

**AN EVALUATION OF THE VICTIM COMPONENT  
OF THE  
RESTORATIVE RESOLUTIONS PROGRAM:**

**A Comparison Between  
Restorative Resolutions Victims  
and Victim Services Victims**

BY

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A Thesis  
Submitted to the Faculty of Graduate Studies  
In Partial Fulfillment of the Requirements for the Degree of

MASTER OF SOCIAL WORK

Department of Social Work  
University of Manitoba  
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For  
Dean,  
Peter,  
Kira,  
and  
Zoe.

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<sup>1</sup> Proulx, A. (1993). Shipping News, Simon and Schuster, New York.

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## **ABSTRACT**

The research examines victim involvement in the Restorative Resolutions program, and compares victims' needs and satisfaction. Restorative justice is the theoretical framework used to guide the evaluation. A mixed design method utilizing open and close-ended survey questions administered post program / post sentence was used. The data source included two groups of victims - those who participated in the Restorative Resolutions program and those who did not participate in the program. The victims who did not participate in the program were drawn from Victim Services' database (Winnipeg Police Service). Victims' needs were compared quantitatively and qualitatively. To analyze satisfaction, three scales were developed which included: a satisfaction scale, a participation scale and an outcome scale. Satisfaction between the two groups is compared using the satisfaction and outcome scales, and the participation scale is used determine the relationship between participation and satisfaction in the program. The findings suggest that firstly victims value the needs inherent in restorative justice but Victim Services victims did not have the same opportunity to access these needs as Restorative Resolutions victims. Secondly, victims who participated in the program were more satisfied than victims who did not participate in the program. For victims who participated in the Restorative Resolutions program, the greater the level of participation, the greater the satisfaction.

## INTRODUCTION

The Restorative Resolutions program is based upon restorative justice principles. Since implementation in 1993, the Restorative Resolutions program has been developing restorative community-based plans for adult offenders who meet program criteria. The Restorative Resolutions program endeavors to hold offenders accountable for their behaviour, seeks to be sensitive to the needs and concerns of victims who have been impacted by offending behaviour, and encourages members of the community to become involved in the criminal justice process. (See Appendix One, The Restorative Resolutions Program, for a description of the program.)

Four evaluations have been completed on the Restorative Resolutions program to date. The first evaluation, an implementation evaluation, reviewed the first seventeen months of the program. The evaluation identified preliminary outcome measures and undertook an assessment of public attitude toward restorative justice in a Winnipeg Area Survey.

The second evaluation expanded upon the first and included an additional 13 and one-half months of information. Victim interviews and the public attitude survey of the first evaluation were not replicated. The evaluation looked at intermediate outcomes through the establishment of success measures for the program. For this purpose, a comparison group was identified from institutional populations at two provincial correctional facilities.

The third evaluation built on the two prior evaluations and extended the time frame by an additional 15 months. The evaluation examined restorative justice theory and expanded upon outcome indicators of success. Two additional comparison groups from Probation populations were identified. Restorative aspects such as community service work, restitution, apology letters, and options available to victims were examined.

The fourth evaluation looked at longer-term measures of success for the program. It examined recidivism rates for Restorative Resolutions clients and compared them with the two Probation comparison groups, identified in the third evaluation, over a three-year period.

Evaluations completed on the Restorative Resolutions program thus far have looked at process, theory and outcome. Outcome measures have examined short term, intermediate and longer-term measures of success for the program. Evaluation has provided empirical evidence that the program is an effective intervention with respect to implementation, theory, and longer-term outcome measures such as recidivism. As well, evaluations have documented restorative justice indicators such as rate of restitution payment, apology letters, community service work completion, and understanding and acceptance of restorative justice by both victims and offenders. The first evaluation attempted to examine the program from a victim's perspective, but only a minimal number of victims agreed to participate in the process. Subsequent evaluation did not attempt to replicate this feature of the first evaluation. There has been limited



evaluation of victim involvement in the Restorative Resolutions program. The intent of the current evaluation is to explore the victim component of the program.

Restorative justice is the theoretical framework used to guide the evaluation. Victim involvement is a central belief of restorative justice and a distinct feature of the Restorative Resolutions program. The current evaluation seeks to explore victim involvement in the program, and compare victim needs and satisfaction for victims who participated in the Restorative Resolutions program with victims who did not participate in the program. This research seeks to examine the following evaluation questions.

1. What needs do victims have?
2. Are victims who participate in the Restorative Resolutions program more satisfied than victims who do not participate in the Restorative Resolutions program?

Is the degree of participation in the Restorative Resolutions program linked to the rate of victim satisfaction?

Chapter One examines the literature around restorative justice. Chapter Two provides an overview of victim satisfaction. Chapter Three examines the relationship between restorative justice and victim satisfaction. Chapter Four describes the methodology. Chapter Five discusses data analysis. Chapter Six summarizes the findings and provides policy and program recommendations.

## CHAPTER ONE - RESTORATIVE JUSTICE

Restorative justice is a broad topic and much has been written on the subject in the past ten years. The purpose of the review is not to examine individual practices or programs but rather to provide an overview of restorative justice, victim satisfaction, and the relationship between restorative justice and victim satisfaction. However, briefly, to set the context, restorative justice practices include mediation, conciliation, victim impact panels, sentencing circles, family group conferencing, community conferencing, and community-based sentencing. Restorative justice has been called healing justice, satisfying justice, or transformative justice and these approaches are consistent with traditional justice in aboriginal cultures (Susan Sharpe, 1998).

### Values and Principles

Restorative justice is not a program but rather a set of values and principles that become the building blocks of different practices and programs. Although there is wide variation in practices and programs, there are common unifying themes.

Howard Zehr, the individual responsible for coining the phrase restorative justice, views crime as a violation of people and relationships and justice as a process that repairs harm and makes things right.

Susan Sharpe states that although each restorative justice program may be different, restorative justice should include an invitation for full participation and consensus; and opportunities to heal what has been broken, seek full and direct accountability, reunite what has been divided, and strengthen the community to prevent further harm (1998).

Restorative justice is a different way of thinking about crime. According to Van Ness and Heetderks-Strong (1997), crime causes harm and restorative justice seeks to repair the harm caused by crime, not only repairing the harm done to victims but also to reduce future harm through crime prevention. Offenders are provided with an opportunity to take responsibility for their behaviour and for the harm they have caused. The paradigm seeks redress for the victim, reparation by the offender, and reintegration of the offender to the community. Restorative justice is realized through a cooperative effort between communities and government. "It recognizes the importance of community involvement and initiative in responding to and reducing crime, rather than leaving the problem of crime to the government alone" (Van Ness and Heetderks-Strong, 1997).

Restorative Justice responds to crime concretely and in a number of different ways. The victim, the offender and the community – 'the trinity of

restorative justice' are involved in the response to crime. Participation in restorative justice programs should be voluntary for all parties involved. Victim recovery is emphasized through redress, vindication and healing according to Van Ness and Heetderks-Strong. Victims are given an opportunity to express how the offense impacted them, receive answers about the offense, and develop solutions that serve to address the harm that has been caused. Recompense by the offender is demonstrated through reparation to the victim(s) and the community, and rehabilitation. Offenders can anticipate respectful treatment within the process. Restorative justice "...establishes processes through which parties are able to *discover the truth* about what happened and the harms that resulted, to *identify the injustices* involved and to *agree on future actions* to address those harms" (Van Ness and Heetderks-Strong, 1997, p. 42).

Van Ness and Heetderks-Strong suggest that the paradigm facilitates crime prevention through community involvement. Braithwaite supports this assertion.

Crime is best controlled when...the community are the primary controllers through active participation in shaming offenders, and, having shamed them, through concerted participation in...integrating the offender back into the community...Low crime societies are societies where people do not mind their own business, where tolerance of deviance has definite limits, and where communities prefer to handle their own problems" (Braithwaite, 1989, p. 32).

Although Braithwaite does not speak specifically of restorative justice, Umbreit and Bazemore suggest that he speaks to the principles of restorative justice –

recompense and accountability on the part of the offender, active involvement of the community, and acceptance of the offender back into the community.

According to Kay Pranis and consistent with Umbreit (2001), Bazemore (1998), Van Ness and Heetderks-Strong (1997), and Zehr (1990), restorative justice is based on a redefinition of crime as injury to the victim and the community rather than rule infraction against the state. Pranis elaborates that in a restorative justice model, "Victim involvement and perspective is essential to define the harm of the crime and identify how the harm might be repaired" (1995, p. 4). Reparation to the victim is key – whether it is financial, emotional and/or symbolic. The victim decides what s/he needs to make things right. Roach (2000) explains that victims should have the power to decide if they wish to accept an offender apology and/or whether a reparation plan is acceptable. Or the victim has the right to decide that s/he does not want to become involved in the process. These choices give victims back some of the power and autonomy that has been stripped from them through victimization.

Crime creates obligations through the violation that has occurred. As suggested by Zehr (1990), the primary obligation belongs to the one who caused the violation. Justice is about making things right. "It means encouraging offenders to understand and acknowledge the harm they have done and then taking steps, even if incomplete or symbolic, to make that wrong right" (Zehr, 1990, p. 197). This is, at times, not easy for offenders as it is often easier to ignore those they have harmed. For many offenders, it is a challenge to understand the consequences of their behaviour, to confront the rationalizations

that protect them from the reality of their lives. Many offenders are also victims and have been victimized from an early age. Although they may also be victims, this does not preclude them from taking responsibility for the harm they have caused others.

Zehr (1990) suggests that offenders have needs that must also be addressed and should these needs not be addressed, then closure is not possible. Offenders need to be able to take responsibility for their behaviour and move toward healing if they are to live productive crime free lives. "They need to have their stereotypes and rationalizations – their 'misattributions' – about the victim and the event challenged" (Zehr, 1990, p. 200). Offenders need to address crimenogenic needs such as employability and/or educational upgrading, substance abuse issues, and/or learn appropriate ways of dealing with anger and frustration if they are to remain crime free. They need emotional support to achieve these goals and deal with the guilt that surrounds their offending. Offenders need to be accountable for their behaviour. Zehr (1990) advises that offenders must understand and acknowledge the harm they have caused and take positive steps to repair the harm and make things right. This can be achieved by refraining from further criminal behaviour, addressing the issues that led to their criminal behaviour, providing reparation to the victim and the community, and/or meeting with the victim - should the victim express interest in meeting with the offender. It is through this process of accountability that an offender can be 'knit-back' into the fabric of society.

Although there are central and unifying themes around restorative justice – harm done, making things right, accountability, responsibility, reparation, restoration, crime prevention, and reintegration, there is diversity in the way these values and beliefs come together. These building blocks, combining in diverse combinations, are the ‘richness’ of restorative justice practices.

### The Rise of Restorative Justice

There is much frustration with the current criminal justice system - be it from victims, offenders, the community, criminal justice professionals and/or community groups. Crime rates have decreased in recent years (Juristat, 1996, as cited in S. Sharpe, 1998) but despite this, frustration and fear with the criminal justice system has continued to grow. Sharpe suggests the following reasons for societal dissatisfaction with the criminal justice system (1998, p. 2).

- People who are victims of crime are often confused and angered by what happens once the police have left the scene.
- Prosecutions, defense lawyers, and judges are frustrated by the backlog of cases waiting to go to court; victims, offenders, and their families are frustrated by the delays.
- People accused of committing crimes are often confused by criminal justice rules and rituals; many become scornful of the system and resentful of how it treats them.
- People who have not been victims of crime feel uneasy, fearful of being hurt next.
- Community members feel helpless, wishing someone would do something, while justice officials feel equally helpless because their power is limited and their money is short.

Others writers agree with Sharpe's observation that restorative justice emerged as a response to feelings of frustration and dissatisfaction with the criminal justice system (Bonta, 2002; Umbreit, 2001; McCold, 2000; Bazemore, 1998; and Zehr, 1990).

Umbreit has an interesting perspective and elaborates that dissatisfaction is associated with unresolved issues facing the justice system in the Western World. He explains that at a time when the call for retribution is increasing<sup>2</sup>, there exists a debate between the punishment and rehabilitation camps. Umbreit feels this debate is symptomatic of the confusion regarding principles of sentencing – is the intent to deter, rehabilitate and/or separate offenders from society. “These and other conflicting goals contribute to confusion about what courts are trying to achieve” (Umbreit, 2001, p. xxvi). Central to the conflict over the goals of sentencing, the position of victims in the justice system adds to the confusion.

In Canada, there have been attempts to address the confusion that exists around principles of sentencing. In 1992, Bill C-90 provided amendments to sentencing legislation and two additional principles were added to the standard principles of denunciation, deterrence, separation of offenders from society, and rehabilitation. The new principles - “to provide reparations for harm done to victims or to the community; [and] to promote a sense of responsibility in offenders, and acknowledgment of the harm done to victims and to the community...” (Bill C-90, 1992, p. 5). Although sentencing principles speak

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<sup>2</sup> Or “get tough” as the call for retribution is also known.



directly about harm done to victims, confusion remains around the overall or primary goal of sentencing in Canada.

Victims feel abandoned by the justice system (Sharpe, 1998; Umbreit 2001; & Zehr, 1990). “Even though the justice system exists precisely because individual citizens have been violated by criminal behaviour, crime victims have virtually no legal standing...” according to Umbreit (2001, xxvi). Since crime is against the State, and not the victim, State interests (deterrence, denunciation, punishment) drive the process rather than victims’ interests (reparation, answers, and safety). Relegated to sidelines, the needs and concerns of victims are ignored. Umbreit states that victims feel that they are victimized twice – once by the offense and again by the criminal justice system itself.

In addition to the justice system ignoring the needs of victims, it has failed to curtail criminal behaviour. Umbreit (2001) and Marty Price (1997) assert that more Americans are incarcerated, per capita, than in any other developed nation in the world except Russia. As well, sentences in the United States are harsher than any other country in the developed world. Umbreit believes that a retributive system, which relies heavily on imprisonment of offenders and ignores the needs of victims, has created concern in a broad spectrum of people and systems over the wisdom of current practices. Emerging from this dissatisfaction is restorative justice.

## The Development of Restorative Justice in Canada and the United States

The development of restorative justice can be traced back to the victim-offender reconciliation program (VORP) movement in the early 1970's in Canada. The first program was established in Kitchener, Ontario in 1975. Under the sponsorship of the Mennonite Central Committee (MCC), the project utilized face-to-face meetings between victims and offenders to address issues of reconciliation. The purpose of the meetings was to gain information and insight into the crime and the criminal justice system and to seek redress for victims of crime while holding offenders accountable for their behaviour. According to Dean Peachey, "...the Kitchener experiment provided the inspiration that led to further innovation in dozens of communities in Canada, the United States, and Europe..." (1989, p. 24).

In 1978, MCC established a VORP in Elkhart, Indiana. Since this time, victim offender mediation programs or reconciliation programs have expanded fairly rapidly. Umbreit (2001) suggests that by the mid-1990's, approximately 150 programs existed in the United States and 26 programs in Canada. He states that over thirteen hundred programs are known to exist throughout the world, with most concentrated in North America and Europe.

## The Retributive Restorative Debate

Restorative justice is a contrast to the current adversarial, retributive model of justice. Zehr explains that retributive justice views crime as a "...violation of the state, defined by lawbreaking and guilt. Justice determines blame and administers pain in a contest between the offender and the state directed by systematic rules" (1990, p. 181). The goal of justice is to establish guilt and punish individuals for their transgressions. This involves an adversarial process, whereby one player attempts to establish guilt while the other attempts to ascertain innocence or in the absence of innocence, the best possible sentence for the offender. The state and the offender become the main disputants and are pitted against each other. Rules, procedures and intentions are viewed as top priority and outcomes become secondary in a win-lose process.

Instinctively, when a crime has been committed, our gut reaction is to punish. This feels good and provides one with a sense that something is being done about the problem. As a society, we know how to proceed. Zehr (1990) contends that this is important as it provides us with a sense of comfort. "It may not do what needs to be done, or even what its practitioners claim it does, but it 'works' in the sense that we know how to carry it out" (Zehr, 1990, p. 214). However, it stops short of addressing the harm that has been created as a result of offending behaviour.

Conversely, restorative justice views crime as harm done rather than rule infraction and seeks to involve the victim, the offender, and the community in the reparation of harm. Zehr explains that in restorative justice crime is viewed as "... a violation of people and relationships. It creates obligations to make things right" (1990, p. 181). Rather than a win-lose scenario, restorative justice promotes a win-win process where the people directly involved in the conflict are also involved in searching for solutions that repair harm and strive for reconciliation. According to Zehr (1990), restorative justice can be judged by the extent to which offenders assume responsibility for their behaviour, needs are met, and an opportunity for healing is provided. Healing can occur on an individual level for both the victim and the offender, and it can occur at the relationship level. This is relevant as crime creates a relationship between the victim and the offender – a hostile relationship that the victim has not voluntarily sought out. Zehr contends that if such relationships are not resolved, the wellness of victims and offenders is impacted.

### Concerns about Restorative Justice

At various times, concerns have raised about restorative justice. This review will focus on two primary concerns - the co-optation of the philosophy, and the perception by some that restorative justice has an offender bias. Levrant, Cullen, Fulton and Wozniak (1999) raise a concern over the co-optation of restorative justice by individuals and groups with right wing agendas. They

suggest that restorative justice has gained support from conservatives and liberals alike in recent years and they caution against this, as the implementation of any program that serves to meet political means should be viewed with apprehension. They maintain, "...the risk exists that restorative justice programs will be corrupted to serve non-progressive goals and thus do more harm than good (Levrant, Cullen, Fulton & Wozniak, 1999, p.1).

Van Ness and Heetderks-Strong (1997) agree with this observation and comment that some conservatives view restorative justice as an extension of the victims' rights movement, which seeks to involve victims in the criminal justice process and obtain reparation for victims. This is consistent with restorative justice, although with the victim's rights movement the goal may be to obtain more justice for victims at the expense of offenders (Levrant, Cullen, Fulton and Wozniak, 1999). This may mean increasing the punishment for the offender at the expense of restoration. This is in contradiction to a balanced approach to justice.

Levrant, Cullen, Fulton and Wozniak suggest that this approach has the following implication for offenders,

...although restorative justice policies are being advocated as a benevolent means of addressing the crime problem, they may increase the punitiveness of the social control imposed on offenders in several ways: offenders may lose certain legal rights and privileges that they are granted through the current adversarial process, offenders may be coerced into participating in restorative justice programs because of formal pressures from practitioners within the criminal justice system, restorative justice may widen the net of social control by targeting low risk offenders, offenders may be subjected to greater levels of supervision,

offenders may have a greater likelihood of incarceration for technical violations because of the increased probation conditions and scrutiny they face, and finally, restorative justice programs may not achieve their goal of offender reintegration and therefore fail to restore fully the harmed relationships that result from crime (1999, p. 5).

Co-optation of restorative justice may lead to seeking more justice and more reparation for victims as well as increasing the punitive nature of the intervention.

This leads to the second concern about restorative justice, in some ways – the flip side of the same coin, the belief that restorative justice has an offender bias. Some victim advocates have suggested that victims are re-victimized by restorative justice practices and programs (Kim Pate, Executive Director, Elizabeth Fry Society of Canada, Achieving Restorative Justice Conference, Hull, Quebec, September 2002, keynote address; Larry Kroecker, Manitoba Justice, 2000, personal conversation). Wilma Derkson, of Victims Voice, a victim of a violent offense and long-time victim advocate, raised the following concerns about restorative justice (personal conversation, March 17, 2003).

- It fails to adequately consider the fears and vulnerabilities of victims.
- It fails to denounce crime adequately.
- It fails to adequately address the power imbalances created by crime.
- Often there is not proper training for mediators or accountability structures in place for mediators.
- Often there is more concern about the integration of the offender rather than rehabilitation of the victim.
- Often there is no structure in place to be accountable to victims.

Derkson indicates that she supports restorative justice principles but she does not, at this time, support any specific restorative justice program as they are not "ideal" and fail to address the inadequacies cited (personal conversation, March 17, 2003).

Two primary concerns have been raised - the co-optation of restorative justice and a perceived offender bias of the paradigm by victim advocates. These concerns require further exploration to assist stakeholders with policy decisions around restorative justice issues.

### The Future of Restorative Justice

In 1989, Burt Galaway suggested four possible scenarios for the future of restorative justice. First the growth of the prison industry may continue to consume large amounts of money and fail to deliver on the promise of reducing crime and making society safer. Second, there will be an increase in demand by victims of crime to be included in the criminal justice process and be provided with meaningful opportunities to participate in resolving conflict. Third, there will be an increase in frustration regarding a system of justice that only focuses on the risk and need of offenders and not the reparation of harm by those directly involved in the process. Finally, there will be public support for replacing punitive forms of punishment with options that include mediation and reparation.

As identified by Galaway, a report card in 2002 indicates the following. The prison industry still consumes large amounts of money and has failed to

increase public safety. There continues to be a demand by victims to be included in the criminal justice process. Frustration remains high with a system that is based upon offender risk and need alone and not on reparation of harm by those directly involved in the process. There continues to be public support for using options such as mediation or direct reparation. The issues identified by Galaway in 1989 continue to exist today. However, aboriginal people have come to the foreground and are searching for answers to crime. Roach suggests (2000) that traditional aboriginal justice has assisted in drawing attention to the inadequacies of the current criminal justice system while validating principles of restorative justice.

Even with the support of aboriginal justice, restorative justice has not moved to the mainstream as many hoped it would. Although there is commitment to restorative justice from practitioners, academics and bureaucrats, the movement has had limited success in gaining momentum and mass support from the public and hence politicians. The reality of the situation was evident at the Achieving Restorative Justice Conference in Hull, Quebec in September 2002, where a number of long-standing restorative justice programs were no longer in existence and others were facing serious funding crisis<sup>3</sup>. The Ottawa-Carleton Mediation program, one of the longest running mediation programs in Canada, is no longer in operation. The Collaborative Justice Program (Ottawa) funded through CSC, Federal Justice, The Trillium Foundation, and the Ministry of Public Safety and Emergency Preparedness (formerly Solicitor General) had funding

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<sup>3</sup> The writer attended the Achieving Restorative Justice Conference (September 2002, Hull, Quebec).



until March 31, 2004. The project is currently operating at half capacity with money carried over from previous years. The Ministry of Public Safety and Emergency Preparedness is completing an evaluation on the project and hope to have the final report available in late summer 2004 (personal conversation with Tanya Ruggles, Researcher, The Ministry of Public Safety and Emergency Preparedness, May 31, 2004). On-going funding for the project is tenuous as the province will have to assume responsibility for funding the initiative.

Ezzat Fattah, however, does provide hope for a more restorative approach within the criminal justice system. He suggests that restorative justice holds promise for victimology of the future (2000).

In the past two decades, attempts to exploit the cause of crime victims for political gain, and conservatives' efforts to sell the policies of law and order under the pretext of doing justice to those victimized by crime often required the portrayal of victims as vengeful, vindictive, even blood thirsty (Fattah, 2000, p. 44).

Fattah disagrees with the portrayal of crime victims as vengeful and vindictive. He states that healing, recovery, redress, and prevention of future victimization are primary concerns of victims and restorative justice can deliver on these objectives.

## CHAPTER TWO - VICTIM SATISFACTION

The emergence of the victims' rights movement can be linked to victim dissatisfaction. According to Emillio Viano (2000), the victims' rights movement seeks to obtain the same access, treatment, and respect for victims from the criminal justice system that is afforded to offenders. "The primary effort of the victims' right movement was to obtain a redress and a rebalancing, mostly of procedural criminal law, that entitle the victim to some of the same rights and privileges already granted to the suspect, the accused, the offender and even the convict" (Viano, 2000, p. 2). The victim's rights movement has the support of the law and order movement, victims themselves, and by individuals who are crusaders for greater equality for victims. There is consensus among writers that the victims' right movement emerged out of a dissatisfaction concerning the way victims are treated in the criminal justice system (Umbreit, 2001; Crawford, 2000; Kirkpatrick, Beatty & Smith-Howley, 1996; and Price, 1997). This dissatisfaction is linked to the failure of the system to meet the needs of victims.

In a study completed by Kirkpatrick, Beatty and Smith-Howley (1996), they recommended that individual states undertake a number of steps to strengthen victim protection and better meet the needs of victims.

- Keep victims informed, provide them with opportunities for input, and consider that input carefully for, as the study revealed, informed victims and those who thought their input had influenced the criminal justice decisions, were more likely to be satisfied with the criminal justice system.

- Make changes to ensure that restitution is ordered, monitored, paid, and received.
- Offer criminal justice officials and crime victims additional education about victim's rights and their legal mandates.
- Take steps to seek and ensure adequate funding for victims' services and the implementation of victims' rights.
- Institute mechanisms to monitor the provision of victims' rights by criminal justice officials whose duty is to implement law, and provide a means by which victims who are denied rights can enforce those rights (pp. 10-11).

In 1983, a Canadian Statement of Basic Principles of Justice for Victims of Crime was drafted for the purpose of promoting access to justice for victims, fair treatment and provision of assistance for victims of crime (Young, 2001). These principles are similar to standards later developed by the Justice Committee in the United Kingdom in 1998. The Justice Committee was established to oversee the development of standards for agencies working with victims. The standards were to be legitimate expectations that victims could expect and include (1998, p. 153):

- Appropriate acknowledgment of the role and responsibilities of the victim within each criminal justice process and by each institution, agency or individual involved in the processes, including, where relevant, timely consultation on decisions, but not expecting victims to take responsibility for decisions that are properly the remit of a criminal justice institution or agency;
- Support and assistance for victims in relation to the effects the offence and in discharging all responsibilities placed on them in relation to criminal justice;

- Information and explanation as to what is happening to the case;
- Means to ensure timely and accurate provision of information to relevant criminal justice institutions and agencies about the offense and its effects on victims;
- Being made aware of what is expected of them at each stage (when they will be needed, where they go, what will happen);
- Making the safety of victims and those close to victims a major factor in relation to decisions in criminal justice and, where relevant, civil justice processes; in particular, provision of a safe environment for victims on the premises of criminal justice institutions;
- Minimisation of further damage or harm to victims through the criminal justice procedures;
- Compensation and alleviation of the effects of the offense, as well as minimization of costs to victims in assisting criminal justice.

In Canada as elsewhere in the world in the 1980's, the development and implementation of standards for victims occurred in the 1990's. However, according to Young (2001), it is questionable whether the implementation has been successful. Elias (1993, as cited in Young 2001) suggests that victims' rights are unrealized in the United States.

For all the new initiatives, victims have gotten far less than promised. Rights have been un-enforced or unenforceable, participation sporadic or ill-advised, services precarious and underfunded, victims' needs unsatisfied if not further jeopardized, and victimization increased.... (Elias, 1993, as cited in Young, 2001).

According to Zehr (1990), victims feel violated by crime and this creates needs. These needs include - the need for reassurance, reparation, vindication,

empowerment, and the need to find meaning. "Victims need to find answers to questions about what happened, why, and what is being done about it" (Zehr, 1990, 194). Victims often seek vindication. "This vindication includes denunciation of the wrong, lament, truth-telling, deprivitization, and deminimization" (Zehr, 1990, 194). They search for equity in what has happened and this involves reparation. Victims need to be empowered – to be included in the process and to be safe. They have the need for reassurance that what has happened will not happen again. They need support and clarification of responsibility so they do not blame themselves for what has happened. Zehr states that "... they have a need for meaning, including information, fairness, answers, and a sense of proportion" (1990, p. 194).

It is well established that victims want a greater opportunity for participation in the criminal justice process but it is unclear about exactly how much and what type of participation they want. This observation is consistent across the victims' rights movement literature (Crawford, 2000; Kirkpatrick, Beatty & Smith-Howley, 1996; and Price, 1997). In Joanne Wemmers and Marisa Canuto's research on victims who did not participate in restorative justice programs, they identified that victims' needs were similar to those attributes inherent in restorative practices or programs.

In their assessment of victims' needs, Wemmers and Canuto (2001) were interested in determining the type and degree of participation victims desired. They raised a number of questions regarding participation.

Is it passive participation (i.e. keeping the victim informed of the developments in his or her case) sufficient? Do victims want to be able to decide on how their case should be dealt with? Do they want to confront the offender? Or, do they want to form demands, determining how to punish the offender? (Wemmers and Canuto, 2001, p.4).

Research by Kilchling (1991, as cited in Wemmers and Canuto, 2001) indicates that victims want to be notified about developments about their case and he found that victims feel angry and neglected when information is not forthcoming. Maguire (1991, as cited in Wemmers and Canuto, 2001) suggests that access to information is the most common need for victims. Victims want information on developments in their case. According to Umbreit (2001), this may be one of the most important things the criminal justice system can do to reduce fear in victims.

Victims have a need for reparation. Victims do not usually report their violation to police specifically for reparation purposes, but rather out of a sense of duty, however if the offender is caught, they become interested in reparation (Wemmers and Canuto, 2001). They suggest that concern over reparation is not surprising since victims often suffer material and financial losses. Victim interest in restitution is not only monetary but also motivated by a desire of victims to hold offenders accountable for their behaviour.

Victims do not necessarily want an active role in the decision making process. Not all victims according to Chapland want the "burden" of making a decision about the outcome of a case (1985). Chapland's research indicates that

victims are often quite willing to hand over this responsibility to the criminal justice system.

Wemmers and Canuto (2001) state that victims are divided in their desire to meet with offenders – some are supportive of meeting and others are opposed. They suggest that victims of property crime are more interested than victims of violent offenses. This is consistent with information presented by Young (2001) from a victims' rights perspective. Regardless of whether they want to meet with the offender or not, victims need answers about what happened (Zehr, 1990).

According to Fattah (2000), primary concerns for victims include healing, recovery, redress, and prevention of future victimization. The victims' rights movement has attempted to meet the needs of victims and integrate victims into the criminal justice system, and thereby help them move toward healing. But in reality, it has had limited success in achieving these goals (Zehr, 1990). In Canada, according to Young (2001), literature suggests that victims have not been successfully integrated into the criminal justice system, and with the exception of a few programs, victim dissatisfaction is high.

### CHAPTER THREE - RESTORATIVE JUSTICE AND VICTIM SATISFACTION

Restorative justice is a practical attempt to meet the needs of victims. Programs and practices seek to give victims back what has been lost through criminal activity. This can be achieved by encouraging them to become active participants in the repairing of harm, assisting them in regaining their sense of self and moving toward recovery.

Umbreit (2001) suggests that restorative justice provides a vehicle for righting the wrongs that a crime has created as the paradigm emphasizes accountability, engagement of the parties most affected by crime, and repair of the emotional and physical harm caused. Restorative justice holds victim involvement as central. Sharpe (1998) advises that restorative programs should be victim-driven, acting for the sake of the victims, as much as they are offender-driven, acting for the sake of the offender. "Victims are involved as directly as they are willing to be (with their participation actively sought, not just an option they are free to exercise)" (Sharpe, 1998, p. 50).

A main claim of restorative justice is that it is sensitive to the needs of victims. "By allowing victims to become engaged in the process they will regain a sense of control over their lives and will be in a better situation to manage the emotional and psychological consequences of crime" (The Law Commission of Canada, 1999, p. 40). Restorative justice offers more to victims than information



about their case and knowledge of sentence outcomes - rights that have been bestowed to them through the victims' rights movement, it offers opportunities for victims to have greater responsibility over the outcome of the conflict and the overall fate of offenders<sup>4</sup> (The Law Commission of Canada, 1999).

Paul McCold (2001) explains that there are no standard measures for determining intermediate restorative outcomes, however in his review of 98 restorative program samples and 21 court samples, he was able to provide empirical support for a number of generalizations.

Disputing parties typically hold positive views of restorative justice programs; they feel satisfied with the process and would return if a dispute arose in the future. Studies involving different settings and types of disputes found disputants perceived the outcomes of restorative justice to be significantly fairer than those of court proceedings (McCold, 2001, p. 29).

Conversely, Wemmers and Canuto (2001) state that there is a debate regarding the ability of restorative justice programs to adequately address the needs of victims. To this end, they undertook a review of the literature on victims' experiences to determine if victims' expectations and perceptions were supportive of restorative justice. Wemmers and Canuto (2001) assert that there is no clear evidence that supports the claim that restorative justice programs enhance victim satisfaction. Their research identifies methodological concerns

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<sup>4</sup> Victims may or may not wish to participate to this extent, and the decision to participate is their choice.

about restorative justice. They state that only one study they reviewed utilized post-test designs and thus it was difficult to compare outcomes.

It is true that most restorative justice studies do not use post-tests designs, however, there have been numerous anecdotal studies undertaken that support the premise that victims who participate in restorative justice options are highly satisfied. Restorative justice research tends to be anecdotal rather than analytical, and the findings consistently point to high victim satisfaction. These multiple studies may be considered generalizable as they consistently point to the same conclusion – high victim satisfaction. Although findings may not be demonstrative of cause and effect, they do suggest that in the given scenarios that victim satisfaction is high.

Although Wemmers and Canuto have methodological concerns regarding comparability of restorative justice programs, other sources cited indicate that restorative justice does deliver on meeting the needs of victims and enhancing victim satisfaction. These sources include Bonta, 2002; McCold, 2001; Umbreit, 2001; Crawford, 2000; Fattah, 2000; Bazemore, 1998 and 1994; Bonta, Wallace-Capretta, and Rooney, 1998; Van Ness and Heetderks-Strong, 1997; and Zehr, 1990, who all suggest that restorative justice practices and programs do meet the needs of victims and enhance victim satisfaction.

Further evaluation, which addresses the methodological concerns raised by Wemmers and Canuto (2001), would assist in providing clarification about the relationship between restorative justice, victim satisfaction, and the ability of

restorative practices and programs to meet the needs of victims. It has been suggested that evaluation of restorative justice needs to compare restorative programs with the current criminal justice system. This is consistent with McCold's (2001) statement that the current criminal justice system should be the benchmark against which restorative programs should be compared. "To succeed, restorative justice does not need to be perfect. To be preferred, it need only demonstrate superiority, on average, to traditional adjudicatory approaches" (McCold, 2001, p. 1).

## CHAPTER 4 - METHODOLOGY

The methodology chapter will introduce the design of the evaluation and an issues discussion. The issues discussion will examine methodological concerns and reliability and validity issues of the evaluation.

### **Design**

A mixed design method utilizing open and close-ended survey questions administered post program / post sentence was used. The data source included two groups of victims - those who participated in the Restorative Resolutions program and those who did not participate in the program. The first sample was identified from the Restorative Resolutions program database and victim files. The data set is called the RR group. The second sample consisted of victims who did not participate in the Restorative Resolutions program. The sample was identified from Victim Service's (Winnipeg Police Services) database, and the data set is called the VS group. The Victim Services database tracks three years of statistics - the current year, and two years prior to the current year. Hence, the timeline for the datasets ranged from January 1, 2000 to December 31, 2003.

## Surveys

Two surveys were developed that consisted of open and closed ended questions. The surveys were sent out post program and post sentence. The closed ended questions asked participants to check off the option(s) that best described their situation and/or feelings. Most of the answer options consisted of 4 and 5 point Likert scales.

The RR group survey consisted of 36 questions organized around four areas as well as demographic questions. The four sections included – questions relating specifically to the Restorative Resolutions program and options available through the program, a set of questions around financial loss, a set of questions relating to victim needs, and the final section concerning victim satisfaction. The victim satisfaction section utilized the Client Satisfaction Questionnaire Scale (CSQ-8) to measure client satisfaction. (See Appendix Two, Client Satisfaction Questionnaire Scale, for a description of the scale.) The RR group survey was administered post program. (See Appendix Three, Restorative Resolutions Survey, to view the RR survey.)

The VS survey consisted of a 26 question survey administered to victims post sentence. It was similar to the RR survey but the first section involving the Restorative Resolutions program was not included. The three other sections – with questions around financial loss, victim needs, and victim satisfaction, remained. As well, the same demographic questions were included. The RR

survey was the first survey to be mailed out. (See, Appendix Four, Victim of Crime Survey, for the VS survey.)

### Access to Information Requests

Requests for permission to access data from information sources were initiated early in the proposal writing stage and on-going throughout the development of the research instruments. Once approval was received from the Joint-Faculty Research Ethics Board (JFREB), final permission was obtained from all information sources. These sources included:

- 1) The John Howard Society of Manitoba, Inc and Manitoba Corrections for access to data on the Restorative Resolutions program
- 2) Manitoba Corrections for access to information from the Corrections Offender Management System - COMS
- 3) Winnipeg Court Services for access to data from the Criminal Courts Automated Information Network - CCAIN
- 4) The Winnipeg Police Services for access to information from the Victim Services data base.

### The Restorative Resolutions Data Set

The RR group sample consisted of 165 victims who were identified from the Restorative Resolutions program database and victim files. The timeframe ranged from January 1, 2000 to December 31, 2004. All victims in the sample had been contacted by a staff person from the Restorative Resolutions program.

Once victims in the database were identified, the survey was pre tested among 5 individuals, not Restorative Resolutions victims, but individuals who were not familiar with restorative justice and the Restorative Resolutions program. A number of survey questions were found to be confusing and were re-phrased to clarify meaning.

The methodology for the RR data set involved sending identified victims a survey package which included - a cover letter, two informed consent forms, the survey, and a stamped return envelope for the completed survey. The survey packages along with reminder letters were given to Restorative Resolutions program staff. Program staff processed the labels and mailed the surveys out on February 9, 2004. The reminder letters were mailed out two weeks latter on February 23, 2004. The completed surveys were returned to the researcher and as a result, program staff had no knowledge of victim responses. All requests for information or clarification for participants were answered by the researcher. The initial response rate for the RR group was 28 respondents and of these, two surveys were excluded as one victim did not participate in the program and his or her responses were too limited and a second survey was eliminated as the responses appeared purposely contradictory. The final response rate for the RR group was 26 or 16%<sup>5</sup>.

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<sup>5</sup> The percentage has been rounded.

## The Victim Services Data Set

The VS sample was selected from Victim Services' database. Victim Services was provided with a list of 250 offenders<sup>6</sup> for whom they matched corresponding victims.

Initially it was envisioned that offenders serving sentences for offenses that met the Restorative Resolutions program offense type category could be identified in COMS, and these names would then be provided to Victim Services. In discussion with Ron Parkinson, Manager, Information Systems - Corrections, it was determined that it would not be possible to do this as offense types have only been tracked in COMS since March 2003. An alternative option, the Criminal Courts Automated Information Network (CCAIN) was identified as a resource that was able to track this information. Permission was granted to access the CCAIN database.

The following process was used to identify offenders in the CCAIN database. Kevin Besant, a Senior Application Developer, Information Systems Group (CCAIN), assisted with the process. He was asked to identify offenders who were involved in the same offense types<sup>7</sup> as those who are processed through the Restorative Resolutions program. Additionally, it was requested that (1) the offenders had been sentenced, (2) they were sentenced in Winnipeg, (3) the offenses occurred between January 1, 2000 to December 31, 2003, (4) police

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<sup>6</sup> Victim Services agreed to match a sample size of 250 on offender names.

<sup>7</sup> The following offense types were included: arson, drive dangerous cause bodily harm, robbery aggravated assault, forcible confinement, assault with a weapon, assault cause bodily harm, assault, utter threats, fraud A, fraud B, theft A, theft B, extortion, BET, false pretences, theft of credit card, mischief, and PGOBC.



incident numbers were identified, and (5) the offenses were not domestic violence related. The one caveat was that CCAIN did not track whether an offense is domestic violence related or not prior to March 2003. As a result, once the offenders were drawn from CCAIN, they had to be cross-referenced through COMS to determine if they were domestic violence related offenses or not. Once this was done, all Restorative Resolutions offenders were removed from the sample. Based upon these requirements 7,000 offenders were identified.

The CCAIN sample was then sorted by offense types. In order to reduce the dataset to 250, and match offense types by the same proportion as they occurred in the RR group, ratios of offense types were calculated so there was an equivalent representation of the ratios of offense types found in the RR data set. When the ratio for each offense type was determined, offenders were then randomly selected by an identified interval.<sup>8</sup> This process was completed for each offense type and 250 offenders were randomly selected matched on offense type. Although the writer hoped to match based upon age and gender, the researcher did not have permission to access this type of information from Victim Services.

The 250 offender names then were cross referenced in COMS to determine if they were domestic violence related. Some were found to be domestic and therefore, other offenders were selected from the CCAIN database

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<sup>8</sup> For example, there were 52 robbery offenses in the RR dataset of 165. As a ratio this is expressed as  $52/165 = x/250$  (250 = size of VS dataset,  $x = 79$ . This represents the ratio of robberies). Since 278 robberies were identified in CCAIN, the interval is  $278/79 = 3.5$  which was rounded to 4 (the interval). Therefore, every 4<sup>th</sup> offender was selected from a random starting point.

to replace them. When this occurred, replacements were selected by the same interval the initial offender was selected by.

Once selected, the dataset was given to Victim Services along with 250 pre-packaged surveys and reminder letters. The survey packages included a survey, a cover letter, 2 informed consent forms, and a stamped return envelope for the completed survey.

Victim Services agreed to match victim names with the offender name that had been provided, and establish the most current address for each victim. Once this information was determined, they printed 2 sets of labels. One set of labels for the surveys and the second set for the reminder letters that were mailed two weeks after the survey had been posted. Victim Services mailed out the surveys in two allotments – the first 125 went out March 26<sup>th</sup> and the second 125 went out April 2<sup>nd</sup>. The corresponding reminder letters were mailed on April 9<sup>th</sup> and April 16<sup>th</sup>. This process was completed by Victim Services staff and volunteers. The completed surveys were returned to the researcher and as a result, Victim Services staff and volunteers have no knowledge of victim responses. All requests for information or clarification for victims were answered. The VS group response rate was 47 surveys or 19%<sup>9</sup>. The combined response rate for both data sets was 73.

A SPSS database was constructed. Once the surveys were returned, quantitative responses were entered into the database. The qualitative responses were too varied to be coded and entered into the database. Therefore, a descriptive written analysis of the results was undertaken.

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<sup>9</sup> The percentage has been rounded.

## **Issues Discussion**

The issues discussion will focus on methodological concerns, and reliability and validity issues that impact the evaluation.

### Methodological Concerns and Issues

There are a number of methodological concerns and issues that impact both the quantitative and qualitative data of the evaluation. They include: matching, response rates, return envelopes, incorrect victim names and addresses, concerns raised by victims regarding how they were identified, and feasibility issues around the design. Of the methodological concerns and issues, some are related to reliability and validity issues and will be discussed in the next section – they include matching, response rates, and feasibility issues around the design.

The methodological concerns and issues discussion will begin with a concern over the lack of return envelopes. In the VS survey, 5 respondents replied that a stamped, self addressed return envelope had not been included with the survey package. This was an oversight on the part of the researcher. Of the 5 respondents – 4 phoned the researcher about the problem and one indicated in the comment section that an envelope had not been provided. Of the 4 respondents who called, 3 supplied their own postage to return the surveys. For the fourth respondent, the researcher mailed out a stamped, return envelope

to the individual. It appears that for these respondents, they were interested enough in the survey to return it even though there had been the oversight of not including a stamped, return envelope with the survey package. The number of respondents matched the number of extra stamped return envelopes that the researcher had left over. Therefore, it is felt that the oversight did not negatively impact the response rate.

Another methodological concern was that incorrect victims were identified through the Restorative Resolutions program. Three individuals called the researcher indicating that they were not victims. They asked how they had been identified and after discussion around possible avenues for association with the program, they indicated that they were not victims. They were provided with an apology and thanked for their feed back. This is not a critical methodological concern for the evaluation but rather reflects a concern about the manner in which data is managed by the Restorative Resolutions program.

Another methodological issue that impacted the evaluation was incorrect victim addresses. It has been noted (Willette, personal conversation, March 2004) that victims can be difficult to locate as they may change their addresses and there is no formal mechanism in place to track them. Victim Services has access to a number of data bases to track victims, including driver's license and WPS records; however, this sometimes is not enough to locate victims if they have moved and have not had contact with these services. Although Victim Services and Restorative Resolutions attempted to locate the most current addresses, a number of addresses were incorrect. This issue clearly impacted

the response rate; however, the researcher feels that nothing further could have been done to address the problem.

Another concern raised by 6 respondents through telephone feedback was how they had been identified. Interestingly, all but one of the victims belonged to the RR group. The researcher spoke with each caller and explained how their name had been identified. The explanation appeared to be sufficient and dispelled any concerns that had been expressed. After the clarification, all but one of the callers indicated that they would complete the survey. In light of this response, it appears that this issue did not impact the response rate negatively.

### Reliability and Validity Issues

The following discussion on reliability and validity issues is related to the quantitative data, and is not applicable to qualitative data other than for the interpretation of the open ended responses.

#### Reliability –

Rossi, Freeman and Lipsey (1999, p. 247) state “A measure is reliable to the extent that, in a given situation, it produces the same results repeatedly”. It is important to consider the impact of unreliability, according to Rossi, Freeman and Lipsey as it can “dilute and obscure real differences” in data (1999, p. 247).

Since a standardized instrument is not being utilized in the operation of the first evaluation question, it is more difficult to test reliability. However, steps were taken to increase reliability by paying close attention to the wording of the survey questions, and caution has been used in the interpretation of the open-ended responses. Additionally, a pre-test of the survey instrument was administered to the two groups prior to commencing with the delivery of the survey. This provided feedback on the structure of questions and the following changes were implemented. Questions that were worded in a negative format were changed to a positive wording format<sup>10</sup>. This was done so participants that did not have to think about the true meaning of question prior to focusing on the answer to the question. The intent of the rewording was also to reduce the comprehension level required by participants to understand the questions.

With respect to reliability and the second evaluation question, the CSQ-8 according to Attkisson has good reliability. "The CSQ-8 has excellent internal consistency with alphas that range from .86 to .94 in a number of studies (Attkisson, 1979, p. 1). Umbreit (2001) concurs that with alpha scores at these levels, there is a high degree of internal consistency for the scale and thus the scale can provide a reliable overall estimate of client satisfaction.

It is expected that the rewording of questions, assisted in enhancing reliability for both evaluation questions. With respect to the overall design of the evaluation, reliability still has to be determined. Reliability of the scales could be

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<sup>10</sup> The question - 'In your opinion, it is not important for the judge to take the needs of victims into consideration at sentencing' was reworded to 'In your opinion, is it important for the judge to take the needs of victims into consideration at sentencing?'

further tested by extending the study to another set of Restorative Resolutions and Victim Service victims and checking to see if results are similar.

Validity –

Validity issues have been considered in the evaluation. Validity is the degree to which an instrument or design measures what it is intended to measure (Program Evaluation - 47:743, February 19, 2002) Validity can be divided into internal and external validity. Campbell and Stanley, explain internal validity as follows.

The results obtained through your observations are due to the variable you are studying and not other factors. We attempt to hold constant as many factors as we can that may influence the behaviour we are studying, and eliminate any factors which may bias the results. (Campbell and Stanley, 1966, p. 38, as cited in The Health Communication Unit, 1997).

External validity is described as “The degree to which you can generalize your findings beyond the present conditions of the program” (Campbell and Stanley, 1966, p. 38, as cited in The Health Communication Unit, 1997).

In order to avoid a missing information bias, the following steps were taken to minimize a low response rate which can pose a threat to the internal validity of the design. A good descriptive cover letter explaining the purpose of the survey was included. A stamped return addressed envelope was provided. Confidentiality of respondents was assured, and a follow-up mailing was

instituted to improve response rates. According to Grinnell (1997), these measures should assist with a low response rate and missing information bias.

The above steps were taken and response rates remained lower than expected. It was hoped that a sample size of 60 participants could be obtained for each group. In order to obtain a sample size of 60, due to generally low response rates among victims, it is estimated that between 150 – 200 victims should be identified for each group. This objective was accomplished – 165 victims were identified for the RR group, and 250 victims were identified for the VS group. However, the response rate was slightly below 20 per cent for both groups. The response rate for the VS group was slightly higher at 19 per cent, with the response rate for the RR group at 16 per cent. Although, noteworthy in observation is that once the reminder letters were mailed out for both groups, the rate of response increased. One apparent explanation for the low response rates could be the number of incorrect addresses. It is hoped that a lower response rate than anticipated has not contributed to a missing information bias.

Randomization also poses a threat to internal validity. Rossi, Freeman and Lipsey (1999), stress that a randomization bias can occur when each participant is not afforded an equal opportunity to participate in the experimental and comparison groups. Since it was not feasible to create a randomized sample as it was beyond the scope of the evaluation, the intent was to create a matched constructed comparison group from the Victim Services database. According to Rossi, Freeman and Lipsey (1999), a matched constructed comparison group is the most common method used for quasi-experimental designs and can be used



when statistical control methods cannot be undertaken. They explain that, "...the evaluator selects matching, unserved targets as controls who resemble the targets as much as possible in relevant ways. Relevant resemblance, in this case, refers to the similarity on variables with important relationships to the selected outcome variables" (Rossi, Freeman and Lipsey, 1999, p. 265).

Initially, it was planned that a comparison group would be matched on offense type, gender, age, and sentence. However, when the comparison group was identified<sup>11</sup>, it was matched according to offense type, percentage of specific offenses, location of the sentencing Court, time period in which the offense occurred, and that the offenders had or were currently serving sentences. It is hoped that the change to the matched constructed comparison group will not create a randomization bias and impact the internal validity of the evaluation.

Another randomization concern is related to the second evaluation question and the utilization of the Pearson Moment Correlation Coefficient. One of the requirements to test for significance is that data be drawn randomly from a selected population (Levin and Fox, 2000). For the VS group this does not present a problem, however, the RR group had not been randomly selected. This may pose a validity concern for significance for the RR group.

Another factor that may impact validity is satisfaction and how it is linked to participation in the Restorative Resolutions program. A victim may have participated in the Restorative Resolutions program and been quite satisfied with

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<sup>11</sup> Due to an agreement with WPS, Victim Services agreed to match victims with the 250 offender names that were provided. They did not agree to a process that would be involved in identifying a matched constructed comparison group of 250 victims. Additionally, their database tracks victims for a period of 3 years and it is likely that in order for a matched comparison group to be identified, it would have to reach beyond the three years capacity.

the process but at sentencing, the judge failed to take the victim's needs into consideration. This could impact satisfaction. Satisfaction may decrease but it has done so because of the sentence rather than participation in the program. This may impact the internal validity of the evaluation question as satisfaction is being linked to the judge's decision rather than participation in the program. Campbell and Stanley suggest attempting to "...hold constant as many factors as we can that may influence the behaviour we are studying, and eliminate any factors which may bias the results" (1966, p. 38, as cited in The Health Communication Unit, 1997). In order to eliminate this bias, a participation scale was developed that took into consideration the degree of participation and reason for participation. It is proposed that developing the participation scale increases the internal validity of the design.

Although a low response rate and a matched comparison group may impact internal validity, other factors enhance the validity. They include the implementation of a multiple design method using open and close ended survey questions and the development of the Satisfaction, Participation and Outcome scales, in an attempt to create triangulation, which serves to strengthen the validity of results (Rossi, Freeman, and Lipsey, 1999). Multiple methods provide "... a means of offsetting different kinds of bias and measurement error" (Rossi, Freeman, and Lipsey, 1999, p. 423).

With respect to external validity, the first evaluation question on needs may be more generalizable than the second evaluation question, as both comparison groups suggest the same results. For the second evaluation

question, external validity is difficult to determine as the response rate is too low to generalize to external populations. Further replication of this study is needed in order to adequately address validity and determine if the study is generalizable to other populations.

## CHAPTER FIVE - DATA ANALYSIS

The chapter will discuss the following components: the rationale for selection of the data analysis method; quantitative analysis, outcomes, and findings; and then qualitative analysis, outcomes, and findings.

### **The Rationale for Selection of Data Analysis Method**

A descriptive measure was selected for the analysis of the first evaluation question - what needs do victims have, as the intent is descriptive rather than to show cause and effect. The question seeks to look at what needs victims have and determine if needs vary by comparison group. Qualitative methods were also used to glean more depth from the data.

The second evaluation question – are victims who participate in the Restorative Resolutions program more satisfied than victims who do not participate in the program and for Restorative Resolutions victims - is satisfaction linked to degree of participation, quantitative and qualitative methods of analysis are used. A quantitative method is used as the intent is to show that there is a relationship between participation in the Restorative Resolutions program and victim satisfaction, as well as that the degree of participation in the program is linked to satisfaction. Qualitative analysis is then used to obtain a richer, more in-depth look at participation and satisfaction.

## **Quantitative Analysis, Outcomes and Findings**

### ***Analysis***

#### Evaluation Question One – What Needs do Victims Have?

Wemmers and Canuto (2001) contend that there has been no systematic study of victims' needs and the ability of restorative justice programs to meet these needs. The primary intent of the first evaluation question was to examine the needs of victims. Specifically, what needs do victims have, and is there a difference in needs between victims who participated in the Restorative Resolutions program and those who did not participate in the program?

The two surveys asked participants identical questions around victim needs. Participants were queried on the following needs: did the judge take your needs into consideration at sentencing, involvement of victims in the criminal justice system, the importance of judges taking victims needs into consideration at sentencing, holding offenders accountable, having answers to questions about the offense, having access to information about the criminal justice system, having access to information about their case, having access to information about the outcome of the offender's sentence, compensation for financial loss, personal safety, support from a criminal justice professional, an apology from the offender, having the opportunity to submit a victim impact statement, an

understanding by the offender of harm caused, and does the criminal justice system provide enough opportunity for victim involvement.

The analysis of the first evaluation question involved doing a series of cross tabulations between the RR group and the VS group and the above noted needs related questions. Cross tabulations for involvement in the court process, perceptions about justice being served, adequacy of sentence, and demographic factors such as age, gender, ethnicity, income, education, offense type, and prior victimization were also run. Cross tabulations were chosen to analyze the data as they illustrate relationships between variables, and the data is ordinal rather than interval. Additionally, once it was determined that there were differences between the groups, chi-square tests were run to determine significance.

A comparison of the means was then run for 11 of the above identified needs to determine the ranking of needs in order of importance for each group. A comparison of the means was possible for these needs as respondents were asked to select the most appropriate answer from a 4 point Likert scale for each question. Although this type of data is ordinal, Grinnell (1996) suggests that it can be at times considered interval. For this purpose, the data was treated as interval and therefore the mean could be calculated (Levin & Fox, 2000). Once a comparison of the means was administered for each group of victims, an independent - samples t test was run for the combined group to determine significance.

## Evaluation Question Two

Are victims who participate in the Restorative Resolutions program more satisfied than victims who do not participate in the Restorative Resolutions program?

Is the degree of participation in the Restorative Resolutions program linked to the rate of victim satisfaction?

According to Lana Maloney, Director of the Restorative Resolutions program (personal conversation, May 11, 2004) it is recognized that no one variable is sufficient to explain satisfaction and participation. Maloney suggests that instead, an additive effect of a number of variables can better describe a situation. She proposes that the construction of aggregate scales representative of satisfaction and participation rates for victims may provide a clearer understanding of these variables. The analysis of this question, led to the construction of three aggregate scales: the Satisfaction Scale, the Participation Scale and the Outcome Scale.

### The Satisfaction Scale

The CSQ-8 scale is used to determine satisfaction in clients. Attkisson (1979, p. 1) a co-author of the scale explains,

The CSQ-8 is an 8 item, easily scored and administered measure that is designed to measure client satisfaction with services. The items for the CSQ-8 were selected on the basis of ratings by mental health professionals of a number

of items that could be related to client satisfaction and on subsequent factor analysis. The CSQ-8 is unidimensional, yielding a homogeneous estimate of general satisfaction with services. The CSQ-8 has been extensively studied, and while it is not necessarily a measure of client's perceptions of gain from treatment, or outcome, it does elicit the client's perspective on the value of service received. The CSQ-8 is scored by summing up individual scores to produce a range of 8 to 32, with higher scores indicating greater satisfaction.

The Satisfaction Scale incorporates a modified version of the CSQ-8 scale. Two questions were removed from the scale (1) "If a friend were in need of similar help, would you recommend our program to him or her?" and (2) "To what extent has the Restorative Resolutions program met your needs?" (Attkisson, 1979, p. 2). These two questions were removed as the VS group does not have a specific program reference and participation can vary for each victim. Contact may involve a variety of services and/or programs ranging from: WPS, Victim Services, Prosecutions, Probation Services, and/or the Courts. Apart from the removal of these questions, the scale remained the same.

The range for the Satisfaction Scale was from 6 – 24. In the CSQ-8 Scale, respondents were asked to select the most appropriate answer from 4 point Likert scales. For the Satisfaction Scale, the range of options for two questions was expanded to accommodate additional categories that were added by survey participants.

Once the Satisfaction Scale was constructed, the two groups were analyzed by comparing means. A comparison of the means was used for analysis as the dependent variable – the Satisfaction Scale, is a scale variable. An Independent – Samples T Test was then run to determine if the sample was statistically



significant. Additionally, the analysis attempted to determine if demographic factors impacted satisfaction.

The Satisfaction Scale was then converted from a scale variable to an ordinal variable. This involved coding the Satisfaction Scale into low, medium and high categories. Low satisfaction rates ranged from 0 – 8; medium satisfaction rates ranged from 9 -16; and high satisfaction ranged from 17 – 24. The scale was coded into 3 equal segments to avoid assigning arbitrary cut-off rates to the three categories. The ordinal Satisfaction Scale is known as the Sat Com Scale. Cross tabulations were then used to compare the Sat Com Scale and the two groups. They were used as the variable is now ordinal rather than scaled. Additionally, a chi square test was run to determine significance.

### The Participation Scale

The Participation Scale is an aggregate scale consisting of options that were selected by victims who participated in the Restorative Resolutions program. The options were ranked on a ten point scale according to degree of participation - the greater the participation in the program, the higher the score on the scale. Weightings for the options were assigned after consultation with Lana Maloney and Wayne Lloyd, (Director and Case Planner, the Restorative Resolutions Program, May 2004). See Table 1, Weighted Options for the Participation Scale. The highest possible score for the participation scale is 30, as each option has cumulative effect.

**Table 1: Weighted Options for the Participation Scale**

Options	Weighting
No Participation	0
Access to Information about the Criminal Justice System	1
Access to Information about the Outcome of Case	2
Access to Information about Case	3
Victim Impact Statement	6
Conciliation	8
Mediation	10

As participation and satisfaction are scaled variables, measures of association were completed to determine if there was a relationship or association between the variables. A Pearson Product Moment Correlation Coefficient was used to analyze these variables. This statistic was selected as the data is interval and it measures the strength and direction of an association - the effect of the independent variable, participation, on the dependent variable, satisfaction (Levin and Fox, 1997). Once it was determined that there was an association between participation and satisfaction, the statistical significance of the relationship was examined.

The Participation Scale was converted from a scale variable to an ordinal variable. This involved coding the Participation Scale, which has a top range of 30 - into low, medium and high. Low participation ranged from 1 – 5; medium participation rates ranged from 6 – 11; and high participation ranged from 12 - 30. The scale is called the Part Com Scale. See Table 2, Weighting for the Part Com Scale.

**Table 2: Weighting for the Part Com Scale**

Options	Weighting for Participation	Weighting for Sat Com Scale
No Participation	0	Low
Access to Information about the Criminal Justice System	1	Low
Access to Information about the Outcome of Case	2	Low
Access to Information about Case	3	Low
Victim Impact Statement	6	Medium
Conciliation	8	Medium
Mediation	10	Medium
Combination of above options	11	Medium
Combination of above options	12 – 30	High

Each level of participation represents increased buy-in on the part of the victim, from informal to more formal involvement. As well participation is cumulative. Low participation is associated with information gathering on the part of the victim. Medium participation involves direct involvement by the victim - be it a victim impact statement, conciliation, and/or mediation. High participation represents multiple layers of involvement, and may be considered in-depth involvement. A cross tabulation was run to compare the Part Com and Sat Com Scales, and a chi-square test was run to determine significance.

### The Outcome Scale

An Outcome Scale was developed to determine if outcome variables are linked to satisfaction. The following outcome variables are believed to be linked to satisfaction:

- (1) Has the Restorative Resolutions program / criminal justice system helped you deal more effectively with your situation?
- (2) In an Overall sense, how satisfied are you with the Restorative Resolutions program / criminal justice system?
- (3) In your experience, do you believe justice was served?
- (4) Do you feel the sentence the offender received was adequate?

The top range of the Outcome Scale is 16, as each question has a 4 point Likert scale option to choose from. A Pearson Product Moment Correlation Coefficient was run for Satisfaction and Outcome to determine association and statistical significance of each group.

### ***Outcomes***

The data consisted of the two data sets – the RR group (n = 165) and the VS group (n = 250). When all data was returned, the RR data set was represented by 26 surveys and the VS data set was represented by 47 surveys for a total of 73 surveys<sup>12</sup>. This represents a 16% response rate for the RR group and a 19% response rate for the VS group<sup>13</sup>.

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<sup>12</sup> Twenty-eight RR surveys were returned. Two of the surveys were not included as one victim did not participate and the information provided was extremely limited, and the second survey had intentionally contradictory answers.

<sup>13</sup> Percentages are rounded.

Evaluation Question 1 - What Needs do Victims Have?

The results of the cross tabulations for most needs were similar. Only the cross tabulations where a difference was shown between the two groups are cited. For needs that demonstrated a difference, chi-square tests were also run.

The need - 'Did the Judge take your Opinion into Consideration at Sentencing' showed a difference (Table 3).

**Table 3 – Did the Judge take your Opinion into Consideration at Sentencing?**

**Crosstabulation - Type of victim & Did Judge take your Opinion into Consideration at Sentencing**

		did judge take your opinion into consideration at sentencing			Total	
		yes	no	don't know		
type of victim	rr	Count	9	1	16	26
		% within type of victim	34.6%	3.8%	61.5%	100.0%
vs		Count	3	14	24	41
		% within type of victim	7.3%	34.1%	58.5%	100.0%
Total		Count	12	15	40	67
		% within type of victim	17.9%	22.4%	59.7%	100.0%

**Chi-Square Tests - type of victim by did the judge take your opinion into consideration at sentencing**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	13.168 <sup>a</sup>	2	.001
Likelihood Ratio	14.810	2	.001
Linear-by-Linear Association	1.538	1	.215
N of Valid Cases	67		

a. 1 cells (16.7%) have expected count less than 5. The minimum expected count is 4.66.

The need – ‘Is it Important for the judge to take the victim’s needs into consideration at sentencing’ (Table 4) showed a difference.

**Table 4 – Is it Important for the Judge to take Victim’s Needs into Consideration?**

**Crosstabulation - Type of Victim & Is it important for the Judge to take Victim’s Needs into consideration**

			is it important for judge to take victim's concerns into consideration				Total
			not important	somewhat important	important	very important	
type of victim	rr	Count	2	1	4	19	26
		% of Total	2.8%	1.4%	5.6%	26.4%	36.1%
vs		Count	2	2	15	27	46
		% of Total	2.8%	2.8%	20.8%	37.5%	63.9%
Total		Count	4	3	19	46	72
		% of Total	5.6%	4.2%	26.4%	63.9%	100.0%

**Chi-Square Tests - Type of Victim by Is it Important for the judge to take victim’s concerns into consideration**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.750 <sup>a</sup>	3	.432
Likelihood Ratio	2.892	3	.409
Linear-by-Linear Association	.165	1	.685
N of Valid Cases	72		

a. 4 cells (50.0%) have expected count less than 5. The minimum expected count is 1.08.

The need – ‘Is it Important for victims to have access to information about the criminal justice system’ (Table 5) illustrated a difference.

**Table 5 – Is it Important for Victims to have Access to Information about the Criminal Justice System?**

**Crosstabulation - Type of victim by Is it important for victims to have access to information about the cjs**

			is it important for victims to have access to information about the cjs			Total
			somewhat important	important	very important	
type of victim	rr	Count	2	8	14	24
		% within type of victim	8.3%	33.3%	58.3%	100.0%
vs		Count	2	22	20	44
		% within type of victim	4.5%	50.0%	45.5%	100.0%
Total		Count	4	30	34	68
		% within type of victim	5.9%	44.1%	50.0%	100.0%

**Chi-Square Tests - Type of Victim by Is it important for victims to have access to information about the cjs**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.872 <sup>a</sup>	2	.392
Likelihood Ratio	1.888	2	.389
Linear-by-Linear Association	.347	1	.556
N of Valid Cases	68		

a. 2 cells (33.3%) have expected count less than 5. The minimum expected count is 1.41.

The need – ‘access to information about sentencing is important’

(Table 6) showed a difference.

**Table 6 – Is access to Information about Sentencing Important?**

**Crosstabulation - Type of Victim by Access to Information about Sentencing is Important**

		access to information about sentencing is important				Total
		not important	somewhat important	important	very important	
type of rr victim	Count	1	1	10	14	26
	% within type of victim	3.8%	3.8%	38.5%	53.8%	100.0%
vs	Count			14	32	46
	% within type of victim			30.4%	69.6%	100.0%
Total	Count	1	1	24	46	72
	% within type of victim	1.4%	1.4%	33.3%	63.9%	100.0%

**Chi-Square Tests Type of Victim by Access to Information about Sentencing is Important**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.502 <sup>a</sup>	3	.212
Likelihood Ratio	5.048	3	.168
Linear-by-Linear Association	3.461	1	.063
N of Valid Cases	72		

a. 4 cells (50.0%) have expected count less than 5. The minimum expected count is .36.



The crosstabulation for the need – ‘Is the issue of safety important’ showed a difference between the two groups (Table 7).

**Table 7 – Is the Issue of Safety Important?**

**Crosstabulation - Type of Victim by Safety is Important**

		the issue of safety is important				Total
		strongly disagree	disagree	agree	strongly agree	
type of victim	Count	2	5	6	9	22
	% within type of victim	9.1%	22.7%	27.3%	40.9%	100.0%
vs	Count	2	2	14	26	44
	% within type of victim	4.5%	4.5%	31.8%	59.1%	100.0%
Total	Count	4	7	20	35	66
	% within type of victim	6.1%	10.6%	30.3%	53.0%	100.0%

**Chi-Square Tests - Type of Victim by Safety is Important**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.086 <sup>a</sup>	3	.108
Likelihood Ratio	5.761	3	.124
Linear-by-Linear Association	3.792	1	.051
N of Valid Cases	66		

a. 4 cells (50.0%) have expected count less than 5. The minimum expected count is 1.33.

The need – ‘Is it important to receive an apology from the offender’

(Table 8) showed a difference between the groups.

**Table 8 – Is it Important to Receive an Apology from the Offender?**

**Crosstabulation - Type of Victim by Is it Important to Receive an Apology from the Offender**

		it is important to receive an apology from the offender				Total
		not important	somewhat important	important	very important	
type of rr victim	Count	3	6	5	7	21
	% within type of victi	14.3%	28.6%	23.8%	33.3%	100.0%
vs	Count	11	5	6	5	27
	% within type of victi	40.7%	18.5%	22.2%	18.5%	100.0%
Total	Count	14	11	11	12	48
	% within type of victi	29.2%	22.9%	22.9%	25.0%	100.0%

**Chi-Square Tests - Type of Victim by Is it Important to Receive an Apology from the Offender**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.405 <sup>a</sup>	3	.221
Likelihood Ratio	4.625	3	.201
Linear-by-Linear Association	2.894	1	.089
N of Valid Cases	48		

a. 2 cells (25.0%) have expected count less than 5. The minimum expected count is 4.81.

The need – ‘Is it important that the Offender Understands the Harm Caused’ (Table 9) demonstrated a difference between the groups.

**Table 9 – Is it Important that the Offender Understands the Harm Caused**

**stabulation - Type of Victim by Isit Important that you know the Offender Understands the Harm Ca**  
**Crosstabulation**

		Is it important that you know the offender understands the harm caused				Total
		not important	somewhat important	important	very important	
type of rr victim	Count			5	21	26
	% within type of victim			19.2%	80.8%	100.0%
vs	Count	1	1	19	24	45
	% within type of victim	2.2%	2.2%	42.2%	53.3%	100.0%
Total	Count	1	1	24	45	71
	% within type of victim	1.4%	1.4%	33.8%	63.4%	100.0%

**Chi-Square Tests - Type of Victim by Offender Understands the Harm Caused**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.690 <sup>a</sup>	3	.128
Likelihood Ratio	6.533	3	.088
Linear-by-Linear Association	5.333	1	.021
N of Valid Cases	71		

a. 4 cells (50.0%) have expected count less than 5. The minimum expected count is .37.

The need – ‘Does the criminal justice system provide enough opportunity for victim involvement ‘(Table 10) illustrated a difference between the groups.

**Table 10 – Does the Criminal Justice System Provide Enough Opportunity for Victim Involvement?**

**Crosstabulation - Type of Victim & Does the CJS Provide Enough Opportunity for Victim Involvement**

		does the cjs provide enough opportunity for victim involvement				Total	
		strongly disagree	disagree	agree	strongly agree		
type of victim	rr	Count	1	4	10	1	16
		% within type of victim	6.3%	25.0%	62.5%	6.3%	100.0%
vs		Count	6	14	14	1	35
		% within type of victim	17.1%	40.0%	40.0%	2.9%	100.0%
Total		Count	7	18	24	2	51
		% within type of victim	13.7%	35.3%	47.1%	3.9%	100.0%

**Chi-Square Tests - Type of Victim by Does the CJS Provide Enough Opportunity for Victim Involvement**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.153 <sup>a</sup>	3	.369
Likelihood Ratio	3.264	3	.353
Linear-by-Linear Association	2.920	1	.087
N of Valid Cases	51		

a. 4 cells (50.0%) have expected count less than 5. The minimum expected count is .63.

Additionally, the analysis of the first evaluation question involved doing cross tabulations for involvement in the court process, perceptions about justice being served, adequacy of sentence, and demographic factors such as age, gender, ethnicity, income, education, offense type, and prior victimization. Demographic variables did not impact needs, and there were minimal differences

between the two groups other than for the need – ‘Do you feel the sentence the offender received was adequate’ (Table 11).

**Table 11 – Do you Feel the Sentence the Offender Received was Adequate?**

**Crosstabulation - Type of Victim & Do you feel the Sentence the Offender received was Adequate**

			do you feel that the sentence the offender received was adequate				Total
			strongly disagree	disagree	agree	strongly agree	
type of victim	rr	Count	2	2	10	1	15
		% within type of victim	13.3%	13.3%	66.7%	6.7%	100.0%
vs		Count	8	7	11	1	27
		% within type of victim	29.6%	25.9%	40.7%	3.7%	100.0%
Total		Count	10	9	21	2	42
		% within type of victim	23.8%	21.4%	50.0%	4.8%	100.0%

**Chi-Square Tests - type of Victim by Sentence Adequate**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.263 <sup>a</sup>	3	.353
Likelihood Ratio	3.368	3	.338
Linear-by-Linear Association	2.724	1	.099
N of Valid Cases	42		

a. 4 cells (50.0%) have expected count less than 5. The minimum expected count is .71.

Next a comparison of the means for each group for 11 needs was run. Only needs that were operationalized through a Likert scale were selected for this comparison. See Table 12 – Comparison of the Means for the Restorative Resolutions group. See Table 13 – Comparison of the Means for the Victim Services group. An independent - samples t test was then run for the combined group to determine significance. See Table 14 – Independent – Samples T Test.

**Table 12 – Comparison of the Means for the Restorative Resolutions Group**

**Comparison of the Means - RR group**

	N	Mean
importance of accountability for offender	26	3.92
compensation for financial loss is important	25	3.60
importance of involving victim	25	3.56
is it important for judge to take victim's concerns into consideration	26	3.54
it is important to submit VIS	22	3.50
is it important for victims to have access to information about the cjs	24	3.50
access to information about sentencing is important	26	3.42
access to information about my case is important	26	3.42
the issue of safety is important	22	3.00
it is important to receive an apology from the offender	21	2.76
does the cjs provide enough opportunity for victim involvement	16	2.69
Valid N (listwise)	12	

**Table 13 - Comparison of the Means for the Victim Services Group**

**Comparison of the Means - VS Group**

	N	Mean
importance of accountability for offender	47	3.94
access to information about sentencing is important	46	3.70
compensation for financial loss is important	43	3.63
is it important for judge to take victim's concerns into consideration	46	3.46
importance of involving victim	44	3.45
the issue of safety is important	44	3.45
access to information about my case is important	46	3.41
is it important for victims to have access to information about the cjs	44	3.41
it is important to submit VIS	42	3.36
does the cjs provide enough opportunity for victim involvement	35	2.29
it is important to receive an apology from the offender	27	2.19
Valid N (listwise)	19	

**Table 14: Independent – Samples T Test for the RR and VS Group**

**Independent Samples Test**

		Levene's Test for equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
access to information about my case is important	Equal varianc assumed	.030	.863	.054	70	.957	.01	.184	-.358	.378
	Equal varianc not assumed			.054	51.442	.957	.01	.185	-.361	.381
importance of accountability for offe	Equal varianc assumed	.174	.678	-.209	71	.835	-.01	.063	-.138	.112
	Equal varianc not assumed			-.204	47.678	.840	-.01	.064	-.142	.116
is it important for victi to have access to information about the	Equal varianc assumed	.578	.450	.586	66	.560	.09	.155	-.219	.400
	Equal varianc not assumed			.565	42.675	.575	.09	.161	-.233	.415
access to information about sentencing is important	Equal varianc assumed	7.847	.007	-1.894	70	.062	-.27	.144	-.560	.014
	Equal varianc not assumed			-1.666	35.889	.104	-.27	.164	-.604	.059
compensation for financial loss is impo	Equal varianc assumed	.023	.880	-.192	66	.848	-.03	.145	-.318	.262
	Equal varianc not assumed			-.192	50.372	.848	-.03	.145	-.320	.264
does the cjs provide enough opportunity fr victim involvement	Equal varianc assumed	.888	.351	1.743	49	.088	.40	.230	-.061	.865
	Equal varianc not assumed			1.820	32.428	.078	.40	.221	-.048	.851
is it important for judg take victim's concern consideration	Equal varianc assumed	.090	.765	.404	70	.688	.08	.203	-.323	.487
	Equal varianc not assumed			.387	45.942	.700	.08	.211	-.344	.508
importance of involvii victim	Equal varianc assumed	.329	.568	.662	67	.510	.11	.159	-.212	.423
	Equal varianc not assumed			.687	55.505	.495	.11	.154	-.202	.413
it is important to rece an apology from the offender	Equal varianc assumed	.397	.532	1.737	46	.089	.58	.332	-.092	1.245
	Equal varianc not assumed			1.754	44.540	.086	.58	.329	-.086	1.239
the issue of safety is important	Equal varianc assumed	1.778	.187	-1.991	64	.051	-.45	.228	-.911	.001
	Equal varianc not assumed			-1.828	33.939	.076	-.45	.249	-.960	.051
it is important to subn VIS	Equal varianc assumed	.952	.333	.742	62	.461	.14	.192	-.242	.528
	Equal varianc not assumed			.771	47.548	.444	.14	.185	-.230	.515



## Evaluation Question 2

Are victims who participate in the Restorative Resolutions program more satisfied than victims who do not participate in the Restorative Resolutions program?

Is the degree of participation in the Restorative Resolutions program linked to the rate of victim satisfaction?

### Satisfaction Scale

A comparison of the means for the Satisfaction Scale and Type of Victims and an independent - samples t test (Table 15) yielded the following results.

**Table 15: Comparison of the Means – Satisfaction and Type of Victim**

Comparison of the Mean - SatNew and Type of Victim

SATNEW

type of victim	Mean	N
rr	15.4231	26
vs	11.1915	47
Total	12.6986	73

## Independent - Samples T Test – Comparison of the Means – Satisfaction and Type of Victim

Independent Samples Test - Comparison of the Means - Satisfaction and Type of Victim

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
SATNEW	Equal variances assumed	.609	.438	2.772	71	.007	4.2316	1.52654	1.18776	7.27541
	Equal variances not assumed			2.801	53.314	.007	4.2316	1.51064	1.20205	7.26113

The Sat Com Severe is an ordinal level scale that was developed from the Satisfaction Scale. A cross tabulation and chi-square test was run for Sat Com and type of victim (Table 16) and demonstrated the following.

**Table 16: Cross tabulation - Sat Com and Type of Victim**

Crosstabulation - SATCOMB & Type of Victim

			type of victim		Total
			rr	vs	
SATCOMB	low	Count	4	18	22
		% within type of victim	15.4%	38.3%	30.1%
		% of Total	5.5%	24.7%	30.1%
	med	Count	9	15	24
		% within type of victim	34.6%	31.9%	32.9%
		% of Total	12.3%	20.5%	32.9%
	high	Count	13	14	27
		% within type of victim	50.0%	29.8%	37.0%
		% of Total	17.8%	19.2%	37.0%
Total	Count	26	47	73	
	% within type of victim	100.0%	100.0%	100.0%	
	% of Total	35.6%	64.4%	100.0%	

**Chi-Square Tests - Sat Com by Type of Victim**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.802 <sup>a</sup>	2	.091
Likelihood Ratio	5.062	2	.080
Linear-by-Linear Association	4.607	1	.032
N of Valid Cases	73		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 7.84.

Participation Scale

The Participation Scale was developed for the RR group only<sup>14</sup>. A Pearson Correlation, one tailed, bivariate correlation test was run for the Satisfaction and Participation Scales to determine if there was an association between the variables (Table 17). This test was run because the scales are interval level data. Significance was also noted.

**Table 17: Pearson Correlation – Satisfaction and Participation**

**Correlation - Participation by Satisfaction**

		participation scale	SATNEW
participation scale	Pearson Correlation	1	.504**
	Sig. (1-tailed)	.	.005
	N	25	25
SATNEW	Pearson Correlation	.504**	1
	Sig. (1-tailed)	.005	.
	N	25	26

\*\* Correlation is significant at the 0.01 level (1-tailed).

<sup>14</sup> The VS group did not participate in the Restorative Resolutions program.

The Part Com Scale is an ordinal level scale. A cross tabulation and chi-square test for Sat Com and Part Com (Table 18) was run.

**Table 18: Cross tabulation - Sat Com and Part Com**

**Crosstabulation - SAT COM by PART COM**

			participation scale combined 2			Total
			low	med	high	
SATCOMB	low	Count	3	1		4
		% within participation scale combined 2	33.3%	10.0%		16.0%
		% of Total	12.0%	4.0%		16.0%
	med	Count	3	5		8
		% within participation scale combined 2	33.3%	50.0%		32.0%
		% of Total	12.0%	20.0%		32.0%
	high	Count	3	4	6	13
		% within participation scale combined 2	33.3%	40.0%	100.0%	52.0%
		% of Total	12.0%	16.0%	24.0%	52.0%
Total	Count	9	10	6	25	
	% within participation scale combined 2	100.0%	100.0%	100.0%	100.0%	
	% of Total	36.0%	40.0%	24.0%	100.0%	

**Chi-Square Tests - Sat Com by Part Com**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9.351 <sup>a</sup>	4	.053
Likelihood Ratio	11.252	4	.024
Linear-by-Linear Association	5.972	1	.015
N of Valid Cases	25		

a. 8 cells (88.9%) have expected count less than 5. The minimum expected count is .96.

## Outcome Scale

A Pearson Product Moment Correlation Coefficient was run to look at the association between Outcome and Satisfaction (Table 19) for the RR and VS groups. Significance was also tested.

**Table 19: Pearson Product Moment Correlation Coefficient – Satisfaction by Outcome**

**Correlations - Satisfaction by Outcomes**

		SATNEW	OUTCOMES
SATNEW	Pearson Correlation	1	.740**
	Sig. (1-tailed)	.	.000
	N	73	72
OUTCOMES	Pearson Correlation	.740**	1
	Sig. (1-tailed)	.000	.
	N	72	72

\*\* . Correlation is significant at the 0.01 level (1-tailed).

## **Findings**

Demographics variables were included in the analysis of the needs cross tabulations and although the variables did not impact the findings in a noteworthy way, it is worthwhile to review the demographic data as it frames the context of the findings thereby providing another layer of depth to the analysis. The following demographic information was asked of all participants: gender, year of birth, ethnicity, education, family income, type of offense, year of offense

committal, past victimization, and number of prior victimizations – with the following results.

- Gender: 36 males, and 35 females (missing - 2).
- Year of birth: the median year is 1961, the mode is 1957, the minimum value is 1915, and the maximum is 1985 (missing - 6).
- Education: less than grade 12 - five; grade 12 - sixteen; technical school - eight; some college - six; college degree - four, some university - eleven; and university degree – eighteen (missing – five).
- Combined family income: under 20,000 – thirteen; 21,000 to 40,000 – fourteen; 41,000 to 60,000 – eleven; and 61+ - twenty-five (missing - ten)
- Year of Offense: median – 2002; mode 2003; minimum – 1992; and maximum – 2004 (missing – six)
- Victim in the past: yes – 37; no – 32 (missing four)
- Number of prior victimizations: median 2; mode 1; range 23; minimum – 1; maximum – 24 (missing thirty-eight).

Participants were asked to self select their ethnicity. Ethnicity is summarized in Table 20.

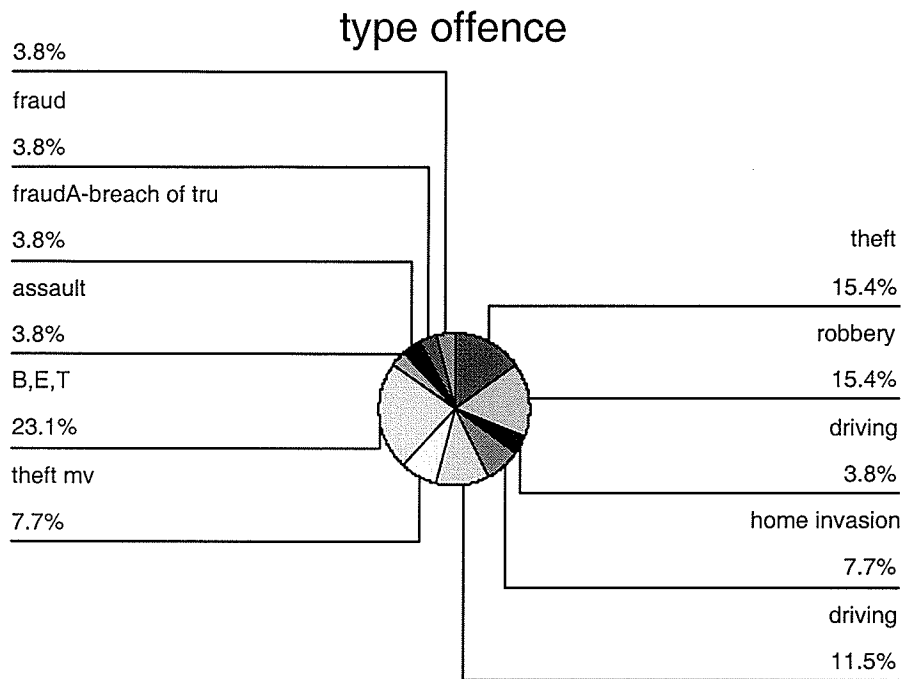
**Table 20 – Ethnicity**

**ETHNICITY**

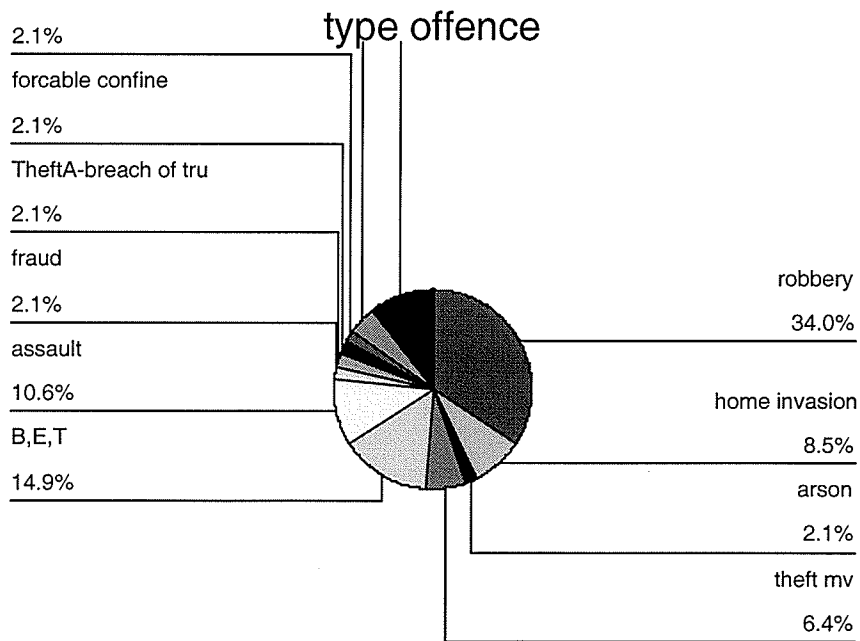
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	caucasian	27	37.0	42.2	42.2
	aboriginal	2	2.7	3.1	45.3
	canadian	25	34.2	39.1	84.4
	ukranian/germain	1	1.4	1.6	85.9
	christian	1	1.4	1.6	87.5
	portuguese	1	1.4	1.6	89.1
	european	1	1.4	1.6	90.6
	dutch	2	2.7	3.1	93.8
	loatian	1	1.4	1.6	95.3
	caucasian/asian	1	1.4	1.6	96.9
	french canadian	1	1.4	1.6	98.4
	mennonite	1	1.4	1.6	100.0
	Total	64	87.7	100.0	
	Missing	no information	8	11.0	
System		1	1.4		
Total		9	12.3		
Total		73	100.0		

Participants were asked to indicate what type of offense they had been a victim of. For a comparison between the two groups, see Graph 1 – Offense Types for RR Group, and Graph 2 – Offense Types for VS Group.

**Graph 1 – Offense Types for RR Group**



**Graph 2 – Offense Types for VS Group**





Response rates varied between the two groups. For the RR group, the three most common offense types were: break, enter and theft (23.1%); theft (15.4%), and robbery (15.4%). For the VS group, the three most common offenses were: robbery (34%); break, enter, and theft (14.9%); and assault (10.6%).

It is of importance to note that based upon the demographic data; the sample may not be representative of the general population as it appears that there is a disproportionate representation in gender and income. Income appears to be inflated and in regard to gender, there is an overrepresentation of females in the sample. Additionally, with respect to ethnicity, there is a low representation of aboriginal respondents. A number of possible explanations for the lack of response from aboriginal victims, may include that: aboriginal victims did not feel the survey was worth their while to complete, the design of the evaluation was not culturally sensitive – perhaps interviews would have yielded better response rates, and/or aboriginal people tend to be more transient and incorrect addresses impacted response rates. Due to these factors, the sample may not be representative of the general population.

## Evaluation Question 1 – What Needs do Victims Have?

The following needs cross tabulations demonstrated a difference: did the judge take your needs into consideration at sentencing, is it important for judges to take the needs of victims into consideration at sentencing, access to information about the criminal justice system, access to information about sentencing, safety, is it important to receive an apology, and a understanding of the harm caused by the offender. The finding section will cite differences and provide a possible explanation for them. Chi-square tests were run for each cross tabulation however with each test; there were not enough numbers in the cells to determine statistical significance.

The need – *Did the judge take your opinion into consideration at sentencing* reported a difference (Table 3, p. 56). Restorative Resolutions victims reported yes 34.6% whereas VS victims reported yes 7.3% to did the judge take your needs into consideration at sentencing. Restorative Resolutions victims reported no 3.8% and VS victims responded no 34.1% to did the judge take your needs into consideration at sentencing. Restorative Resolutions victims responded don't know 61.5% and VS victims responded don't know 58.5%. Of the victims that were aware that the judge took their opinion into consideration, approximately 40%, the proportions for yes and no are inverse for the two groups. This would appear to indicate that RR victims had a greater opportunity to have their needs presented to the Court at sentencing.

The need - *Is it important for judges to take the needs of victims into consideration at sentencing* reported a difference between the two groups (Table 4, p. 57). For the RR group 5.6% of victims felt it was important whereas for the VS group 20.8% of victims felt it was important for judges to take the needs of victims into consideration at sentencing. For the RR group 26.4% of victims felt it was very important, whereas for the VS group 37.5% of victims felt it was very important for judges to take the needs of victims into consideration at sentencing. An explanation for these findings may be that VS victims have a greater desire to have their needs taken into consideration at sentencing as they have not had this opportunity afforded to them.

The need – *Is it important for victims to have access to information about the criminal justice system*, showed a difference between the two groups (Table 5, p. 58). For the RR group 33.3% of the victims felt it was important and for the VS group 50% of the victims felt it was important to have access to information about the criminal justice system. For the RR group 58.3% of the victims felt it was very important whereas for the VS group 45.5% of the victims felt it was very important to have access to information about the criminal justice system. For the VS group there were more victims who felt it was important to have access to information about the criminal justice system than the RR group, however for the RR group there were more victims who felt it was very important to access to information about the criminal justice system. When scores for important and very important are combined, the VS group reports a slightly higher score (95%) than the RR group (91.4%). It is apparent that both groups place a high value on

this need, however, the RR group places a higher value on very important. This may be a result of the fact that RR victims had more opportunity to access information than VS victims.

The need – *Is access to information about sentencing important* demonstrated a difference between the RR and VS groups (Table 6, p. 59). For the RR group 38.5% of victims felt it was important, and 53.8% of victims felt it was very important to have access to information about sentencing for a combined total of 92.3%. For the VS group 30.4% felt it was important and 69.6% felt it was very important to have access to information about sentencing for a total of 100%. Although both groups place a high value on this need, the VS group places a slightly higher value on the need. A possible explanation may be that the VS group does not have the same access to information about sentencing as the RR group and therefore, place a higher value on the need than the RR group. The Restorative Resolutions program offers victims a number of choices for participation and one of them is access to information about the outcome of their case.

The need – *After my victimization, I became more concerned for my safety* showed a difference between the two groups (Table 7, p. 60). For the RR group 9.1% of victims responded strongly disagree, 22.7% responded disagree, 27.3% responded agree and 40.9% responded strongly agree to the question. For the VS group 4.5% of victims responded strongly disagree, 4.5% responded disagree, 31.8% responded agree, and 59.1% responded strongly disagree. The greatest differences were in the categories 'disagree' and 'strongly agree'. For

the category 'disagree' 23.8% of RR victims disagreed that safety was an increased concern, whereas only 4.5% of the VS victims disagreed. For 'strongly agree' RR victims responded 38.1% to this category and for the VS victims 59.1% responded to this category. Therefore it appears that after victimization, RR victims feel safer than VS victims. This is noteworthy as part of the victim component of the Restorative Resolutions program provides victims with the opportunity to access information about the offender and the process, and if interested to meet directly with the offender. It is possible that these features contribute to dispelling myths about offenders and as a consequence victims feel safer. An alternate explanation may be that for the VS group the degree of victimization was greater.

The need – *Is it important to receive an apology from the offender* reported differences between the two groups (Table 8, p. 61). For the RR group 14.3% of the victims reported it was not important, 28.6% reported that it was somewhat important, 23.8% reported that it was important, and 33.3% reported that it was very important to receive an apology. For the VS group 40.7% reported it was not important, 18.5% reported it was somewhat important, 22.2% reported it was important and 18.5% reported it as very important to receive an apology from the offender. The greatest difference is reported in the categories 'not important' and 'very important'. For the RR group 15% responded it was not important whereas for the VS group 40.7% reported it was not important to receive an apology. For this category it appears that VS victims quite clearly do not support the concept of apologies. For the category 'very important' the RR

group reported that 30% it was very important, and the VS group 18.5% reported that it was very important. There is a substantial difference between RR and VS victims. According to Maloney (personal conversation, May 2004), victims often do not want an apology as they do not believe it to be sincere. It is her experience that once the victim has some input into the process with respect to content they are more likely to agree to receive an apology. This explanation would appear to explain why 30% of RR victims thought it was important to receive an apology opposed to 18% of VS victims. For the Restorative Resolutions program, the offering of an apology is a standard option that is offered to victims who choose to participate in the program. Although this may be a plausible explanation, there may also be other explanations that explain why victims do not want to receive an apology.

The need – *Is it important that the offender understands the harm caused* showed a difference between the two groups (Table 9, p. 62). For the RR group 19.2% felt that it was important and 80.8% felt that it was very important that the offender understand the harm caused for a total of 100%. For the VS group 42.2% felt it was important and 53.3% felt it was very important that the offender understand the harm caused for a total of 95.5%. Although the totals are fairly close, the main difference exists in the dispersion between the two categories - for the RR group 80.8% felt it was very important compared to 53.3% for the VS group. This may be attributed to the fact that the need, accountability by the offender, is a central tenant of restorative justice. Zehr (1990) articulates that offenders must understand and acknowledge the harm they have caused and

take positive steps to repair the harm and make things right. It would appear that for victims who participated in the Restorative Resolutions program this assertion holds true.

The need – *Does the criminal justice system provide enough opportunity for victim involvement* reported a difference between the two groups (Table 10, p. 63). For the RR group 62.5% of victims agreed and 6.3% strongly agreed that the criminal justice system provides enough opportunity for victim involvement for a total of 68.8%. For the VS group 40% agreed and 2.9% percent strongly agreed that the criminal justice system provides enough opportunity for victim involvement for a total of 42.9%. Based upon combined totals for the categories 'agree' and 'strongly agree', the RR group reported a higher percentage (68.8%) than the VS group (42.9%) to does the criminal justice system provide enough opportunity for victim involvement. It is likely that the RR group had more opportunity to participate in the criminal justice system than the VS group through the options available to them through the Restorative Resolutions program, and this may be why they feel more strongly that the criminal justice system provides enough opportunity for involvement.

In addition to the needs cross tabulations, the analysis involved doing cross tabulations for involvement in the court process, perceptions about justice being served, and adequacy of sentence. Of these variables, the variable – *Do you feel the sentence the offender received was adequate* was the only one that showed a difference between the two groups (Table 11, p. 64). For the RR group 13.3% strongly disagreed, 13.3% disagreed, 66.7% agreed and 6.7% strongly

agreed. For the VS group 29.6% strongly disagreed, 25.9% disagreed, 40.7% agreed, and 3.7% strongly agreed. When the categories 'strongly disagree' and 'disagree' for each group are combined – the RR group totals 26.6% and the VS group totals 55.5%. This demonstrates that VS victims feel more strongly that the sentence was inadequate than the RR victims. When the categories 'agree' and 'strongly agree' are totaled for both groups – the RR group equals 73.4% and the VS group equals 44.4%. This indicates that RR victims perceive the adequacy of the sentence to be greater than VS victims. This may be linked to more opportunity for the RR group with respect information availability and involvement in the process than for the VS group.

This concludes the examination of the cross tabulations for the first evaluation question. As stated in the beginning of the section, statistical significance was not able to be determined due to the small sample size. Cross tabulations were run for all needs and demographic variables however the demographic data had minimal impact on these variables. With respect to the demographic data, the sample population may not be representative of the general population as there appears to be disproportionate representations in areas of income, gender and ethnicity.

In Wemmers and Canuto's research on victims who did not participate in restorative justice programs, they identify that victims' needs were similar to those attributes inherent in restorative practices or programs. The above analysis supports this assertion and although there are differences in the cross tabulations, the differences are mostly variances in range within similar



categories (i.e. agree vs strongly agree or disagree vs strongly disagree), rather than opposing answers (i.e. agree vs disagree). Maguire (1991, as cited in Wemmers and Canuto, 2001) suggests that access to information is the most common need for victims. Umbreit (2001) suggests that information on case development is important to victims. Wemmers and Canuto (2001) reflect that victims want offenders to be held accountable. Zehr (1990) contends that victims want answers to their questions. All in all, there is no clear indication of what needs victims view as most important. This may be attributable to the fact that victims have varying needs.

In order to gain a better understanding of the importance victims place on needs, a comparison and ranking of the means for each group was run for each need that contained a 4 point Likert scale measure (Table 12, p. 65 and Table 13, p. 66). This measure was selected as data from the Likert scales was treated as interval level data. The following 11 needs were ranked in descending order of their means and thus the higher the mean – the more importance the victim placed on the need. For the RR group, the three most important needs were: accountability for the offender, compensation for financial loss, and the importance of involving the victim in the criminal justice process. For the VS group, the three highest needs were: accountability for the offender, access to information about sentencing, and compensation for financial loss. Other interesting findings include the rankings for safety and the importance of an apology. The RR group ranked safety as the 9<sup>th</sup> most important need whereas the VS group ranked it as the 5<sup>th</sup> most important need. This indicates that the VS

group places a higher value on safety. The RR group ranked the importance of an apology as the 10<sup>th</sup> most important need, and the VS group ranked it as the 11<sup>th</sup> or last important need. Clearly victims from both groups do not value the feature of an apology letter from the offender as important. For a comparison of all needs, see Table 21, Comparison of Means.

**Table 21, Comparison of Means for Both Groups**

Need	RR Group			VS Group		
	N	Mean	Ranking of Mean	N	Mean	Ranking Mean
Importance of accountability for the offender	26	3.92	1	47	3.94	1
Compensation for financial loss is important	25	3.60	2	43	3.60	3
Involving Victim	25	3.56	3	44	3.45	6
Judge hears victims concerns	26	3.54	4	46	3.46	4
Victim Impact Statements	22	3.50	5	42	3.36	9
Access to info about the cjs	24	3.60	6	44	3.41	8
Access to info about sentence	26	3.42	7	46	3.70	2
Access to info about case	26	3.42	8	46	3.41	7
Safety Concerns	22	3.00	9	44	3.45	5
Apology from offender	21	2.76	10	27	2.19	11
Does the cjs provide enough opportunity for victim involvement	16	2.69	11	35	2.29	10

An independent – samples t test was used to determine the difference between the means for the two groups (See Table 14, p. 67). For all needs, the significance value for the t test was high in comparison to the p-value of .05, and therefore the difference between the two groups was not significant. However, when looking at the Confidence Intervals of the Difference, 6 needs indicated a significant difference and included: access to information about my case is important, importance of accountability for the offender, compensation for financial loss, the importance of the judge taking victims concerns into consideration, importance of involving victims in the criminal justice system, and the importance of submitting a victim impact statement. The remaining 5 needs indicated that the difference was not significant: the importance of having access to information about the criminal justice system, access to information about sentencing, the importance of receiving an apology from the offender, safety, and does the criminal justice system provide enough opportunity for victim involvement. This concludes the findings for the first evaluation question.

Evaluation Question 2 - Are victims who participate in the Restorative Resolutions program more satisfied than victims who do not participate in the Restorative Resolutions program?

Is the degree of participation in the Restorative Resolutions program linked to the rate of victim satisfaction?

The second evaluation question has three components – the Satisfaction Scale, the Participation Scale and the Outcome Scale.

### The Satisfaction Scale

The Satisfaction Scale is an interval level scale and therefore, a comparison of the means was run for satisfaction and type of victim. The mean for the RR group was 15.42 and the mean for VS group was 12.70. The difference between the means was 2.72. This indicates that the RR group reported a higher mean level of satisfaction than the VS group. An independent – samples t test was run for the satisfaction and type of victim (See Table 15, p. 68 & 69). Both the t test and Confidence Interval of the Difference indicate that there is a significant difference between the two groups. The t test score is .007 (p-value = .05), and the Confidence Interval of the Difference is 1.18776 (lower) and 7.27541 (upper).

The Sat Com Scale is an ordinal level scale which ranks satisfaction as low, medium and high. A cross tabulation between Sat Com and type of victim showed a difference in satisfaction levels for each group (See Table 16, p. 69).

- The RR group reported a low satisfaction rate 15.4% and the VS group reported a low satisfaction rate 38.3%.
- The RR group reported a medium satisfaction rate 34.6% and the VS group reported a medium satisfaction rate 31.9%.

- The RR group reported a high satisfaction rate 50% and the VS group reported a high satisfaction rate 29.8%.

When medium and high levels for the RR group are combined, the combined satisfaction is 84.6%. This compares to a combined total of 61.7% for the VS group. See Graph 3 – Sat Com for the RR Group, and Graph 4 – Sat Com for the VS Group for pie graphs of these findings (p. 89).

As the Sat Com Scale is ordinal, a chi-square test was used to test the difference between the variables. The chi-square test measures the hypothesis that the row and column variables are independent. A low significance value (below .05) indicates that there may be some relationship between the two variables. With the three chi-square tests<sup>15</sup>, only the linear-by-linear association indicated a relationship at .032 between satisfaction and type of victim. The chi-square measures do not indicate the strength or direction of the association.

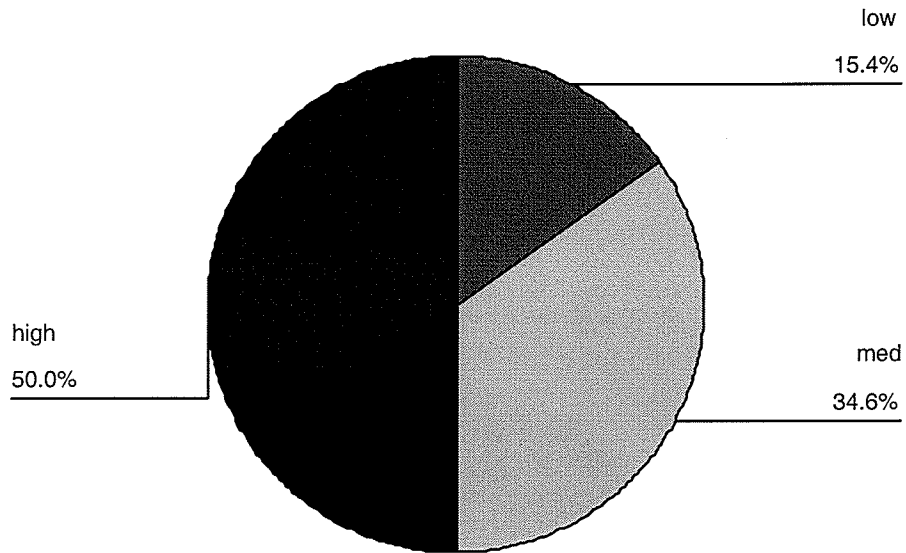
For both scales, the Satisfaction Scale and the Sat Com Scale, the RR group demonstrated a higher level of satisfaction than the VS group. Paul McCold suggests "...parties typically hold positive view of restorative justice programs; they feel satisfied with the process... (2001, p. 29). This is consistent with the outcomes of the Sat Com and the Satisfaction Scales.

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<sup>15</sup> The three chi-square tests include: the Pearson chi-square, the likelihood ratio, and the linear-by-linear association.

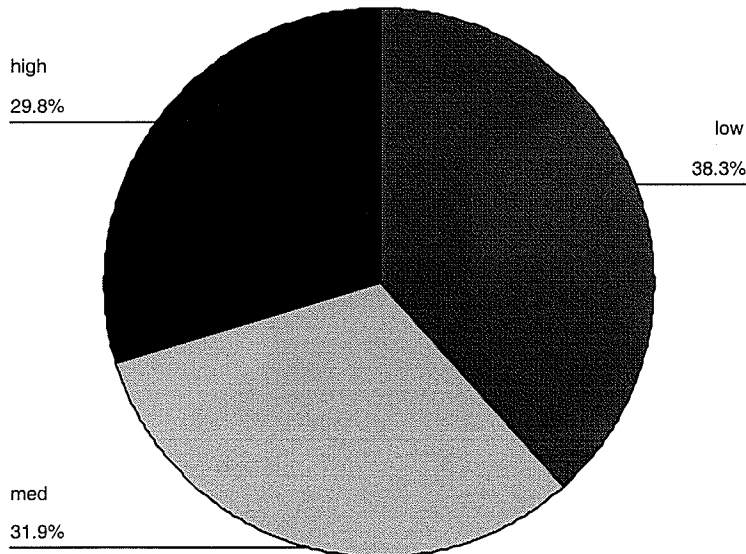
**Graph 3: Satisfaction - RR Group**

**RR Satisfaction**



**Graph 4: Satisfaction - VS Group**

**Victim Services Satisfaction**



## Participation Scale

The Participation Scale was constructed to measure participation in the Restorative Resolutions program. A Pearson Correlation, one tailed, bivariate correlation test was run for the Participation and Satisfaction Scales (See Table 17, p. 70). This test of association indicates that Participation and Satisfaction are positively correlated but the correlation is not exceedingly strong. A score of "1" indicates a strong positive correlation and as .504 is only slightly greater than the half way point, this indicates that a moderate correlation exists.

The measure also examined the significance of the correlation coefficient. The p-value (or significance level) was set at the 0.01 level. The significance of the correlation coefficient is .005. If the significance level is low compared to the p-value, then the correlation is significant and the two variables are linearly related. Since the correlation co-efficient is .005 this holds true.

According to the Pearson Correlation, there is a slightly above average correlation between Participation and Satisfaction and the two variables are linearly related in a positive direction. Thus as participation increases satisfaction also increases.

The Part Com Scale was developed from the Participation Scale, and is an ordinal level scale that ranks participation levels as low, medium or high. A

cross tabulation was run for Sat Com and Part Com, both ordinal level scales (See Table 18, p. 71).

- For victims with a low participation rate: 33.3% had a low satisfaction rate, 33.3% had a medium satisfaction rate, and 33.3% had a high satisfaction rate.
- For victims with a medium participation rate: 10% had a low satisfaction rate, 50% had a medium satisfaction rate, and 40% had a high satisfaction rate.
- For victims with a high participation rate: 0% had a low satisfaction rate, 0% had a medium satisfaction rate, and 100% had a high satisfaction rate.

A chi-square test was run for the cross tabulation but there was not enough data in the cells to determine statistical significance. However, the data suggests that for the RR group, victims with a high participation rate also had a high satisfaction rate. This implies that participation is linked to satisfaction and the greater the degree of participation, the greater the satisfaction.

### Outcome Scale

The Outcome Scale is comprised of the following variables:

- (1) Has the Restorative Resolutions program / criminal justice system helped you deal more effectively with your situation?



(2) In an overall sense, how satisfied are you with the Restorative Resolutions program / criminal justice system?

(3) In your experience, do you believe justice was served?

(4) Do you feel the sentence the offender received was adequate?

A Pearson's Product Moment Correlation Coefficient was run on the Outcome and Satisfaction Scales for both groups (See Table 19, p. 72). This test of association indicates that Outcome and Satisfaction are positively correlated and the correlation is quite strong. A score of "1" indicates a strong positive correlation and .740 is fairly close to this value. Therefore, a correlation exists and it is quite strong.

The measure also indicates the significance of the correlation coefficient. The p-value (or significance level) has been set at the 0.01 level and the significance of the correlation coefficient is .000. When the significance level is low compared to the p-value, the correlation is significant and the two variables are linearly related. According to the Pearson Correlation, there is a very strong correlation between Outcome and Satisfaction and the two variables are linearly related in a positive direction.

One must be cautious with these findings as the correlation is so strong. A possible explanation for the strong correlation may be that the Outcome Scale is really a measure of satisfaction rather than a measure of outcome and that satisfaction is being measured twice. A review of the literature does not provide further insight into these outcomes and their association with satisfaction. In order to learn more about the impact of outcome on satisfaction, it would be

necessary to reproduce the study with the same data set – thereby expanding the number of participants, as well as replicating the study in other areas. This would serve to increase the reliability of the study and establish validity.

## **Qualitative Analysis, Outcomes, and Findings**

### ***Analysis***

Attempts were made to code<sup>16</sup> the open-ended questions and enter the data into SPSS; however this was not possible due to the complexity of the themes. Depth would have been lost by the process, so instead themes were established where applicable and a written analysis of the qualitative data was carried out.

### ***Outcomes***

Consistent with the quantitative data, data consisted of the two data sets – the RR group and the VS group. Response rates and demographic data are the same for both groups. The two surveys included 5 open ended questions - four were asked of the RR group and 1 was asked of the VS group. The survey questions are:

Question 1 – What did you like least about the Restorative Resolutions program?

Question 2 – What did you find most helpful about the Restorative Resolutions program?

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<sup>16</sup> Coding is the process of assigning a word or a phrase to similar comments to determine how often the ideas appear in your data set” (The Health Communication Unit, 1997, p. 69).

Questions 3 – If a friend were in need of similar help, would you recommend the Restorative Resolutions program to him or her? Could you explain why?

Question 4 – Please comment on any concerns you have about the criminal justice system (RR group)

Question 5 – Please comment on any concerns you have about the criminal justice system (VS group)

The open ended questions yielded the following response rates: question 1 = 54%, question 2 = 69%, question 3 = 62%, question 4 = 42%, and question 5 = 72%. See Table 20, Response Rate for Open Ended Survey Questions.

**Table 20 - Response Rate for Open Ended Survey Questions**

Survey Questions	1	2	3	4	5
<b>Responses</b>	14	18	16	11	34
<b>Percentage</b>	54%	69%	62%	42%	72%
<b>N</b>	26	26	26	26	47

Themes for each survey question were established and individual comments for each theme identified. Themes include: program concerns, restitution, positive feedback about the program, concerns about the criminal justice system, restorative justice principles/needs, information, social priorities/issues, positive feedback about the criminal justice system, safety, emotional issues, explanation of the offense, and satisfaction. See Table 21 – Qualitative Themes.

**Table 21 – Qualitative Themes**

Qualitative Themes	
Program concerns	Restitution
Positive feedback about the program	Concerns about the cjs
restorative justice principles/needs	Information
Social priorities/issues	Positive feedback about the cjs
Safety	Emotional issues
Explanation of the offense	Satisfaction

*Question 1 - What do you like least about the Restorative Resolutions program?*

Identified themes for question 1 included: restitution, positive program feedback, program concerns, and concerns about the criminal justice system.

The theme restitution included the following comments: no follow-up from program (2 counts), no restitution paid (2 counts), inconsistent payment by the offender, and not ordered by the Court.

The theme positive program feed back included the following comments – the program helped me very much (2 counts).

The theme concerns about the program contained the following comments: the program was too busy to respond to me, not enough contact with program staff (2 counts), program is offender based (2 counts), no consequences for breaching, how much good does the program do – curbing recidivism or is the offender getting off easy, and no follow-up.

The theme concerns about the criminal justice system contained the following comments: sentence was too lenient, offender did not comply, and the time it took to resolve the matter (2 counts).

There was an additional comment but it could not be read due to the illegibility of the hand writing. See Table 22 – Qualitative Responses.

**Table 22: Qualitative Responses Survey Question - What did you like least about the Restorative Resolutions program?**

Theme	Comments
Program Concerns	<ul style="list-style-type: none"> <li>- Program was too busy to respond to me</li> <li>- Not enough contact with program staff (2)</li> <li>- Program offender based (2)</li> <li>- No consequences for breaching</li> <li>- How much good does the program do – curbing recidivism or is offender getting off easy</li> <li>- No follow-up</li> </ul>
Restitution	<ul style="list-style-type: none"> <li>- no follow-up from RR (2)</li> <li>- no restitution paid (2)</li> <li>- inconsistent payment of restitution by offender</li> <li>- not ordered by the Court</li> </ul>
Positive Feedback about the program	<ul style="list-style-type: none"> <li>- Program helped me very much (2)</li> </ul>
Concerns about the Criminal Justice System	<ul style="list-style-type: none"> <li>- Sentence too lenient</li> <li>- Offender did not comply</li> <li>-Time it took to resolve the matter (**)</li> </ul>
<b>Other</b>	
Could not read the hand writing	

*Question 2 – What did you find most helpful about the Restorative Resolutions program?*

The following themes were identified in question 2: restitution, positive program feedback, restorative justice principles / needs, and information. In addition to these themes, there were two independent responses that stated the sentence was inappropriate and they did not like anything about the program.

The theme restitution contained two comments: not all expenses were covered, and restitution was paid.

The theme restorative justice principles / needs included the following comments: offender repaired the harm, could express my feeling and be heard (2 counts), mediation, choices, restorative justice philosophy and closure.

The theme information included the following comments: better understanding of the criminal justice system (2 counts), getting answers to my questions, someone to talk to, and information about my case (2 counts). See Table 23 – Qualitative Responses.

**Table 23: Qualitative Responses for Survey Question - What did you find most helpful about the Restorative Resolutions program?**

<b>Theme</b>	<b>Comments</b>
Restorative Justice Principles / Needs	<ul style="list-style-type: none"> <li>- Offender repaired the harm</li> <li>- My feelings could be expressed and I was heard (2)</li> <li>- Mediation</li> <li>- The choices that were made available</li> <li>- restorative justice philosophy</li> <li>- closure</li> </ul>
Positive Program Feedback	<ul style="list-style-type: none"> <li>- Program staff worked with the offender</li> <li>- Program staff were supportive / helpful</li> </ul>
Restitution	<ul style="list-style-type: none"> <li>- Not all covered</li> <li>- Getting restitution</li> </ul>
Information	<ul style="list-style-type: none"> <li>- Better understanding of the cjs (2)</li> <li>- Getting answers to my questions</li> <li>- Someone to talk to</li> <li>- Case (2)</li> </ul>
<b>Singular Comments</b>	
Feedback about the Criminal Justice System – sentence was appropriate	
Nothing	
<b>Other</b>	
Could not read the hand writing	

*Question 3 - If a friend was in need of similar help, would you recommend the Restorative Resolutions program to him or her?*

The following themes were identified in question 3: concerns about the program, restitution, positive program feedback, concerns about the criminal justice system, restorative justice principles / needs, and information.

The theme concerns about the program included the following comments: program was no help (2 counts), no follow-up, the program is okay for certain types of offenders, there is not enough follow-up by program staff (2 counts), the program is offender based, and needs were not met (given hope then it was dashed). In addition to a general non appreciation for the program, there was concern about inadequate follow-up by program staff (3 counts). As well, victims feel it is an offender based program; as an intervention, its suitable for only certain types of offenses; and the program gave a victim hope and then they were disappointed.

The theme restitution contained the following comments: compensation received for losses, there was no help in collecting restitution, there was help collecting it, and the offender defaulted on payment.

The theme, positive program feedback contained the comment that program staff are helpful and cared. Two victims shared this sentiment about the program.

The theme, concerns about the criminal justice system included comments about the sentence being too lenient. This element was echoed by two victims.

The theme information contained the comments that the program provided someone to talk to. Three victims described this as a desirable aspect of the program and the theme information was framed in a positive context.

The theme restorative justice principles / needs contained the following comments: healing, mediation (2 counts), allowed me to be an active participant



in the process, the judge addressed me directly in court, the process helped me regain control, there were consequences for the offender, and the program provided the offender with the opportunity to repair the harm. See Table 24 – Qualitative Responses.

**Table 24: Qualitative Responses for Survey Question - If a friend were in need of similar help, would you recommend the Restorative Resolutions program to him or her? Please explain why.**

Theme	Comments
Restorative Justice Principles / Needs	<ul style="list-style-type: none"> <li>- Healing</li> <li>- Mediation (2)</li> <li>- Allowed me to be an active participant in the process</li> <li>- Judge addressed me directly in Court</li> <li>- Helped me regain control</li> <li>- Consequences for the offender</li> <li>- Opportunity for offender to repay the harm (2)</li> <li>- Needs were met</li> </ul>
Restitution	<ul style="list-style-type: none"> <li>- Compensation for losses</li> <li>- No help in collecting restitution</li> <li>- Helped collecting restitution</li> <li>- Offender defaulted on restitution</li> </ul>
Information	<ul style="list-style-type: none"> <li>- Someone to talk to (3)</li> </ul>
Positive program feedback	<ul style="list-style-type: none"> <li>- RR Staff helpful and cared (2)</li> </ul>
Concerns about the program	<ul style="list-style-type: none"> <li>- Program was no help (2)</li> <li>- No follow-up</li> <li>- Program is okay for certain type of offenders (2)</li> <li>- Not enough follow-up from RR staff (2)</li> <li>- Offender based</li> <li>- Needs not met – given hope - hope dashed</li> </ul>
Concerns about Criminal Justice System	<ul style="list-style-type: none"> <li>- Sentence too lenient (2)</li> </ul>

*Question 4 - Concerns of Restorative Resolutions victims toward the criminal justice system.*

The following themes were identified in question 4: concerns about the program, restitution, positive feedback about the program, concerns about the criminal justice system, restorative justice principles / needs, social priorities / issues, and positive feedback about the criminal justice system.

The theme – concerns about the program contained the following comments: through my involvement in the program I reduced the sentence of the offender, and offenders should have to work off damages.

The theme restitution contained the following comments: offender defaulted (3 counts), should be follow-up on restitution, restitution was paid, and no follow-up. One victim reported that the offender paid restitution.

The theme positive feedback about the program contained comments that the process would not have been possible without program staff (2 counts).

The theme concerns about the criminal justice system included the following comments: the victim is re-victimized by the criminal justice system (2 counts), the crown told me that the judge was very lenient and the offender would receive a conditional sentence, the sentence was too lenient (2 counts), and the sentence was too difficult to monitor.

The theme restorative justice principles / needs included the following comments: a hope that my involvement will impact the future behaviour of the victim in a positive manner, input at sentencing, increased involvement for victims in the criminal justice system is important, and closure.

The theme social priorities / issues contained the following comments: decreases poverty; society has lost its values and morals, and how do we get them back; and philosophical issues about offenders who drink and drive and place others at risk.

The theme – positive feedback about the criminal justice system included the following comments: police did a great job and they were very helpful, and

police and the courts have immediate consequences for offenders. See Table 25 – Qualitative Responses.

**Table 25: Qualitative Responses for Survey Question – Please comment on any concerns you have about the criminal justice system? (RR Group)**

Theme	Comments
Restitution	<ul style="list-style-type: none"> <li>- Offender defaulted (3)</li> <li>- Should be follow-up</li> <li>- Restitution paid</li> <li>- No follow-up</li> </ul>
Positive Feedback about the Criminal Justice System	<ul style="list-style-type: none"> <li>- Police did a great job, very helpful</li> <li>- Police and Courts had immediate consequences for offender</li> </ul>
Concerns about the Criminal Justice System (cjs)	<ul style="list-style-type: none"> <li>- Victim is re-victimized by the cjs (2)</li> <li>- Crown said judge was very lenient and would receive a CSO</li> <li>- Sentence was too lenient (2)</li> <li>- Sentence too difficult to monitor</li> </ul>
Concerns about the program	<ul style="list-style-type: none"> <li>- Through my involvement, I reduced the sentence for the offender</li> <li>- Offenders should have to work off damages</li> </ul>
Restorative Justice Principles / Needs	<ul style="list-style-type: none"> <li>- I hope that my involvement will impact the future behaviour of the offender in a positive manner</li> <li>- Input at sentencing</li> <li>- Increased involvement for victims is important</li> <li>- Closure</li> </ul>
Positive Feedback about the program	<ul style="list-style-type: none"> <li>- Not possible without RR Staff (2)</li> </ul>
Social Priorities / Issues	<ul style="list-style-type: none"> <li>- Decreases poverty</li> <li>- Society has lost it values and morals, how do we get them back?</li> <li>- Philosophical issues raised about offenders who drink and drive, and place others at risk</li> </ul>

*Question 5 – Concerns of Victim Services victims about the criminal justice system.*

The following themes were identified in question 5: restitution, concerns about the criminal justice system, restorative justice principles / needs, information, social concerns / issues, positive feedback about the criminal justice system, safety, emotional issues, explanation of the offense, satisfaction. Additionally, there was one comment that indicated that response rates would

have been higher had the researcher provided stamped return envelopes with the surveys.

The theme – restitution contained the comments: default on payment and the court could not track and enforce payments.

The theme – concerns about the criminal justice system, included the following comments: the victim is not the primary concern in the criminal justice system (6 counts), the victim is re-victimized by the criminal justice system, the length of time it took to resolve the matter (3), sentence is too lenient (4), after the initial police contact there was a lack of contact with anyone in the criminal justice system (3), there needs to be consequences for breaches (2), more accountability is needed for judges and crowns, the court process is terrifying for victims, the criminal justice system is inadequate (2), dissatisfaction with police, and dissatisfaction with courts. Victims feel re-victimized by the criminal justice process; six victims reported that this was a concern for them. As well, dissatisfaction was expressed about the police, courts, prosecutions, and the criminal justice system. Sentences were viewed as too lenient in 4 instances, and after the initial contact with police, three victims felt abandoned. The system was viewed as providing no consequences for breaches.

The theme restorative justice principles / needs included the following comments: it is important to hold the offender accountable, the system provided me with no mechanism to express my feelings about the offender (3 counts), and there needs to be more opportunity for victim involvement in the system (3 counts).

The theme information included the following comments: a lack of information in an overall general sense (8 counts), and lack of information about outcomes (6 counts).

The theme social concerns / issues contained the following comments: society has lost its values and morals and how do we get them back, and women should stay home and look after children.

The theme positive feedback about the criminal justice system included the following comments: the police were very helpful and did a great job (3 counts), and Victim Services did a great job of keeping me informed.

The theme safety included the comment made by two victims that post offense they did not feel safe.

The theme emotional issues included the comment made by two victims that they were left with emotional problems after the offense.

The theme explanation of the offense included comments made by 4 victims around what happened during the offense.

The last theme satisfaction included the following comments: no concerns at this time; and satisfied by the way I was treated for a property offense but would not have been satisfied if it was a personal offense. See Table 26 – Qualitative Responses.

**Table 26: Qualitative Responses for Survey Question - Please comment on any concerns you have about the criminal justice system? (VS Group)**

<b>Theme</b>	<b>Comments</b>
Concerns about the Criminal Justice System (cjs)	<ul style="list-style-type: none"> <li>- Victim is not the primary concern in the cjs (6)</li> <li>- Victim is re-victimized by the cjs</li> <li>- Length of time it took to resolve the matter (3)</li> <li>- Sentence too lenient (4)</li> <li>- After the initial police contact - lack of contact with anyone in the cjs (3)</li> <li>- Needs to be consequences for breaches (2)</li> <li>- More accountability is needed for judges and crowns</li> <li>- Court process is terrifying for victims</li> <li>- CJS is inadequate (2)</li> <li>- Dissatisfied with police</li> <li>- Dissatisfied with Courts</li> </ul>
Positive Feedback about the CJS	<ul style="list-style-type: none"> <li>- Police were very helpful, did a great job (3)</li> <li>- Victim Services did a good job of keeping me informed</li> </ul>
Satisfaction	<ul style="list-style-type: none"> <li>- Satisfied at how I was treated for a property offense but would not if the offense had been personal</li> <li>- No concerns at this time</li> </ul>
Restorative Justice Principles / Needs	<ul style="list-style-type: none"> <li>- Important to hold the offender accountable</li> <li>- No mechanism to express my feeling about the offender (3)</li> <li>- Needs to be more opportunity for victim involvement (3)</li> </ul>
Information	<ul style="list-style-type: none"> <li>- Lack of information (8)</li> <li>- Lack of information about the outcome (6)</li> </ul>
Safety	<ul style="list-style-type: none"> <li>- Post offense – victim does not feel safe (2)</li> </ul>
Emotional Issues	<ul style="list-style-type: none"> <li>- Left with emotional problems after the offense (2)</li> </ul>
Explanation about the offense	<ul style="list-style-type: none"> <li>- Explained what happened (4)</li> </ul>
Social Concerns / Issues	<ul style="list-style-type: none"> <li>- Society has lost it values and morals, how do we get them back?</li> <li>- Women should stay at home and look after children</li> </ul>
Restitution	<ul style="list-style-type: none"> <li>- Defaulted</li> <li>- Court should track and enforce payment (2)</li> </ul>
<b>Singular Comments</b>	
No stamped return envelope included with the survey	

See Appendix Five, for raw qualitative data.

## ***Findings***

The following section provides an interpretive summary of the qualitative themes for each survey question, and comments on common threads which were identified during the analysis.

### Interpretation of Qualitative Themes

#### *Question 1 - What do you like least about the Restorative Resolutions program?*

In the first question, the issue of restitution was raised and there appears to be a problem with the collection and follow-up of restitution payment. With the theme positive program feed back, victims indicated that they valued the support they received from the program. Concerns about the program suggest that offenders desire more contact from program staff, have concerns about the support the program provides for offenders, have concerns about whether inappropriate behaviour is challenged, and philosophically question whether the program impacts recidivism. Concerns about the criminal justice system stem around the questions of leniency of community sanctions, compliance, and the length of time it takes for matters to be resolved.

*Question 2 - What did you find most helpful about the Restorative Resolutions program?*

In the second survey question, the response to restitution may be viewed as positive because in the first case, partial restitution was recovered and in the second case restitution was fully paid. The theme restorative justice principles / needs included positive comments relating to needs that had been met. From the theme information, it appears that victims liked the Restorative Resolutions program for the following reasons: its restorative features, staff are supportive, victims received partial and full restitution, and overall they appreciated the access to information they receive through the program. Additionally, two independent respondents stated that the sentence the offender received was inappropriate and they did not like anything about the program<sup>17</sup>.

*Question 3 - If a friend was in need of similar help, would you recommend the Restorative Resolutions program to him or her?*

In the third question, in addition to a general non appreciation for the program, there is concern about inadequate follow-up by program staff. As well, victims feel the Restorative Resolutions program is an offender based program; as an intervention, the program is only suitable for certain offense types; and the program gave a victim hope and then they were disappointed. The respondent does not elaborate on why they were disappointed. There are concerns about restitution around the victim receiving no help in collection of the restitution and

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<sup>17</sup> It appears that these independent responses are more relevant to the first survey question.



the offender defaulting on payment. Conversely some victims are pleased that they received compensation and were assisted in collecting payment. The theme positive program feedback indicated that program staff are helpful and cared. Concerns expressed about the criminal justice system indicated that victims believe sentences are too lenient. Victims viewed access to information as a desirable aspect of the program and information was framed in a positive context. Restorative justice principles / needs were framed in a positive context and it appears that these needs have been met for the RR group.

*Questions 4 - Concerns of Restorative Resolutions victims toward the criminal justice system.*

In the fourth question, when asked about concerns about the criminal justice system it appears that some victims have philosophical concerns about the program. Although there was payment of restitution, concerns were raised around offenders defaulting and a lack of follow-up on delinquent accounts.

In the theme positive program feedback, there is recognition by victims of the positive contribution of program staff. In the theme concerns about the criminal justice system, victims express genuine unease about the system ranging from a belief that the system is too lenient to a concern that there would be difficulty monitoring a sentence which had been handed down, to strong statements by victims that the system re-victimizes the victim. In regard to restorative justice beliefs / needs, comments demonstrate that victims value restorative justice principles and it appears that these needs were met through

involvement in the program and / or the criminal justice system. Some victims expressed concerns around the theme of social priorities / issues. Their concerns arose from their victimization and subsequent participation in the program. For the theme – positive feedback about the criminal justice system it appears that some victims were pleased with the system because of the actions of the police and the courts.

*Question 5 - Concerns of Victim Services victims about the criminal justice system.*

In the fifth question, comments raised by victims around restitution are expressed as concerns and viewed as problematic by the victim. In the theme – concerns about the criminal justice system, it is apparent that there is dissatisfaction with the criminal justice system. More victims responded to this theme than any other theme. Victims feel re-victimized by the criminal justice process. As well, dissatisfaction was expressed about the police, courts, prosecutions, and the criminal justice system. Sentences were viewed as too lenient, and after the initial contact with police, victims felt abandoned. The system was viewed as providing no consequences for breaches. This theme leaves an impression that victims have serious concerns about the criminal justice system. Other than the comment that it is important to hold offenders accountable for their behaviour, the theme restorative justice principles / needs, alludes to the inadequacies of the system in terms of needs being met rather than needs being were met through participation in the system. For the theme

information, the focus is on lack of information being provided for victims rather than statements about the positive aspects of receiving information. In terms of social concerns / issues, victims expressed personal sentiments when asked about concerns they had about the criminal justice system. Although the writer does not agree with the concerns raised, they are both interesting and valid in the sense that they represent the victims' feelings. In spite of the serious concerns raised by respondents about the criminal justice system, the theme positive feedback about the criminal justice system demonstrated that victims feel that the police and Victim Services did a commendable job. The themes of safety and emotional issues were only identified by the VS group. For both these themes, a number of victims had concerns for their safety and were emotionally distressed post sentence. It would appear from these statements that the victims were unable to process these emotions while going through the criminal justice system. The theme explanation of the offense included comments made by victims around what happened during the offense. This theme was exclusive to the VS group and was not raised by the RR group. The last theme is satisfaction and there is no clear indication of overall satisfaction contained within the response.

### Common Themes

A number of themes were common to multiple survey questions. The next section will identify the themes that were common to multiple survey questions

and observations that can be made. Table 27, Common Qualitative Themes, provides an overview of the common themes.

**Table 27 – Common Qualitative Themes**

<b>Theme</b>	<b>Survey Question</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Program Concerns		*		*	*	
Positive Program Feedback		*	*	*	*	
Concerns about the Criminal Justice System		*		*	*	*
Restitution		*	*	*	*	*
Restorative Justice Principles / Needs			*	*	*	*
Information			*	*		*
Social Priorities / Concerns					*	*
Positive Feedback about the Criminal Justice System					*	*
Satisfaction						*
Safety						*
Emotional Issues						*
Explanation of the Offense						*

Restitution is the only theme common to all survey questions. A distinction in regard to restitution can be made between the two groups. Other than the first survey question, which asked the RR group what they liked least about the program, the second, third and fourth survey questions had a mix of positive and negatives comments associated with restitution. The VS group contained only negative comments associated with restitution, whereas the RR group reported more positive experiences with restitution. Common to both groups were sentiments that offenders default on payment, there was no follow-up with respect to tracking payments, and victims feel the Courts should be responsible for this task.

The VS question contained all themes other than the two themes specifically related to the Restorative Resolutions program (program concerns

and positive program feedback). The question contained four themes that were common only to this question which included: satisfaction, safety, emotional issues, and explanation of the offense. Of consequence is that among the VS group there is unresolved fear for personal safety and emotional distress for some victims.

Restorative justice principles / needs were common to all questions except for the first survey question which asked 'What did you like least about the Restorative Resolutions program'. Although the VS group did not participate in a specific restorative justice program, the needs they identified are consistent with restorative justice needs and principles. For the RR group, it appears that for the needs that were mentioned, most were met and responses were phrased in the positive. Whereas for the VS group, they identified the same needs but they were not met. However, it appears that victims placed a high value on these needs as they took time to mention them in a qualitative response.

The theme information also demonstrated a distinction between the groups. The comments from the VS group about information were framed in a negative context and focused on missing information and victims being kept out of the loop. The RR group reported on information in a more positive context and there was a sense that the availability of information was appreciated and valued.

The theme - concerns about the criminal justice system was common to all survey questions except question 2. However, there was a greater degree of concern from victims in the VS group. For this group, victims felt re-victimized by the criminal justice process. As well, dissatisfaction was expressed about the

police, courts, prosecutions, and the criminal justice system. There was specific dissatisfaction expressed about sentences being too lenient; after initial contact with police, feelings of abandonment by victims were expressed; and the system was viewed as providing no consequences for breaches. Each survey question included at least one comment on the leniency of sentences and this was common to both groups.

The theme positive feedback about the criminal justice system was common to questions 4 and 5, which asked participants to explain their concerns about the criminal justice system. Respondents in both groups reported that the service that was provided by the police, courts, and / or Victim Services was helpful. Of the VS group, several victims viewed the support they received from Victim Services as being extremely helpful. One RR group respondent reported that they felt that there were consequences for offenders for not following through. The theme social priorities and issues was found to be common to both these questions.

The theme program concerns relates only to the RR group. Questions 1, 3 and 4 contained this theme. Concerns included: victims desire more contact with program staff; concerns about the support the program provides for offenders; a question about whether inappropriate behaviour is challenged; a philosophical question - does the program impact recidivism; the program gave one victim hope and then hope was dashed; general non appreciation for the program; inadequate follow-up by program staff; the offender-based nature of the program; and a concern that the program is only suitable for certain types of

offenses. Table 28, Program Concerns for Restorative Resolutions summarizes these concerns.

**Table 28 – Program Concerns for Restorative Resolutions**

<b>Program Concerns for Restorative Resolutions</b>	
Victims desire more contact with program staff	General non appreciation for the program
Concerns about the support the program provides for offenders	Inadequate follow-up by program staff (3 counts)
Is inappropriate behaviour challenged	Offender based program
Philosophical question - does the program impact recidivism	
The program gave victim hope and then, the victim was disappointed.	

The final theme is positive program feedback. This theme is only relevant to the RR group and is included in all RR related questions. When reviewing the variable, there is a common thread around the helpfulness of the staff. Of the responses, secondary comments included that the program was supportive and caring. Additionally, the comments include that program staff worked with the offender and the process would not have been possible without the staff. See Table 29, Positive Program Feedback for the comments.

**Table 29 – Positive Program Feedback – Restorative Resolutions**

<b>Positive Program Feedback</b>	
Program helped me very much	Program staff were helpful and supportive
Program staff worked with the offender	Staff were helpful and cared
Not possible without RR staff	

There are a number of significant observations that arose from the qualitative data:

- It is apparent that both groups of victims support restorative justice needs, however, these needs are not being met for victims through the criminal justice system but are being met through the Restorative Resolutions program.....
- Victims feel supported through Victim Services and value the connection with this resource.
- The VS group reported concerns for their safety and psychological well-being post sentence.
- Restitution is a major concern for victims of both groups in terms of: repayment by the offender, the desire on the part of victims for the system to monitor payment not victims, and lack of consequences for nonpayment of restitution.
- The RR group values the support they receive from the program while going through the criminal justice system and in a number of cases expressed a desire for more support than is currently available.
- The RR group values the information they received while going through the program and while the VS group also values access to information, it is clear that they did not have adequate access to information.
- Generally, there is a sense by all victims around the leniency of sentences.
- The VS group felt quite strongly that the criminal justice system re-victimizes the victim.



## CHAPTER SIX – CONCLUSION AND RECOMMENDATIONS

The conclusion seeks to examine the relationship between the literature and the findings as well as provide policy and program recommendations. The two questions that the evaluation explored are:

1. What needs do victims have?
2. Are victims who participate in the Restorative Resolutions program more satisfied than victims who do not participate in the Restorative Resolutions program?

Is the degree of participation in the Restorative Resolutions program linked to the rate of victim satisfaction?

It has been suggested that evaluation of restorative justice needs to compare restorative programs with the current criminal justice system. This is consistent with McCold's (2001) statement that the current criminal justice system should be the benchmark against which restorative programs should be compared. The evaluation has attempted to compare the Restorative Resolutions program with the mainstream criminal justice system through the establishment of a matched constructed comparison group from Victim Services.

As well, the evaluation has attempted to address some of the methodological concerns raised by Wemmers and Canuto. Their research identifies methodological concerns about restorative justice evaluation in general.

They state that only one study they reviewed utilized post-test designs and thus it was difficult to compare outcomes. Although the present evaluation does not use a post-test design, it does establish a comparison group from the mainstream criminal justice system and a post sentence design was used to compare results between the two groups. One caveat to the design is the low number of respondents – particularly for the Restorative Resolutions group.

Although Wemmers and Canuto tend to pass over the anecdotal studies, the evaluation has found that qualitative data has provided depth and understanding to the quantitative data. The qualitative data has established subtleties that were not evident in the quantitative data. A mixed model of evaluation has provided a truer more balanced view of the data.

The first evaluation question examined victim needs. The evaluation supports the assertion made by Wemmers and Canuto (2001), regarding victims who did not participate in restorative justice programs, that these victims' needs were similar to those attributes inherent in restorative practices or programs. Quantitatively, through a series of needs related cross tabulations, it was determined that there were few distinct differences in needs between the Restorative Resolutions group and the Victim Services group.

Additionally, a ranking of the needs according to mean scores was completed. For the Restorative Resolutions group, the three most important needs were: accountability for the offender, compensation for financial loss, and the importance of involving the victim in the criminal justice process. For the VS

group, the three highest needs were: accountability for the offender, access to information about sentencing, and compensation for financial loss. Although the response rate proved to be too small to determine statistical significance, it remains informative for the current data set in terms of insight for policy and program developers with respect to victims needs.

An observation which emerged from the qualitative findings for both groups was consensus on the value victims place on restorative justice principles and needs. The principles and needs identified by both groups are consistent with a statement made by Zehr. Zehr (1990) suggests that restorative justice can be judged by the extent to which offenders assume responsibility for their behaviour, needs are met, and an opportunity for healing is provided. These precise themes were identified in the qualitative comments.

Additionally, there were a number of noteworthy observations that arose from the qualitative data which include:

- 1) Victims feel supported through Victim Services and value the connection with this resource.
- 2) The Victim Services group reported concerns for their safety and psychological well-being post sentence.
- 3) Restitution is a major concern for victims of both groups in terms of: repayment by the offender, the desire on the part of victims for the system to monitor payment not victims, and lack of consequences for nonpayment of restitution.
- 4) The Restorative Resolutions group valued the support they received from the program while going through the criminal justice system and in a number of cases expressed a desire for more support than is currently available.
- 5) Generally, there is a sense by both groups of victims around the leniency of sentences.

- 6) Both groups place a high value on access to information however the Victim Services group did not have the same access to information as the Restorative Resolutions group.
- 7) The Victim Services group felt strongly that the criminal justice system re-victimizes the victim.

Furthermore, the findings suggest that both Restorative Resolutions and Victim Services victims believe restorative justice values are important but the Victim Services victims did not have the same access to these needs through the mainstream criminal justice system as Restorative Resolutions victims had.

The second evaluation question looked at the issue of satisfaction between Restorative Resolutions and Victim Services victims to determine if Restorative Resolutions victims were more satisfied. Literature on victim satisfaction is mixed. Wemmers and Canuto (2001) state that there is no clear evidence that supports the claim that restorative justice programs enhance victim satisfaction. They state that research suggests that victims who participate in the mainstream criminal justice system are just as satisfied. This view is contrary to the evaluation's findings and the work of Bonta, 2002; McCold, 2001; Umbreit, 2001; Crawford, 2000; Fattah, 2000; Bazemore, 1998 and 1994; Bonta, Wallace-Capretta, and Rooney, 1998; Van Ness and Heetderks-Strong, 1997; and Zehr, 1990, who suggest that restorative justice practices do enhance victim satisfaction.

The evaluation demonstrates that Restorative Resolutions victims report a higher level of satisfaction than Victim Services victims on two different measures – the Satisfaction Scale and the Sat Com Scale. A comparison of the means was

run on the Satisfaction Scales for both groups. The mean for the RR group was 15.42 and the mean for VS group was 12.70. The difference between the means was 2.72. This indicates that the RR group reported a higher mean level of satisfaction than the VS group. The Sat Com Scale ranks satisfaction as low, medium and high. When medium and high levels for the RR group are combined, satisfaction is 84.6%. This compares to a combined total of 61.7% for the VS group. For both scales, the Satisfaction Scale and the Sat Com Scale, the RR group demonstrated higher levels of satisfaction than the VS group.

The evaluation also looked at whether satisfaction is linked to the degree of participation in the Restorative Resolutions program. The evaluation demonstrated that indeed satisfaction is linked to the degree of participation. Two measures support this statement. The Pearson Correlation Coefficient for the Participation and Satisfaction Scales demonstrated a positive correlation between these variables (.504). Secondly, a cross tabulation between the Sat Com and Part Com Scales demonstrated that victims with a high level of participation also had a high level of satisfaction (100%). According to Umbreit, "Most victims who have participated in restorative justice programs are satisfied with the experience (1994, as cited in Wemmers and Canuto, 2001, p. 10). However, Umbreit does not link participation directly to satisfaction.

Another measurement added to look at satisfaction was outcomes. An Outcome Scale was developed for both victim groups. A Pearson Product Moment Correlation Coefficient was run on the Outcome and Satisfaction Scales to determine association. According to the measure, it was demonstrated that

there is a very strong correlation between outcome and satisfaction and the two variables are linearly related in a positive direction (.740). One must be cautious about this finding as the correlation is so strong.

For the second evaluation question, the research demonstrates that for the dataset, that victims who participated in the Restorative Resolutions program are more satisfied than victims who did not participate in the program. For those victims who participated in the Restorative Resolutions program, the greater the degree of participation the greater the satisfaction. As well, outcome is positively associated with satisfaction.

A review of the literature does not provide insight into the variables of participation and satisfaction, and outcomes and satisfaction. In order to learn more about the impact of these variables on satisfaction, it would be necessary to reproduce the study with the same data set – thereby expanding the number of participants, as well as possibly replicating the study in other areas. This would serve to increase the reliability and establish validity of the evaluation results.

The evaluation has addressed some of the methodological concerns raised by Wemmers and Canuto (2001), and has assisted in providing clarification regarding victims' needs and the relationship between restorative justice and victim satisfaction. This evaluation serves to supplement four prior evaluations that have focused mainly on principles of effectiveness and recidivism and provides a clearer understanding of the restorative aspects of the program. The program is a hybrid that has successfully managed to blend the principles of restorative justice and effectiveness.

## Policy and Program Recommendations

- 1) Manitoba Justice consider expanding restorative justice services in Manitoba as victims who participated in the Restorative Resolutions program are more satisfied than victims who did not participate in the program.
- 2) Victims support restorative justice principles and needs, and these needs should be incorporated in all restorative justice, offender, and victim based programs.
- 3) The Restorative Resolutions program enhance its data tracking capabilities for victims.
- 4) The Restorative Resolutions program implement measures to better monitor restitution payments.
- 5) The Restorative Resolutions program enhance its overall monitoring of sentence compliance.
- 6) The Courts enhance its ability to track restitution payments for offenders and enforce non payment of restitution.
- 7) Ongoing evaluation of the victim component of the Restorative Resolutions program is recommended in order to continue to monitor victim satisfaction and track problems and concerns as they arise.
- 8) The Restorative Resolutions program enhance its victim component through the addition of restorative justice workers (RJW). The RJW would assist case planners after initial victim contact has been made, and provide victims with on-going support while they are going through the criminal justice system and their healing process. The concept would be similar to the Victim Companion model used by Contracting Safe Justice. The incorporation of RJW would serve to address concerns expressed by victims of the Restorative Resolutions group regarding lack of follow-up and support from the program.
- 9) The Restorative Resolutions program visit all victims in-person when possible and provide them with the additional support of RJWs.
- 10) Replicate the study increasing the number of Restorative Resolutions and Victim Services victims.
- 11) Replicate the study using different comparison groups.

## APPENDIX ONE

### THE RESTORATIVE RESOLUTIONS PROGRAM

#### A Program Description

##### Background

In the fall of 1990, a group of individuals concerned about the lack of accountability and victim involvement in the criminal justice system came together for the purpose of addressing these issues. From early meetings, the concept of community-based sentencing was gleaned and a Steering Committee<sup>18</sup> was formed.

Extensive consultation with stakeholders began and a one-day consultation, Mini-Conference, was held in June 1992. The consultation was funded by Solicitor General of Canada and Manitoba Justice, and it brought together key stakeholders in the criminal justice community for the purpose of developing recommendations toward the implementation of community-based sentencing. Recommendations from the Mini-Conference and on-going consultation with stakeholders, led to the development of a project proposal. In January 1993, the proposal was submitted to Solicitor General of Canada, the Federal Department of Justice and Manitoba Justice.

In the spring of 1993, the John Howard Society of Manitoba, Inc., the sponsoring agency, received funding for an eighteen-month pilot project. A two-month developmental phase ensued in August of 1993, and the project began

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<sup>18</sup> The Steering Committee consisted of representation from John Howard Society of Manitoba, Inc., Mediation Services & the community.



service delivery two months later in October. In March of 1995, Restorative Resolutions received a second eighteenth-month block of funding from Solicitor General of Canada and Manitoba Justice. This funding carried the project forward until September 1996 when Manitoba Justice assumed sole responsibility for sponsorship of Restorative Resolutions. Since September of 1996, Manitoba Justice has provided yearly funding for the project. The Province continues to support Restorative Resolutions through operational dollars and seconded staff.

### **Structure, Staffing and Caseload**

The Director of Restorative Resolutions is responsible to the Executive Director of the John Howard Society of Manitoba, Inc., as well as reporting to the Director of Adult Probation Services of Manitoba Corrections. Restorative Resolutions has a staff complement of 7, which include a Director, 5 Case Planners, and an Administrative Assistant. Staff consist of seconded and term provincial employees.

The program currently has a caseload of 190 clients - with 160 supervision clients and 30 cases in the court report writing stage.

## Service Delivery

Restorative Resolutions prepares community-based plans for adult offenders – men and women, who are facing jail sentences of six months or more. The program is available to individuals living in Winnipeg and surrounding areas. Individuals must meet specific eligibility criteria and offense type categories in order to be eligible for participation.

Eligibility criteria include: the individual must be facing a jail sentence of 6 months or more <sup>19</sup>, the individual must have pled guilty to an offense(s), and the individual must be prepared to accept responsibility for his/her behaviour in the community. Acceptable offense type categories include property offenses, personal offenses, and driving offenses where there are identifiable victims. The Restorative Resolutions program does not accept domestic violence, drug trafficking, sexual assaults, and gang and/or gang related offenses.

Once an individual has been accepted into Restorative Resolutions the case planning process begins. This involves the development of a community-based plan, similar to a Pre Sentence Report, however, more complex.

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<sup>19</sup> Staff and evaluators established this criterion to ensure that only prison bound individuals are targeted for participation in the program.

## **Program Components**

Program components include the case planning process, the victim component, community involvement, recommendations and rationale, sentencing, and supervision in the community.

### Case Planning

This process involves the development of community-based plans that demonstrate to the Court that offenders are serious about taking responsibility for their behaviour. Offenders are actively involved in the process. They are usually able to identify what issues they need to address in order to reduce future risk to re-offend. Often the needs they identify are consistent with risk factors that have been identified by the program's risk assessment instrument<sup>20</sup>. The offender and the Case Planner develop a contract whereby the offender agrees to follow through with specific commitments that he/she has made in regard to identified issues. This may involve treatment issues, up-grading education or employment skills, agreeing not to associate with certain people, counseling, goal setting, literacy, abstinence or harm reduction from alcohol and/or substances, and/or personal commitments.

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<sup>20</sup> Restorative Resolutions utilizes Manitoba Corrections Offender Risk Assessment and Management Scale (ORAMS).

## The Victim Component

All victims are contacted once an offender is accepted into the program. At this point, the Case Planner has determined that the offender meets the referral criteria and the offender has agreed to participate<sup>21</sup>. The victim contact process involves the following activities - the Case Planner contacts the victim by phone, describes reason for contact, the program, and options for involvement<sup>22</sup>. The Case Planner answers any questions the victim may have and asks the victim if they are interested in receiving an information package. If the victim agrees, an information package is mailed out and the Case Planner determines if there is interest in a follow-up call. If the victim expresses interest in a follow-up phone call, the Case Planner contacts the victim at an agreed upon time to discuss issues and options. The contact can take place - over the phone, through an office visit, at the victim's home, or a specified meeting place. At any point in the process, the victim may decide (a) not to participate further or (b) make a decision regarding an option(s) for participation. There are numerous exit points for victims in the process. The victim component is comprehensive and it offers numerous options for victim participation including mediation, victim impact statements, mediation and a victim impact statement, conciliation, and/or access to information<sup>23</sup>. Or the victim may also choose not to become involved.

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<sup>21</sup> Victim contact is not initiated until the offender is accepted into the program as RR staff do not want to re-victimize victims by contacting them prior to knowing if the program is proceeding with the offender.

<sup>22</sup> If the victim cannot be contacted by phone, an information package is mailed directly to them.

<sup>23</sup> Victims may have access to information about the court process, their case, the disposition, and/or referral to counseling or other support services.

Information gleaned from the victim component is included in the community-based plan, which is then submitted to Court.

### Community Involvement

Restorative Resolutions seeks to involve the offender's community in the case planning process, as it is also the community who has also been harmed as a result of offending behaviour. Community service work is a standard feature in most community-based plans<sup>24</sup>. Community service work is linked directly to the offender's offense and if possible, their community. The community is called on to provide community service work opportunities for offenders who have become estranged. Often, the community becomes actively involved in supervising the offender. The goals of community service work are to provide symbolic reparation to the community for harm caused by offending behaviour, and to build a support network for offenders in the community. This is important because when offenders are part of a community and have strong support networks, their risk of re-offending is greatly reduced.

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<sup>24</sup> The only time community service work is not recommended is when the offender is overwhelmed with issues in their lives and it would serve to worsen their situation. Often high-risk women with multiple needs are exempt from community service work.

## Recommendations and Rationale

A set of recommendations along with a rationale for each recommendation, explaining why it was recommended is included with the community-based plan. This becomes the sentencing option that is submitted to the Court, along with other pertinent information that has been collected in the development of the plan.

## Sentencing

Prior to sentencing, the judge, the crown prosecutor and the defense attorney receive copies of the community-based plan. The defense attorney presents the plan to the Court at sentencing. Case Planners are present at sentencing and provide an advocacy function for clients. Should the judge accept the plan, Restorative Resolutions becomes responsible for supervising the offender in the community<sup>25</sup>. The Court acceptance rate for plans is 93% (Restorative Resolutions Statistics, November 2002).

## Supervision

Community supervision involves monitoring the individual and their compliance with their Court Order. Should a client not follow through with his/her

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<sup>25</sup> Typical sentences meted out by the Court for Restorative Resolutions clients include suspended sentences with supervised probation, conditional sentences, or conditional sentences with supervised probation.

Court Order, Restorative Resolutions becomes responsible for informing the Court of the breach of behaviour. During supervision, there is often continuing contact with the victim(s) for the purpose of advising of them of the disposition and if requested, offender progress.

## APPENDIX TWO

### CLIENT SATISFACTION QUESTIONNAIRE (CSQ-8)

Author: C. Clifford Attkisson

Purpose: To assess client satisfaction with treatment

#### Description:

The CSQ-8 is an 8 item, easily scored and administered measure that is designed to measure client satisfaction with services. The items for the CSQ-8 were selected on the basis of ratings by mental health professionals of a number of items that could be related to client satisfaction and on subsequent factor analysis. The CSQ-8 is unidimensional, yielding a homogeneous estimate of general satisfaction with services. The CSQ-8 has been extensively studied, and while it is not necessarily a measure of client's perceptions of gain from treatment, or outcome, it does elicit the client's perspective on the value of service received. Items 3, 7, and 8 can be used as a shorter scale.

#### Norms:

The CSQ-8 has been used with a number of populations. The largest single study involved 3268 clients from 76 clinical facilities including inpatients and outpatients (Roberts and Attkisson, 1984). This study involved 42 Mexican Americans, 96 non-Mexican Hispanics, 361 blacks, 2605 whites. Both sexes and a wide range other demographic variables were included. In essence, the CSQ-8 seems to operate about the same across all ethnic groups. This also is true for a version of the CSQ-8 that was translated into Spanish. The mean scores for the four groups ranged from 26.35 to 27.23 and were not significantly different.

#### Scoring:

The CSQ-8 is easily scored by summing up the individual scores to produce a range of 8 to 32, with higher scores indicating greater satisfaction.

#### Reliability:

The CSQ-8 has excellent internal consistency with alphas that range from .86 to .94 in a number of studies. Test-retest correlations were not reported.

#### Validity:

The CSQ-8 has very good concurrent validity. Scores in the CSQ-8 are correlated with clients' ratings of global improvement and symptomatology, and therapists' ratings of clients' progress and likeability. Scores also are correlated with drop-out rate (less satisfied clients having higher drop-out rates). The CSQ-8 has demonstrated moderate correlations with a number of other (but not all) outcome variables, thus suggesting a modest correlation between satisfaction and treatment gain.



CSQ-8

Please help us improve our program by answering some questions you have received. We are interested in your honest opinion, whether they are positive or negative. *Please answer all of the questions.* We also welcome your comments or suggestions. Thank you very much, we really appreciate your help.

Circle your answer:

1. How would you rate the quality of service you received?  

4	3	2	1
excellent	good	fair	poor
  
2. Did you get the kind of service you wanted?  

1	2	3	4
no definitely	no not really	yes generally	yes definitely
  
3. To what extent has our program met your needs?  

4	3	2	1
almost all of my needs have been met	most of my needs have been met	only a few of my needs have been met	none of my needs have been met
  
4. If a friend were in need of similar help, would you recommend our program to him or her?  

1	2	3	4
no, definitely not	No, I don't think so	Yes, I think so	Yes, definitely
  
5. How satisfied were you with the amount of help you received?  

1	2	3	4
Quite dissatisfied	Indifferent or mildly dissatisfied	Mostly satis- fied	Very Satisfied
  
6. Have the services you received helped you to deal more effectively with your problems?  

4	3	2	1
Yes, they helped a great deal	Yes, they helped somewhat	No, they really didn't help	No, they seemed to make things worse
  
7. In an overall, general sense, how satisfied are you with the service you received?  

4	3	2	1
Very satisfied	Mostly satisfied	Indifferent or mildly satisfied	Quite dissatisfied
  
8. If you were to seek help again, would you come back to our program?  

1	2	3	4
No, definitely not think	No, I don't	Yes, I think so	Yes, definitely

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Primary Reference:

Larsen, D. L., Attkisson, C. C., Hargreaves, W. A., and Nguyen, T. D. (1979). Assessment of client/patient satisfaction: Development of a general scale. Evaluation and Program Planning 2. pp. 197-207. Instrument reproduced with the permission C. Clifford Attkisson.

Availability:

Dr. C. Clifford Attkisson, Professor of Medical Psychology, Department of Psychiatry, Box 33-C, University of California, San Francisco, CA 94143.

## APPENDIX THREE

### Restorative Resolutions Survey

Participation in this survey is voluntary. You do not have to answer any questions that make you feel uncomfortable. There are no right or wrong answers. I am interested in your opinion. Please check off the option(s) that best describe your situation and/or feelings.

- 1) Please check off the option(s) you selected through the Restorative Resolutions program.
  - Access to information about your case
  - Access to information about the criminal justice system
  - Access to information about the outcome of your case
  - Victim Impact Statement
  - Mediation
  - Conciliation
  - Chose not to participate
  
- 2) Did you receive an explanation about restorative justice from a Restorative Resolutions staff person?
  - Yes
  - No
  - Do not remember
  
- 3) Did you find the information you received about restorative justice helpful?
  - Very Helpful
  - Helpful
  - No Opinion
  - Somewhat Helpful
  - Not Helpful at all
  
- 4) Why did you choose to participate in the Restorative Resolutions program?
  - To seek financial payment for your losses
  - To help the offender
  - To confront the offender about the consequences of his or her crime
  - To get my questions answered
  - Other
  -

5) If other, please explain \_\_\_\_\_

\_\_\_\_\_

6) What did you like least about the Restorative Resolutions program? \_\_\_\_\_

\_\_\_\_\_

7) What did you find most helpful about the Restorative Resolutions program?

\_\_\_\_\_

8) In your opinion, how important is it to hold offenders accountable for their behaviour?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

9) In your opinion, how important is it to involve the victim in the criminal justice system?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

10) Did you experience financial loss as a result of the crime?

- Yes
- No

11) If yes, did the Court order the offender to pay for your losses?

- Yes
- No
- Don't Know

12) Did the Judge take your opinion into consideration at sentencing?

- Yes
- No
- Don't Know

13) Do you think it is important for the judge to take the needs of the victim into consideration at sentencing?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

14) In your opinion, is it important for the victim to have answers to questions about the offense?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

15) As a victim, is access to information about the criminal justice system important?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

16) As a victim, is access to information about your case important?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

17) As a victim, is access to information about the outcome of the offender's sentence important to you?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

18) As a victim, is compensation for financial loss important?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

19) After my victimization, I became more concerned for my safety.

- Strongly Agree
- Agree
- No Opinion
- Disagree
- Strongly Disagree

20) Is it important to receive support from a criminal justice professional in the aftermath of a crime?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

21) As a victim, is it important to receive an apology from the offender?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

22) Is it important to have the opportunity to submit a Victim Impact Statement to the Court?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

23) Is it important that the offender understands that he or she harmed you?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

24) In your opinion, does the criminal justice system provide enough opportunity for victim involvement?

- Strongly Agree
- Agree
- No Opinion
- Disagree
- Strongly Disagree

25) How would you rate the quality of service you received through the Restorative Resolutions program?

- Excellent
- Good
- Fair
- Poor

26) Did you get the kind of service you wanted?

- No definitely not
- No not really
- Yes generally
- Definitely

27) To what extent has the Restorative Resolutions program met your needs?

- Almost all my needs have been met
- Most of my needs have been met
- Only a few of my needs have been met
- None of my needs have been met

28) If a friend were in need of similar help, would you recommend the Restorative Resolutions program to him or her?

- No, definitely not
- No, I don't think so
- Yes, I think so
- Yes, definitely

29) Could you explain why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

30) How satisfied were you with the amount of help you received from the Restorative Resolutions program?

- Quite dissatisfied
- Indifferent or mildly dissatisfied
- Mostly satisfied
- Very satisfied

31) Has the Restorative Resolutions program helped you to deal more effectively with your situation?

- Yes, they helped a great deal
- Yes, they helped somewhat
- No, they really didn't help
- No, they seemed to make things worse

32) In an overall general sense, how satisfied are you with the Restorative Resolutions program?

- Very satisfied
- Mostly satisfied
- Indifferent or mildly satisfied
- Quite dissatisfied



33) If you were a victim of crime in the future, would you participate in the Restorative Resolutions program again?

- No, definitely not
- No, I don't think so
- Yes, I think so
- Yes, definitely

34) In your experience, do you believe justice was served?

- Strongly Agree
- Agree
- No Opinion
- Disagree
- Strongly Disagree

35) Do you feel the sentence the offender received was adequate?

- Strongly Agree
- Agree
- No Opinion
- Disagree
- Strongly Disagree

36) Please comment on any concerns you have about the criminal justice system?

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**Please Complete the Following Demographic Information**

**Gender**

- Male
- Female

**Year of Birth:** \_\_\_\_\_

**How do you identify your ethnicity?** \_\_\_\_\_

**Education**

Highest Grade Completed? \_\_\_\_\_

College \_\_\_\_\_ (years)

Vocational/Technical \_\_\_\_\_ (years)

University \_\_\_\_\_ (years)

**What is the combined income of your family unit?**

- Under 20,000
- 21,000 – 40,000
- 41,000 – 60,000
- 61,000 plus

**What type of offense were you a victim of?** \_\_\_\_\_

(most recent)

**What year was the offense committed in?** \_\_\_\_\_

**Have you been a victim of crime in the past?**

- Yes
- No

**If yes, how many times?**

\_\_\_\_\_

**and, what type of crime(s)**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

***Thank you for taking time to complete this survey***

## APPENDIX FOUR

### Victim of Crime Survey

**Participation in this survey is voluntary. You do not have to answer any questions that make you feel uncomfortable. There are no right or wrong answers. I am interested in your opinion. Please check off the options(s) that best describe your situation and/or feelings.**

- 1) In your opinion, how important is it to involve the victim in the criminal justice system?
  - Very Important
  - Important
  - No Opinion
  - Somewhat Important
  - Not Important
  
- 2) Did you experience financial loss as a result of the crime?
  - Yes
  - No
  
- 3) If yes, did the Court order the offender to pay for your losses?
  - Yes
  - No
  - Don't Know
  
- 4) Did the Judge take your opinion into consideration at sentencing?
  - Yes
  - No
  - Don't Know
  
- 5) Do you think it is important for the judge to take the needs of victims into consideration at sentencing?
  - Very Important
  - Important
  - No Opinion
  - Somewhat Important
  - Not Important

6) In your opinion, how important is it to hold offenders accountable for their behaviour?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

7) In your opinion, is it important for the victim to have answers to questions about the offense?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

8) As a victim, is access to information about the criminal justice system important?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

9) As a victim, is access to information about your case important?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

10) As a victim, is access to information about the outcome of the offender's sentence important to you?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

11) As a victim, is compensation for financial loss important?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

12) After my victimization, I became more concerned for my safety.

- Strongly Agree
- Agree
- No Opinion
- Disagree
- Strongly Disagree

13) Is it important to receive support from a criminal justice professional in the aftermath of a crime?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

14) As a victim, is it important to receive an apology from the offender?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

15) Is it important to have an opportunity to submit a Victim Impact Statement to the Court?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

16) Is it important that the offender understands that he or she harmed you?

- Very Important
- Important
- No Opinion
- Somewhat Important
- Not Important

17) In your opinion, does the criminal justice system provide enough opportunity for victim involvement?

- Strongly Agree
- Agree
- No Opinion
- Disagree
- Strongly Disagree

18) How would you rate the quality of service you received while going through the criminal justice system?

- Excellent
- Good
- Fair
- Poor

19) Did you get the kind of service you wanted?

- No definitely not
- No not really
- Yes generally
- Definitely

20) To what extent has the criminal justice system met your needs?

- Almost all my needs have been met
- Most of my needs have been met
- Only a few of my needs have been met
- None of my needs have been met

21) How satisfied were you with the amount of help you received while going through the criminal justice system?

- Quite dissatisfied
- Indifferent or mildly dissatisfied
- Mostly satisfied
- Very satisfied

22) Has the criminal justice system helped you to deal more effectively with your situation?

- Yes, helped a great deal
- Yes, helped somewhat
- No, really didn't help
- No, seemed to make things worse

23) In an overall general sense, how satisfied are you with the criminal justice system?

- Very satisfied
- Mostly satisfied
- Indifferent or mildly satisfied
- Quite dissatisfied

24) In your experience, do you believe justice was served?

- Strongly Agree
- Agree
- No Opinion
- Disagree
- Strongly Disagree

25) Do you feel the sentence the offender received was adequate?

- Strongly Agree
- Agree
- No Opinion
- Disagree
- Strongly Disagree

26) Please comment on any concerns you have about the criminal justice system?

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**Please Complete the Following Demographic Information**

**Gender**

- Male
- Female

**Year of Birth:** \_\_\_\_\_

**How do you identify your ethnicity?** \_\_\_\_\_

**Education**

Highest Grade Completed? \_\_\_\_\_

- College \_\_\_\_\_ (years)
- Vocational/Technical \_\_\_\_\_ (years)
- University \_\_\_\_\_ (years)

**What is the combined income of your family unit?**

- Under 20,000
- 21,000 – 40,000
- 41,000 – 60,000
- 61,000 plus

**What type of offense were you a victim of?** \_\_\_\_\_

(most recent)

**What year was the offense committed in?** \_\_\_\_\_

**Have you been a victim of crime in the past?**

- Yes
- No

**If yes, how many times?** \_\_\_\_\_

**and, what type of crime(s)?** \_\_\_\_\_

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***Thank you for taking time to complete this survey***



## APPENDIX FIVE

### RAW QUALITATIVE DATA

#### What did you like least about RR

##### Survey 7

- Question of how much good the program would do the offender – curbing future involvement versus getting off easier?

##### Survey 8

- I was not responded to.
- Told no chance and seemed [the program] too busy for me.

##### Survey 9

- Cannot decipher hand writing

##### Survey 12

- that although I was helped very much by it, its [the program] was to help the offender

##### Survey 14

- A restitution plan was mandated by the justice system but [ I ] do not know if it was fulfilled

##### Survey 15

- Time it took to resolve issue.
- I was the one having to follow-up on payments

##### Survey 16

- Length of time the whole thing took (start to finish)
- program staff - dedicated

##### Survey 17

- Financial damages that were caused, have never been paid back

##### Survey 19

- I only met with them twice

#### Survey 20

- No information about court date
- There was no "service" from them to us, since little was needed, but I felt they should have let me know when her court appearances were scheduled – since I attended but had to find out times and dates from other sources.

#### Survey 21

- There is obviously more on-to-one with the offender – which is fine (it's the offender at fault) but as a victim, I am directly influenced.
- Some meeting time with the advisor at Restorative Resolutions would've been good.

#### Survey 22

- Too much time is given the offender to pay off debts owed.
- Not consistent payments make it difficult to budget

#### Survey 24

- No follow through with the given consequences of the crime
- Received no financial compensation as awarded by judge
- Criminal did not keep his promises to work to reimburse

#### Survey 25

- Once again the criminal got away with a slap on the wrist. He had 5 charges against him – only served time awaiting trial.
- No restitution paid

#### What did you find most helpful about the Restorative Resolutions program

#### Survey 2

- Help criminal make up for their crime

#### Survey 3

- My opinion and feelings of the situation were able to be expressed and heard

#### Survey 6

- He [case planner] really worked with the offender to help him

#### Survey 7

- We did not recover some basic costs for damages
- A change to see, in this case, 2 of the 3 involved

Survey 8

- nothing

Survey 9

- Cannot decipher hand writing

Survey 12

- It gave me an opportunity to make choices about my offender and allowed me to feel as though I gained my control again

Survey 14

- Better understood the process of the justice system, who was responsible and their consequences.
- Knowing there was a consequence was important as their actions affected many teachers in our school and they were relieved to know and hope learning took place for these boys.

Survey 15

- Getting answers
- And eventually payment for losses

Survey 16

- Opportunity to repay the crime (theft)

Survey 17

- Information received on court case

Survey 19

- They gave me someone to talk to

Survey 20

- It kept the offender out of jail, which in our opinion was the best consequence for what she had done. Saddling her with a jail; record, we thought, served no useful purpose.

Survey 21

- The option to express your feeling / losses to the Court or the offender one last time (in person or in writing)
- It's a sense of closure

Survey 22

- My consultant (case planner) was very helpful and sympathetic with my loss

Survey 23

- I have been able to phone the Probation Officer [case planner] to find out how the offender is doing under the sentence he received

Survey 24

- Information that criminal had been caught

Survey 25

- Case worker [case planner] helpful
- Informative

If a friend were in need of similar help, would you recommend the Restorative Resolutions program to him or her? Could you explain why.

Survey 1

- Depending on the crime, the victim moves forward in healing, if you are involved in the punishment of the criminal.

Survey 2

- We are being compensated for our losses

Survey 6

- Because the worker at Restorative Resolutions answered all my questions and listened to me
- I think he really cares about his work

Survey 7

- My needs were largely met.
- Money for equipment – when without the program this would have been done
- Talked to 2 of the 3 individuals [mediation]. Asked some questions and told them how I felt

Survey 8

- I was not helped in any way

Survey 12

- It allowed me to participate actively in my offender's sentencing.
- The judge actually addressed me in court
- The program enabled me to have some control back, as I felt I had lost so much during the offense.

### Survey 13

- No help in collecting restitution
- No follow-up

### Survey 14

- Allows you as [the] victim to know what the system is doing
- That the offender had a consequence and they are given an opportunity to learn from it
- Mistakes happen – but this would be different for repeat offenders

### Survey 15

- Good mediators
- You receive answers to questions
- Help with collection of compensation

### Survey 16

- If a mistake of poor judgment was committed, there is opportunity to correct the wrong by repaying, rather than jail time

### Survey 17

- It allows you on an on-going basis to know that something is being done about this [the crime]

### Survey 19 – chose not to participate in any options

- There just wasn't enough help to say 'ya' go to them.
- I met them twice and I had to hear from the offender what the punishment was

### Survey 20

- I don't see our situation as a 'crime'. It was an 'accident' caused by lack of intelligence, bad judgment and booze/drugs.
- It was not premeditated.
- We were not 'personally' targeted and we weren't physically injured or threatened.
- Had any of the above been a consequence, I would not have wanted further contact with the offender and would not have been willing to try to help her. In our case we were not afraid of the offender.

### Survey 21

- If my friend were an offender, I probably would. There is not a lot of opportunity to get support and direction from an advisor, and future help.
- If my friend were a victim, I would probably advise them that the program does not offer enough support and help by an advisor to the victim.
- I only spoke to an advisor over the phone and not in-person

#### Survey 24

- It is really a waste of time.
- There has been no justice given to the criminal – he did not have to “repay” for his crime and is living “free” now despite not fulfilling his sentence.
- We had been given some hope and this was distinguished

#### Survey 25

- Not an appropriate punishment – too hard to monitor – even the court order
- The accused did not pay. Therefore, there was no punishment

#### Please comment on any concerns you have about the criminal justice system? (Restorative Resolutions group)

#### Survey 1

- The criminal didn't finish paying the restitution and I wanted him to I would have to wait till the time period was over and take him to court [civil]
- Someone should have enforced the payments all along

#### Survey 4

- Police did a great job – they saw the crime as it was being committed
- Why should I have to pay anything?
- The car theft was when the Mouny got shot at Headingley. Again why should I have to pay for repairs?
- My son and I had to be finger printed because of the theft. (Something about DNA).
- Why should we have to go through all of that for someone else's mistakes!!!

#### Survey 7

- Not sure, through my and the offender's participation, I received some restitution and satisfaction is seeing the offender.
- They probably got a lighter sentence by participating
- I hope it makes a difference to them in their future – if so, this will have made it all worth while

#### Survey 8

- Who follows to compensate the victim
- Have them work off the damages to the victim

#### Survey 9

- Decrease poverty

#### Survey 12

- I also appeared in court for my offender's sentencing. The judge made it very clear that his decision was in part influenced by my presence in court
- None of this would have been possible without the aid of RR staff
- I think that more people need to participate in the justice process with their offenders.
- When I went to court to witness the sentencing, I was told by the crown attorney that my offender had the most lenient judge in the system and to expect a conditional sentence.
- My offender received another year in prison and the judge made it clear that my involvement – both my presence and my victim impact statement – influenced his decision
- I did these things to get closure and left feeling very vindicated
- People need to realize that they can have control in their participation with offenders

#### Survey 14

- In our situation the police to the courts prosecuted and gave consequences to offenders effectively
- Concerns that some times we are too lenient as a society, including our own children and then as a result deal with more and more disrespect for authority
- A good example is sport where the purpose is lost and egos and machismo prevail
- No respect for others, game or officials
- How do we get that value back into society??

#### Survey 17

- Financial restitution for the crime has never been received
- Although they spent a short time in jail, they cannot feel the full impact of what they have done until they have to pay for their mistakes

#### Survey 21

- An accident is an accident
- Drinking and driving is voluntary – you choose to or not
- The offender chose to put me, her other friend, and herself in danger as well as many others on the road
- I was seriously injured, her friend paralyzed
- To paralyze someone is to take away their life forever
- How did this affect her life from now on?
- She did her sentence and now she is done
- He will never forget when he wakes up in the morning
- To paralyze someone is to kill them

#### Survey 24

- The system continues to breakdown when criminals are let off without any punishment – punishment for their crimes

- Victims will continue to be victims
- Criminals will continue to commit crimes when they know they will get off
- Crime does pay!
- Innocents continue to suffer

#### Survey 25

- Not an appropriate punishment – too hard to monitor
- The accused did not pay – therefore, real punishment

#### Please comment on any concerns you have about the criminal justice system?

#### 'VS Victims" Group

#### Survey 200

- offender would not have received such a harsh sentence if shots were fired at him due to [his] attempting to harm the police
- it seems that what he did to us was hardly important when it came to justice being served
- All that seemed to matter was the police involvement

#### Survey 201

- hold the accused more accountable?
- Speed up the whole process?

#### Survey 202

- many court dates were set but were then delayed for many months
- It took almost a year for the case to be heard and then sentenced
- The wait was frustrating

#### Survey 203

- have not received any information from anyone
- The only way I was getting information was from my partner who was the other victim

#### Survey 204

- I never heard anything about what happened to the person who tried to rob us
- His name was not important to us but at least they could have told us if anything was ever done

#### Survey 205

- Charges take a ridiculously long time to deal with
- Justice system is too lenient

#### Survey 206

- not made aware of any court proceedings
- or if the accused was convicted



#### Survey 207

- when filling out the victim impact form – it stated that I was not able to refer to the criminal's behaviour or any comments about him personally
- I disagreed with this and had lots to say about how he should use resources available to educate himself
- I felt that keeping my opinion to myself only helped to protect me from future target
- I feel that the justice system is not tough enough on criminals – if it was it would deter crime
- I was satisfied how I was treated for a B,E and theft (minor)
- However, If I was raped or beaten, I know I would feel very dissatisfied with the cjs and be frustrated with the process

#### Survey 208

- The most recent B,E and Theft could have been classified as a home invasion because my wife and I slept through it
- Three people stole money, liquor, keys, clothing articles, computer discs, etc.
- Apart from the initial police visit and a couple of subsequent visits to gather evidence and after the culprits were apprehended, we heard nothing more from the authorities, trial date, sentencing, nothing !

#### Survey 210

- There should have been more contact between the cjs and the victim
- There were many emotional problems that were difficult to live with
- I lacked the abilities to feel safe at work again and decided to quit my job for fear of future robberies

#### Survey 213

- we never had any contact from the police other than a phone call voicing concern the offender had about his gloves he had lost
- what a joke!
- He was attempting to clean out our household and they were concerned about his gloves
- He was caught at our house
- Last one of 16 break-ins
- We never had any contact from anybody after that

#### Survey 214

- police were extremely helpful

#### Survey 215

- The police were great
- After I went to [the] police station to make a statement, I was never contacted by anyone telling me any results or any information regarding the crime
- While the crime was being committed, the police were great and somewhat informative

- the justice system never called me
- so some of the questions I could not answer accordingly
- It would be great to find what results occurred from this crime

#### Survey 216

- the criminal always has more rights than the victim

#### Survey 218

- Words cannot describe how inadequate this system is
- The offender does not show up for his court date, we (victims) were not informed of this
- The rep for victims has not contacted us once to let us know what has been going on
- Its frustrating, inadequate, unjust and very upsetting
- This offense was committed by a grown man (55 years) old, he assaulted a minor in a road rage and nothing has been done
- Why has he not been arrested???

#### Survey 219

- Judges have too much leniency for repeat offenders
- Crown attorneys either don't have enough time on each case or look at small cases as a waste of time
- Judges and crown attorneys seem to forget that the victim is not the offender
- There should be more consequence for breached recognizance orders and probation order, other than another recognizance order
- When repeat offenders are arrested, police opinion should be listened to
- There should be more accountability for judges and crown attorneys when bad decisions are made
- It seems judges are more concerned with how attorneys present themselves in court, than listening and helping the victim

#### Survey 220

- Never received notification on the outcome
- Sentences / overall are inadequate

#### Survey 221

- offenders attempted to steal my car but were unsuccessful
- although they threw a punch at me, I was fortunate it did not land hard and then they took off only because their friends warned them police were driving by
- the whole incident was over in 30 seconds
- I made a police report
- Two individuals were brought back in a police cruiser
- It was at night and I never really saw them
- I could not identify anyone when asked to look at 20 photographs a day or 2 later

- I have never learned the disposition of this incident other than Victim Services sent a letter and phoned identifying people arrested by name

#### Survey 223

- The only thing that made some answers change was that the offender has not been caught yet

#### Survey 224

- I was in court one day to observe
- I was shocked to see one man show complete disrespect for the judge and his partner/wife?
- He was out of control and there wasn't proper intervention soon enough
- You could see the fear in her eyes throughout this ordeal and I felt so badly for her
- Not only that she requested help....I don't know what came of it
- I was horrified and shocked
- The end result that I saw was that the case was to be re-examined 6 months later
- She was afraid for her life – and I didn't get much reassurance from the judge that there would be much protection for her (ie: she was to call police if he was in the area....poor woman)

#### Survey 225

- Extra penalties on sentences i.e. monetary penalties are given at sentencing but not brought to term nor are any other means of punishment implemented in their place

#### Survey 226

- The victim somehow feels as though he is the criminal, violated as you will or raped
- The victim loses
- The criminal gets taken out of circulation for a short while, get free room and board, TV, VCR, free hot and cold water, room and food and gets a free education from other criminals on how to do a better job next time [on how not to get caught]
- Every day of incarceration should be pure hell befitting the crime
- Education, principals, ethics, honesty, integrity. Do criminals understand these?
- Do they want to work hard and become successful?
- How do we make them do this?
- As long as we have a society were the government is counting on both mom and dad to earn a living for the family, there is nobody at home to look after the children, so they become street wise on their own.
- Need I say more.

#### Survey 228

- Our justice system is a joke!
- The crown ignored what I had to say prior to court date, which lead to the victim having a warrant out for him, and eventually a night in a holding cell
- Makes me want to quit my job and start robbing gas stations – its safer

#### Survey 229

- As noted above in answers 23 – 25, it would have been useful to me as a victim to have been notified of the outcome of the 'home invasion' situation I faced.
- While I suffered no loss, except a sense of security in my own home, I would like to have learned how the offender was dealt with

#### Survey 232

- I did not find out the results of the offender's sentence

#### Survey 237

- I have been a victim of a few different things
- I would like for the courts to involve the victim more

#### Survey 238

- First of all when the 911 call was placed it took an hour for the officers to show up
- Within the four the situation escalated (another friend was stabbed)
- The officers on the scene treated me as if they didn't care
- I was never notified about the outcome of his ware bouts which the officers told me they would
- I have still not received any information following up on the incident

#### Survey 239

- Your response rate may be higher if you would have added in postage, paid stamped envelope for people to send back their survey

#### Survey 240

- No concerns at this time

#### Survey 241

- Making me feel it is my responsibility to pursue payment from the offender is completely wrong
- The court should be able to track and enforce payments

#### Survey 242

- Our family has been the victim of theft 4 times in the last 10 years.
- Never have the criminals had to pay us back for their crimes and never has fair and reasonable punishment been given
- Our complaint is with the courts and not the police

- The police do a great job catching the thieves only to have the courts fail the victims

#### Survey 243

- I felt I was not involved by the cjs until the trial
- At this time the prosecutor seemed to be involving me simply to comply with departmental policy
- We did not complete victim statement and were not asked about how the crime had affected us until sentencing decisions had already been bargained out

#### Survey 244

- I have been in retail pharmacy business for 30 years.
- I have been robbed on at least 5 different occasions in those years.
- I have also been broken into several times during those years also.
- I have never been informed, kept up to date in any way by the justice system as to any of [the] experiences.
- Each time has affected my mental and personal health ie: high blood pressure, nervous anxiety, and anger episodes.
- Thank you for more sleepless nights and this brings all the past episodes back to current memory.

#### Survey 245

- I would have like more advance notice of upcoming court proceedings and been able to attend court proceedings and been given the time to consider and prepare a victim impact statement
- We were contacted only one week prior to sentencing.

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