



Choice Research Associates

What gets measured gets done.

Network for Victim Recovery of DC (NVRDC)
Rights in Systems Enforced (RISE) Project

Overview Report

August 2021

By

Lisa Marie Pierotte, M.A.
Research Associate

Shawn M. Flower, Ph.D.
Principal Investigator

and

Sarah Taylor
RISE Project & Advocacy Coordinator

This product was made possible by a subgrant to the Network for Victim Recover of DC (NVRDC) from the National Crime Victim Law Institute (NCVLI) Rights in Systems Enforced (RISE) Project, pursuant to award number 2018-V3-GX-K018, awarded to NCVLI by the Office for Victims of Crime (OVC), Office of Justice Programs, U.S. Department of Justice. The opinions, findings, conclusions or recommendations expressed in this document are those of the author(s) and do not necessarily represent the official position or policies of the U.S. Department of Justice, NCVLI, or NVRDC.

Table of Contents

Executive Summary 1
 Introduction..... 4
 Overview of Partnership Activities..... 5
 Medstar Washington Hospital Center - Community Violence Intervention Program
 Partnership 5
 NAARC - Cure the Streets Partnership 7
 Collective Action for Safe Spaces (CASS) Partnership 7
 Whitman-Walker Health (WWH) Partnership 8
 DC Volunteer Lawyers Project Partnership (DC VLP)..... 8
 Various Law School Partnerships 8
 Overview of Trainings 9
 Legal Vignettes 10
 Pro Se Guide 11
 Data on RISE Clients 14
 Conclusion 21
 References..... 22

Table of Appendices

Appendix A: NVRDC Rise Referral Tool: Google Form 23
 Appendix B: NVRDC Rise Referral Tool: Scheduling Link..... 32
 Appendix C: Crime Victims’ Rights Issue Screening 33
 Appendix D: Crime Victims’ Rights Handout..... 35
 Appendix E: Palm Card 37
 Appendix F: Issue Spotting and Referral Tool (Selected Presentation Slides) 38
 Appendix G: DCVLP Issue Spotting Tool 40
 Appendix H: Legal Vignette Training Assessment Tool..... 41
 Appendix I: Visual Aids for Social Media Volunteer Advertising..... 46

Table of Tables

Table 1: Demographic Information on Final Sample of Volunteers (n=59) 12
 Table 2: Demographic Information Brief Advice Clients (n=48) 17
 Table 3: Demographic Information Full Representation Clients (n=50)..... 18
 Table 4: Demographic Information Advocacy Clients (n=19)..... 20

Table of Figures

Figure 1: Breakdown of Clients Reached by Service 16
 Figure 2: Primary Victimization of Full Representation Clients (n=50) 19
 Figure 3: Primary Victimization of Advocacy Clients (n=19) 20

Executive Summary

The Network for Victim of Recovery of the District of Columbia (NVRDC) began in 2012 with less than 3 full-time staff members working towards the goal of providing a “seamless network of referrals and services to all DC crime victims”¹. Since then, NVRDC has served over 5,000 clients, increased their full-time staff to nearly 40 members, and has provided nearly 4,000 hours of pro bono legal assistance for survivors in DC. To continue this mission, NVRDC’s Rights in System Enforce (RISE) Project sought to connect their services to survivors in the greatest need of legal assistance and/or advocacy, but also the hardest to reach.

This executive summary outlines how leveraging partnerships with several different agencies and organizations, the deployment of new referrals tools (i.e., the implementation of a hotline, an online referral site (Appendix A), and self-referral scheduling link (Appendix B)), as well as evaluation efforts by Choice Research Associates, successfully increased access to brief legal advice, full legal representation, and advocacy services for specific survivor populations of interest in Washington, DC. Additionally, this project involved the review of NVRDC’s Pro Se Guide for accessibility and utility to improve the Guide before delivery to the public.

Successes. The ever-changing COVID-world led to court closures, an inability to be onsite for various activities as planned, and barriers to accessing volunteers for feedback. Despite these challenges, NVRDC and their project partners adapted in innovative ways, and achieved the following:

- Completed in-person (pre-pandemic) and online webinars, training a total of eighty-five (85) community partners and service providers.
 - Evaluation of these efforts show a statistically significant shift in the greater understanding of crime victims’ rights for participants, as well as satisfaction with the trainings².
- Interviews with the hospital Community Violence Intervention Program (CVIP) team reported overwhelmingly positive feedback about NVRDC’s Crime Victims’ Rights in the Emergency Room (CVR-ER) program which embedded a crime victims’ rights attorney into the CVIP team³.
- Between April and July of 2021, twenty (20) low-barrier⁴ legal clinic Crime Victims’ Rights clients received legal services as a result of this partnership.
- Completed focus groups and surveys with volunteer participants which provided thoughtful feedback regarding the Pro Se Guide and how to get the document into the hands of those who need it.

¹ Overview information about NVRDC in this section is taken directly from the organization’s website <https://www.nvrdc.org/>

² A summary of these findings is provided in this report. The standalone individual reports on these trainings were submitted to NVRDC in February 2020; January 2021, and the final report submitted in August, 2021.

³ A summary of these findings is provided in this report and the full report, Crime Victims’ Rights in the Emergency Room: A Vulnerable Moment Creates an Opportunity for the Future (August 2021), was submitted to NVRDC separately.

⁴ NVRDC developed this “low barrier” CVR Clinic services group in response to the needs of the CVIP clients, thus the data is of a subset of the total RISE services. (S. Taylor, Personal communication, August 31, 2021).

- And most importantly, sixty-eight (68) clients received brief advice (from November 2019 through July 2021), fifty (50) clients received full legal representation (from September 2019 through June 2021), and nineteen (19) clients received legal advocacy services from September 2019 through June 2021) directly from NVRDC under the RISE Project.

Top Recommendations. Many lessons were learned during the activities under this project, but there are three particularly important takeaways. First, with respect to partnerships, it is of the utmost importance to stay present and actively communicate with partners. For example, training should not be considered a “one-and-done” activity—follow-up is needed to ensure the retention and application of training curriculum. For example, NVRDC provided trainings, one pager supplements, disseminated referral tools, maintained ongoing communication with specified contact persons, and checked-in routinely with the partners (e.g., See Appendices A through I).

Second, crime victims’ rights representation is extremely important for survivors’ willingness to participate in the criminal legal system and their overall success in doing so. For example, the Pro Se Guide is designed to assist survivors of crime in their navigation of the criminal legal system *without* legal representation. Yet, feedback from volunteers suggested that the criminal legal system is far too complicated for someone to navigate on their own *even* when providing resources like the Pro Se Guide. This need is further exacerbated by the circumstances of trauma, potential physical injuries, and financial ramifications someone may be experiencing after a victimization, circumstances which may reduce a person’s ability to advocate for their legal rights on their own. All of which reinforce the intentions under RISE—connecting survivors of all crimes to NVRDC for that needed assistance.

Lastly, for the purposes of targeting these hard to reach and underserved populations (e.g., survivors of hate crimes, familiar survivors of homicide), it is important to partner with organizations focused on violence interruption and intervention programs which can provide early access to these specific populations. Findings from the CVR-ER qualitative and quantitative analyses suggest that CVIP clients differ from non-CVIP⁵ clients in important ways. For example, for CVIP clients, victimization is a daily part of life and as a result, these clients have pre-existing negative experiences with the criminal legal system that may create a greater need to rebuild trust. With the addition of a CVR attorney to the CVIP team and the opportunity to begin building rapport in connection with the Emergency Room, fourteen (14) low-barrier legal clinic clients received services at NVRDC that may have never been connected otherwise.

Pitfalls. Preparation, planning, and pivoting allowed for this project to achieve its’ goals in a pandemic setting but this was not without a few hurdles along the way. Adjustments to work and life during the COVID-19 pandemic created additional stress, potential work overloads, and more for everyone, which likely impeded the ability to get feedback from training participants, volunteer reviewers, and legal service clients. Evaluation efforts encountered two primary issues believed to be related to the everchanging pandemic landscape—survey response fatigue and Zoom fatigue.

⁵ Six additional individuals received victims’ rights attorney services because they were referred to or made contact with NVRDC outside of any interaction with the hospital.

Survey response fatigue is when there are too many feedback requests within a small-time frame, causing individuals not to open a survey. These feedback requests are not necessarily from NVRDC⁶ but are a result of shifting to online platforms for work, school, and all other parts of everyday life. Essentially, when feedback cannot be collected in the office, classroom, or other onsite environments, there is a shift to online options. For example, legal clients were asked to complete a survey to describe their overall satisfaction with NVRDC services, the ease of access to services, how clients are treated by NVRDC staff, the areas in which NVRDC does well, and where they could improve. In one period of the survey, nearly 300 participants were asked to provide feedback and only nine (9) surveys were completed. Another example is that thirty-eight (38) individuals volunteered to complete the survey on the Pro Se Guide and only ten (10) survey responses were eventually submitted. This suggests that survey fatigue may be a new barrier for attaining feedback because these individuals *volunteered* to be reviewers of the Pro Se Guide, yet ultimately did not participate.

Additionally, as in-person trainings were pushed to online webinars, this affected both attendance and participation in the training evaluations. A total of three (3) scheduled webinars for training law students went unattended, and full participation in the Mentimeter⁷ presentation became increasingly difficult to achieve. The lack of attendance at these webinars is notable as no other trainings went entirely unattended and similar outreach and advertisement methods were used.

Conclusion. NVRDC's mission is to empower victims of all crimes to achieve survivor-defined justice through a collaborative continuum of advocacy, case management and legal services regardless of barriers that may exist in reaching those victims. This report highlights how this can be achieved, with even the hardest to reach populations, through strategic efforts, strong partnerships, and investment in extending crime victims' rights to survivors in DC.

⁶ Most, if not all, individuals providing feedback throughout various parts of the RISE Project were not involved in multiple tasks (i.e., would not have received multiple feedback requests from NVRDC or CRA). For example, Pro Se Guide volunteers were not clients but volunteers, CVR-ER clients were only asked to give feedback related to that specific program's efforts, and so on.

⁷ NVRDC uses an interactive presentation software service called Mentimeter, which allows one to embed questions into a presentation, and participants can anonymously respond using their mobile phones. www.mentimeter.com

Introduction

The Network for Victim Recovery DC's (NVRDC) RISE Project was designed to address an identified gap in Crime Victims' Rights (CVR) services in Washington, DC beginning in the spring of 2019 through August 31, 2021. Specifically, this project sought to address the gap in service delivery for those who have experienced hate crimes, physical assault (or non-power based personal violence⁸) and surviving family members of homicide victims by increasing their access to CVR through brief legal advice and/or representation. These populations were selected because they often face challenges with their rights during their participation with the criminal legal system, but are also historically infrequently access NVRDC's services for assistance in comparison to their counterparts (i.e., survivors of power-based personal violence who actively seeking NVRDC's services to navigate the criminal legal system and uphold their rights).

With this goal in mind, NVRDC identified established, trusted organizations and agencies within the District of Columbia, where those who have experienced hate crimes, non-power based personal violence, or homicide will seek services, whether or not as a result of the crime. Among those organizations identified, Whitman Walker Health, MedStar Washington Hospital Center, Cure the Streets, and DC Volunteer Lawyers Project, among others, agreed to serve as partners. The goal of the partnerships was to build trust and rapport between NVRDC and each agency, provide education and training on CVR including issue spotting CVR needs to partner staff members, and put referral protocols in place (*see* Overview of Partnership Activities below). Ultimately, these combined efforts would lead the partners' clients to see NVRDC as a trustworthy place to access services, increase access to those services, expand enforcement of crime victims' rights in DC, and increase awareness of DC crime victims' rights, resources, and enforcement efforts.

To determine if these goals were achieved, NVRDC engaged Choice Research Associates (CRA) to assist with various evaluation efforts including the following:

- Training assessments of 15 presentations where 85 individuals trained and 64 trainees provided feedback;
- Outreach survey to RISE Letter of Support (LOS) partners and previously trained individuals;
- Pre-/Post-Vignette assessments of issue spotting skills;
- Focus groups and surveys of reviewers on the Pro Se Guide;
- Accessibility Review of the Pro Se Guide;
- Qualitative and quantitative look at CVR in the ER programming; and
- Assessment of the data collected by NVRDC on RISE clients participating in brief advice, full representation, and advocacy services.

This report provides an overview of all partnerships and partnership activities, discusses related evaluation findings, and addresses the successes and hurdles experienced in the RISE Project. Lastly, the conclusion reviews recommendations and potential collaboration efforts for the future.

⁸ 'Power-based violence' is a term that refers gender-based violence such as domestic violence, intimate partner violence, and sexual assault).

Overview of Partnership Activities

Partnering with local organizations and agencies was an integral step to extend services to the target populations outlined above. The hope was to leverage these partnerships and the pre-existing rapport they have with their clients, as well as train partnership members on items like CVR, issue spotting, and more, in an effort to increase referrals to NVRDC. Each partnership is briefly described below (Note: Brief descriptions do not detail all communications, activities, or include all work products) along with some challenges faced and overcome along the way, as well as a summary of training efforts.

Medstar Washington Hospital Center - Community Violence Intervention Program Partnership

Partnering with Medstar Washington Hospital Center's (MWHC) Community Violence Intervention Program (CVIP) involved several activities. First, NVRDC's cross training of CVIP program staff began in December of 2019. This training spurred conversations about survivors of violence inherently being viewed and treated as suspects of crime and potential responses to this assumption. These conversations and the partnership led to the development and execution of an issue spotting training tool to be displayed in the offices at MWHC (see Appendix C). Prior to the enhanced partnership agreement integrating a CVR attorney into the MWHC-CVIP program, NVRDC developed this screening tool to help CVIP staff think about different issues to look out for at different points in their work with clients (e.g., What CVR issues might arise during their first interaction with a client? What might come up further down the line that they could keep an ear out for in follow up calls with the client?). This screening tool was to be hung as a poster in the CVIP office at WHC for quick and easy reference. Referral information is included so that anyone with a case they want to refer, or to speak to NVRDC about referring, can easily reach the RISE team.

Second, NVRDC expanded access to crime victim's rights legal assistance through this medical-legal partnership. A NVRDC crime victim's rights attorney began working directly with CVIP by participating in case reviews and providing a free legal "Know Your Rights" consultation⁹.

Evaluation services to assess the impact of this medical-legal partnership in a hospital setting involved an exploratory, mixed methods research project. Institutional Review Board (IRB) consent was attained for these evaluation efforts by the University of Southern Maine. CRA was looking to answer the following research questions through interviews with CVIP staff, the crime victims' rights attorney, and patient participants, paired with administrative data provided by both the MWHC and NVRDC:

- *How did access and contact with a crime victim's rights attorney affect the patient-participants (i.e., crime victims)?*
- *How do hospital staff perceive the effect of the program on their patient-participants?*

⁹ Prior to COVID-19, this attorney was meant to be on site at the hospital for a few hours weekly, but due to pandemic circumstances, these conversations with CVIP patients continued by phone.

- *How do NVRDC's crime victim's right attorneys perceive the effect of the program on these patient-participants?*
- *Did hospital staff improve their own issue-spotting through training and coaching interactions with NVRDC?*

A full report on this evaluation was submitted as a standalone report to NVRDC (see Footnote 3) and a brief review of the findings are discussed here. Results suggested that those that receive services from CVIP differ from clients NVRDC sees through other entry points. Although both CVIP and non-CVIP clients have the commonality of experiencing a recent victimization, for CVIP clients, serious victimization is a part of life rather than a rare experience. Additionally, CVIP clients are likely to have prior negative experiences with the criminal legal system or other formal systems which makes them less likely to reach out to organizations like NVRDC in the first place¹⁰.

This finding from the CVR in the ER project aligns with research on help seeking behaviors in response to victimization. For example, this literature suggests that survivors of crime are more likely to rely on informal systems (e.g., family/friends) for help when they are not willing to contact the police or other formal helping systems (e.g., Ansara & Hindin, 2010; Garcia-Moreno et al., 2005). Arguably, serious, and often repeat violence survivors' only entry point to more formal helping systems may be through the emergency room when the physical need for assistance is too great to rely on informal assistance alone. Therefore, leveraging this opportunity to build rapport, rebuild trust, and extend services from both the CVIP team and CVR attorney is crucial for survivors of crime with similar experiences.

Attorney-client privilege and privacy limitations created some frustration throughout this project due to the level of information NVRDC was able to discuss with the CVIP-team about shared clients. The CVIP-team was hoping to learn through real-life examples about what the clients were advised on. However, the combination of attorney client privilege and the low number of clients for a newly piloted partnership meant that NVRDC could not share stories or real-life examples in a de-identified way. In an effort to resolve privacy concerns moving forward, NVRDC will be taking additional steps to run conflict checks¹¹ for even brief advice clients, as well as asking for their consent to share information with MWHC's CVIP-team. This consent, if provided, will allow NVRDC to better share details and work more closely with the CVIP staff with the hopes of allowing more real-world learning opportunities.

¹⁰ Research also finds that past experiences with formal helping systems can influence decisions to seek help at later points in time (e.g., Bell et al. 2009, Hickman & Simpson 2003, Xie et al. 2006).

¹¹ NVRDC is an organization that employs attorneys in association to provide direct legal services, advice, and counsel. As such, any interaction between NVRDC and clients (or potential clients) creates the possibility for a conflict of interest under the DC Rules of Professional Conduct and a conflicts check must be performed. Until now, the CVR in the ER legal clinic calls have been conducted in an anonymous way so the client is not identifiable to NVRDC. In order to provide ongoing or more in-depth services and, with the client's consent, to share information with CVIP staff, NVRDC has decided to gather identifiable information. In order to do this, each incoming individual's name and birthdate must be checked in the NVRDC data system to ensure that there is not a conflict of interest and that their interests will not be averse to a current or former client of NVRDC.

NAARC - Cure the Streets Partnership

This partnership involved training beginning in July of 2020 with five (5) attendees. Following this training, monthly check-in calls followed. Check-in calls often covered a CVR issue and led to the development and distribution of informational flyers (i.e., a crime victims' rights handout (Appendix D), a Palm Card (Appendix E) and selected CVR training presentation slides¹² (Appendix F).

This partnership highlighted an important challenge -- those who are mistrustful of the police and/or the criminal justice system in general, may also extend that mistrust to NVRDC's services. This statement may be anecdotal on its face, but recent research suggests NVRDC's experience is likely true. As Xie and Baumer (2019) note, help-seeking decisions of crime victims are dynamic, and studies suggest that "the way people view help-seeking and utilize the police and other resources may change as a function of prior help-seeking experiences" (p. 231). As past interactions between victims and formal help providers develop over time, crime survivors gain new experience, attain new information about other resources, and make decisions about when to "choose" or "reject" assistance. Although NVRDC is a distinct organization focusing on crime victims' legal needs, it is likely hard for some survivors to separate out or distinguish NVRDC's services from the other formal agents involved in the criminal legal system like the police. Consequently, NVRDC believes that this may be what led to lower referral numbers from this partnership than anticipated.

Collective Action for Safe Spaces (CASS) Partnership

This partnership involved cross-training of both NVRDC and CASS staff. For example, in January of 2020, CASS trained NVRDC staff on bystander intervention strategies and NVRDC staff trained CASS on CVR in DC. Evaluation of data collected during the cross-training highlighted an increase in their staff's understanding of CVR and perceived value of a CVR attorney. NVRDC also developed and virtually distributed a one-pager CVR resource for CASS to distribute as well as a longer guide of Domestic Violence Awareness month. Both of these materials included information about CVR, the RISE Project, and NVRDC's RISE Project contact information.

COVID-19 created difficulties for the maintenance of this partnership for the remaining duration of the RISE Project. Importantly, CASS needed to prioritize and preserve their ability to best continue to provide services for their clients during these unprecedented and difficult times which created some delays in the development of materials stage of this project. Beginning in March of 2020, CASS shifted their focus to best address the community's needs within the changes associated of the pandemic, and in June of 2020, their focus further shifted in response to racial unrest following the killing of George Floyd. These new challenges created difficulty in maintain regular contact with NVRDC, and the efforts needed to accomplish deliverables. Additionally, this organization suffered the loss of a former colleague and went on an organizational break which prevented the revised plan (i.e., physically distributing materials)

¹² These materials were sent as a quick reference for staff to use when working with clients who may have a CVR issue post-issue spotting training. The materials reference the most common CVR issues and how to easily refer a client to NVRDC for assistance.

completion before the subgrant's final billing date. Ultimately, hard copies of these materials were not printed or distributed before the close of the Project.

Whitman-Walker Health (WWH) Partnership

In July of 2020, 18 Whitman-Walker Health staff were trained on CVR. Following training, the presentation slides were distributed to WWH (selected slides are included in Appendix F). In response, NVRDC received several referrals. However, the pandemic led to difficulties for this partner to prioritize RISE activities over their other services including serving as a COVID-19 testing and vaccination site. As a way to pivot, NVRDC provided three (3) additional referral tools¹³ to help WWH clients receive access to services. Those tools included a provider referral form, a self-referral form with direct access to Acuity scheduling with an NVRDC's RISE attorney's availability, and a dedicated voicemail line for potential RISE clients (see Appendix A and Appendix B).

DC Volunteer Lawyers Project Partnership (DC VLP)

A total of 16 DCVLP staff were trained in March 2020 and 2021. The first training included both CVR as well hypothetical examples of specific rights. The second training focused on privacy issue spotting, laws, and litigation. Following the first training, NVRDC developed and delivered a screening tool¹⁴ (see Appendix G) for staff to use during the summer of 2020. DCVLP's involvement with NVRDC continues to grow through the extension of this partnership under another special project – DC's Continuum Offering Victims Enforcement of Rights Services (DC COVERS).

Various Law School Partnerships

Under RISE, one of the goals was to hold forums for law students to increase their awareness about DC CVR, resources, and enforcement efforts within the legal sector. This included partnerships with new and existing partners like Domestic Violence Legal Empowerment and Appeals Project (DV LEAP), the University of Maryland Carey School of Law, Howard University, Georgetown University, George Washington University, and more to host in-person trainings. Due to COVID, the law school trainings were combined, converted to an online webinar format, and open to law students at any of DC law school programs. Over the course of 3 days, a total of 6 training sessions were offered, but in 2020, only 16 students were trained, and no one attended the sessions offered in 2021.

¹³ These tools included the referral form, self-referral form for appointments, and access to the hotline.

¹⁴ This screening tool was developed for use by DCVLP staff and pro bono attorneys working with clients who are going through civil protection order (CPO) proceedings that might also have a companion criminal case in which they are the victim. NVRDC's training with DCVLP focused specifically on privacy issues, as they are one of the most commonly occurring crime victims' rights issues in a case that includes domestic violence. Privacy issues also frequently require litigation that would necessitate a referral to a CVR attorney. This resource was to be made available for staff to walk them through steps to take and questions to ask if a client discloses that they have reported a crime to police in addition to the CPO they are pursuing. The intention was to assist staff and pro bono attorneys in spotting privacy issues that may necessitate a referral to CVR assistance.

Overview of Trainings

Legal service providers need the awareness and knowledge of crime victims' rights (CVR) to be positioned to successfully help crime survivors. In effort to improve CVR knowledge in Washington DC, NVRDC offered several trainings to community partners and service providers on the history of CVR (e.g., the law, standing, and enforcement of those rights), the role of the CVR attorney (covering issues of confidentiality, specific rights, and other options), and how a service provider can determine if a victim would benefit from CVR services ("issue spotting"). A total of 15 trainings took place and eighty-five (85) participants were trained.

Training feedback was obtained from 64 participants and varied based on the type of training provided (e.g., CVR overview vs. CVCP appeals) or the audience type (e.g., service providers, law school students, pro bono attorneys). In order to capture their responses, NVRDC used an interactive presentation software service called Mentimeter¹⁵, where questions are embedded into the presentation and participants respond anonymously using their mobile phones. The results are shown immediately on the screen but are also captured in a table which can be exported for analysis. For the overview CVR, the DC Volunteer Lawyer, and the law school presentations, two similar questions were posed to training participants at the beginning and then at the end to assess if the lessons imparted were understood, as follows:

1. *Understanding:*
 - a. Overview: *I have a good understanding of how crime victims' right attorneys assert and enforce victims' rights laws in DC;*
 - b. Law School: *I have a good understanding of crime victims' rights and applicable laws.*
2. *Value and Belief:*
 - a. Overview: *I understand the value of my clients having access to crime victims' rights attorneys*
 - b. Law School: *I believe that crime victims' rights are an important part of the criminal legal system.*

The data for these questions were combined and using a paired sample t-test, the results reflect that the 35 participants (including only those who answered both the pre-and post- test questions) expressed a statistically significant shift toward a greater understanding of crime victims' rights after the presentation. In addition, 38 participants articulated a greater understanding of the value of access to an attorney and the importance of CVR in the legal system. As the question was not added to the presentation until after the first training, a smaller sample of 27 participants were asked to report on their level of satisfaction with the training. They expressed a high level of satisfaction – with the majority (67%) expressing they were "very satisfied" with the training.

Additionally, six-month follow-up surveys were delivered to participants to gauge their retention of the training content and use of the information in practice. If the trainee worked in a supervisory capacity, their survey contained additional questions to capture any anticipated policy changes as a result of the training, whether a change had occurred, and if so, they were asked to describe the new policy or practice. Of the 33 sent a survey, 9 completed the survey –

¹⁵ See <https://www.mentimeter.com/>

a 33% response rate. Most (87%) agreed that 6 months later, they had a good understanding of how attorneys assert and enforce CVR. Approximately 33% used the training from every day to a couple of times a week, and 45% reported a couple of times a month.

Finally, CRA developed an outreach survey to determine if there were organizations who desired CVR training, as well as help NVRDC determine which would be the best professional sectors they should approach to offer CVR training. The survey was sent to 10 organizations that had signed a Letter of Support (LOS) for the RISE project (of which 5 completed the survey – a 50% response rate), and 38 individuals who had previously participated in the training (of which 6 completed the survey -- a 16% response rate). Not only did a majority (71%) of the LOS partners want CVR training, but all respondents agreed that social service providers should receive CVR training, as well as substance abuse professionals, mental health and health care providers would all benefit from CVR training. Looking at the impact of training on policy – of the 3 supervisor respondents, 2 *anticipated* a policy change, and 1 *implemented* a policy change as a result of the NVRDC CVR training.

It is important to note that overall, these results are preliminary, given the small number of individuals trained, and should be regarded primarily as anecdotal. In addition, the response rates of the follow-up and outreach surveys were relatively low – (e.g., 33% responded to the follow-up survey; 50% of organizations, and 16% of individuals participated in the outreach survey). Consequently, it is possible that these results are skewed in that only those with more positive perspectives responded to our request for information.

Legal Vignettes

As mentioned above, DCVLP is a partner on the RISE Project. This partner works as a pro bono model wherein many attorneys provide legal services for their domestic violence and child advocacy programs, amongst other free legal services. As a major entry point for survivors of domestic violence, NVRDC provided legal trainings to staff on issue spotting litigation needs including those related to privacy issues.

In an effort to further evaluate the training on privacy issue spotting, CRA piloted a legal vignette pre-/post-test delivered via Survey Monkey. Unfortunately, the roll out of utilizing pre-/post-test vignettes as part of the training assessment did not prove fruitful due to low response rates. A total of 8 staff attorneys from DCVLP attended this training, half (n=4) completed the pre-test, but only 2 completed the post-test assessment. As the purpose of a pre-post test is to assess an individual's change from time 1 to time 2, with only 2 respondents in the data, we are limited in our ability to analyze the results. Nonetheless it important to review how this method may be a fruitful option as a future training evaluation tool.

Attached as Appendix H is the final version of the vignette training assessments delivered to trainees via Survey Monkey. Vignettes are “brief, written [case] of a fictitious [individual] based on a realistic... situation that is accompanied by 1 or more questions that explore what a [respondent] would do if presented with the actual [individual]” (p. 152, Veloski et al., 2005). Vignettes are used for training and assessment in many fields such as education and medicine due to their cost effectiveness, ability to assess a wide range of practices, and their validity to

capture performance outcomes (e.g., Peabody et al., 2004). The legal vignettes for this project were developed in tandem with the legal trainers overseeing the content/training and research team designing the pre/post format design. Vignettes should be considered in future training evaluation efforts as they are better suited for capturing real-world practice (e.g., a trainee's ability to issue spot a client's privacy issues even though that client may not know how to provide all necessary information) in comparison to other methods.

Pro Se Guide

The Pro Se Guide evaluation was comprised of several steps to review the Guide for its utility and function. Those steps included the following:

1. Prepare social media advertisements to acquire volunteers to participate in the focus groups or a survey;
2. Review the document to develop focus group questions;
3. Hold four focus groups (or interviews depending on turnout) to get feedback as well as insight for developing survey questions;
4. Survey remaining volunteers (i.e., those that did not participate in focus groups) for feedback from a larger sample of reviewers; and
5. Review the Pro Se Guide for document accessibility.

As a first step, CRA prepared visual aids for NVRDC to post on their social media outlets (Facebook and Instagram) for recruiting volunteers to assist in the evaluation efforts (e.g., see Appendix I). The advertisement noted that volunteers should be non-attorneys without a legal background because the purpose of the feedback was to ensure that the Guide is useful for those *without* a law degree or legal assistance. Those that were interested in volunteering were asked to complete a short recruitment survey to make sure participation inclusion criteria were met (i.e., no law degree), in addition to collecting basic demographic and contact information. After excluding those that did not complete the recruitment survey and/or those that did not meet the criteria, a total of 59 volunteers signed up to participate in the various evaluation efforts. As noted below in Table 1, the majority of volunteers were female (49 or 85%) and were on average 38 years old (ranging from 19 to 70 years old). The majority also identified as White/Caucasian (42 or 71%), and were highly educated (86% had at least a Bachelor's Degree).

Given the objective of the Pro Se Guide review – to vet the readability and utility of the Guide – it must be noted that the volunteers are substantially different from the individuals who will likely use the Guide in practice. According to the 2010 Census, more than half of DC residents are non-White¹⁶ (54%) and approximately only 58% of residents have a Bachelor's Degree or higher; meaning, our sample of volunteers does not demographically represent the general population of DC residents.

Given these demographic and educational differences between the reviewers and the potential Guide users (which impact life experience and opportunity), the feedback provided by the reviewers is likely biased toward greater understanding of the material than a DC crime survivor

¹⁶ For example, forty-six (46%) identify as Black/African-American.

– particularly when one considers the trauma of the event and possible language barriers. Therefore, feedback summarized below should be considered with this information in mind.

Table 1: Demographic Information on Final Sample of Volunteers (n=59)

Measure	N ¹⁷	Frequency	Percentage
<i>Relevant Experience</i>	20		
Professional		4	20%
Volunteer		8	40%
Both		8	40%
<i>Gender</i>	59		
Female		49	83%
Male		7	12%
Non-Conforming/Non-Binary		3	5%
<i>Education</i>	59		
Highschool Degree		1	2%
Some College		6	10%
Associate’s Degree		1	2%
Bachelor’s Degree		28	47%
Graduate Degree		23	39%
<i>Race¹⁸</i>	59		
White/Caucasian		42	71%
Black/African-American		9	15%
Hispanic/LatinX		9	15%
Asian ¹⁹		3	5%
American Indian/Alaskan Native		1	2%
African		1	2%
Other ²⁰		3	5%
Measure	N	Range	Mean (SD) ²¹
Age	58	19 to 70	37.67 (14.3)

During the recruitment survey, those that offered to participate in interviews and/or focus groups were asked to provide information regarding their scheduling availability. With this information, volunteers were contacted to deliver the Pro Se Guide for review and provided focus group assignments. Focus group participants were sent two reminders via email and once via phone call. Overall, a total of 4 focus groups were planned; however, ultimately only 3 took place due to non-attendance at one of the scheduled sessions. Although 20 volunteers indicated interest in participating focus groups, not all could be reached for scheduling later on. Those that did not confirm participation in focus groups were reassigned to the group receiving the survey. A total

¹⁷ N=Number of those with data available to assess.

¹⁸ The total will exceed the total N because respondents were able to ‘select all that apply’ for this measure.

¹⁹ Asian included Far East Asia, Southeast Asia, or the Indian subcontinent.

²⁰ One respondent reported ‘indigenous Australian’ and two respondents reported ‘mixed race’.

²¹ SD=“Standard Deviation” indicating the level of variation in the data. A larger SD relative to the mean denotes more variation in the data; a smaller SD value more consistency or clustering around the average.

of 10 volunteers participated during these focus groups. Similar to the pool of volunteers, those that chose to participate in the focus groups were also predominantly female (n=9), highly educated (i.e., several having up to a master's degree), and had a variety of different backgrounds including but not limited to: victim advocacy, counseling, military involvement, non-profits, education, and more. Several volunteers also disclosed having personal victimization experiences making their input particularly relevant.

The focus group feedback provided important recommendations for improving the Pro Se Guide's content and format before delivering it to the public. Results suggest dividing the Guide into two separate documents with intentionally distinct focuses. The first document would include a plain language step-by-step process and/or checklist (as well as addressing issues such as pro/cons of self-representation, CPOs and TPOs) which could formulate an initial guide for victims. It is important to note that this version or first step piece remains brief (i.e., simple form, with bullet-points, 1-pager) so that those using it do not feel overwhelmed. The addition of this document may also encourage the victim to continue down the path of seeking out their crime victims' rights and legal needs. A second document would include the more technical sections (like the current form of the Pro Se Guide) and could be repurposed to target service providers and others specifically providing help to victims who choose to pursue the Pro Se approach. Prior to implementing any changes to the Pro Se Guide, the next step was to conduct a survey among the remaining volunteers to obtain additional feedback. The focus group findings helped develop the survey questions.

After the focus groups, CRA began outreach to the remaining volunteers for their participation in the survey. A total of 38 volunteers²² were sent the Pro Se Guide to review prior to beginning the survey and each participant received the survey link by email with 2 additional follow-up reminders. A total of 13 respondents began the survey, with 10 respondents completing most if not all questions. Most respondents indicated that the Pro Se Guide would improve their understanding of the criminal legal system (9 or 90%), serve as useful reference material (8 or 80%), and more than half (7 or 70%) said the guide provides helpful information to better understand how and when to participate in the criminal legal system. However, finding the Guide to be a useful resource did not necessarily translate into the Guide's intended purpose—self-representation. For example, half (5 or 50%) of respondents stated that the Guide would lead them to seek out *formal* legal representation rather than self-representation; whereas, only 3 (or 30%) respondents believed the Pro Se Guide would allow them to self-represent as a victim in a criminal legal case.

In addition to the focus groups and survey, the Pro Se Guide was reviewed for document accessibility. Addressing accessibility issues is important to ensure that the document is accessible to all people, including those with disabilities such as low vision or limited manual dexterity. Ensuring the Pro Se Guide meets the current accessibility standards allows NVRDC to access and serve a broader community with this tool. As part of this review, CRA crafted an Accessibility Manual which can be utilized to evaluate accessibility issues in any Word or PDF

²² A few volunteers were omitted from this count due to emails bouncing back and/or the inability to contact them by phone.

file NVRDC creates moving forward²³. Overall, this Manual teaches readers how to identify accessibility issues in their own documents, provides step-by-step instructions on how to resolve some of the most common issues, and provides a list of resources for additional information and support.

Data on RISE Clients²⁴

Under RISE, clients had the ability to access NVRDC's services through a variety of ways including partnership relationships (as described above), new referral tools, and a dedicated email and phone line. The first new referral tool is the [Crime Victims' Rights Brief Advice Referral Form](#) (see Appendix A). This form is filled out by a staff member from one of the partnerships who believes that their client may have a CVR need after speaking with the client, and obtaining their consent to refer. Despite the form title, completing the form does not automatically limit the client to brief advice services at NVRDC. After speaking with the referred client, the NVRDC attorney can connect them with full legal representation or advocacy services as needed, based on the issues discussed during the call and the client's interest in further assistance.

The second new referral tool (see Appendix B) allows clients to be able to self-schedule a brief advice appointment with a CVR attorney. The sign-up page can be accessed by clients or with the help of Walt-Whitman Health staff at nvrdcphoneclinic.as.me. With this link, clients choose a **"What are my Crime Victims' Rights" Call**, select the appointment slot that suits their schedule, and fill out the demographic information as prompted. Once completed, clients will receive reminders about their appointment via email. Currently, NVRDC offers appointments mid-day each Wednesday and plans to expand available hours if interest increases.

Finally, the dedicated email and phone line allows staff and/or clients to reach out if they have questions about how to access NVRDC's services. NVRDC can be reached at RISE@nvrdc.org and 202-742-1727 x 102.

As a reminder, the goals under RISE focused on serving those who have experienced hate crimes, physical assault (or non-power based personal violence), and surviving family members of homicide victims by increasing their access to CVR through brief legal advice and/or representation. Data collected by NVRDC shows that a total of 68 clients received brief advice²⁵, 50 clients received full legal representation, and 19 clients received legal advocacy services directly from NVRDC under the RISE Project (see Figure 1 below) between September/November of 2019 and June/July of 2021.

²³ Note the Accessibility Manual is not attached to this report due to its lengthiness and has been previously submitted to NVRDC as a standalone document.

²⁴ It is important to note that when discussing the number of times NVRDC provided x, y, z to clients, these numbers do not represent individual contacts. A client may receive information on multiple topics at once or services within a single contact. Due to data limitations, we are not able to discuss individual contact counts.

²⁵ Note: This total includes twenty (20) brief advice clients brought in through the CVR in the ER project and are discussed within that report. For that reason, the remaining numbers from this point forward will focus on the forty-eight (48) brief advice clients that have not been described thus far.

The differences in the types of services clients received under RISE are defined as:

- *Brief advice* refers to clients whose questions can be addressed in 1 to 2 contacts, with little research or external information gathering, and without requiring a formal engagement agreement with NVRDC. These services can be provided at any point in times (i.e., before reporting, during the investigative stage, or while a case is being prosecuted). Examples of brief advice might include questions about reporting to the police or how to initiate the process, the various stages of the criminal justice process, privacy concerns, safety concerns, or whether their mental health records might be subpoenaed.
- *Full representation* refers to services provided by an attorney over a period of time. The attorney and client must have a signed representation agreement, and if applicable, the attorney enters their appearance for the client's case. In most cases, the client must have a case that is currently being prosecuted. For these clients, a detailed intake will be taken, and the attorney might communicate with other parties such as the detective or prosecutor with or on behalf of the client. The attorney will stay in touch with the client and stay apprised on all events in the client's case until the case resolves or the client expresses that they no longer would like assistance.
- *Advocacy services* are provided by NVRDC advocates and address a client's non-legal needs such as finding a counselor, accompaniment and emotional support during calls, meetings, or hearings, assistance with financial compensation through Crime Victims' Compensation or other resources, assistance finding programs and services, and so on.

Of note, clients potentially can receive all 3 forms of services—*brief advice*, *full representation*, and *advocacy services* (i.e., these categories are not mutually exclusive)—a single service, or any combination of services. For example, a client may begin as a brief advice client and then initiate full legal representation once their case begins to be prosecuted or a client may receive only advocacy services from NVRDC. Additionally, these forms of service may be taking place at the same time (e.g., a client requires advocacy services for things like finding a counselor while in the midst of legal proceedings).

The following graphic (Figure 1) provides a breakdown of those engaged in the 3 types of services from September/November of 2019 to June/July of 2021. After omitting the 20 low barrier clients (i.e., those without complete data due to anonymity issues), 97 unique individuals accessed one or more types of the aforementioned services under NVRDC RISE. Most clients (n=79 or 81% of all unique clients) received only 1 service type during the research period. Out of those 79 clients, 41 received brief advice only, 35 received full representation only, and 3 provided advocacy only. Eighteen (18) clients received two service types (e.g., brief advice and full representation or some other combination).

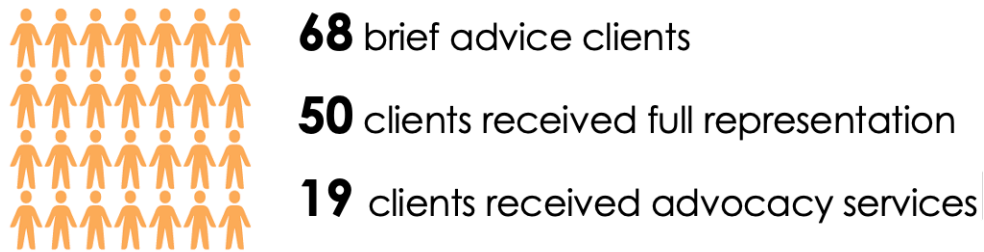
Figure 1: Breakdown of Clients Reached by Service

Table 2 below described the demographic information for clients receiving brief advice sometime between November of 2019 and July of 2021 (n=48). Brief legal advice clients comprised of primarily women (31 or 65%), either identified Hispanic/LatinX (17 or 37%) or Black/African-American (15 or 33%), were victimized by strangers (22 or 46%) or someone they barely knew (18 or 38%), predominantly speak English as their primary language (31 or 65%), and on average were 38 years old.

Although brief advice clients may only engage in 1 to 2 contacts with NVRDC, these clients received a wealth of information during those calls. Specifically, over the RISE Project research period, brief advice clients received emotional support (n=82 times), received emotional support (n=82 times), information (n=64 times) and brief legal advice (n=40 times) on the criminal justice system, information (n=48 times) and brief legal advice (n=55 times) about crime victims' rights, provided referrals to other victims' services (n=45 times), notifications about the statuses of criminal cases (n=13 times), and more²⁶. Legal issues reported for this group of clients included crime victims' rights, crime victim compensation, and civil protection orders.

²⁶ The number of times clients received information on a particular subject does not represent an individual contact (i.e., clients may receive information on multiple subjects within a single contact).

Table 2: Demographic Information Brief Advice Clients (n=48)

Measure²⁷	N	Frequency	Percentage
<i>Gender</i>	48		
Man/Male/Masculine-of-Center		11	23%
Woman/Female/Feminine-of-Center		31	65%
Transgender Female/Trans Woman		1	2%
Transgender Male/Trans Man		1	2%
Gender Queer/Non-Binary		1	2%
Unknown		3	6%
<i>Race/Ethnicity</i>	46		
Black/African-American		15	33%
Hispanic/LatinX		17	37%
White/Non-Latino		6	13%
Unknown/Not Provided		5	11%
Two or More Races		2	4%
African		1	2%
<i>Relationship to Offender</i>	48		
Stranger		22	46%
Acquaintance		18	38%
Current or Former Spouse/Partner		3	6%
Other Family or Household Member		3	6%
Dating Relationship		1	2%
Unknown		1	2%
<i>Primary Language</i>	48		
English		31	65%
Spanish		17	35%
Measure	N	Range	Mean (SD)
Age	48	17 - 79	37.29 (15.3)

Table 3 below provides the demographic information for clients receiving full representation under RISE from September 2019 to June 2021. Two thirds of full representation clients are women (33 or 66%), nearly half identify as Black/African-American (24 or 48%), and the majority speak English as their primary language (34 or 71%). In terms of victimization, full representation clients predominantly did not know their offender (27 or 54%),

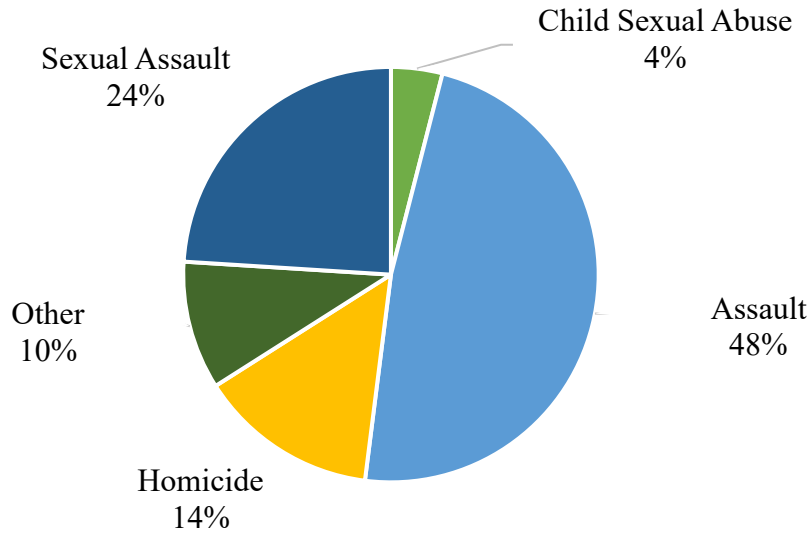
In comparison to the brief legal advice clients, these clients are slightly older at an average age of forty-two (42) years old. Additionally, those receiving full representation (n=50) were predominantly victims of either physical (24 or 48%) or sexual assault (12 or 24%), surviving family members of homicides (7 or 14%), or experienced some other form of violence like child sexual abuse (2 or 4%) which aligns with the target population NVRDC set out to reach (see Figure 2 below).

²⁷ Note: Primary victimization is not reported in this table for brief advice clients as the intake information collected for this group is less detailed.

In terms of services provided, full representation clients are often in contact with NVRDC the most due to the necessity of discussing and preparing for an ongoing case. Those receiving full representation under RISE most commonly received information on the criminal justice process (n=429 times), crime victims' rights (n=345 times), and referrals to other services (n=102 times).

Table 3: Demographic Information Full Representation Clients (n=50)

Measure	N	Frequency	Percentage
<i>Gender</i>	50		
Man/Male/Masculine-of-Center		15	30%
Woman/Female/Feminine-of-Center		33	66%
Transgender Female/Trans Woman		2	4%
<i>Race/Ethnicity</i>	50		
Black/African-American		24	48%
Hispanic/LatinX		14	28%
White/Non-Latino		8	16%
Asian		1	2%
Unknown/Other		3	6%
<i>Relationship to Offender</i>	50		
Stranger		27	54%
Acquaintance		14	28%
Current or Former Spouse/Partner		3	6%
Other Family Household Member		4	8%
Unknown		2	4%
<i>Primary Language</i>	48		
English		34	71%
Spanish		13	27%
Other		1	2%
Measure	N	Range	Mean (SD)
Age	50	14 - 72	42.06 (13.2)

Figure 2: Primary Victimization of Full Representation Clients (n=50)

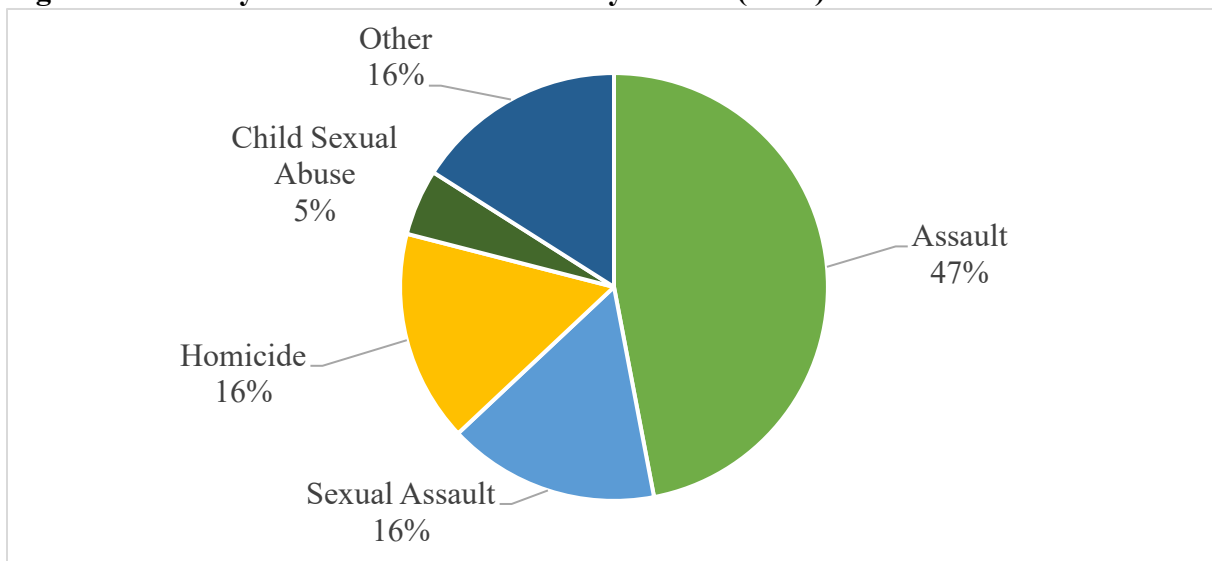
Lastly, Table 4 below describes those receiving advocacy services under the RISE Project from September 2019 to June 2021. The majority of advocacy clients are women (12 or 63%), identify as black/African-American (15 or 79%), speak English as their first language (18 or 95%), and were not acquainted with the perpetrator of their victimization (75%). Additionally, the breakdown of primary victimization for these clients looks similar to those receiving full legal representation. For example, the majority of these clients experienced an assault or sexual assault (combined total of 63%) and fit within the target populations NVRDC sought to reach.

Advocacy can involve a variety of services including providing general information on the criminal justice process or victims' rights, as well as attending interviews with the police and assisting with the preparation of victim impact statements. During the RISE Project, NVRDC provided information or other countable services 423 times to advocacy clients. Most commonly, services were for the purposes of giving emotional support (n=110 times), providing information on the criminal justice process (n=83 times) or victims' rights (n=74 times) or common reactions to trauma (n=50 times), and referrals to other victims' services programming (n=27 times). Less commonly, but equally important, advocacy services included crisis intervention services (n=22 times), relocation assistance (n=8 times), and assistance applying for public benefits or the return of personal property (n=18 times). This information shows that although clients may not be full represented by NVRDC, there still is a great deal of effort to provide help where and when needed.

Table 4: Demographic Information Advocacy Clients (n=19)

Measure	N	Total	Percentage
<i>Gender</i>	19		
Man/Male/Masculine-of-Center		5	27%
Woman/Female/Feminine-of-Center		12	63%
Transgender Female/Trans Woman		1	5%
Transgender Male/Trans Man		1	5%
<i>Race/Ethnicity</i>	19		
Black/African-American		15	79%
Hispanic/LatinX		1	5%
White/Non-Latino		2	11%
Unknown/Not Provided		1	5%
<i>Relationship to Offender</i>	16		
Stranger		12	75%
Acquaintance		3	19%
Unknown		1	6%
<i>Primary Language</i>	19		
English		18	95%
Spanish		1	5%
Measure	N	Range	Mean (SD)
Age	19	17 - 60	36.57 (12.7)

Figure 3: Primary Victimization of Advocacy Clients (n=19)



When taken together, a few interesting patterns emerge in comparison to NVRDC’s FY 2020 statistics unrelated to the RISE program²⁸. For example, in FY 2020 eighty percent (80%) of

²⁸ https://issuu.com/networkforvictimrecoveryofdc/docs/air2020_-_3_12_21_7

NVRDC's clients identified as women (i.e., women or female or feminine-of center). Clients referred to NVRDC under RISE are still predominantly female (65% of brief advice clients, 66% of full representation clients, and 63% of advocacy clients) but the proportion of male and transgender RISE clients are somewhat higher. This suggests efforts by RISE to connect services to trans and male identifying clients were successful, given that these populations have not historically sought NVRDC's legal services.

Conclusion

In an effort to continue their mission under RISE, NVRDC sought to extend services to victims of specific crime types that may be hardest to reach -- those experiencing hate crimes, physical assault (or non-power based personal violence²⁹) and surviving family members of homicide victims. Notably, NVRDC achieved this goal, as well as increasing access to services for victims belonging to particularly hard to reach demographic groups -- those identifying as male or transgender. Embedding a CVR attorney in the Emergency Room was a distinctly innovative way that NVRDC was able to successfully access low barrier clients, with the added benefit that this plan was beneficial to CVIP-team as well.

Clients served under RISE (and NVRDC clients in general) have access to a continuum of legal and advocacy services (i.e., brief advocacy, full representation, advocacy), and once engaged, have a variety of needs met by NVRDC staff. These needs vary -- some may be addressed in 1 to 2 contacts (brief advice) while others take ongoing communication between clients and NVRDC (full representation). Either way, the commitment from NVRDC to best serve their clients remains the same.

Additionally, the RISE Project involved several efforts to train, educate, and increase awareness amongst community partners that work closely with crime survivors in DC. This effort assisted in increasing victim participation in the criminal legal system (e.g., victims exercising their rights through increased referrals to NVRDC) and hopefully improved their overall experiences with the criminal legal system after choosing to be involved (i.e., with the help and guidance from NVRDC). Overall, NVRDC CVR trainings are positively received and although limited by sample sizes, participants report that the information is both retained and used in practice for at least 6 months post-training. By educating those that work closely with survivors of crime in DC on issues like CVR and issue spotting, the efforts under RISE to improve victims' experiences with the criminal legal system will likely continue on after the conclusion of this project.

Lastly, overall, NVRDC approached this project creatively, and when faced with the pandemic, NVRDC effectively pivoted to meet partner needs and achieve project goals. Without this commitment to the project and flexibility of those involved, it is unlikely that these hard-to-reach clients would be successfully reached and served.

²⁹ 'Power-based violence' is a term that refers gender-based violence such as domestic violence, intimate partner violence, and sexual assault).

References

- Ansara, D., & Hindin, M. (2010). Formal and informal help-seeking associated with women's and men's experiences of intimate partner violence in Canada. *Social Science Med.* (70):1011–18
- Bell M., Goodman, L., & Dutton, M. (2009). Variations in help-seeking, battered women's relationship course, emotional well-being, and experiences of abuse over time. *Psychology of Women Quarterly*, 33(2):149–62
- Garcia-Moreno, C., Jansen, H., Ellsberg, M., Heise, L., & Watts, C. (2005). WHO Multi-Country Study on Women's Health and Domestic Violence against Women: Initial Results on Prevalence, Health Outcomes and Women's Responses. Geneva, Switz.: WHO
- Peabody, J. W., Luck, J., Glassman, P., Jain, S., Hansen, J., Spell, M., & Lee, M. (2004). Measuring the quality of physician practice by using clinical vignettes: A prospective validation study. *Annals of Internal Medicine*, 141(10), 771-780.
- Veloski, J., Tai, S., Evans, A. S., & Nash, D. B. (2005). Clinical vignette-based surveys: A tool for assessing physician practice variation. *American Journal of Medical Quality*, 20(3), 151-157.
- Xie, M., & Baumer, E. (2019). Crime victims' decisions to call the police: Past research and new directions. *Annual Review Criminology*, 2: 217-240.
- Xie, M., Pogarsky, G., Lynch, J., & McDowall, D. (2006). Prior police contact and subsequent victim reporting: Results from the NCVS. *Justice Quarterly*, 23(4):481–501

Appendix A: NVRDC Rise Referral Tool: Google Form



NVRDC Crime Victims' Rights Brief Advice Referral Form

Please convey the following information to your client and obtain consent below before making a referral.

Network for Victim Recovery of DC (NVRDC) provides free, holistic, and comprehensive advocacy, case management and legal services to victims of all types of crime regardless of income. If you are interested in me making this referral for you to receive brief advice legal services at NVRDC, I will be sharing with them information about what you are seeking advice about, basic demographic information, and your contact information.

We can go through this referral form together to make sure you are comfortable with the information being shared. NVRDC collects this information in advance of providing brief advice services so that they can jump right into providing you with the information that you need. NVRDC will keep your information confidential. NVRDC will only share information about you or the services you receive with the referring organization if you provide your full and written consent.

Confirmation of Client Consent

I, an employee/volunteer with the Referring Organization, have provided the information above to the client and confirmed that client consents to sharing the information contained in this form with NVRDC.

Referring Organization

- MWHC-CVIP
- Whitman Walker Health
- DCVLP
- Other: _____

Name and Title of Person Making Referral

Your answer _____

Your Contact Information

Your answer _____

What does the client need advice on? *If other, please write in what the client needs. If not in the scope of NVRDC services, the RISE contact will reach out to you to discuss other potential options for the client.

- Reporting Crime
- Safety Issue
- Crime Victim Compensation
- Assistance in navigating a criminal case that is pending at DC Superior Court where client is the Victim. (Examples-understanding process, upcoming court hearing, plea offers, sentencing)
- Communication with the US Attorney's Office (client needs information or has upcoming meeting).
- Subpoena
- Grand Jury
- Privacy concerns
- General Crime Victims Rights
- Restitution
- Other: _____

Did the crime occur in DC?

- Yes
- No- Please reach out to rise@nvrdc.org for options instead of completing this form.

Client Information

Client's Preferred Name and Last Initial

Your answer _____

Safe Phone Number for the Client

Your answer _____

Is it safe to leave a voicemail at this number?

- Yes
- No

Safe Email Address for Client

Your answer _____

Preferred Method of Contact for Scheduling Brief Advice Call

- Phone
- Email

Best time of day to reach the client:

- Morning (9 am - 12 pm)
- Afternoon (1 pm - 4 pm)
- Other: _____

Client's Age

Your answer _____

Race

- Black/African American
- White, non-latino/caucasian
- African
- Hispanic/Latinx
- American Indian/Alaska Native
- Asian
- Native Hawaiian/Other Pacific Islander
- Two or more races
- Unknown
- Prefer not to disclose
- Other: _____

Gender

- Woman/Female
- Man/Male
- Transgender Female/Trans Woman
- Transgender Male/Trans Man
- Gender Queer/Non-binary
- Two Spirit
- Unlisted/Other: _____
- Prefer not to disclose

Victimization, please check all that apply.

- Adult physical assault (includes aggravated and simple assault)
- Adult sexual assault
- Adults sexually abused/assaulted as children
- Arson
- Bullying (verbal, cyber, or physical)
- Burglary
- Child physical abuse or neglect
- Child pornography
- Child sexual abuse/assault
- Cyber crimes
- Domestic and/or family violence
- DUI/DWI incidents
- Elder abuse or neglect
- Gang violence
- Hate crime: Racial/religious/gender/sexual orientation/other
- Human trafficking: Labor
- Human trafficking: Sex
- Identity theft/fraud/financial crime
- Kidnapping (noncustodial)
- Kidnapping (custodial)
- Mass violence (domestic/international)

- Other vehicular victimization (e.g., hit and run)
- Robbery
- Stalking/harassment
- Survivors of homicide victims
- Teen dating victimization
- Terrorism (domestic/international)
- Other: _____

Do any of the following describe the client?

- Experiencing Homelessness, Housing Instability, or is Unhoused
- Immigrant/Refugee/Asylum Seeker
- Limited English Proficient/Non-English Proficient
- Deaf/Hard of Hearing
- Veteran
- Victims with disability: Cognitive/Physical/Mental
- Incarcerated
- College Student
- Intern Living in DC
- LGBTQIA+
- Polyvictim
- Lives in a Rural Area
- Other: _____

Please select a language for services. NVRDC employs bilingual attorneys and uses language line.

- English
- Spanish
- Other: _____

OPTIONAL: Is there anything else you would like us to know before reaching out to the client?

Your answer _____

[Back](#)

[Submit](#)

Never submit passwords through Google Forms.

This form was created inside of Network for Victim Recovery in DC. [Report Abuse](#)

Google Forms

Appendix B: NVRDC Rise Referral Tool: Scheduling Link

Network for Victim Recovery of DC

1 Choose Appointment

"What are my Crime Victims' Rights" Call

30 minutes

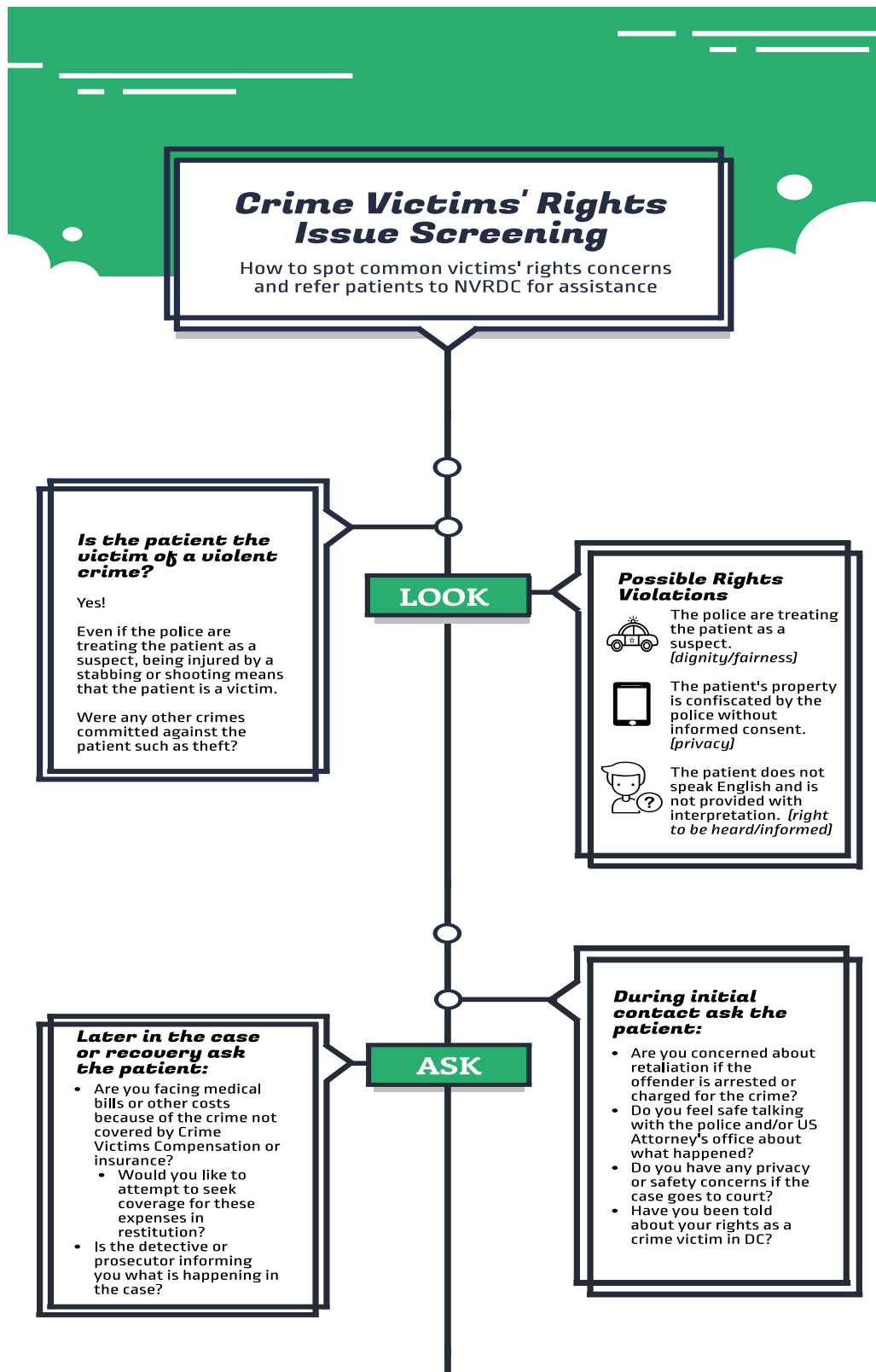
This is a 30-minute call with a Crime Victims' Rights (CVR) attorney in which they will go over your rights as a victim/survivor of crime in DC and help answer initial questions that you might have about the criminal legal process- whether you have reported to the police or not. The attorney will also assess your need for free, ongoing CVR legal representation and refer you for a full intake if needed.

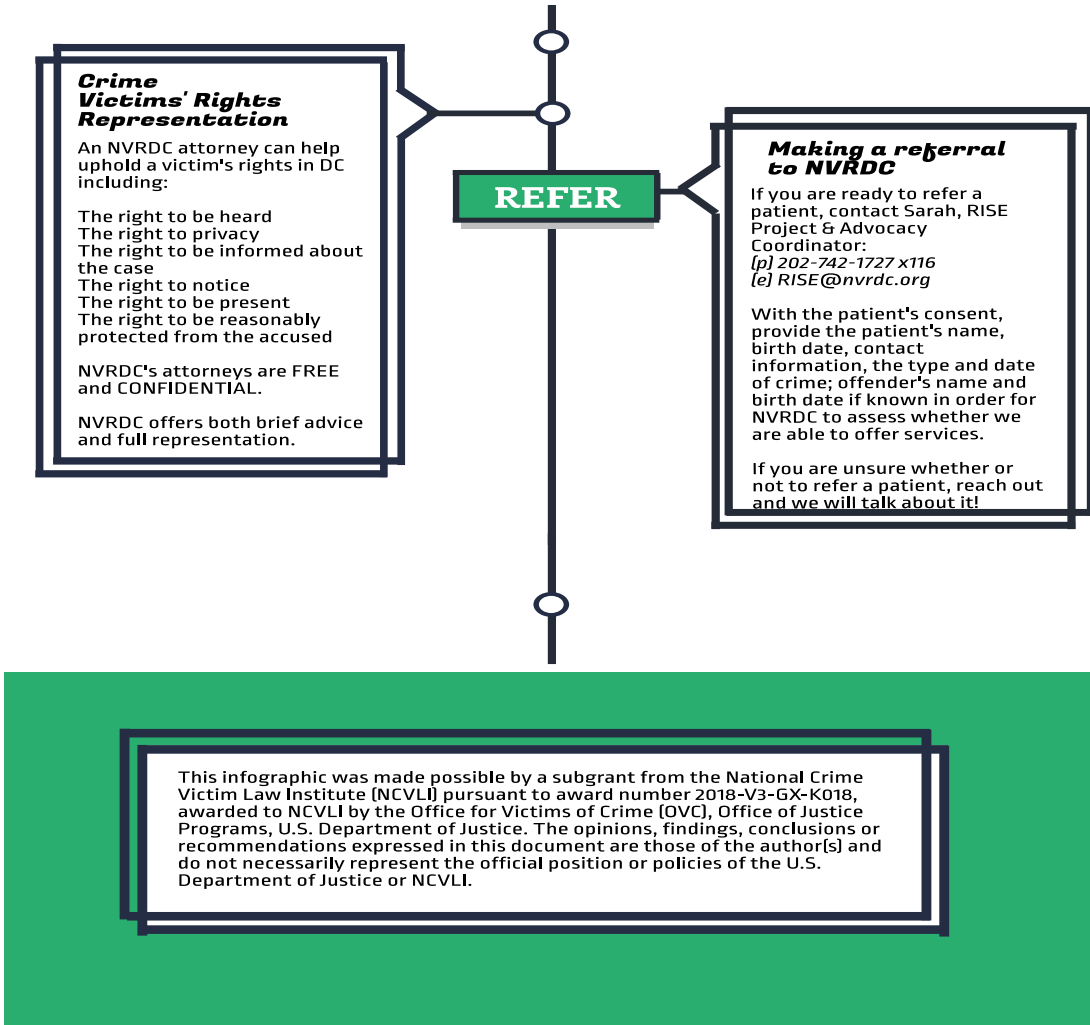
IN 2 WEEKS Wednesday September 22	IN 3 WEEKS Wednesday September 29	IN 4 WEEKS Wednesday October 6
11:30am	11:00am	11:00am
12:00pm	11:30am	11:30am
12:30pm	12:00pm	12:00pm
1:00pm	12:30pm	12:30pm
1:30pm	1:00pm	1:00pm
2:00pm	1:30pm	1:30pm
2:30pm	2:00pm	2:00pm
	2:30pm	2:30pm

2 Your Information

3 Confirmation

Appendix C: Crime Victims' Rights Issue Screening





Appendix D: Crime Victims' Rights Handout

Crime Victims Have Rights!

Need help?

Attorneys and advocates at NVRDC provide **free** and **confidential** legal and advocacy services!

Call or check out NVRDC's website to learn more. (202) 742-1727 or www.nvrdc.org



Our FREE legal services can include:

- Representing a victim's rights within a criminal case;
- Advice on upcoming hearings; and
- Representing victims to obtain a civil protection order.



Did you know that crime victims and surviving family members have rights under DC and Federal law?

Some rights include:



You have the right to ask for **reimbursement** or **compensation** for expenses resulting from the crime such as hospital bills, loss of income, or property damage.



You have the **right to know** the dates and times of all public court proceedings in your case and information about your case.



You have the **right to be heard**. For example, you may tell the Court your concerns about safety or opinions and perspectives about potential outcomes of your case.



You have the **right to privacy** and can ask the Court to deny requests for your private information, such as medical, cell phone, or employer records.

Our FREE advocacy services can include:

- Crisis intervention, coping skills, safety planning, and emotional support;
- In-person support during hearings; and
- Assistance with the Crime Victims Compensation application.

Contact NVRDC!
www.nvrdc.org
(202) 742-1727





This handout was made possible by a subgrant from the National Crime Victim Law Institute (NCVLI) pursuant to award number 2018-V3-GX-K018, awarded to NCVLI by the Office of Victims of Crime (OVC), Office of Justice Program, U.S. Department of Justice. The opinions, findings, conclusions or recommendations expressed in this document are those of the author(s) and do not necessarily represent the official position or policies of the U.S. Department of Justice or NCVLI.

Appendix E: Palm Card



If you choose to engage the police
after experiencing harm
or
if you are subpoenaed to participate
it is important to know your
rights!



Crime victims have rights under DC and
federal law. This includes the rights to
be heard, to notice about what is
happening in the case, to
reasonable protection, and to privacy.
NVRDC exists to help you understand your
rights and center your voice in the
criminal legal process by asserting
these rights in the way you choose.



NVRDC provides free, confidential
advocacy and legal services. Call
202-742-1727 to speak with an
advocate or
visit nvrdc.org for more
information.

This handout was made possible by a subgrant from
the National Crime Victim Law Institute (NCVLI)
pursuant to award number 2018-V3-GX-K018, awarded to
NCVLI by the Office for Victims of Crime (OVC),
Office of Justice Programs, U.S. Department of
Justice. The opinions, findings, conclusions or
recommendations expressed in this document are those
of the author(s) and do not necessarily represent
the official position or policies of the U.S.
Department of Justice or NCVLI.

Appendix F: Issue Spotting and Referral Tool (Selected Presentation Slides)

07 Participation: A Right & Often a Requirement

Victims may not want to engage in law enforcement investigations or prosecutions for a variety of reasons. An attorney can help a victim understand the pros and cons of each decision the victim is faced with making. Some reasons may be alleviated by having an attorney represent the victim, others may require different action.

Subpoenas for grand jury or trial

Fifth Amendment concerns

Safety concerns

Lack of information and communication

08 Issue Spotting: What to Look Out For

Victim is a current or former mental health consumer and case is being prosecuted

Victim expresses concerns about speaking to police

Victim is afraid of or doesn't trust the police

Assailant and victim are current or former intimate partners and victim is afraid for their own safety

Victim believes they were the target of a hate crime

Victim worried about losing job or incurring medical expenses

09 Referring Clients to NVRDC

When you have a client with crime victims' rights needs, contact us by phone on our intake line: **(202) 742-1727.**
An advocate will reach out to your client for an intake.

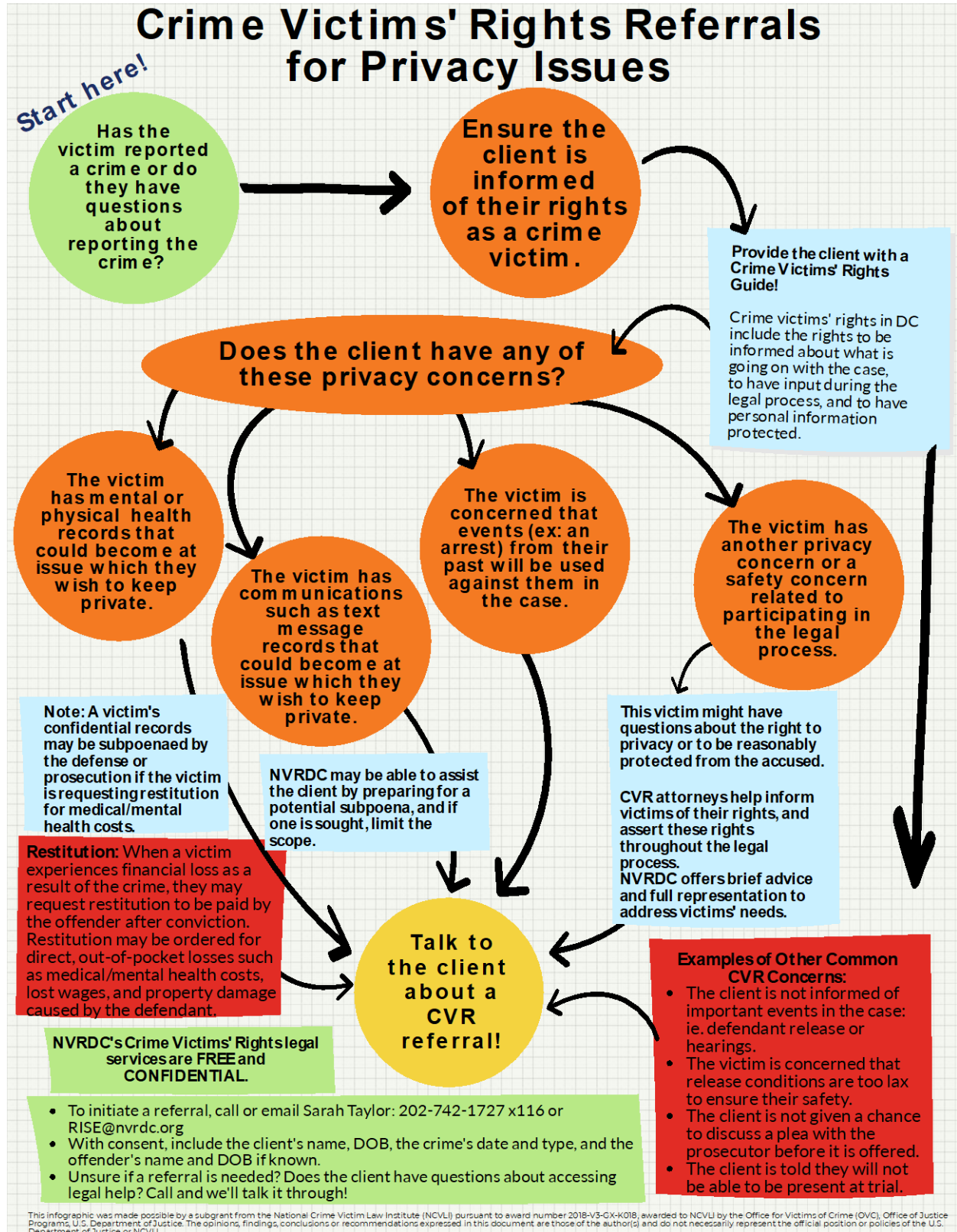
When you have a client with crime victims' rights needs, you can email Sarah Taylor with the client's information: **sarah@nvrdc.org.**
An advocate will reach out to your client for an intake.

What does NVRDC need to know?

**Conflicts Info.
Contact Info.
Upcoming events.**

VLNDC is also a great option for legal referrals for your clients!

Appendix G: DCVLP Issue Spotting Tool



Appendix H: Legal Vignette Training Assessment Tool

NVRDC'S LEGAL VIGNETTE TRAINING ASSESSMENTS

Survey Monkey Introduction

This survey was made possible by a subgrant from the National Crime Victim Law Institute (NCVLI) pursuant to award number 2018-V3-GX-K018, awarded to NCVLI by the Office for Victims of Crime (OVC), Office of Justice Programs, U.S. Department of Justice. The opinions, findings, conclusions or recommendations expressed in this document are those of the author(s) and do not necessarily represent the official position or policies of the U.S. Department of Justice or NCVLI.

This survey will help inform the work of NVRDC's RISE Project.

The purpose of this survey is to assess your knowledge concerning crime victims' rights (CVR). You will be assessed now, and then again following the training. This will help NVRDC to assess their crime victims' rights training.

Only the Researcher will see your individual responses. Data will be kept confidential and will only be reported on an aggregate basis. Some or all comments may be provided to NVRDC, but names and other identifiers will be removed.

Your participation is completely voluntary. You may choose not to take part at all. You will never be identified in any reports or publications.

This will approximately take no more than 15-20 minutes to complete.

Should you have any questions about this survey or its contents, please contact the Researcher at:

Shawn Flower, Ph.D., Principal Researcher
Choice Research Associates
shawn@choiceresearchassoc.com
703-915-0916

Pre-Test Vignette

Brief Advice Scenario - One: You have just received a call from a new client, Emily. Emily explained to you that about a month ago, her boyfriend had gotten very angry during dinner, grabbed a kitchen knife and cut her arm repeatedly. A neighbor heard her screaming and called the police. When the police arrived, Emily was taken to the hospital for injuries. The police made a report and the US Attorney's office has decided to charge her boyfriend with the felony- Assault with a Deadly Weapon.

While speaking to you, Emily explains that her boyfriend is a good guy and she doesn't want him to go to jail. She still loves him and believes he just needs some anger management. She also adds that she has not been returning any calls from the USAO because she is afraid of what will happen if they learn she is undocumented. Emily doesn't want to be involved in this whole court process. She is worried that she will be dragged into the criminal trial and will be made out to be some sort of "bad person" because she was expelled from her university. She is also concerned the police will take her cellphone to look for text messages. She just wants to forget this event even happened.

Q1: Based on the information above, select the five (5) crime victims' rights that are *most* likely to be implicated in the criminal case against her boyfriend.

Check all that apply format.

- Right to notice of public court proceedings
- Right to accommodation
- Right to not be excluded from public court proceedings
- Right to confer with attorney for the government in the case
- Right to be treated with fairness and with respect for the victim's dignity and privacy
- Right to be informed of the victim's rights under the CVRA
- Right to be heard at public court proceedings involving release, pleas, sentencing, or parole
- Right to protection from the accused
- Right to information about the case
- Right to information about the defendant
- Right to refuse discovery
- Right to an interpreter
- Right to restitution
- Right to be timely informed of any plea bargain or deferred prosecution agreement
- Right to proceedings free from unreasonable delay
- 5th amendment right not to be compelled to provide incriminating testimony

Q2: What other information might be critical to Emily's legal rights and understanding of the criminal justice process?

Free-text entry response (longer response)

Q2a - True or False: At this time, you should advise Emily of her legal rights to attorney-client privilege.

Q2b - True or False: At this time, you should not advise Emily of the differences in the role of government attorneys versus private counsel.

Q2c - True or False: Emily is required to submit to defense interviews.

Q2d - True or False: You should not advise Emily of ethical obligations of prosecutors and defense counsel interacting with a represented party in the criminal case.

Brief Advice Scenario continued: You have advised Emily on her rights when it comes to her immigration status and her past university misconduct and she understands that the case may move forward and she may be subpoenaed to participate even if she does not want to be involved. You assist her in figuring out how to express that she is not interested in the case moving forward to the prosecutor who has been calling her. Emily calls you back a couple of days later with an update.

During the call, she asks you to repeat your confidentiality policy to make sure she understood it. You do that and then reiterate that this is a safe space. The prosecutor said that they are still planning to move forward with the case and are interested in obtaining her medical records from the night of the assault. Emily tells you that she is terrified because she is HIV+ and had to disclose this at the hospital, but had never disclosed her status to her boyfriend. She manages her health with medication that keeps her viral load undetectable, but despite the extremely low risk of transmission, worries he will be angry and harm her or try to press charges for putting him at risk.

Q3: Based on this additional information from Emily, what new privacy issue does she have?

Short answer, free text response.

Q4: Describe events in Emily's scenario that would prompt you to refer her for full representation?

Short answer, free text response.

Q4a - Yes or No: If Emily learns that her medical records have been subpoenaed, would you refer her to full representation?

Q4b - Yes or No: If Emily finds out that her records from her University have been subpoenaed, would you refer her to full representation?

Q4c - Yes or No: If Emily tells you that her cell phone records have been subpoenaed, would you refer her to full representation?

Q4d - Yes or No: If Emily willingly gave her phone over to MPD and MPD made a copy of the entire phone, would you refer her to full representation?

Q5: What steps can an attorney take to prepare for a possible subpoena of Emily's medical records (i.e., even before a referral for full representation has been made)?

Free-text entry response (longer response)

Q6: If the hospital receives a subpoena, what could the crime victims' rights attorney do?

Short answer, free text response.

Post-Test Vignette

Brief Advice Scenario - One: Jane, a former client of yours has just emailed you the following message:

“Hi Attorney, it’s Jane. You represented me in my custody case a couple of years ago. I had a few questions for you. My ex-boyfriend and I got into a big fight a few weeks ago and it turned violent. I ended up in the hospital because I needed a couple of stitches from where he hit me.

I reported the incident to the police and a prosecutor has been reaching out to me to talk about the incident. I think they want to charge my ex with a crime. I’m worried about the case going forward because we might have to talk about why we were fighting. It was because he found out that I had cheated on him while we were together. My ex looked at my phone and saw I had sent nude photographs to someone else. The prosecutor has asked to see my phone so she can get the contact information to where they were sent.

You remember Wendell, right? Well. I reached out to him to talk about what happened that night. He seems worried about me. He doesn’t want a repeat of last year.

OH! by the way—my blog “MyLifeUnfiltered” that I started a few years ago has really taken off! I wrote about the incident on there if you wanted to read it. It’s been such a great space for me to share everything that’s happening in my life- and no one even has to know it’s me!

Anyway, you could give me a call at 202-555-3019 I would love to talk to you more about all of this.

*Thank you,
Jane*

Q1: Based on the information above, select the two (2) crime victims’ rights that are *most* likely to be implicated in Jane’s criminal case against her ex-boyfriend.

Check all that apply format.

Right to notice of public court proceedings

Right to accommodation

Right to not be excluded from public court proceedings

Right to confer with attorney for the government in the case

Right to be treated with fairness and with respect for the victim’s dignity and privacy

Right to be informed of the victim’s rights under the CVRA

Right to be heard at public court proceedings involving release, pleas, sentencing, or parole

Right to protection from the accused

Right to information about the case

Right to information about the defendant

Right to refuse discovery

Right to an interpreter

Right to restitution

Right to be timely informed of any plea bargain or deferred prosecution agreement
Right to proceedings free from unreasonable delay
5th amendment right not to be compelled to provide incriminating testimony.

Q2: If Wendell is a *friend*, what privacy concerns could Jane encounter by texting him details about the incident?

Short answer, free text response.

Q2a – True or False: If Wendell is a friend and they texted about the incident, Jane’s text messages may be subpoenaed.

Q3: If Wendell is her *therapist*, what privacy concerns could Jane encounter in this situation?

Short answer, free text response.

Q3a – True or False: If Wendell is her therapist, Jane’s privacy of mental health records will not become a legal issue.

Q4: Describe events in Jane’s scenario that would prompt you to refer her for full representation?

Short answer, free-text response.

Q4a - Yes or No: If Jane learns that her therapist received a subpoena for her mental health records, would you refer Jane to full representation?

Q4b – Yes or No: If Jane mentions that her therapist always makes handwritten notes during their sessions, would you refer Jane for full representation?

Q4c – Yes or No: If Jane has an extensive history with mental health therapy and the defendant in this case knows about this history along with where she attends therapy, would you refer Jane for full representation?

Q5: What steps could a full representation crime victims’ rights attorney take to protect Jane’s privacy?

Free-text entry response, longer response

Q6: If the therapist receives a subpoena, what could the crime victims’ rights attorney do if the client does not want her records released?

Short answer, free text

Appendix I: Visual Aids for Social Media Volunteer Advertising

VOLUNTEERS NEEDED!

Calling Non-Attorneys

**to help us make sure our guides for victims are
accessible to people without a legal background.**



RIGHTS IN SYSTEMS ENFORCED



nvrdc

**NON-
ATTORNEYS
FOR:**

**Interviews
Focus Groups
Online Questionnaire**