Test of Department of the Navy Sexual Assault-Related Phone Numbers

N2011-0052
26 August 2011
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<td>(202) 433-5921</td>
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<tr>
<td>E-mail:</td>
<td><a href="mailto:NAVAUDSVC.FOIA@navy.mil">NAVAUDSVC.FOIA@navy.mil</a></td>
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<td>Fax:</td>
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Key to Acronyms:

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DON</td>
<td>Department of the Navy</td>
</tr>
<tr>
<td>NOSC</td>
<td>Navy Operational Support Center</td>
</tr>
</tbody>
</table>
MEMORANDUM FOR THE UNDER SECRETARY OF THE NAVY

Subj: TEST OF DEPARTMENT OF THE NAVY SEXUAL ASSAULT-RELATED PHONE NUMBERS (AUDIT REPORT N2011-0052)

Ref: (a) Naval Audit Service memo N2011-181.000, dated 6 Aug 11
     (b) Naval Audit Service Report N2011-0031 “Responses to Phone Calls Made to Department of the Navy Sexual Assault-Related Phone Numbers” dated 3 May 2011
     (c) Secretary of the Navy Instruction 7510.7F, “Department of the Navy Internal Audit”

Encl: (1) Scope and Methodology
       (2) Activities Visited and/or Contacted
       (3) Briefing on “Test of DON Sexual Assault-Related Phone Numbers Results”
       (4) Naval Audit Service Report N2011-0031 “Responses to Phone Calls Made to Department of the Navy Sexual Assault-Related Phone Numbers” dated 3 May 2011

1. Introduction.

   a. This limited scope audit report provides the results of our 6 August 2011 test of Department of the Navy (DON) sexual assault-related phone numbers. Our audit found significant improvement in the number of installations posting sexual assault-related phone numbers on their Web sites. However, while the percentage of improperly handled calls decreased, 25 percent of auditor-placed phone calls to DON sexual assault-related phone lines were still not handled properly.¹

   b. On 17 August 2011, we briefed these most current results to the Under Secretary of the Navy, the Assistant Secretary of the Navy for Manpower and Reserve Affairs, and representatives from the Navy, Navy Reserves, Marine Corps, and the Marine Forces Reserve. The Under Secretary and representatives from each of the components agreed that improvements were still necessary and would be made. The Under Secretary

¹ During the phone call, the auditors explained the nature and purpose of the call and did not present themselves as a victim of sexual assault.
directed each component to provide him with a written quarterly status report. The reports are to continue until two consecutive quarterly reports show that the number of improperly handled phone calls is 1 percent or less. Also, the Under Secretary requested that the Naval Audit Service conduct additional follow-on audit tests.

2. **Reason for Audit.**

   a. Our audit objective was to verify that DON sexual assault-related phone numbers were advertised on DON installation web sites, and that initial responses to phone calls made to those numbers were timely and appropriate.

   b. This follow-on audit, announced in reference (a), was requested by the Under Secretary of the Navy in response to earlier findings and recommendations contained in reference (b).

3. **Background and Pertinent Guidance.**

   a. **Background.**

      i. Sexual assault is a crime that is detrimental to readiness, retention, and morale. It attacks the human dignity of Sailors and Marines and is inconsistent with the Navy’s ethos. According to Navy Administrative Message 282-09 of September 2009, the Navy is committed to eliminating sexual assault from its ranks and being on the cutting edge of all sexual assault prevention and response-related programs.

      ii. For additional Background, see Exhibit B of Enclosure (4).

   b. **Pertinent Guidance.**

      i. Chief of Naval Operations Instruction 1752.1B, “Sexual Assault Victim Intervention (SAVI) Program,” 29 December 2006, prescribes procedures, and assigns responsibility for implementation of the Sexual Assault Victim Intervention Program.

      ii. For additional Pertinent Guidance, see Enclosure (3) and Exhibit C of Enclosure (4).

4. **Scope and Methodology.** (See Enclosure (1)).

5. **Summary of Results.** Our follow-on tests found significant improvement in the number of Navy and Marine Corps installations posting sexual assault-related phone numbers on installation Web sites. However, while responses to auditor-placed phone calls to sexual assault-related numbers showed overall improvement, 25 percent of the
calls were still improperly handled. Office of the Chief of Naval Operations Instruction 1752.1B requires a 24/7 response capability be made available to victims of sexual assault seeking assistance. When a call to one of the posted phone numbers is not properly handled, the sexual assault victim may not receive proper attention and guidance and may be discouraged from reporting the incident.

a. Numbers on Web Sites. We searched 125 component Web sites to determine whether activities had posted, on an installation Web site, a phone number that reaches a victim advocate or sexual assault response coordinator 24 hours per day. One hundred percent of Navy Reserve and Marine Corps Reserve installations posted numbers, and Navy and Marine Corps showed a significant improvement from our tests in June 2010 and January 2011.

Table 1. Located Sexual Assault Related Phone Numbers by Installation

<table>
<thead>
<tr>
<th>Installations</th>
<th>June 2010</th>
<th></th>
<th></th>
<th></th>
<th>January 2011</th>
<th></th>
<th></th>
<th></th>
<th>August 2011</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Searched</td>
<td>Found</td>
<td>% Found</td>
<td>Searched</td>
<td>Found</td>
<td>% Found</td>
<td>Searched</td>
<td>Found</td>
<td>% Found</td>
<td>Searched</td>
<td>Found</td>
</tr>
<tr>
<td>Navy</td>
<td>65</td>
<td>36</td>
<td>55%</td>
<td>65</td>
<td>41</td>
<td>63%</td>
<td>63</td>
<td>62</td>
<td>95%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NOSC</td>
<td>16</td>
<td>16</td>
<td>100%</td>
<td>31</td>
<td>31</td>
<td>100%</td>
<td>20</td>
<td>20</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marine Corps</td>
<td>16</td>
<td>12</td>
<td>75%</td>
<td>16</td>
<td>14</td>
<td>88%</td>
<td>17</td>
<td>18</td>
<td>94%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MARFORRES</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>25</td>
<td>25</td>
<td>100%</td>
<td>25</td>
<td>25</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

b. Handling of Phone Calls. On Saturday, 6 August 2011, we placed 147 phone calls to Department of the Navy sexual assault-related phone numbers. As shown in the following chart, 25 percent (37 of 147) of the auditor-placed phone calls were improperly handled (see Enclosure (1)). While this is an overall improvement from our June 2010 and January 2011 tests, the percentage of improperly handled calls remains significant.

Figure 1. Phone Call Results for August 2011

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2 Because of the limited scope of this audit, we did not determine the reasons why phone calls were improperly handled and why a limited number of DON Web sites did not post sexual assault-related phone numbers.
3 Enclosure (1) explains our selection methodology.
4 Fifty-two percent of the June 2010 auditor-placed calls were improperly handled, and 44 percent of the January 2011 auditor-placed calls were improperly handled.
Subj: TEST OF DEPARTMENT OF THE NAVY SEXUAL ASSAULT-RELATED PHONE NUMBERS (AUDIT REPORT N2011-0052)

c. More specific information, including explanatory comments and component-specific data, is included in Enclosure (3).

d. Our 3 May 2011 report (N2011-0031) on these issues included recommendations to the Navy and Marine Corps components and the DON Sexual Assault and Prevention Office. Because the nature of our findings during the test remained essentially the same as those reported on earlier, and activities have not completed actions on all of the recommendations, we have not made additional recommendations in this report.

6. Additional Information.

   a. To obtain information or clarification regarding this report, contact XXXXXXXXXX, Audit Director, at XXXXXXXXXX or by e-mail at XXXXXXXXXX. You may also address questions to XXXXXXXXXX, Project Manager, at XXXXXXXXXX.

   b. Any requests for this report under the Freedom of Information Act must be approved by the Auditor General of the Navy as required by reference (c).

   c. We appreciate the cooperation and courtesies extended to our auditors during the audit.

   XXXXXXXXXX
   Assistant Auditor General
   Manpower and Reserve Affairs Audits

Copy to (next page)
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CMC (ACMC, RFR, MCCS, MARFORRES)
DON SAPRO
BUPERS (OIG31) (N13, N135)
CNIC (OOG) (FFSC)
CNP
CNR (N095)
DON CIO
NAVINSGEN (NAVIG-4)
AFAA/DO
Scope and Methodology

We conducted this limited scope audit from 6 August 2011 to 26 August 2011, as a follow-on to our audit of “Responses to Phone Calls Made to Department of the Navy Sexual Assault-Related Phone Numbers” (N2011-0031, 3 May 2011). We did not follow up on the recommendations made in that audit because activities had not completed all actions. We did not identify any other audits or external reviews of the sexual assault hotline, after-hours, and victim advocate numbers.

Navy: We searched the 63 Navy installations identified on the Commander, Navy Installations Command public Web site as of July-August 2011. 5

Marine Corps: We searched the 17 Marine Corps installations identified on the Marine Corps Installation East and West websites as of July-August 2011.

Navy Operational Support Centers (NOSCS): We searched a sample of 20 of the 73 standalone NOSCs as of July-August 2011 on the Commander, Navy Reserve Forces Command private website. Seven of the 20 were selected because the previous (January 2011) phone calls made to these NOSCs were not properly handled; the remaining 13 were randomly selected.

Marine Corps Reserve: We searched a sample of 25 of 111 standalone Marine Corps Reserve Units as of July-August 2011 on the www.marines.mil Web site. Seventeen of the 25 were selected because the previous (January 2011) phone calls made to these Units were not properly handled; the remaining 8 were randomly selected.

To determine whether initial responses to phone calls made to those numbers were timely and appropriate, on 6 August 2011, we made 147 test phone calls to sexual assault hotline, after-hours, and victim advocate phone numbers covering 116 of the DON installations listed above (some installations had the same phone number, others had multiple numbers). See Enclosure (2) for a list of activities contacted and/or visited.

We made the calls to determine if:

- The phone number worked;
- Someone answered the phone;

5The Commander, Navy Installations Command is a public Web site and does not require a Common Access Card or password for access.
The person answering the phone could refer the caller to the victim advocate or sexual assault response coordinator; and

The person answering could preserve the restricted reporting option required by the Department of Defense.

Because of the limited scope of this audit, we did not review internal controls or conduct a fraud risk assessment.

Within the limited parameters explained above, we conducted this performance audit in accordance with Generally Accepted Government Auditing Standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

**Federal Managers’ Financial Integrity Act**

The Federal Managers’ Financial Integrity Act of 1982, as codified in Title 31, United States Code, requires each Federal agency head to annually certify the effectiveness of the agency’s internal and accounting system controls. In our opinion, the conditions noted in this report may warrant reporting in the Auditor General’s annual Federal Managers’ Financial Integrity Act memorandum identifying management control weaknesses to the Secretary of the Navy.
Enclosure (2):

Activities Contacted and/or Visited

Department of the Navy
Office of the Under Secretary of the Navy, Washington, DC
Office of the Assistant Secretary of the Navy, Manpower and Reserve Affairs, Washington, DC
Department of the Navy, Sexual Assault Prevention and Response Office, Washington, DC

Navy
Chief of Naval Operations N13, N135, Washington, DC
Chief of Navy Reserve, Washington, DC
Commander, Navy Installations Command, Washington, DC

Marine Corps
Office of the Deputy Commandant of the Marine Corps, Manpower and Reserve Affairs, Quantico, VA
Office of the Commander, Marine Forces Reserve, New Orleans, LA

Navy Installations
Naval Support Activity Annapolis, MD
Naval Air Station Patuxent River, MD
Naval Weapons Station Earle, NJ
Naval Weapons Station Yorktown, VA
Cheatham Annex, VA
Naval Air Station Corpus Christi, TX
Naval Air Station Meridian, MS
Naval Submarine Base Kings Bay, GA
Naval Support Activity Saratoga Springs, NY
Naval Support Activity Bethesda, MD
Naval Support Activity Washington, DC
Joint Base Anacostia-Bolling, Washington, DC
Naval Support Activity South Potomac, VA
Naval Support Facility Dahlgren, VA
Naval Support Facility Indian Head, MD
Naval Station Newport, RI
Naval Submarine Base New London, CT
Naval Support Activity Philadelphia, PA
Naval Shipyard Portsmouth, VA
Naval Support Activity Norfolk, VA
Norfolk Naval Shipyard, Norfolk, VA
Joint Expeditionary Base Little Creek-Fort Story, VA
Naval Support Activity Mechanicsburg, PA
Naval Air Station Oceana, VA
Dam Neck Annex, VA
Naval Support Activity Northwest Annex, VA
Naval Air Station Kingsville, TX
Naval Support Activity, New Orleans, LA
Naval Air Station Joint Reserve Base New Orleans, LA
Naval Construction Battalion Center Gulfport, MS
Naval Air Station Pensacola, FL
Naval Air Station Whiting Field, FL
Naval Support Activity Panama City, FL
Naval Air Station Joint Reserve Base Forth Worth, TX
Naval Air Station Orlando, FL
Naval Station Mayport, FL
Naval Air Station Key West, FL
Naval Weapon Station Charleston, SC
Naval Base Kitsap, WA
Naval Station Everett, WA
Naval Air Station Whidbey Island, WA
Naval Station Great Lakes, IL
Naval Support Activity Mid South, Millington, TN
Naval Air Station Fallon, NV
Naval Air Station Lemoore, CA
Naval Air Station China Lake, CA
Naval Weapons Station Seal Beach, CA
Naval Base Ventura, CA
Naval Base Coronado, CA
Naval Base Point Loma, CA
Naval Base San Diego, CA
Naval Air Facility El Centro, CA
Naval Support Activity Monterey, CA
Naval Air Station Jacksonville, FL

**Marine Corps Installations**
Marine Corps Air Station New River, NC
Marine Corps Logistics Base Albany, GA
Marine Corps Support Facility Blount Island, FL
Marine Corps Base Camp Pendleton, CA
Marine Corps Air Station Camp Pendleton, CA
Marine Corps Mountain Warfare Training Center Bridgeport, CA
Marine Corps Air Facility Quantico, VA
Marine Corps Recruit Depot Parris Island, SC
Marine Corps Air Station Beaufort, SC
Marine Corps Air Station Cherry Point, NC
Marine Corps Base Camp Lejeune, NC
Henderson Hall, Arlington, VA
Marine Corps Air Station Yuma, AZ
Marine Corps Air Station Miramar, CA
Marine Air Ground Task Force Training Command 29 Palms, CA
Marine Corps Logistics Base Barstow, CA

Navy Operational Support Centers
Tucson, AZ
Pittsburgh, PA
Wilmington, DE
Oklahoma City, OK
Buffalo, NY
Alameda, CA
Sacramento, CA
Amityville, NY
Bessemer, AL
Charlotte, NC
Cincinnati, OH
Decatur, IL
Ebensburg, PA
Eugene/Springfield, OR
Los Angeles, CA
Madison, WI
Miami, FL
Spokane, WA
Syracuse, NY
Wilmington, NC

Marine Corps Reserve Units
Baton Rouge, LA
Broken Arrow, OK
Chattanooga, TN
Dublin, CA
North Versailles, PA
Orlando, FL
Pico Rivera, CA
Plainville, CT
Providence, RI
Richmond, VA
Tallahassee, FL
Wahpeton, ND
Bessemer, AL
Phoenix, AZ
Eugene/Springfield, OR
San Bruno, CA
Augusta, GA
Indianapolis, IN
Baltimore, MD
Rochester, NY
Houston, TX
Pasadena, CA
Milwaukee, WI
Ebensburg, PA
Tucson, AZ
Enclosure (3):

**Briefing on “Test of DON Sexual Assault-Related Phone Numbers Results”**

* Some minor refinements were made to the charts subsequent to the briefing. These refinements did not affect the overall results.
Background & Objective

• Background
  – Under Secretary requested retest
    • Prior tests performed in June 2010 & January 2011
  – Status of select 3 May 11 NAVAUDSVC recommendations
    • All concurred
    • Navy, Marine Corps, & Navy Reserve target completion dates prior to retest
    • Marine Corps Reserve target completion date - 8/31/11

• Objective
  – To verify that DON sexual assault-related phone numbers are advertised on DON installation web sites, and that initial responses to phone calls made to those numbers are timely and appropriate
Criteria

- DoD Directive 6495.01, October 2005, Sexual Assault Prevention and Response (SAPR) Program
- DoD Instruction 6495.02, November 2008, Sexual Assault Prevention and Response Program Procedures
- OPNAVINST 1752.1B, December, 2006, Sexual Assault Victim Intervention (SAVI) Program
- SECNAVINST 1752.4a, December 2005, Sexual Assault Prevention and Response
- SECNAVINST 5430.108, June 2010, Department of the Navy Sexual Assault Prevention and Response Office
- CNIC INST 1752.2, June 2011, Monthly Sexual Assault Prevention and Response Validation Procedures*
- MCO 1752.5A, February 2008, Sexual Assault Prevention and Response (SAPR) Program

* Issued in response to NAVAUDC report recommendation
Locating Sexual Assault Related Phone Numbers

- Searched installation websites for sexual assault hotlines, after-hours, and Victim Advocate numbers
  - Navy Installation – All 63 Installations
  - Navy Reserve NOSC – Sample of 20 of 73 stand alone NOSC’s
  - Marine Corps Installations – All 17 Installations
  - Marine Corps Reserve – Sample of 25 of 111 stand alone Marine Corps Reserve Units

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<thead>
<tr>
<th>Installations</th>
<th>May 2010</th>
<th></th>
<th></th>
<th>December 2010</th>
<th></th>
<th></th>
<th>July 2011</th>
<th></th>
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<tbody>
<tr>
<td></td>
<td>Searched</td>
<td>Found</td>
<td>% Found</td>
<td>Searched</td>
<td>Found</td>
<td>% Found</td>
<td>Searched</td>
<td>Found</td>
</tr>
<tr>
<td>Navy</td>
<td>65</td>
<td>36</td>
<td>55%</td>
<td>65</td>
<td>41</td>
<td>63%</td>
<td>63</td>
<td>62</td>
</tr>
<tr>
<td>NOSC</td>
<td>16</td>
<td>16</td>
<td>100%</td>
<td>31</td>
<td>31</td>
<td>100%</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Marine Corps</td>
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<td>12</td>
<td>75%</td>
<td>16</td>
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<td>88%</td>
<td>17</td>
<td>16</td>
</tr>
<tr>
<td>MARFORRES</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>25</td>
<td>25</td>
<td>100%</td>
<td>25</td>
<td>25</td>
</tr>
</tbody>
</table>
6 Aug 11 Phone Call Test

- Installations Called - 116
  - Navy – 55 of 63
  - Stand Alone Navy Operational Support Centers (NOSC) – 20 of 73
  - Marine Corps – 16 of 17
  - Marine Corps Reserve Stand Alone Units – 25 of 111

- Phone Numbers Called – 147
  - Navy Hotline/After Hours/Victim Advocate numbers (VA) – 55*
  - NOSC After Hours/VA numbers – 28
  - Marine Corps Hotline/After Hours/VA numbers - 36
  - Marine Corps Reserve local numbers or provided by MARFORRES Wide Crisis Hotline – 28

- Calls made to determine if
  - Phone number worked
  - Phone number answered
  - Person answering could refer the caller to the Victim Advocate or Sexual Assault Response Coordinator
  - Person answering could preserve DOD required restricted reporting option**

* Fifty four phone numbers were found; however, one phone number provided two additional phone numbers, one properly handled and one not properly handled.
**Restricted reporting – Allows service members to report they have been a victim of sexual assault to specific officials on a confidential basis.
DON Combined Phone Call Results

147 Hotline/After Hours Calls Made  
August 2011

- Preserved Restricted - 110
- Did not Preserve Restricted - 4
- Could Not Help - 5
- Phone Disconnected - 0
- Forwarded to Another Number That was not Properly Handled - 7
- No Voicemail - 7
- Left Message, not returned within 1 hour - 14

Properly Handled - 110
Not Properly Handled - 37

* Properly handled means the test call was properly answered or auditor message was left and responded to within 1 hour, and the restricted option was preserved.
### Overall Phone Call Comparison

<table>
<thead>
<tr>
<th></th>
<th>Jun-10</th>
<th>Jan-11</th>
<th>Aug-11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Numbers Called</td>
<td>69</td>
<td>133</td>
<td>147</td>
</tr>
<tr>
<td>Installations Called</td>
<td>64</td>
<td>111</td>
<td>116</td>
</tr>
<tr>
<td>Properly Handled</td>
<td>33</td>
<td>48%</td>
<td>75</td>
</tr>
<tr>
<td>Not Properly Handled</td>
<td>36</td>
<td>52%</td>
<td>58</td>
</tr>
<tr>
<td>Did not Preserve</td>
<td>5</td>
<td>7%</td>
<td>8</td>
</tr>
<tr>
<td>Reporting Option</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Could Not Help</td>
<td>4</td>
<td>6%</td>
<td>5</td>
</tr>
<tr>
<td>Phone Disconnected</td>
<td>2</td>
<td>3%</td>
<td>2</td>
</tr>
<tr>
<td>Forwards to Other</td>
<td>4</td>
<td>6%</td>
<td>8</td>
</tr>
<tr>
<td>Number That Was Not</td>
<td>6</td>
<td>9%</td>
<td>11</td>
</tr>
<tr>
<td>Properly Handled</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No Voicemail</td>
<td>8</td>
<td>9%</td>
<td>11</td>
</tr>
<tr>
<td>Left Message, not</td>
<td>15</td>
<td>22%</td>
<td>24</td>
</tr>
<tr>
<td>returned within 1 hour</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Percentages slightly off due to rounding
Navy Installation Phone Call Results

55 Navy Hotline/After Hour Phone Call Results
August 2011

- Properly Handled: 46
- Not Properly Handled: 9

- Not Properly Handled: 16%
- Not Properly Handled: 4%
- Not Properly Handled: 2%
- Not Properly Handled: 0%
- Not Properly Handled: 0%
- Not Properly Handled: 7%

Properly handled means the test call was properly answered or a message was left and responded to within 1 hour, and the restricted option was preserved.
## Navy Installation Phone Call Comparison

<table>
<thead>
<tr>
<th></th>
<th>Jun-10</th>
<th>Jan-11</th>
<th>Aug-11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Numbers Called</td>
<td>32</td>
<td>46</td>
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</tr>
<tr>
<td>Installations Called</td>
<td>36</td>
<td>41</td>
<td>55</td>
</tr>
<tr>
<td>Properly Handled</td>
<td>19</td>
<td>59%</td>
<td>25%</td>
</tr>
<tr>
<td>Not Properly Handled</td>
<td>13</td>
<td>41%</td>
<td>21%</td>
</tr>
</tbody>
</table>

- Did not Preserve Restricted Reporting Option: 1 (3%), 5 (11%), 2 (4%)
- Could Not Help: 0 (0%), 1 (2%), 0 (0%)
- Phone Disconnected: 1 (3%), 0 (0%), 0 (0%)
- Forwarded to Another Number That Was Not Properly Handled: 3 (9%), 4 (9%), 2 (4%)
- No Voicemail: 3 (9%), 4 (9%), 1 (2%)
- Left Message, not returned within 1 hour: 5 (16%), 7 (15%), 4 (7%)

Percentages slightly off due to rounding.
Stand Alone NOSCs Phone Call Results

28 NOSC After Hour Phone Call Results
August 2011

- Preserved Restricted - 23
- Did not Preserve Restricted - 0
- Could Not Help - 1
- Phone Disconnected - 0
- Forwarded to Another Number That was not Properly Handled - 1
- No Voicemail - 0
- Left Message, not returned within 1 hour - 3

Properly Handled - 23
Not Properly Handled - 5

Percentages slightly off due to rounding

Properly handled means the test call was properly answered or auditor message was left and responded to within 1 hour, and the restricted option was preserved.
### Stand Alone NOSCs Comparison

<table>
<thead>
<tr>
<th>NOSCs</th>
<th>Jun-10</th>
<th>Jan-11</th>
<th>Aug-11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Numbers Called</td>
<td>17</td>
<td>31</td>
<td>28</td>
</tr>
<tr>
<td>Installations Called</td>
<td>16</td>
<td>31</td>
<td>20</td>
</tr>
<tr>
<td>Properly Handled</td>
<td>6</td>
<td>35%</td>
<td>24</td>
</tr>
<tr>
<td>Not Properly Handled</td>
<td>11</td>
<td>65%</td>
<td>7</td>
</tr>
<tr>
<td>Did not Preserve Restricted Reporting Option</td>
<td>3</td>
<td>18%</td>
<td>2</td>
</tr>
<tr>
<td>Could Not Help</td>
<td>2</td>
<td>12%</td>
<td>2</td>
</tr>
<tr>
<td>Phone Disconnected</td>
<td>1</td>
<td>6%</td>
<td>1</td>
</tr>
<tr>
<td>Forwarded to Another Number That Was Not Properly Handled</td>
<td>1</td>
<td>6%</td>
<td>0</td>
</tr>
<tr>
<td>No Voicemail</td>
<td>2</td>
<td>12%</td>
<td>1</td>
</tr>
<tr>
<td>Left Message, not returned within 1 hour</td>
<td>2</td>
<td>12%</td>
<td>1</td>
</tr>
</tbody>
</table>

Percentages slightly off due to rounding
Marine Corps Installation Phone Call Results

36 Marine Corps Hotline/After Hour Phone Call Results - August 2011

- Preserved Restricted: 27%
- Did not Preserve Restricted: 0%
- Could Not Help: 1%
- Phone Disconnected: 0%
- Forwarded to Another Number: 0%
- No Voice mail: 5%
- Left Message, not returned within 1 hour: 3%

Properly Handled: 27
Not Properly Handled: 9

Properly handled means the test call was properly answered or auditor message was left and responded to within 1 hour, and the restricted option was preserved.
### Marine Corps Installation Phone Call Comparison

<table>
<thead>
<tr>
<th>Marine Corps</th>
<th>Jun-10</th>
<th>Jan-11</th>
<th>Aug-11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Numbers Called</td>
<td>20</td>
<td>25</td>
<td>36</td>
</tr>
<tr>
<td>Installations Called</td>
<td>12</td>
<td>14</td>
<td>16</td>
</tr>
<tr>
<td>Properly Handled</td>
<td>8</td>
<td>18</td>
<td>27</td>
</tr>
<tr>
<td></td>
<td></td>
<td>72%</td>
<td>75%</td>
</tr>
<tr>
<td>Not Properly Handled</td>
<td>12</td>
<td>60%</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td></td>
<td>28%</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>25%</td>
</tr>
<tr>
<td>Did not Preserve Restricted Reporting Option</td>
<td>1</td>
<td>5%</td>
<td>0%</td>
</tr>
<tr>
<td>Could Not Help</td>
<td>2</td>
<td>10%</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>3%</td>
</tr>
<tr>
<td>Phone Disconnected</td>
<td>0</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Forwarded to Another Number That Was Not Properly Handled</td>
<td>0</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>No Voicemail</td>
<td>1</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4%</td>
<td>5%</td>
</tr>
<tr>
<td>Left Message, not returned within 1 hour</td>
<td>8</td>
<td>40%</td>
<td>5%</td>
</tr>
</tbody>
</table>
Stand Alone Marine Corps Reserve Units Phone Call Results

28 Marine Corps Reserve Hotline / After Hours Phone Call Results - August 2011

- Preserved Restricted - 14
- Did not Preserve Restricted - 2
- Could Not Help - 3
- Phone Disconnected - 0
- Forwarded to Another Number That was not Properly Handled - 4
- No Voicemail - 1
- Left Message, not returned within 1 hour - 4

Properly handled means the test call was properly answered or auditor message was left and responded to within 1 hour, and the restricted option was preserved.
### Stand Alone Marine Corps Reserve Units Phone Call Comparison

<table>
<thead>
<tr>
<th>Marine Corps Reserve Units</th>
<th>Jun-10</th>
<th>Jan-11</th>
<th>Aug-11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Numbers Called</td>
<td>-</td>
<td>31</td>
<td>28</td>
</tr>
<tr>
<td>Installations Called</td>
<td>-</td>
<td>25</td>
<td>25</td>
</tr>
<tr>
<td>ProperlyHandled</td>
<td>-</td>
<td>8</td>
<td>26%</td>
</tr>
<tr>
<td>Not ProperlyHandled</td>
<td>-</td>
<td>23</td>
<td>74%</td>
</tr>
</tbody>
</table>

- **Did not Preserve Restricted Reporting Option**: - 1 3% 2 7%
- **Could Not Help**: - 2 6% 3 11%
- **Phone Disconnected**: - 1 3% 0 0%
- **Forwarded to Another Number That Was Not Properly Handled**: - 3 10% 4 14%
- **No Voicemail**: - 5 16% 1 4%
- **Left Message, not returned within 1 hour**: - 11 35% 4 14%

*Percentages slightly off due to rounding*
Enclosure (4):
Naval Audit Service Report N2011-0031 “Responses to Phone Calls Made to Department of the Navy Sexual Assault-Related Phone Numbers” dated 3 May 2011
The remainder of report N2011-0031 has been removed to reduce file size for this report.
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