

WI 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-0054	2018-V2-GX-0005	2019-V2-GX-0045	2020-V2-GX-0009
Federal Award Amount	\$32,661,004.00	\$58,568,542.00	\$39,619,715.00	\$29,294,500.00
Total Amount of Subawards	\$31,616,522.00	\$20,754,246.00	\$0.00	\$0.00
Total Number of Subawards	165	75	0	0
Administrative Funds Amount	\$1,044,482.00	\$2,928,427.00	\$1,980,985.00	\$1,464,725.00
Training Funds Amount	\$0.00	\$0.00	\$0.00	\$0.00
Balance Remaining	\$0.00	\$34,885,869.00	\$37,638,730.00	\$27,829,775.00

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-0054	2018-V2-GX-0005	2019-V2-GX-0045	2020-V2-GX-0009
Government Agencies Only	23	12	0	0
Corrections	1	0	0	0
Courts	0	0	0	0
Juvenile Justice	0	0	0	0
Law Enforcement	9	2	0	0
Prosecutor	12	8	0	0
Other	1	2	0	0
Nonprofit Organization Only	133	58	0	0
Child Abuse Service organization (e.g., child advocacy center)	11	9	0	0
Coalition (e.g., state domestic violence or sexual assault coalition)	1	0	0	0
Domestic and Family Violence Organization	12	4	0	0
Faith-based Organization	1	1	0	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	55	21	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	4	4	0	0

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Sexual Assault Services organization (e.g., rape crisis center)	7	1	0	0
Multiservice agency	32	13	0	0
Other	10	5	0	0
Federally Recognized Tribal Governments, Agencies, and Organizations Only	9	4	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	2	2	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	4	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)	1	2	0	0
Organization by and/or for a specific traditionally underserved community	2	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	0	1	0	0
Campus-based victims services	0	0	0	0
Law enforcement	0	0	0	0
Physical or mental health service program	0	0	0	0
Other	0	1	0	0
Total Number of Subawards	165	75	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-0054	2018-V2-GX-0005	2019-V2-GX-0045	2020-V2-GX-0009
A. Continue a VOCA-funded victim project funded in a previous year	142	63	0	0

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B. Expand or enhance an existing project not funded by VOCA in the previous year	45	32	0	0
C. Start up a new victim services project	19	9	0	0
D. Start up a new Native American victim services project	2	3	0	0
E. Expand or enhance an existing Native American project	4	4	0	0

VOCA and Match Funds

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

	2017-VA-GX-0054	2018-V2-GX-0005	2019-V2-GX-0045	2020-V2-GX-0009
A.INFORMATION & REFERRAL	120	75	0	0
B.PERSONAL ADVOCACY/ACCOMPANIMENT	115	73	0	0
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	118	68	0	0
D.SHELTER/HOUSING SERVICES	59	36	0	0
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	106	73	0	0
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	123	75	0	0

Priority and Underserved Requirements

Priority Area	2017-VA-GX-0054	2018-V2-GX-0005	2019-V2-GX-0045	2020-V2-GX-0009
Child Abuse				
Total Amount	\$5,732,787.00	\$5,475,849.00	\$0.00	\$0.00
% of Total Federal Award	18.00 %	9.00 %		
Domestic and Family Violence				
Total Amount	\$12,457,211.00	\$6,433,817.00	\$0.00	\$0.00
% of Total Federal Award	38.00 %	11.00 %		
Sexual Assault				
Total Amount	\$4,601,319.00	\$2,789,647.00	\$0.00	\$0.00
% of Total Federal Award	14.00 %	5.00 %		
Underserved				
Total Amount	\$8,661,331.00	\$5,610,700.00	\$0.00	\$0.00
% of Total Federal Award	27.00 %	10.00 %		

Budget and Staffing

Staffing Information	2017-VA-GX-0054	2018-V2-GX-0005	2019-V2-GX-0045	2020-V2-GX-0009
Total number of paid staff for all subgrantee victimization program and/or services	2118	892		

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Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	1970143	784536		
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	2465	1597		
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	191903	73770		

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)	79	3577	3462	3787	3231	3514
Adult Sexual Assault	107	2919	2953	2772	2829	2868
Adults Sexually Abused/Assaulted as Children	97	1435	1501	1212	1390	1384
Arson	36	102	82	100	117	100
Bullying (Verbal, Cyber or Physical)	80	1057	1395	1191	976	1154
Burglary	33	996	957	845	969	941
Child Physical Abuse or Neglect	108	3331	3071	3027	3051	3120
Child Pornography	74	111	449	156	124	210
Child Sexual Abuse/Assault	115	3288	3815	2681	3189	3243
Domestic and/or Family Violence	4	15234	15943	13374	16302	15213
DUI/DWI Incidents	36	134	222	274	236	216
Elder Abuse or Neglect	81	772	640	728	811	737
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)	59	97	243	321	401	265
Human Trafficking: Labor	53	50	60	50	50	52
Human Trafficking: Sex	1	380	368	311	350	352
Identity Theft/Fraud/Financial Crime	51	832	964	863	1033	923
Kidnapping (non-custodial)	44	68	88	71	89	79
Kidnapping (custodial)	52	28	35	43	51	39

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Mass Violence (Domestic/International)	36	14	122	121	178	108
Other Vehicular Victimization (e.g., Hit and Run)	35	160	225	232	334	237
Robbery	43	768	642	638	532	645
Stalking/Harassment	99	1555	1610	1591	1810	1641
Survivors of Homicide Victims	61	520	932	1054	940	861
Teen Dating Victimization	87	369	345	274	315	325
Terrorism (Domestic/International)	28	3	34	40	51	32
Other	7	14592	12181	11160	12783	12679

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	136	121	133	197	581
Homeless	1495	1238	1330	1513	6167
Immigrants/Refugees/Asylum Seekers	1098	1236	1235	1676	3522
LGBTQ	625	624	530	758	2155
Veterans	120	119	125	154	576
Victims with Disabilities: Cognitive/Physical /Mental	3036	2895	2426	2987	12453
Victims with Limited English Proficiency	1707	1725	1654	2178	5603
Other	123	53	69	65	438

General Award Information

Activities Conducted at the Subgrantee Level	Number	Percent
Total number of individuals who received services during the Fiscal Year.	140820	
Total number of anonymous contacts who received services during the Fiscal Year	15279	
Number of new individuals who received services from your state for the first time during the Fiscal Year.	89674	63.68 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?	30061	21.35 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.	4534	

Demographics

Demographic Characteristic of New Individuals Served	Number	Percent
Race/Ethnicity		
American Indian or Alaska Native	2077	2.31 %
Asian	2221	2.47 %
Black or African American	18692	20.82 %

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Hispanic or Latino	7365	8.20 %
Native Hawaiian or Other Pacific Islander	93	0.10 %
White Non-Latino or Caucasian	36669	40.85 %
Some Other Race	441	0.49 %
Multiple Races	1908	2.13 %
Not Reported	9299	10.36 %
Not Tracked	11003	12.26 %
Race/Ethnicity Total	89768	
Gender Identity		
Male	19175	21.38 %
Female	54548	60.83 %
Other	703	0.78 %
Not Reported	4337	4.84 %
Not Tracked	10911	12.17 %
Gender Total	89674	
Age		
Age 0- 12	10668	11.90 %
Age 13- 17	5517	6.15 %
Age 18- 24	9829	10.96 %
Age 25- 59	40759	45.45 %
Age 60 and Older	5756	6.42 %
Not Reported	5830	6.50 %
Not Tracked	11315	12.62 %
Age Total	89674	

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	125	86299	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	96426
			A2. Information about victim rights, how to obtain notifications, etc.	87963
			A3. Referral to other victim service programs	24700

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			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	44398
B. Personal Advocacy/ Accompaniment	121	37713	Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	1218
			B2. Victim advocacy/accompaniment to medical forensic exam	1079
			B3. Law enforcement interview advocacy/accompaniment	4552
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	144417
			B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	4266
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	1864
			B7. Intervention with employer, creditor, landlord, or academic institution	5977
			B8. Child or dependent care assistance (includes coordination of services)	7642
			B9. Transportation assistance (includes coordination of services)	16155
			B10. Interpreter services	4896
C. Emotional Support or Safety Services	119	65999	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	34716
			C2. Hotline/crisis line counseling	47111
			C3. On-scene crisis response (e.g., community crisis response)	1950
			C4. Individual counseling	128707
			C5. Support groups (facilitated or peer)	20356
			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	24894
			C7. Emergency financial assistance	13064
D. Shelter/ Housing Services	70	6019	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	64432
			D2. Transitional housing	10683

			D3. Relocation assistance (includes assistance with obtaining housing)	4501
E. Criminal/ Civil Justice System Assistance	112	48170	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	40357
			E2. Victim impact statement assistance	3062
			E3. Assistance with restitution	3741
			E4. Civil legal assistance in obtaining protection or restraining order	9167
			E5. Civil legal assistance with family law issues	13851
			E6. Other emergency justice-related assistance	4352
			E7. Immigration assistance	1323
			E8. Prosecution interview advocacy/accompaniment	7838
			E9. Law enforcement interview advocacy/accompaniment	2742
			E10. Criminal advocacy/accompaniment	10258
E11. Other legal advice and/or counsel	5774			

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.	18
Number of people trained or attending education events during the reporting period.	1056
Number of events conducted during the reporting period.	18
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.	

During the reporting period, OCVS hosted five VOCA Grant Orientations. The training was required for all VOCA subgrantee designated Project Directors and Financial Officers. The training covered Subgrantee expectations, VOCA Rule and State VOCA Guidelines, Award Contract, Special Conditions, OVC PMTs (including practice scenarios), Goals and Objectives workshop, Reporting Requirements (State and Federal), How to for submitting fiscal reports and modifications, Overview of OCVS, Match and Time Reporting, and Monitoring. Training materials, including PowerPoint, were made available online following the training. This year, we also created several instructional videos for subgrantees regarding our online grants management database, Egrants. The videos were posted to our website and shared with new users throughout the year. Videos included: How to create and submit a fiscal report, How to update a project contact, Egrants modifications 101, and Navigating Egrants. We hope to develop more videos in the future as this has been a great resource for subgrantees. OCVS also distributed, and posted to our website, five OCVS Grants Updates Bulletins. The bulletins reached subrecipients and other stakeholders and included timely updates on OCVS activities or changes, helpful grant hints or reminders, OCVS funding opportunities, and upcoming events, trainings, and important deadlines. We also share updates on new staff for OCVS which can better connect OCVS subgrantees to Crime Victim Compensation and victim rights resources and staff as well as with grants staff.

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

OCVS also participated in various planning events including: the OCVS Advisory Committee, Governor's Council on Domestic Abuse Committees (Legislative and Policy Committee, Budget Committee, and Access Committee - the committees address issues brought to the committees by the Governor's Council on Domestic Violence). OCVS also participates in separate bi-monthly meetings with End Domestic Abuse Wisconsin (statewide Domestic Violence Coalition) and with Wisconsin Coalition Against Sexual Assault. OCVS also regularly meets throughout the year with Department of Children and Families (FVPSA administrator) and Department of Health Services (RPE administrator) to coordinate funding and address issues affecting victim service providers. Most of these efforts continued uninterrupted during the grant period, despite COVID, while others were modified, or the frequency adjusted due to the pandemic. These events allowed VOCA administrators in Wisconsin to coordinate their efforts with other funders in the state as well as get meaningful feedback and input from direct service providers. 18 training events were held during this reporting period, including many outreach and awareness events on responding to victims of human trafficking, as well as specialized trainings for specific audiences (ie. Victim/witness, school bus drivers, etc.). OCVS staff participated in many training events during this reporting period. These included two large annual conferences such Wisconsin Victim Witness Nuts and Bolts and the Wisconsin Human Trafficking Conference. OCVS collaborates with other victim service providers around the state in the planning of these events. During the reporting period Marsy's Law was passed into law in Wisconsin. The victims rights constitutional amendment is part of the nationwide campaign, Marsy's Law for All, which advocates for the enumeration of 19 model victim rights in all 50 state constitutions and eventually the U.S. Constitution. Although Wisconsin previously had a victims rights constitutional amendment in place, Marsy's Law elevated several additional victims rights to the constitutional level and created some new rights for victims. This significantly impacted law enforcement, prosecutors, victim witness, and victim service providers. OCVS Executive Director, Michelle Viste, hosted nine virtual training events to help stakeholders understand the changes of Marsy's Law and how to update agency practices to ensure compliance. Michelle Viste has also been meeting (virtually) with individual jurisdictions to assist them with Marsy's Law implementation. Further, OCVS is working with Wisconsin's Crime Victim Council to draft proposed legislation to assist with full implementation of the rights in Marsy's Law and ensure there are mechanisms in place to afford victims with these rights. In October 2019, Wisconsin's Crime Victim Rights Board (CVRB) released a Report and Recommendation related to victims privacy rights. This was released as a result of a complaint made by a victim to the CVRB about the sharing of the victim's personal identifying information without consent by a district attorney with a community-based victim service provider. The CVRB indicated that informed consent from the victim should be obtained before this type of information sharing occurs between a public agency and a non-public agency. This Report and Recommendation caused confusion for public agencies and victim service providers in how to continue to collaborate without violating victims privacy rights. OCVS Executive Director Michelle Viste held several informational sessions on how to continue multi-disciplinary collaborations while still respecting victims privacy rights. Additionally, she met with individual jurisdictions to address specific questions or concerns they had related to their methods of collaboration. This continues to be an area of concern for victim service providers that OCVS will assist with. Separate from the training events conducted, OCVS Grants staff performed 15 site or orientation visits and 18 virtual visits during the grant period.

Describe any program policies changed during the reporting period.

The Office of Inspector General audit of OCVS, which began May 2018, continued during the reporting period. Following the OIG audit, OCVS has made updates to our Policies and Procedures based on OIG recommendations. Changes to program policies not listed elsewhere in the narrative included: OCVS implementing an amendment to OCVS match waiver policy, per additional OVC guidance released at the start of the pandemic and approval. The amendment included OCVS policies and procedures for implementing emergency match waivers. This was incredibly timely for victim services agencies as many experienced a substantial drop in donations and temporarily suspended volunteers due to the pandemic. The Emergency Match Waiver process still includes issuing a determination letter that clearly outlines for subrecipients the percentage of match required and clear guidance about the match requirement. Also, during the grant period, OCVS has also updated our monitoring procedures to

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develop a clear monitoring plan at the start of the calendar year. Each grant manager reviews their agencies risk assessment last visit date, and last desk monitor date with the financial grants specialist to determine priorities for site visits and desk monitoring for their agencies. All the priorities are combined into one plan that the Director of Grant Programs reviews to ensure feasibility and workload for grants staff. The monitoring plan is updated halfway through the year to allow for adjustments to new priorities that may arise during the year (which may take precedence over previously identified priorities).

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

At the grantee level, OCVS did not have any VOCA related earned media coverage during the reporting period. At the subgrantee level, many programs are highlighted during October, for domestic violence awareness month, and April, for sexual assault awareness month (SAAM). SAAM activities this year were greatly affected by the pandemic and many agencies canceled in person events and pivoted to virtual or new activities quickly to adjust to stay-at-home orders.

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

As mentioned in question #7, OCVS coordinates with other funders in Wisconsin, such as VAWA, FVPSA, and state funders, to leverage funding and provide the best coordination of funding to ensure the ever changing and complex needs of victims are met. Additionally, VOCA staff met with the state coalitions to further secure the needs of direct services agencies were being met through various forms of technical assistance and training. After the onset of the COVID-19 pandemic OCVS participated (and continues to participate) in regular statewide calls with victim service providers, the coalitions, and the FVPSA funder to address any OCVS grant related questions for the pandemic response. At the start of the pandemic, calls were weekly, and questions were focused on adjusting to the stay-at-home orders and its effect on services and grants. Calls are less frequent but a usually once a month and are focusing on the ever-adjusting response of service providers in the new normal and how OCVS grants can support this new service provision. OCVS also ensure that posted on the OCVS website were COVID-19 Grant FAQs, links to national and local coalition resources on best practices, and links to relevant statewide orders.

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

Agencies report a wide range of issues that assisted victims in receiving assistance. Subrecipients reported the following: - CAC: community identified responding to children at the scene of a domestic incident as an area of concern and potential for additional training to identify signs of the cycle of violence and how to respond in a trauma informed manner. Agency applied for and received funding for training. - Tele-health - Virtual Support Groups: Agency held a virtual support group using the HIPAA-compliant platform. The participants came to the office to pick up needed supplies and the group began successfully in September. Another agency reported having higher attendance in virtual support groups and reaching a larger audience. There was increased interest in online support as people feel most comfortable in their own homes nor did they have to worry about childcare or transportation. - Victim Centered Law Enforcement: Police Department continues to be a stronger supporter and partnering agency. The department has one of the strongest victim focused police departments agency worked with. PD will come to the outreach office to meet with the victims to go over their options to help the victim decide if they would like to file a report to law enforcement. They want the victims to be educated regarding their choice to report, as we know reporting is not always the best nor safest option. Agencies report a wide range of issues (statewide and/or local) that hinder victims from receiving assistance. Some issues are specific to the agency or community, while others are systemwide. This year, most agencies reported the onset of the pandemic as a hindrance to receiving services. Especially difficult for abuse victims who lived with their abuser to receive services during the shelter at home order. Here are some specific examples of barriers from subgrantees: - CAC: Served lower than average numbers of children compared to this time last year. This is likely due to children being out of school and not having access to other caring adults outside of their home. - COVID challenges on top of other previously existing challenges: no mass transportation, poor wages, substance abuse, lack of resources for counseling or assessments and poor or non-existent insurance. Through some VOCA funding we do assist with counseling and legal assistance but again support and/or counseling has to be scheduled with outside providers. Clients ability to plan ahead is one challenge that is a constant. - Impact on Deaf Community: COVID 19 pandemic has significantly impacted the deaf community because not being able to provide face to face (in person) advocacy services. Deaf Unity advocate provided direct services through email and video phone. Online support group was not successful only because of these barriers: lack of access to internet services and the access to laptop or any devices to join Zoom support group. - Housing: Other barriers experienced by survivors in seeking services existed prior to the pandemic and continued during the past six months. Those included the lack of affordable, accessible housing which is a barrier for our clients in seeking services as they must prioritize housing over all other needs - Virtual Court Proceeds: Legal Advocates and their clients also experienced challenges during the pandemic, as court proceedings went virtual and relied heavily on technology. The e-filing process, while convenient for many victims/survivors because it allows people to file from home, has been a barrier for clients who do not have computers or are not computer savvy. - Safety Concerns: Services offered virtually and over the phone during COVID, but it is difficult to know if the client is alone, which puts a risk to our confidentiality and safety. We cannot offer them childcare. - Confidentiality Concerns: Closing of schools and virtual learning. Many of our staff and clients are parents and providing confidential and safe telehealth services has been an emerging challenge for some client-staff relationships. - Limitation of Telehealth: Psychotherapy is most effective when done in-person, especially

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trauma-informed psychotherapy for victims of various forms of violence. Our staff and clients have been very adaptive to the change in treatment setting but trauma processing has been hindered by telehealth services. - Childcare: Protective parents struggle to find a safe, flexible, reliable, and affordable child care in our rural area. Survivors are often faced with challenges of transportation to work and to child care locations nor do they operate during 2nd or 3rd shifts. - Lack of SANE availability in rural areas. - Shelter limitations: Limiting census in shelter to reduce the risk of COVID spread, shelter program also used two of its Transitional Living units as quarantine and isolation units in the event a client tested positive for COVID-19. This resulted in those units not being filled.

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.

Below are some specific examples from VOCA subrecipients on how the agency collaborated in their community: - Victim Witness and Law Enforcement – Lethality Assessment Protocol - Child Protection Services - CPS workers came to meet all shelter staff and talk about how we work together to keep kids safe and at the same time work to keep families together. - Food Pantries and United Way – Meeting basic needs of victims. - Multi-Disciplinary Teams – Case Reviews - School: Coordinating IEP services for child in shelter prior to and during the pandemic. - Mental Health Services and Complimentary Medicine: Agencies partnered together to combine the benefits of mental health services with options for reiki, acupuncture and other nontraditional medicine. - Education: We collaborate with CESA (Collaborative Educational Service Agency) representation, the University of Wisconsin Extension office, county nurses, and other youth advocacy groups. This collaboration assists in identifying children who are at high risk of being exposed or abused by domestic or dating violence, children who may need mental health services and/or Bilingual/Cultural appropriate services. This can open the door for services for the child. - Housing Coalition: Homeless services, St Vincent De Paul, Community Action Program, Human Services, Rural Housing, County Development and Access To Independence to provide emergency shelter, supportive and collaborative services to individuals or families that are at risk or currently homeless and to advocate for locally driven solutions to end homelessness. - Hotels: partnered with a local hotel to have shelter residents start there first, and then after several days if no signs of COVID we transferred to shelter. - Safe Exchange: Our Legal Advocate was invited to the Safe Exchange board meetings and partnered Family Court Program and Safe Exchange to help them try to start a supervised placement visitation center . - Landlords: Pathfinders is facilitating focus groups to solicit youth survivor feedback on their housing needs, advocating with and educating landlords, working closely with the Continuum of Care housing network, and collaborating with community partners to offer multiple housing options for youth that have different levels of support, such as individual apartments, rooming houses, congregate care programs, and intensive case management. - Small Businesses: Therapists also held a collective healing arts virtual session for clients in April 2020 in honor of Sexual Assault Awareness Month and Denim Day. A local artist who created an essential oil balm entitled Courage for clients and local small business owners purchased and distributed journals, art supplies, and sensory soothing items. - PREA: A new relationship developed during this period is with the Sheriff s Office jail division. We are currently working to develop a MOU regarding their PREA program. The jail requested agency material and brochures to hang or have within the jail setting to encourage inmates who were sexually assaulted to utilize our services. - CPS: A new collaboration that started this grant cycle is working on developing an MOU with Child Protective Services that will outline how to make referrals, explains the process for reporting a child in danger, and cross-training for each other s staff. - Deaf Specific Organization: Agencies working closely to provide co-advocacy to Deaf and hard of hearing survivors and uses VOCA funds to cover the cost of ASL interpreters for the CCR meetings. - DOC Marsy s Law Implications Workgroup: This is an internal DOC workgroup tasked with identifying necessary updates to current DOC policies, practices, and procedures to ensure compliance with recent constitutional amendments relating to crime victims (Marsy s Law). Throughout the course of this committee, we have documented and submitted recommended internal changes to the WI DOC Secretary to best align with Marsy s Law and to best assist victims. Additionally, we ve partnered with the Division of Hearings and Appeals, the State Office of Public Defenders, and the Wisconsin DOJ-OCVS to ensure we are actively engaging all impacted. DOC Secretary Carr, has approved those recommendations, and we are currently at the training and implementation phase. Staff training is being conducted the last week of October, and DOC hopes to officially implement the new initiatives on November 9th, 2020.

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

Agencies report the following notable activities specific to the agency and their communities: - Repairing Relationships: One of the challenges, unrelated to covid, that we find over and over recently is broken communications between parents and other service providers. The secret life of an abused family doesn t always fit the 8-4 of a school or county office. Because of the unreliability of our client s life, they sometimes get written off as a nuisance. To overcome this, we offer to attend meetings or conference calls with the parent and the service provider to re-establish those lines of communication. We have noticed a growing trend in this recently. - Deaf Survivors: Deaf Unity s collaborative and coordination services were sought by several mainstream programs across the entire state of Wisconsin. During the grant period, Deaf Unity provided interactive training to programs such as It is a Deaf, Deaf World activity to give them a snapshot of the barriers and how Deaf individuals face daily. In addition to training, Deaf Unity provided co-advocacy to programs on obtaining interpreters and working with deaf individuals. - Children Services: Our Children s Program staff compensated (due to no volunteers during a pandemic) where possible by providing

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guidance and support over the phone to parents of children who have been traumatized from witnessing violence. Program staff related individual educational and recreational packets for the children to help keep them busy and to ensure they were not sharing toys and supplies. Staff also provided small group activities in the Shelter Great Room to accommodate smaller numbers of children who could maintain social distancing, or for children from the same family. Children are given their own supplies for activities and sanitation practices were followed. - Shelters: Our Children and Youth Advocates have been creating and sharing more activities to entertain children who are isolated in shelter or at home, and we have created a school room for those who need virtual schooling. - Shelters: We want to be able to help children succeed by providing homework groups and the technology to keep up with virtual learning. - Mental Health Services: We are hoping to come up with innovative approaches to maximize our impact in providing mental health services. We continue to network with partner agencies to learn and share our approaches to healing services for victims of crime. We are incredibly busy with individual therapy services, but also want to develop service areas that may increase our impact. - Peer Advocate: In September 2020, the team expanded with the addition of an AmeriCorps Peer Advocate, who was hired in response to survivor feedback that they receive additional support from staff who share similar life experiences. The Peer Advocate position was also developed to create a concrete pathway to develop survivor leadership, with youth survivors able to serve on the Youth Advisory Board, graduating to a Peer Advocate, with additional opportunities to fill other roles serving youth survivors at the agency. The Peer Advocate co-facilitates specialized support groups, started a writing workshop for survivors, and provides co-advocacy with advocates to support youth survivors during medical exams, law enforcement interviews, court proceedings, crisis situations, accessing social services, navigating systems, and providing ongoing emotional support.

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

Child Abuse: A child (11) was brought into the CAC shortly after being removed from her home due to neglect concerns. She was brought in for her appointment by her family friend/foster care placement. The child's home was said to be in deplorable condition. The investigators were concerned that the child had been subject to multiple types of neglect (medical/dental, emotional, physical, and educational). She has not been enrolled in school or been to a medical provider in years. The home had no working bathroom that the children could access, and the kitchen was not in any condition to be able to prepare meals. The child was placed with two of her siblings and was said to be doing well in the care of her foster parents. She did have significant delays, thought to be due to the neglect she was subjected to. The CPS worker and foster parent worked together to have the child's mother consent to mental health services, and the child was enrolled in services with the CAC therapist. DV: Staff received a call on the hotline from S. S had entered shelter at 12 years old with her mother. S and her mother were physically and emotionally abused by her step-father; S also sexually. S, now 25 years old, remembered our agency and the ongoing counseling services that she received after she and her mom left shelter. S had been beaten by her boyfriend on the night before and gathered some of her things before going to work. Staff arranged to pick up S from work and brought S back to shelter. S explained that her boyfriend of 2 years had become increasingly more controlling after moving in together. S stated that the physical abuse started soon after and that she knew she had to get out. S was eager to start counseling again and asked to meet with her case manager as soon as possible. S shared that she had made a lot of progress in her life and knew she had to keep going. Unfortunately, S lost her job 2 weeks after she entered shelter when COVID-19 closed her place of business. S's case manager assisted her in applying to a temp agency and within 30 days she was placed at a new job with potential for full time, permanent employment, and benefits. S continued meeting with her counselor and case manager and attended support group via zoom. S stated that she was thankful she could still receive services during the pandemic. Initially S encountered many obstacles when searching for an apartment; no calls back, landlords not willing to show apartments due to the pandemic. S found an apartment after being in shelter for 3 months. We assisted with a security deposit and moving expenses. We continue follow-up with S and S continues counseling and group via zoom. S states that she has been hired now as a permanent, full time employee and is saving for a car. SA: K (17) was referred to by an advocate who accompanied her at a SANE exam. K began meeting with an advocate, and quickly identified barriers to receiving services. The advocate worked with K to identify triggers from the sexual assault that were barriers to service and collaborated to identify a safe space to meet off site for advocacy sessions. After several sessions K said she felt more comfortable and was ready to work through her triggers. Several sessions were spent utilizing coping mechanisms that K identified to allow her to comfortably meet in the building. A safety plan was created, and resources explored. K informed her advocate that her grades were improving and K was applying to colleges, which her advocate encouraged and supported. Later, K informed the advocate that K was graduating with honors and was accepted into the university at the top of her list. K expressed that advocate supported her and provided a safe space to process her experience. Other (Sex Trafficking, Adult Survivor of Child SA): We are currently working with N who was referred by the Sensitive Crimes division of the PD, a partner entity in our work with survivors of sexual violence. N was referred to us as an identified victim of sex trafficking. During her initial sessions in therapy, she reported to her therapist that she had been sexually abused from her father from ages 7-20 and had given birth three children by her father. Despite initial difficulty engaging in therapy due to anxiety and avoidance of seeing a therapist and moderate distrust of systems, client stayed engaged and eventually expressed wanting individual and family sessions for her and her children. N and her children now receive therapy on a weekly basis, N seeing her therapist who specializes in helping adult survivors of incest, and her children receiving services from our program's Child Therapist. Our clinical staff also assisted the family with a referral to our partner agency's psychiatrist due to the children's ongoing behavioral

and mental health concerns. Additionally, N was connected with Goodwill for help with job searching and employment readiness.

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

As specifically stated in subgrantee performance reports, efforts are underway to serve federal crime victims. These include: - During this fiscal year we did not knowingly serve any victims of federal crime. However, one of the survivors we worked with was strangled by a co-worker at the plant in which they both worked. We assisted the survivor in safety planning, obtaining medical care, and working with the employer for time off to recover. It was later learned that the perpetrator was being investigated for federal criminal activity, stealing Social Security numbers, and using them to obtain employment for themselves and others. The perpetrator was later arrested in Florida and the Victim Advocate has been working with the Federal Bureau of Investigation about our client s situation. - Eligibility for the program is based upon the survivor s self-identification of having experienced domestic violence and we would not limit anyone s access to services. We are currently working with the Human Trafficking Survivor Advocate to improve services to human trafficking survivors receiving services from us including creating a screening for hotline calls seeking shelter, training advocates, and having a consistent presence to have discussion with those assessed to be survivors of human trafficking but that do not self-identify. Increasing services to human trafficking survivors will likely increase our services to victims of federal crimes. - We provided services to victims of federal crimes such as a Human Trafficking victim through emergency shelter, advocacy, legal services, child art therapy, group, as well as referrals to community partners. We also collaborated with Federal Victim-Witness staff to assist anyway we could as well as other Human Trafficking focused agencies. - Our mental health program is currently working with clients who are victims of sex trafficking. On client who has been stalked in 5 states due to past involvement with human trafficking. This client has secured shelter and advocacy services at Sojourner, while continue with psychotherapy services through our mental health program. - We collaborate with the Milwaukee Police Department Sensitive Crimes Division Victim Advocate, the Victim Specialist at the FBI, and the Victim Witness Coordinator at the US Attorney s Office to offer services and coordinate youth survivor support. The MPD Victim Advocate and FBI Victim Specialist are members of the CRAY Collaborative, and partner with us to streamline referrals, coordinate services, and have an accessible connection to us for victims of federal and state crime. During the grant period, we also partnered with the Victim Witness Coordinator at the US Attorney s Office to connect youth survivors with ongoing legal advocacy, case management, basic needs resources, housing, and street outreach support. Through our partnership with the PD s Sensitive Crimes Division, Advocates work closely with whichever member of the task force, local police department or federal partner, is the lead investigator on a youth survivor s case. Through our efforts, the CRAY Collaborative has also connected with federal partners to let them know that after-hours advocacy support is available through the CRAY on-call response. - Victims of federal crimes recieved employment preparation and placement, housing assistance, psychotherapy and resilience based curriculum. - We worked with several survivors of sex and labor trafficking during the grant cycle. We provide case management and financial support for sex and labor trafficking survivors through an MOU with Trafficking Victim Assistance Program. We provide crisis intervention and ongoing emotional support for victims of federal crimes and court accompaniment if they choose to prosecute their case. - There were two human trafficking victims that were helped in the last few months. One example: our Hispanic program coordinator offered services in the form of referrals to immigration attorneys, provided restraining order services, and made referral to other agencies. However, a lot of the work for this victim was through inter-agency collaboration. With the help of the of the Milwaukee taskforce we were able to relocate her to Atlanta, Georgia (where she wanted to go) to a residential program. In the meantime though, I helped her fill out a restraining order that she obtained. Her trafficker did not appear in court, as was expected, but she was content that she was able to obtain a protection order while she made her move out of state to Georgia.

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

Notable issues or trends that have been reported by subgrantees include: -Passage of Marsy s Law and Crime Victim Rights Board October 2019 Decision: Victim Services: The newest barrier survivors experienced in receiving assistance stems from the misinterpretation by law enforcement and Victim Witness coordinators of Marsy s Law and the October 2019 Crime Victim Rights Board decision. Our advocates are having difficulty coordinating efforts due to a lack of understanding about informed consent and how mutual releases can be used to assist clients. Another agency stated they have received no LE referrals since this law went into place. Providers are not reaching victims in a timely manner and can t get information about the victims unless LE do what they need to do to inform the victim. Also, many victim s cases don t make it to the DA Office and the providers don t get referrals from the VW office. Victim Witness: Marsy s Law is a burden on some already over worked victim witness offices. It seems that larger offices are feeling the burden more, as they have many more LE agencies to deal with. Not all LE agencies are doing correctly and need more training. Smaller offices have less LE agencies to deal with and are even in the same building with LE, so training is much easier. WI already has a robust Chapter 950 victim rights laws in place and Marsy s Law has caused conflicting issues. -COVID preparation for Shelter Programs: We are at a 65% capacity in shelter to ensure COVID safety of victims and staff. We also have prepared a positive COVID bedroom and bathroom in case a resident were to test positive. We ve worked to remove as many guidelines as possible within shelter for residents to move further away from a controlling environment and empower survivors. COVID created a different atmosphere. We temporarily resumed some of the formerly

discarded guidelines to reduce the potential exposure of COVID in shelter. We struggled with this as it went against the trauma-informed and empowerment-focused steps that had been taken in previous years but knew this aligned with the focus on safety. The program attempted to involve residents in all changes by regularly talking about COVID. As the school year began, we knew shelter residents with children would struggle with internet access we created a resident office space in an area that previously held a bedroom. - Mental Health: Staff have noticed a clear increase in acuity in our survivors that receiving psychotherapy services over the past several months. We believe is a result of extreme pressurization that is being experienced, especially for our survivors who are people of color and who reside in under-resourced communities. Due to the COVID pandemic and due to the increase in explicit forms of racism, and ways people have become more emboldened in their racism without accountability, our survivors are experiencing extreme stress in addition to financial issues and lack of social support. In therapy, it has been more difficult to access a survivor's capacity to process trauma related to the crime as there is additional experiences and social trauma being endured simultaneously. - Evictions: The legal advocates have seen an increase on victims reaching out for legal advice on evictions orders ever since COVID19 began as many victims lost their jobs due to the pandemic. The agency continues to work with Legal Action of Wisconsin (LAW) for guidance and continues referring victims/survivors for consultations, legal advice and/or representation when appropriate. - No Financial Support: During the summer months many clients reached out asking for rent and utilities assistance because either they got laid off or they contracted the virus and were forced to self-quarantine, without pay. It is especially hard for these clients as most of them live paycheck-to-paycheck, with no savings, so not working means that their bills pile up quickly. - Remote Court Proceedings: All the DA Offices reported that victims felt more empowered when the victim could attend court hearings remotely. They report that their job has become more intense with more victims wanting to attend hearings. Victims love that they don't have to see the defendant. Victims are becoming more involved in their cases and wanting to know more about the judicial system, as well as letting the court know what they want. So, victims are more involved and feel much safer and are participating in remote court hearings, trials, sentencing, or any court proceeding. Victims report feeling very empowered. DA Offices want this to be an option that stays open to victims when the world opens.

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

While Wisconsin has seen some stabilization of staff, due to increased funding from VOCA in the past few years, agencies still experience retention issues and struggle with enough funding to pay a livable wage. Wisconsin hoped to increase advocate salaries with the last VOCA competitive cycle, but we were not able to do so for every agency that requested additional funds. Agencies have identified the following issues with retention: - We have not had staffing issues. We do not offer benefits beyond generous PTO, a flexible work schedule and a \$100 per month stipend towards health insurance. We have future concerns about staffing and wages with a potential substantial rise in the minimum wage, as there should be. However, it has taken us five years to raise wages to the level they currently are which is average at best. It will seem like starting over at minimum wage in trying to eke out a professional wage for advocacy. - Our turnover rate was 38.5%, which compares favorably to recent years. We conducted a market study of current compensation among local peer agencies and provided selected staff with salary adjustments based on study results. We also offer comparatively generous health and dental benefits that even part-time staff (20 hours a week or more) can access. Individuals that chose to leave employment did so for typical reasons, including better job opportunities, moving from the area, limited work availability and education commitments. - No staffing retention issues but concern over staffing due to COVID: Leadership wanted to ensure those continuing to work in-person did not burn out and were able to take care of their mental health. We provided hazard pay through the end of July to those continuing to work in person and leadership checked in with in-person advocates weekly. There was also concern of the mental health of remotely working advocates due to increased isolation. To address this, we created a staff support at 9AM each weekday morning for any staff to connect through zoom and made all staff meetings and supervisions virtual through zoom. - We have only seen one staff voluntarily terminate their employment and the reported reason was lack of childcare and increased concern for the staff's newborn baby during COVID. Our staff turnover has significantly reduced especially within the shelter advocate position and we credit this to the program's ability to significantly increase wages due to the increase in VOCA funding. - It was difficult to sustain two fulltime staff members to staff shelter overnight, especially due to COVID-19. We also had decreased numbers of staff who were able to be in the building because of health reasons that put them at high-risk if they were to contract COVID-19. Various part time staff resigned due to being uncomfortable with working in shelter with COVID+ staff in the building. We have adjusted our team to include more staff, different availability with hours, and hazard pay to ensure we can stay fully staffed for victims. - Although the compensation for VOCA workers continues to be limited due to the lack of VOCA funding increases, retention has not been an issue for any of the three agencies participating in this grant. - Because of COVID-19, it was difficult to hire for openings, but all full-time vacancies have since been filled. We worked towards pay increases in August, which has shown to help staff retention, morale, and the number of interested applicants for the part-time advocate positions. Although we were able to offer a pay increase, we are unable to offer a full benefit package which would include health insurance. As we know advocacy work is a high burnout position and staff takes on a lot of secondary trauma, which can reflect negatively on staff and morale in the office. We are trying to figure out ways to boost staff morale. - We have worked hard to elevate staff salaries, but we were unable to fill some of the positions supported by VOCA funds. Our employees are all paid within the 50-75th percentile for an agency of our budget size, and we continue to pay a significant portion of employee health insurance with a generous PTO

package and flexibility around personal needs. As we are the only DV/SA agency in the entire county, we have significant challenges finding experienced candidates from this county and we draw from surrounding areas. The commute takes a toll and people return to work in their own community. We have made several salary adjustments since COVID, and provided hazard pay to shelter advocates as that program cannot be offered remotely. We also invest in employee training. We encourage advocates to process hard sessions with their supervisor. We have an Employee Assistance Plan which is open to all employees.

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

At the Grantee level, OCVS lists all funding announcements on the Wisconsin Department of Justice website as well as in Egrants. All registered users in Egrants can see all potential funding opportunities through Egrants. At the subgrantee level, OCVS works with subgrantees to include VOCA funding information on their program brochures and in the program outreach. The following are subgrantee level modes of outreach and communication: - We have handouts at all local police stations, the non-profit center which houses many social service agencies, in local therapist offices, hospitals, and with school social workers. Our outreach advocates do over 100 presentations a year to schools, churches, other professionals in the community and law enforcement to make them aware of our services. During awareness month we engage in other activities to advertise our services. For example, we have hung a large banner over the street in one town with our message clearly stated, delivered travel mugs and information sheets to school personnel who would be active with scheduling our presentations. - During the grant period, our agency has publicized our VOCA-funded services a variety of ways. We have met with agencies around the state and provided information and brochures about our services. We have spoken at staff meetings to provide information to staff members about our program. And we have done trainings to interdisciplinary teams about working with survivors with disabilities. We are also a part of many interdisciplinary teams and provide program updates which then publicize our VOCA-funded work. Lastly, the website lists our program and our Facebook page includes postings about our VOCA-funded work, such as information about April being Sexual Assault Awareness Month and the activities that could be done to participate in raising awareness about survivors of sexual assault with disabilities. - Historically we produced and widely shared posters, brochures, and other printed materials to reach victims so they would know there s a place to turn for support and assistance. The pandemic this year created a new urgency to update and widely distribute even more posters. There was evidence during the lockdown that many victims, who had to shelter in place with their abuser, could not safely reach out for support. This year, we distributed hundreds of posters at drive throughs, grocery stores, coffee shops, and pharmacies to meet our clients or prospective clients where they were at while outside the house. - We are very active with social media, frequently engaging with thousands of our followers on Facebook, Twitter, LinkedIn, and Instagram about volunteer / support opportunities and the experiences and challenges that survivors and their families encounter. - We purchased advertising space in several area church bulletins. These ads highlighted our services as well as volunteer opportunities. We were also able to purchase advertising space in a new, local Spanish language newspaper to notify the Latinx/Spanish-speaking community about our bilingual services. - We get opportunities especially during Domestic Violence and Sexual Awareness months to do public speaking via television, and radio to get our agency services word out to the public. We worked with our local coffee shops during DV and SV Awareness month to have our agency on the coffee sleeves to reach victims and facilitated Glow-Yoga events for both months. We built and displayed wood silhouettes with quotes and statistics during Domestic Violence awareness month downtown Main Street. We take every opportunity to present to community partners and the public to explain our agency and services which includes our local law enforcement agencies, child protective services, schools, churches, etc. COVID obviously had an impact on public presentations this grant cycle, so we focused more on social media, emails, letters, virtual platforms, etc. - We post quarterly in Conexiones Latinas where one of our Advocates sits on the Board. PBS, El Ranchero Grande has reached out to one of our Advocates to interview about our services. In August, we ordered 500 new tear tabs (English/Spanish) and hang in drinking establishments, at factories/manufacturing plants, LE agencies, libraries, churches, and schools. - In October of 2019 we attended trunk or treat, we handed out candy and bags of internet safety and safety coloring books. This created many conversations with kids and parents regarding the internet and what to look for. The coloring books provide education about staying safe, good touch, bad touch and who is safe to talk to about things they are a witness to.

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

The following are examples from subrecipients final reports on how agencies were able to provide services to new/underserved populations: -Elder Abuse: Advocates is out in front in every area of elder abuse, serving on the counties Elder Abuse task force and speaking often at free lunch sites, with clergy and with the various civic clubs. We have made great connections to adult protective services and again with law enforcement. Many of the elder abuse contacts come through clergy who are often the first place an elderly person will turn for help. These purposeful connections create a safety net of sorts for the elderly. -Rural: office relocation so centrally located and able to be accessed easier by more rural areas of the county. -Children with disabilities: Direct victim service providers attended a training regarding serving child victims with disabilities. Children and youth with disabilities are more likely than children and youth without disabilities to experience physical abuse resulting in bodily injury and to experience serious sexual offenses including those involving repeated abuse, use of force and threats. Studies have long established that children with disabilities are disproportionately criminally victimized. Specifically, the rate of violence experienced by children with disabilities is almost triple the rate compared to children without disabilities. Therefore,

communicating effectively with children and youth with autism, intellectual disabilities and communication disabilities is critical. Understanding and communicating effectively with children with disabilities who meet the criminal justice system are necessary skills for child protective services, law enforcement, children s advocacy center staff, and other social service personnel. The interviewers, advocates and therapists will now work in collaboration with our local CPS and law enforcement agencies to educate them regarding and to assist with developing practices. -Communities of Color: Executive Director has been participating in weekly meetings with Focused Interruption Coalition Director and the Director of the Rainbow Project to explore opportunities for partnership in responding to domestic violence – particularly in communities of color and for those who may not see law enforcement as a remedy for the violence they are experiencing. Finally, we engaged The Thoughtful Workplace to collaborate with the organization on updating and implementing our diversity and inclusion work plan. -Latinx Community: We added a full-time Bilingual advocate for ongoing advocacy and outreach to the Latinx community. Prior to this VOCA increase, we had several part-time shelter advocates that were bilingual and could provide translation for ongoing advocacy services for Spanish-speaking survivors. This addition has been wonderful in engaging the Latinx community and survivors in a bilingual and bicultural way. The Bilingual Advocate s case load has grown quickly through word-of-mouth of the community. - Hispanic, Black, LGBTQ: We hired our full-time Community Outreach staff member in this grant cycle thanks to the increased VOCA funding. Gabriela is Hispanic and bi-lingual, so she has been working diligently with Hispanic population to bring awareness about our agency and services, so Hispanic victims feel supported and comfortable utilizing our services. COVID has limited some ability for her to connect in person, but she has done a wonderful job with Zoom and other platforms. Gabriela will be moving on to other underserved populations in the 2020-21 grant cycle such as LGBTQ+. We have made a concerted effort especially with social media, and Black Lives Matter, to let those in underserved populations know we serve each and every human being. - Rural Spanish Speaking: We have continued to expand our mobile advocacy and outreach to rural areas of our service area. Our bilingual adult advocate (Spanish/English) has established office time in our outreach office and placed fliers in Spanish throughout the community promoting the services The isolation caused by abusers has only been exasperated by COVID-19 and the need to be physically distant. We have been targeting friends and family through faith communities, online and live events open to the public, and media spots to give advice to those who suspect a loved one is in an abusive relationship and a potential crime victim. We also continue to collaborate with local law enforcement to assist in ensuring those most vulnerable are given the same amount of resources. - Underserved populations: Program provide services for survivors who are male, transgender, LGBTQ, and runaway/homeless. In the community, there continues to be few resources and a lack of awareness around male and transgender survivors of sex trafficking. We intentionally focuses on this population, and 25% of the youth survivors er serve identify as male, and 6% identify as transgender.

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

In general, with increased VOCA funding, many agencies have been able to increase services and collaborate more with various community partners, this has allowed agencies to respond to gaps in services. The following are specific examples from agencies that were able to use VOCA funds to respond to gaps in services that they identified during the reporting period: - Housing: Our agency noticed that many victims were returning to abusive situations because of lack of funding for rent and security. We were able to begin fundraising for these funds and to bring that issue to our larger community. We now have about \$15,000 in funding of our own per year but also have partnered with the local United Way for housing assistance funding. - Mental health services: We triage with our mental health providers when there is a waiting list to see if there are short-term interim sessions that are able to be provided until consistent follow-up is able to occur. Our advocate is also able to walk a family down to show them where mental health services will take place not that our programs are co-located. In acute circumstances, our mental health clinicians have been excellent in helping to triage and see what resources are available to meet mental health needs in a timely manner. During COVID mental health services have also been made available in a virtual setting with great success. In addition, advocacy and follow-up phone calls and virtual engagement has been made available for caregivers when there is a concern for exposure to COVID. - Survivors of crime with disabilities: Our co-advocacy model includes educating other service providers and law enforcement on how to successfully work with our clients as well as assisting our clients in having their voices heard in the criminal justice process. There are numerous gaps in services that continue to impact our clients and for which we have little ability to assist. For many, poverty and the systemic discrimination against people with disabilities exacerbate the problems they already face as survivors of crime. For those who are also members of other marginalized groups, there are even further gaps in services. We provide holistic, comprehensive services to survivors by working with the whole person. We address their concerns, listen empathetically, and provide practical assistance as needed. For those areas where we cannot aid due to lack of resources or expertise, we utilize our referral networks which include the entire Victim Advocacy Team and our agency at large. - Legal Fees/ Services: Once again, the barrier removal fund for legal fees through VOCA has been immeasurably helpful to victims. One victim in particular had an overwhelming number of barriers to overcome, and thanks to the funding through VOCA and the DOJ, we were able to help her in a myriad of ways. - Shelter residents experienced a gap in service when a partner agency was forced to move all services remote without options, ending a support group that had been regularly occurring in shelter. To fill that gap, agencies staff worked together to great a safe, accessible space in shelter where Licensed Clinicians could begin to offer a support group for residents who are DV survivors. - Teen Dating Violence: We continued a focus on Teen Dating Violence in the past year. This received an assist in community awareness and support after the shocking homicide of a teen by her abuser in 2018. Unfortunately, the pandemic has, as in so many other ways, interrupted some strategic efforts to involve school districts in

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identifying those intimate partner violence situations with teens. - Basic Needs: We had several clients who were struggling financially just to have their basic needs met because of the COVID-19 pandemic. We used VOCA funds to purchase grocery store gift cards and gas gift cards to help alleviate these challenges. - Therapy: One of the biggest gaps in services is lack of individual therapy available. Advocates continue to refer to the our partner agency s VOCA-funded therapist and are always reaching out to other agencies to see if they have any therapy resources. A current staff member is finishing up her training to be a therapist and would like to stay with the agency. We are very excited to be able to add another therapist to our agency, as it is a highly requested service. - Spanish Speaking Clients: There are many Spanish-speaking clients that need assistance with filling out initial divorce paperwork and court accompaniment. The advocate has been able to collaborate and refer clients to family law attorneys in the area that could potentially assist with their cases. The advocate accompanied them to their appointments as they knew little to no English. In recent months, there has been an influx of immigration questions, so those clients were encouraged to schedule an appointment with an immigration attorney.

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

OCVS has no determined a set of statewide victim services (VOCA) outcomes to report to the governor, legislature, or other state entity. The following outlines the extent of data and outcome measurement done for Wisconsin VOCA funds: As a part of the application, subgrantees provide project goals and objectives. Each goal is specific to that agency and the outlined VOCA project. As a result, there is little standardization for the goals, objectives, and measures. OCVS measures individual progress on the goals through semi-annual program reports. A final disposition of their goals and objectives is relayed with the agency s final program report. The Office for Victims of Crime – Performance Measurement Tool (OVC PMT) website collects subgrantees process and performance data. The OVC PMT website also collects intended and actual expenditures by the following Federal performance categories: Sexual Assault, Domestic and Family Violence, Child Abuse, and Underserved. However, OCVS is continuing to develop and enhance its statewide strategy. A part of this process included re-evaluating its current data collection and utilization process (described above) which was done through the 2017-2018 VOCA-Statistical Analysis Center (SAC) grant awarded to OCVS. OCVS continues to work with the SAC which had experienced turnover but now we have a dedicated research analyst that is helping us on continued data collection improvement and analysis. OCVS contracted with a consultant to do a Statewide Victim Services Needs Assessment so that we could better identify existing gaps/needs in services to survivors. The first part consisted of a survey to service providers, and the second part of the assessment will consist of survivor focus groups. The final report should be done in January 2021.