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Artificial Intelligence (AI) Readiness Survey for Victim Service Organizations



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AI Readiness Survey for Victim Service Organizations



Use this tool to reflect, spark dialogue, and plan thoughtfully within your victim service organization. Keep it internal—NOVA does not collect responses, and you do not need to submit it externally. Share the survey with staff, supervisors, and leadership to assess your team's understanding, comfort, concerns, and needs around Artificial Intelligence (AI). Leverage the results to ignite internal discussion, set training priorities, guide policy development, and make thoughtful decisions about when, how, and why your organization uses AI tools.

Survey Structure



Section 1: Awareness and Understanding



Section 2: Current Use (if any)



Section 3: Concerns and Risks



Section 4: Interest & Readiness



Section 5: Training & Support Needs



Section 6: Reflection and Next Steps

Need Additional Support?

Organizations can gain significant value from expert, tailored guidance when navigating AI-related questions, developing policies, training staff, or evaluating tools. NOVA offers specialized training and technical assistance for victim service organizations and coalitions committed to trauma-informed, ethical AI integration. Partner with NOVA to ensure your approach to AI is safe, responsible, and survivor-centered.

Survey



Section 1: Awareness and Understanding

1. How confident are you in your familiarity with Artificial Intelligence (AI) and its role in victim services?

- ☐ Not confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident

2. How confident do you feel explaining AI opportunities or risks to your colleagues?

- ☐ Not confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident

3. Indicate your agreement with the following statements:

- ☐ AI is relevant to our work
- ☐ AI presents safety risks to our work
- ☐ AI presents opportunities for our work
- ☐ AI is already impacting our work
- ☐ Unsure



Section 2: Current Use (If Any)

4. Does your organization use any AI-powered tools or technologies?

- ☐ Yes
- ☐ No
- ☐ Unsure

5. If yes or unsure, what areas or processes do you think AI might be used within your organization? (Select all that apply)

- ☐ Documentation or note drafting
- ☐ Communications or outreach
- ☐ Grant writing or reporting
- ☐ Data analysis or reporting
- ☐ Scheduling or administrative tasks
- ☐ Unsure / not sure

6. Does your organization have any guidelines or official policies regarding the responsible use of AI?

- ☐ Yes
- ☐ No
- ☐ In development
- ☐ Unsure



Section 3: Concerns & Risks

7. What specific concerns does your organization have about using AI in your work? (Select all that apply)

- ☐ Survivor confidentiality and privacy
- ☐ Data security
- ☐ Bias or discrimination
- ☐ Inaccurate or misleading information
- ☐ Deepfakes or tech-facilitated abuse
- ☐ Ethical misuse
- ☐ Staff misuse or lack of guidance
- ☐ Cost or access
- ☐ No major concerns
- ☐ Other (short answer) _____

8. How concerned are you about the potential impact of AI on building and maintaining survivor trust?

- ☐ Not concerned
- ☐ Slightly concerned
- ☐ Moderately concerned
- ☐ Very concerned



Section 4: Interest & Readiness

9. How interested are you in exploring how AI can be used to improve victim services?

- ☐ Not interested
- ☐ Slightly interested
- ☐ Moderately interested
- ☐ Very interested
- ☐ Unsure

10. How interested is your organization in discovering how AI could enhance victim services?

- ☐ Not interested
- ☐ Slightly interested
- ☐ Moderately interested
- ☐ Very interested
- ☐ Unsure



Section 5: Training & Support Needs

12. What types of support would be most helpful for your organization as you navigate AI integration? (Select all that apply)

- ☐ Introductory AI training for staff and volunteers
- ☐ Leadership-focused training
- ☐ Ethical guidance and best practices
- ☐ Sample AI use policies
- ☐ Tool comparisons and safety reviews
- ☐ Survivor-centered scenarios and examples
- ☐ Research and evaluation findings

13. What are your preferred learning formats?

- ☐ Webinars
- ☐ Short videos
- ☐ Written guides
- ☐ In-person training
- ☐ Peer discussion or listening sessions



Section 6: Reflection and Next Steps

Use this section to help your organization interpret survey results and chart practical next steps for navigating Artificial Intelligence (AI) in victim services. Let this guide spark meaningful internal conversations, informed planning, and confident decision-making.

Step 1: Review Results as a Team

AI may influence many aspects of your organization. Review your survey results with a diverse group - including staff, supervisors, leadership, and operations or data specialists - to gain well-rounded insights and foster inclusive decision-making.

Discussion prompts:

- In what areas do we share similar levels of understanding, comfort, or concern about AI?
- Where do perspectives or experiences with AI differ across roles or teams?
- What key themes, patterns, or surprises stand out as we review our results?

Step 2: Identify Your Current Readiness Level

How to Find Your Category

Your full responses are worth discussing as a team, but three questions point most directly to your category: Question 4 (do you use AI tools), Question 6 (do you have, or are you developing, an AI policy), and Question 11 (how ready you feel to discuss, shape, and implement AI policy). Match your combination below.

- If you answered: No/Unsure to Q4, No to Q6, and Not ready/Not relevant to Q11 – you're in **Early Awareness**.
- No/Unsure or limited use to Q4, No/In development to Q6, and Early stages to Q11 – you're in **Cautious Exploration**.
- Limited use to Q4, In development/Yes to Q6, and Somewhat ready to Q11 – you're in **Engaged & Planning**.
- Yes to Q4, Yes to Q6, and Ready now to Q11 – you're in **Active Use**.

If your answers span two categories, choose the earlier one. It's safer to under-claim your readiness than over-claim it.

Flag regardless of category: Yes to Q4 with No to Q6 means you're using AI with no guardrails in place yet. Treat this as urgent, no matter what else you answered.

Survey results show that most organizations fall into one of the following categories:

Early Awareness

- Limited familiarity with AI
- High uncertainty or concern
- No current AI use or policies

Recommended focus:

- ✓ Build foundational understanding
- ✓ Learn about AI risks and benefits
- ✓ Avoid use until clear guidance is established

Cautious Exploration

- Growing awareness of AI
- Mixed interest and concern
- Some informal or limited use

Recommended focus:

- ✓ Develop internal guidance or policies
- ✓ Provide staff training
- ✓ Clarify ethical boundaries and approved uses

Engaged & Planning

- Moderate to high understanding of AI and its implications
- Strong interest in responsible and ethical use
- Leadership buy-in is growing

Recommended focus:

- ✓ Formalize clear, comprehensive AI use policies
- ✓ Rigorously evaluate tools for safety, privacy, and compliance
- ✓ Ensure all use aligns with survivor-centered practices

Active Use

- AI tools are already integrated into operations
- Policies are established or are currently being developed
- Ongoing staff training needs

Recommended focus:

- ✓ Regularly review and update AI-related policies to reflect evolving best practices
- ✓ Continuously monitor risks and address any unintended impacts
- ✓ Evaluate outcomes and consistently assess the impact of AI on survivor trust

Step 3: Clarify Your Organizational Boundaries

It is always essential to set clear boundaries and ethical guidelines for AI use.

Key Discussion Prompts:

- Which tasks or decisions should always remain human-led and never involve AI?
- Which areas absolutely require ongoing human oversight or review when using AI?
- What specific safeguards and protocols must be in place to protect survivor data?
- How will your organization respond if AI misuse or ethical concerns arise?

Step 4: Prioritize Training & Support Needs

Leverage your survey responses to pinpoint your organization's most urgent learning needs.

Discussion Prompts:

- Do team members need introductory AI training, more advanced guidance, or both?
- What types of support do leaders need - such as policy development, risk assessment, or decision-making frameworks?
- Which learning formats (webinars, workshops, guides, etc.) work best for our team?

Step 5: Develop a Short-Term Action Plan

You don't need a comprehensive AI strategy to get started - begin with small, intentional steps that fit your organization's needs.

Practical next steps:

- Form a small internal group to explore AI opportunities and challenges
- Draft or adopt clear AI use policies that prioritize ethical standards and survivor safety
- Participate in targeted AI training or listening sessions to build shared understanding.
- Review up-to-date tool comparison guides and safety resources to inform decision-making

Step 6: Revisit and Reassess

AI and technology evolve quickly. Plan to revisit this assessment periodically.

Recommended cadence:

- Every 12 months
- When adopting new tools
- After policy or leadership changes