Office for Victims of Crime Victim Compensation Formula Grant Program Annual Performance Measures Report October 01, 2020 - September 30, 2021

GRANTEE INFORMATION

ORGANIZATION NAME: Idaho Industrial Commission

POC NAME: George Gutierrez

POC EMAIL: george.gutierrez@iic.idaho.gov

POC PHONE: 208-334-6025

POPULATION DEMOGRAPHICS

1.	Number of people for whom application was made for vi compensation benefits duri reporting period.	ictim
	Q1: Oct-Dec 2020:	654
	Q2: Jan-Mar 2021:	700
	Q3: Apr-Jun 2021:	1,208
	Q4: Jul-Sep 2021:	662
	Annual:	3,224

2.	Number of victims whose w the basis for the application	
	Q1: Oct-Dec 2020:	647
	Q2: Jan-Mar 2021:	694
	Q3: Apr-Jun 2021:	1,195
	Q4: Jul-Sep 2021:	653
	Annual:	3,189

3. Victim Demographics					
Population A. RACE/ETHNICITY	Q1	Nu Q2	mber of Q3	f Victin Q4	ns Annual
American Indian or Alaska Native	6	3	3	5	17
Asian	4	3	7	4	18
Black or African American	4	3	8	2	17
Hispanic or Latino	51	43	37	32	163
Native Hawaiian or Other Pacific Islander	1	1	0	1	3
White Non-Latino or Caucasian	236	250	242	236	964
Some Other Race	6	3	6	7	22
Multiple Races	0	NT	NT	NT	(
Not Reported	339	388	892	366	1985
Not Tracked	0	0	0	0	(
Race/Ethnicity Total	647	694	1195	653	3189
B. GENDER	_				
Male	177	147	375	167	866
Female	470	532	797	475	2274
Not Reported	0	15	23	11	49
Not Tracked	0	0	0	0	C
Gender Total	647	694	1195	653	3189
C. AGE					
Age 0- 12	282	286	468	278	1314
Age 13- 17	130	165	307	134	736
Age 18- 24	64	65	97	64	290
Age 25- 59	147	163	294	156	760
Age 60 and Older	17	13	18	18	66
Not Reported	7	2	11	3	23
Not Tracked	0	0	0	0	C
Age Total	647	694	1195	653	3189

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PERFORMANCE MEASURES

4. Based on your program's general procedure, indicate if

Q1: Oct-Dec 2020:

Only one application is usually counted per crime

Q2: Jan-Mar 2021:

Only one application is usually counted per crime

Q3: Apr-Jun 2021:

Only one application is usually counted per crime

Q4: Jul-Sep 2021:

Only one application is usually counted per crime

Number of new applications received during the reporting period

the reporting period	
Q1: Oct-Dec 2020:	500
Q2: Jan-Mar 2021:	501
Q3: Apr-Jun 2021:	997
Q4: Jul-Sep 2021:	474
Annual:	2,472

6. Number of applications approved during the

reporting period.	
Q1: Oct-Dec 2020:	371
Q2: Jan-Mar 2021:	359
Q3: Apr-Jun 2021:	870
Q4: Jul-Sep 2021:	409
Annual:	2,009

7. Number of applications **denied/closed**. (i.e., applications that were not approved) during the reporting period.

Q1: Oct-Dec 2020:	124
Q2: Jan-Mar 2021:	137
Q3: Apr-Jun 2021:	155
Q4: Jul-Sep 2021:	117
Annual:	533

Reason(s) for denial or close status applicable for the reporting period:

Population	I	Numb			
·	Q1	Q2	Q3	Q4	Annual
A. Application not filed within time limit	3	0	1	0	4
B. Failure to report to police	5	2	1	0	8
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	0	2	0	6	8
D. Incomplete information	5	2	4	4	15
E. Contributory misconduct	3	6	6	2	17
F. Ineligible crime	101	125	141	99	466
G. Ineligible application	7	0	2	6	15
Other	0	0	0	0	0
Denial explanation:					

8. Number of applications received for Sexual Assault Forensic Examinations during the reporting period

Q1: Oct-Dec 2020:	451
Q2: Jan-Mar 2021:	421
Q3: Apr-Jun 2021:	489
Q4: Jul-Sep 2021:	476
Annual:	1,837

					EXPE	NSE TYPES PA	AID (in dollars	5)								CTIMIZATIONS A CRIME TYPE		
TYPES OF CRIME	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder AbuseNeglect that were Paid During the Remontrion Pariod	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson Assault	123	NA	\$ 0	\$ 9,537	\$ 0	\$ 101,653	\$ 17,068	NA	\$ 0		\$ 547		\$ 128,806	NA	67	NT	NT	
Burglary	1	NA	\$ 0	\$ 0	\$0	\$ 0	\$ 190	NA	\$0		\$ 0	\$0	\$ 190	NA	0	NT	NT	(
Child Physical Abuse/Neglect	8	NA	\$0	\$0	\$0	\$ 1,303	\$ 288	NA	\$0		\$0	\$0	\$ 1,591	NA	5		NT	(
Child Pornography	0	INA	ψυ	ψΰ	φυ	ψ 1,505	φ 200		ψυ		ψΰ	ψυ	ψ1,551	INA	5			
Child Sexual Abuse	385	NA	\$ 0	\$ 0	\$ 0	\$ 30,172	\$ 38,357	NA	\$0	\$ 87,686	\$ 633	\$0	\$ 156,847	NA	145		NT	(
DUI/DWI	7	NA	\$ 0	\$ 3,514	\$ 0	\$ 28,804	\$ 0	NA	\$0		\$ 0	\$0	\$ 32,318	NA	0	NT	NT	(
Fraud/Financial Crimes																		
Homicide	22	NA	\$ 6,533	\$ 0	\$ 35,242	\$ 3,743	\$ 595	NA	\$ 0		\$ 0	\$ 0	\$ 46,113	NA	11	NT	NT	(
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	4	NA	\$ 1,186	\$ 0	\$ 1,441	\$ 1,727	\$ 2,300	NA	\$ 0		\$ 0	\$ 0	\$ 6,653	NA	0	NT	NT	(
Robbery	2	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 480	NA	\$ 0		\$ 0	\$ 0	\$ 480	NA	0	NT	NT	(
Sexual Assault	64	NA	\$ 0	\$ 425	\$ 0	\$ 3,476	\$ 5,610	NA	\$ 0	\$ 55,393	\$ 0	\$ 0	\$ 64,904	NA	13	NT	NT	(
Stalking	2	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 589	NA	\$0		\$ 0	\$0	\$ 589	NA	1	NT	NT	(
Terrorism																		
Total	618	NA	\$ 7,719	\$ 13,476	\$ 36,683	\$ 170,877	\$ 65,477	NA	\$0	\$ 143,079	\$ 1,180	\$0	\$ 438,491	NA	242	NT	NT	(

					EXPE	NSE TYPES PA	ID (in dollars)									ICTIMIZATIONS		
TYPES OF CRIME	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medica//Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Etder Abuse/Neglect that were Paid During the Remonition Partod	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	112	NA	\$ 0	\$ 6,200	\$ 0	\$ 185,714	\$ 15,096	NA	\$0		\$ 231	\$0	\$ 207,240	NA	54	NT	NT	0
Burglary																		
Child Physical Abuse/Neglect	7	NA	\$ 0	\$ 0	\$ 0	\$ 751	\$ 2,360	NA	\$ 0		\$ 0	\$ 0	\$ 3,111	NA	5		NT	0
Child Pornography																		
Child Sexual Abuse	410	NA	\$ 0	\$ 0	\$ 0	\$ 16,123	\$ 31,621	NA	\$ 0	\$ 96,266	\$ 0	\$ 0	\$ 144,011	NA	152		NT	0
DUI/DWI	10	NA	\$ 0	\$ 1,491	\$ 5,000	\$ 23,324	\$ 227	NA	\$ 0		\$ 0	\$ 0	\$ 30,041	NA	1	NT	NT	0
Fraud/Financial Crimes																		
Homicide	15	NA	\$ 3,595	\$ 7,375	\$ 26,931	\$ 4,309	\$ 400	NA	\$ 0		\$ 0	\$ 0	\$ 42,610	NA	5	NT	NT	0
Human Trafficking																		
Kidnapping	2	NA	\$ 0	\$ 0	\$ 0	\$ 5,021	\$ 225	NA	\$0		\$ 0	\$0	\$ 5,246	NA	0	NT	NT	0
Other Vehicular Crimes	6	NA	\$ 913	\$ 6,025	\$ 5,000	\$ 5,783	\$ 925	NA	\$ 0		\$ 0	\$ 0	\$ 18,647	NA	1	NT	NT	0
Robbery	2	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 2,990	NA	\$ 0		\$ 0	\$ 0	\$ 2,990	NA	0	NT	NT	0
Sexual Assault	67	NA	\$ 0	\$ 2,536	\$ 0	\$ 16,471	\$ 5,467	NA	\$ 0	\$ 59,389	\$ 0	\$0	\$ 83,863	NA	12	NT	NT	0
Stalking	1	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 758	NA	\$0		\$0	\$0	\$ 758	NA	1	NT	NT	0
Terrorism																		
Total	632	NA	\$ 4,508	\$ 23,626	\$ 36,931	\$ 257,496	\$ 60,068	NA	\$0	\$ 155,655	\$ 231	\$0	\$ 538,516	NA	231	NT	NT	0

					EXPE	NSE TYPES PA	ID (in dollars)								CTIMIZATIONS		
TYPES OF CRIME	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Remonition Pariod	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	130	NA	\$ 0	\$ 4,960	\$ 0	\$ 165,474	\$ 13,769	NA	\$ 0		\$ 12	\$0	\$ 184,215	NA	66	NT	NT	(
Burglary																		
Child Physical Abuse/Neglect	8	NA	\$ 0	\$ 0	\$ 0	\$ 1,714	\$ 2,997	NA	\$ 0		\$ 5,031	\$0	\$ 9,743	NA	5		NT	(
Child Pornography																		
Child Sexual Abuse	459	NA	\$ 0	\$ 0	\$ 0	\$ 19,372	\$ 34,315	NA	\$ 0	\$ 121,178	\$ 0	\$0	\$ 174,866	NA	154		NT	(
DUI/DWI	16	NA	\$ 0	\$ 12,089	\$ 8,162	\$ 30,697	\$ 273	NA	\$ 0		\$ 0	\$0	\$ 51,222	NA	1	NT	NT	(
Fraud/Financial Crimes																		
Homicide	10	NA	\$ 2,207	\$ 0	\$ 13,459	\$ 14,289	\$ 300	NA	\$ 0		\$ 0	\$ 0	\$ 30,256	NA	6	NT	NT	(
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	5	NA	\$ 1,056	\$ 2,300	\$ 0	\$ 3,561	\$ 0	NA	\$ 0		\$ 0	\$0	\$ 6,917	NA	1	NT	NT	(
Robbery	1	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 880	NA	\$ 0		\$ 0	\$0	\$ 880	NA	0	NT	NT	(
Sexual Assault	92	NA	\$ 0	\$ 1,080	\$ 0	\$ 19,352	\$ 19,854	NA	\$ 0	\$ 70,214	\$ 0	\$0	\$ 110,500	NA	9	NT	NT	(
Stalking	2	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,283	NA	\$ 0		\$ 0	\$0	\$ 1,283	NA	2	NT	NT	(
Terrorism																		
Total	723	NA	\$ 3,264	\$ 20,429	\$ 21,621	\$ 254,460	\$ 73,672	NA	\$0	\$ 191,392	\$ 5,044	\$0	\$ 569,881	NA	244	NT	NT	(

					EXPE	NSE TYPES PA	ND (in dollars)								CTIMIZATIONS		
TYPES OF CRIME	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Renoming Partod	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	115	NA	\$ 0	\$ 3,400	\$ 0	\$ 189,506	\$ 17,347	NA	\$0		\$ 0	\$0	\$ 210,254	NA	63	NT	NT	0
Burglary	2	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,107	NA	\$0		\$ 0	\$0	\$ 1,107	NA	0	NT	NT	0
Child Physical Abuse/Neglect	14	NA	\$ 0	\$ 0	\$ 0	\$ 1,830	\$ 2,542	NA	\$0		\$ 0	\$0	\$ 4,372	NA	8		NT	0
Child Pornography																		
Child Sexual Abuse	430	NA	\$ 0	\$ 0	\$ 0	\$ 6,441	\$ 30,459	NA	\$0	\$ 108,338	\$ 0	\$0	\$ 145,238	NA	164		NT	0
DUI/DWI	11	NA	\$ 0	\$ 3,591	\$ 5,000	\$ 35,533	\$ 0	NA	\$0		\$ 0	\$ 0	\$ 44,124	NA	1	NT	NT	0
Fraud/Financial Crimes																		
Homicide	9	NA	\$ 8,242	\$ 0	\$ 1,652	\$ 1,563	\$ 275	NA	\$0		\$ 0	\$0	\$ 11,732	NA	5	NT	NT	0
Human Trafficking																		
Kidnapping	1	NA	\$ 0	\$ 0	\$ 0	\$ 3,667	\$0	NA	\$0		\$ 0	\$0	\$ 3,667	NA	0	NT	NT	0
Other Vehicular Crimes	4	NA	\$ 906	\$ 2,100	\$ 0	\$ 254	\$ 0	NA	\$0		\$ 0	\$0	\$ 3,259	NA	1	NT	NT	0
Robbery	2	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,775	NA	\$0		\$0	\$0	\$ 1,775	NA	0	NT	NT	0
Sexual Assault	61	NA	\$ 0	\$ 154	\$ 0	\$ 2,942	\$ 8,430	NA	\$0	\$ 43,259	\$ 0	\$0	\$ 54,785	NA	15	NT	NT	0
Stalking	1	NA	\$ 0	\$ 0	\$ 0	\$0	\$ 1,592	NA	\$0		\$0	\$0	\$ 1,592	NA	1		NT	0
Terrorism	2	NA	\$ 0	\$ 0	\$ 0	\$ 487	\$ 705	NA	\$0		\$ 0	\$0	\$ 1,192	NA	0	NT	NT	2
Total	652	NA	\$ 9,148	\$ 9,245	\$ 6,652	\$ 242,223	\$ 64,232	NA	\$0	\$ 151,597	\$0	\$0	\$ 483,096	NA	258	NT	NT	2

PAYMENT STATISTICS BY CRIME TYPE - Aggre	PAYMENT STATISTICS BY CRIME TYPE - Aggregated																	
EXPENSE TYPES PAID (in dollars)															TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE			
TYPES OF CRIME	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Remonition Pariod	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	480	NA	\$ 0	\$ 24,097	\$ 0	\$ 642,347	\$ 63,280	NA	\$ 0		\$ 790	\$0	\$ 730,515	NA	250	NT	NT	0
Burglary	3	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,297	NA	\$ 0		\$ 0	\$0	\$ 1,297	NA	0	NT	NT	0
Child Physical Abuse/Neglect	37	NA	\$ 0	\$ 0	\$ 0	\$ 5,598	\$ 8,187	NA	\$0		\$ 5,031	\$0	\$ 18,816	NA	23		NT	0
Child Pornography																		
Child Sexual Abuse	1,684	NA	\$ 0	\$ 0	\$ 0	\$ 72,108	\$ 134,753	NA	\$ 0	\$ 413,468	\$ 633	\$0	\$ 620,961	NA	615		NT	0
DUI/DWI	44	NA	\$ 0	\$ 20,684	\$ 18,162	\$ 118,359	\$ 500	NA	\$ 0		\$ 0	\$0	\$ 157,705	NA	3	NT	NT	0
Fraud/Financial Crimes																		
Homicide	56	NA	\$ 20,577	\$ 7,375	\$ 77,284	\$ 23,904	\$ 1,570	NA	\$0		\$ 0	\$0	\$ 130,711	NA	27	NT	NT	0
Human Trafficking																		
Kidnapping	3	NA	\$ 0	\$ 0	\$ 0	\$ 8,688	\$ 225	NA	\$0		\$ 0	\$0	\$ 8,913	NA	0	NT	NT	0
Other Vehicular Crimes	19	NA	\$ 4,061	\$ 10,425	\$ 6,441	\$ 11,325	\$ 3,225	NA	\$ 0		\$ 0	\$0	\$ 35,476	NA	3	NT	NT	0
Robbery	7	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 6,125	NA	\$0		\$ 0	\$0	\$ 6,125	NA	0	NT	NT	0
Sexual Assault	284	NA	\$ 0	\$ 4,195	\$ 0	\$ 42,241	\$ 39,362	NA	\$ 0	\$ 228,254	\$ 0	\$0	\$ 314,052	NA	49	NT	NT	0
Stalking	6	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 4,221	NA	\$ 0		\$ 0	\$0	\$ 4,221	NA	5	NT	NT	0
Terrorism	2	NA	\$ 0	\$ 0	\$ 0	\$ 487	\$ 705	NA	\$0		\$ 0	\$0	\$ 1,192	NA	0	NT	NT	2
Total	2,625	NA	\$ 24,638	\$ 66,776	\$ 101,888	\$ 925,056	\$ 263,449	NA	\$0	\$ 641,722	\$ 6,454	\$0	\$ 2,029,984	NA	975	NT	NT	2

NARRATIVE QUESTIONS

^{1.} Please explain any significant change in the number of applications received during the reporting period.

Over this reporting period we saw a significant increase in the number of applications submitted to the program for assistance. This was primarily due to a shooting that occurred at a middle school in May 2021. As a result of this incident, 484 applications for assistance were filed by victims.

2. The average length of time to process an application for claim eligibility for compensation

Count days from time of receipt of application to decision. 98

Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. Application is received, then it is entered into our database (CVIS). Once entered requests are made for supporting documentation to law enforcement and the prosecuting attorney. Once that is received the case is assigned to a Case Manager who reviews the documentation to determine the facts of the case and applicable laws, rules and policies. The case manager then makes an eligibility decision. If the claimant is found eligible the case manager request claims and records from the list of providers in the application. They will then contact all eligible claimant's within 30 days to assist them in accessing benefits. If the application is denied, notice is sent along with their appeal rights and instructions.

3. Does your state have a victim satisfaction survey?

Yes

A. Number of victim satisfaction surveys distributed during the reporting period. 1,184

B. Number of victim satisfaction surveys completed during the reporting period. 91

C. Number of surveys that indicated satisfaction with the victim compensation program during the reporting period. 67

4. Please describe any emerging/major issues or notable trends that were encountered in your state that had an impact on your program's ability to meet the needs of crime victims during the reporting period.

The program is still dealing with the impact that COVID has had on daily operations and our ability to assist victims and to do so in a timely manner. The 2 largest impacts were seen in our payments and revenues, and then in our ability to process claims in a timely manner. On the first issue, although we saw a 3% increase in non mass violence related claims, our payments made on behalf of victims decreased over this past fiscal year. Given that the number of cases received, we should have seen a corresponding increase in payments, however we saw a decrease in payment made on behalf of eligible victims. After review of our claims data we have found that we have more claims in the pending status than we typically have seen over the previous years. It is taking longer for us to get claims documentation from providers and claimants to process claims. These delays in gathering documentation appear to be related to a work restrictions and worker availability for our business partners, as a result of COVID. With less staff availability and loss of efficiency while employers figured out how staff were going to get work done remotely, we saw delays in getting documentation sent to us to process claims. This contributed to our reduction in payments on behalf of victims. Secondly, with staff reductions and court house closures due to COVID, we saw significant decreases in our funding streams, as our primary revenue sources were from the criminal courts. With criminal cases suspended there were less convictions, less fines, less restitution, and less penalties collected by the courts, resulting in decreased revenues for the Program.

^{5.} Please describe in detail efforts taken to serve Victims of Federal Crime during the reporting period.

Prior to the restrictions put in place by COVID, our annual outreach plan included meeting with representatives who provide direct service to federal victims of crime. We met with tribal prosecutors, law enforcement, and victim advocates regarding benefits, access to services, data exchange and local needs. However, since work restriction were put in place due to COVID our outreach plan was put on hold. We are able to participate in virtual meetings and trainings with our partners, however it is at a much-reduced capacity. We hope to re-implement our plans once work restrictions are lifted. We continue to work closely with the US Attorney s Office, the FBI and tribal representatives on individual cases ensuring victims of federal crime have access to benefits.

^{6.} Please describe any notable activities during the reporting period that improved the process of victim compensation services.

In the last part of the previous fiscal year we completed several business process analysis and changes to improve our ability to meet the needs of victims. Our mental health claims reimbursement policy change resulted in a decrease in time to process mental health claims. As of January 2021, the program no longer required session/treatment notes in order to process claims. Compensability decisions are now made based on an enhanced Treatment Plan, diagnostic codes, procedure codes, our fee schedule, and collateral source information. This has reduced processing times and better supported the privacy and confidentiality of the information related to a victim's mental health care. We also recently completed a business process analysis of our sexual assault examination claims processing procedure. We are beginning to implement changes to this process with the goal of streamlining internal processes, reducing processing times, and to minimize mistakes by reducing the number of people that touch the claim throughout the process. We hope to be able analyze data soon and see if we have

improved on our services.

Please describe in detail ways in which your state used VOCA Administrative funds and the impact of these funds on the state's ability to improve victim compensation services during the reporting period.

No administrative funds were used.

^{8.} Were there any laws, initiatives, or policy changes in your state regarding victim compensation during the reporting period? If yes, please briefly describe them and their impact.

There were no changes implemented over this reporting period.

^{9.} Please describe system-coordination efforts with prosecutors, law enforcement, courts, U.S. attorneys' offices, tribal systems, State VOCA Victim Assistance Coordinator, or other key personnel within the criminal justice system in your state to reduce barriers to victims who may apply to receive victim compensation.

Prior to the restrictions put in place by COVID, our annual outreach plan included meeting with representatives who provide direct service to federal victims of crime in all 44 counties of the state, annually. We met with tribal representatives, prosecutors, law enforcement, forensic examiners, treatment providers and victim advocates regarding benefits, access to services, data exchange, upcoming policy changes, and to assess local needs. However, since work restrictions were put in place due to COVID, our outreach plan was put on hold. We were able to participate in virtual meetings and trainings with our partners, however it is at a much-reduced capacity. Over the last 2 months, we slowly began to increase our in-person outreach activities with our business partners statewide. During this fiscal year, the program met with Child Advocacy Centers, statewide to discuss current investigative practices for child abuse cases. Representatives from the Federal Bureau of Investigations conducted training on this subject matter, which resulted in a statewide discussion on process changes. We also met with our usual business partners in the southeast corner of the state to discuss data exchange, benefits, eligibility and access issues for victims. We are hoping to reimplement a comprehensive outreach plan in the coming year, once we get through winter and the legislative session. We also participated in statewide Regional Roundtable discussions with the VOCA Assistance Administrator and staff and subgrantees in all regions of the state. We discussed local trends and needs, shared program information and policy changes, and discussed working together for a more coordinated response for victims of crime.

^{10.} Please explain any public outreach efforts to improve awareness of your program.

In addition to our annual outreach plan, which we will be revising in February 2022, staff will continue to participate in resource fairs, workgroups, task forces and committees statewide to coordinate our services with others in the criminal justice system. We continue to hold regular meetings with business partners to ensure access and education about program benefits, on an as-needed basis and are now utilizing virtual platforms (Zoom, Teams, and WebEx to connect with customers statewide, as COVID restrictions dictate.

^{11.} Please list any other outcome measure(s) that are reported to the governor, legislature, or other state entity that have not been reported in this submission. Provide the actual measure(s). The data may be reported separately in your progress report.

The program measures the following activities in determining effectiveness and efficiency in serving victims of crime. The following measures are reviewed: A. Average time to process application from date received: 15 days. B. Average time to gather supporting documentation from law enforcement and prosecuting attorneys: 19 days. C. Average time to reach an eligibility decision: 32 days. D. Average time to authorize payment of a claim after eligibility decision is issued: 31 days. E. Average time to authorize payment of a claim from the date receipt of the application: 149 days. F. Contact each eligible claimant within 30 days of eligibility to assist them in accessing benefits. G. Restitution and subrogation funds collected vs. prior year reporting period. H. Customer satisfaction with services provided and identification of any unmet needs.

^{12.} Please provide any additional comments that are helpful to improving the Victim Compensation state and/or federal program.

I appreciate the support and prompt action from OVC around the passing of the VOCA Fix Act. These additional grant funding dollars will help victim compensation programs meet the needs of victims. The impact of these additional dollars could be far greater if there were some discussion and changes to the formula for how victim compensation programs are allocated grant dollars. The current formula requiring expenditures of state dollars in order to receive future grant funds under VOCA, minimizes the potential impact the additional funding could have on state compensation programs. Under the current funding structure, states will eventually see a reduction in future grant funding. As state compensation programs receive the initial increase in federal funds, that resulted from the implementation of the VOCA Fix Act, they will spend less state dollars for that time period. This reduction in state dollar expenditure will then reduce the amount of federal funding state compensation programs are awarded in future grants, as it will reduce the state expenditure amount on the State Certification Form. Because a program has spent less state fund expenditures, it will result in reduced federal VOCA grant funds in the coming funding year. However, providing the federal funds outside of this formula, or granting exceptions on the use of these funds, for targeted expenditures, such as new benefits, will lessen the adverse impact the additional federal funding will have on future federal grant funding. This approach will provide a more direct and meaningful positive impact for state compensation programs.