

GU Annual State Performance Report

Victim Assistance Formula Grant Program

Reporting Period: [Oct 1, 2020 to Sept 30, 2021]

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

OVC VOCA Assistance Funds				
	2018-V2-GX-0007	2019-V2-GX-0035	2020-V2-GX-0036	2021-15POVC-21-GG-00620-ASSI
Federal Award Amount	\$1,876,864.00	\$1,328,944.00	\$1,031,562.00	\$712,990.00
Total Amount of Subawards	\$1,781,957.00	\$1,318,413.00	\$0.00	\$0.00
Total Number of Subawards	6	6	0	0
Administrative Funds Amount	\$5,710.00	\$531.00	\$0.00	\$0.00
Training Funds Amount	\$0.00	\$10,000.00	\$6,355.00	\$0.00
Balance Remaining	\$89,197.00	\$0.00	\$1,025,207.00	\$712,990.00

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	2018-V2-GX-0007	2019-V2-GX-0035	2020-V2-GX-0036	2021-15POVC-21-GG-00620-ASSI
Government Agencies Only	1	1	0	0
Corrections	0	0	0	0
Courts	0	0	0	0
Juvenile Justice	0	0	0	0
Law Enforcement	0	0	0	0
Prosecutor	0	0	0	0
Other	1	1	0	0
Nonprofit Organization Only	4	4	0	0
Child Abuse Service organization (e.g., child advocacy center)	0	0	0	0
Coalition (e.g., state domestic violence or sexual assault coalition)	0	0	0	0
Domestic and Family Violence Organization	0	0	0	0
Faith-based Organization	0	0	0	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	1	1	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	0	0	0	0
Sexual Assault Services organization (e.g., rape crisis center)	0	0	0	0
Multiservice agency	1	1	0	0
Other	2	2	0	0

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Federally Recognized Tribal Governments, Agencies, and Organizations Only	1	1	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	1	1	0	0
Campus Organizations Only	0	0	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	0	0	0
Total Number of Subawards	6	6	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				
	2018-V2-GX-0007	2019-V2-GX-0035	2020-V2-GX-0036	2021-15POVC-21-GG-00620-ASSI
A. Continue a VOCA-funded victim project funded in a previous year	6	6	0	0
B. Expand or enhance an existing project not funded by VOCA in the previous year	0	0	0	0
C. Start up a new victim services project	0	0	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				
	2018-V2-GX-0007	2019-V2-GX-0035	2020-V2-GX-0036	2021-15POVC-21-GG-00620-ASSI
A.INFORMATION & REFERRAL	6	6	0	0
B.PERSONAL ADVOCACY/ACCOMPANIMENT	5	4	0	0
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	6	5	0	0
D.SHELTER/HOUSING SERVICES	5	4	0	0
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	6	5	0	0
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	6	6	0	0

Priority and Underserved Requirements				
Priority Area	2018-V2-GX-0007	2019-V2-GX-0035	2020-V2-GX-0036	2021-15POVC-21-GG-00620-ASSI
Child Abuse				
Total Amount	\$403,618.00	\$164,333.00	\$0.00	\$0.00
% of Total Federal Award	22.00 %	12.00 %		
Domestic and Family Violence				
Total Amount	\$610,504.00	\$545,610.00	\$0.00	\$0.00
% of Total Federal Award	33.00 %	41.00 %		
Sexual Assault				
Total Amount	\$504,004.00	\$459,960.00	\$0.00	\$0.00
% of Total Federal Award	27.00 %	35.00 %		
Underserved				
Total Amount	\$263,830.00	\$148,500.00	\$0.00	\$0.00
% of Total Federal Award	14.00 %	11.00 %		

Budget and Staffing				
Staffing Information	2018-V2-GX-0007	2019-V2-GX-0035	2020-V2-GX-0036	2021-15POVC-21-GG-00620-ASSI
Total number of paid staff for all subgrantee victimization program and/or services	29	32		
Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	38189	44949		
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	12	11		
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	6400	5680		

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)	10	48	47	66	73	58
Adult Sexual Assault	10	13	16	11	19	14
Adults Sexually Abused/Assaulted as Children	8	13	9	2	4	7
Arson	5	0	0	1	1	0
Bullying (Verbal, Cyber or Physical)	7	1	1	3	1	1
Burglary	6	7	14	17	30	17
Child Physical Abuse or Neglect	12	33	44	32	37	36
Child Pornography	9	0	1	0	0	0
Child Sexual Abuse/Assault	12	23	13	18	20	18
Domestic and/or Family Violence	12	282	259	292	254	271
DUI/DWI Incidents	4	10	23	12	21	16
Elder Abuse or Neglect	8	1	3	2	4	2
Hate Crime: Racial/Religious/Gender/Sexual Orientation/Other (Explanation Required)	10	0	0	0	0	0
Human Trafficking: Labor	8	0	0	0	0	0
Human Trafficking: Sex	9	0	0	0	0	0
Identity Theft/Fraud/Financial Crime	5	2	5	4	2	3
Kidnapping (non-custodial)	9	0	0	0	1	0
Kidnapping (custodial)	9	0	0	0	0	0
Mass Violence (Domestic/International)	9	0	0	0	0	0
Other Vehicular Victimization (e.g., Hit and Run)	6	5	4	10	3	5
Robbery	6	0	1	7	6	3
Stalking/Harassment	12	24	47	54	54	44
Survivors of Homicide Victims	10	1	1	6	1	2
Teen Dating Victimization	7	0	1	0	0	0
Terrorism (Domestic/International)	8	0	5	2	1	2
Other	3	114	388	659	880	510

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	0	1	1	2	4

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Homeless	3	6	7	4	86
Immigrants/Refugees/Asylum Seekers	0	0	0	0	4
LGBTQ	0	0	0	0	3
Veterans	2	4	1	0	9
Victims with Disabilities: Cognitive/ Physical /Mental	2	8	3	15	61
Victims with Limited English Proficiency	0	1	1	1	16
Other	0	5	0	2	20

General Award Information		
Activities Conducted at the Subgrantee Level	Number	Percent
Total number of individuals who received services during the Fiscal Year.	3757	
Total number of anonymous contacts who received services during the Fiscal Year	24	
Number of new individuals who received services from your state for the first time during the Fiscal Year.	1840	48.98 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?	270	7.19 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.	106	

Demographics		
Demographic Characteristic of New Individuals Served	Number	Percent
Race/Ethnicity		
American Indian or Alaska Native	1	0.05 %
Asian	209	11.36 %
Black or African American	14	0.76 %
Hispanic or Latino	13	0.71 %
Native Hawaiian or Other Pacific Islander	1122	60.98 %
White Non-Latino or Caucasian	60	3.26 %
Some Other Race	7	0.38 %
Multiple Races	32	1.74 %
Not Reported	82	4.46 %
Not Tracked	300	16.30 %
Race/Ethnicity Total	1840	
Gender Identity		
Male	464	25.22 %
Female	1122	60.98 %
Other	0	0.00 %
Not Reported	10	0.54 %
Not Tracked	244	13.26 %
Gender Total	1840	
Age		
Age 0- 12	107	5.82 %
Age 13- 17	91	4.95 %
Age 18- 24	153	8.32 %

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Age 25- 59	983	53.42 %
Age 60 and Older	122	6.63 %
Not Reported	98	5.33 %
Not Tracked	286	15.54 %
Age Total	1840	

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	6	3113	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	2691
			A2. Information about victim rights, how to obtain notifications, etc.	1036
			A3. Referral to other victim service programs	541
			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	579
B. Personal Advocacy/ Accompaniment	3	232	Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	75
			B2. Victim advocacy/accompaniment to medical forensic exam	0
			B3. Law enforcement interview advocacy/accompaniment	23
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	45
			B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	0
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	0
			B7. Intervention with employer, creditor, landlord, or academic institution	76
			B8. Child or dependent care assistance (includes coordination of services)	28
			B9. Transportation assistance (includes coordination of services)	164
B10. Interpreter services	9			
C. Emotional Support or Safety	4	564	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	557
			C2. Hotline/crisis line counseling	281
			C3. On-scene crisis response (e.g., community crisis response)	75

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Services			C4. Individual counseling	84
			C5. Support groups (facilitated or peer)	1
			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	75
			C7. Emergency financial assistance	0
D. Shelter/ Housing Services	2	124	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	382
			D2. Transitional housing	17
			D3. Relocation assistance (includes assistance with obtaining housing)	7
E. Criminal/ Civil Justice System Assistance	3	1320	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	1169
			E2. Victim impact statement assistance	46
			E3. Assistance with restitution	266
			E4. Civil legal assistance in obtaining protection or restraining order	149
			E5. Civil legal assistance with family law issues	70
			E6. Other emergency justice-related assistance	3
			E7. Immigration assistance	0
			E8. Prosecution interview advocacy/accompaniment	164
			E9. Law enforcement interview advocacy/accompaniment	5
			E10. Criminal advocacy/accompaniment	164
E11. Other legal advice and/or counsel	6			

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	0
No	1
Number of requests received for education activities during the reporting period.	3
Number of people trained or attending education events during the reporting period.	3
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.

During the reporting period, VOCA administration staff implemented new program reporting requirements for subgrantees to improve the monitoring capabilities of VOCA-funded activities. New fiscal and programmatic monitoring and assessment tools were created to strengthen monitoring of VOCA projects and to conduct pre/post-award risk assessments. Additionally, the OAG created numerous graphics, videos, and public service announcements (PSAs) for educational outreach through its social media platforms and agency website.

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

During the reporting period, VOCA administration staff conducted remote desk reviews preceded by a questionnaire for subgrantees to identify training and technical support needs. The OAG intends to incorporate the needs of each of its subrecipients in its planned activities for FY2022. Additionally, the VOCA Administrator and/or Program Coordinators from the OAG's Federal Grants Section registered and participated in the following virtual events: 1) June 2021 - FY21 VOCA Victim Assistance & Compensation Webinar; 2) July 2021 - TFSC Learning Exchange RE: JustGrants & ASAP; 3) August 2021 - VOCA Q&A Session; and 4) September 2021 - 2021 National Joint Training Conference for VOCA Victim Assistance and Victim Compensation Administrators. Lastly, the OAG, through its Victim Service Center, conducted a virtual training, in-house, on Crime Victim's Rights Act on August 12, 2021. Those in attendance included Victim Advocates, Attorneys, and Investigators.

Describe any program policies changed during the reporting period.

Policies and procedural guidelines continue to be reviewed and updated to ensure compliance and relevance. In addition to the items listed in Item 6., several policies/procedures were changed or are in progress to be amended. They are as follows: 1) Enhancing VOCA Programmatic Oversight – Update of VOCA fiscal forms and programmatic monitoring tools to provide financial and programmatic oversight of VOCA subgrantees. 2) Financial monitoring activities are now a shared responsibility between the Finance and Grants sections to ensure compliance, accuracy, and a two-party check system. 3) Monitoring protocols and risk assessments tools have been updated and/or created.

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

There was no earned media coverage to report for this period. However, the OAG frequently utilizes its social media platforms on Twitter and Instagram to post content and bring awareness to available programs and services for crime victims.

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

The Attorney General is statutorily mandated to oversee the following governmental programs, among others: 1) Task Force for Prevention of Trafficking [9 GCA 26.20], 2) Criminal Injuries Compensation Commission [8 GCA 161], LaniKate Task Force [19 GCA 13400], and the Family Violence Registry [8 GCA 30.200]. Guam's multidisciplinary service delivery system relies on consolidated input from law enforcement agencies, prosecutors, courts, and other victim service providers. The OAG continues its efforts to coordinate and partner with victim assistance service providers, advocates, other non-profits organizations, public and/or private entities, policymakers, and allied professionals to improve communication, strengthen data collection efforts, and transform victim services by improving coordinated responses and services for crime victims. Since the start of the COVID-19 pandemic in March 2020, the OAG has worked closely with subrecipients to address budget needs for emergency purchases such as technology upgrades to allow employees to work remotely and to purchase personal protective equipment such as medical face masks, alcohol bottles, hand sanitizers, disinfectant wipes, and cleaning solutions to protect staff, clients/victims, and the general public. Additionally, the OAG engaged with subrecipients and issued supplemental funding under the VOCA 2018 grant award to help fund initiatives to expand and/or improve services to crime victims on Guam. A total of \$119,507 was issued to five (5) VOCA subrecipients.

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

The COVID-19 pandemic resulted in a general lock-down of Guam in mid-March 2020. As of this reporting period, Guam remains in a public health emergency status. Although some of the restrictions on Guam have been lifted, the recovery phase has been slow but progressive. During the reporting period, there were no reported major issues that prevented victims from receiving assistance. However, the continued reduction in VOCA grant award funding has affected victim service providers on Guam from expanding existing services and programs. The OAG remains hopeful that with the passage of the VOCA FIX Act, Guam will receive more funding to support, sustain, and expand victim service for all crime victims.

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

The OAG, through its executive leadership and victim service center, continues to promote the coordination of public and private efforts within the community to help crime victims. The OAG works closely with public and private entities, including its VOCA subgrantees, law enforcement agencies, the courts, non-government organizations, allied professionals, policymakers, and stakeholders to foster and strengthen partnerships and improve collaboration, communications, and policies/procedures. Additionally, the OAG's Victim Information Notification Everyday (VINE) system allows for further networking and collaboration with victim service providers and offers registered victims a listing of resources available within the community. Crime victim services remain one of the OAG's top priorities and the OAG will remain steadfast in its intent to foster and improve community partnerships.

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

The OAG issued a Call for Proposals (CFP), Notice of Funding Availability for FY2020 VOCA grant funding. The CFP was published for 3 consecutive business days beginning April 16, 2021 and ending April 20, 2021 as a print advertisement in a local newspaper of general circulation and via the agency website with a deadline for proposal submissions ending June 30, 2021. Email notices were also sent to victim service providers who, as potential vendors, expressed interest in being notified of funding opportunities. The OAG issued a total of six (6) sub-awards under the FY2019 VOCA grant to victim service providers totaling \$1.3 Million. Of the total amount awarded, the OAG retained \$10,530 to support administration and training activities. Additionally, the OAG issued \$119,507 in supplemental award funding to five (5) VOCA subgrantees under the FY2018 VOCA grant award. The OAG established a strong online presence and created numerous graphics, videos, and public service announcements (PSAs) for outreach through social media platforms and its agency website. The OAG also developed operation protocols for teleworking in response to the pandemic. The OAG's Victim Service Center and Criminal Injuries Compensation Programs also successfully transitioned to virtual platforms for client/victim meetings and/or hearings in order to ensure services to crime

victims were not affected due to contact limitations as a result of the pandemic.

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

Under the FY2019 VOCA grant award, the OAG issued a total of six (6) subawards to prioritize VOCA funds in the areas of child abuse, domestic assault, sexual assault, and the underserved. 66% of VOCA funding under the FY2019 grant award was subawarded to non-government organizations. Of the \$1.3M in VOCA grant funding, 41% was subawarded toward the domestic and family violence discipline, 35% for sexual assault, 12% for child abuse, and 11% for underserved areas. Each of the OAG's VOCA subawardees offers victim services in the priority areas listed above to primary and secondary victims. They are as follows: 1) Automated Victim Information Notification System (AVINS) is a system within the OAG's Victim Service Center that addresses all types of crime and expands reach to the underserved population. The Victim Information Notification Everyday (VINE) is a computerized system that links police, prosecutors, corrections, courts, and victim service providers as a resource for crime victims. VINE is a confidential online portal that offers victims a choice to receive real-time notifications about the status of local criminal cases and offender status. Victims are able to receive notifications in the manner they prefer such as phone, email, TTY, and text message, and notifications are offered in multiple languages that are unique to the demographic population of Guam. 2) Erica's House, Inc. intervenes in cases involving victims of crime including family violence, sexual assault, and child abuse when an adult victim needs a safe place to exchange their children for visitation, or a safe place for actual visitation. Visitation and exchange services are monitored 100% of the time. 3) Guam Legal Services Corporation is a Disability Law Center that offers legal advocacy and support services to victims of domestic violence, spousal abuse, sexual assault, child abuse, and underserved populations at no-cost. 4) Sanctuary Incorporated of Guam serves at-risk youth and families between the ages of 12-24-years-old who are victims of domestic violence, child abuse, sexual assault, human trafficking, etc. Direct services include a 24-Hr Crisis Hotline, Crisis Counseling, Therapy/Treatment, Transportation, Emergency Shelter/Safe House, Information and Referral, and Personal Advocacy to youth survivors. 5) Victim Advocates Reaching Out (VARO) assists victims of all crimes and provides emergency services such as a 24/7 Hotline, Personal Advocacy, Emergency Food and Clothing, Emergency Transportation, Emergency Temporary Shelter, Safety Planning, and Information Referral Services. 6) Victim Service Center (VSC) falls under the Consumer Protection Division of the OAG. VSC assists victims of all crimes and provides criminal justice advocacy such as court accompaniment, assistance with child care for meetings, interviews, and hearings, transportation, assistance with preparing victim impact statements, information and referral services, assistance with criminal injuries compensation, and restitution orders, assistance with registration for the automated notification system (VINE), etc. In the area of underserved victims, each of the OAG's subgrantees remains committed to expanding access to the underserved victim population of Guam through planned outreach events and/or services.

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

The OAG continues its coordinated efforts with the U.S. Attorney's Office in the areas of human, sex, or labor trafficking. Crime victims which, upon initial detection of the crime fall under the auspices of the state, are routinely assisted by VOCA-funded state agencies until jurisdiction is turned over to the federal authorities.

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

Domestic and/or Family Violence remains the highest victimization type on Guam during the reporting period, followed by Child Physical Abuse or Neglect, and Stalking and Harassment. Cases involving sexual assault among adults and children have slightly decreased from FY2020; however, the OAG attributes the decline in numbers to the lockdown and stay-at-home orders put in place because of the COVID-19 pandemic in which victims may not feel safe enough to report. Under the FY2019 VOCA grant award, the OAG sub awarded 41% of grant funding to prioritize domestic and family violence, 35% for sexual assault, 12% to child abuse, and 11% to underserved areas.

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

The OAG experienced a relatively high turnover with Victim Advocates in 2021. Three advocates resigned: two due to relocation and one for a job promotion to a classified position within the OAG. Additionally, the OAG's former VOCA grant administrator resigned and transferred to another local government agency. Despite the challenges with limited personnel, the OAG has continued to push forward in progress to serve crime victims and to properly administer its VOCA grant projects.

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

The OAG issues a Call for Proposals (CFP) or Notice of Funding Availability for VOCA grant funding. The CFP is drafted by the OAG's grants administrator based on the unique and special conditions of the grant award year and reviewed and approved by the Attorney General for publishing/posting. Upon approval, the CFP is published as a print advertisement in a local newspaper of general circulation for a total of three (3) consecutive business days and posted on the OAG's official website. A user link is created for interested applicants to download the application and required federal certification forms with proposal instructions. The OAG's grant administrator sends email notices to victim service providers and/or entities who, as potential vendors, expressed interest in being notified of funding opportunities. Interested parties/entities can arrange to pick up a copy of the CFP package by visiting the OAG's Administration Division, or a copy of the package can be provided via regular mail or email. Questions regarding the posted solicitation will be reviewed and a written response will be provided and uploaded onto the OAG's website for interested parties to access. Amendments or changes to the CFP will be made prior to the end of the proposal submission date and published/posted in the same manner as indicated above.

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

The OAG, through its Victim Service Center and newly implemented Victim Information Notification Everyday (VINE) system, expands its reach to crime victims in Guam - specifically to the new/underserved populations. The VINE is a computerized system that links police, prosecutors, department of corrections, courts, and victim service providers for the purpose of identifying and tracking arrests, protection orders violations of protection orders, case status information, etc. through automated notifications sent to registered victims in real-time. A significant barrier in victim services is the challenge of locating and contacting victims who have no means of communication, are homeless, or frequently migrate from one area to another. While most victims have cell phones, the majority of victims use prepaid mobile phones. Even without regular mobile phone data and/or minutes, SMS text messages can still be sent and received by victims. The VINE system addresses these challenges and expands access to registered crime victims to important case information and services and programs that are available. Victim Service

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and expands access to registered crime victims to important case information and services and programs that are available. Victim Service Center Advocates and the VINE system are funded under the VOCA grant.

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

Victim Service Providers, including VOCA subrecipients, stay connected to one another and to other state and local entities through the Coalition membership. These subrecipients participate in training and quarterly meetings to discuss crime victim trends, challenges, and success stories of funded projects, funding strategies, and best practices to enhance victim-centered assistance direct services. Additionally, the VINE system as identified in item 20, improves victim-centered service delivery such as access, confidentiality, and notifications on case status updates in real-time. The VINE system helps to mitigate the challenge of locating crime victims whose contact information is either outdated, lacking relevant information, or those who want anonymity.

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

According to Title 1 Guam Code Annotated Chapter 19 1922(a), every director, administrator, president, or head of a Government of Guam agency, including line agencies, autonomous and semi-autonomous agencies, public corporations, the Guam Mayors Council, the Courts of the Judiciary of Guam and the Guam Legislature shall submit an annual Citizen-Centric Report (CCR) to the Public Auditor of Guam and the Speaker of the Guam Legislature no later than 60 calendar days after the release of the entity's independent audit report. This report is then posted on the entity's website. The purpose of the CCR initiative is to simplify communication between the government and its citizens, who have a right to accurate information about the way their government spends their taxpayer dollars. The OAG's CCR for FY2020 can be found at the following link: https://www.opaguam.org/sites/default/files/oag_ccr_fy_2020.pdf.