



STATISTICAL BRIEF

OCTOBER 2021

NCJ 300741

Services for Crime Victims, 2019

Alexandra Thompson and Rachel E. Morgan, Ph.D., *BJS Statisticians*

Heather B. Warnken, J.D., LL.M., *former Visiting Fellow, U.S. Department of Justice (BJS and Office for Victims of Crime)*

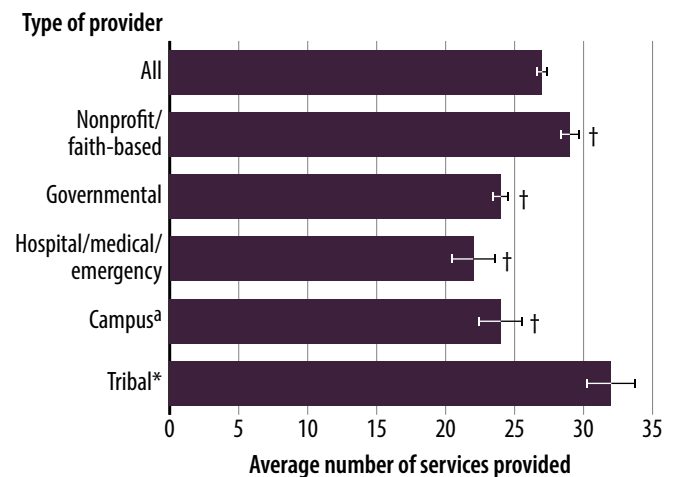
Barbara A. Oudekerk, Ph.D., *former BJS Statistician*

Victim service providers (VSPs) delivered an average of 27 services to meet the critical needs of crime victims in 2019 (**figure 1**). Tribal VSPs reported providing the most services on average (32), followed by nonprofit or faith-based VSPs (29). Hospital, medical, or emergency; governmental; and campus VSPs provided 22 to 24 services on average in 2019.

Findings in this report are based on the 2019 National Survey of Victim Service Providers (NSVSP), which examined a representative sample of VSPs from the roster developed for the 2017 National Census of Victim Service Providers. (See *Methodology*.) From May to November 2019, the NSVSP gathered information on the characteristics and functions of VSPs and the types of victims they served. Data were also collected on the services that victims commonly sought and found difficult to obtain locally, as well as the types of agencies that referred victims to VSPs. VSPs reported information from their most recent 12 months of calendar year or fiscal year data to the survey, depending on how they operated. Therefore, the 2019 survey covers VSP operations between 2018 and 2019.

FIGURE 1

Average number of services provided, by type of victim service provider, 2019



Note: Figure shows 95% confidence intervals. See appendix table 4 for estimates and standard errors.

^{*}Comparison group. Compared to each type of victim service provider (VSP) and not to all VSPs.

†Difference with comparison group is significant at the 95% confidence level.

^aIncludes VSPs located on university or college campuses or in other educational institutions.

Source: Bureau of Justice Statistics, National Survey of Victim Service Providers, 2019.

Highlights

In 2019—

- Tribal victim service providers (VSPs) provided the greatest range of services on average (32).
- About three-quarters of VSPs (71%) assisted victims with filing for a restraining, protection, or no-contact order.
- Three-quarters of VSPs (75%) provided immediate or emergency safety planning to victims.
- Most VSPs (81%) reported that shelter or housing was a difficult service to obtain.
- Law enforcement agencies, such as the FBI, police, or sheriffs' departments, were among the top-three sources of victim referrals to VSPs (69%).

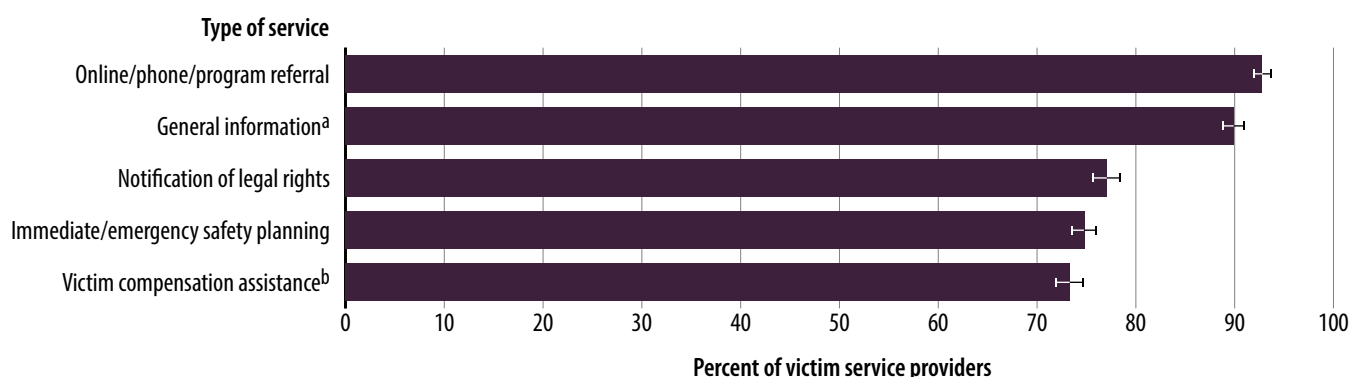
Three-quarters of victim service providers provided immediate or emergency safety planning to victims

VSPs reported whether they provided a particular service to victims during the prior year, regardless of how often it was provided. In 2019, almost all VSPs

provided online, phone, or program referral (93%) and general information about crime and victimization, crime prevention, or victim risk reduction (90%) (figure 2). Approximately three-quarters of VSPs notified victims of their legal rights (77%), offered immediate or emergency safety planning (75%), or helped victims file for victim compensation (73%).

FIGURE 2

Top-five services provided by victim service providers in the past year, 2019



Note: Estimates include 95% confidence intervals. See appendix table 5 for estimates and standard errors.

^aIncludes general information about crime and victimization, crime prevention, and victim risk reduction.

^bIncludes assistance with filing for victim compensation and appealing claims.

Source: Bureau of Justice Statistics, National Survey of Victim Service Providers, 2019.

Terms and definitions

A **victim** is a person who received assistance from a victim service provider (VSP) due to concerns about past, ongoing, or potential crimes or abuse. Victims include persons directly harmed or threatened by crime or abuse and family or household members of the person who was harmed or threatened.

Services include any efforts to assist victims; promote their safety, security, or recovery; help them participate in the criminal justice system; or meet other victim needs. Services were grouped into six general categories:

- information and referrals
- legal and victims' rights assistance
- financial and material assistance
- emotional support and safety

- medical and physical health assistance
- other services.

BJS categorized VSPs into five types of organizations:

- nonprofit or faith-based entity (501(c)(3) status)
- governmental agency
- hospital, medical, or emergency facility (public or private)
- campus organization, including those serving a university or college campus or other education institution (public or private)
- tribal government, organization, or entity serving tribal, American Indian, or Alaska Native populations.

VSPs offered assistance in navigating the legal system. This included accompanying victims to criminal court (72% of VSPs), civil court (57%), or law enforcement interviews (66%) in 2019. (See appendix table 2.)

VSPs also provided financial or material assistance that was directly related to the victimization or recovery process, such as help with transportation (61% of VSPs) or other basic needs (60%). Some also provided treatment or support services (e.g., individual counseling (42%) or support groups (41%)) or health advocacy services (e.g., accompanying victims to their medical forensic exams (45%) or providing advocacy while navigating the health-care system (46%)).

About 69% of VSPs provided case management, which often involves facilitating communication between victims and criminal justice system personnel and helping victims access a range of programs. It also includes keeping records on what victims need as they navigate those programs or the legal system. Other services that VSPs provided in 2019 were interpretation, translation, and other language services (54%), as well as assistance for persons who were deaf or hard of hearing (37%).

Services commonly provided by VSP type

This section describes commonly provided victim services, for each VSP type. Each VSP identified their top-five services, in terms of the number of victims served. For brevity and ease of discussion, this section includes services that 20% or more VSPs reported among their top five. (See appendix table 3 for a full list of top-five services.)

Nonprofit or faith-based

In 2019, more than half of VSPs (51%) were nonprofit or faith-based organizations. They provided 29 services on average and a median of 30. (See appendix table 1.) About 4 in 10 (38%) of these providers cited case management as one of the five most common services they provided victims (table 1). About 3 in 10 listed online, phone, or program referral (33%) or hotline, helpline, or crisis line intervention or counseling (30%) among their top-five services.

TABLE 1
Percent of nonprofit or faith-based victim service providers, by most common services provided in the past year, 2019

Type of service	Percent	Standard error
Case management	38.2%	1.28%
Online/phone/program referral	33.0	1.14
Hotline/helpline/crisis line intervention or counseling	29.8	1.13
Individual counseling ^a	29.2	0.99
Crisis intervention	27.2	1.00
Emergency/transitional/relocation housing	26.5	0.92
Assistance with filing for a restraining order ^b	23.9	1.06
General information ^c	22.3	1.00

Note: Includes services that at least 20% of nonprofit or faith-based victim service providers (VSPs) identified as among their five most commonly provided services, by number of victims served. Details do not sum to totals because VSPs could report multiple types of services. See appendix table 3 for a full list of services.

^aIncludes counseling and mental health assessments for the victim.

^bIncludes assistance with restraining, protection, and no-contact orders.

^cIncludes general information about crime and victimization, crime prevention, and victim risk reduction.

Source: Bureau of Justice Statistics, National Survey of Victim Service Providers, 2019.

Governmental

Governmental VSPs, most of which reported being within law enforcement agencies or prosecutors' offices, accounted for 42% of all VSPs and provided 24 services on average in 2019, with a median of 23. (See appendix table 1.) More than half (59%) of governmental VSPs indicated that one of their top-five services was notifying victims of case events or proceedings (table 2). Nearly half (46%) commonly accompanied victims to criminal court. A quarter most often assisted with victim or witness preparation (25%), filing for victim compensation (23%), or filing for a restraining order (22%).

TABLE 2
Percent of governmental victim service providers, by most common services provided in the past year, 2019

Type of service	Percent	Standard error
Notification of case events/proceedings ^a	58.6%	1.25%
Accompany to criminal court	46.4	1.35
Online/phone/program referral	40.6	1.46
Notification of legal rights	40.2	1.34
General information ^b	31.7	1.35
Case status updates ^c	30.7	1.15
Victim/witness preparation ^d	25.2	1.20
Victim compensation assistance ^e	22.7	1.05
Assistance in filing for a restraining order ^f	22.4	1.05
Victim impact statement assistance ^g	21.9	1.07

Note: Includes services that at least 20% of governmental victim service providers (VSPs) identified as among their five most common services, by number of victims served. Details do not sum to totals because VSPs could report multiple types of services. See appendix table 3 for a full list of services.

^aIncludes updates regarding investigation or court proceedings.

^bIncludes general information about crime and victimization, crime prevention, and victim risk reduction.

^cIncludes investigation-related updates only.

^dIncludes preparing to offer testimony to law enforcement or courts, which may include a victim impact statement.

^eIncludes assistance with filing for victim compensation and appealing claims.

^fIncludes assistance with restraining, protection, and no-contact orders.

^gIncludes helping victims write a written or oral statement to present in court that describes the emotional, physical, and financial impact the crime had on them.

Source: Bureau of Justice Statistics, National Survey of Victim Service Providers, 2019.

Hospital, medical, or emergency

Hospital, medical, or emergency VSPs accounted for less than 3% of all providers. They offered 22 services on average and a median of 21 (See appendix table 1.) In 2019, about 59% of these VSPs conducted or coordinated forensic exams or collected evidence from victims as one of their five most common services (table 3). Other common services included individual counseling for victims (42%) and HIV and STI testing (36%), with the latter service rarely provided by other types of VSPs (1% each). (See appendix table 3.) Hospital, medical, or emergency VSPs also commonly provided immediate or emergency safety planning (32%), general information about crime and victimization, crime prevention, or victim risk reduction (28%), online, phone, or program referral (22%), and case management (20%).

TABLE 3
Percent of hospital, medical, or emergency victim service providers, by most common services provided in the past year, 2019

Type of service	Percent	Standard error
Conduct/coordinate forensic exams or evidence collection	59.2%	3.88%
Individual counseling ^a	42.1	4.11
Conduct HIV/STI testing	36.3	3.89
Forensic interviews	33.1	3.82
Immediate/emergency safety planning	32.1	4.00
Crisis intervention	28.9	4.05
General information ^b	27.8	3.67
Online/phone/program referral	22.1	3.51
Case management	20.1	3.35

Note: Includes services that at least 20% of hospital, medical, or emergency victim service providers (VSPs) identified as among their five most common services, by number of victims served. Details do not sum to totals because VSPs could report multiple types of services. See appendix table 3 for a full list of services.

^aIncludes counseling and mental health assessments for the victim.

^bIncludes general information about crime and victimization, crime prevention, and victim risk reduction.

Source: Bureau of Justice Statistics, National Survey of Victim Service Providers, 2019.

Campus

Campus VSPs, which are located on university or college campuses or in other educational institutions, accounted for about 2% of all VSPs. They provided an average of 24 services and had a median of 22. (See appendix table 1.) Approximately 46% of campus VSPs provided general information about crime and victimization, crime prevention, and victim risk reduction as one of their top-five services (table 4). About 43% most commonly provided crisis intervention, 32% provided case management, and 29% provided immediate or emergency safety planning to victims. About 21% of campus VSPs intervened with the victim's employer, creditor, landlord, or academic institution as a common service.

TABLE 4
Percent of campus victim service providers, by most common services provided in the past year, 2019

Type of service	Percent	Standard error
General information ^a	46.3%	4.78%
Crisis intervention	42.6	4.42
Online/phone/program referral	37.6	4.86
Case management	32.3	4.83
Immediate/emergency safety planning	29.5	4.61
Assistance with filing for a restraining order ^b	25.9	4.21
Accompany to law enforcement interview	22.0	3.85
Intervention with employer/creditor/landlord/academic institution	21.2	4.27

Note: Includes services that at least 20% of campus victim service providers (VSPs) identified as among their five most commonly provided services, by number of victims served. Includes VSPs located on university or college campuses or in other educational institutions. Details do not sum to totals because VSPs could report multiple types of services. See appendix table 3 for a full list of services.

^aIncludes general information about crime and victimization, crime prevention, and victim risk reduction.

^bIncludes assistance with restraining, protection, and no-contact orders.

Source: Bureau of Justice Statistics, National Survey of Victim Service Providers, 2019.

Tribal

Tribal VSPs include tribal governments, organizations, or entities serving tribal, American Indian, or Alaska Native populations. These organizations accounted for about 2% of all VSPs and provided an average of 32 services, with a median of 31. (See appendix table 1.) Tribal VSPs often provided services that focused on locating or funding material needs, such as housing and transportation, while assistance with protective orders was also common. Around 57% of tribal VSPs cited assistance with emergency, transitional, or relocation housing among their top-five services, while 50% listed assistance with filing for a restraining order (table 5). About 34% commonly helped victims with transportation, 32% provided food, clothing, or other basic needs, and 31% provided online, phone, or program referral. About 22% tribal VSPs provided rental assistance to victims as one of their five most common services.

TABLE 5
Percent of tribal victim service providers, by most common services provided in the past year, 2019

Type of service	Percent	Standard error
Emergency/transitional/relocation housing	57.4%	4.59%
Assistance with filing for a restraining order ^a	49.5	4.00
Transportation assistance	34.1	3.39
Assistance meeting other basic needs	31.8	3.75
Online/phone/program referral	31.4	3.71
Emergency financial assistance ^b	30.7	3.65
Accompany to civil court	27.6	3.92
Immediate/emergency safety planning	24.0	3.51
Rental assistance	21.9	2.79
Crisis intervention	21.2	3.26

Note: Includes services that at least 20% of tribal victim service providers (VSPs) identified as among their five most commonly provided services, by number of victims served. Details do not sum to totals because VSPs could report multiple types of services. See appendix table 3 for a full list of services.

^aIncludes assistance with restraining, protection, and no-contact orders.

^bIncludes emergency loans, petty cash, and payments for or assistance in procuring items, such as food or clothing.

Source: Bureau of Justice Statistics, National Survey of Victim Service Providers, 2019.

Gaps in services reported by providers

VSPs also reported the three services they found most difficult for victims to obtain locally. In 2019, the majority (81%) of VSPs indicated that victims had difficulty obtaining shelter or housing, followed by mental health services (52%) and financial or material assistance (45%) (table 6). A smaller share of VSPs reported that victims had difficulty obtaining help with the civil justice system (15%), immigration (14%), their medical or physical health (10%), or their safety (6%).

In addition, 22% of VSPs wrote in specific “other” service gaps they observed. Due to the complexity of victim services, several of these “other” write-ins overlapped with services already listed in the survey. Write-ins included services such as transportation

assistance, substance use and drug treatment, child care, affordable legal services, and language services.

In terms of service gaps by type of VSP, a larger portion of governmental VSPs (54%) than other providers said financial or material assistance was difficult for victims to obtain in 2019. Campus VSPs (21%) cited medical and physical health assistance more often than nonprofit or faith-based (11%) or governmental (8%) VSPs did. A smaller share of hospital, medical, or emergency VSPs (7%) than other providers said victims had difficulty obtaining civil justice-related assistance. A greater share of tribal VSPs than other providers advised that victims had difficulty obtaining shelter or housing (91% of tribal VSPs), justice-related assistance (16%), and safety services (14%).

TABLE 6

Percent of victim service providers, by type of provider and services that were difficult for victims to obtain in the local area, 2019

Type of service difficult to obtain	All victim service providers	Nonprofit/faith-based*	Governmental	Hospital/medical/emergency	Campus ^a	Tribal
Shelter/housing	80.9%	81.2%	80.9%	73.6% ‡	70.0% ‡	91.2% †
Mental health services	52.0	54.9	47.4 †	57.4	53.2	48.0
Financial/material assistance	45.3	40.3	53.9 †	39.1	38.9	37.7
Other ^b	22.3	23.9	20.1 †	17.9	18.9	22.8
Civil justice-related assistance	15.0	14.7	15.5	6.8 †	19.8	19.0
Immigration assistance	14.1	17.1	10.3 †	18.7	8.6 †	0.9!
Medical/physical health assistance	9.9	10.6	7.9 †	7.9	21.3 ‡	15.9
Safety services	6.3	4.8	8.2 †	5.6	6.1	13.7 †
Justice-related assistance ^c	4.4	3.7	4.9	1.1!	7.6 ‡	16.4 †

Note: Estimates include services that victim service providers (VSPs) identified as among the top-three services that their clients needed and that were difficult to obtain in their local area. Details do not sum to totals because VSPs could report multiple services. See appendix table 6 for standard errors.

! Interpret with caution. Coefficient of variation is greater than 50%.

*Comparison group. Compared to each type of VSP and not to all VSPs.

†Difference with comparison group is significant at the 95% confidence level.

‡Difference with comparison group is significant at the 90% confidence level.

^aIncludes VSPs located on university or college campuses or in other educational institutions.

^bIncludes transportation, substance abuse or drug treatment, child care, affordable legal services, and language services.

^cIncludes criminal, juvenile, military, or tribal justice-related assistance.

Source: Bureau of Justice Statistics, National Survey of Victim Service Providers, 2019.

Referrals to victim service providers

VSPs often received referrals from other entities in the community or justice system. VSPs reported the three types of organizations they received the most referrals from in the past year. About 69% listed law enforcement agencies, such as the FBI, police, or sheriffs' departments (table 7). Other referral sources included community-based VSPs or organizations (38%), child protection agencies (35%), courts (31%), and prosecutors' offices (27%).

About 11% of VSPs specified "other" sources of referrals in the survey. Some write-ins included the victim (on their own or through word of mouth), family, or friends; community members, organizations, or nonprofits; domestic violence shelters or programs; and hotlines.

TABLE 7

Percent of victim service providers, by most common source of victim referral, 2019

Referral source ^a	Percent	Standard error
Law enforcement agency (e.g., FBI, police or sheriff's department)	68.5%	0.80%
Community-based victim service provider/organization	38.2	0.82
Child protection	35.3	0.72
Court	31.0	0.86
Prosecutor's office	27.0	0.76
Hospital/health care provider	20.5	0.64
Mental health care provider	12.5	0.55
Other ^b	10.6	0.53
Legal services agency	7.5	0.48
Educational institution/organization	7.3	0.43
Corrections (i.e., probation, parole, or correctional facility staff)	5.1	0.39
TANF/welfare/public benefits agencies	4.9	0.36
Faith-based organization	3.1	0.32

Note: Estimates include entities that victim service providers (VSPs) identified as among the top-three sources of referrals of victims, based on the number of referrals the VSPs received. Details do not sum to totals because VSPs could report multiple sources.

^aVSPs were asked, "What 3 types of organizations did your [organization/program] receive the most referrals from in the past [calendar/fiscal] year?" They were given a full list of organization types and instructed to choose the top-three organizations they received the most referrals from.

^bIncludes the victim (on their own or through word of mouth), family, or friends; community members, organizations, or nonprofits; domestic violence shelters or programs; and hotlines.

Source: Bureau of Justice Statistics, National Survey of Victim Service Providers, 2019.

Methodology

The 2019 National Survey of Victim Service Providers (NSVSP) used a representative sample from the 2017 National Census of Victim Service Providers (NCVSP). The NSVSP collected detailed information about the victim services field, including the types of services provided by victim service providers (VSPs), who was being served, and gaps in services. This report focuses on the types of services provided and gaps in services because these data were reported most consistently by VSPs.

The 2019 data collection is the first administration of the NSVSP. The Bureau of Justice Statistics (BJS), with support from the Office for Victims of Crime, conducted the NSVSP through a cooperative agreement with Westat under award number 2017-VF-GX-K128. This collection is part of BJS's Victim Services Statistical Research Program (<https://bjs.ojp.gov/programs/vssrp>).

Sampling frame

Prior to conducting the 2017 NCVSP, there was no comprehensive roster of all VSPs in the U.S. Roster development was conducted from 2013 to 2016 and involved compiling a list of all publicly available VSPs, canvassing for VSP lists across all states and the District of Columbia, and running an awareness campaign to encourage participation in the NCVSP. Military VSPs were excluded from the roster because they do not typically provide services to the general public.

The NCVSP was administered from October 2016 to July 2017 and resulted in a final roster of 12,196 VSPs that served victims as their primary function or had dedicated victim service staff or programs. Of those, 9,640 (79%) completed the NCVSP. Since no publicly available information indicated which nonresponding agencies were not serving victims, they remained in the frame so as to not unintentionally remove eligible agencies. For more details, see *Victim Service Providers in the United States, 2017* (NCJ 252648, BJS, November 2019). The final NCVSP roster was used as the sampling frame for the NSVSP.

Survey sample

Information collected through the NCVSP provided basic descriptive information about each VSP, including data on services offered, the number of staff serving victims, recordkeeping,

and geographic location. Respondents were asked to categorize their organization as nonprofit or faith-based; governmental; hospital, medical, or emergency; campus; tribal; informal; or for-profit. After review and consultation with expert panel members, BJS excluded informal and for-profit VSPs from the NSVSP because these types of VSPs often lack public visibility, service a small number of crime victims, and are highly unstable over time. In addition, these VSPs were largely heterogeneous, making it difficult to draw a representative sample. The NCVSP included a small number of these providers (317), representing 2.6% of the final census. Duplicate entries were also removed from the NSVSP sampling frame. After removal of duplicates and ineligible VSP types, 11,879 VSPs were left in the frame, from which 7,237 VSPs were sampled.

The NSVSP sample was selected using a single-stage stratified design to produce estimates for the nation as a whole and for the 14 U.S. states with the largest number of VSPs. The states included were the 10 largest states based on population size (California, Texas, Florida, New York, Illinois, Pennsylvania, Ohio, Georgia, North Carolina, and Michigan), in addition to Virginia, Indiana, Missouri, and Colorado. The sample was also designed to produce subnational estimates based on U.S. Census regions (South, West, Midwest, and Northeast). Samples were drawn independently from 39 primary strata based on geography and VSP type. Some strata were sampled at a rate of 80% or more to account for small stratum sizes, expected response rate, and possible VSP ineligibility.

A 15% ineligibility rate was predicted due to the time between the NCVSP and NSVSP collections. (See *Inclusion criteria, eligibility, and response rate of victim service providers*.) In the strata sampled at a rate of 50% or lower, the VSPs were substratified by the number of employees. VSPs with more employees were sampled at higher rates than VSPs with fewer employees due to the small number of larger VSPs in the universe and NCVSP data showing they often have different characteristics from smaller VSPs. For more information on the NSVSP sampling approach, refer to the NSVSP Final Report in the 2019 NSVSP Codebook (www.icpsr.umich.edu/nacjd).

Survey administration

The NSVSP was administered via a web-based survey between May 1, 2019 and November 22, 2019. VSPs in the sample were notified about the study by mail and email, when such contact information was available. The study team conducted outreach to increase awareness and encourage support of and participation in the NSVSP among the sampled providers. These efforts primarily included outreach through social media and email blasts, including targeted outreach in collaboration with known and trusted practitioner leaders and specific provider networks. Members of the study team also participated in a webinar and a podcast focused on bridging the gap between research and practice in victim services, discussing the goals of the NSVSP and how the results could be used to inform the victim assistance field.

Three weeks after the initial notification, all sampled VSPs were invited to complete the web survey. Several nonresponse follow-up efforts were made to encourage participation from VSPs and increase response rates. These efforts included email reminders, mail, telephone follow-up, and tracing efforts.

Inclusion criteria, eligibility, and response rate of victim service providers

To be eligible to participate in the NSVSP, a VSP had to—

- categorize itself as one of the five eligible types of VSP (nonprofit or faith-based; governmental; hospital, medical, or emergency; tribal; or campus)
- provide victim services in the 6 months prior to the survey
- have a specific program or staff dedicated to working with crime victims.

BJS expected a high rate of VSP ineligibility for several reasons. First, many VSPs that did not participate in the NCVSP remained in the sampling frame. The eligibility status of these VSPs could not be confirmed prior to NSVSP administration but, as mentioned, remained on the frame so as to not unintentionally remove eligible agencies. Over the course of the collection period, some of those agencies were reached and identified as ineligible.

Additionally, the NSVSP administration began nearly 2 years after the end of the NCVSP. During this time, some VSPs on the NCVSP roster had gone out of business, stopped serving victims, or become ineligible

for other reasons. Some agencies served victims using funding from the Crime Victims Fund, established by the Victims of Crime Act (VOCA). VOCA funding must be spent within 3 years. As a result, some VSPs that were included in the NCVSP lost VOCA and other funding prior to the administration of the NSVSP. If a VSP was no longer providing services in 2019 due to the loss of funding, it was no longer eligible for the NSVSP.

However, many agencies likely continued to receive VOCA funding given that state-level allocations of VOCA funds rose from \$2.573 billion in 2017 to \$4.436 billion in 2018. Combined with historical increases in VOCA funding beginning in 2015, this led to a potential increase in the number of agencies that served victims between the 2017 NCVSP and 2019 NSVSP. Agencies that received VOCA or other funding to establish a new victim service program after 2017 were not included in the NSVSP sample.¹

Approximately 17.6% (1,276) of the 7,237 sampled VSPs were deemed ineligible. An additional 20.2% (1,460) had an unknown eligibility status. A total of 3,269 eligible VSPs responded to the NSVSP, for an overall response rate of 57.7%.² For more information on nonresponse and coverage in the NSVSP, refer to the NSVSP Final Report in the 2019 NSVSP Codebook (www.icpsr.umich.edu/nacjd).

Standard error computations

When estimates are derived from a sample, as with the NSVSP, caution must be used when comparing one estimate to another. Although one estimate may be larger than another, estimates based on a sample have some degree of sampling error. The sampling error of an estimate depends on several factors, including the amount of variation in the responses and the size of the sample. When the sampling error around an estimate is taken into account, estimates that appear different may not be statistically significant.

One measure of the sampling error associated with an estimate is the standard error, which may vary

¹For more information on funding through the Office for Victims of Crime, see <https://ovc.ojp.gov/funding>.

²BJS calculated the response rate using the American Association for Public Opinion Research response rate 3 (RR3) definition. RR3 is appropriate for the NSVSP because of the high proportion of VSPs that have an unknown eligibility status. See American Association for Public Opinion Research. (2016). *Standard definitions: Final dispositions of case codes and outcome rates for surveys*. https://www.aapor.org/AAPOR_Main/media/publications/Standard-Definitions20169theditionfinal.pdf

from one estimate to the next. Generally, an estimate with a smaller standard error provides a more reliable approximation of the true value than an estimate with a larger standard error. Estimates with relatively large standard errors have less precision and reliability and should be interpreted with caution.

Two methods can be used when generating standard errors around an estimate from the NSVSP: the Jackknife Repeated Replication (JRR) method or the Taylor Series Linearization (TSL) method.³ For this report, BJS used the JRR method to calculate standard errors, which are well-suited for samples with a high ineligibility rate, such as the NSVSP. JRR estimation is a type of direct replication variance estimation. Under direct replication variance estimation, a set of replicate weights (e.g., the NSVSP has a set consisting of 100 replicate weights) is used to capture the sampling variance. The replicate weights can satisfy the variance estimation for the nation as a whole, for subnational estimates based on geographical regions, and for the 14 states with the largest number of VSPs.

Some comparisons in the text were tested for statistical significance. The primary test procedure was the Student's t-statistic, which tests the difference between two sample estimates. Findings described in this report as higher, lower, or different passed a test at either the 0.05 level (95% confidence level) or 0.10 level (90% confidence level) of significance. Tables and figures in this report should be referenced for testing on specific findings.

³See Wolter, K.M. (2007). *Introduction to variance estimation* (2nd ed.). Springer.

Estimates and standard errors of the estimates provided in this report may be used to generate a confidence interval around the estimate as a measure of the margin of error. The following example illustrates how standard errors may be used to generate confidence intervals:

Based on the 2019 survey, an estimated 92.8% of VSPs provided online, phone, or program referral to victims within the last year. A standard error of 0.46% was determined for the estimate. (See appendix table 2.) A confidence interval around the estimate was generated by multiplying the standard error by ± 1.96 (the t-score of a normal, two-tailed distribution that excludes 2.5% at either end of the distribution). Therefore, the 95% confidence interval around the 92.8% estimate from 2019 is $92.8 \pm (0.46 \times 1.96)$, or (91.90 to 93.70). In other words, if BJS used the same sampling method to select different samples and computed an interval estimate for each sample, then it would expect 91.9% to 93.7% of VSPs to offer online, phone, or program referral services in 95% of samples, with the true population parameter falling somewhere in that range.

For all estimates in this report, BJS also calculated a coefficient of variation (CV), which represents the ratio of the standard error to the estimate. CVs (not shown in tables) provide another measure of reliability and a means for comparing the precision of estimates across measures with differing levels or metrics.

APPENDIX TABLE 1**Average and median number of services provided, by type of victim service provider, 2019**

Type of provider	Average number of services provided	Median number of services provided	Percent of all victim service providers
All	27	26	100%
Nonprofit/faith-based	29 †	30	50.6
Governmental	24 †	23	42.2
Hospital/medical/emergency	22 †	21	2.7
Campus ^a	24 †	22	2.3
Tribal*	32	31	2.2

Note: See appendix table 7 for standard errors.

*Comparison group. Compared to each type of victim service provider (VSP) and not to all VSPs.

†Difference with comparison group is significant at the 95% confidence level.

^aIncludes VSPs located on university or college campuses or in other educational institutions.

Source: Bureau of Justice Statistics, National Survey of Victim Service Providers, 2019.

APPENDIX TABLE 2**Percent of victim service providers, by type of services provided in the past year, 2019**

Type of service	Percent	Standard error
Information and referrals		
Service-/victimization-related information		
Online/phone/program referral	92.8%	0.46%
General information ^a	89.9	0.55
Justice-related information		
Notification of legal rights	77.1	0.74
Notification of case events/proceedings ^b	71.2	0.73
Case status updates ^c	65.6	0.71
Notification of offender release/status	49.4	0.77
Assistance with reentry ^d	17.6	0.66
Assistance with expungement/vacatur	10.7	0.55
Legal and victims' rights assistance		
Accompany to criminal court	71.8%	0.84%
Assistance with filing for a restraining order ^e	71.3	0.76
Accompany to law enforcement interview	66.2	0.88
Victim impact statement assistance ^f	65.6	0.72
Victim/witness preparation ^g	63.2	0.83
Legal/victim rights implementation or enforcement	59.0	0.87
Accompany to civil court	56.9	0.86
Civil legal services ^h	33.1	0.77
Immigration assistance ⁱ	32.3	0.85
Parole board-related services ^j	19.9	0.67
Services for refugees/asylum seekers	18.1	0.69
Financial and material assistance		
Compensation/monetary		
Victim compensation assistance ^k	73.3%	0.71%
Emergency financial assistance ^l	53.0	0.80
Restitution claim assistance	41.4	0.80
Restitution collection assistance	24.1	0.67
Material/financial advocacy or support		
Transportation assistance	61.0	0.75
Assistance meeting other basic needs	59.9	0.86
Emergency/transitional/relocation housing	51.5	0.84
Intervention with employer/creditor/landlord/academic institution	51.1	0.93
Assistance with return of personal property	45.1	0.80
Assistance with obtaining/replacing documents ^m	43.3	0.88
Public benefits assistance ⁿ	37.9	0.86
Child care assistance	31.0	0.81
Rental assistance	30.3	0.80
Employment/educational services	25.6	0.70
Long-term/stable housing	20.4	0.71

Continued on next page

APPENDIX TABLE 2 (continued)**Percent of victim service providers, by type of services provided in the past year, 2019**

Type of service	Percent	Standard error
Emotional support and safety		
Safety services		
Immediate/emergency safety planning	74.8%	0.64%
Crisis intervention	70.2	0.73
Long-term safety planning	69.0	0.78
Conduct/coordinate risk assessments	51.8	0.76
Crime/violence deescalation support ^a	50.8	0.95
Conflict resolution/mediation/negotiation	32.0	0.73
Treatment/support services		
Hotline/helpline/crisis line intervention or counseling	42.4	0.71
Individual counseling ^b	42.0	0.76
Support groups	40.6	0.78
Peer/family/group counseling	36.9	0.70
Therapy other than counseling ^c	32.1	0.77
Social/recreational activities for victims/witnesses	30.8	0.74
Substance abuse services ^d	13.3	0.55
Medical and physical health assistance		
Medical treatment		
Conduct/coordinate forensic exams or evidence collection	20.2%	0.63%
Conduct HIV/STI testing	7.2	0.41
Health advocacy		
Victim advocacy in navigating the health care system	46.3	0.86
Accompany to medical forensic exams	44.6	0.91
Other services		
Case management	68.8%	0.83%
Language services	53.9	0.80
Services for persons who are deaf/hard of hearing	36.6	0.81
Culturally/ethnically specific services	32.3	0.92
Education classes for survivors	29.7	0.67
On-scene coordinated response	29.0	0.78
Forensic interviews	19.1	0.60
Supervised child visitation/safe exchange	11.6	0.54
Restorative justice/victim-offender dialogue	9.1	0.40

^aIncludes general information about crime and victimization, crime prevention, and victim risk reduction.

^bIncludes updates regarding investigation or court proceedings.

^cIncludes investigation-related updates only.

^dIncludes assistance with post-imprisonment reentry and conditions of probation for victims with a criminal history.

^eIncludes assistance with restraining, protection, and no-contact orders.

^fIncludes helping victims write a written or oral statement to present in court that describes the emotional, physical, and financial impact the crime had on them.

^gIncludes preparing to offer testimony to law enforcement or courts, which may include a victim impact statement.

^hIncludes assistance with civil court matters, such as child custody, visitation, and support and other family law issues.

ⁱIncludes assistance with continuing U.S. residence and U and T visas.

^jIncludes accompanying to parole board hearings and assistance with other related services.

^kIncludes assistance with filing for victim compensation and appealing claims.

^lIncludes emergency loans, petty cash, and payments for or assistance in procuring items, such as food or clothing.

^mIncludes assistance with obtaining or replacing documents, such as birth certificates, driver's licenses, Social Security cards, and identification cards.

ⁿIncludes assistance with public benefits, such as Temporary Assistance for Needy Families, welfare, housing, and social services.

^oIncludes calming down the victim, family members, or witnesses on scene or during intervention and preventing retaliation.

^pIncludes counseling and mental health assessments for the victim.

^qIncludes traditional, cultural, or alternative healing and art, writing, or play therapy.

^rIncludes assessment, prevention, and treatment for substance abuse.

Source: Bureau of Justice Statistics, National Survey of Victim Service Providers, 2019.

APPENDIX TABLE 3

Percent of victim service providers, by type of provider and most common services provided in the past year, 2019

Type of service	All victim service providers	Nonprofit/faith-based	Governmental	Hospital/medical/emergency	Campus ^a	Tribal
Information and referrals						
Service-/victimization-related information						
Online/phone/program referral	36.0%	33.0%	40.6%	22.1%	37.6%	31.4%
General information ^b	26.9	22.3	31.7	27.8	46.3	16.5
Justice-related information						
Notification of legal rights	21.9	8.4	40.2	7.0	17.5	2.7!
Notification of case events/proceedings ^c	29.3	8.0	58.6	0.8!	11.7	12.2
Case status updates ^d	16.4	5.8	30.7	1.3!	19.2	4.3
Notification of offender release/status	6.0	0.4	13.5	--	1.5!	5.5
Assistance with reentry ^e	0.4	0.1	0.7	--	--	--
Assistance with expungement/vacatur	0.1	0.1!	--	--	--	--
Legal and victims' rights assistance						
Accompany to criminal court	25.9%	11.5%	46.4%	3.4%	6.9%	10.5%
Assistance with filing for a restraining order ^f	23.4	23.9	22.4	6.1	25.9	49.5
Accompany to law enforcement interview	7.7	4.8	11.1	1.8!	22.0	3.9
Victim impact statement assistance ^g	10.3	1.9	21.9	2.9!	2.1	2.7!
Victim/witness preparation ^h	12.2	2.6	25.2	2.9!	3.5!	4.0
Legal/victim rights implementation or enforcement	6.0	4.0	9.1	1.5!	3.5	0.8!
Accompany to civil court	13.5	19.5	6.8	0.8!	5.3	27.7
Civil legal services ⁱ	6.4	11.4	0.8	--	3.3	8.3
Immigration assistance ^j	2.8	4.7	0.8	1.9!	2.3	--
Parole board-related services ^k	1.1	0.5	1.9	--	--	--
Services for refugees/asylum seekers	1.0	1.8	0.1!	--	--	--
Financial and material assistance						
Compensation/monetary						
Victim compensation assistance ^l	13.9%	7.4%	22.7%	15.2%	3.9%	3.5%
Emergency financial assistance ^m	8.1	10.7	4.3	4.8	3.5	30.7
Restitution claim assistance	5.8	0.4	13.2	--	0.8!	--
Restitution collection assistance	1.2	0.2!	2.5	--	0.8!	0.8!
Material/financial advocacy or support						
Transportation assistance	5.9	8.1	1.7	7.2	4.1	34.1
Assistance meeting other basic needs	10.6	15.5	4.3	4.0	6.5	31.8
Emergency/transitional/relocation housing	16.6	26.5	4.1	4.7	0.8!	57.4
Intervention with employer/creditor/landlord/academic institution	1.9	2.3	0.5!	2.5!	21.2	--
Assistance with return of personal property	0.7	0.6	0.8	0.9!	0.9!	2.0!
Assistance with obtaining/replacing documents ⁿ	1.3	2.2	0.2!	--	--	3.5
Public benefits assistance ^o	3.1	4.3	2.0	1.6!	--	1.6
Child care assistance	0.9	1.3	0.3!	0.8!	1.1!	0.8!
Rental assistance	3.1	4.2	1.1	--	--	21.9
Employment/educational services	0.5	0.6	0.3	--	4.3	--
Long-term/stable housing	1.3	2.0	0.5	--	--	1.7!
Emotional support and safety						
Safety services						
Immediate/emergency safety planning	14.9%	18.6%	8.0%	32.1%	29.5%	24.0%
Crisis intervention	21.6	27.2	13.2	28.9	42.6	21.2
Long-term safety planning	5.8	7.7	3.3	9.2	4.4	6.7

Continued on next page

APPENDIX TABLE 3 (continued)

Percent of victim service providers, by type of provider and most common services provided in the past year, 2019

Type of service	All victim service providers	Nonprofit/faith-based	Governmental	Hospital/medical/emergency	Campus ^a	Tribal
Conduct/coordinate risk assessments	2.8	2.8	2.3	9.3	6.8	--
Crime/violence deescalation support ^p	3.0	1.4	4.7	4.1	4.1	2.6
Conflict resolution/mediation/negotiation	2.0	2.5	1.4	0.8!	3.2	0.9!
Treatment/support services						
Hotline/helpline/crisis line intervention or counseling	16.5	29.8	1.5	10.3	12.3	5.9
Individual counseling ^q	18.0	29.2	3.5	42.1	19.5	9.2
Support groups	7.8	13.5	0.5	12.2	9.8	6.7
Peer/family/group counseling	5.7	10.0	0.7	5.2	5.4	4.6
Therapy other than counseling ^r	4.5	7.5	0.9	8.1	4.0	3.5
Social/recreational activities for victims/witnesses	1.3	2.1	0.2!	--	5.2	0.7!
Substance abuse services ^s	0.9	1.3	0.4	2.5	--	2.0!
Medical and physical health assistance						
Medical treatment						
Conduct/coordinate forensic exams or evidence collection	4.1%	3.6%	1.4%	59.2%	6.8%	0.8% !
Conduct HIV/STI testing	1.3	0.5	0.2!	36.3	0.7!	--
Health advocacy						
Victim advocacy in navigating the health care system	1.5	1.8	0.3!	15.2	4.1!	--
Accompany to medical forensic exams	5.5	7.7	1.9	17.4	11.6	3.6
Other services						
Case management	25.2%	38.2%	9.9%	20.1%	32.3%	14.9%
Language services	2.9	4.0	1.6	4.8	1.7!	--
Services for persons who are deaf/hard of hearing	0.4	0.6	0.1!	2.3	--	--
Culturally/ethnically specific services	2.2	3.1	0.5!	4.8	2.6	11.3
Education classes for survivors	1.7	2.4	--	3.6!	10.9	4.4!
On-scene coordinated response	3.3	1.3	5.9	--	4.4	2.6
Forensic interviews	9.6	13.2	4.6	33.1	1.6!	2.7!
Supervised child visitation/safe exchange	1.9	3.0	0.9	--	--	--
Restorative justice/victim-offender dialogue	0.7	0.7	0.8	0.8!	0.8!	--

Note: See appendix table 8 for standard errors.

--Less than 0.05%.

! Interpret with caution. Coefficient of variation is greater than 50%.

^aIncludes victim service providers located on university or college campuses or in other educational institutions.

^bIncludes general information about crime and victimization, crime prevention, and victim risk reduction.

^cIncludes updates regarding investigation or court proceedings.

^dIncludes investigation-related updates only.

^eIncludes assistance with post-imprisonment reentry and conditions of probation for victims with a criminal history.

^fIncludes assistance with restraining, protection, and no-contact orders.

^gIncludes helping victims write a written or oral statement to present in court that describes the emotional, physical, and financial impact the crime had on them.

^hIncludes preparing to offer testimony to law enforcement or courts, which may include a victim impact statement.

ⁱIncludes assistance with civil court matters, such as child custody, visitation, and support and other family law issues.

^jIncludes assistance with continuing U.S. residence and U and T visas.

^kIncludes accompanying to parole board hearings and assistance with other related services.

^lIncludes assistance with filing for victim compensation and appealing claims.

^mIncludes emergency loans, petty cash, and payments for or assistance in procuring items, such as food or clothing.

ⁿIncludes assistance with obtaining or replacing documents, such as birth certificates, driver's licenses, Social Security cards, and identification cards.

^oIncludes assistance with public benefits, such as Temporary Assistance for Needy Families, welfare, housing, and social services.

^pIncludes calming down the victim, family members, or witnesses on scene or during intervention and preventing retaliation.

^qIncludes counseling and mental health assessments for the victim.

^rIncludes traditional, cultural, or alternative healing and art, writing, or play therapy.

^sIncludes assessment, prevention, and treatment for substance abuse.

Source: Bureau of Justice Statistics, National Survey of Victim Service Providers, 2019.

APPENDIX TABLE 4

Estimates and standard errors for figure 1: Average number of services provided, by type of victim service provider, 2019

Type of provider	Average number of services provided	Standard error	95% confidence interval	
			Lower bound	Upper bound
All	27	0.2	26.6	27.4
Nonprofit/faith-based	29 †	0.3	28.3	29.7
Governmental	24 †	0.3	23.4	24.6
Hospital/medical/emergency	22 †	0.8	20.4	23.6
Campus ^a	24 †	0.8	22.4	25.6
Tribal*	32	0.9	30.2	33.8

*Comparison group. Compared to each type of victim service provider (VSP) and not to all VSPs.

†Difference with comparison group is significant at the 95% confidence level.

^aIncludes VSPs located on university or college campuses or in other educational institutions.

Source: Bureau of Justice Statistics, National Survey of Victim Service Providers, 2019.

APPENDIX TABLE 5

Estimates and standard errors for figure 2: Top-five services provided by victim service providers in the past year, 2019

Type of service	Percent of all victim service providers	Standard error	95% confidence interval	
			Lower bound	Upper bound
Online/phone/program referral	92.8%	0.46%	91.89%	93.67%
General information ^a	89.9	0.55	88.79	90.95
Notification of legal rights	77.1	0.74	75.61	78.50
Immediate/emergency safety planning	74.8	0.64	73.54	76.04
Victim compensation assistance ^b	73.3	0.71	71.89	74.69

^aIncludes general information about crime and victimization, crime prevention, and victim risk reduction.

^bIncludes assistance with filing for victim compensation and appealing claims.

Source: Bureau of Justice Statistics, National Survey of Victim Service Providers, 2019.

APPENDIX TABLE 6

Standard errors for table 6: Percent of victim service providers, by type of provider and services that were difficult for victims to obtain in the local area, 2019

Type of service difficult to obtain	All victim service providers	Nonprofit/faith-based	Governmental	Hospital/medical/emergency	Campus	Tribal
Shelter/housing	0.74%	1.04%	1.25%	4.25%	5.81%	2.51%
Mental health services	1.04	1.24	1.75	4.77	6.56	5.08
Financial/material assistance	0.98	1.42	1.52	4.78	6.58	3.89
Other	0.78	1.11	1.32	3.68	6.82	3.93
Civil justice-related assistance	0.74	1.01	1.25	2.63	4.15	3.85
Immigration assistance	0.73	1.03	1.22	4.47	2.43	0.62
Medical/physical health assistance	0.54	0.74	0.85	2.49	6.11	3.38
Safety services	0.54	0.67	0.89	2.35	2.20	2.81
Justice-related assistance	0.42	0.49	0.78	0.99	2.33	3.11

Source: Bureau of Justice Statistics, National Survey of Victim Service Providers, 2019.

APPENDIX TABLE 7**Standard errors for appendix table 1: Average number of services provided, by type of victim service provider, 2019**

Type of provider	Average number of services provided	Percent of all victim service providers
All	0.2	~
Nonprofit/faith-based	0.3	0.42%
Governmental	0.3	0.39
Hospital/medical/emergency	0.8	0.10
Campus	0.8	0.17
Tribal	0.9	0.09

~Not applicable.

Source: Bureau of Justice Statistics, National Survey of Victim Service Providers, 2019.

APPENDIX TABLE 8**Standard errors for appendix table 3: Percent of victim service providers, by type of provider and most common services provided in the past year, 2019**

Type of service	All victim service providers	Nonprofit/faith-based	Governmental	Hospital/medical/emergency	Campus	Tribal
Information and referrals						
Service-/victimization-related information						
Online/phone/program referral	0.87%	1.14%	1.46%	3.51%	4.86%	3.71%
General information	0.76	1.00	1.35	3.67	4.78	3.29
Justice-related information						
Notification of legal rights	0.72	0.72	1.34	2.36	3.08	1.46
Notification of case events/proceedings	0.61	0.74	1.25	0.72	2.35	2.62
Case status updates	0.56	0.59	1.15	0.67	2.99	1.36
Notification of offender release/status	0.39	0.16	0.88	~	0.75	2.03
Assistance with reentry	0.11	0.06	0.24	~	~	~
Assistance with expungement/vacatur	0.04	0.07	0.04	~	~	~
Legal and victims' rights assistance						
Accompany to criminal court	0.69%	0.71%	1.35%	1.08%	1.49%	2.54%
Assistance with filing for a restraining order	0.74	1.06	1.05	2.45	4.21	4.00
Accompany to law enforcement interview	0.47	0.59	0.84	1.12	3.85	1.27
Victim impact statement assistance	0.48	0.41	1.07	1.92	0.91	1.51
Victim/witness preparation	0.56	0.41	1.20	1.95	2.33	1.29
Legal/victim rights implementation or enforcement	0.43	0.49	0.82	0.88	1.30	0.57
Accompany to civil court	0.65	1.08	0.67	0.66	1.48	3.92
Civil legal services	0.38	0.70	0.21	~	1.20	2.10
Immigration assistance	0.30	0.54	0.23	1.16	0.94	~
Parole board-related services	0.22	0.19	0.43	~	~	~
Services for refugees/asylum seekers	0.17	0.33	0.04	~	~	~
Financial and material assistance						
Compensation/monetary						
Victim compensation assistance	0.57%	0.62%	1.05%	3.15%	1.03%	1.54%
Emergency financial assistance	0.43	0.72	0.60	1.66	1.11	3.65
Restitution claim assistance	0.41	0.19	0.92	~	0.58	~
Restitution collection assistance	0.18	0.09	0.41	~	0.58	0.55

Continued on next page

APPENDIX TABLE 8 (continued)

Standard errors for appendix table 3: Percent of victim service providers, by type of provider and most common services provided in the past year, 2019

Type of service	All victim service providers	Nonprofit/faith-based	Governmental	Hospital/medical/emergency	Campus	Tribal
Material/financial advocacy or support						
Transportation assistance	0.39	0.71	0.28	2.68	1.34	3.39
Assistance meeting other basic needs	0.57	0.98	0.55	1.22	1.55	3.75
Emergency/transitional/relocation housing	0.60	0.92	0.59	2.13	0.58	4.59
Intervention with employer/creditor/landlord/academic institution	0.26	0.41	0.24	1.25	4.27	~
Assistance with return of personal property	0.12	0.17	0.22	0.81	0.66	1.41
Assistance with obtaining/replacing documents	0.20	0.39	0.09	~	~	1.62
Public benefits assistance	0.29	0.45	0.41	0.98	~	0.78
Child care assistance	0.16	0.29	0.18	0.55	0.78	0.59
Rental assistance	0.29	0.54	0.27	~	~	2.79
Employment/educational services	0.10	0.15	0.15	~	0.95	~
Long-term/stable housing	0.19	0.31	0.19	~	~	0.84
Emotional support and safety						
Safety services						
Immediate/emergency safety planning	0.58%	0.97%	0.72%	4.00%	4.61%	3.51%
Crisis intervention	0.71	1.00	0.91	4.05	4.42	3.26
Long-term safety planning	0.34	0.59	0.43	2.57	1.09	1.73
Conduct/coordinate risk assessments	0.27	0.38	0.38	2.62	1.52	~
Crime/violence deescalation support	0.33	0.32	0.63	1.60	1.39	1.08
Conflict resolution/mediation/negotiation	0.24	0.40	0.29	0.57	1.17	0.63
Treatment/support services						
Hotline/helpline/crisis line intervention or counseling	0.62	1.13	0.27	2.09	2.74	1.50
Individual counseling	0.57	0.99	0.44	4.11	3.04	1.87
Support groups	0.47	0.94	0.14	2.73	2.01	1.60
Peer/family/group counseling	0.40	0.74	0.20	2.12	1.76	1.79
Therapy other than counseling	0.34	0.61	0.22	2.48	1.33	1.28
Social/recreational activities for victims/witnesses	0.23	0.42	0.11	~	2.30	0.53
Substance abuse services	0.18	0.34	0.14	1.22	~	1.41
Medical and physical health assistance						
Medical treatment						
Conduct/coordinate forensic exams or evidence collection	0.30%	0.45%	0.30%	3.88%	2.59%	0.55%
Conduct HIV/STI testing	0.14	0.16	0.08	3.89	0.48	~
Health advocacy						
Victim advocacy in navigating the health care system	0.23	0.38	0.14	3.23	2.24	~
Accompany to medical forensic exams	0.38	0.69	0.35	2.64	3.41	1.60

Continued on next page

APPENDIX TABLE 8 (continued)

Standard errors for appendix table 3: Percent of victim service providers, by type of provider and most common services provided in the past year, 2019

Type of service	All victim service providers	Nonprofit/ faith-based	Governmental	Hospital/medical/ emergency	Campus	Tribal
Other services						
Case management	0.75%	1.28%	0.74%	3.35%	4.83%	2.30%
Language services	0.31	0.51	0.36	1.62	0.97	~
Services for persons who are deaf/hard of hearing	0.10	0.17	0.07	1.10	~	~
Culturally/ethnically specific services	0.25	0.40	0.26	1.74	1.15	3.04
Education classes for survivors	0.24	0.40	~	2.02	3.96	2.31
On-scene coordinated response	0.34	0.26	0.68	~	1.42	1.06
Forensic interviews	0.56	0.91	0.64	3.82	0.90	1.49
Supervised child visitation/safe exchange	0.25	0.43	0.24	~	~	~
Restorative justice/victim-offender dialogue	0.12	0.19	0.26	0.66	0.58	~

~Not applicable. Estimate is zero and therefore a standard error cannot be calculated.

Source: Bureau of Justice Statistics, National Survey of Victim Service Providers, 2019.



The Bureau of Justice Statistics of the U.S. Department of Justice is the principal federal agency responsible for measuring crime, criminal victimization, criminal offenders, victims of crime, correlates of crime, and the operation of criminal and civil justice systems at the federal, state, tribal, and local levels. BJS collects, analyzes, and disseminates reliable statistics on crime and justice systems in the United States, supports improvements to state and local criminal justice information systems, and participates with national and international organizations to develop and recommend national standards for justice statistics. Doris J. James is the acting director.

This report was written by Alexandra Thompson, Rachel E. Morgan, Heather B. Warnken, and Barbara A. Oudekerk. Erika Harrell and Stephanie Mueller verified the report.

David Fialkoff edited the report. Carrie Epps-Carey produced the report.

October 2021, NCJ 300741



NCJ 300741

Office of Justice Programs
Building Solutions • Supporting Communities • Advancing Justice
www.ojp.gov