

# MA Annual State Performance Report

## Victim Assistance Formula Grant Program

Reporting Period: [Oct 1, 2018 to Sept 30, 2019]

*This aggregated data is self-reported by the grantees and subgrantees in each state/territory.*

<b>OVC VOCA Assistance Funds</b>				
	<b>2016-VA-GX-0031</b>	<b>2017-VA-GX-0021</b>	<b>2018-V2-GX-0064</b>	<b>2019-V2-GX-0025</b>
<b>Federal Award Amount</b>	\$46,287,672.00	\$38,410,489.00	\$69,232,786.00	\$46,944,817.00
<b>Total Amount of Subawards</b>	\$43,977,278.00	\$35,225,393.00	\$9,090,363.00	\$0.00
<b>Total Number of Subawards</b>	120	97	5	0
<b>Administrative Funds Amount</b>	\$2,310,394.00	\$0.00	\$0.00	\$0.00
<b>Training Funds Amount</b>	\$0.00	\$0.00	\$0.00	\$0.00
<b>Balance Remaining</b>	\$0.00	\$3,185,096.00	\$60,142,423.00	\$46,944,817.00

<b>Subgrantee Organization Type</b>				
<small>The total number of subgrants represents all subgrants funded across all federal awards active during the reporting period. The number is not unique as there are subgrantee organizations that are continuously funded from each federal award.</small>				
<b>Type of Organization</b>	<b>2016-VA-GX-0031</b>	<b>2017-VA-GX-0021</b>	<b>2018-V2-GX-0064</b>	<b>2019-V2-GX-0025</b>
<b>Government Agencies Only</b>	<b>17</b>	<b>16</b>	<b>2</b>	<b>0</b>
Corrections	1	1	0	0
Courts	4	4	0	0
Juvenile Justice	0	0	0	0
Law Enforcement	2	2	0	0
Prosecutor	7	7	0	0
Other	3	2	2	0
<b>Nonprofit Organization Only</b>	<b>102</b>	<b>79</b>	<b>3</b>	<b>0</b>
Child Abuse Service organization (e.g., child advocacy center)	7	7	0	0
Coalition (e.g., state domestic violence or sexual assault coalition)	1	1	0	0
Domestic and Family Violence Organization	18	10	0	0
Faith-based Organization	0	0	0	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	1	1	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	1	1	0	0

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Sexual Assault Services organization (e.g., rape crisis center)	2	2	1	0
Multiservice agency	11	9	0	0
Other	61	48	2	0
<b>Federally Recognized Tribal Governments, Agencies, and Organizations Only</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Child Abuse Service organization (e.g., child advocacy center)	0	0	0	0
Court	0	0	0	0
Domestic and Family Violence organization	0	0	0	0
Faith-based organization	0	0	0	0
Juvenile justice	0	0	0	0
Law Enforcement	0	0	0	0
Organization provides domestic and family violence and sexual assault services	0	0	0	0
Prosecutor	0	0	0	0
Sexual Assault Services organization (e.g., rape crisis center)	0	0	0	0
Other justice-based agency	0	0	0	0
Other agency that is NOT justice-based (e.g., human services, health, education)	0	0	0	0
Organization by and/or for a specific traditionally underserved community	0	0	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	0	0	0	0
Other	0	0	0	0
<b>Campus Organizations Only</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>
Campus-based victims services	1	2	0	0
Law enforcement	0	0	0	0
Physical or mental health service program	0	0	0	0
Other	0	0	0	0
<b>Total Number of Subawards</b>	<b>120</b>	<b>97</b>	<b>5</b>	<b>0</b>

\*This number is not unique across fiscal years as there are subgrantee organizations that are funded from multiple federal awards.

<b>Subaward Purpose</b> A single SAR can select multiple purposes. Numbers are not unique				
	2016-VA-GX-0031	2017-VA-GX-0021	2018-V2-GX-0064	2019-V2-GX-0025

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A. Continue a VOCA-funded victim project funded in a previous year	102	84	2	0
B. Expand or enhance an existing project not funded by VOCA in the previous year	9	6	0	0
C. Start up a new victim services project	10	8	3	0
D. Start up a new <b>Native American</b> victim services project	0	0	0	0
E. Expand or enhance an existing <b>Native American</b> project	0	0	0	0

<b>VOCA and Match Funds</b>				
A single SAR can select multiple service types. Numbers are not unique				
	2016-VA-GX-0031	2017-VA-GX-0021	2018-V2-GX-0064	2019-V2-GX-0025
A.INFORMATION & REFERRAL	12	92	5	0
B.PERSONAL ADVOCACY/ACCOMPANIMENT	11	83	5	0
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	9	86	4	0
D.SHELTER/HOUSING SERVICES	4	47	4	0
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	8	75	5	0
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	22	94	5	0

<b>Priority and Underserved Requirements</b>				
Priority Area	2016-VA-GX-0031	2017-VA-GX-0021	2018-V2-GX-0064	2019-V2-GX-0025
<b>Child Abuse</b>				
Total Amount	\$7,113,307.00	\$6,407,370.00	\$1,551,900.00	\$0.00
% of Total Federal Award	15.00 %	17.00 %	2.00 %	
<b>Domestic and Family Violence</b>				
Total Amount	\$16,794,931.00	\$13,881,493.00	\$1,838,933.00	\$0.00
% of Total Federal Award	36.00 %	36.00 %	3.00 %	
<b>Sexual Assault</b>				
Total Amount	\$12,178,353.00	\$8,049,999.00	\$3,932,356.00	\$0.00
% of Total Federal Award	26.00 %	21.00 %	6.00 %	
<b>Underserved</b>				
Total Amount	\$7,848,660.00	\$6,412,061.00	\$1,767,174.00	\$0.00
% of Total Federal Award	17.00 %	17.00 %	3.00 %	

<b>Budget and Staffing</b>				
Staffing Information	2016-VA-GX-0031	2017-VA-GX-0021	2018-V2-GX-0064	2019-V2-GX-0025

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Total number of paid staff for all subgrantee victimization program and/or services	1521	1310	64
Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	1711400	1611644	134154
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	1449	1304	204
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	170573	164392	33297

**AGGREGATED SUBGRANTEE PERFORMANCE MEASURE DATA**

Victimization Type						
Victimization Type	Number of Subgrantees Indicating Intent to Serve This Victim Type	Number of Individuals Who Actually Received Services Based on a Presenting Victimization				
		Quarter 1 Total	Quarter 2 Total	Quarter 3 Total	Quarter 4 Total	Per Quarter Average
Adult Physical Assault (includes Aggravated and Simple Assault)	55	3203	2959	4331	3219	3428
Adult Sexual Assault	65	2025	3063	1828	2207	2280
Adults Sexually Abused/Assaulted as Children	58	500	748	551	577	594
Arson	16	51	13	25	24	28
Bullying (Verbal, Cyber or Physical)	44	581	567	596	586	582
Burglary	20	243	204	165	201	203
Child Physical Abuse or Neglect	1	1777	1690	2097	2211	1943
Child Pornography	37	175	148	120	259	175
Child Sexual Abuse/Assault	63	2979	3015	3227	2985	3051
Domestic and/or Family Violence	9	7758	8031	8576	8073	8109
DUI/DWI Incidents	20	262	303	258	267	272
Elder Abuse or Neglect	36	156	172	186	170	171
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)	31	152	148	116	150	141
Human Trafficking: Labor	22	51	42	35	49	44
Human Trafficking: Sex	55	359	403	505	549	454
Identity Theft/Fraud/Financial Crime	18	217	172	209	192	197

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Kidnapping (non-custodial)	25	127	106	86	120	109
Kidnapping (custodial)	26	45	29	38	38	37
Mass Violence (Domestic/International)	19	57	33	38	42	42
Other Vehicular Victimization (e.g., Hit and Run)	21	142	126	161	236	166
Robbery	24	406	255	253	249	290
Stalking/Harassment	55	772	736	720	715	735
Survivors of Homicide Victims	1	991	1073	1067	1224	1088
Teen Dating Victimization	52	178	163	159	116	154
Terrorism (Domestic/International)	14	20	27	42	28	29
Other	17	2023	2680	2377	3279	2589

**Special Classifications of Individuals**

Special Classifications of Individuals	Number of Individuals Self Reporting a Special Classification				
	Quarter 1 Total	Quarter 2 Total	Quarter 3 Total	Quarter 4 Total	Per Quarter Average
Deaf/Hard of Hearing	95	117	110	125	265
Homeless	871	1111	1130	1056	2088
Immigrants/Refugees/Asylum Seekers	1888	1864	2114	2132	3612
LGBTQ	641	726	623	747	1218
Veterans	41	62	48	62	144
Victims with Disabilities: Cognitive/Physical /Mental	2251	2519	2375	2617	6638
Victims with Limited English Proficiency	1818	2041	1891	1983	3579
Other	206	449	336	493	760

**General Award Information**

Activities Conducted at the Subgrantee Level	Number	Percent
Total number of individuals who received services during the Fiscal Year.	74264	
Total number of anonymous contacts who received services during the Fiscal Year	8656	
Number of new individuals who received services from your state for the first time during the Fiscal Year.	43979	59.22 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?	19003	25.59 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.	5730	

**Demographics**

Demographic Characteristic of New Individuals Served	Number	Percent
<b>Race/Ethnicity</b>		
American Indian or Alaska Native	203	0.46 %

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Asian	870	1.98 %
Black or African American	6116	13.91 %
Hispanic or Latino	6391	14.53 %
Native Hawaiian or Other Pacific Islander	60	0.14 %
White Non-Latino or Caucasian	14456	32.87 %
Some Other Race	632	1.44 %
Multiple Races	1576	3.58 %
Not Reported	12640	28.74 %
Not Tracked	1035	2.35 %
<b>Race/Ethnicity Total</b>	<b>43979</b>	
<b>Gender Identity</b>		
Male	8788	19.98 %
Female	29812	67.79 %
Other	449	1.02 %
Not Reported	4600	10.46 %
Not Tracked	330	0.75 %
<b>Gender Total</b>	<b>43979</b>	
<b>Age</b>		
Age 0- 12	7076	16.09 %
Age 13- 17	5050	11.48 %
Age 18- 24	3850	8.75 %
Age 25- 59	20039	45.56 %
Age 60 and Older	2301	5.23 %
Not Reported	5254	11.95 %
Not Tracked	409	0.93 %
<b>Age Total</b>	<b>43979</b>	

Direct Services				
Service Area	# of Subgrantees That Provided Services in This Category	# of Individuals/Contacts Receiving Services	Specific Service	Frequency of Service
A. Information & Referral	96	42380	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	31741
			A2. Information about victim rights, how to obtain notifications, etc.	24411
			A3. Referral to other victim service programs	17870

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			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	25903
B. Personal Advocacy/ Accompaniment	87	17867	Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	1242
			B2. Victim advocacy/accompaniment to medical forensic exam	976
			B3. Law enforcement interview advocacy/accompaniment	1261
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	30373
			B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	484
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	1834
			B7. Intervention with employer, creditor, landlord, or academic institution	4119
			B8. Child or dependent care assistance (includes coordination of services)	4671
			B9. Transportation assistance (includes coordination of services)	6898
			B10. Interpreter services	9586
C. Emotional Support or Safety Services	88	37603	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	16716
			C2. Hotline/crisis line counseling	19080
			C3. On-scene crisis response (e.g., community crisis response)	1397
			C4. Individual counseling	52985
			C5. Support groups (facilitated or peer)	14376
			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	13323
			C7. Emergency financial assistance	5048
D. Shelter/ Housing Services	60	2950	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	5695
			D2. Transitional housing	4808

			D3. Relocation assistance (includes assistance with obtaining housing)	6395
E. Criminal/ Civil Justice System Assistance	79	26521	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	22102
			E2. Victim impact statement assistance	2557
			E3. Assistance with restitution	1539
			E4. Civil legal assistance in obtaining protection or restraining order	6132
			E5. Civil legal assistance with family law issues	13843
			E6. Other emergency justice-related assistance	969
			E7. Immigration assistance	8510
			E8. Prosecution interview advocacy/accompaniment	2211
			E9. Law enforcement interview advocacy/accompaniment	851
			E10. Criminal advocacy/accompaniment	4454
E11. Other legal advice and/or counsel	12596			

### ANNUAL QUESTIONS

#### Grantee Annually Reported Questions

Question/Option	Count
<b>Were any administrative and training funds used during the reporting period?</b>	
Yes	1
No	0
<b>Did the administrative funds support any education activities during the reporting period?</b>	
Yes	1
No	0
Number of requests received for education activities during the reporting period.	3
Number of people trained or attending education events during the reporting period.	1045
Number of events conducted during the reporting period.	28
<b>Did the grant support any coordination activities (e.g., with other service providers, law enforcement agencies) during the reporting period?</b>	
Yes	1
No	0
<b>Describe any program or educational materials developed during the reporting period.</b>	



MOVA conducted 28 separate trainings and/or events during the time period covered by this report. In detail they were: SAFEPLAN Certification Training – Oct 23 – Oct 26, 2018 (11 attendees). SAFEPLAN Continuing Education Training – November 15, 2018 (61 attendees). VOCA Policies and Procedures Training – December 5, 2018 (56 attendees). SAFEPLAN regional meeting – December 12, 2018, December 13, 2018, December 19, 2018. VOCA Policies and Procedures Training – January 8, 2019 (41 attendees), January 9, 2019 (26 attendees) VOCA Policies and Procedures Training for State Agencies – January 16, 2019 (25 attendees) VOCA SAFEPLAN Policies and Procedures Training – February 28, 2019 (30 attendees). New Advocate Training – March 12 – 14, 2019 (16 attendees). SAFEPLAN regional meeting - March 13, 2019, March 14, 2019, March 20, 2019. Victim Rights Month Awards Ceremony – April 9, 2019. Victim Rights Conference – April 30, 2019 (511 attendees). SAFEPLAN Certification Training – May 7 – May 10, 2019 (14 attendees). SAFEPLAN Advocate Continuing Education Training - May 15, 2019 (58 attendees). VOCA Policies and Procedures Training – May 21, 2019 (106 attendees) SAFEPLAN regional meeting – June 12, 2019, June 19, 2019, June 20, 2019 Massachusetts Victim Assistance Traditional Academy – July 14 – 19, 2019 (46 attendees). Massachusetts Victim Assistance Advanced Academy – July 17 – 19, 2019 (22 attendees) SAFEPLAN regional meeting – September 4, 2019, September 5, 2019, September 11, 2019. New Advocate Training – September 10 – 12, 2019 (22 attendees). Each year, MOVA edits/maintains Victim Bill of Rights and Safety Planning brochures to distribute to victims, survivors, and service providers upon their request and at trainings and events. MOVA distributes a monthly Victim Service Bulletin as a resource for service providers, stakeholders, victims, and survivors. This bulletin contains announcements from MOVA, updates to relevant legislation, and upcoming trainings and events that may be of interest to the victim services community. [www.askMOVA.org](http://www.askMOVA.org) is a website administered by MOVA to be used by victims, survivors, or service providers as a tool to find local services and providers that are VOCA funded and free of cost to victims and survivors.

#### **Describe any planning or training events held during the reporting period.**

**New Advocate Training:** Each year, Massachusetts Office for Victim Assistance (MOVA) hosts a bi-annual (spring and fall) New Victim Witness Advocate training. This three-day training is designed for the District Attorney Offices Victim Witness Advocates. During the three days, students are educated on the fundamentals of advocacy, court procedures, and prosecution. Students are presented with the opportunity to hear from survivor speakers and community-based agency advocates on the importance of collaborating across systems. **Victim Rights Month:** In April, MOVA hosted two Victim Rights Month events. On April 9, 2019, a Victim Rights Awards Ceremony took place at the Massachusetts State House followed by a Victim Rights Conference on April 30, 2019. These events take place annually and are an opportunity to bring together victims, survivors, providers, and stakeholders to celebrate and remember the importance of victim rights and services and provide professional development and education. This year's conference covered topics including Supporting Trans, Non-Binary, and Gender Non-Conforming Survivors, Building Community Through Meaningful and Equitable Relationships, and Engaging with Elected Officials. At both events, recognition was made to survivors, advocates, and service providers who have contributed to advancing and upholding the rights of crime victims. **Massachusetts Victim Assistance Academy (MVAA):** MOVA held the annual MVAA in mid-July. This training opportunity is open to both community-based and criminal justice-based advocates and service providers. **Traditional MVAA:** The traditional academy is a 40-hour, week-long program that was designed for direct victim service providers with two years or less of experience working with crime victims. This academy provides an in-depth opportunity for learning to 46 direct service professionals from across the Commonwealth. The learning environment allows students to broaden their perspective and understanding of a crime victim's experience. By the end of the academy, students were educated in how to better assist crime victims by providing coordinated and comprehensive high-quality services. **Advanced MVAA:** The two night/three-day advanced academy was designed for direct victim service providers with more than two years of experience. Being a traditional academy alumnus is not required to attend the advanced academy. This academy was made up of 22 students and ran concurrently with the traditional academy. The advanced academy focused on the victims experience while maintaining and developing collaborations across agencies and systems. **SAFEPLAN Events:** Throughout the year, MOVA held regional SAFEPLAN meetings with advocates to have a more intimate discussion about their work. Advocates used this time to ask questions, express concerns, and have productive discussions about the various topics that impacted SAFEPLAN services. All regional meetings focused primarily on data collection and submission. The SAFEPLAN Certification Training was held twice this year. This training was required for all new SAFEPLAN advocates, volunteers, and interns. The training included presentations by MOVA staff, victim services professionals, and survivors of domestic and/or sexual violence. The goal of the SAFEPLAN Certification Training was to prepare attendees to provide court based SAFEPLAN services. The SAFEPLAN Continuing Education Training was delivered twice this year. This training was required for all SAFEPLAN advocates. Each Continuing Education Training included a presentation on a topic relevant to the work of SAFEPLAN advocates and provided information that will enhance their skills to better serve victims of domestic and sexual violence. The Continuing Education Training also included a meeting for Senior SAFEPLAN advocates during which they discussed updates and problem-solved barriers to service. The goal of the SAFEPLAN Continuing Education Training is to keep SAFEPLAN Advocates updated and informed on best practices and information in the delivery of SAFEPLAN services. Both trainings were dedicated to enforcing our new policy on collection and submission of the statistics that SAFEPLAN advocates submit to MOVA. **Victim of Crime Act (VOCA) Policies and Procedures Trainings:** MOVA contracted with an outside consulting firm, Strategy Matters, LLC, to develop and deliver a series of VOCA Policies and Procedures trainings. These grant trainings provided agencies with an

overview of VOCA and MOVA and MOVA's VOCA Grant Policies and Procedures, including topics such as program monitoring and requirements of grant subrecipients. MOVA continued these trainings by offering two optional Leadership Sessions for agency leaders to network, engage in high-level discussion on VOCA funding in the Commonwealth, and receive technical assistance from Strategy Matters, LLC.

**Describe any program policies changed during the reporting period.**

During this reporting period, in order to comply with the Office for Victims of Crime (OVC) match waiver policies and procedures, MOVA has created a VOCA Match Waiver Policy and Procedure. The purpose and scope of this procedure allows MOVA's to review, recommend, and approve or deny match waiver justification requests from VOCA sub-recipients at the time of application and contracting. MOVA is in the stages of finalizing a Performance Measurement Tool (PMT) policy and procedure in order to establish and outline internal controls and procedures for mandatory quarterly federal reporting using the PMT system. MOVA anticipates this policy and procedure will be finalized by the next reporting period. MOVA is also finalizing a grants procurement policy in order to establish and outline internal controls related to our grants procurement. MOVA anticipates this policy will be finalized by the next reporting period. As a result of an Office of the Inspector General (OIG) audit conducted during the previous reporting period, MOVA received recommendations to improve internal policies and procedures. MOVA followed the recommendations and improved internal Policies and Procedures. During this reporting period, MOVA has tested these improved policies. This included: Utilizing a new standard contract form for sub-recipients that would include Federal award numbers, which would help ensure that sub-recipients can track funding associated with each VOCA grant; Implementing policies and procedures to ensure accurate reporting Federal grant award information by subaward; Implementing policies and procedures to ensure compliance with FFATA reporting requirements; Improved sub-recipient monitoring policy to proactively ensure sub-recipient compliance

**Describe any earned media coverage events/episodes during the reporting period.**

MOVA regularly engages the media regarding events, announcements, and policy issues impacting our constituency of survivors and service providers across the state. During the reporting period, the following earned media was covered in varying outlets throughout the state: WLP 22 News (Springfield MA); WWLP Advocates for sexual assault victims awarded for their work at the State House (April 9, 2019)  
<https://www.wwlp.com/news/state-politics/advocates-for-sexual-assault-victims-awarded-for-their-work-at-the-state-house/> Article/video highlighting the annual Victim Rights Month Award Ceremony that MOVA hosts. The Awards Ceremony provides MOVA the opportunity to honor individual survivors and victim services providers who have had an extraordinary impact advocating for victims rights and services. In addition, the event highlights a variety of successful achievements and important advocacy efforts currently underway on behalf of victims and survivors. The Heights, Boston College Newspaper Massachusetts Legislators Discuss Bills Concerning Sexual Assault on College Campuses (April 11, 2019)  
<https://bcheights.com/2019/04/11/massachusetts-legislators-discuss-bills-concerning-sexual-assault-college-campuses/> News article promoting legislation filed in Massachusetts to address sexual assault on college campuses. MOVA Executive Director Liam Lowney quoted in the article describing the importance of the bills to provide information and transparency to student survivors. MassLive.com A justice system built to include survivors (Guest viewpoint) (May 20, 2019)  
<https://www.masslive.com/opinion/2019/05/a-justice-system-built-to-include-survivors-guest-viewpoint.html> Op-ed by State Senator James Welch highlighting legislation filed by MOVA to update the Victim Bill of Rights in Massachusetts; CapeCod.com State Senator Cyr Helps to Secure \$7.34M in FY20 Budget (July 25, 2019)  
<https://www.capecod.com/newscenter/state-senator-cyr-helps-to-secure-7-34m-in-fy20-budget/> ; News article highlighting increased funding for MOVA through the annual state budget; increased funding is specifically for training opportunities for victim witness advocates.

**Describe any coordinated responses/services for assisting crime victims during the reporting period.**

MOVA routinely provided victims and crime victim service providers with general information, referrals to community partners and assisted with the coordination of services. Additionally, MOVA continued to actively participate in various task forces and commissions, including the Governor's Council to Address Domestic and Sexual Violence, Child Sexual Abuse Prevention Taskforce, Sexual Assault Nurse Examiner Advisory Board, Restorative Justice Advisory Committee and Domestic Violence Fatality Review Commission. MOVA has continued to use social media to connect with victims/survivors, service providers, legislators, news outlets and the public across the Commonwealth. MOVA utilizes Facebook, Twitter, Instagram and Constant Contact email list to disseminate information regarding news, events/trainings and services that are relevant to survivors and the field of victim services. Through these mediums, we are able to publicize both our funded programs and MOVA's initiatives and trainings including Victim Rights Month Activities, the Massachusetts Victim Assistance Academy and forums.

**Please discuss the major issues in your state that either assist or prevent victims from receiving assistance during the reporting period.**

During the reporting period, MOVA continued our partnerships to ensure free, civil legal services to crime victims across the state through the Civil Legal Aid for Victims of Crime program. We also continued our collaboration to provide services to sexual assault victims with disabilities through the Sexual Assault Response Unit at the Disabled Person Protection Commission. MOVA continues to identify various barriers for victims such as transportation, stable housing, shelter availability and access to services by undocumented crime victims.

**Please describe ways that your agency promoted the coordination of public and private efforts within the community to help crime victims during the reporting period.**

Through the statewide SAFEPLAN program, we trained and certified 25 new advocates during this reporting period. MOVA also provided professional development training to 68 existing SAFEPLAN advocates. The focus of the professional development topics was on accurate collection and submission of statistical data. The goal is to ensure uniformity in the collection and submission process of all the SAFEPLAN data across the state. Throughout the reporting period, MOVA continued to complete site visits to VOCA-funded agencies across the state to provide technical assistance and feedback on programmatic, administrative, and fiscal compliance. In FFY 2019, MOVA conducted site visits for 65 VOCA-funded programs across 44 sub-recipient agencies. These numbers represent an increase in MOVA's sub-recipient monitoring efforts over the last year. In this time-frame, a new monitoring and compliance team was developed, and the staffing dedicated to monitoring and compliance rose to three full time employees. These changes have enabled MOVA to complete a higher number of site visits, more thorough follow-up with sub-recipients, and the development of a more streamlined monitoring process. In addition to reviewing programmatic, administrative, and fiscal compliance, the site visit process also allows sub-recipients the opportunity to meet with MOVA grants and monitoring staff to discuss the strengths and challenges of their programs, as well as barriers, service gaps and trends occurring within the victim services field. Sub-recipients can offer comments, questions, and concerns regarding their grant as well as discuss efforts towards continued growth and improvement in all areas of service delivery to victims of crime.

**Please describe any notable activities at the grantee level during the reporting period that improved delivery of victim services.**

During the reporting period, MOVA secured legislation that allows the Garden of Peace (GOP) to accrue interest, creating additional funding into the trust fund to support management and administration of the GOP. The Garden of Peace is a memorial commemorating victims of homicide and a living reminder of the impact of violence. It is a visual testament to the need for eliminating violence. The Garden is a symbol of hope for peace and renewal in our lives, our community, and the world. <https://gardenofpeacememorial.org/> A message from the Garden of Peace: <https://www.youtube.com/watch?v=Z0e3FveBKQ8> Furthermore, acquisition of the Garden of Peace allows MOVA to directly work and collaborate with those who have been impacted by homicide and improve delivery of victim services to the community. Through these funds, Massachusetts Office for Victim Assistance (MOVA) staff continues to provide compliance monitoring of grant awards and training and technical support for sub grantees. The agency also serves as a referral and information resource to survivors and victim service providers, helping to ensure a network of coordinated services as best as possible. Administrative funds continue to support travel costs associated with program monitoring to allow MOVA staff members to do on-site evaluations and offer face-to-face assistance to enhance direct service delivery. Staff members assist providers with both the fiscal and programmatic aspects of their grants and monitor VOCA funds in a manner which ensures compliance with VOCA guidelines and the delivery of high-quality services. Administrative funds also support printing costs, office supplies, and general technology support, each of which allows staff to conduct business in an efficient and effective manner. The administrative funds used by MOVA are central to the support and enhancement of victim services across the Commonwealth. During the reporting period, MOVA released a Request for Grant Applications (RGA) for expanded SAFEPLAN services, in two targeted court locations in Hampden County and one in Berkshire County. The VWAB voted in September to allow the executive director to enter into contracts with successful applicants in support of the expansion of SAFEPLAN services. More information will be available during the next reporting period, as services began on October 1, 2019.

**Please discuss each priority (i.e., child abuse, domestic assault, sexual assault, and underserved) in which VOCA funds have been used to assist crime victims during the reporting period**

Priority area child abuse: The VOCA-funded Advocate has been providing coordination and advocacy for a 16-year-old female referred for commercial sexual exploitation. Over multiple months, the Advocate has facilitated an intervention that includes more than 15 multidisciplinary professionals representing child welfare, court personnel, law enforcement, medical, mental health and direct service providers. She has facilitated a comprehensive intervention to connect the youth to supports and safety including a restraining order against her alleged offender, mental health and substance abuse treatment, crisis intervention, and a CSEC-specific life coach. As the youth has an extensive trauma history, a history of repeatedly [going] missing from care, and active exploitation concerns, the Advocate has helped multidisciplinary partners develop creative strategies for engagement and evolving safety plans. Currently, the Advocate is working with partners to help elevate the youth's voice and schedule a forensic interview where she will have the opportunity to recount her experience and be heard. Priority area domestic assault: Client A" was dating a man who lived in the same apartment complex. Things didn't work out, so she broke it off. The man became verbally

and physically abusive. He threatened to kill her. He began following her, waiting for her in front of her doorway, and looking in the peephole in her door. Despite having returned her key, Client A suspected that he was entering her apartment when she was not home. Gifts were missing and things were moved. Ava was afraid for her safety. The VOCA funded programs advocate met her when she came to court where she obtained a full no contact restraining order with a plan for moving around the complex without violating the order. The advocate safety planned with Client A and connected her to counseling and other resources. The defendant violated the order many, many times. The police in the town were not enforcing the order as it was written. They continued to minimize Client A s reports and not arrest for blatant violations. She was living in constant fear, terrified and feeling like there was no escape. The advocate let her know she was not alone and worked with the civilian advocate to help the police understand what the client was enduring. Client A filed a citizen complaint against the defendant for violation of the restraining order and a motion to clarify the stay away zone. The defendant pleaded the case out for probation and the harassment stopped. Soon after, Client A moved to a new place where she felt safe and calm for the first time in well over a year. She said that she hadn t realized just how bad life had gotten until she was away from it. Priority area sexual assault: In a funded programs Sexual Assault Program, one counselor s work began after she was called to the hospital for a client who had been drugged and raped. She worked to support the client with the SANE nurse through the entire forensic exam. The counselor offered emotional support and assisted the client in filing the Victim Compensation paperwork. Through their crisis work at the hospital they developed a connection that continued through weekly for short term counseling. Client worked on processing the sexual assault and learned to stop blaming herself. The counselor worked with the client to develop coping skills to manage her anxiety and intrusive thoughts related to her assault. Through this work the client became empowered enough to go to the police station and press criminal charges against her assailant. Priority area under-served: The client was referred by a law enforcement agency for individual therapy because the trial for the accused murderer of her son was about to begin. The client initially utilized services to process the loss, identify skills to cope with trauma-related symptoms. At the conclusion of the trial the person that was accused of the murder was found not guilty. The clinician helped the client process her re-traumatization, fear for her own safety as the perpetrator we released back into her community, and the difficulty with felling as if she had been robbed of justice. Due to the clients increase in trauma-related symptoms she needed to revisit many of the concepts that were processed during the earlier parts of therapy. The client is still receiving services and reports that therapy is one of the few places she feels safe discussing her anger and grief.

**Please briefly describe efforts taken to serve Victims of Federal crime during the reporting period.**

During this reporting period, MOVA's leadership is regularly in contact with other State Administering Agencies (SAA's) to share our experiences responding to mass violence incidents, specifically our experience with Antiterrorism and Emergency Assistance Program (AEAP) funding and responding to the Boston Marathon Bombing. MOVA has provided insight to Ohio following a mass shooting in Dayton, as well as sharing our experiences following the Tree of Life shooting. MOVA s leadership continues to share our experience with AEAP. Additionally, MOVA collaborated internationally with the International Network Supporting Victims of Terrorism and Mass Violence (INVICTM). This is a network of international victim service providers we collaborate and share ideas with to ensure effective services to victims of mass violence and terrorism internationally. MOVA continues to maintain ongoing and strong partnerships with federal partners. Leadership has regular contact with the FBI and US Attorney victim service staff. Their staff have been invited and attended MOVA sponsored trainings. VOCA-funded programs continue to provide quality free services to all victims of crime, be it at the Commonwealth or federal level. Some sub grantees receive referrals from federal victim witness advocates, and others are increasingly serving victims and their families affected by trafficking or abuse that occurs across Commonwealth (state) lines. Sub grantees across the Commonwealth continue to include federal crime victims in their outreach efforts, work closely with law enforcement partners and other community-based organizations, and stay abreast of emerging issues, available resources and supports, and best practices for care and intervention.

**Please identify any emerging issues or notable trends affecting crime victim services in your state during the reporting period.**

National conversations regarding immigration have prompted victim service providers to be more proactive and interested in the tools that can assist immigrant survivors of crime populations, such as U-Visas and T-Visas. Sub-grantees continued to experience increased and complex calls for services from victims with immigration issues. VOCA funded programs have noted the complexity of providing services around immigration. The prevalence of sexual assault on college campuses, as well as proposed Title IX regulation changes, continue to be an emerging issue for crime victim services. Providers are seeking protections that will allow for available resources, transparency, and information to be provided to survivors. With more media coverage of sexual harassment and sexual assault, Massachusetts victim service programs continued to see an increase of calls from survivors. Civil legal assistance, housing for victims of sexual assault, domestic violence and community violence, services for human trafficking victims, services for incarcerated victims, lack of language accessible and culturally informed services, and responding to the impact of the opioid crisis are continued and emerging needs. In response to the continued increase in mass violence incidents nationally and internationally, we continued to engage partners and prepare for a future event. Over the past few years, both nationally and locally, there has been an emergence of survivor voices in relation to policy change; #MeToo, gun violence victims, students, and survivors across the country are speaking out more and organizing on a grass roots level. This has continued to have impact legislatively in Massachusetts.

**Please briefly outline any staffing retention issues that your victim assistance program has and why these issues may occur during the reporting period.**

Massachusetts Office for Victim Assistance (MOVA) does not operate a separate victim assistance program with VOCA funding.

**Please explain your state process to publicize its victim assistance funding for services to victims of crime during the reporting period.**

VOCA funding is distributed via procurement (open or targeted). Any procurement (funding availability) is posted on MOVA's website, the Commonwealth of Massachusetts procurement website (COMMBUYS), distributed via various subscription-based listservs, and posted on social media such as Facebook and Twitter. In 2019, MOVA moved to a subscription-based listserv to the Constant Contact platform. During this reporting period, MOVA contracted with Agate to build an electronic grants system for sub-recipient funding management. MOVA plans to launch the system during the next reporting period and will also utilize this system to publicize victim assistance funding.

**Please explain how your state is able to direct funding to new/underserved populations during the reporting period.**

MOVA continued to fund homicide bereavement as a primary under-served category as well as funding Lesbian Gay Bisexual Transgender Queer/Questioning (LGBTQ) and Limited English Proficiency (LEP) programs. In the most recent procurement MOVA expanded funding to include programs that support housing, relocation, and transportation. During the reporting period, MOVA released a Request for Grant Applications (RGA) for expanded SAFEPLAN services, in two targeted court locations in Hampden County and one in Berkshire County. The VWAB voted in September to allow the executive director to enter into contracts with successful applicants in support of the expansion of SAFEPLAN services. More information will be available during the next reporting period, as services began on October 1, 2019.

**Please explain how your program is able to respond to gaps in services during the reporting period.**

MOVA has continued to expand funding to increase support for human trafficking victims, including commercially exploited children, victims with disabilities, civil legal services for victims, emergency shelter, transitional housing, and transportation (for victims).

**Please list and explain any outcome measure(s) that are reported to the governor, legislature, or other state entity during the reporting period.**

MOVA's governing Board, the Victim and Witness Assistance Board, is statutorily required to file reports to the Massachusetts Legislature regarding the SAFEPLAN program and trust funds administered by the agency each year. The following is a summary of those reports and respective deadlines: SAFEPLAN Legislative Report (due: February 1, 2019)- SAFEPLAN is MOVA's domestic and sexual violence civil court advocacy program that was created by the Massachusetts Legislature in 1995. This report is submitted to the Massachusetts House and Senate Committees on Ways and Means as required by Massachusetts State Budget Line Item 0840-0101. The Drunk Driving Trust Fund (DDTF) Legislative Report (due: February 28th of each year)- The DDTF was created by the Massachusetts Legislature in 2003 to direct assessments imposed on convicted offenders for operating under the influence of drugs or alcohol to support direct services for victims as well as prevention, education, and training activities in communities. This report is submitted to the Massachusetts House and Senate Committees on Ways and Means as required by statute (M.G.L. c. 10, 66). Human Trafficking Trust Fund (HTTF) Legislative Report (due: August 15th of each year)- The HTTF was created by the Massachusetts Legislature in 2011 to direct fines and forfeitures collected from convicted human traffickers to support direct services for victims of sex and labor trafficking. The report is submitted to the House and Senate Committees on Ways and Means as required by statute (M.G.L. c. 10, 66A).