

# **Pennsylvania Crime Victims' Rights Survey**

## **Results Summary**

**Prepared for the**

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## **EXECUTIVE SUMMARY**

## **Introduction and Background**

The mission of Coalition of Pennsylvania Crime Victims' Organization (COPCVO) is "to advocate for the rights and interests of crime victims and to promote the delivery of a full range of quality victim services in the Commonwealth of Pennsylvania."<sup>1</sup> To this end, Abt SRBI was commissioned by COPCVO to conduct the 2008 Pennsylvania Crime Victims' Rights Survey. The 2008 Pennsylvania Crime Victims' Rights Survey was designed to ascertain the extent to which the Pennsylvania Crime Victims Act is being adhered to by those in the criminal justice system who are required to provide victims with their rights.<sup>2</sup> This report outlines the study methodology and results.+

## **Study Methodology Overview<sup>3</sup>**

The 2008 Pennsylvania Crime Victims' Rights Survey employed a statewide telephone survey. The telephone survey was administered to a randomly selected sample of residents age 18 or older who were victims of a major crime in Pennsylvania within the past three years. If the crime victim was not available (i.e., the victim of homicide, incapacitated, etc.) or was under age, the survey was conducted with an adult in the household familiar with the crime. The survey was conducted between September 18, 2008 and October 29, 2008. There were a total of 402 completed interviews with victims who reported the crime to the police.<sup>4</sup> The sample size among subgroups of the population, in some cases, is very small. Thus the generalizability of the estimates among these subgroups should be considered to be very low. A standard rule of thumb is that sample sizes of less than 30 cases are not sufficiently large enough to produce reliable, statistically significant results.

## **Survey Questions**

There were a total of 42 questions included in the survey (a copy of the survey is included in Appendix E). However, some questions were based on previous responses; therefore, some respondents may not have been asked all questions. The average time to complete an interview was approximately 6.31 minutes. Survey questions were designed to measure the type of crime, whether the victim was informed of specific rights, whether the victim received specific services, and general demographics.

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<sup>1</sup> From the COPCVO web site: <http://www.copcvo.org/> (Visited 11/14/08)

<sup>2</sup> Pennsylvania Statutes Title 18. Crimes And Offenses Chapter 2. Crime Victims Act Chapter 2. Crime Victims Subchapter A. Bill Of Rights 18 P.S. § 11.201 (2002)

<sup>3</sup> See Appendix D for a comprehensive methodological report.

<sup>4</sup> The survey also included a sub-survey of victims who did not report the crime. There were 74 interviews with victims who did not report the crime. These interviews are not included in this analysis.

## Key Findings

This section provides a top level summary of the results of the survey. The key findings are summarized in three parts. Sample demographics provide a snapshot of the survey respondents. This is followed by a summary of the types of crimes and defendants represented, and finally a summary of the victims' rights findings.

General Sample Demographics - The following provide an overview of the basic demographics of the survey participants. Of the 402 respondents:

- the average PA residency was 40 years
- the average age was 47 (min age = 18, max age = 92)
- 47% obtained a high school diploma or less
- 46% reported a household income of \$35k or less
- 70% were White, 16% were Black, 7% were Hispanic
- 66% were female

General Crime Statistics - The following provide an overview of basic information about the type of crime, the defendant and when the crime occurred. In summary:

- 85% of the respondents were the victim; 15% were reporting for a family member<sup>5</sup>
- 55% were victims of robbery; 33% assault; 8% sexual assault; 7% homicide
- 60% of the crimes occurred within the previous year (1 yr ago = 19%, < than 1 yr = 41%)
- 36% reported that an arrest had been made; 3% did not know
- 27% reported that there was a juvenile defendant; 4% did not know<sup>6</sup>

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<sup>5</sup> Information was obtained from a knowledgeable family member if the victim was underage, incapacitated or the victim of a homicide/murder.

<sup>6</sup> Arrest has been made.

## 2008 Pennsylvania Crime Victims' Rights Survey Methods Report

Victim Rights/Information Statistics – Respondents were asked a series of questions regarding the type of information they received regarding victims' rights. This section provides statistics on the questions that were asked of all respondents. In regards to the general victim rights/information questions:

- 56% of the respondents reported that they were informed of their rights (general question);<sup>7</sup> 6% did not know
- 43% reported that they received victim services information; 5% did not know
- 39% felt they were/are being kept informed about the investigation
- 32% reported that they were informed of their right to restoration of pre-crime economic status; 9% did not know

*Juvenile Defendant* - A subsection of the questionnaire asked respondents who were victims of crimes in which the defendant was a juvenile, a series of questions regarding specific rights related to juvenile defendants. Among the respondents who were victims of crimes with a juvenile defendant:

- 59% reported that they were informed of their right to information about detention/release; 10% did not know
- 36% reported that they were informed of their right to receive prior notice of date of release (if applicable); 8% did not know
- 64% reported that they were informed of their right to be notified of the final disposition of the case; 8% did not know

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<sup>7</sup> This general question is considered an unaided question. Although 151 respondents indicated that they were not informed of their rights, 22 respondents later indicated that they were informed of at least one specific right when asked (considered an aided question).

*Adult Defendant* - Similarly, a subsection of the questionnaire asked respondents who were victims of crimes in which the defendant was an adult, a series of questions regarding specific rights related to adult defendants. Questions about specific rights were asked based on the reported current status of the case. For example, respondents who indicated that the defendant had completed his/her sentence and has been released were asked all relevant questions up to and including the question regarding the right to provide comment on the post sentencing releasing decision. Among the respondents who were victims of crimes with an adult defendant:

- 62% of the respondents indicated that they were informed of their right to be accompanied at all proceedings; 3% did not know
- 67% of the respondents indicated that they were informed of their right to receive immediate notice of release (PFA issued)
- 60% of the respondents indicated that they were informed of their right to provide an "impact statement;" 5% did not know
- 36% of the respondents indicated that they were informed of their right to provide comment on the post sentencing releasing decision

## **Discussion**

The 2008 Pennsylvania Crime Victims' Rights Survey was designed to ascertain the extent to which the Pennsylvania Crime Victims Act is being adhered to by those in the criminal justice system who are required to provide victims with their rights. To answer this question, recent victims of major crimes were asked a series of questions.

There were three general questions asked of all respondents regardless of the current status of the case: were they informed of their rights, were they informed of victim services and were they informed of pre-crime restoration rights. While nearly six-in-ten (56%) reported that they had been informed of their rights as victims; another 38% indicated that they were not informed of their rights and 6% said they did not know if they were informed of their rights. Conversely, less than half (43%) reported that they received victim services information with another 5% indicating that they did not know if they received the information. Even fewer respondents indicated that they received information about their right to restoration to pre-crime economic status (32% with 9% indicating that they did not know).

To get a better idea of how well informed the victims were in general, an information score was established. The information score combines the three questions. A respondent could get a score ranging from 0-out-of-3 (meaning they were not informed of their rights, were not informed of victim's services, nor were they informed of the right to restoration of pre-crime economic status), to 3-out-of-3 (meaning they were informed of all three rights). A little over one-third (35%) of the respondents received a 0. The remaining respondents were spread rather evenly between 1 (20%); 2 (23%) and 3 (22%).

Interestingly, victims of crimes with juvenile defendants and cases where the defendant has been sentenced or released were all more likely to report being informed. These differences were all statistically significant. Comparing the information score by type of crime; sexual assault victims were most likely to report being informed, followed by family members of

victims of homicide, victims of assault, and finally robbery victims. However, differences based on the type of crime were not statistically significant.

Demographically, there are no statistically significant patterns relating to who is informed and who is not (based on the 4-point scale). Victims aged 25 to 55 are more informed than other age groups. Those with some college education also report being informed more often, as well as female respondents and respondents who consider themselves to be Hispanic. However, none of these differences were statistically significant. There is an interesting, though not statistically significant, pattern when comparing household income. The proportion of informed victims increases as household income increases to the peak at \$50k-\$75k. However, the proportion of informed victims decreases as household income increases past \$75k.

The results from these general victims' rights questions suggest that not all victims are informed of their general rights, at least at the beginning of the process. To look further at the question of being informed of rights, respondents were also asked about specific rights depending on whether the defendant was a juvenile or not and the current status of the case (i.e., trial, sentenced, released, etc.).

When looking at specific rights, depending on the status of the case, readers should be cautioned that the analyses are based on a subgroup of respondents. Generally, these subgroups are very small samples. Estimates from small samples are subject to considerable sampling variability. The results of the defendant and case status-specific rights are outlined in the summary section above. For the most part, when asked about specific rights, the majority, between 59% and 67% indicated that they were informed of the specific right in question. The two exceptions were: being informed of the right to receive prior notice of date of release (36%) and being informed of the right to provide comment on post sentencing releasing decision (36%).

Again, the results from the survey suggest that nearly six-in-ten (56%) respondents felt that they were informed of their rights and a little more than four-in-ten (43%) felt they were informed of available victim services. When looking at general rights and the provision of information, victims of crimes with juvenile defendants and victims with cases where the defendant has been sentenced or released were all significantly more likely to report being informed. Smaller subgroups were asked about specific rights depending on the type of defendant (juvenile vs. adult) and the current status of their case. Though smaller subgroups prohibit robust estimates, it is important to note that the results suggest that the majority (between 59% and 67%) of those who were asked about specific relevant rights reported that they were informed of the specific right.

### **Presentation of Results - Slides**

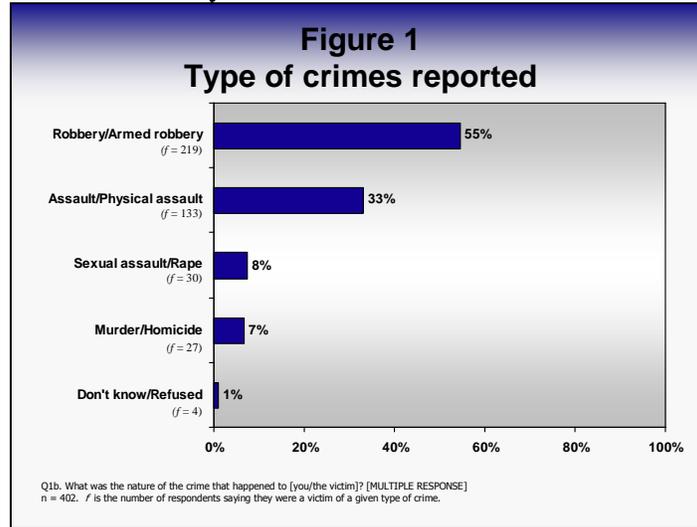
Results of the survey are presented on the following pages in the form of annotated slides. In these slides  $n$  refers to the overall sample size,  $n'$  refers to the sample size of a given subgroup, and  $f$  refers to the number of respondents within the subgroup having given a particular response. Significance in cases where no subgroup comparisons are being made indicates the level of confidence that the sample value is indicative of the true population value. Significance in cases where subgroup comparisons are being made refers to the level of confidence in the fact that there is truly a difference between the two groups. The confidence level is obtained by subtracting the significance level from one and multiplying by 100. For example, we are 99% confident when we see significance at  $p < .01$ . A more comprehensive explanation of the statistical terms used in this report can be viewed in Appendix C.

## **RESULTS SUMMARY**

## General Crime Statistics

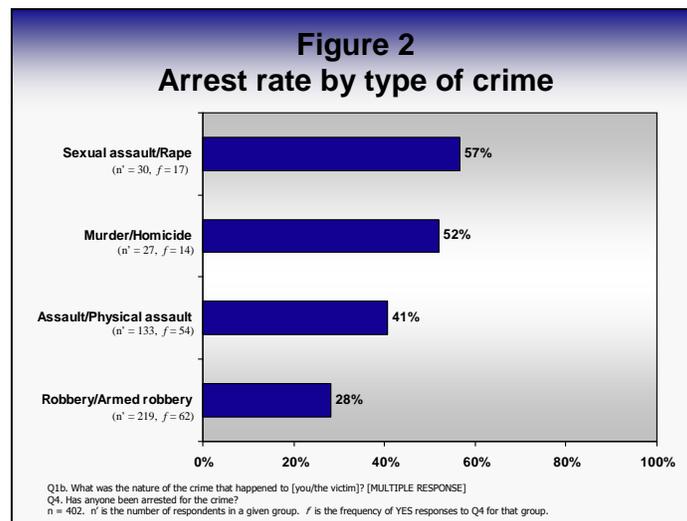
### Type of crimes reported

Among respondents who had been a victim of a crime that was reported to the police, the type of crime most frequently reported was robbery and/or armed robbery (55%), followed by assault and/or physical assault (33%). Less than 10 percent of the respondents had reported being the victim of sexual assault or rape (8%) or having a family member who was a victim of homicide, murder or manslaughter (7%). A very small number (1%) said they did not know the nature of the crime or declined<sup>8</sup> to say what the nature of the crime was.



### Arrest rate by type of crime

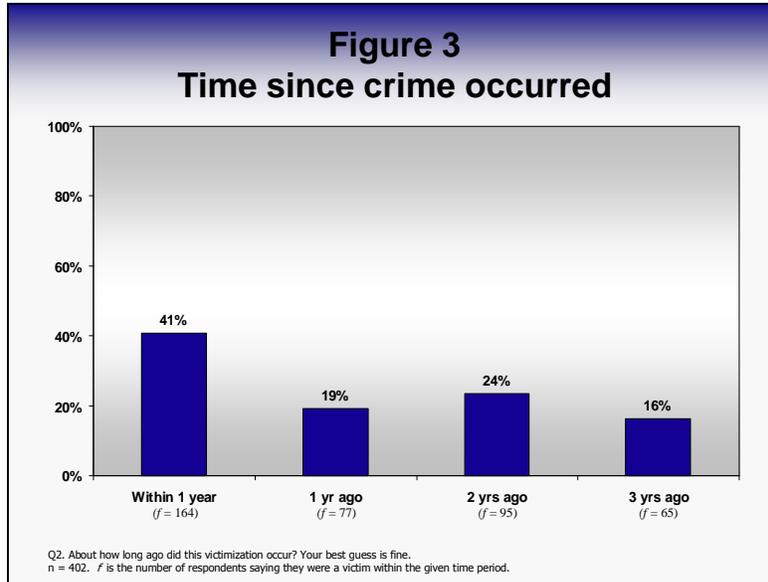
Among the different types of crime reported, the highest reported arrest rate was among sexual assaults (57%), followed by homicide (52%), and assault (41%). The lowest arrest rate reported was among robbery (28%).



<sup>8</sup> The term “decline” is meant to be synonymous with the term “refuse” as defined by the American Association for Public Opinion Research (AAPOR).

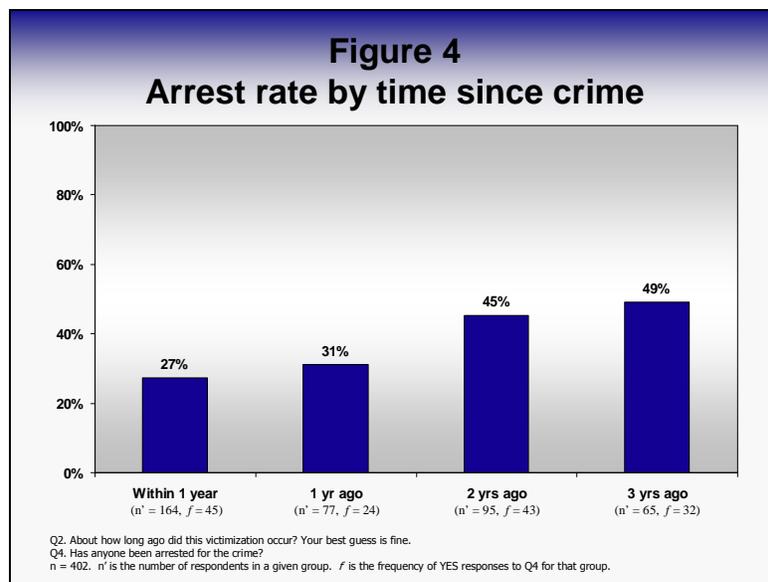
### Time since crime occurred

Among respondents who had been a victim of a crime that was reported to the police, 41% said the crime occurred within the last year, while nearly one-in-five (19%) said the crime had occurred one year ago. Just under a quarter (24%) said the crime had occurred two years ago, and 16% said the crime occurred 3 years ago.



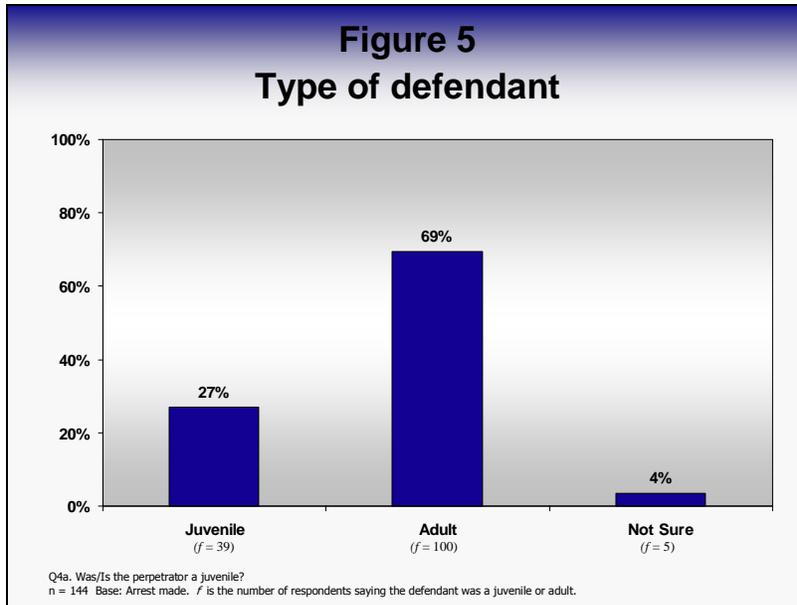
### Arrest rate by time since crime

As one might expect, the arrest rate increases over time since the crime occurred. The reported arrest rate among crimes that occurred one year ago was 27%, increasing to nearly half of the cases (49%) that occurred three years prior to the survey.



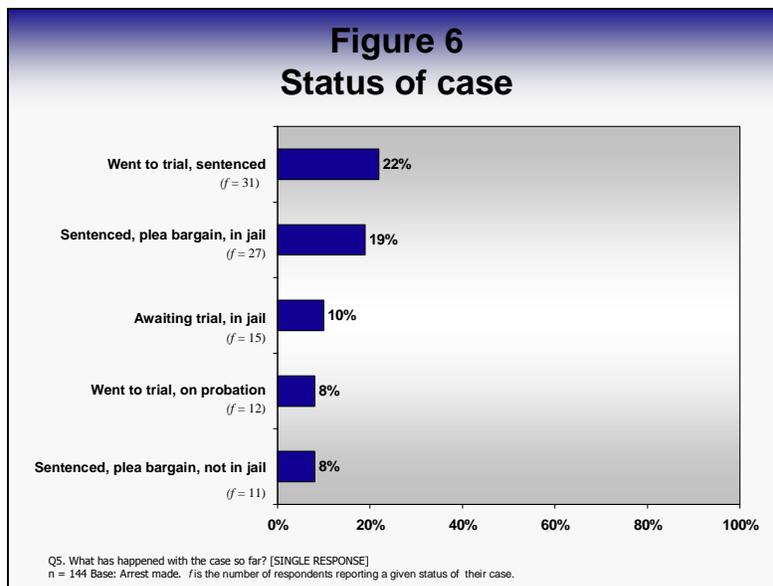
**Type of defendant**

Among respondents who had been a victim of a crime where an arrest had been made, less than one-third said the defendant was a juvenile (27%). The defendant was an adult for over two-thirds of these respondents (69%). A small percentage of the respondents were unsure whether or not the defendant was a juvenile, or declined to answer (4%).



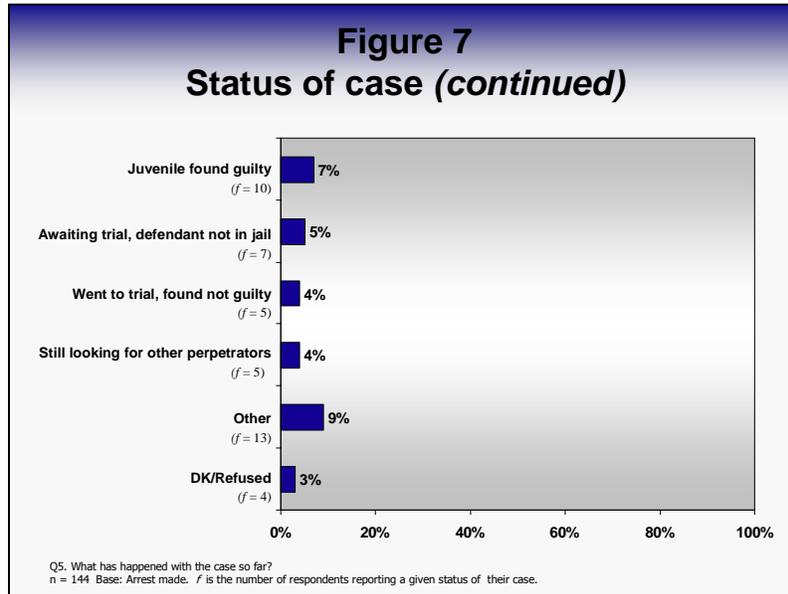
**Status of case**

When respondents who had been a victim of a crime where an arrest had been made were asked about the status of their case, just over one-in-five said the case had gone to trial and the defendant had been sentenced (22%). Slightly fewer said the defendant had been sentenced, plea bargained, and was in jail (19%), while one-in-ten said the defendant was in jail awaiting trial (10%). Fewer still said that the defendant went to trial and was on probation (8%), or that the defendant was sentenced, plea bargained, and was not in jail (8%).



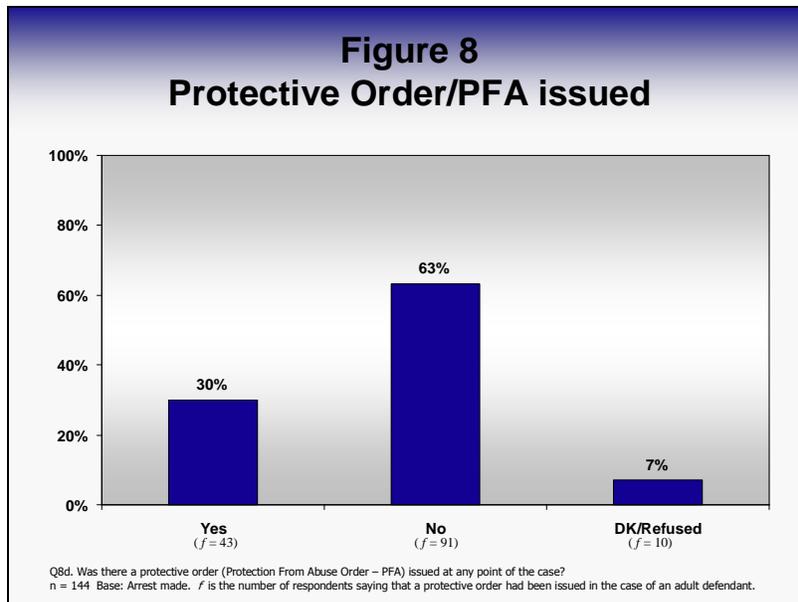
**Status of case (continued)**

When respondents who had been a victim of a crime where an arrest had been made were asked about the status of their case, less than ten percent said the juvenile defendant was found guilty (7%), while 5% said the defendant was awaiting trial but not in jail, 4% said the defendant had gone to trial and was found not guilty, or that the police were still looking for the perpetrator. Just under one-in-ten gave some other status for the case (9%), while only 3% said they were unsure or declined to answer.



**Protective order issued**

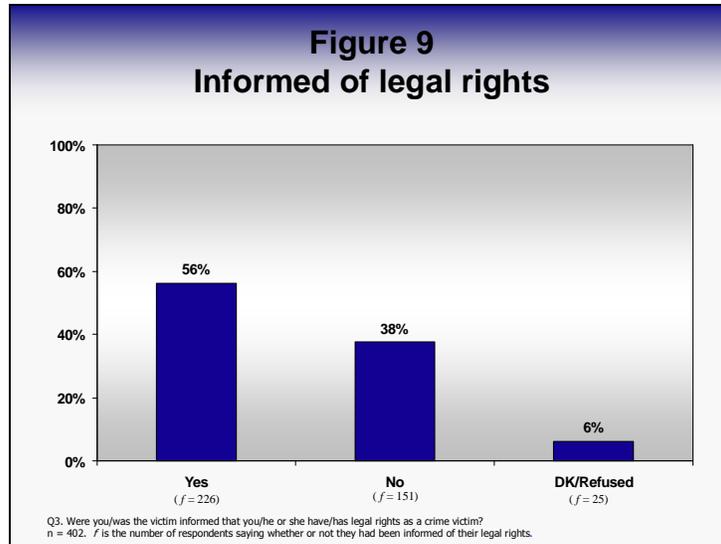
Among cases where the defendant was an adult, nearly one-third (30%) of the respondents said that a protective order (PO) or protection from abuse (PFA) had been issued, while nearly two-thirds (63%) said that a protective order/PFA had not been issued. A small number (7%) said they were unsure or did not answer.



## Victim Rights Statistics: Overall

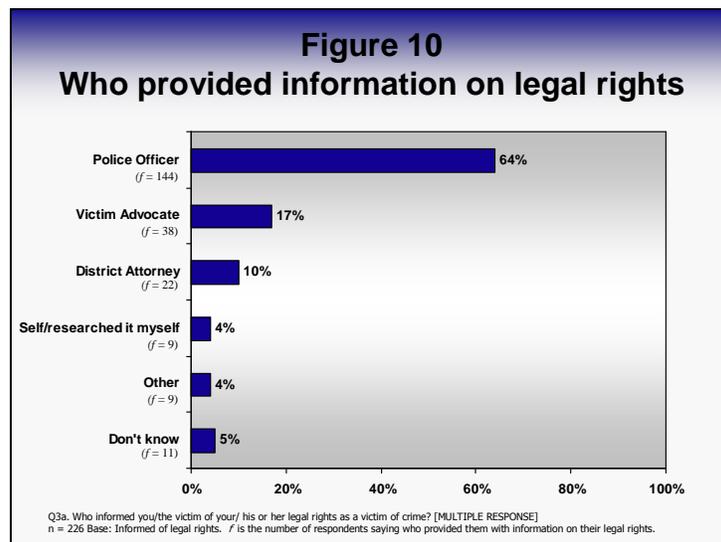
### Informed of legal rights

Over half of the respondents said they had been informed that they had legal rights as a crime victim (56%). Just over one-third said they had not been informed (38%), while an additional 6% said they did not know or declined to answer.



### Who provided information on legal rights

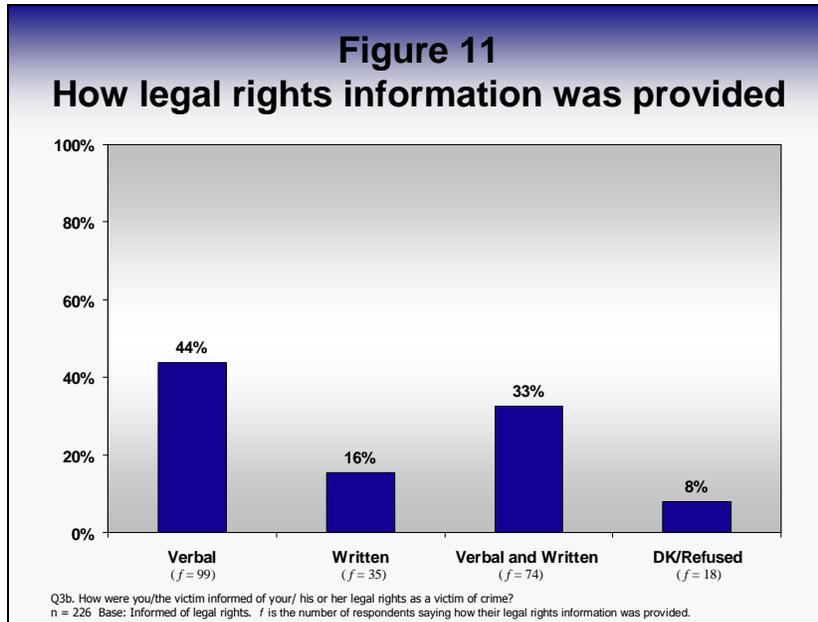
Of the respondents who said they had been informed of their rights as a victim, nearly two-thirds said they had been informed by a police officer (64%). Another 17% said they had been informed by a victim advocate, while 10% were informed by the district attorney, and 4% said they found out by themselves.<sup>9</sup> Only 4% said they were informed by some other source, while 5% said they did not know or declined to answer.



<sup>9</sup> See Appendix A for a sample of the "other" responses offered by respondents.

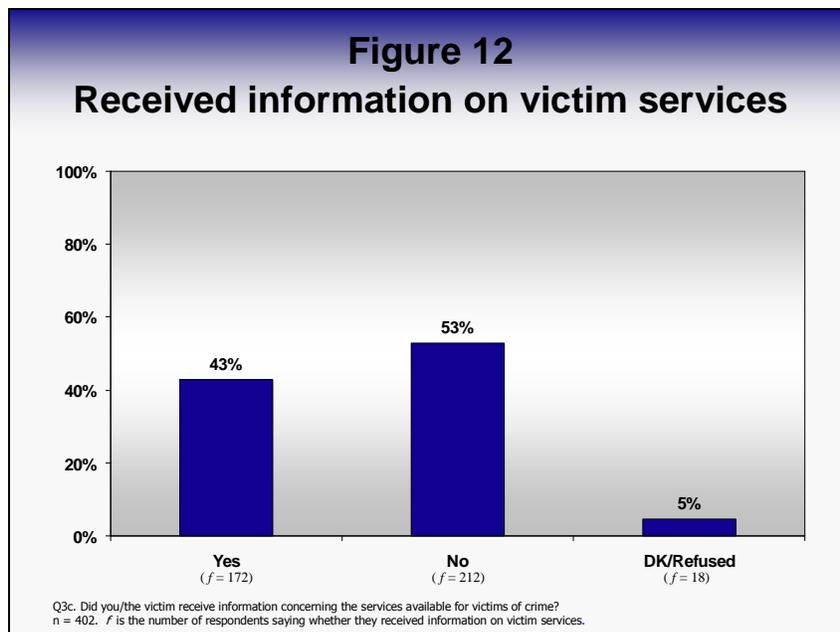
**How legal rights information was provided**

Of the respondents who said they were informed that they had rights as a victim, 44% said they were informed verbally, while nearly one-third said they were informed both verbally and in writing (33%), and fewer said they were informed in writing only (16%). Again, a small number of these respondents said they did not know or declined to answer (8%).



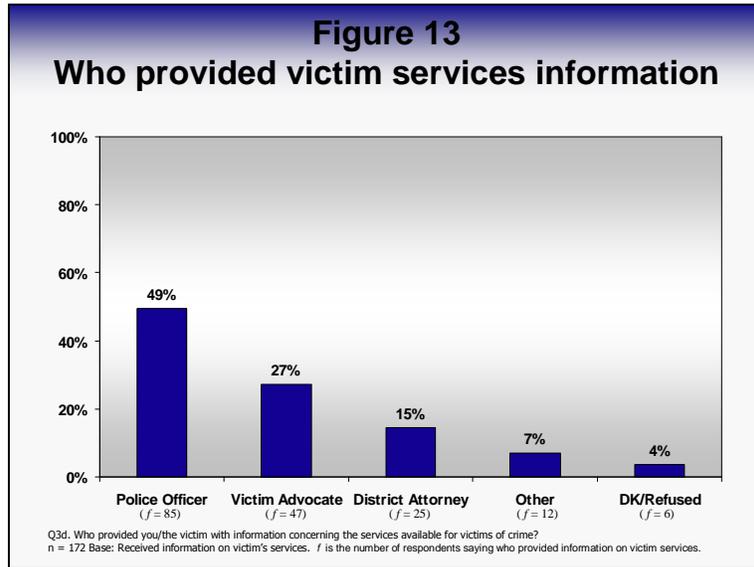
**Received information on victim services**

Among respondents who had been a victim of a crime that was reported to the police, less than half said they received information on victim’s services (43%). More than half said they did not receive information (53%), while 5% said they did not know or declined to answer.



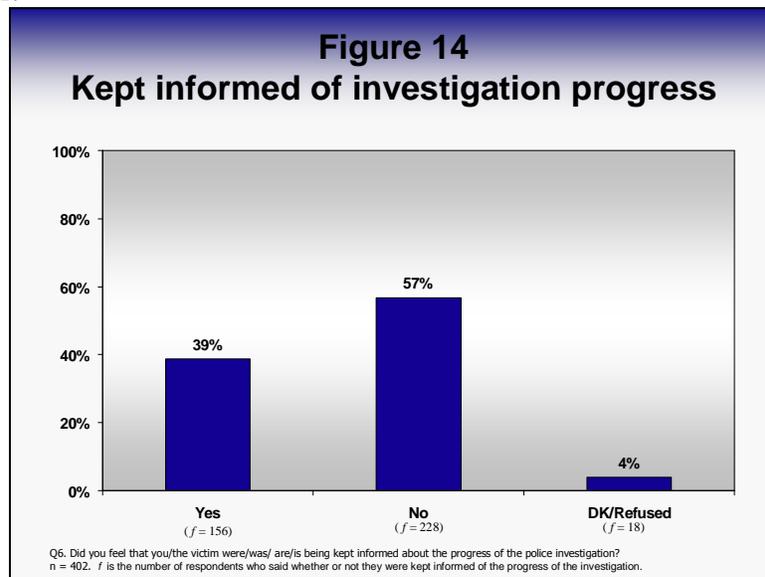
**Who provided victim services information**

Among respondents who said they had received information on victims' services, nearly half said they had received the information from a police officer (49%), while a little more than a quarter said they received the information from a victims' advocate (27%), and 15% received information from the district attorney. Just under ten percent said they received the information from some other source (7%).<sup>10</sup> A smaller percentage said that they did not know where they received the information or declined to answer (4%).



**Kept informed of investigation progress**

Among respondents who had been a victim of a crime where an arrest had been made, over one-third (39%) said they had been kept informed of the progress of their case, while close to six-in-ten (57%) said they were not informed. A small number (4%) said they were unsure or declined to answer.

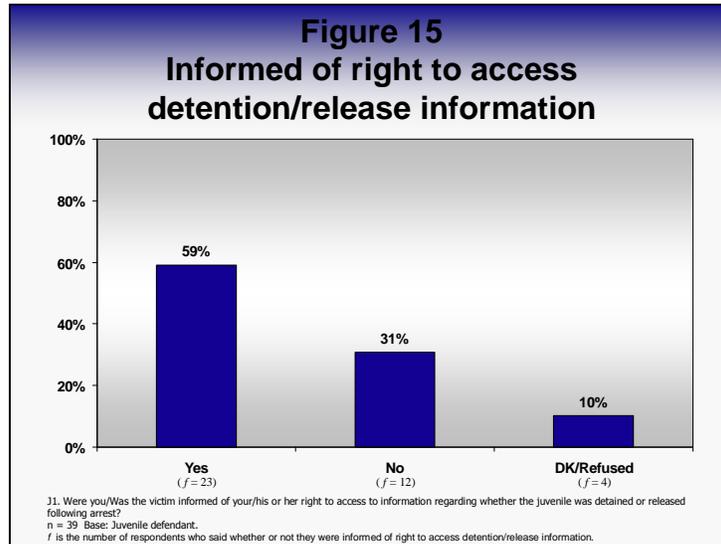


<sup>10</sup> See Appendix A for a sample of the "other" responses offered by respondents.

## *Victim Rights Statistics: Juvenile Defendants*

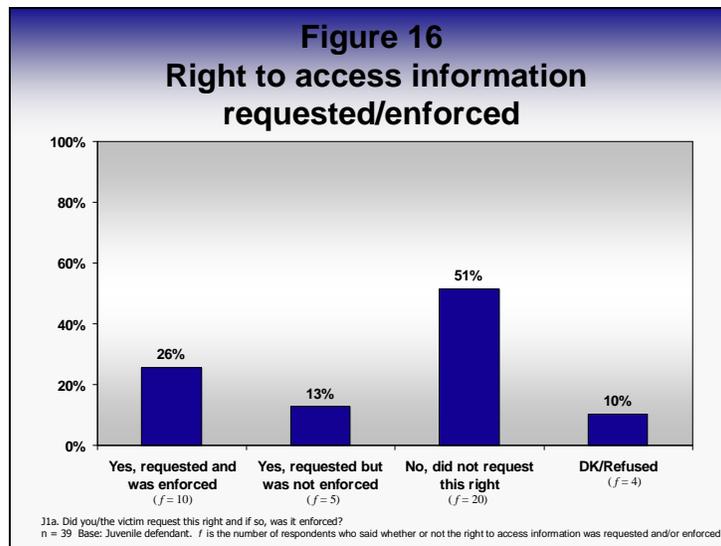
### **Informed of right to access detention/release information – Juvenile Defendants**

Among cases where the defendant was a juvenile, nearly six-in-ten (59%) respondents said they were informed of their right to access information regarding whether or not the juvenile was detained or released after his/her arrest, while 31% said they were not informed of this right and 10% said they were unsure or declined to answer.



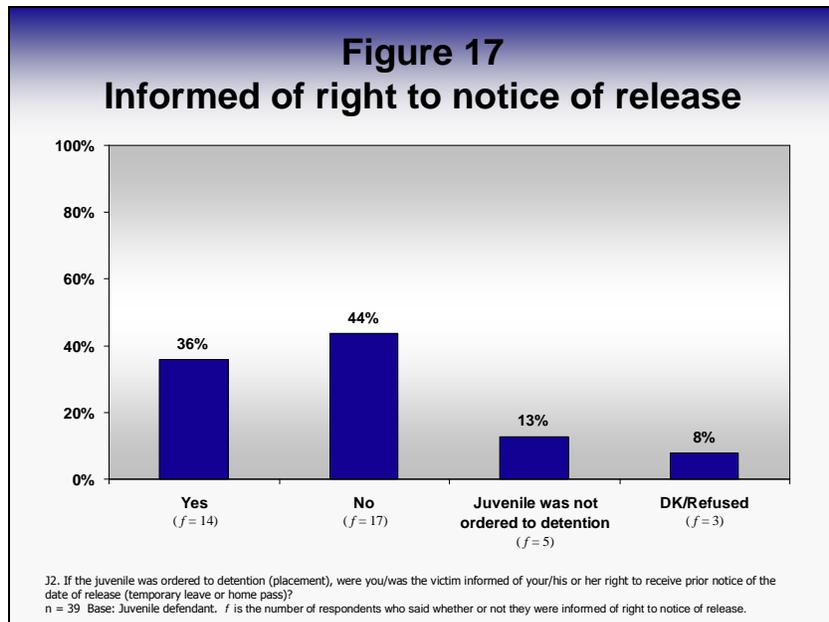
### **Right to access information requested/enforced – Juvenile Defendants**

Among cases where the defendant was a juvenile, just over one-quarter (26%) of the respondents indicated that they had requested the right to access information regarding whether or not the juvenile was detained or released after his/her arrest, and the right was enforced. Another 13% said the right was requested but not enforced. Over half (51%) said the right had not been requested and 10% said they were unsure or declined.



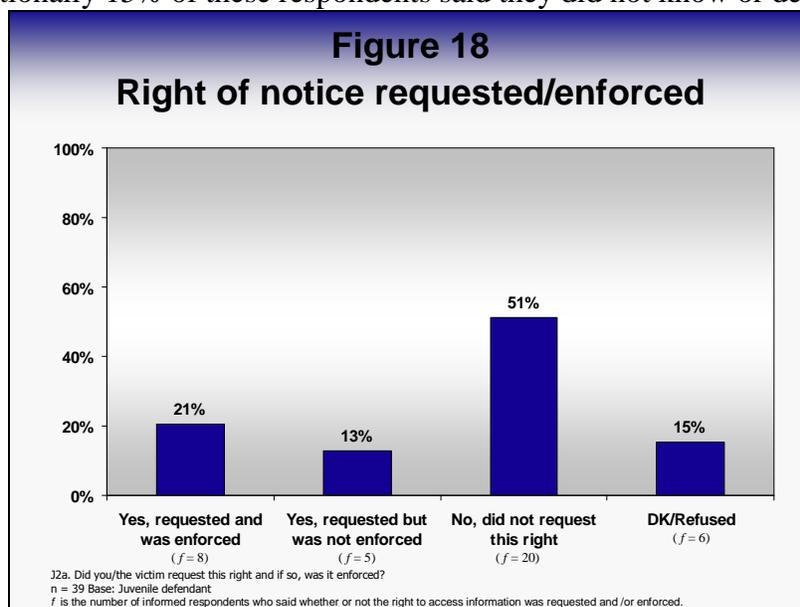
**Informed of right to notice of release – Juvenile Defendants**

Among cases where the defendant was a juvenile, over one-third (36%) of the respondents said they were informed of their right to be notified prior to release of the juvenile defendant who was ordered into detention, while 44% said they were not, 13% said the juvenile defendant was not ordered into detention and 8% said they were unsure or declined to answer.



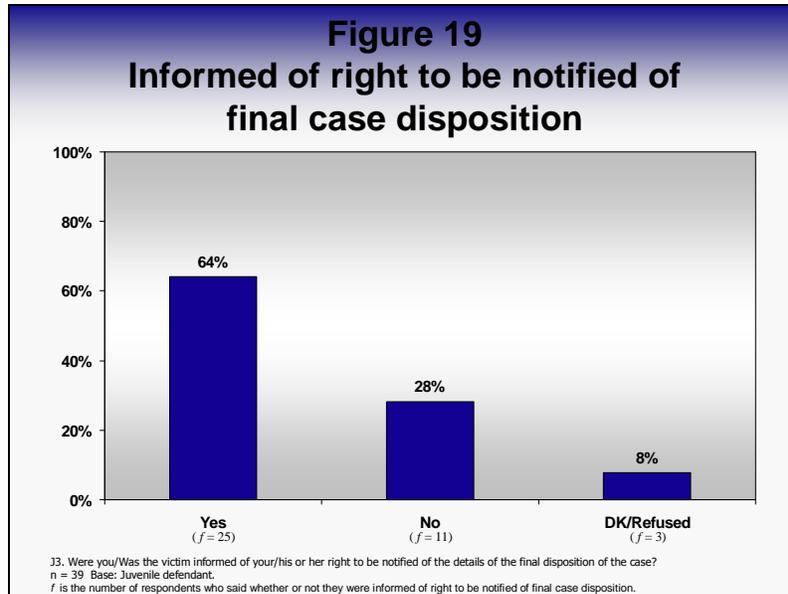
**Right of notice requested/enforced – Juvenile Defendants**

Among cases where the defendant was a juvenile, just over one-in-five (21%) respondents said they requested their right to be notified prior to release of the juvenile defendant who was ordered into detention, and that the right had been enforced. Another 13% said the right was requested but had not been enforced, and over one-half (51%) said the right had not been requested. Additionally 15% of these respondents said they did not know or declined to answer.



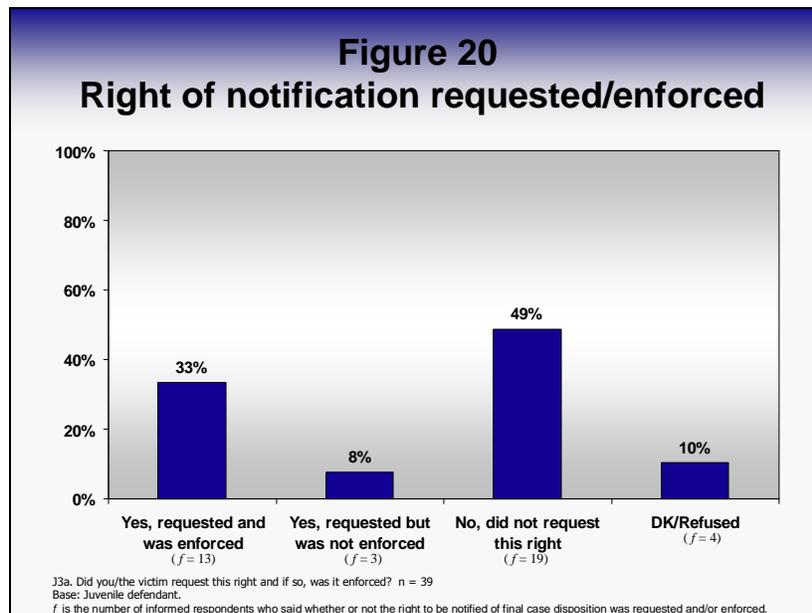
**Informed of right to be notified of final case disposition – Juvenile Defendants**

Among cases where the defendant was a juvenile, nearly two-thirds (64%) of the respondents said they were informed of their right to be notified of details of the final disposition of the case, while just over one-quarter (28%) said they were not and 8% said they were unsure or declined to answer.



**Right of notification requested/enforced – Juvenile Defendants**

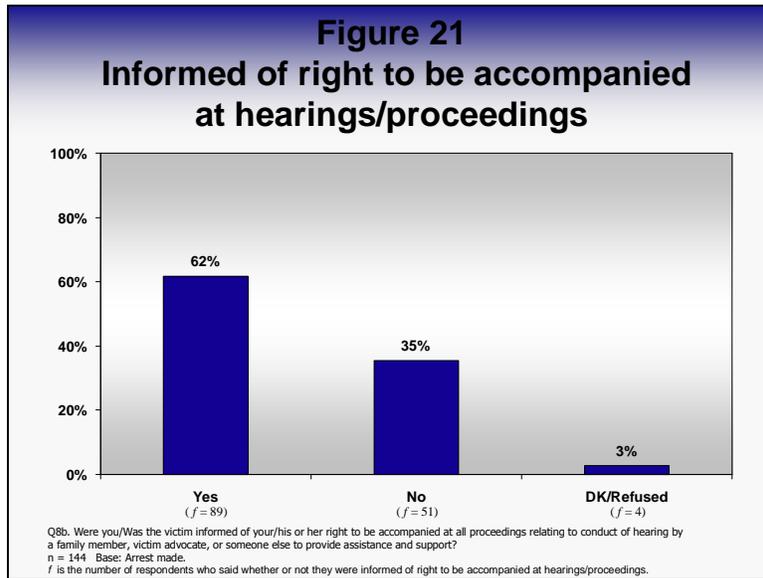
Among cases where the defendant was a juvenile, one-third (33%) of the respondents indicated that they requested their right to be notified of details of the final disposition of the case. Only 8% said the right was requested but not enforced. Nearly half (49%) said the right had not been requested. Additionally, 10% of these respondents said they were unsure or declined.



## ***Victim Rights Statistics: Adult Defendants***

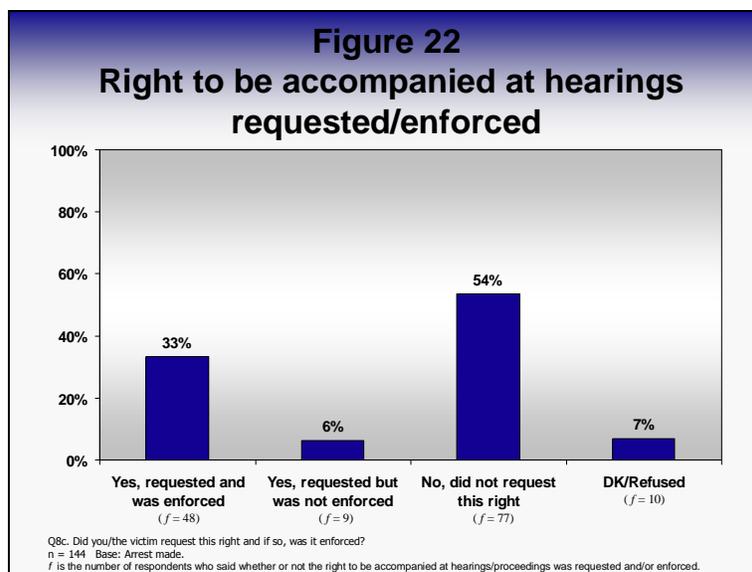
### **Informed of right to be accompanied at hearings/proceedings – Adult Defendants**

Among cases where the defendant was an adult, nearly two-thirds (62%) of the respondents said they were informed of their right to be accompanied at all proceedings related to the hearing. Over one-third (35%) of these respondents said they had not been informed of this right, while only 3% said they were unsure or declined.



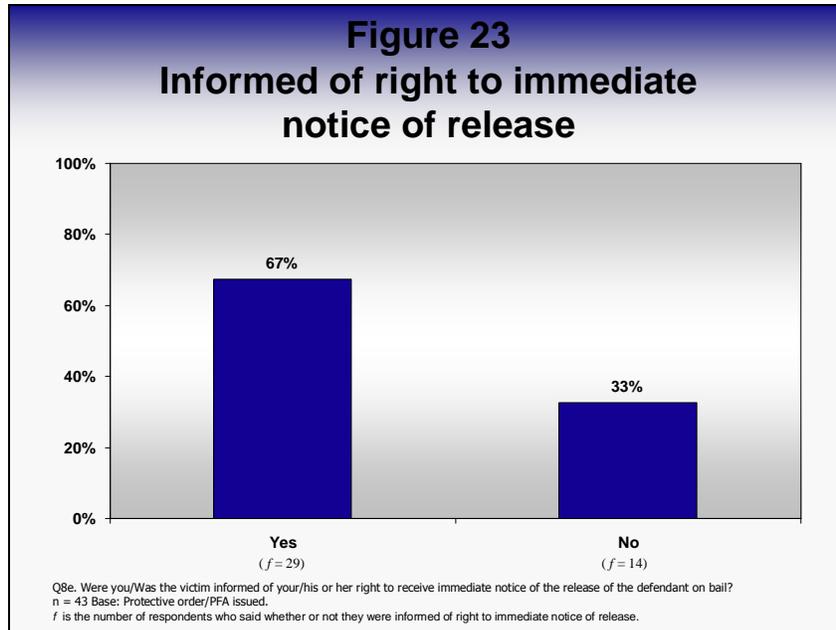
### **Right to be accompanied at hearings requested/enforced – Adult Defendants**

One-third (33%) of the respondents said they requested their right to be accompanied at all proceedings related to the hearing, and the right was enforced. Less than one-in-ten (6%) said the right had been requested but it wasn't enforced. Over half (54%) said the right had not been requested. Additionally, 7% of these respondents said they were unsure or did not answer.



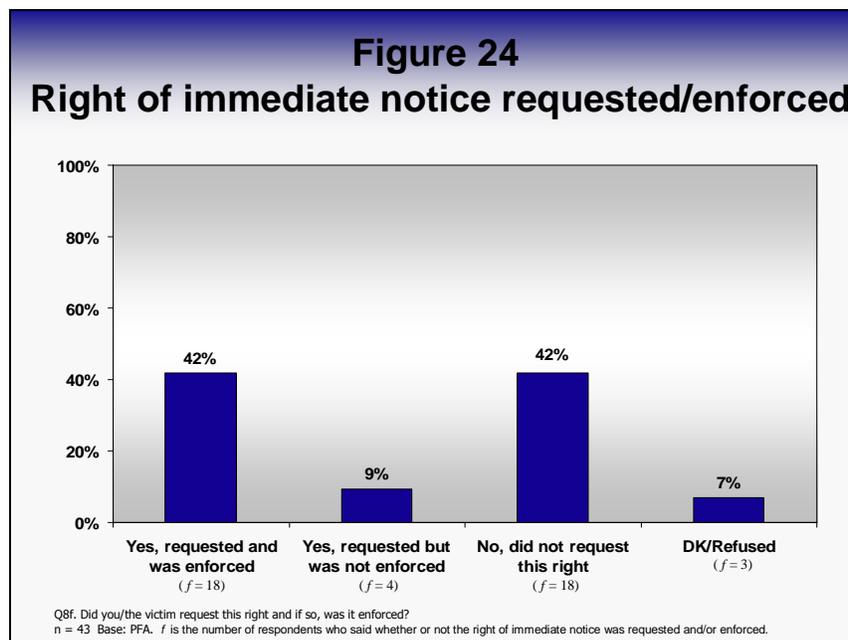
**Informed of right to immediate notice of release – Adult Defendants**

Among cases where the defendant was an adult and a protective order (PFA) was issued, two-thirds (67%) of the respondents said they were informed of their right to be immediately notified upon the release of the defendant on bail, while a third (33%) said they were not informed of this right.



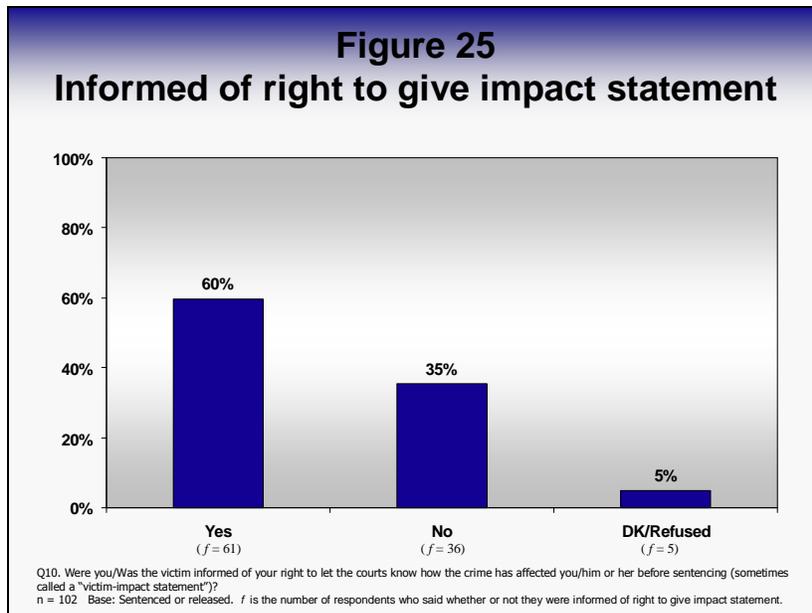
**Right of immediate notice requested/enforced – Adult Defendants**

Over half (51%) of the respondents said they requested the right to be immediately notified of the defendant’s release on bail. Of these respondents, 42% said the right was enforced and 9% said that the right was not enforced. An additional 42% said the right was not requested, while 7% said they were unsure if the right had been requested or declined to answer.



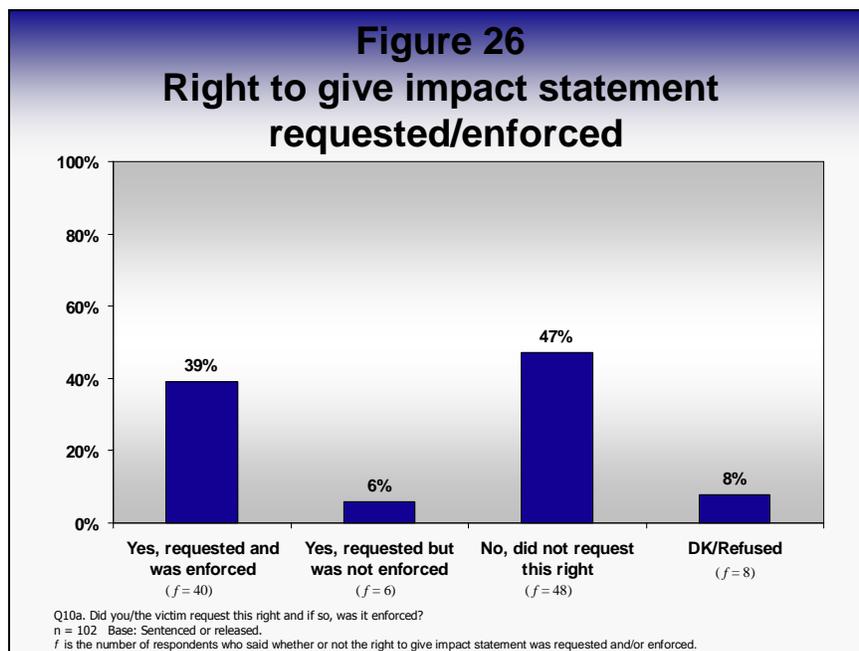
**Informed of right to give impact statement – Adult Defendants**

In six-in-ten (60%) of the cases where the defendant was an adult, the respondent said he/she had been informed of his/her right to give an impact statement in court. Over a third (35%) said they had not been informed of this right, while 5% said they were unsure if they had been informed or declined to answer.



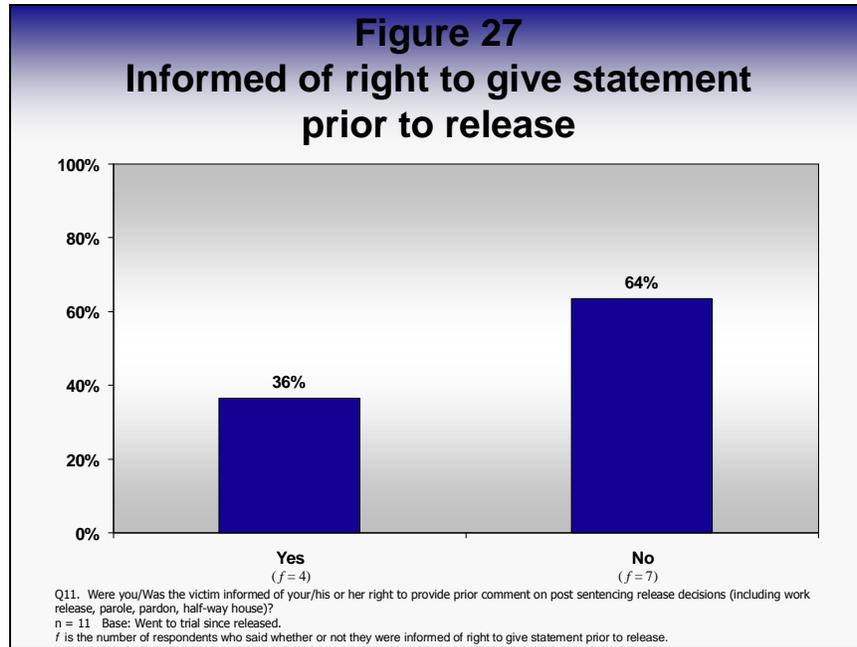
**Right to give impact statement requested/enforced – Adult Defendants**

Nearly half (45%) of the respondents said they requested their right to give an impact statement. Most of these respondents said the right had been enforced (39%), while 6% said it was not enforced. Additionally, 47% said the right had not been requested, and 8% said they were unsure if the right had been requested or declined to answer.



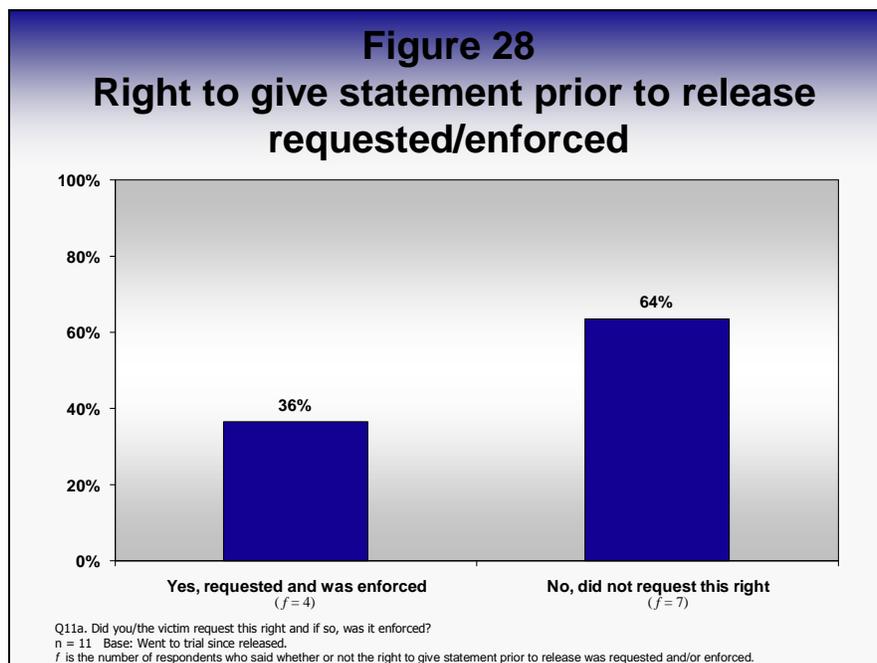
**Informed of right to give statement prior to release – Adult Defendants**

Among cases where the defendant was an adult who had gone to trial and had since been released, just over one-third (36%) of the respondents said they had been informed of their right to provide prior comment on post-sentencing release conditions. Nearly two-thirds (64%) said they were not informed of this right.



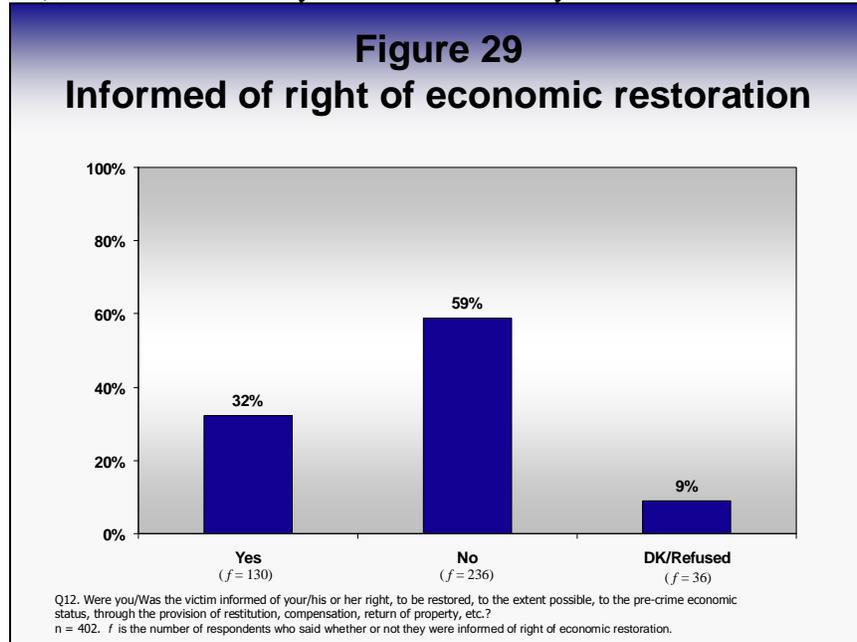
**Right to give statement prior to release requested/enforced – Adult Defendants**

Just over one-third (36%) of the respondents indicated that they requested their right to provide prior comment on post sentencing release conditions and the right had been enforced. However, nearly two-thirds (64%) said that the right was not requested.



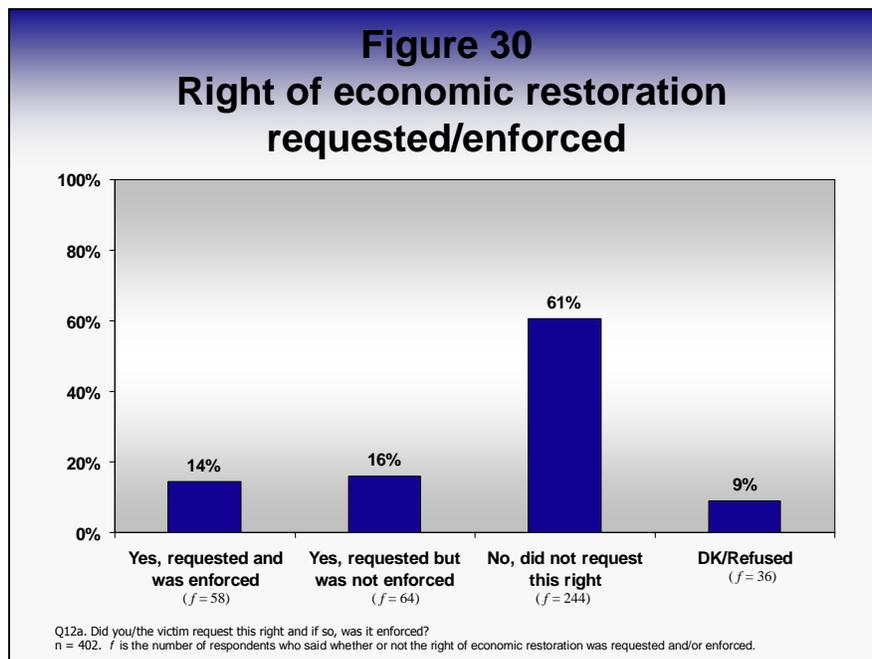
**Informed of right to economic restoration – Adult Defendants**

Nearly one-third of all respondents said they were informed of their right to pre-crime economic restoration (32%). Nearly six-in-ten of these respondents said they were not informed of this right (59%), while 9% said they weren't sure if they were informed or declined to answer.



**Right of economic restoration requested/enforced – Adult Defendants**

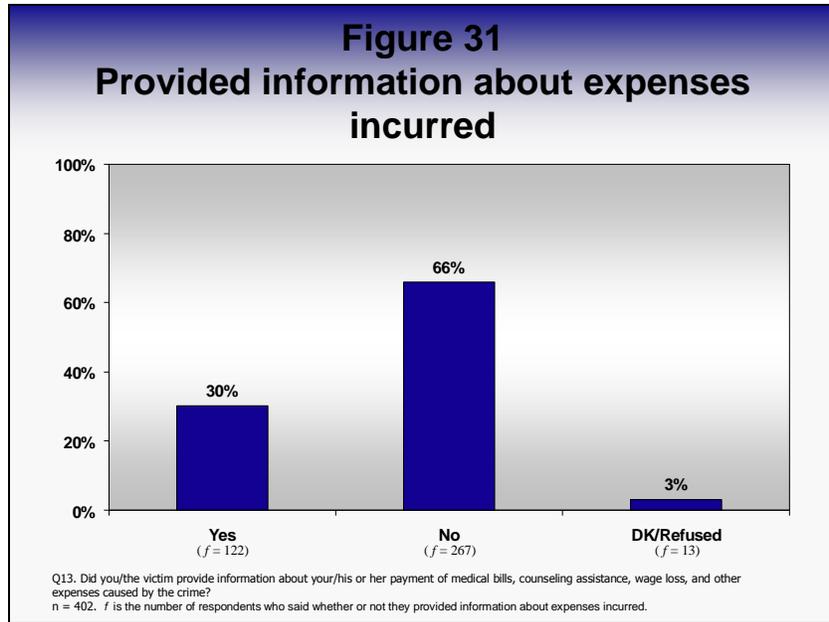
Less than one-third (30%) of the respondents requested their right to economic restoration. Among those who requested the right, approximately half said the right had been enforced (14%) and half said it had not been enforced (16%). Nearly two thirds (61%) of these respondents said they did not request the right, and 9% said they were not sure if the right had been requested or declined to answer.



## Victim Services Statistics

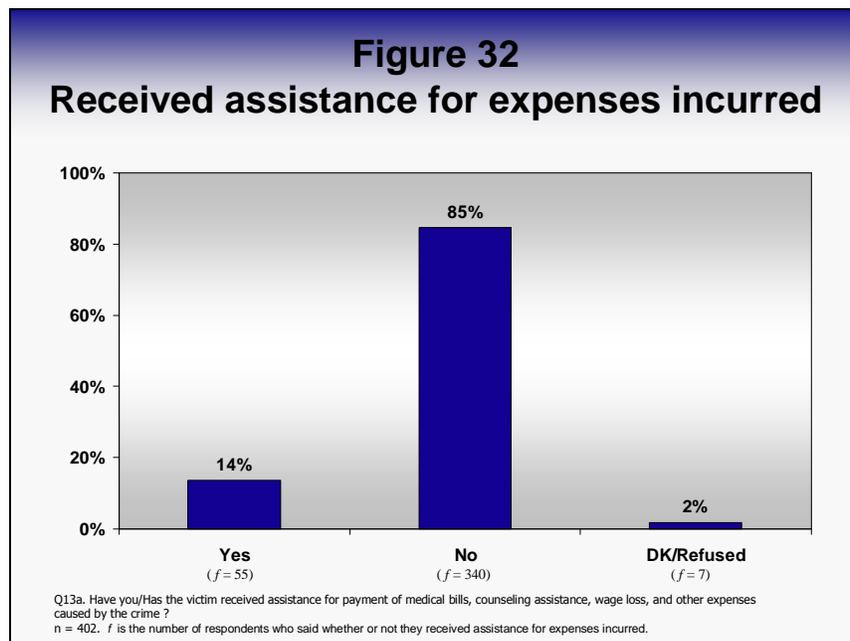
### Provided information about expenses incurred

Three-out-of-ten (30%) of the respondents said they had provided information about expenses incurred as a result of the crime. Two-thirds (66%) said that they did not provide such information and 3% were unsure or declined to answer.



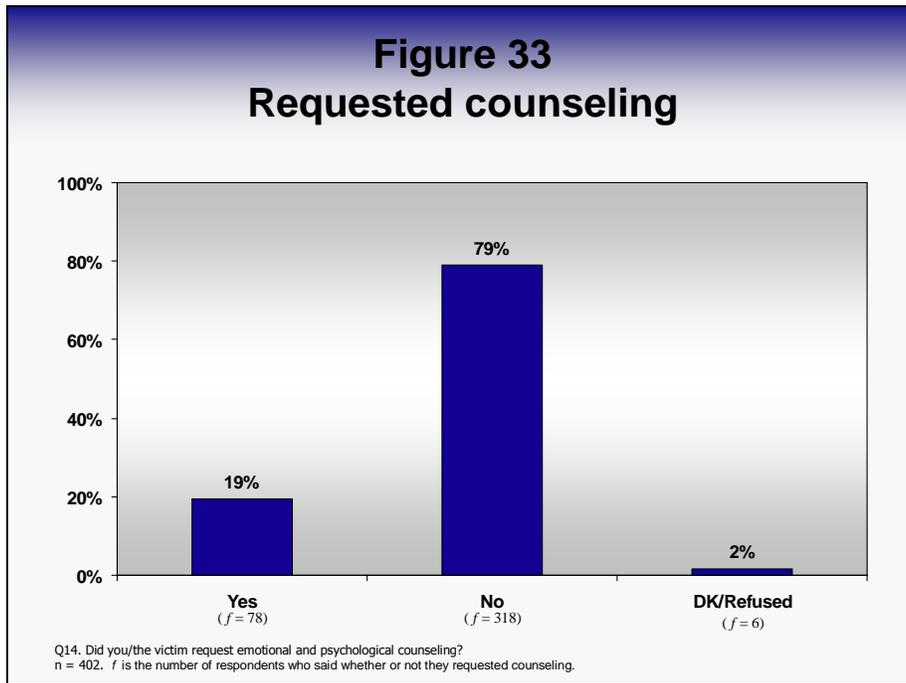
### Received assistance for expenses incurred

Just over one-in-ten respondents (14%) said that they received assistance for payment of expenses or lost wages incurred as a result of the crime. Most respondents (85%) said they had not received compensation, while 2% were unsure or declined to answer.



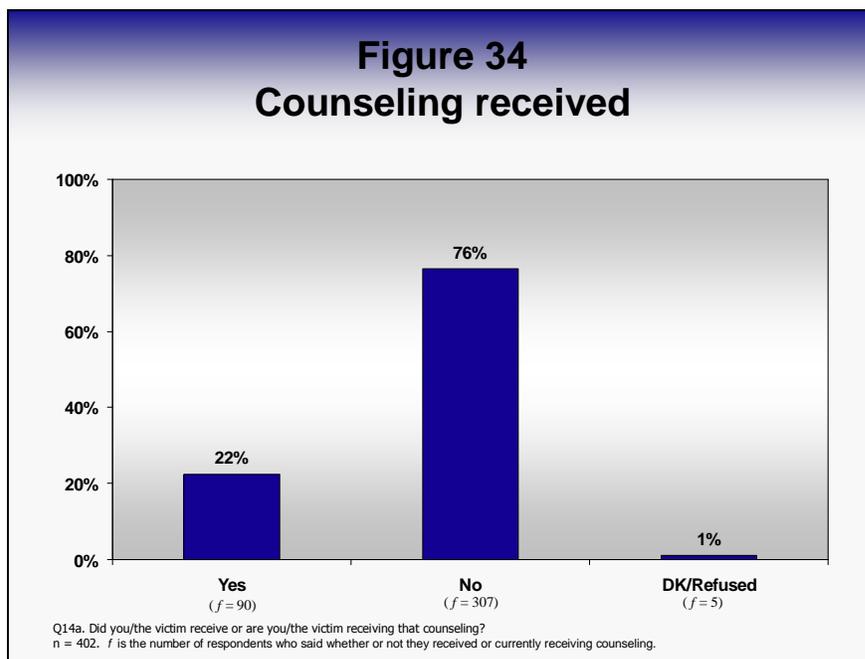
**Requested counseling**

Nearly one-in-five respondents (19%) said that they requested emotional or psychological counseling. The majority said counseling had not been requested (79%), and 2% were not sure if counseling had been requested or declined to answer.



**Counseling received**

More than one-in-five respondents said that emotional or psychological counseling had been received (22%), while over three-quarters (76%) said it had not and 1% were unsure or declined.

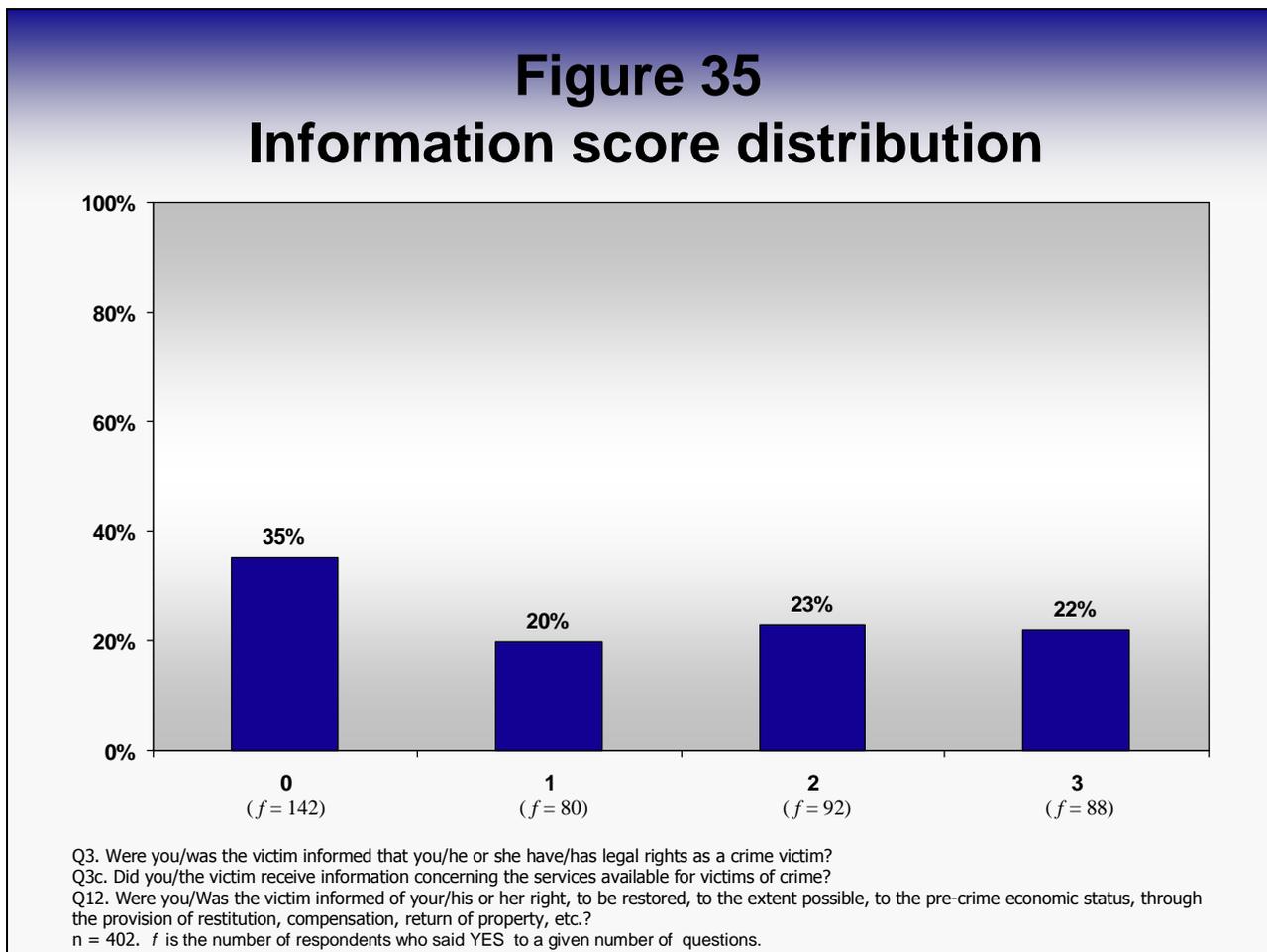


## *Victims' Rights Information Score*

For the following set of analyses, an 'information' score was created based on the three questions that were asked of all respondents.<sup>11</sup> Figure 35 shows the percent of respondents who answered yes to a certain number of questions. For example, 35% of the respondents did not say "YES" to any of the three questions.

### Information Score Distribution

Over one-third of the respondents said "NO" to all three questions (35%), while approximately one-fifth said "YES" to one question (20%), two questions (23%) or all three questions (22%).



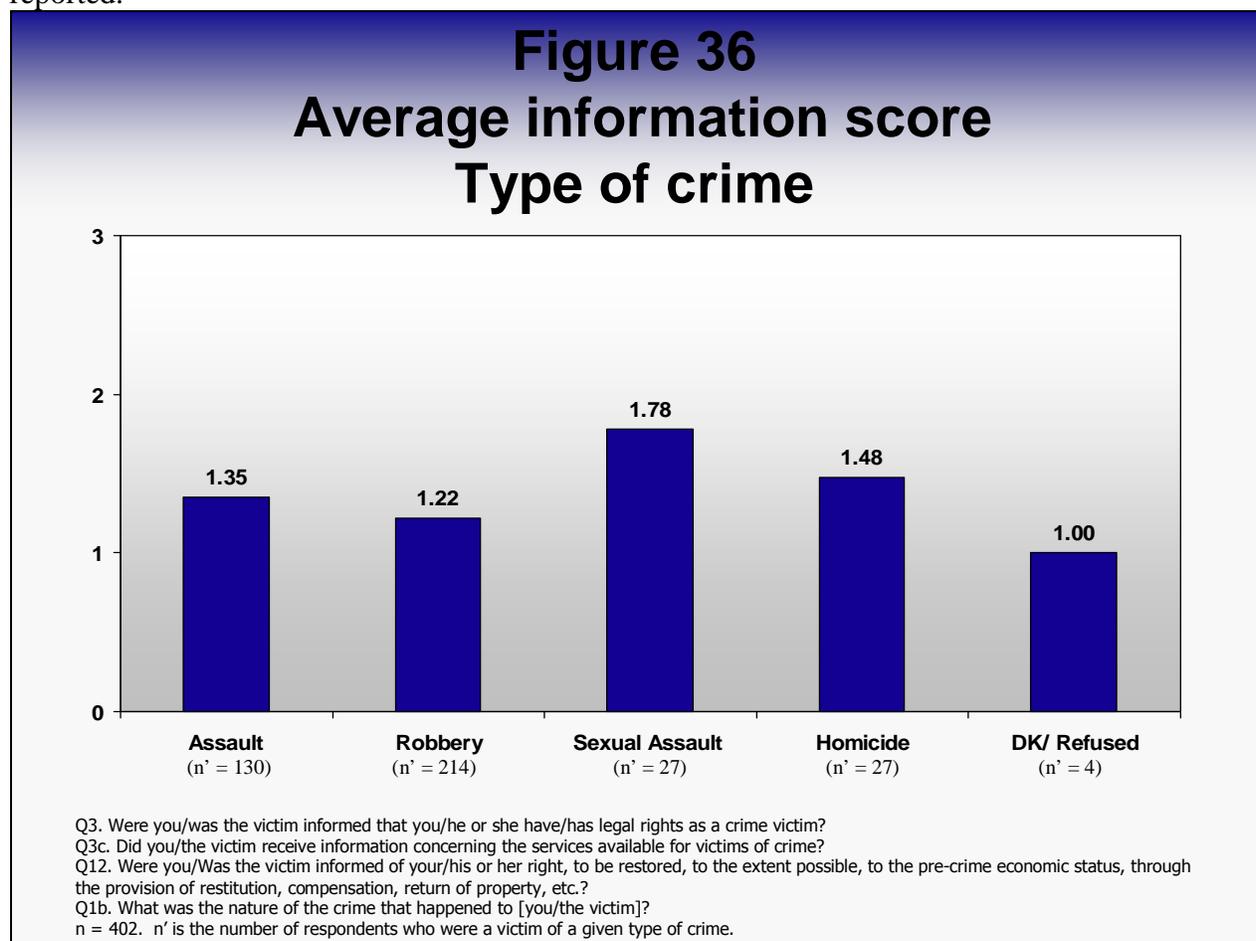
<sup>11</sup> Questions included: Q3. Were you/was the victim informed that you/he or she victim have/has legal rights as a crime victim?; Q3c. Did you/the victim receive information concerning the services available for victims of crime?; and Q12. Were you/Was the victim informed of your/his or her right, to be restored, to the extent possible, to the pre-crime economic status, through the provision of restitution, compensation, return of property, etc.?

## *Victims' Rights Information Comparisons*

The comparison slides, starting with Figure 36, show the average information score for a given group of respondents. In Figure 36 for example, we see that the average information score for victims of assault was 1.35 out of a possible 3. This means that the average number of YES responses (to the three general questions) for this group was between 1 and 2. The higher the score, the more informed the given group.

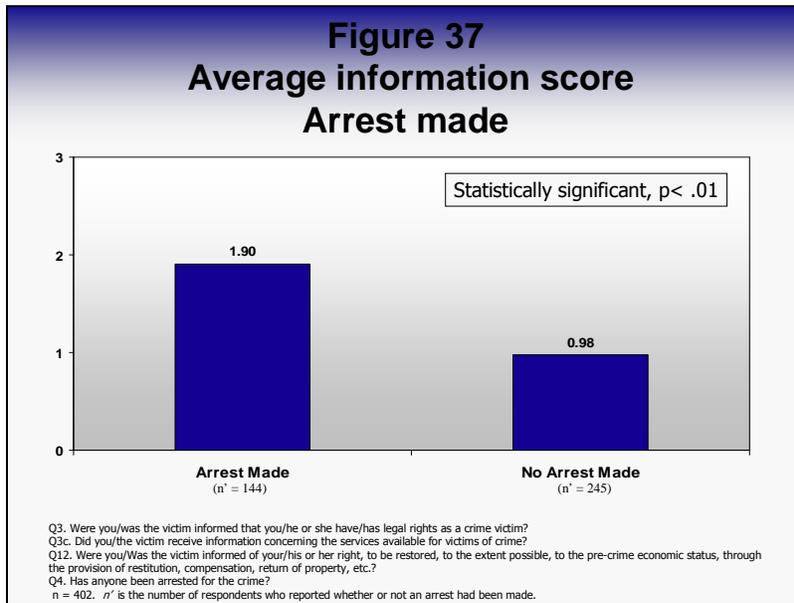
### **Average information score by type of crime**

Victims of sexual assault appeared to have been the most informed (average score = 1.78), followed by homicide victims (1.48), and victims of assault (1.35). Victims of robbery received an average score of 1.22, while those who were unsure of the type of crime or declined to say appeared to be the least informed (average score = 1.00). There were no statistically significant differences in the average information score across the different types of crime reported.



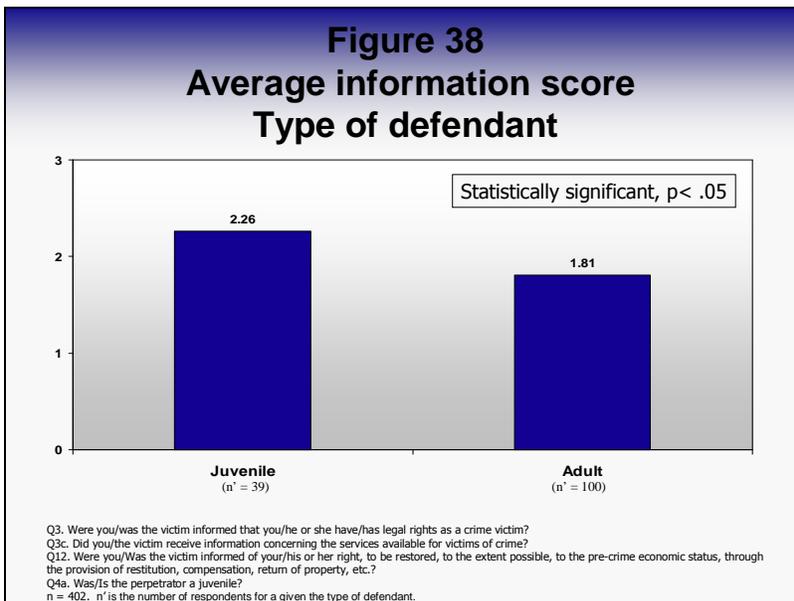
**Average information score by arrest made**

Respondents who reported that an arrest had been made were more informed than those who said an arrest had not been made (1.90 vs. 0.98, respectively). This difference was statistically significant at the 99% confidence level.<sup>12</sup>



**Average information score by type of defendant**

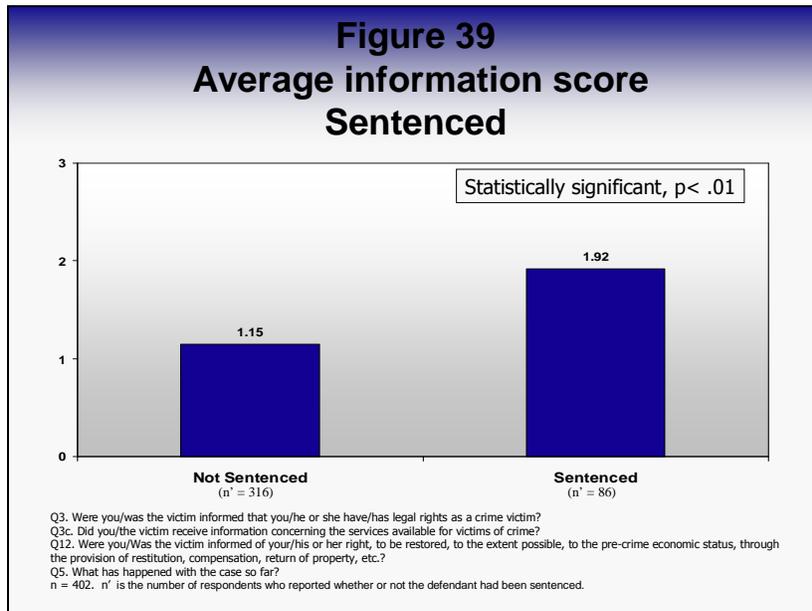
Respondents who reported that a juvenile had been arrested were more informed than those who reported that an adult had been arrested (2.26 vs. 1.81, respectively). This difference was statistically significant at the 95% confidence level.



<sup>12</sup> See Appendix C for an explanation of the significance testing conducted.

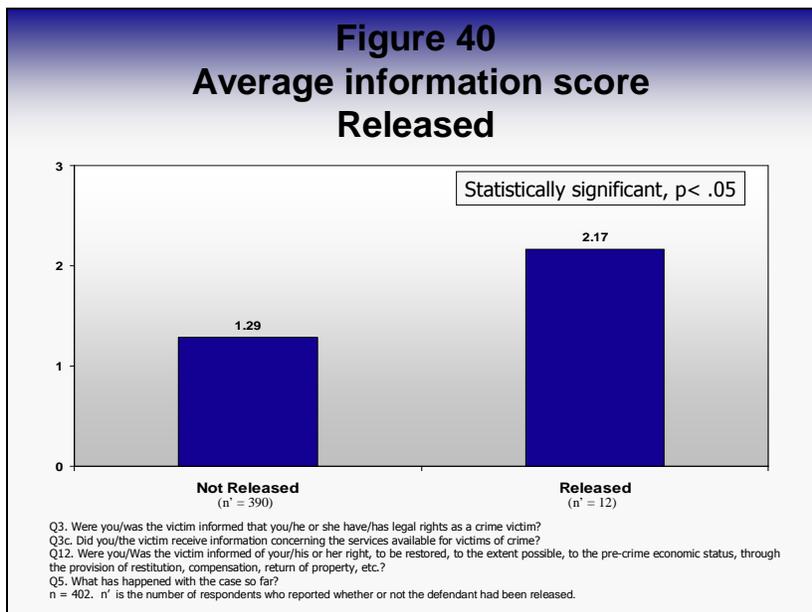
### Average information score by sentenced

Respondents who said that the defendant had been sentenced were more informed than those who said that the defendant was not sentenced (1.92 vs. 1.15, respectively). This difference was statistically significant at the 99% confidence level.



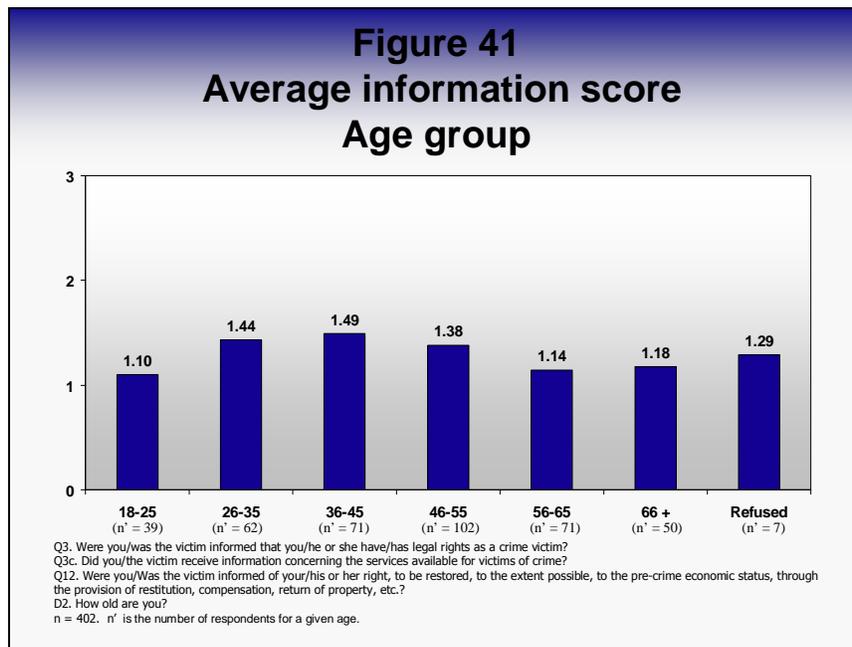
### Average information score by released

Those who said that the defendant had been released were more informed than those who said that the defendant had not been released (2.17 vs. 1.29, respectively). This difference was statistically significant at the 95% confidence level.



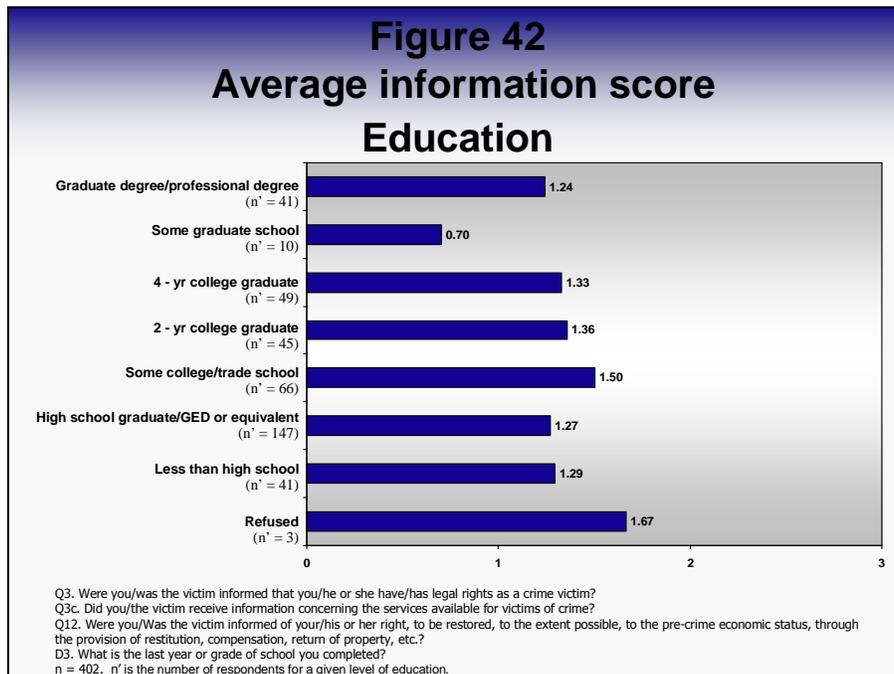
**Average information score by age group**

The reported amount of information provided to victims only varied slightly by the age of the respondent. However, there were no significant differences in the degree to which victims were informed based on their age. Average information scores ranged between 1.10 and 1.49.



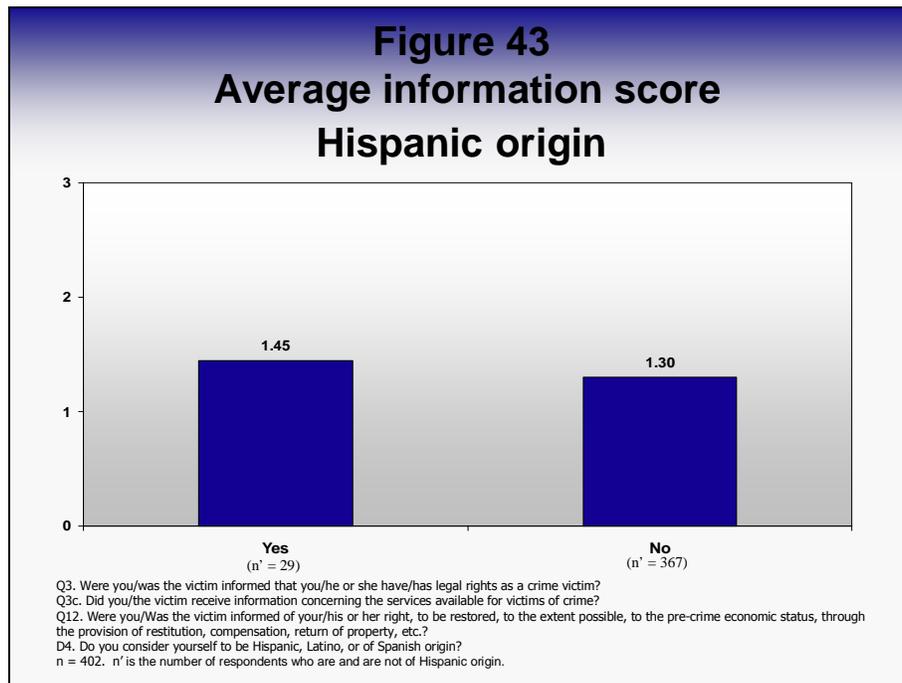
**Average information score by education**

The reported amount of information provided varied slightly by the education level of the respondent. However, there were no significant differences in the degree to which victims were informed based on their education level. Average information scores ranged between 0.70 and 1.67.



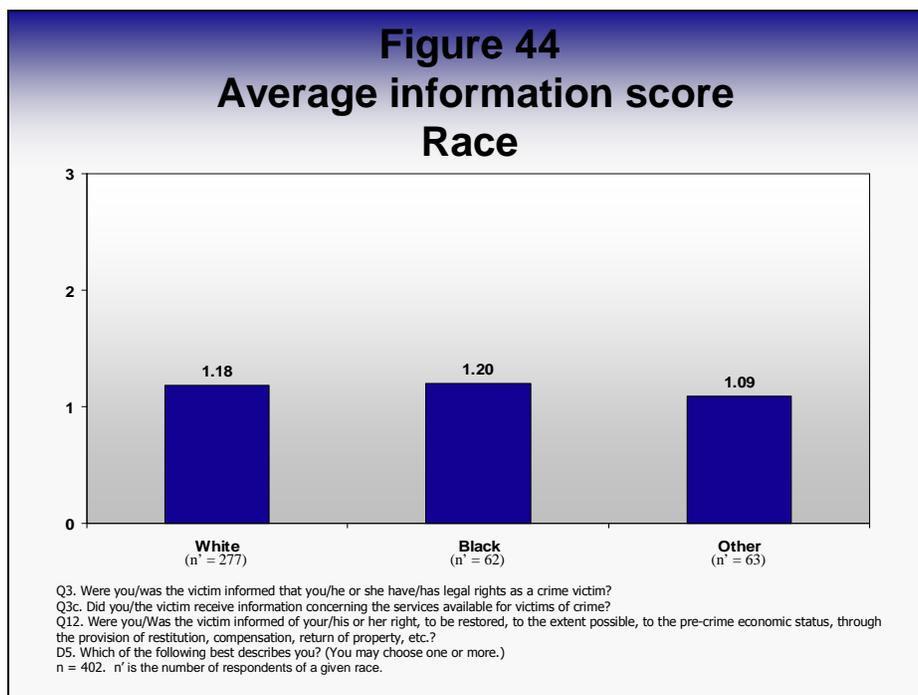
**Average information score by Hispanic origin**

The reported amount of information provided was greater for Hispanic respondents (1.45 vs. 1.30), but this difference was not statistically significant.



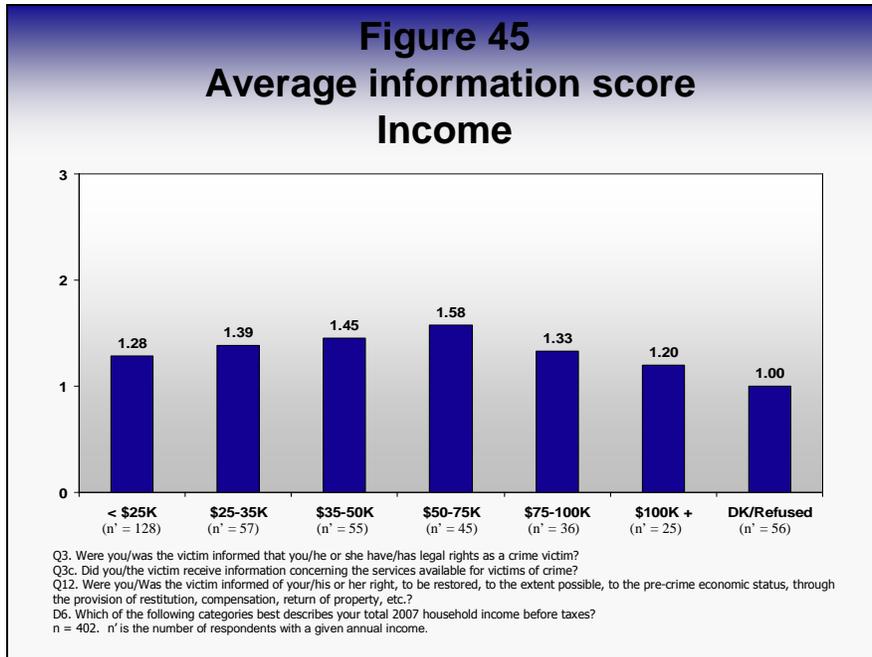
**Average information score by race**

The reported amount of information provided did not vary as a function of the respondent's race (White = 1.18, Black = 1.20, Other race = 1.09).



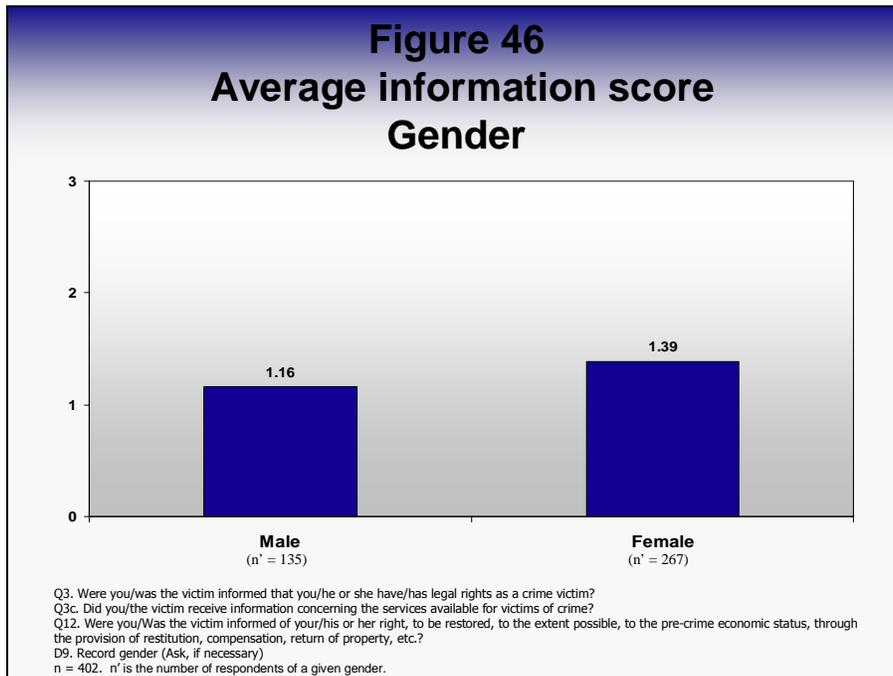
**Average information score by income**

The reported amount of information provided varied slightly by the income of the respondent. However, there were no significant differences in the degree to which victims were informed based on their level of income. Average information scores ranged between 1.00 and 1.58.



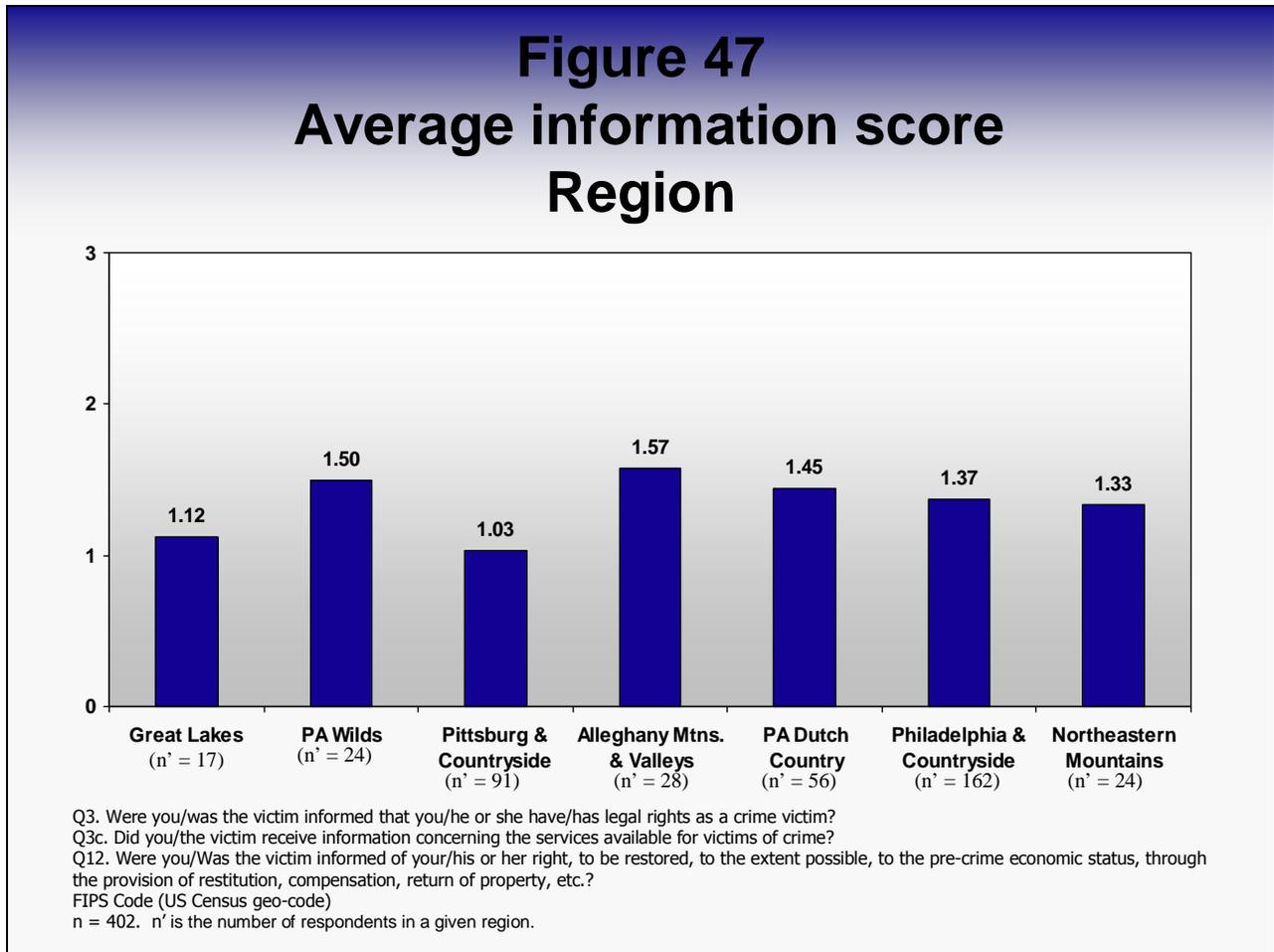
**Average information score by gender**

While it appeared that women were more informed than men (1.39 vs. 1.16 respectively), this difference was not statistically significant.



**Average information score by region**

While the average information scores ranged between 1.03 and 1.57 for different regions of the state, there were no statistically significant differences in the degree to which victims were informed based on the region in which they lived.<sup>13</sup>

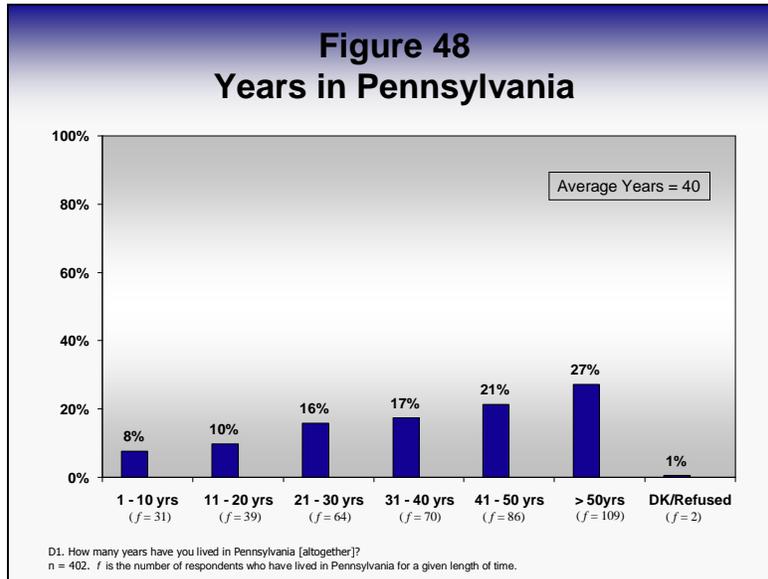


<sup>13</sup> See Appendix B for region definitions.

## **RESPONDENT DEMOGRAPHICS**

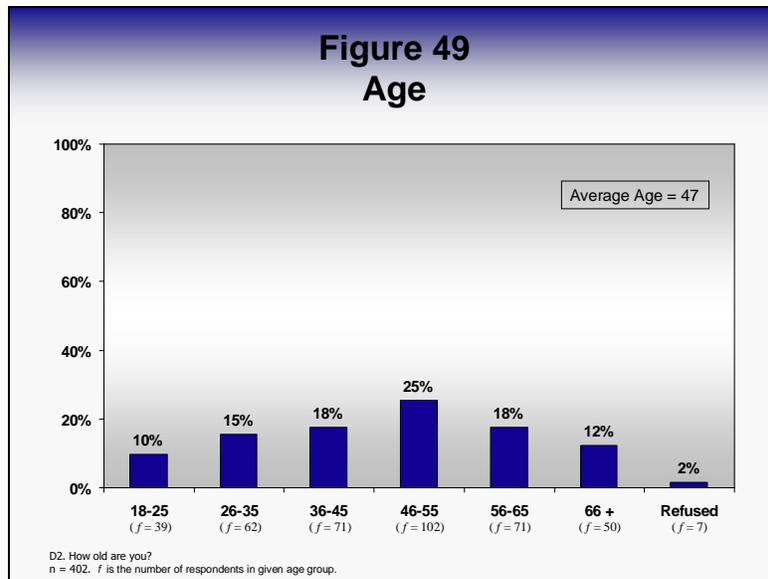
### Years in Pennsylvania

The average length of time respondents lived in Pennsylvania was 40 years. Just over one-quarter (27%) said they had lived in the state more than fifty years, followed by those who lived in the state between forty-one and fifty years (21%). Only 8% of the respondents said they had lived in the state 10 years or less.



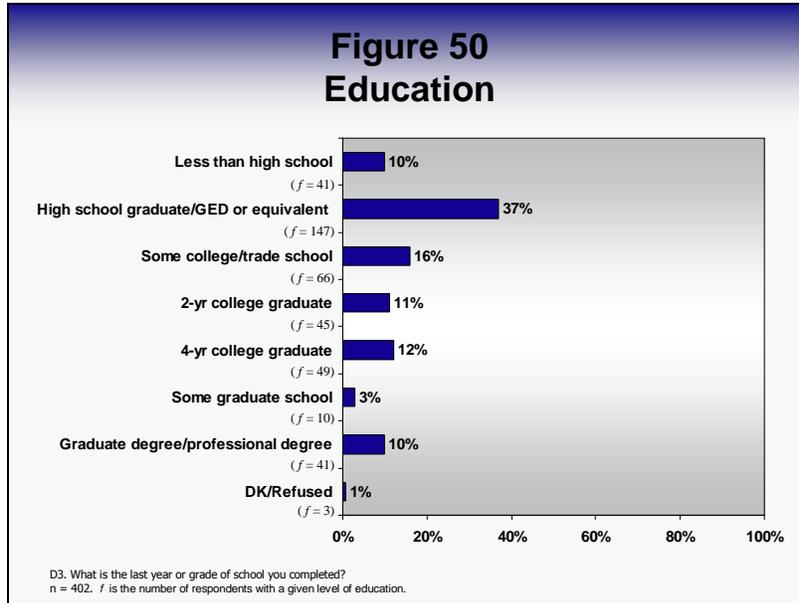
### Age

The average age of the respondents was 47 years old, with a range of 74 years (min age = 18, max age = 92). The highest proportion of respondents was in the 46 to 55 years old cohort (25%), while 10% were between the ages of 18 and 25. Only 2% of the respondents declined to give their age.



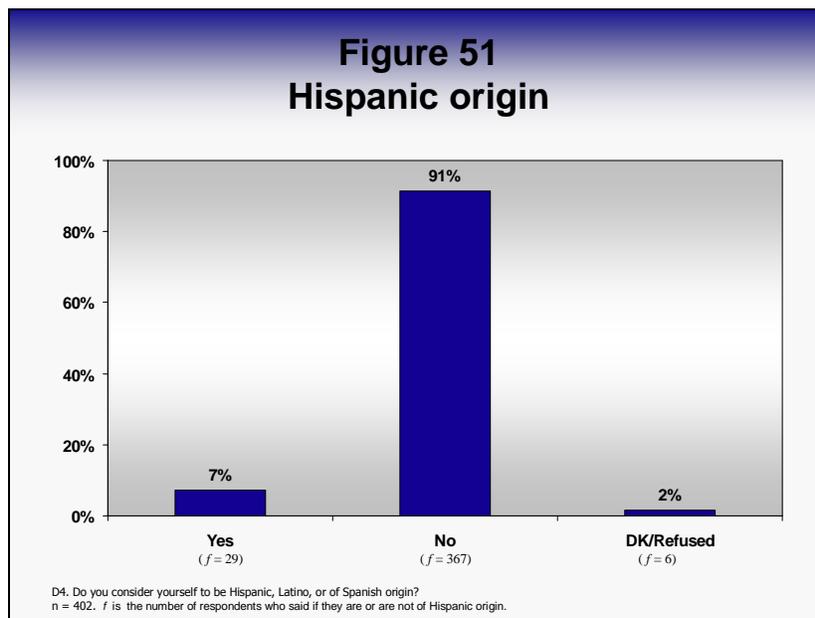
**Education**

More than a third of the respondents interviewed had a high school diploma or equivalent degree (37%). Others had attended some college or a trade school (16%), had a two year college degree (11%), a four year college degree (12%), some graduate school (3%), or a graduate degree (10%). Only 10% of the respondents did not have a high school diploma or equivalent. A very small percentage declined to answer (1%).



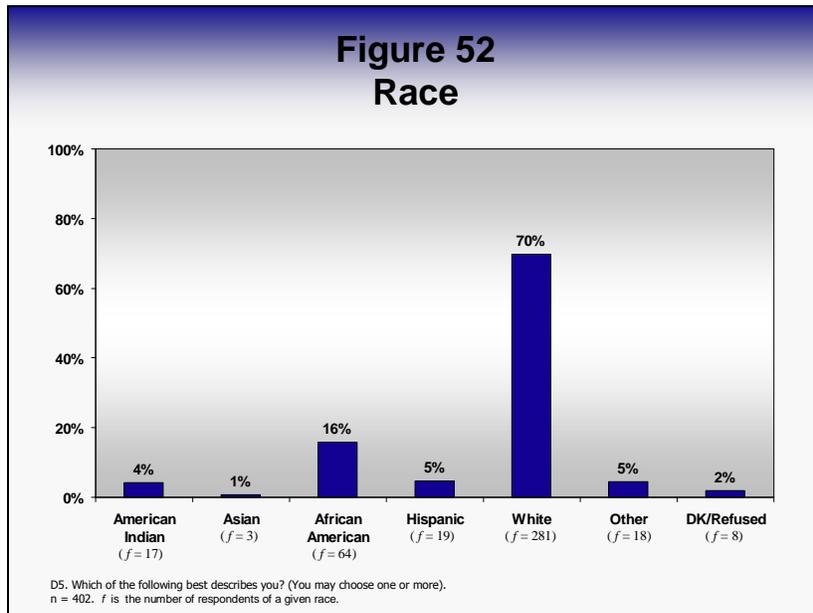
**Hispanic Origin**

Most of the respondents were not of Hispanic origin (91%). Less than one-in-ten respondents were Hispanic (7%). A small percentage was unsure or declined to answer (2%).



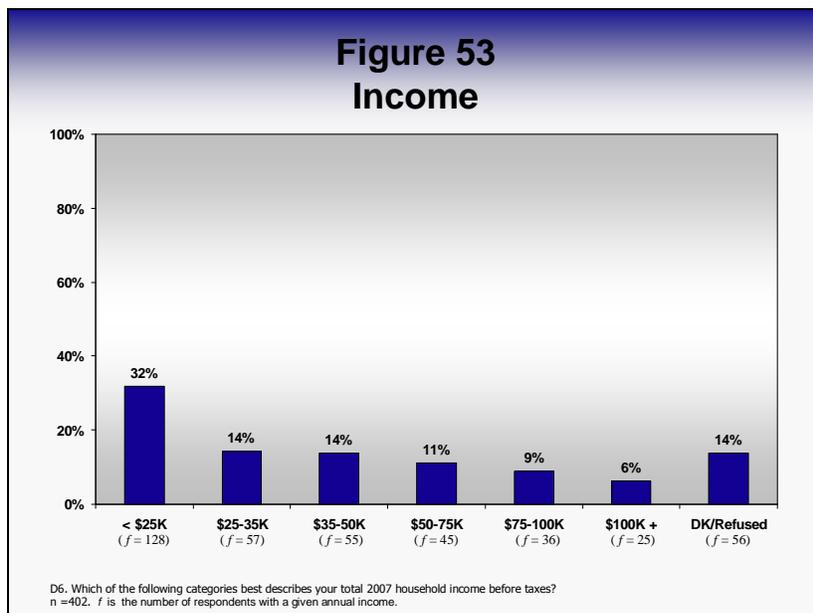
**Race**

The majority of the respondents said they were White (70%), while 16% said they were African American, 5% said they were Hispanic, 4% were American Indian, 1% were Asian, and 5% were of some other race. Only 2% declined to give their race.



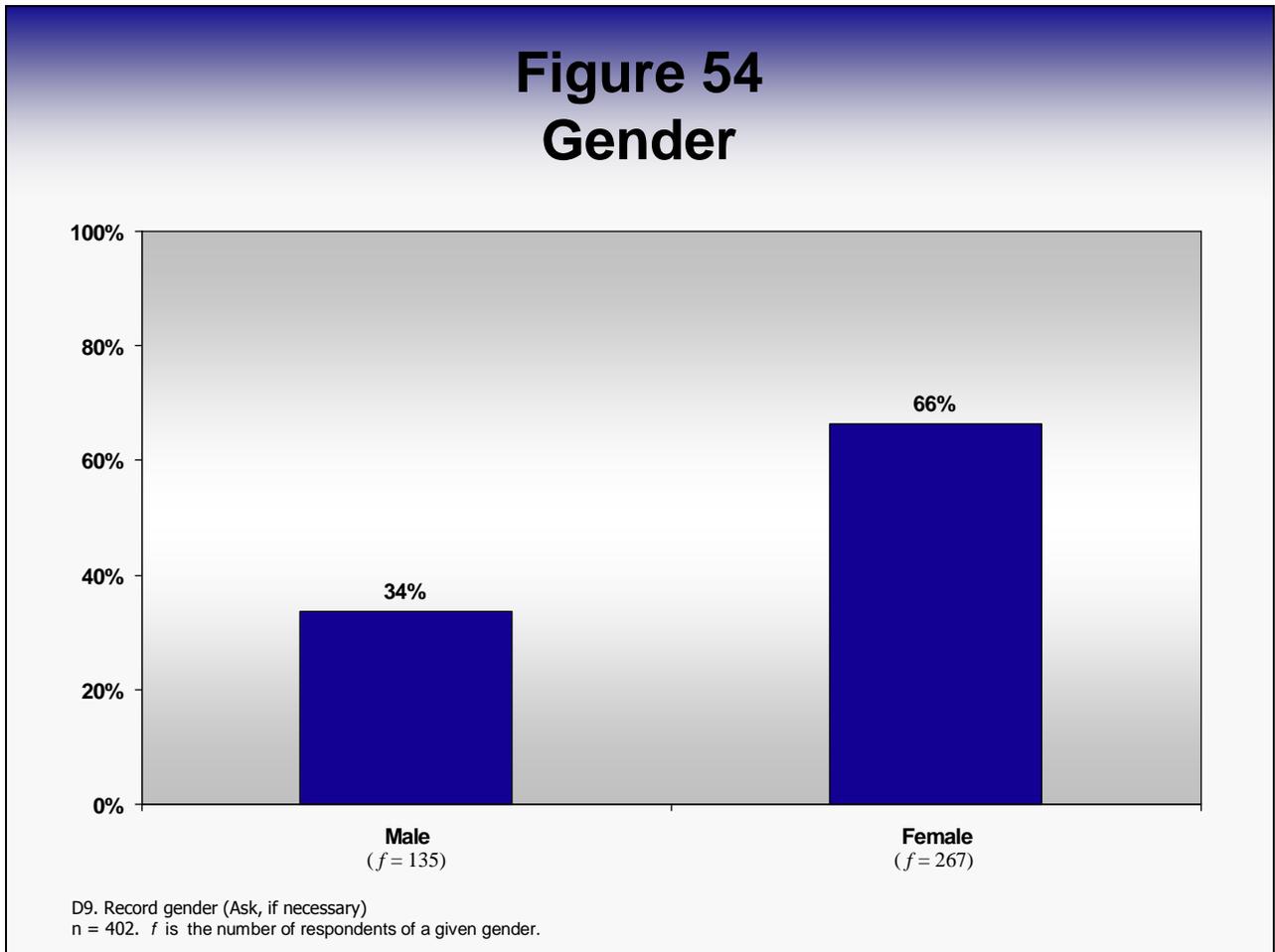
**Income**

Approximately one-third (32%) of the respondents reported that their 2007 household income was less than 25 thousand dollars. Fewer reported incomes between 25 thousand and 35 thousand dollars (14%), \$35 and \$50 thousand (14%), \$50 and \$75 thousand (11%), and \$75 and \$100 thousand (9%). A small percentage of respondents (6%) reported an income of more than \$100 thousand. Some respondents declined to state their 2007 household income (14%).



**Gender**

Just over one-third (34%) of the respondents were male, and approximately two-thirds were female (66%).



## **APPENDICES**

### ***Appendix A: Questions 3a and 3d 'other' responses***

The following provides a sample of "other" responses offered by respondents for questions 3a and 3d.

#### **Question 3a:** Who informed you of your legal rights as a victim of crime?

Publications (books, pamphlets, letters)  
Children and youth (department/office)  
Foster program  
Family/Friend  
Hospital  
Principal  
"Safe Net"  
Witness

#### **Question 3d:** Who provided [you/the victim] with information concerning the services available for victims of crime?

Children and youth (department/office)  
Community hospital in PA  
Seminar  
Human resources  
Publications (books, pamphlets, letters)  
People in the school board  
"Safe Haven"  
"Safe Net"

***Appendix B: Pennsylvania Regions<sup>14</sup>***

**Great Lakes**

Erie, PA  
Crawford, PA  
Mercer, PA  
Venango, PA

**PA Wilds**

Warren, PA  
Clarion, PA  
Jefferson PA  
McKean PA  
Elk, PA  
Potter, PA  
Clinton, PA  
Centre, PA  
Tioga, PA  
Lycoming, PA  
Clearfield, PA

**Pittsburgh and countryside**

Lawrence, PA  
Beaver, PA  
Butler, PA  
Armstrong, PA  
Allegheny, PA  
Indiana, PA  
Washington, PA  
Greene, PA  
Somerset, PA  
Westmoreland, PA  
Fayette, PA

**Northeastern Mountains**

Bradford, PA  
Lackawanna, PA  
Monroe, PA  
Luzerne, PA  
Wayne, PA  
Carbon, PA

**Allegheny Mountains and valleys**

Cambria, PA  
Blair, PA  
Huntingdon, PA  
Mifflin, PA  
Juniata, PA  
Bedford, PA  
Snyder, PA  
Northumberland, PA  
Columbia, PA  
Schuylkill, PA  
Montour, PA

**PA Dutch Country**

Franklin, PA  
Adams PA  
York, PA  
Lancaster, PA  
Cumberland, PA  
Perry, PA  
Dauphin, PA  
Lebanon, PA

**Philadelphia and countryside**

Northampton, PA  
Berks, PA  
Montgomery, PA  
Chester, PA  
Delaware, PA  
Philadelphia, PA  
Lehigh, PA  
Bucks, PA

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<sup>14</sup> Source: "Pennsylvania Map," Pennsylvania Visitors Network, Retrieved November 18, 2008  
<<http://www.pavisnet.com/pastatemap/>>

## ***Appendix C: Statistical Interpretation Primer***

*Abt SRBI is providing this statistical interpretation primer in response to a request by the Coalition of PA Crime Victim Organization during the 2008 Pennsylvania Crime Victim's Rights Survey results presentation meeting held on December 8, 2008. For more information, readers are directed to topical published sources.*

### **Confidence Level and Interval Explanation**

The confidence level for a given statistic is associated with the probability that the observed sample value is indicative of the true population value. It is based on the error associated with the sample estimate. In other words, as the sample size increases the error associated with estimates from the sample decreases and confidence in the estimates increase. A confidence interval (CI) is constructed by adding and subtracting a given number of standard errors (SE) from the sample value. A 95% confidence interval is defined as  $\pm 1.96(SE)$ . So the 95% CI for a sample value of, say, 5 with an SE of 1 would have an approximate range between 3 and 7. The most common interpretation for such an interval would be that we are 95% confident that the true population value is between 3 and 7. Or to state this concept more accurately, if we were to draw an infinite number of like samples from the population, on average, 95 times out of 100 the sample estimate would be between 3 and 7.

In the current survey, the standard error associated with an overall sample of 400 completes is 2.5 percentage points. This means that we can be 95% confident that the point estimates for the overall sample will be within 4.9 percentage points ( $1.96 \times 2.5$ ) of the true population value.<sup>15</sup> Thus if 85% of the sample said "yes" to a specific question, we would be 95% confident that the true value in the population of PA crime victims is between 80.1 and 89.9 percent. This confidence level may only be applied to point estimates generated from the entire sample of 400 completed interviews. Point estimates among subgroups of the population will have higher standard errors and thus larger confidence intervals. A table containing estimates of the sampling error at the 95% confidence level for various sample sizes and population proportions can be seen in Appendix D, Table 3.

Calculations of standard errors associated with the comparison of point estimates across two subgroups are based on the standard error of each estimate and thus more complex. The error estimates in Appendix D, Table 3 may not be applied to these cases, regardless of the sample size. Comparisons that had statistically significant differences were noted on each slide. Appendix D, Table 4 contains estimates of the pooled sampling error at the 95% confidence level for various sample sizes. An important rule of thumb when looking at such comparisons is that the confidence intervals for statistically significant differences will not contain a value of zero, and thus all values within the interval will be of the same sign (i.e., positive or negative). Non-significant differences will have confidence intervals that contain zero, and in many cases both positive and negative values. In such cases it is important to refrain from interpreting the observed difference as an increase or decrease.

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<sup>15</sup> This estimate of the standard error assumes a population value of 50%. As the true population value moves away from 50% in either direction, the associated standard error will decrease.

## ***Appendix D: Methods Report***

# **Methods Report**

## **Background**

The mission of Coalition of Pennsylvania Crime Victims' Organization (COPCVO) is "to advocate for the rights and interests of crime victims and to promote the delivery of a full range of quality victim services in the Commonwealth of Pennsylvania."<sup>16</sup> To this end, Abt SRBI was commissioned by COPCVO to conduct the 2008 Pennsylvania Crime Victims' Rights Survey. The 2008 Pennsylvania Crime Victims' Rights Survey was designed to ascertain the extent to which the Pennsylvania Crime Victims Act is being adhered to by those in the criminal justice system who are required to provide victims with their rights.<sup>17</sup> This report outlines the study methodology for the 2008 Pennsylvania Crime Victims' Rights Survey.

## **Method Summary**

The 2008 Pennsylvania Crime Victims' Rights Survey employed a statewide telephone survey. The telephone survey was administered to a randomly selected sample of residents age 18 or older who were victims of a major crime in Pennsylvania within the past three years. If the crime victim was not available (i.e., the victim of homicide, or incapacitated, etc.) or under age, the survey was conducted with an adult in the household familiar with the crime. The survey was conducted between September 18, 2008 and October 29, 2008. There were a total of 402 completed interviews with victims who reported the crime to the police.<sup>18</sup>

## **Survey Questions**

There were a total of 42 questions included in the survey. However, some questions were based on previous responses; therefore, some respondents may not have been asked all questions. The average time to complete an interview was approximately 6.31 minutes. Survey questions were designed to measure type of crime, whether the victim was informed of specific rights, whether the victim received specific services, general opinions on media coverage of crime, and general demographics.

## **Sampling Protocol**

The proposal design called for developing a sample of crime victims who reported the crime. The purpose of conducting a sample survey is to be able to make inferences about the entire population from which it was drawn, not only about those who participate in the study. In order to do this, probability sampling is utilized. Probability sampling is defined as a sample for which "every element in the population has a known, nonzero probability of being included in the sample."<sup>19</sup> This is in contrast to a non-probability sample within which the probability of selection is not known and therefore population parameters cannot be estimated with any confidence. Fundamentally, the entire survey research enterprise relies on the sampling method

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<sup>16</sup> From the COPCVO web site: <http://www.copcvo.org/> (Visited 11/14/08)

<sup>17</sup> Pennsylvania Statutes Title 18. Crimes And Offenses Chapter 2. Crime Victims Act Chapter 2. Crime Victims Subchapter A. Bill Of Rights 18 P.S. § 11.201 (2002)

<sup>18</sup> The survey also included a sub-survey of victims who did not report the crime. There were 75 interviews with victims who did not report the crime. These interviews are not included in this analysis.

<sup>19</sup> Levy, P. S. and S. Lemeshow. 1999. *Sampling of Populations: Methods and Applications*. 3rd ed. New York: Wiley.

used to draw conclusions about the population, because at the end of a study, one is more interested in what all people in the target population think, not only the people who were actually contacted and interviewed.

Probability samples of households with telephones are typically generated using a random digit dial (RDD) method. In a RDD sample, a listing is constructed of all one hundred block numbers-the first 8 digits of a 10 digit phone number (for example: 202-571-12XX) to which residential numbers are assigned. (Business numbers are generally segregated in different banks.) A random sample of these hundred blocks is drawn. This constitutes the first stage in the probability sample. The second stage involves creating the full ten digit telephone number by adding two randomly generated digits to the end of the hundred block prefix. RDD produces a probability sample because by including all residential hundreds blocks within a given area, each number has an equal chance of being selected.

The survey samples were based on a modified stratified random digit dialing method, using an area probability/RDD sample rather than a single-stage/RDD sample. There are several important advantages to using an area probability base: (1) it draws the sample proportionate to the geographic distribution of the target population rather than the geographic distribution of telephone households, which is vital to constructing unbiased population estimates from telephone surveys; and (2) it allows greater geographic stratification of the sample to control for known geographic differences in non-response rates. Moreover, the precision of sample estimates is generally improved by stratification.<sup>20</sup>

### ***Screening to Determine Household Eligibility***

The sample construction process yielded a population-based, random digit dialing sample of telephone numbers. The systematic dialing of those numbers to obtain a residential contact yielded a random sample of telephone households. The next step was to select eligible households within the total sample of working numbers.

An adult respondent at each number drawn into the sampling frame was asked about the composition of the household. Telephone numbers that yielded non-residential contacts such as businesses, churches, and college dormitories, were screened out. Only households, i.e., residences in which any number of related individuals or no more than five unrelated persons living together, were eligible for inclusion in the sample. This minimal screening was used only to ascertain that the sample of telephone numbers reached by interviewers was residential households.

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<sup>20</sup> For further discussion regarding the generalizability of statistics based on RDD samples, please see the sections entitled Estimating Statistical Significance and the Precision of Sampling.

### ***Within Household Selection***

The multi-stage sampling process described in the previous sections yielded a random state-wide sample of households with telephones, drawn proportionate to the population distribution. The final stage required the selection of one respondent per eligible household for the interview.

A systematic selection procedure was used to select one eligible respondent for each household sampled. First, the total number adults (defined as age 18+) and children (age 17 or younger) in the household was ascertained from a household informant. Then household eligibility was obtained by asking the informant if anyone in the household was a victim of a serious crime in Pennsylvania in the past year. This was followed by a question to ascertain whether the crime was reported to the police. If there was only one eligible adult in the household that individual was the designated respondent.

The "most recent/next birthday method" was used for within household selection among multiple eligible households. The most recent/next birthday procedure has been widely used for over two decades because it permits unbiased systematic selection without requiring full household enumeration.<sup>21</sup>

### **Response Rates**

Response rates are a critical issue in any sample survey because they may indicate a serious source of non-sampling error. Although the initial sample is drawn according to systematic and unbiased procedures, the achieved sample is determined by the proportion of the drawn sample who agree to participate. To the extent that those who agree to participate are different from those who decline to participate, the achieved sample will differ from the population it represents. In order to minimize such bias, surveys attempt to achieve the highest response rate possible -- given the tradeoffs between survey objective, level of effort and timing.

There are a number of factors under the control of the contractor that can affect response rates. Contact procedures and introductions determine the ability to reach the designated respondent and capture his/her interest. Questionnaire layout and wording improves survey flow and limits terminations. Interviewer quality and training improves the interpersonal interaction needed to achieve and maintain cooperation throughout the interview. These factors may differ from firm to firm but remain fairly constant from survey to survey within a firm.

### ***Maximizing Response Rates***

Maximizing response rates begins with expert handling of sample release and careful monitoring throughout the field period. Maximizing response rates is also contingent on employing interviewers who are fully trained in the procedures used in the phone center as well as the procedures used for each specific study. Training is followed by close supervision to guarantee that all procedures are followed. These steps help to ensure quality control over the collection of survey data. In order to attain the highest possible response rate, an interviewing strategy with the following major components was followed:

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<sup>21</sup> Salmon, C. and Nichols, J. The Next-Birthday Method of Respondent Selection, *Public Opinion Quarterly*, 1983, Vol. 47, pp. 270-276.

- 1) Careful development and refinement of the initial contact script. Most refusals occur within the first minute of contact. The first two or three sentences in the survey introduction may have a dramatic effect on response rate. These included:
  - a) Explaining that the information was being sought by the federal government;
  - b) Explaining the social utility (not in those words) of the survey;
  - c) Explaining why we need the information and how it will be used;
  - d) Assuring that they would not have to answer any questions they didn't want to answer.
  - e) Assuring information provided and participation or non-participation is confidential, and where appropriate, does not affect current or future benefits.
- 2) Assignment of all cases to a group of thoroughly trained and experienced interviewers, highly motivated and carefully monitored and controlled by Abt SRBI's field staff.
- 3) Special training for all interviewers on how to overcome initial reluctance, lack of interest or hostility during the contact phase of the interview.
- 4) A protracted field period, permitting us to eventually interview respondents who are temporarily unavailable, as well as providing time to overcome the resistance of passive refusals and convert active refusals and terminations.
- 5) A three-call (initial attempt and 2 callbacks) contact strategy, conducted according to an algorithm designed for maximum probability of contact.
- 6) An additional 3 calls once a case is reached, until the case reaches final disposition, or the field period ends.
- 7) The maintenance and regular review of field outcome data in a sample reporting file, derived from both the sample control and CATI files, so that patterns and problems in both response rate and production rates can be detected and analyzed.
- 8) Weekly meetings of the interviewing and field supervisory staff with the study management staff to discuss problems with contact and interviewing procedures and to share methods of successful persuasion and conversion.

### ***Interviewer Training and Survey Administration to Maximize Response Rates***

As mentioned earlier, an important aspect of maximizing response rates is the quality of the interviewer and the survey administration. Abt SRBI uses only highly qualified interviewers who are fully trained. General background training of interviewers, regardless of the specific project, includes:

- An understanding of telephone sampling procedures and the importance of rigorous adherence to sampling procedures in the field;

- An understanding of respondent selection procedures and the importance of following these procedures rigorously;
- The role of the interviewer in the survey process;
- Recommended methods for contacting potential respondents and procedures for setting appointments;
- Effective methods for gaining initial agreement to be interviewed;
- Methods for overcoming initial reluctance to schedule or agree to be interviewed;
- Interviewer behavior in the interview setting – how to be courteous, neutral and non-intrusive;
- How to avoid biasing responses by verbal and non-verbal cues;
- How to ask and record closed-ended questions;
- How to probe and record open-ended questions;
- How to control irrelevancies and digressions without offending the respondent;
- How to reassure respondents about the confidentiality of the information collected and the anonymity of survey respondents; and
- General recording conventions.

Specific training related to this study included:

- Purpose of the study and importance to the client;
- Question-by-question specifications with particular attention paid to interviewer instructions;
- Review of the study procedures for contact, selection, and administration of the instrument and recording the responses correctly; and
- Practice interviews in the presence of the trainer.

Once interviewing begins, maximizing the response rate depends on the interviewers' ability to develop rapport with the respondent and the accurate identification and documentation of refusals and terminations to record what happened and why it happened. This type of documentation assists in future refusal conversion efforts. For example, many surveys fail to differentiate between refusal by the designated respondent and refusal by a third party, or refusal prior to the specification of who is the designated respondent. These latter types of refusals are a refusal to screen, rather than a refusal to interview. This difference may have a significant effect on the likelihood of eventual conversion, as well as the most appropriate approach to refusal conversion.

*Interview Termination*

Occasionally interviews were broken off in the middle. A "terminated" interview was one in which the respondent began answering questions, but then decided that he or she would not finish the interview. (A refusal occurred when the targeted respondent declined to answer even the first survey question.) There were also "callback to completes" when something unexpected came up and the respondent said he or she would finish the interview at another time. Moreover, there were times when the calls were cut off.

Depending on how the call was terminated (i.e., by respondent, technical difficulties, request for a scheduled callback, etc.) the respondent is recontacted in the appropriate and/or requested manner. Upon callback the interview resumes where it stopped at termination.

*Refusals*

Some respondents declined to answer even the first survey question and were thus, classified as "refusals." When a refusal occurred, interviewers asked the respondent why he/she declined to be interviewed and recorded the response in the notes associated with the respondent. Interviewers make very careful notes to document the reason for refusal, if given; the exact point of refusal; whether the refusal was given by a woman or a man; and any other comments that clarify the reason for non-interview.

This level of detail provides a systematic record of the exact point in the interview that the refusal or termination occurred; the circumstances and reasons, if given, for the refusal or break off; and the position of the person (i.e., intended respondent, parent of respondent, gatekeeper, etc.) refusing/terminating, if known. The non-interview record can also provide the qualitative information necessary to identify the source of problems with the survey instrument or procedures, as well as suggest possible strategies for both reducing future refusals and converting current refusals. This may involve modifying the introduction, since most refusals occur within the first 30 seconds, while the interviewer is introducing the study. It may lead to interviewer scripts for better handling of the most common types of respondent questions or concerns that emerge from a review of the early refusals. It also guides the refusal and termination conversion scripts that may be used in the study.

*Termination/Refusal Conversion*

The actual process of converting terminations and refusals, once they have occurred, involves several steps. First, there is a diagnostic period, when refusals and terminations are reported on a daily basis and reviewed daily to see if anything unusual is occurring. Second, after enough time has passed to see a large enough sample of refusals and terminations, a refusal conversion script is developed. Third, the refusal conversion effort is fielded with re-interview attempts scheduled about a week after the initial refusal. (Conversions of interviews that are more than half complete would not be delayed this long.) Fourth, the outcomes of the refusal conversion efforts are reviewed on a daily basis. Revisions of the script or the procedures are made if indicated by the ongoing results of the conversion effort.

Refusal conversion efforts are usually undertaken by more experienced, senior interviewers. Prior to beginning refusal conversion, they review the reason for refusal or termination with the Operations Manager and discuss general strategy. They then begin re-contacting the refusals and terminations, approximately one week after the initial refusal. The

delay permits time for the respondent to distance himself/herself from the original refusal. Also, it allows time for personal situations to change – family situation, work schedules, etc. – in case these contributed to the refusal.

## **Data Preparation**

All studies should begin with a thorough review of the study objectives, design and methodology. Most researchers recognize that carefully defining the problem to be investigated, preparing a rigorous research design, constructing a meaningful questionnaire and drawing an appropriate sample are essential tasks which merit a great deal of care. However, many researchers devote too little attention to the editing, coding and processing of the raw data collected by the interviewers during the field period of the survey. This tendency is unfortunate, because no matter how thorough the research design, how meaningful the questionnaire and how rich the responses collected by the interviewers in the field, the real success of any survey is ultimately dependent on how accurately the respondent's answers to the questions posed are captured during the interview and translated to a computer readable form from which the final tabulations are generated.

At each stage in the data collection, editing, coding and processing effort, the potential for substantial non-sampling error may enter the research process. If not carefully controlled, this form of error may overwhelm the most heroic efforts to minimize sampling error. We feel that even the best questionnaire and most sensitive interviewing can be rendered meaningless by the less than meticulous handling of the data during the editing and coding process. Hence, Abt SRBI takes great pains to minimize this sort of error by designing the data recording and processing as carefully as the sample design and data collection procedure.

Although the 2008 Pennsylvania Crime Victims' Rights Survey was conducted on Abt SRBI's CATI system on which data are effectively key-entered by interviewers and translated immediately to computer readable form, data were scrutinized at several points in the research process. Initially, each data element obtained in response to a closed-ended query was checked as it was recorded/key entered to ensure that it conformed both to acceptable range requirements imposed on the item and that it was consistent with related items. Secondly, responses to open-ended items were recorded directly into the CATI data file into specific fields set up for the open-ended data. The open-ended replies were subsequently coded and key-entered into the CATI database and edited on-line to ensure that the data conformed to existing case requirements (i.e., a punch exists indicating that the query to the open-ended item had been recorded).

Lastly, because the CATI -database management and on-line edit feature were software-driven, the amount of on-line editing that could be accomplished, although quite substantial, was also finite. A final machine edit was performed on the database. This data edit incorporated the specifications for on-line editing employed during the actual data collection as well as all additional edit and consistency checks required to ensure the final database emerges in a pristine form.

When errors were detected they were resolved by visual inspection of the total CATI record for the case and any verbatim responses on paper. Corrections to the database were made on-line so that any alteration of the database that generated an inconsistency with extant data or was out of range was identified immediately. Reevaluation of the just initialed change ensued and the database was corrected as appropriate. Before being pronounced as final, the entire database was again subjected to a comprehensive machine edit. The details of Abt SRBI's editing, coding, and data processing procedures are outlined in the following pages.

### *Entering Responses*

Each question in the interview was shown on the screen one at a time. Interviewers saw the question to be asked and the response categories that could be entered. The bottom of the screen told them if the question was a multi-response question (i.e., more than one response could be entered) or not. If it was a single response question, the computer moved to the next question as soon as the interviewer entered and verified a response. If the interviewer hit the wrong key, the computer allowed him/her to back up to the previous screen. The interviewer could correct the error by entering the valid code.

If more than one response needed to be changed after several subsequent questions had been answered, a line supervisor was called immediately so that the interview could be taken back to the appropriate point. However, if only one remote item was affected, interviewers took note of this response so it could be corrected after completion of the interview.

Most survey questions had pre-coded response categories on the screen. In some cases, interviewers read the categories to the survey respondent and he or she selected one of them. Interviewers then entered the code corresponding to the category selected by the respondent.

In other cases, interviewers were not supposed to read the response categories. For these questions, they had pre-coded categories on the screen that represented the most likely responses to the question. The interviewer entered the code(s) that most nearly corresponded to the respondent's answer. For other questions, interviewers entered a numerical response on their own, such as the number of follow-up calls a respondent received.

### *Open-Ended Questions and Responses*

The survey included several open-ended questions. In addition, there were "Other (SPECIFY)" response categories for several closed-ended questions. For open-ended questions and "Other (SPECIFY)" responses, interviewers recorded the respondent's answer, verbatim, on Study Action Forms (SAFs) during the interview. Because most interviewers can write faster than they can type, this prevented the interview from being delayed while the response was typed into the system.

Each open-ended question required proper probing to ensure that the respondent's answer was complete and provided all of the necessary information for accurate coding. When the interviewer had fully probed the response and was satisfied that he/she had obtained all of the necessary information, the interviewer entered the verification code for the question into the CATI system, which then advanced to the next question.

The same verbatim entry was made when the respondent's answer did not fit within any of the pre-assigned categories. There was an "Other - Specify" category for these questions. Interviewers entered the code for "Other" into the computer, and then recorded the verbatim response.

At the completion of the interview, the CATI system automatically brought up the verification code for each open-ended answer recorded. The responses recorded on the hard copy SAF were then entered by the interviewer into the CATI program.

## *Editing Responses*

Interviewers were required to edit their questionnaires immediately upon completion of the interview, while it was still fresh in their minds. Following the interviewer edit, a second edit was performed by the coding staff. Both edits emphasized completeness and comprehensibility.

### *Completeness*

The interviewers made it a standard practice to edit completed surveys immediately upon completion of the interview. A respondent may have recalled an event germane to the interviewer's question and reported it only after his or her initial item response was recorded and several additional items were posed and answered. As a means of quality control over CATI data collection activities, interviewers were not permitted access to the survey data collected more than one item back. To do so required the intervention of a line supervisor. If the respondent's change of mind required a portion of the already administered survey to be performed again, the line supervisor was called over immediately and the interview schedule was backed up to the appropriate point. If the impact of the respondent's change of mind was circumscribed, affecting only one remote item, the interviewer noted this response and the line supervisor was then free to correct the survey after completion of the interview. If the impact of the respondent's change of response was immediate (i.e., the last question) the interviewer simply went back to the item and recorded the proper response.

### *Comprehensibility*

At times, interviewers recorded responses that seemed perfectly comprehensible to them, but were not clear or understandable to someone who was not present during the interview. Thus, the project director stressed the need to make sure that appropriate contextual material was included in entering verbatim answers, and that all answers be checked after the interview for comprehensibility.

### *Consistency*

To the extent that certain types of consistency were critical to the success of the survey, those consistencies were established as part of the interview criteria. The interviewer was sensitive for serious inconsistencies during the course of the interview and probed appropriately to resolve them. The CATI program displayed the answers to earlier questions to assist in the identification of inconsistencies, and automatically identified inconsistencies. To handle these problems, the CATI program had a "comments" procedure so that interviewers could enter their comments on a particular question or interview when this helped to clarify an inconsistency or problem. These comments could be entered at any time during the interview by simply hitting the "Esc" key to open the comments window.

Particular care was devoted to editing open-ended questions. The responses to open-ended questions were typically recorded verbatim. To the extent possible, interviewers included the full statement including articles, prepositions and punctuation. Paraphrasing was not permitted in recording verbatim answers, but certain abbreviations were permitted.

The editors reviewed a printed transcript from the open-ended recording field. Special care was taken in editing open-ended questions for completeness, legibility and comprehensibility. Editors reviewed the transcripts between shifts so that if questions arose, the interview was less than one day old in the interviewer's mind.

## ***Coding***

After the survey data was thoroughly edited, all open-ended questions underwent coding. Coding is the technical procedure by which raw data are assigned to categories. These categories are numbers which can be recorded in a computer data file, then tabulated and counted through automatic data processing.

Once the coding scheme was determined, each questionnaire was coded. The coder compared the verbatim answers to the response category codes and decided which category (code) best captured the essence of the raw data (response). Every effort was made by the contractor to make certain that the coder's judgment was faithful to the respondent's original meaning, as well as, responsive to those who are called upon to interpret those findings. The contractor has a large full-time coding staff which includes a Coding Supervisor and several senior coders. All questionnaires were manually coded by this group, under the direct supervision of the senior project staff. The coding staff was experienced in a broad range of standardized codes, but specialized training was employed for this coding assignment.

Training of coders took place after the Coding Supervisor met with the analysis team and prepared a Coding Manual for the survey. The Manual covered item-by-item coding instructions, general coding and editing specifications and special instructions. Each coder received a copy of the Coding Manual, and an item-by-item review was conducted during training. Coders typically made extensive notes in their Manuals and used them for reference during the actual coding process. Any additions to the Manual were made at the direction of the Coding Supervisor.

The element of coder judgment was most pronounced in the coding of open-ended questions. Even if codes were carefully constructed, these codes may still be ambiguously interpreted or inconsistently assigned to cases. Thus, extreme care was taken to standardize coding decision rules.

Quality control was automatically intensified when errors or inconsistencies in coding decisions were found. For each specific item in error, the appropriate section of the Coding Manual was reviewed by the Coding Supervisor and the individual coder.

## **Data Processing**

This study was implemented utilizing the contractor's CATI system. The original programming of the survey questionnaire on to the CATI system included several machine edit features to ensure that survey records accurately mirrored respondents' reports. More specifically, the CATI system:

- Eliminated problems of multi-punching. The CATI system automatically assigned single fields of appropriate width for each separate data item;
- Ensured that skip patterns were administered properly. Skip patterns were programmed into the CATI data entry software to ensure that all questions for which a particular respondent was qualified to answer were exhibited in appropriate sequence. This feature not only enhanced overall data quality by ensuring that the aggregated database was comprehensive but also facilitated the actual interview procedures by eliminating hurried review of previous, sometimes remote, items by

interviewers in their attempt to determine respondent eligibility for the current question;

- Permitted immediate and comprehensive edits of the survey interview.

Data entry software was programmed to recognize allowable ranges for key-entered item values. Blanks were not accepted as legitimate values. If a question was left blank, CATI alerted the interviewer that an error was made. The questionnaire would not advance to the next screen if an appropriate value was too large/small. The error was identified and the survey was held in stasis until the entry was corrected. Often, checks were set to include only probable rather than all possible values. In this way, when a seemingly aberrant value was encountered, the interviewer would check immediately with the respondent to verify this answer. If the respondent confirmed this value, the interviewer entered a command and overrode the range check for that specific value in this survey item. Each and every item was checked on-line to ensure that all of the data collected was within acceptable range specifications.

Consistency checks were programmed into the data entry software for a select set of items. Consistency checks were generally of three types: logical consistency, replicability, or mathematical equivalence. Logical consistency is used in a situation in which a respondent, asked two separate questions about related items, responds similarly. Prior to the use of CATI, if these items were not answered consistently, data cleaning had to wait until final machine edits -- days, weeks or even months after the interview had been terminated. Decisions about these data would always be arbitrary and often masked the reality of the situation. With CATI, such inconsistencies were identified immediately and resolved or confirmed with the assistance of the respondent him/herself.

Programming was designed to alert interviewers to inconsistencies as soon as they were discovered or just subsequent to the final survey items, but prior to interview termination. The point of alert was determined on an item-by-item basis. If a change in the inconsistent data affected questionnaire administration (e.g., changed respondent's eligibility status for a question or question series), the inconsistency was resolved immediately. If the data was sensitive in nature, or broaching the inconsistency with the respondent would be viewed as confrontational or cross, resolution of the inconsistency followed completion of the questionnaire. Again, such decisions were made on an item- by-item basis.

### **Other Machine Editing**

The CATI system's capabilities to edit data on-line have been outlined above. However, as a software driven process the amount of editing that could be performed in a timely manner, although quite sizable, was still limited. For example, although simple consistency could be generated for on-line use, complex consistency checks involving three or more variables or constructed variables were better when put off until after interviews had been completed and data placed in permanent storage. The size of the questionnaire, number of rotations accomplished— both within and between question series— and the number of skip patterns all affected the space left over for on-line edits.

Output from edit runs listed errors by error type (e.g., out of range), location in the database (e.g., VAR 004 card 2 col 54) and respondent identification number. Data editors then called up individual cases from the computer's active memory and reviewed errors that were detected. Corrections were made as needed. Since corrections were implemented within the CATI data entry program, all on-line edits that generated new errors were immediately

identified. Such changes were reevaluated and final decisions regarding database updating were made only with the knowledge and approval of the contractor's project director.

### **Maintaining Confidentiality**

Over the past several years, Abt SRBI has conducted numerous surveys involving sensitive information where absolute candor and confidentiality have been mandatory. Because of this experience, we are extremely conscious of the need to protect the privacy of the people who respond to these surveys and we implement procedures to ensure this outcome throughout all phases of Abt SRBI's work, simply as a matter of course. The problems of maintaining confidentiality begin at the very start of data collection in the field.

We believe that it is crucial that respondents fully understand and have confidence in the procedures taken to protect their privacy. We communicate Abt SRBI's approach to all respondents in a way that usually persuades them of Abt SRBI's ability and commitment to safeguard their right to privacy. Clearly, only if people accept Abt SRBI's guarantee of confidentiality will they consent to being interviewed, and provide accurate information during the interview. Consequently, we make every effort to convince respondents of Abt SRBI's commitment to ensure their privacy.

Respondents are informed in the survey introduction that their answers will be kept strictly confidential. Participation is on a voluntary basis, and the survey conforms to the requirements of the Privacy Act by omitting names, addresses, or social security numbers from the database. The last four digits of the telephone number will also be omitted from the database.

All interviewers are required to sign a confidentiality agreement that specifies that neither the identity of respondents, nor their answers will be revealed to other persons that are not specifically involved with this project as an employee of Abt SRBI.

The anonymity and confidentiality of the respondent's survey answers are protected by keeping all identifiers on the sample record sheet, which is linked to the interview responses only by an ID number. Since this linkage makes it possible to compromise the confidentiality of the respondent's answers, the following steps were taken to protect it:

- Abt SRBI's Sampling Department maintained the sample of phone numbers stratified according to time zones for dialing hours.
- The sample was computerized allowing the CATI system to automatically assign cases.
- The system brought up a phone number for the interview and automatically assigned the interview an identification number that was linked to the phone number.
- The interviewer dialed the number and recorded the outcome of any call attempts into the CATI system. Request for callback information was also recorded into the CATI system.
- Names and address were not entered into the CATI program.
- All subsequent coding, data reduction and processing tasks were conducted using only the ID numbers. The area code and the telephone exchange can be included as

part of the completed interview for each case in the data set for analysis purposes. However, the telephone number was eliminated from the data set that was delivered to the client. The telephone number was not included in the computer-readable database provided to the client.

In over a decade of sensitive work, Abt SRBI has never suffered a breach of any respondent's privacy.

### **Field Outcomes**

There were three simple steps which reduced interviewer variability in the 2008 Pennsylvania Crime Victims' Rights Survey. First, a highly structured interview format with very explicit interviewer instructions was developed. Second, interviewers were instructed that they were only permitted to read the questionnaire script and that they were not permitted to say anything else. In fact, word emphasis was indicated by underlining, and the number and manner of probes were indicated on the questionnaire. Finally, only interviewers who could read a script in an intelligent and interesting manner, time after time, without shifting intonation or inflection, were assigned to the project. In short, we created a very tight script, used experienced professional interviewers to read the script and showed them exactly how it was to be done.

Abt SRBI went to special lengths to reach respondents and complete interviews. We held interviewer training in Abt SRBI's office, which included detailed instruction on administering the questionnaire and supervised attempts to complete a questionnaire using the CATI program. These procedures were largely successful in increasing the number of respondents who were contacted and agreed to be interviewed.

This section provides an overview of the field period statistics as well as the final disposition of all calls dialed.

### ***Field Period***

Sample assignments for the Survey were given to the interviewers immediately following training on September 18, 2008. The Survey closed on October 29, 2008. Surveys were completed with a total of 402 Pennsylvania residents. The average time for the completed interviews was 6.31 minutes.

### ***Participation Rate***

The participation rate represents one of the most critical measures of potential sample bias because it indicates the degree of self-selection by potential respondents into or out of the survey. The participation rate is calculated as the number of completed interviews, including those that screen out as ineligible, divided by the total number of completed interviews, terminated interviews, and refusals to interview. It should be noted that the inclusion of screen outs in the numerator and denominator is mathematically equivalent to discounting the refusals by the estimated rate of ineligibility among refusals.

Table 1 provides an overview of the final disposition of calls. Among the 223,065 total numbers dialed:

- Over 6-in-10 (64.5% of total numbers dialed) of the numbers were not active residential numbers at the time of the 2008 Pennsylvania Crime Victim's Rights

Survey. Non active residential numbers include business or government numbers; computer/fax numbers; and non-working residential numbers.

- In addition, about 1-in-10 (10.8%) numbers yielded unknown eligibility or non-interviewable households because there was no answer, busy on all attempts or call blocking; the respondent was away for the duration of the study or had a health-related problem; or it was not an English-speaking household.
- Another 29,401 (13.2%) households contacted were not interviewed because: they declined to participate before we could ascertain their eligibility (3.8%) or asked that we call back and were not reached before the study ended (9.4%).
- Almost 1-in-10 (9.6%) of the numbers were screened out because the household was not qualified--no one was 18 or older, no one was the victim of a crime, or the crime happened outside of the desired timeframe.
- Just under 2 percent (1.7%) of the numbers were qualified callbacks, meaning respondents started the survey and asked that we call them back; however, we were not able to reach these respondents before the end of the field period (0.5%), or qualified refusals, meaning respondents made it through the screening process and were determined to be eligible, but declined to continue with the screening and/or interview (1.2%).
- A total of 492 respondents completed an interview (0.2% of total sample dialed). There were 402 interviews completed with individuals who reported the crime to the police and 74 interviews completed with individuals who did not report the crime to the police. The total completed interviews reported includes 16 interviews that were later determined as ineligible either because of the type of crime reported or because the incident happened outside the timeframe of interest (within the past 3 years)
- The participation rate was 66.43%.

Table 2 provides a list of disposition definitions.

<b>Table 1: Call Disposition Summary</b>		
<i>Non-Completed Interviews</i>	<i>Total</i>	<i>% of Total Dialed</i>
<b>Numbers dialed</b>	<b>223065</b>	<b>100%</b>
Bad/Non Contact/Non-usable numbers	143848	<b>64.5%</b>
Usable Household Numbers(HHN)	79217	<b>35.5%</b>
HHNs not screened (i.e., language/health problems, call blocking, etc.)	24210	<b>10.8%</b>
Callbacks -not screened	20957	<b>9.4%</b>
Refusals - not screened	8444	<b>3.8%</b>
Contacts screened out (i.e., no one age 18+, no victims of crimes, longer than 3 years ago, etc.)	21324	<b>9.6%</b>
Qualified Refusals (know at least someone age 18+ in HH)	2579	<b>1.2%</b>
Qualified Callbacks	1211	<b>0.5%</b>
<b>Completed Interviews*</b>	<b>492</b>	<b>0.2%</b>
Completed Crime Reported Interviews	402	<b>0.2%</b>
Completed Crime NOT Reported**	74	<b>0.03%</b>
<b>Participation Rate</b>	<b>66.43%</b>	<b>n/a</b>

\*Includes 16 interviews ultimately classified as ineligible (not included in final analyses).

\*\*Interviews conducted by request for additional information, but not included in general analyses.

**Table 2: Sample Disposition Categories**

NIS/DIES/change #	The number was not in service, had been disconnected or yielded a recording indicating that it was no longer an active number
Nonresidential	The number yielded a contact with a business, government agency, pay telephone or other nonresidential unit
Computer/fax	The number yielded an electronic tone indicating a fax machine or data line
No answer	The number rang, but no one answered
Busy	A busy signal was encountered
Answering machine	An answering machine was reached at the telephone number
Language	The interview could not be completed because of language barriers
Away for duration	The designated respondent was out of the area for the entire field period
Callback	Contact was made with the household, but not necessarily the designated respondent. By the end of the field period, the case had neither yielded a refusal nor completed interview
Callback to complete	The interview was interrupted, but not terminated. The field period ended before the full interview could be completed
Refusal -- Initial	Someone in the household declined to participate in the study
Refusal -- Second	During a refusal conversion attempt, a second refusal to participate in the study was encountered
Terminate	A respondent began the interview but declined to finish
Complete	An interview was completed with the designated respondent

***Precision of Sample Estimates***

The objective of the sampling procedures used on this study was to produce a random sample of the target population. A random sample shares the same properties and characteristics of the total population from which it is drawn, subject to a certain level of sampling error. This means that with a properly drawn sample we can make statements about the properties and characteristics of the total population within certain specified limits of certainty and sampling variability.

The confidence interval for sample estimates of population proportions, using simple random sampling without replacement, is calculated by the following formula:

$$p \pm z_{\alpha/2} \cdot SE(p) = p \pm z_{\alpha/2} \cdot \sqrt{\frac{(p \cdot q)}{(n - 1)}}$$

Where:

- SE(p) = the standard error of the sample estimate for a proportion
- p = some proportion of the sample displaying a certain characteristic or attribute
- q = (1 - p)
- n = the size of the sample
- $z_{\alpha/2}$  = (1- $\alpha/2$ )-th percentile of the standard normal distribution (1.96 for 95% CI)

The sample sizes for the surveys are large enough to permit estimates for sub-samples of particular interest. Table 3, on the next page, presents the expected size of the sampling error for specified sample sizes of 12,000 and less, at different response distributions on a categorical variable. As the table shows, larger samples produce smaller expected sampling variances, but there is a constantly declining marginal utility of variance reduction per sample size increase.

**TABLE 3: Expected Sampling Error (Plus or Minus) at the 95% Confidence Level (Simple Random Sample)**

Size of Sample or Sub-Sample	Percentage of the Sample or Sub-Sample Giving A Certain Response or Displaying a Certain Characteristic for Percentages Near:				
	<u>10 or 90</u>	<u>20 or 80</u>	<u>30 or 70</u>	<u>40 or 60</u>	<u>50</u>
12,000	0.5	0.7	0.8	0.9	0.9
6,000	0.8	1.0	1.2	1.2	1.3
4,500	0.9	1.2	1.3	1.4	1.5
4,000	0.9	1.2	1.4	1.5	1.5
3,000	1.1	1.4	1.6	1.8	1.8
2,000	1.3	1.8	2.0	2.1	2.2
1,500	1.5	2.0	2.3	2.5	2.5
1,300	1.6	2.2	2.5	2.7	2.7
1,200	1.7	2.3	2.6	2.8	2.8
1,100	1.8	2.4	2.7	2.9	3.0
1,000	1.9	2.5	2.8	3.0	3.1
900	2.0	2.6	3.0	3.2	3.3
800	2.1	2.8	3.2	3.4	3.5
700	2.2	3.0	3.4	3.6	3.7
600	2.4	3.2	3.7	3.9	4.0
500	2.6	3.5	4.0	4.3	4.4
400	2.9	3.9	4.5	4.8	4.9
300	3.4	4.5	5.2	5.6	5.7
200	4.2	5.6	6.4	6.8	6.9
150	4.8	6.4	7.4	7.9	8.0
100	5.9	7.9	9.0	9.7	9.8
75	6.8	9.1	10.4	11.2	11.4
50	8.4	11.2	12.8	13.7	14.0

NOTE: Entries are expressed as percentage points (+ or -)

### *Estimating Statistical Significance*

The estimates of sampling precision presented in the previous section yield confidence bands around the sample estimates, within which the true population value should lie. This type of sampling estimate is appropriate when the goal of the research is to estimate a population distribution parameter. However, the purpose of some surveys is to provide a comparison of population parameters estimated from independent samples (e.g. annual tracking surveys) or between subsets of the same sample. In such instances, the question is not simply whether or not there is any difference in the sample statistics that estimate the population parameter, but whether the difference between the sample estimates is statistically significant (i.e., beyond the expected limits of sampling error for both sample estimates).

To test whether or not a difference between two sample proportions is statistically significant, a rather simple calculation can be made. The maximum expected sampling error (i.e., confidence interval in the previous formula) of the first sample is designated  $s1$  and the maximum expected sampling error of the second sample is  $s2$ . The sampling error of the difference between these estimates is  $sd$  and is calculated as:

$$sd = \sqrt{(s1^2 + s2^2)}$$

Any difference between observed proportions that exceeds a given number of standard deviations ( $sd$ ), is a statistically significant difference at the specified confidence interval. Note that this technique is mathematically equivalent to generating standardized tests of the difference between proportions.

An illustration of the pooled sampling error between sub-samples for various sizes is presented in Table 4. This table can be used to determine the size of the difference in proportions between adult and juvenile defendants, or other sub-sample comparisons that would be statistically significant.

**TABLE 4: Pooled Sampling Error Expressed as Percentages for Given Sample Sizes (Assuming P=Q)**

<b>n<sub>1</sub></b>	<b>Sampling Error</b>																
	50	100	200	300	400	500	600	700	800	900	1000	1500	2000	2500	3000	3500	4000
4000	14.1	10.0	7.1	5.9	5.1	4.7	4.3	4.0	3.8	3.6	3.5	3.0	2.7	2.5	2.4	2.3	2.2
3500	14.1	10.0	7.1	5.9	5.2	4.7	4.3	4.1	3.8	3.7	3.5	3.0	2.7	2.6	2.4	2.3	
3000	14.1	10.0	7.2	5.9	5.2	4.7	4.4	4.1	3.9	3.7	3.6	3.1	2.8	2.7	2.5		
2500	14.1	10.0	7.2	6.0	5.3	4.8	4.5	4.2	4.0	3.8	3.7	3.2	2.9	2.8			
2000	14.2	10.1	7.3	6.1	5.4	4.9	4.6	4.3	4.1	3.9	3.8	3.3	3.1				
1500	14.2	10.2	7.4	6.2	5.5	5.1	4.7	4.5	4.3	4.1	4.0	3.6					
1000	14.3	10.3	7.6	6.5	5.8	5.4	5.1	4.8	4.7	4.5	4.4						
900	14.4	10.4	7.7	6.5	5.9	5.5	5.2	4.9	4.8	4.6							
800	14.4	10.4	7.8	6.6	6.0	5.6	5.3	5.1	4.9								
700	14.5	10.5	7.9	6.8	6.1	5.7	5.5	5.2									
600	14.6	10.6	8.0	6.9	6.3	5.9	5.7										
500	14.7	10.8	8.2	7.2	6.6	6.2											
400	14.8	11.0	8.5	7.5	6.9												
300	15.1	11.4	9.0	8.0													
200	15.6	12.1	9.8														
100	17.1	13.9															
50	19.8																
<b>n<sub>2</sub></b>	50	100	200	300	400	500	600	700	800	900	1000	1500	2000	2500	3000	3500	4000

***APPENDIX E: Pennsylvania Crime Victims' Rights Survey***

Abt SRBI  
275 7th Avenue; Suite 2700  
NEW YORK, NEW YORK 10001

STUDY NUMBER 4448  
October 2, 2008  
DRAFT #8

**Pennsylvania Crime Victims' Rights Survey**

INTRODUCTION

Hello, my name is \_\_\_\_\_ and I'm calling from Abt SRBI, a national survey research organization. We are conducting an important survey about crime and victimization in Pennsylvania. The average length of this survey is about 5 minutes.

S1. How many persons, age 18 and older, live in this household?

\_\_\_\_\_ Number of adults; Range 0 - 10; 10 = 10+  
0 (VOL) None Thank & end [S/O no one 18+]  
98 (VOL) Don't Know Thank & end [Soft Refusal]  
99 (VOL) Refused Thank & end [Soft Refusal]

S1a. How many persons, age 17 and younger, live in this household?

\_\_\_\_\_ Number of children; Range 0 - 10; 10 = 10+  
98 (VOL) Don't Know  
99 (VOL) Refused

**[Qualified Level: 1]**

S2. IF S1 = >1 and S1a = 0 SKIP TO S3  
IF S1 = 1 and S1a NE 0 read "May I please speak to the person who is over 18?"  
If S1 >1 and S1a NE 0 read "May I speak to someone in the household who is 18 or older?"

1 Designated Respondent on line Go to S3  
2 Someone else GO TO INTRO 1  
3 SCHEDULE CALLBACK  
4 Refused Thank and end [Soft Refusal]

INTRO 1

Hello, my name is [Interviewer name] and I'm calling from Abt SRBI, a national research company, on behalf of the state of Pennsylvania. We are conducting an important survey about crime and victimization in Pennsylvania.

S3. Have you or another member of your household been a victim of a serious crime in Pennsylvania in the past 3 years? By serious crime, I mean assault, robbery, sexual assault, or someone in your family was the victim of a homicide/murder.

- |   |            |                                |
|---|------------|--------------------------------|
| 1 | Yes        |                                |
| 2 | No         | Thank and end [S/O no victims] |
| 4 | Dk/Refused | Thank and end [Soft Refusal]   |

**[Qualified Level: 2]**

S3a. Was this crime reported to the police? (Interviewer: if more than one, ask if any were reported)

- |   |            |                              |
|---|------------|------------------------------|
| 1 | Yes        | Skip to S4                   |
| 2 | No         |                              |
| 3 | Don't know | Thank and end [Soft Refusal] |
| 4 | Refused    | Thank and end [Soft Refusal] |

**[Qualified Level: 3]**

CATI: This is only to be asked until we reach 100 Nos in QS3a; then S3a punch 2 (No) will be a Thank and end [S/O not reported]

S3b. Why was the crime not reported to the police? (Multiple Response, Do not read)

- 1 Feared retaliation against me/victim/family.
- 2 Don't trust the police
- 3 Don't trust the District Attorney's office.
- 4 Not always here/ can't get back for trials.
- 5 Don't have the time to attend trials/ can't miss work
- 6 Didn't/don't want to get involved.
- 7 Didn't think anyone would believe me
- 8 Other (Specify)
- 18 Don't know
- 19 Refused

S3c. What was the nature of the crime that happened to you or another member of your family. (Multi-Response, Read if necessary).

- 1 Assault/physical assault
- 2 Robbery/armed robbery
- 3 Sexual assault/rape
- 4 The family member was a victim of homicide/murder/manslaughter
- 5 (VOL) Something else (Specify)
- 8 (VOL) Don't Know
- 9 (VOL) Refused

Skip to D1

S4. How many people in your household age 18 or older, have been a victim of a serious crime in Pennsylvania in the past 3 years that was reported to the police?

- \_\_\_\_\_ Number of crime victims; Range 0 - 10; 10 = 10+
- 98 (VOL) Don't Know Thank & end [Soft Refusal]  
99 (VOL) Refused Thank & end [Soft Refusal]

ASK S4a If S1a NOT EQ 0

S4a. How many people in your household age 17 or younger, have been a victim of a serious crime in Pennsylvania in the past 3 years that was reported to the police?

- \_\_\_\_\_ Number of crime victims; Range 0 - 10; 10 = 10+
- 98 (VOL) Don't Know  
99 (VOL) Refused

If S4 = 0 or null AND S4a = 0 or null, Thank and End [S/O no victims]

If S1 > 1 and S4 = 1 CONTINUE TO S5  
If S1 = 1 and S4 = 1 and S4a = 0 or null CONTINUE TO S5 (Autopunch 5)  
If S4 > 1 and S4a = 0 or null, CONTINUE TO S5a  
If S4 = 0 or null and S4a = 1, CONTINUE TO S6  
If S4 = 0 or null and S4a > 1, CONTINUE TO S6a  
If S4 NE 0 or null and S4a NE 0 or null, RANDOMLY SELECT "ADULT" or "CHILD"  
If "ADULT" is selected and S4 = 1, CONTINUE TO S5; if S4 > 1 CONTINUE TO S5a; IF  
"CHILD" is selected and S4a = 1, CONTINUE TO S6, if S4a > 1 CONTINUE TO S6a

S5. May I speak to the adult that was a victim of a crime?

- 1 Designated Respondent on line GO to INTRO 2  
2 Someone else comes to the phone GO TO INTRO 2a  
3 He/she was a homicide victim/never available GO TO S5b  
4 SCHEDULE CALLBACK  
9 Refused Thank and end [Soft Refusal]

S5a In order to select just one person to interview, may I please speak to the adult crime victim who had the [most recent/next birthday]?

- 1 Designated Respondent on line GO to INTRO 2  
2 Someone else GO TO INTRO 2a  
3 He/she was a homicide victim/never available  
4 SCHEDULE CALLBACK  
9 Refused Thank and end [Soft Refusal]

S5b. May I speak to an adult who is familiar with the incident that happened?

- 1 Designated Respondent on line GO to INTRO 2

- 2 Someone else GO TO INTRO 2a
- 3 SCHEDULE CALLBACK
- 4 Refused Thank and end [Soft Refusal]

S6. May I speak to an adult who is familiar with the incident that happened to the underage crime victim ?

- 1 Designated Respondent on line GO to INTRO 2
- 2 Someone else GO TO INTRO 2a
- 3 SCHEDULE CALLBACK
- 4 Refused Thank and end [Soft Refusal]

S6a In order to select just one incident to discuss, may I please speak with an adult who is familiar with the incident that happened to the underage crime victim who had the [most recent/next birthday]?

- 1 Designated Respondent on line Go to INTRO 2
- 2 Someone else GO TO INTRO 2a
- 3 SCHEDULE CALLBACK
- 4 Refused Thank and end [Soft Refusal]

**[Qualified Level 4]**

INTRO2a:

Hello, my name is [Interviewer name] and I'm calling from Abt SRBI, a national research company, on behalf of the state of Pennsylvania.

INTRO 2:

We are conducting a research study that involves interviewing Pennsylvania residents to find out their experiences with crime and victimization.

The interview will take approximately 5 minutes to complete. The interview is completely confidential: your name will not be linked to the answers that you provide. The data you provide will be used strictly for research purposes and the researchers cannot be forced to disclose information that may identify you. The data we collect will help ensure crime victims in Pennsylvania are treated fairly.

So, let's begin.

If speaking to an adult who is familiar with the incident (S5b, S6 or S6a EQ 1, 2 or 3), ask Q1a; else go to Q1b
------------------------------------------------------------------------------------------------------------------

Q1a. (If S5b, S6 or S6a = 2 [someone else on the phone] read "It is my understanding that someone in your home was a victim of a serious crime in the past 3 years."). What is/was the relationship of the victim to you?

- 1 Spouse
- 2 Boyfriend/Girlfriend
- 3 Child/stepchild
- 4 Parent/guardian
- 5 Grandchild
- 6 Grandparent
- 7 Friend/Roommate
- 8 Relative (other)
- 9 (VOL) No one was a victim/I don't know anything about that [S/O No victims]
- 18 (VOL) Don't Know
- 19 (VOL) Refused

If Q1a = Relative (8); DK (18) or Refused (19) READ IN "the victim."
----------------------------------------------------------------------

Q1b. What was the nature of the crime that happened to [you/your \_\_\_\_\_/the victim]. (Multi-Response, Read if necessary).

- 1 Assault/physical assault
- 2 Robbery/armed robbery
- 3 Sexual assault/rape
- 4 The family member was a victim of homicide/murder/manslaughter
- 5 (VOL) Something else (Specify)
- 8 (VOL) Don't Know
- 9 (VOL) Refused

Q2. About how long ago did this victimization occur? Your best guess is fine. [Read if necessary]

- 1 Within 1 year
- 2 1 year ago
- 3 2 years ago
- 4 3 years ago
- 5 More than 3 years ago [Thank and end, S/O 3+ years]
- 8 (VOL) Don't Know
- 9 (VOL) Refused

Q3. Were you/was the victim informed that you/he or she victim have/has legal rights as a crime victim?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

ASK Q 3a if Q 3 = 1 (Yes informed); else skip to Q3c

Q3a. Who informed you/the victim of your/his or her legal rights as a victim of crime? (Multiple Response, read if necessary)

- 1 Police Officer
- 2 Victim Advocate
- 3 District Attorney
- 4 Other (Specify)
- 8 Don't know
- 9 Refused

Q3b. How were you/the victim informed of your/his or her legal rights as a victim of crime? [Read]

- 1 Were the victim's rights explained verbally,
- 2 Were they given as written materials, or
- 7 Both explained verbally and given as written materials
- 8 (VOL) Don't know
- 9 (VOL) Refused

Q3c. Did you/the victim receive information concerning the services available for victims of crime?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

ASK Q3d if Q 3c = 1 (Yes received info. on services); else skip to Q4

Q3d. Who provided you/the victim with information concerning the services available for victims of crime?

- 1 Police Officer
- 2 Victim Advocate
- 3 District Attorney
- 4 Other (Specify)
- 8 Don't know
- 9 Refused

Q4. Has anyone been arrested for the crime?

- 1 Yes
- 2 No
- 7 Don't know
- 9 Refused

Ask Q4a IF Q4 = 1 (Yes, arrest); else go to Q6

Q4a. Was/Is the perpetrator a juvenile?

- 1 Yes
- 2 No
- 7 Don't know
- 9 Refused

Ask Q5 IF Q4 = 1 (Yes, arrest); else go to Q6

Q5. What has happened with the case so far? [Read if necessary, Single Response]

- 1 Still looking for other perpetrators
- 2 Juvenile defendant released to parents/guardian
- 3 Juvenile defendant currently in detention (placement)
- 4 Juvenile found guilty (Adjudicated delinquent)
- 5 Juvenile found not guilty (Adjudicated not delinquent)
- 6 Awaiting trial, defendant in jail
- 7 Awaiting trial, defendant not in jail
- 8 Defendant sentenced, plea bargain, not in jail
- 9 Defendant sentenced, plea bargain, in jail
- 10 Went to trial, defendant sentenced
- 11 Went to trial, defendant on probation/parole
- 12 Went to trial, defendant found not guilty
- 13 Other (specify)
- 18 Don't Know
- 19 Refused

Q6. Did you feel that you/the victim were/was/are being kept informed about the progress of the police investigation?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

Ask J1 IF Q4a = 1 (Yes, juvenile); else got to INSTRUCTIONS before Q8b

Juvenile Defendant

J1. Were you/Was the victim informed of your/his or her right to access to information regarding whether the juvenile was detained or released following arrest?

- 1 Yes
- 2 No
- 8 (VOL) Don't know

9 (VOL) Refused

J1a. Did you/the victim request this right and if so, was it enforced?

- 1 Yes, requested and was enforced
- 2 Yes, requested but was not enforced
- 3 No, did not request this right
- 8 (VOL) Don't know
- 9 (VOL) Refused

J2. If the juvenile was ordered to detention (placement), were you/ was the victim informed of your/his or her right to receive prior notice of the date of a release (temporary leave or home pass)?

- 1 Yes
- 2 No
- 3 Juvenile was not ordered to detention
- 8 (VOL) Don't know
- 9 (VOL) Refused

J2a. Did you/the victim request this right and if so, was it enforced?

- 1 Yes, requested and was enforced
- 2 Yes, requested but was not enforced
- 3 No, did not request this right
- 8 (VOL) Don't know
- 9 (VOL) Refused

J3. Were you/Was the victim informed of your/his or her right to be notified of the details of the final disposition of the case?

- 1 Yes
- 2 No
- 8 (VOL) Don't know
- 9 (VOL) Refused

J3a. Did you/the victim request this right and if so, was it enforced?

- 1 Yes, requested and was enforced
- 2 Yes, requested but was not enforced
- 3 No, did not request this right
- 8 (VOL) Don't know
- 9 (VOL) Refused

Ask Q8b IF Q4 = 1 (Yes, arrest); else go to Q12

Arrest has been made

Q8b. Were you/Was the victim informed of your/his or her right to be accompanied at all proceedings relating to conduct of hearing by a family member, victim advocate or someone else to provide assistance and support?

- 1 Yes

- 2 No
- 8 (VOL) Don't know
- 9 (VOL) Refused

Q8c. Did you/the victim request this right and if so, was it enforced?

- 1 Yes, requested and was enforced
- 2 Yes, requested but was not enforced
- 3 No, did not request this right
- 8 (VOL) Don't know
- 9 (VOL) Refused

Q8d. Was there a protective order (Protection From Abuse Order - PFA) issued at any point of the case?

- 1 Yes
- 2 No
- 8 (VOL) Don't know
- 9 (VOL) Refused

Ask Q8e IF Q8d = 1 (Yes, protection order issued); else skip to INSTRUCTIONS before Q10

Q8e. Were you/Was the victim informed of your/his or her right to receive immediate notice of the release of the defendant on bail?

- 1 Yes
- 2 No
- 8 (VOL) Don't know
- 9 (VOL) Refused

Q8f. Did you/the victim request this right and if so, was it enforced?

- 1 Yes, requested and was enforced
- 2 Yes, requested but was not enforced
- 3 No, did not request this right
- 8 (VOL) Don't know
- 9 (VOL) Refused

*Trial and/or sentencing phase*

Ask Q10 IF Q5 = 8, 9, 10, 11 or 12 (sentenced and/or trial); else got to Q12

Q10. Were you/Was the victim informed of your/his or her right to let the courts know how the crime has affected you/him or her before sentencing (sometimes called a "victim-impact statement")?

- 1 Yes
- 2 No
- 8 (VOL) Don't know
- 9 (VOL) Refused

Q10a. Did you/the victim request this right and if so, was it enforced?

- 1 Yes, requested and was enforced
- 2 Yes, requested but was not enforced
- 3 No, did not request this right
- 8 (VOL) Don't know
- 9 (VOL) Refused

Ask Q11 IF Q5 = 11 (went to trial, since released); else got to Q12

Q11. Were you/Was the victim informed of your/his or her right to provide prior comment on post sentencing release decisions (including work release, parole, pardon, half-way house)?

- 1 Yes
- 2 No
- 8 (VOL) Don't know
- 9 (VOL) Refused

Q11a. Did you/the victim request this right and if so, was it enforced?

- 1 Yes, requested and was enforced
- 2 Yes, requested but was not enforced
- 3 No, did not request this right
- 8 (VOL) Don't know
- 9 (VOL) Refused

All victims

Q12. Were you/Was the victim informed of your/his or her right, to be restored, to the extent possible, to the pre-crime economic status, through the provision of restitution, compensation, return of property, etc.?

- 1 Yes
- 2 No
- 8 (VOL) Don't know
- 9 (VOL) Refused

Q12a. Did you/the victim request this right and if so, was it enforced?

- 1 Yes, requested and was enforced
- 2 Yes, requested but was not enforced
- 3 No, did not request this right
- 8 (VOL) Don't know
- 9 (VOL) Refused

Q13. Did you/the victim provide information about your payment of medical bills, counseling assistance, wage loss and other expenses caused by the crime?

- 1 Yes
- 2 No
- 7 Don't know
- 9 Refused

Q13a. Have you/Has the victim received assistance for payment of medical bills, counseling assistance, wage loss, and other expenses caused by the crime?

- 1 Yes
- 2 No
- 7 (VOL) Don't know
- 9 (VOL) Refused

Q14. Did you/the victim request emotional and psychological counseling?

- 1 Yes
- 2 No
- 7 Don't know
- 9 Refused

Q14a. Did you/the victim receive or are you/the victim receiving that counseling?

- 1 Yes
- 2 No
- 7 Don't know
- 9 Refused

General Questions

Ok, now I am going to read a short series of statements. Please tell me how much you agree or disagree with each statement.

Q15. News coverage of crime has a strong effect on most people. Would you say you.....

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 [VOL]Don't Know
- 9 [VOL]Refused

Q16. News coverage of crime has a strong effect on me. Would you say you.....

- 1 Strongly agree
- 2 Somewhat agree
- 3 Neither agree nor disagree
- 4 Somewhat disagree
- 5 Strongly disagree
- 7 [VOL]Don't Know
- 9 [VOL]Refused

DEMOGRAPHICS

Finally, I have just a few more questions for statistical purposes only.

D1. How many years have you lived in Pennsylvania [altogether]?

\_\_\_\_\_ Number of years; Range 0 - 97; (97 = 97+)

- 0 = Less than 1 year
- 98 (VOL) Don't Know
- 99 (VOL) Refused

D2. How old are you?

\_\_\_\_\_ RECORD AGE; Range: 18 to 97 (97 = 97+)

- 98 (VOL) Don't Know
- 99 (VOL) Refused

D3. What is the last year or grade of school you completed? [Read if necessary]

- 1 Less than high school
- 2 High school graduate/GED or equivalent
- 3 Some college/trade school
- 4 Two-year college graduate (e.g., community college)
- 5 Four-year college graduate
- 6 Some graduate school
- 7 Graduate degree/professional degree (i.e. JD, MD, DO)
- 8 (VOL) Don't Know
- 9 (VOL) Refused

D4. Do you consider yourself to be Hispanic, Latino or of Spanish Origin?

- 1 Yes
- 2 No
- 7 (VOL) Don't know
- 9 (VOL) Refused

D5. Which of the following best describes you? (You may choose one or more.)

- 1 American Indian or Alaska Native
- 2 Asian
- 3 Black or African American
- 4 Native Hawaiian or Other Pacific Islander
- 5 White
- 6 (VOL) Hispanic
- 7 (VOL) Other
- 8 (VOL) Don't know
- 9 (VOL) Refuse

D6. Which of the following categories best describes your total 2007 household income before taxes?

- 1 Less than \$25,000
- 2 \$25,000 to less than \$35,000
- 3 \$35,000 to less than \$50,000
- 4 \$50,000 to less than \$75,000
- 5 \$75,000 to less than \$100,000

- 6 \$100,000 or more
- 8 (VOL) Don't know
- 9 (VOL) Refuse

D9. Record Gender(Ask if necessary).

- 1 Male
- 2 Female

**Ending Phone Script**

E1. Thank you for speaking to me about this. I know sometimes talking about these things can be upsetting. If you would like to talk to someone about how you are feeling or need assistance, I can refer you to a few support hotlines and information sources. Would you like me to give you that information?

- 1 Yes [PROVIDE INFORMATION]
- 2 No
- 8 (VOL)Don't know
- 9 (VOL) Refused

Again, thank you for your help. What you've told us is very important, and it will help improve the lives of Pennsylvania crime victims. If you have any questions about this study later on you can call us toll-free at 1-800-659-5432.

***Appendix F: Pennsylvania Crime Victims Act***

PENNSYLVANIA STATUTES  
TITLE 18. CRIMES AND OFFENSES  
CHAPTER 2. CRIME VICTIMS ACT  
CHAPTER 2. CRIME VICTIMS  
SUBCHAPTER A. BILL OF RIGHTS<sup>22</sup>

18 P.S. § 11.201 (2002)

§ 11.201. Rights

Victims of crime have the following rights:

- (1) To receive basic information concerning the services available for victims of crime.
- (2) To be notified of certain significant actions and proceedings within the criminal and juvenile justice systems pertaining to their case. This paragraph includes all of the following:
  - (i) Access to information regarding whether the juvenile was detained or released following arrest and whether a petition alleging delinquency has been filed.
  - (ii) Immediate notification of a juvenile's preadjudication escape from a detention center or shelter facility and of the juvenile's subsequent apprehension.
  - (iii) Access to information regarding the grant or denial of bail to an adult.
  - (iv) Immediate notification of an adult offender's pretrial escape from a local correctional facility and of the offender's subsequent apprehension.
- (3) To be accompanied at all criminal and all juvenile proceedings in accordance with 42 Pa.C.S. § 6336 (relating to conduct of hearings) by a family member, a victim advocate or other person providing assistance or support.
- (4) In cases involving a personal injury crime or burglary, to submit prior comment to the prosecutor's office or juvenile probation office, as appropriate to the circumstances of the case, on the potential reduction or dropping of any charge or changing of a plea in a criminal or delinquency proceeding, or, diversion of any case, including an informal adjustment or consent decree.
- (5) To have opportunity to offer prior comment on the sentencing of a defendant or the disposition of a delinquent child, to include the submission of a written and oral victim impact statement detailing the physical, psychological and economic effects of the crime on the victim and the victim's family. The written statement shall be included in any predisposition or presentence report

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<sup>22</sup> From Office of the Victim Advocate website:  
<http://www.pbpp.state.pa.us/ova/cwp/view.asp?A=3&Q=153436> (Visited 9/6/09)

submitted to the court. Victim-impact statements shall be considered by a court when determining the disposition of a juvenile or sentence of an adult.

(5.1) To have notice and to provide prior comment on a judicial recommendation that the defendant participate in a motivational boot camp pursuant to the act of December 19, 1990 (P.L. 1391, No. 215), known as the Motivational Boot Camp Act.

(5.2) Upon request of the victim of a personal injury crime, to have the opportunity to submit written comment or present oral testimony at a disposition review hearing, which comment or testimony shall be considered by the court when reviewing the disposition of the juvenile.

(6) To be restored, to the extent possible, to the precrime economic status through the provision of restitution, compensation and the expeditious return of property which is seized as evidence in the case when in the judgment of the prosecutor the evidence is no longer needed for prosecution of the case.

(7) In personal injury crimes where the adult is sentenced to a State correctional facility, to be:

(i) given the opportunity to provide prior comment on and to receive State postsentencing release decisions, including work release, furlough, parole, pardon or community treatment center placement;

(ii) provided immediate notice of an escape of the adult and of subsequent apprehension; and

(iii) given the opportunity to receive notice of and to provide prior comment on a recommendation sought by the Department of Corrections that the offender participate in a motivational boot camp pursuant to the Motivational Boot Camp Act.

(8) In personal injury crimes where the adult is sentenced to a local correctional facility, to:

(i) receive notice of the date of the release of the adult, including work release, furlough, parole, release from a boot camp or community treatment center placement; and

(ii) be provided with immediate notice of an escape of the adult and of subsequent apprehension.

(8.1) If, upon the request of the victim of a personal injury crime committed by a juvenile, the juvenile is ordered to residential placement, a shelter facility or a detention center, to:

(i) Receive prior notice of the date of the release of the juvenile, including temporary leave or home pass.

(ii) Be provided with:

(A) immediate notice of an escape of the juvenile, including failure to return from temporary leave or home pass; and

(B) immediate notice of re-apprehension of the juvenile.

(iii) Be provided with notice of transfer of a juvenile who has been adjudicated delinquent from a placement facility that is contrary to a previous court order or placement plan approved at a disposition review hearing and to have the opportunity to express a written objection prior to the release or transfer of the juvenile.

(9) If the adult is subject to an order under 23 Pa.C.S. Ch. 61 (relating to protection from abuse) and is committed to a local correctional facility for a violation of the order or for a personal injury crime against a victim protected by the order, to receive immediate notice of the release of the adult on bail.

(10) To receive notice if an adult is committed to a mental health facility from a State correctional institution and notice of the discharge, transfer or escape of the adult from the mental health facility.

(11) To have assistance in the preparation of, submission of and follow-up on financial assistance claims to the bureau.

(12) To be notified of the details of the final disposition of the case of a juvenile consistent with 42 Pa.C.S. § 6336(f) (relating to conduct of hearings).

(13) Upon the request of the victim of a personal injury crime, to be notified of the termination of the courts' jurisdiction.