

TN Annual State Performance Report

Victim Assistance Formula Grant Program

Reporting Period: [Oct 1, 2019 to Sept 30, 2020]

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

OVC VOCA Assistance Funds				
	2017-VA-GX-0051	2018-V2-GX-0024	2019-V2-GX-0043	2020-V2-GX-0012
Federal Award Amount	\$37,516,765.00	\$67,791,613.00	\$46,055,649.00	\$34,273,300.00
Total Amount of Subawards	\$80,959,115.00	\$23,833,125.00	\$0.00	\$0.00
Total Number of Subawards	429	142	0	0
Administrative Funds Amount	\$0.00	\$0.00	\$0.00	\$0.00
Training Funds Amount	\$0.00	\$0.00	\$0.00	\$0.00
Balance Remaining	(\$43,442,350.00)	\$43,958,488.00	\$46,055,649.00	\$34,273,300.00

Subgrantee Organization Type				
<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>				
Type of Organization	2017-VA-GX-0051	2018-V2-GX-0024	2019-V2-GX-0043	2020-V2-GX-0012
Government Agencies Only	126	48	0	0
Corrections	4	2	0	0
Courts	6	2	0	0
Juvenile Justice	0	0	0	0
Law Enforcement	17	5	0	0
Prosecutor	60	23	0	0
Other	39	16	0	0
Nonprofit Organization Only	295	91	0	0
Child Abuse Service organization (e.g., child advocacy center)	82	17	0	0
Coalition (e.g., state domestic violence or sexual assault coalition)	4	2	0	0
Domestic and Family Violence Organization	37	14	0	0
Faith-based Organization	6	2	0	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	52	12	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	17	6	0	0

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Sexual Assault Services organization (e.g., rape crisis center)	13	6	0	0
Multiservice agency	37	11	0	0
Other	47	21	0	0
Federally Recognized Tribal Governments, Agencies, and Organizations Only	0	0	0	0
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
Campus Organizations Only	8	3	0	0
Campus-based victims services	4	2	0	0
Law enforcement	0	0	0	0
Physical or mental health service program	0	0	0	0
Other	4	1	0	0
Total Number of Subawards	429	142	0	0

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

Subaward Purpose				
A single SAR can select multiple purposes. Numbers are not unique				
	2017-VA-GX-0051	2018-V2-GX-0024	2019-V2-GX-0043	2020-V2-GX-0012
A. Continue a VOCA-funded victim project funded in a previous year	371	133	0	0

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B. Expand or enhance an existing project not funded by VOCA in the previous year	13	2	0	0
C. Start up a new victim services project	48	7	0	0
D. Start up a new Native American victim services project	0	0	0	0
E. Expand or enhance an existing Native American project	0	0	0	0

VOCA and Match Funds

A single SAR can select multiple service types. Numbers are not unique

	2017-VA-GX-0051	2018-V2-GX-0024	2019-V2-GX-0043	2020-V2-GX-0012
A.INFORMATION & REFERRAL	259	132	0	0
B.PERSONAL ADVOCACY/ACCOMPANIMENT	203	92	0	0
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	218	103	0	0
D.SHELTER/HOUSING SERVICES	89	33	0	0
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	205	98	0	0
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	286	141	0	0

Priority and Underserved Requirements

Priority Area	2017-VA-GX-0051	2018-V2-GX-0024	2019-V2-GX-0043	2020-V2-GX-0012
Child Abuse				
Total Amount	\$18,725,055.00	\$4,609,585.00	\$0.00	\$0.00
% of Total Federal Award	50.00 %	7.00 %		
Domestic and Family Violence				
Total Amount	\$32,255,114.00	\$8,721,173.00	\$0.00	\$0.00
% of Total Federal Award	86.00 %	13.00 %		
Sexual Assault				
Total Amount	\$12,198,018.00	\$3,998,048.00	\$0.00	\$0.00
% of Total Federal Award	33.00 %	6.00 %		
Underserved				
Total Amount	\$17,615,643.00	\$6,284,197.00	\$0.00	\$0.00
% of Total Federal Award	47.00 %	9.00 %		

Budget and Staffing

Staffing Information	2017-VA-GX-0051	2018-V2-GX-0024	2019-V2-GX-0043	2020-V2-GX-0012
Total number of paid staff for all subgrantee victimization program and/or services	4361	1560		

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Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	3244914	821310		
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	12253	4301		
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	437807	187405		

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)	153	3047	3088	3126	3297	3139
Adult Sexual Assault	4	1968	2114	1811	1614	1876
Adults Sexually Abused/Assaulted as Children	146	719	791	599	593	675
Arson	69	70	44	46	40	50
Bullying (Verbal, Cyber or Physical)	80	1218	1123	729	495	891
Burglary	96	681	765	503	716	666
Child Physical Abuse or Neglect	10	3214	3081	2817	3149	3065
Child Pornography	96	58	85	62	62	66
Child Sexual Abuse/Assault	7	4016	4135	3781	4341	4068
Domestic and/or Family Violence	39	16443	15712	15890	16176	16055
DUI/DWI Incidents	2	258	244	134	282	229
Elder Abuse or Neglect	3	1288	1314	959	1195	1189
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)	67	32	28	12	28	25
Human Trafficking: Labor	64	18	32	21	25	24
Human Trafficking: Sex	1	234	270	206	349	264
Identity Theft/Fraud/Financial Crime	82	395	475	591	584	511
Kidnapping (non-custodial)	85	113	114	86	93	101
Kidnapping (custodial)	62	48	27	34	27	34

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Mass Violence (Domestic/International)	2	20	17	17	54	27
Other Vehicular Victimization (e.g., Hit and Run)	84	152	175	127	342	199
Robbery	102	647	678	657	552	633
Stalking/Harassment	169	1825	1549	1250	1194	1454
Survivors of Homicide Victims	110	649	642	463	508	565
Teen Dating Victimization	101	176	103	50	46	93
Terrorism (Domestic/International)	45	17	4	5	2	7
Other	8	4255	4816	2819	2888	3694

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	125	123	105	125	459
Homeless	1619	1167	1127	1135	4631
Immigrants/Refugees/Asylum Seekers	1330	1119	1061	1164	4229
LGBTQ	376	379	359	411	1228
Veterans	293	246	226	179	920
Victims with Disabilities: Cognitive/Physical /Mental	2443	2239	2078	2089	8384
Victims with Limited English Proficiency	1399	1144	1098	1240	4632
Other	920	894	818	214	1801

General Award Information

Activities Conducted at the Subgrantee Level	Number	Percent
Total number of individuals who received services during the Fiscal Year.	114650	
Total number of anonymous contacts who received services during the Fiscal Year	19139	
Number of new individuals who received services from your state for the first time during the Fiscal Year.	83153	72.53 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?	19297	16.83 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.	6127	

Demographics

Demographic Characteristic of New Individuals Served	Number	Percent
Race/Ethnicity		
American Indian or Alaska Native	392	0.47 %
Asian	470	0.57 %
Black or African American	19823	23.84 %

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Hispanic or Latino	6175	7.43 %
Native Hawaiian or Other Pacific Islander	113	0.14 %
White Non-Latino or Caucasian	46867	56.36 %
Some Other Race	528	0.63 %
Multiple Races	1562	1.88 %
Not Reported	5758	6.92 %
Not Tracked	1465	1.76 %
Race/Ethnicity Total	83153	
Gender Identity		
Male	22530	27.09 %
Female	58257	70.06 %
Other	89	0.11 %
Not Reported	1573	1.89 %
Not Tracked	704	0.85 %
Gender Total	83153	
Age		
Age 0- 12	13552	16.30 %
Age 13- 17	7366	8.86 %
Age 18- 24	8726	10.49 %
Age 25- 59	39749	47.80 %
Age 60 and Older	7366	8.86 %
Not Reported	3471	4.17 %
Not Tracked	2923	3.52 %
Age Total	83153	

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	161	90825	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	65363
			A2. Information about victim rights, how to obtain notifications, etc.	68752
			A3. Referral to other victim service programs	45804

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			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	60935
B. Personal Advocacy/ Accompaniment	126	36363	Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	709
			B2. Victim advocacy/accompaniment to medical forensic exam	1345
			B3. Law enforcement interview advocacy/accompaniment	7076
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	49338
			B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	2542
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	2760
			B7. Intervention with employer, creditor, landlord, or academic institution	7098
			B8. Child or dependent care assistance (includes coordination of services)	2548
			B9. Transportation assistance (includes coordination of services)	20679
			B10. Interpreter services	8088
C. Emotional Support or Safety Services	140	73389	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	66512
			C2. Hotline/crisis line counseling	49531
			C3. On-scene crisis response (e.g., community crisis response)	771
			C4. Individual counseling	57574
			C5. Support groups (facilitated or peer)	18523
			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	32363
			C7. Emergency financial assistance	8381
D. Shelter/ Housing Services	57	5823	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	91241
			D2. Transitional housing	42108

			D3. Relocation assistance (includes assistance with obtaining housing)	1948
E. Criminal/ Civil Justice System Assistance	128	41149	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	32618
			E2. Victim impact statement assistance	3374
			E3. Assistance with restitution	3273
			E4. Civil legal assistance in obtaining protection or restraining order	13816
			E5. Civil legal assistance with family law issues	15696
			E6. Other emergency justice-related assistance	15859
			E7. Immigration assistance	1702
			E8. Prosecution interview advocacy/accompaniment	9864
			E9. Law enforcement interview advocacy/accompaniment	4218
			E10. Criminal advocacy/accompaniment	15322
E11. Other legal advice and/or counsel	20820			

ANNUAL QUESTIONS

Grantee Annually Reported Questions

Question/Option	Count
Were any administrative and training funds used during the reporting period?	
Yes	1
No	0
Did the administrative funds support any education activities during the reporting period?	
Yes	1
No	0
Number of requests received for education activities during the reporting period.	0
Number of people trained or attending education events during the reporting period.	49
Number of events conducted during the reporting period.	1
Did the grant support any coordination activities (e.g., with other service providers, law enforcement agencies) during the reporting period?	
Yes	1
No	0
Describe any program or educational materials developed during the reporting period.	

A power point was developed for our new subrecipient training. This power point provided information on managing an OCJP Grant from a subrecipient perspective and was not VOCA specific although the information contained within was applicable to VOCA Grants.

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

Staff time was utilized to develop a new subrecipient training. This training was conducted to provide information on grants management to: 1) New OCJP Subrecipients; 2) New Project or Fiscal Directors; and 3) Agencies who required extensive training or technical assistance related to grants management throughout the year. This was a virtual event and approximately 85 people were in attendance. 49 of these individuals were from VOCA programs.

Describe any program policies changed during the reporting period.

In FY20 Tennessee has worked with DOJ to develop a method for the SAA to administer match waivers.

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

The National Violence Resource Center reports that 1 in 4 girls and 1 in 6 boys will be sexually abused before turning 18 years old. The impact of this crime can be devastating to the victim and their family if they do not receive effective services in order to regain stability and a sense of safety in their lives. Research by the Department of Justice was published in their 2016 crime victimization survey states that 77% of those crimes are left unreported. In order to better reach survivors of sexual assault the State of Tennessee is funding a two-year communications campaign which focuses on both increasing sexual assault awareness and provide information on how victims can access supports and services throughout the state. This grant began in the first quarter of state fiscal year 2020 and continues through June of 2021. The media portion of this project has been crafted utilizing feedback from victim focus groups and other important sexual assault stakeholders in Tennessee. The campaign is currently underway and targets the five largest media areas in the state which include Memphis, Nashville, Chattanooga, Knoxville and Johnson City order to expose the largest population. possible using a combination of TV, social media, and website pop up ad placements.

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

The Office of Criminal Justice Programs (OCJP) models and encourages coordination among agencies within communities and across the state. A Coordinated Community Response (CCR) team is a multi-disciplinary criminal justice intervention in domestic violence that works to ensure safety for victims and accountability for abusers. Each agency has a role in this collaboration, providing a consistent response from both public and private domestic violence service providers. The CCR tracks the system's response to domestic violence cases, monitors compliance with policies and procedures, identifies gaps in victim safety and abuser accountability, and facilitates change to address developing trends. OCJP currently provides VOCA funding for 8 Coordinated Community Response Specialists across the state. Embedded within their local Family Justice Center – itself a co-location of public and private domestic violence agencies – each CCR Specialist works with local stakeholders and survivors to conduct community assessments, facilitate communication among public and private partner agencies, and expand access to underserved, unserved and inadequately served populations within each community. OCJP also provides funding to Sexual Assault Response Teams (SART) which are multi-disciplinary teams that discuss and reviews sexual assault cases. Each agency provides support and collaboration within these teams to provide open discussion of any potential issues that may arise. These teams allow for accountability, implement changes needed to address any trends within their communities, and provides a trauma-informed response to community members affected by sexual assault. OCJP currently provides VOCA funding for 9 Sexual Assault Response Team (SART) advocates across the state. SARTs are comprised of representatives from local OCJP funded Sexual Assault programs, District Attorney General's offices, local police departments, and local hospital. These collaborative meetings investigate Sexual assault cases, evaluate trends, and provide quicker responses to any issues within the community.

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

As part of its annual strategic planning process the Office of Criminal Justice Programs, hosted six victim-focused roundtables throughout the state. These roundtables were devised with the intention of identifying places of excellence and places of gaps in services to victims of crime and soliciting input about effective interventions for offenders. The roundtables were grouped by Underserved Victims, Law Enforcement, Criminal Justice, Victim Advocates, Justice Involved Victims, and Crime Victims. Services in Tennessee that Assist Victims Counseling Court accompaniment Shelter Specialized courts such as those that address DV or diversion courts for victims of human trafficking Alternative sentencing especially for human trafficking victims who may also have drug charges Education opportunities for offenders such as the John School and Lipscomb University's program at the Tennessee Prison for Women Support groups Issues that Prevent Assistance to Victims: Rural areas have less services overall Earlier point of contact for victims to advocacy services such as an imbedded advocate in the police/sheriff department is needed Transportation Language barriers Lack of uniform training for key system positions including law enforcement, prosecutors, and judges Lack of victim impact programming in jails and prisons (participants identified the desire to see changed behaviors in

offenders and the need to do it while they were incarcerated) Lack of dedicated space to meet in private with 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.

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

This year the one of the most challenging issues that faced our state's victim service providers was the advent of COVID-19. The sudden appearance of the disease caught many providers flat-footed and forced them to rapidly assess the ways in which they could still provide direct services to victims of crime when their business model was designed for direct person-to-person contact. In April of 2020, OCJP met with its programmatic stakeholders to assess their needs. The need that was overwhelmingly communicated was for technology in order to enable agencies to continue to do services remotely and for personal protective equipment in the circumstances where person-to-person contact was required. In response OCJP formulated a number of solicitations using federal and state funding in order to meet the needs of agencies serving victims of crime. VOCA was specifically utilized to update technology at the state's Child Advocacy Centers so that the vital therapy to address the issues of childhood trauma would not be suspended. In total, OCJP utilized VOCA to fund 12 different agencies which enabled them to more quickly meet the needs of the crime victims they serve. This technology not only bridged the immediate need but has allowed these agencies to continue to serve clients remotely, when appropriate, to assure that clients who are vulnerable due to health or other issues continue to be protected as the effects of the pandemic continue through the end of September.

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

Domestic Violence The primary use of Tennessee's VOCA funding in this comes as support for the state's domestic violence shelters. These programs not only provide emergency shelters to victim of domestic abuse but also leverage the available funding in order to provide case management services which includes therapeutic services, transitional housing, and specific assistance. Without a doubt VOCA funding represents the single largest sustainable fund source which is available to these agencies. Each year Tennessee evaluates the capacity of its shelter network and works to bring on new agencies or add additional beds to existing agencies in areas where the greatest need has been demonstrated. OCJP used VOCA to fund 15 of these agencies in 2020. Case History/Safe Space: Donna (not her real name) was a stay-at-home mother with 3 small children. She and her children lived with her abuser John (not his real name). Their moments of reprieve came while John was at work and when they attended functions at their local church. However, all of that came to an end with the advent of COVID-19. John was fired from his job and their church suspended in-person services effectively imprisoning them in a state of constant escalating abuse. She wanted to escape but he would not allow her to go anywhere alone and he constantly monitored her phone and computer. After many rainy days and at the height of the area's stay-at-home mandates, the weather turned nice. Donna saw the opportunity for escape by taking her children for a walk outside. As soon as she got far enough away from home she called 911. Officers arrived at her location and transported her and her children to the safety of one of Tennessee's VOCA funded shelters. Arriving at the shelter with literally only with the clothes on their back the agency worked to provided counseling and safety planning to her and her children, transportation to necessary appointments, assistance with available legal options, referrals, and resources. They began to piece their lives back together. Emboldened by the services provided due to VOCA funding Donna made the decision to move out of state closer to her family, support system, and safety. The funds gave this family the opportunity for not only immediate safety but long-term safety free from abuse. Sexual Assault Funding under this area is split among a variety of project types.

Funding goes to emergency shelter programs which support victims of sexual assault as well as centers within the state which utilize sexual assault nurse examiners to assist with the recovery of evidence in sexual assault cases. Tennessee also funds direct service agencies that assist victims of human trafficking. Oftentimes sexual assault is one of the many victimizations they experienced while being trafficked. In addition to direct services to victims of sexual assault Tennessee also funded a sexual assault awareness campaign as well as a grant for Tennessee's sexual assault coalition to provide training and technical assistance to agencies delivering services in this area. Other projects that serve all victims provide services to victims of sexual assault. Examples of this include judicial victim-witness coordinators and the state's VOCA funded legal aids. Case History/Partnership for Families, Children, and Adults: In early May 2020, Partnership began working with a 39-year-old, African American female survivor who had been living with her husband/abuser for 20 years. She reached out to via the agency's hotline to gain information and begin developing a safety plan. Her danger level was high, and she reported experiencing chronic domestic violence and sexual assault by her husband/abuser, but at that time she declined shelter services. Later that same month the agency received a call through our Lethality Assessment Program (a collaboration with local law enforcement) regarding this same individual – she had been in another domestic violence incident with her abuser in which officers were called to her home. At that time, Partnership was able to assist her and her three children in entering safe shelter and receiving a wide range of our services, through several of our programs (e.g. Rape Crisis Center, Safe Shelter, Court Advocacy, and Case Management). This client was able to receive both sexual assault and domestic violence forensic exams and received individual advocacy as she made her reports with officers. She was able to work with case managers to make a report to Child Protective Services (CPS) and we were able to work collaboratively with CPS on her case. Partnership's case managers were able to work with this client to develop individualized goals, safety plans, and coordinate resources. We have been able to provide ongoing court advocacy, assist in the client obtaining stable safe housing, provide advocacy as she reached out to and met with other services such as Legal Aid, the DA's office, and obtaining Orders of Protection.

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

The majority of the projects funded by the Tennessee Office of Criminal Justice Programs (OCJP) to provide services to victims of crime can be accessed by victims of federal crime who are located in the State of Tennessee. Victims of interpersonal crimes such as domestic assault, human trafficking, or child abuse where the criminal act has crossed state lines or otherwise qualified as a federal crime can receive services at the 42 domestic violence or sexual assault shelters, 3 human trafficking agencies, or 25 child advocacy centers that OCJP supported in Tennessee during FY20. These agencies not only provide emergency shelter to victimized individuals but also include wrap-around services including therapy, advocacy, and specific assistance. We also understand that the first contact many federal victims have with the legal system comes through our local law enforcement agencies. In order to meet their needs Tennessee provides funding to local police departments and sheriff's offices in order to create law enforcement victim coordinators who are tasked with providing advocacy and support. The importance of this project cannot be understated, particularly when the crime committed could be transferred to the jurisdiction of the United States Attorneys Office, as the personnel in these projects are knowledgeable in the services available to victims and also provide a helping hand to shepherd them through the complex and sometimes disorienting circumstances that can evolve when matters are moved from a state matter into the purview of the federal justice system.

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

The largest issue we continue to face is the lack of public housing and the continued increase in number of requests for emergency shelter. Additionally, we continue to see an increase in the number of individuals that are served with severe and persistent mental illnesses. Our agencies have reported that they have had to provide increased crisis intervention services and have dealt with more symptoms of mental illness. The prevalence of these issues have an effect on the larger shelter community as shelters work to regularly coordinate with mental health providers to ensure that victims are receiving the care they need. In addition, due to the COVID-19 pandemic, we saw several changes in those reaching out for services. We initially had a significant decrease in hotline calls and victims coming to shelter. This was in part due to victims being fearful of getting the virus as well as less availability to safely call or leave an abusive situation. As government stay-at-home orders were lifted we began to see an increase in calls and victims reaching out for help.

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

Providers in Tennessee have experienced staff retention issues. When asked which factors contribute to staff turnover rate the primary answer given is insufficient salary offerings. In an effort to provide trauma-informed care/services, agencies have continually increased their job requirements/specifications. Agencies are receiving highly qualified candidates but are unable to provide a competitive pay rate congruent with the candidates skill and expertise levels. This situation causes remaining staff to carry disproportionate workloads, as they seek to cover vacant shifts due to staff turnover. Although OCJP has worked to increase the funding that is available to agencies to address these staffing issues the uncertainty of federal funding year-to-year when combined with recent decreases in available match due to decreased fundraising brought about by the COVID-19 pandemic has made it difficult for agencies to meet employee needs in this regard.

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

With completion of the annual strategic planning process for allocation of funds, OCJP distributes a public notification of funding intent through our website, and then canvases the state for both local and state level submitted projects that appear to be a fit for the program models that have been determined to meet the needs of Tennessee. In addition, we send out the information about open solicitations to listserv and currently funded programs to share the information statewide.

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

OCJP, through its network of criminal justice professionals, victim services professionals and key stakeholders, is continually seeking to direct funding to new/underserved populations. During the reporting period, OCJP had an open solicitation for culturally specific and underserved populations, with the purpose to reach victim who may not have access to services. OCJP additionally maintains a TA grant with the State SA/DV coalition in order assist providers in developing more culturally specific/underserved services.

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

As part of OCJP s annual strategic planning process we host round table discussions around the issues facing both victim service and criminal justice service providers. One issue which has been repeatedly emphasized by these groups is there has not historically been a good system in place for pairing crime victims with advocates if the crime is not interpersonal. Typically, when law enforcement responds to an incident they will take the victim s information and only follow up on matters related to the investigation. When there is minimal police investigation either due to the fact that the suspect has been arrested or ample evidence was available on-scene the victim may have no additional contact with any agency related to their victimization until they are subpoenaed to court to testify. The legal system can seem overwhelming and labyrinthine to the average person and these feelings are only intensified when their involvement in it is due to their own victimization. Law Enforcement resources are stretched thin responding to the new community needs that arise each day and their expertise is in police response to situations and not traditional advocacy. In order to respond to this gap OCJP began funding law enforcement victim coordinators. These individuals are civilian positions that work within local law enforcement offices and can provide immediate follow-up for victims by providing basic information related to available resources, such as victims compensation or VOCA funded services, or by walking them through the legal system. This prepares them for their future appearance as a state s witness and also helps them in better understanding the outcome of court proceedings. The feedback from law enforcement has been very positive as it allows sworn personnel to work on enforcement while having confidence that those most impacted by the situation, the victims, will have a dedicated professional advocate to support their needs during what can be an uncertain and frightening time.

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

OCJP requires agencies to obtain and track outcomes as part of their VOCA contract. The outcomes are monitored by the agencies and evaluated for project improvement. Outcomes are shared with key stakeholder groups at planning meetings and in the OCJP annual report, which is available online for review.