and U Visa

IMMIGRATION: T VISA AND U VISA	
T visas	T nonimmigrant visa (“T visa”) was established by the Victims of Trafficking and Violence Protection Act of 2000. Victims of “severe forms of trafficking in persons” who are physically present in the United States on account of such trafficking, comply with any reasonable request for assistance in the Federal, State, or local investigation or prosecution of acts of trafficking, and demonstrate that he or she would suffer extreme hardship involving unusual and severe harm upon removal may qualify for a T visa.
U visas	U non-immigrant visas (“U visas”) were created by the Victims of Trafficking and Violence Prevention Act of 2000. Victims of qualifying criminal activities who have suffered substantial physical or mental abuse may apply for a U visa if they are willing to assist law enforcement or other government official in the investigation or prosecution of those crimes. Individuals who receive U visas may remain in the United States for up to four years and may eventually apply for permanent residency.

Table 14. Federal statutes, regulations, and rules.

Federal Statutes, Regulations, and Rules	
<i>Federal statutes, regulations, and rules relating to crime victims’ rights, crime victims fund, training for victim advocates and/or service providers, grants, policy development, immigration, and other relevant statutes, regulations and rules.</i>	
§ 1232. Enhancing efforts to combat the trafficking of children	8 USCA § 1232
§ 113. Secretary of Defense	10 USCA § 113
§ 806b. Art. 6b. Rights of the victim of an offense under this chapter	10 USCA § 806b
§ 1044e. Special Victims’ Counsel for victims of sex-related offenses	10 USCA § 1044e
§ 1561. Complaints of sexual harassment: investigation by commanding officers	10 USCA § 1561
§ 1562. Database on domestic violence incidents	10 USCA § 1562



Federal Statutes, Regulations, and Rules

Federal statutes, regulations, and rules relating to crime victims' rights, crime victims fund, training for victim advocates and/or service providers, grants, policy development, immigration, and other relevant statutes, regulations and rules.

- § 1565b. Victims of sexual assault: access to legal assistance and services of sexual assault response coordinators and sexual assault victim advocates 10 USCA § 1565b
- § 3509. Child victims' and child witnesses' rights 18 USCA § 3509
- § 2507a. Sexual assault risk-reduction and response training 22 USCA § 2507a
- § 2507b. Sexual assault policy 22 USCA § 2507b
- § 2507c. Office of Victim Advocacy 22 USCA § 2507c
- § 7110. Authorizations of appropriations 22 USCA § 7110
- § 1665m. Domestic and sexual violence prevention and treatment 25 USCA § 1665m
- § 894a. Actions to address sexual assault at National Oceanic and Atmospheric Administration 33 USCA § 894a
- § 10441. Purpose of program and grants 34 USCA § 10441
- § 10461. Grants 34 USCA § 10461
- § 10651. Adult and juvenile collaboration programs 34 USCA § 10651
- § 12291. Definitions and grant provisions 34 USCA § 12291
- § 12311. Training programs 34 USCA § 12311
- § 12341. Rural domestic violence, dating violence, sexual assault, stalking, and child abuse enforcement assistance 34 USCA § 12341
- § 12373. Cooperation in developing programs in making grants under this part 34 USCA § 12373
- § 12421. Enhanced training and services to end abuse in later life 34 USCA § 12421
- § 12443. Eligible entities 34 USCA § 12443
- § 12451. Creating hope through outreach, options, services, and education for children and youth ("CHOOSE Children & Youth") 34 USCA § 12451
- § 12464. Grants to support families in the justice system 34 USCA § 12464
- § 20101. Crime Victims Fund 34 USCA § 20101
- § 20122. Education, training, and enhanced services to end violence against and abuse of women with disabilities 34 USCA § 20122
- § 20303. Regional children's advocacy centers 34 USCA § 20303
- § 20323. Strengthening of court-appointed special advocate program 34 USCA § 20323
- § 20333. Specialized technical assistance and training programs 34 USCA § 20333
- § 20701. Prevention of domestic trafficking in persons 34 USCA § 20701
- § 20703. Victim-centered child human trafficking deterrence block grant program 34 USCA § 20703
- § 280g-4. Grants to strengthen the healthcare system's response to domestic violence, dating violence, sexual assault, and stalking 42 USCA § 280g-4
- § 3030d. Grants for supportive services 42 USCA § 3030d
- § 5106c. Grants to States for programs relating to investigation and prosecution of child abuse and neglect cases 42 USCA § 5106c
- § 5116d. Application 42 USCA § 5116d
- § 10408. Subgrants and uses of funds 42 USCA § 10408
- § 10411. Grants to State Domestic Violence Coalitions 42 USCA § 10411
- § 3507. Passenger vessel security and safety requirements 46 USCA § 3507
- § 51319. Sexual assault response coordinators and sexual assault victim advocates 46 USCA § 51319



Federal Statutes, Regulations, and Rules

Federal statutes, regulations, and rules relating to crime victims' rights, crime victims fund, training for victim advocates and/or service providers, grants, policy development, immigration, and other relevant statutes, regulations and rules.

Immigration

- § 1103. Powers and duties of the Secretary, the Under Secretary, and the Attorney General 8 USCA § 1103
- § 1154. Procedure for granting immigrant status 8 USCA § 1154
- § 1182. Inadmissible aliens 8 USCA § 1182
- § 1184. Admission of nonimmigrants 8 USCA § 1184
- § 1255. Adjustment of status of nonimmigrant to that of person admitted for permanent residence 8 USCA § 1255
- § 1375a. Domestic violence information and resources for immigrants and regulation of international marriage brokers 8 USCA § 1375a
- § 1375b. Protections for domestic workers and other nonimmigrants 8 USCA § 1375b
- § 1777. Establishment of Human Smuggling and Trafficking Center 8 USCA § 1777
- § 7103. Interagency Task Force to Monitor and Combat Trafficking 22 USCA § 7103
- § 1:91. Trafficking Victims Protection Reauthorization Act of 2005 1 Immigration Law Service 2d § 1:91
- § 4:73. Protections for victims of trafficking and certain crimes—U visa for certain crime victims Immigration Law & Family § 4:73 (2017 ed.)
- § 14:109. Overview of the T nonimmigrant visa for victims of severe forms of human trafficking Immigration Law & Family § 14:109 (2017 ed.)
- § 14:124. Overview of the U visa for victims of violent crimes Immigration Law & Family § 14:124 (2017 ed.)
- § 3:130. Victims of trafficking (T Visas) 1 Immigr. Law and Defense § 3:130
- § 3:131. Victims of criminal activity (U visas) 1 Immigr. Law and Defense § 3:131

Table 15. Hawaii statutes, regulations, and rules

Hawaii Statutes, Regulations and Rules

Hawaii statutes, regulations and rules relating to crime victims' rights, training for victim advocates and/or service providers, crime victim compensation and/or special funds, notices to crime victims, and other relevant statutes, regulations and rules.

- § 304A-120. Campus safety and accountability HRS § 304A-120
- § 321-512. Compassionate care HRS § 321-512
- § 325-16.5. Counseling and testing of sexual assault victims; testing of sex offenders upon request of victim HRS § 325-16.5
- § 350B-7. Grants HRS § 350B-7
- § 351-1. Purpose HRS § 351-1
- § 351-2. Definitions HRS § 351-2
- § 351-31. Eligibility for compensation HRS § 351-31
- § 351-51. Eligibility for compensation HRS § 351-51
- § 351-62.5. Crime victim compensation special fund; when payments authorized HRS § 351-62.5
- § 351-84. Special account, creation, disbursements HRS § 351-84
- § 353B-1. Terms and provisions of compact HRS § 353B-1



Hawaii Statutes, Regulations and Rules

Hawaii statutes, regulations and rules relating to crime victims' rights, training for victim advocates and/or service providers, crime victim compensation and/or special funds, notices to crime victims, and other relevant statutes, regulations and rules.

- § 378-71. Definitions HRS § 378-71
- § 378-72. Leave of absence for domestic or sexual violence HRS § 378-72
- § 383-30.5. Good cause for separation from part-time employment HRS § 383-30.5
- Rule 505.5. Victim-counselor privilege HRS § 626-1, Rule 505.5
- § 571-41. Procedure in children's cases HRS § 571-41
- § 582D-1. Execution of compact HRS § 582D-1
- § 587A-4. Definitions HRS § 587A-4
- § 588-1. Children's justice program; establishment, purpose HRS § 588-1
- § 588-4. Duties of the director HRS § 588-4
- § 621-10.5. Unlawful suspension or discharge from employment; penalty; right of action HRS § 621-10.5
- § 657-21.5. Extension by sentencing of criminal defendant HRS § 657-21.5
- § 706-602. Pre-sentence diagnosis, notice to victims, and report HRS § 706-602
- § 706-624. Conditions of probation HRS § 706-624
- § 706-624.5. Notice of probation HRS § 706-624.5
- § 706-642. Time and method of payment HRS § 706-642
- § 706-646. Victim restitution HRS § 706-646
- § 706-647. Civil enforcement HRS § 706-647
- § 706-650. Drug demand reduction assessments; special fund HRS § 706-650
- § 706-650.5. Human trafficking victim services fund HRS § 706-650.5
- § 706-651. Payments by defendant; order of priority HRS § 706-651
- § 706-670.5. Notice of parole or final unconditional release HRS § 706-670.5
- § 706-673. Notice of escape HRS § 706-673
- § 801D-2. Definitions HRS § 801D-2
- § 801D-3. Eligibility of victims HRS § 801D-3
- § 801D-4. Basic bill of rights for victims and witnesses HRS § 801D-4
- § 801D-5. Responsibility for rights and services HRS § 801D-5
- § 801D-7. Televised testimony HRS § 801D-7
- § 846F-3. Internet crimes against children fee HRS § 846F-3
- § 321C-7. Language access advisory council HRS § 321C-7
- § 383-7.6. Separation for compelling family reason HRS § 383-7.6
- § 580-41.5. Battered spouses; exemption from mediation in divorce proceedings HRS § 580-41.5