

MA 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-0064	2019-V2-GX-0025	2020-V2-GX-0027	2021-15POVC-21-GG-00629-ASSI
Federal Award Amount	\$69,232,786.00	\$46,944,817.00	\$34,586,511.00	\$21,488,509.00
Total Amount of Subawards	\$64,816,697.00	\$44,803,612.00	\$0.00	\$0.00
Total Number of Subawards	206	113	0	0
Administrative Funds Amount	\$0.00	\$0.00	\$0.00	\$0.00
Training Funds Amount	\$0.00	\$0.00	\$0.00	\$0.00
Balance Remaining	\$4,416,089.00	\$2,141,205.00	\$34,586,511.00	\$21,488,509.00

Subgrantee Organization Type					
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.					
Type of Organization	2018-V2-GX-0064	2019-V2-GX-0025	2020-V2-GX-0027	2021-15POVC-21-GG-00629-ASSI	
Government Agencies Only	29	14	0	0	
Corrections	1	1	0	0	
Courts	5	3	0	0	
Juvenile Justice	0	0	0	0	
Law Enforcement	2	2	0	0	
Prosecutor	11	6	0	0	
Other	10	2	0	0	
Nonprofit Organization Only	173	97	0	0	
Child Abuse Service organization (e.g., child advocacy center)	11	7	0	0	
Coalition (e.g., state domestic violence or sexual assault coalition)	2	1	0	0	
Domestic and Family Violence Organization	34	17	0	0	
Faith-based Organization	0	0	0	0	
Organization Provides Domestic and Family Violence and Sexual Assault Services	2	1	0	0	
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	3	2	0	0	
Sexual Assault Services organization (e.g., rape crisis center)	5	2	0	0	
Multiservice agency	20	11	0	0	
Other	96	56	0	0	
Federally Recognized Tribal Governments, Agencies, and Organizations Only	0	0	0	0	
Child Abuse Service organization (e.g., child advocacy center)	0	0	0	0	
Court	0	0	0	0	
Domestic and Family Violence organization	0	0	0	0	
Faith-based organization	0	0	0	0	
Juvenile justice	0	0	0	0	
Law Enforcement	0	0	0	0	
Organization provides domestic and family violence and sexual assault services	0	0	0	0	
Prosecutor	0	0	0	0	
Sexual Assault Services organization (e.g., rape crisis center)	0	0	0	0	
Other justice-based agency	0	0	0	0	
Other agency that is NOT justice-based (e.g., human services, health, education)	0	0	0	0	
Organization by and/or for a specific traditionally underserved community	0	0	0	0	
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	0	0	0	0	
Other	0	0	0	0	
Campus Organizations Only	4	2	0	0	

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Campus-based victims services	4	2	0	0
Law enforcement	0	0	0	0
Physical or mental health service program	0	0	0	0
Other	0	0	0	0
Total Number of Subawards	206	113	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-0064	2019-V2-GX-0025	2020-V2-GX-0027	2021-15POVC-21-GG-00629-ASSI
A. Continue a VOCA-funded victim project funded in a previous year	199	112	0	0
B. Expand or enhance an existing project not funded by VOCA in the previous year	5	1	0	0
C. Start up a new victim services project	3	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-0064	2019-V2-GX-0025	2020-V2-GX-0027	2021-15POVC-21-GG-00629-ASSI
A.INFORMATION & REFERRAL	93	110	0	0
B.PERSONAL ADVOCACY/ACCOMPANIMENT	89	98	0	0
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	88	104	0	0
D.SHELTER/HOUSING SERVICES	59	66	0	0
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	80	93	0	0
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	94	113	0	0

Priority and Underserved Requirements				
Priority Area	2018-V2-GX-0064	2019-V2-GX-0025	2020-V2-GX-0027	2021-15POVC-21-GG-00629-ASSI
Child Abuse				
Total Amount	\$9,933,829.00	\$8,350,529.00	\$0.00	\$0.00
% of Total Federal Award	14.00 %	18.00 %		
Domestic and Family Violence				
Total Amount	\$26,701,746.00	\$18,515,477.00	\$0.00	\$0.00
% of Total Federal Award	39.00 %	39.00 %		
Sexual Assault				
Total Amount	\$14,470,389.00	\$9,932,633.00	\$0.00	\$0.00
% of Total Federal Award	21.00 %	21.00 %		
Underserved				
Total Amount	\$13,601,715.00	\$7,782,593.00	\$0.00	\$0.00
% of Total Federal Award	20.00 %	17.00 %		

Budget and Staffing				
Staffing Information	2018-V2-GX-0064	2019-V2-GX-0025	2020-V2-GX-0027	2021-15POVC-21-GG-00629-ASSI
Total number of paid staff for all subgrantee victimization program and/or services	2422	1865		
Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	1903774	1557532		
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	16864	16610		
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	281587	238212		

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

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		Quarter 1 Total	Quarter 2 Total	Quarter 3 Total	Quarter 4 Total	Per Quarter Average
Adult Physical Assault (includes Aggravated and Simple Assault)	135	4163	4801	5209	3515	4422
Adult Sexual Assault	149	1862	2206	2287	2363	2179
Adults Sexually Abused/Assaulted as Children	123	602	692	647	665	651
Arson	32	21	34	27	119	50
Bullying (Verbal, Cyber or Physical)	104	693	750	737	460	660
Burglary	36	232	263	359	210	266
Child Physical Abuse or Neglect	122	1776	1738	1775	1893	1795
Child Pornography	71	331	234	220	311	274
Child Sexual Abuse/Assault	129	2676	2600	2915	2887	2769
Domestic and/or Family Violence	169	8792	9264	9417	9007	9120
DUI/DWI Incidents	40	180	277	403	297	289
Elder Abuse or Neglect	90	272	335	335	192	283
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)	64	151	148	175	169	160
Human Trafficking: Labor	51	71	55	60	33	54
Human Trafficking: Sex	121	692	473	502	380	511
Identity Theft/Fraud/Financial Crime	38	243	268	328	248	271
Kidnapping (non-custodial)	59	122	159	184	154	154
Kidnapping (custodial)	71	22	29	20	16	21
Mass Violence (Domestic/International)	39	118	23	27	33	50
Other Vehicular Victimization (e.g., Hit and Run)	35	168	307	351	254	270
Robbery	42	313	327	365	249	313
Stalking/Harassment	128	832	845	1091	984	938
Survivors of Homicide Victims	80	1155	1162	1470	1845	1408
Teen Dating Victimization	125	161	167	112	109	137
Terrorism (Domestic/International)	24	111	17	32	14	43
Other	36	3679	4065	3345	3578	3666

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	98	106	106	89	557
Homeless	1328	1259	1056	1141	5022
Immigrants/Refugees/Asylum Seekers	2471	2435	2491	2134	9435
LGBTQ	944	736	987	1047	3498
Veterans	71	92	61	66	333
Victims with Disabilities: Cognitive/ Physical /Mental	2253	2419	2472	2571	12767
Victims with Limited English Proficiency	2210	2138	2279	2337	9016
Other	180	808	768	143	1691

General Award Information				
Activities Conducted at the Subgrantee Level			Number	Percent
Total number of individuals who received services during the Fiscal Year.			82418	
Total number of anonymous contacts who received services during the Fiscal Year			8731	
Number of new individuals who received services from your state for the first time during the Fiscal Year.			45577	55.30 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?			19607	23.79 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.			6070	

Demographics		
Demographic Characteristic of New Individuals Served	Number	Percent
Race/Ethnicity		
American Indian or Alaska Native	114	0.25 %
Asian	1253	2.75 %
Black or African American	5920	12.99 %

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Hispanic or Latino	7229	15.86 %
Native Hawaiian or Other Pacific Islander	41	0.09 %
White Non-Latino or Caucasian	13146	28.84 %
Some Other Race	957	2.10 %
Multiple Races	1975	4.33 %
Not Reported	11337	24.87 %
Not Tracked	3605	7.91 %
Race/Ethnicity Total	45577	
Gender Identity		
Male	8091	17.75 %
Female	29433	64.58 %
Other	620	1.36 %
Not Reported	4920	10.79 %
Not Tracked	2513	5.51 %
Gender Total	45577	
Age		
Age 0- 12	4942	10.84 %
Age 13- 17	5199	11.41 %
Age 18- 24	4233	9.29 %
Age 25- 59	20292	44.52 %
Age 60 and Older	2186	4.80 %
Not Reported	5770	12.66 %
Not Tracked	2955	6.48 %
Age Total	45577	

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	102	43895	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	45455
			A2. Information about victim rights, how to obtain notifications, etc.	23595
			A3. Referral to other victim service programs	14994
			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	26722
B. Personal Advocacy/ Accompaniment	93	24358	Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	1098
			B2. Victim advocacy/accompaniment to medical forensic exam	508
			B3. Law enforcement interview advocacy/accompaniment	1724
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	44630
			B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	508
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	3005
			B7. Intervention with employer, creditor, landlord, or academic institution	5110
			B8. Child or dependent care assistance (includes coordination of services)	2641
			B9. Transportation assistance (includes coordination of services)	3018
B10. Interpreter services	15996			
C. Emotional Support or Safety Services	96	42936	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	15112
			C2. Hotline/crisis line counseling	23570
			C3. On-scene crisis response (e.g., community crisis response)	1886
			C4. Individual counseling	67800
			C5. Support groups (facilitated or peer)	9666

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			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	12423
			C7. Emergency financial assistance	10258
D. Shelter/ Housing Services	61	3501	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	5784
			D2. Transitional housing	6065
			D3. Relocation assistance (includes assistance with obtaining housing)	9160
E. Criminal/ Civil Justice System Assistance	81	31003	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	34757
			E2. Victim impact statement assistance	3527
			E3. Assistance with restitution	437
			E4. Civil legal assistance in obtaining protection or restraining order	7418
			E5. Civil legal assistance with family law issues	12448
			E6. Other emergency justice-related assistance	4085
			E7. Immigration assistance	8512
			E8. Prosecution interview advocacy/accompaniment	1322
			E9. Law enforcement interview advocacy/accompaniment	903
			E10. Criminal advocacy/accompaniment	3812
E11. Other legal advice and/or counsel	15964			

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.	5
Number of people trained or attending education events during the reporting period.	3690
Number of events conducted during the reporting period.	38
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.	
<p>Each year, MOVA edits/maintains Victim Bill of Rights and Safety Planning brochures to distribute to victims, survivors, and service providers upon their request and at trainings and events. MOVA distributes a monthly Victim Service Bulletin as a resource for service providers, stakeholders, victims, and survivors. This bulletin contains announcements from MOVA, updates to relevant legislation, general resources, and upcoming trainings and events that may be of interest to the victim services community. www.mass.gov/askmova is a website administered by MOVA to be used by victims, survivors, or service providers as a tool to find local services and providers that are VOCA funded and free of cost to victims and survivors. Each year, MOVA maintains the website by updating the listed programs and their contact information as needed to provide the most up to date information to all victims, survivors, and service providers. Additionally, during the reporting period, a new section that lists agencies and programs that provide criminal legal based advocacy was added to the website to provide a more comprehensive list of resources for victims, survivors, and service providers.</p>	
Describe any planning or training events held during the reporting period.	
<p>New Advocate Training: The Massachusetts Office for Victim Assistance (MOVA) hosted a New Victim Witness Advocate training virtually in the fall of 2021. This training is designed for the District Attorney Offices Victim Witness Advocates. During the training, students were educated on the fundamentals of advocacy, court procedures, and prosecution. Students were presented with the opportunity to hear from survivor speakers and community-based agency advocates on the importance of collaborating across systems. The first half of this training took place during the reporting period. SAFEPLAN Events: Throughout the year, MOVA held regional SAFEPLAN meetings with advocates to have a more intimate discussion about their work. Advocates used this time to ask questions, express concerns, and have productive discussions about various topics that impact SAFEPLAN services. One regional meeting was a self-care workshop, another focused on SAFEPLAN advocates collaborating with civilian police advocates, another was a meeting with the Trial Court's Domestic and Sexual Violence Education Task Force, including how to best work with survivors of human trafficking, and the final one focused on technical assistance for the SAFEPLAN Outcome Measurement Tool (OMT). The SAFEPLAN Certification Training was held once this year. This training was required for all new SAFEPLAN advocates, volunteers, and interns. The training included presentations by MOVA staff, victim service professionals, and survivors of domestic and/or sexual violence. The SAFEPLAN Continuing Education Training was delivered twice this year. This training was required for all SAFEPLAN advocates. Each Continuing Education Training included a presentation on a topic relevant to the work of SAFEPLAN advocates and provided information that will enhance their skills to better serve victims of domestic and sexual violence. One training focused on signs of human trafficking and how advocates can best work with survivors of human trafficking and also included a section on the victim compensation program in Massachusetts. The second training was an initial introduction and overview of the SAFEPLAN Outcome Measurement Tool (OMT). During the reporting period, MOVA also hosted a separate training for SAFEPLAN advocates that was dedicated to the new SAFEPLAN Outcome Measurement Tool (OMT). This was the August 12th OMT office hours session that is listed above in question 5. Outcome Measurement Tool (OMT) Trainings: Throughout the reporting period, in conjunction with OVC TTAC and ICFI, MOVA held multiple trainings focused on the Outcome Measurement Tool (OMT), which was developed to evaluate funded programs by measuring outcomes and service effectiveness, and to ensure that MOVA is effectively awarding funding to support the needs of victims and survivors. Prior to the release of the OMT, MOVA offered webinars, some of which focused on the development and use of logic models and others that provided a general overview of the OMT and MOVA's expectations. MOVA also hosted open office hours as an opportunity for funded programs to ask questions specific to their programming pertaining to the OMT. #DVAM2020 A Panel Discussion on Staying Safe in the time of COVID-19: During Domestic Violence Awareness Month, MOVA hosted a panel discussion on safety planning and staying safe in the time of COVID-19, including safety planning best practices while navigating the new normal. The panel included a survivor of domestic violence and two advocates who work with domestic violence victims and survivors. Signs of Human Trafficking: MOVA held a training on how to recognize signs of human trafficking and better support human trafficking survivors. It was part of the Fall 2020 SAFEPLAN Continuing Education Training, and this section of the training was open to advocates</p>	

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beyond just SAFEPLAN advocates. Serving Survivors of Homicide with Dignity and Compassion: In honor of Survivors of Homicide Victims Awareness Month, MOVA hosted a presentation on coping with grief and loss and serving survivors with dignity and compassion. The presentation included information and coping mechanisms relevant to the current times and how COVID-19 has impacted grief and loss. Massachusetts Virtual Technology Symposium: MOVA co-sponsored and co-hosted an event that explored technology abuse, misuse, and how to stay safe when using technology and working with victims and survivors. Statewide Needs Assessment: A conversation on how you can get involved: MOVA hosted a webinar with ICF Incorporated, L.L.C. ICF is conducting a statewide needs assessment to explore the current nature of victimization and needs of victims/survivors across the Commonwealth, identify current strengths and gaps in service delivery for victims of crime, and examine client outcomes. This needs assessment will help demonstrate MOVA's successes and challenges since the first needs assessment in 2014.

Describe any program policies changed during the reporting period.

During this reporting period, MOVA has updated its subrecipient policies and procedures manual. Several key updates included implementing new categories of risk assessment levels to further guide monitoring activities. Due to this change in policy, monitoring activities will be guided by risk level assessment (Level 1, Level 2, or Level 3). The frequency of monitoring activities and the level of backup documentation required with the submission of monthly expenditure reports has been amended to reduce subrecipient administrative reporting burdens as a result. In addition to updating the expenditure report backup requirements, other key changes to subrecipient VOCA policies and procedures included adding clarifying policies around civil rights compliance requirements, limited English proficiency (LEP) access requirements, posting MOVA's match waiver policy on our website and including it within the policies and procedure manual, and formally implementing a new performance report process, the Outcome Measurement Tool (OMT). Throughout FFY2020 MOVA partnered with the Office for Victims of Crime – Training and Technical Assistance Center (OVC TTAC) and ICF International (ICFI) to develop a new program reporting tool (Outcome Measurement Tool (OMT) which would combine the reporting of OVC PMT data with the setting and measuring of program specific goals and key outcomes. This project has continued into FFY2021, during which time MOVA has truly launched and implemented the OMT with sub-recipients by updating performance report policies, allowing sub-recipients to update their logic models, and providing training and technical assistance for sub-recipients. The OMT is now the tool used by all sub-recipient agencies to submit OVC PMT data and report on program goals and outcomes to MOVA. As of the date of this report, MOVA has reviewed 303 OMT's from subrecipient programs.

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

MOVA regularly engages the media regarding events, announcements, and policy issues impacting our constituency of survivors and service providers across the state. During the reporting period, the following earned media was covered in varying outlets throughout the state: Fall River Herald News, MOVA awards \$2.7M to fund emergency housing services for crime victims during COVID-19 pandemic (December 2020) <https://www.heraldnews.com/story/news/local/ojournal/2020/12/10/mova-awards-2-7-m-fund-emergency-housing-services-crime-victims-during-covid-19-pandemic/3882507001/> Announcement of emergency grant awards to support victims during the COVID-19 pandemic. MassLive, In the Wake of Violence (February 2021) <https://www.masslive.com/springfield/2021/02/in-the-wake-of-violence.html> The article highlights a program funded through the MOVA, Baystate Family Advocacy Center, as a resource for gun violence survivors in Hampden County but also the ongoing impact of community gun violence on survivors and the need for service providers to reflect the communities they work in. Boston University Today, POV: Governor Baker Signs Much Needed Campus Sexual Assault Bill <https://www.bu.edu/articles/2021/pov-governor-baker-signs-much-needed-campus-sexual-assault-bill/> Announcement of the passage of a comprehensive campus sexual violence reform that MOVA worked closely on as part of a coalition and policy priority.

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

As there is still an ongoing public health crisis, MOVA's leadership continues to participate in regular check-ins with the Chair of the Trial Court's Domestic Violence and Sexual Violence Task Force and other Trial Court staff, as well as representatives from the advocacy community, legal services, and the Governor's office. The purpose of these meetings has now shifted to ensure the promotion of equity and justice as it relates to victims navigating the legal system and connecting with advocates in this new normal. The courts have mostly opened to pre-pandemic norms, and capacity limits and restrictions have been lifted. Some protective order proceedings are still being conducted remotely with advanced notice to accommodate COVID related request by victims. MOVA routinely provided victims and crime victim service providers with general information, referrals to community partners and assisted with the coordination of services. Additionally, MOVA continued to actively participate in various taskforces and commissions, including the Governor's Council to Address Domestic and Sexual Violence, Child Sexual Abuse Prevention Taskforce, Sexual Assault Nurse Examiner Advisory Board, Restorative Justice Advisory Committee, Domestic Violence Fatality Review Commission, Building Partnerships for the Protection of Persons with Disabilities, and Sexual Assault Advisory Council. MOVA has continued to use social media to connect with victims/survivors, service providers, legislators, news outlets and the public across the Commonwealth. MOVA utilizes Facebook, Twitter, Instagram and Constant Contact email list to disseminate information regarding news, events/trainings and services that are relevant to survivors and the field of victim services. Through these mediums, we are able to publicize both our funded programs and MOVA's initiatives and trainings including Victim Rights Month Activities, the Massachusetts Victim Assistance Academy and forums. MOVA's continued partnership with the Civil Legal Aid for Victims of Crime has been critical in ensuring free, civil legal services to crime victims across the state. Our collaborative efforts to provide services to sexual assault victims with disabilities through the Sexual Assault Response Team at the Disabled Persons Protection Commission continues to be successful.

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

As MOVA continues to identify various barriers for crime victims, the availability of safe and affordable housing, shelter, transportation, and access to services by undocumented crime victims continues to be an issue as the ongoing COVID-19 health crisis is still preventing some from accessing services. Additionally, many of MOVA's sub-recipients have stated that it has become a huge challenge to recruit and maintain staff during this on-going health crisis but with the implementation of unique service delivery models, the use of technology, and MOVA's programmatic support, victims of crime have continued to receive uninterrupted services. Previously, in 2014, and in conjunction with ICFI, MOVA conducted a statewide needs assessment. To access more up to date needs, and to also gauge the impact of our response to the previous needs assessment, MOVA has again partnered with ICFI to conduct a statewide needs assessment. The goals of the needs assessment are threefold: (1) Inform MOVA about the current extent and nature of victimization across the Commonwealth; (2) Identify current gaps and strengths in service delivery for crime victims in comparison to those identified in 2014 to understand progress toward addressing previous recommendations; and (3) Evaluate current MOVA grant awards and existing performance and outcome data to inform the upcoming open bid VOCA application and review process, while incorporating MOVA's mission, vision and values and strategic planning initiatives throughout the project. Formal efforts were launched in summer 2021 via an external provider survey and ICFI is currently hosting survivor focus groups. The final needs assessment report is expected in early/mid 2022 and will outline the state of victim services in the Commonwealth, along with key findings so that strategies and recommendations can be developed to improve services, along with inform future funding.

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.

MOVA stayed up to date by continuing to attend and participate in monthly meetings with the Trial Court and representatives from the Governor's office. Attending these meetings made it possible for the MOVA's Victim Services team to continue to inform the SAFEPLAN program advocates of any court updates as well as inform the Trial Courts of any trends being reported by the advocates that would potentially impact victims in accessing protective orders as the courts opened for general business. In addition, MOVA's statewide SAFEPLAN program certified 17 new advocates during this reporting period. MOVA also provided professional development training to 85 existing SAFEPLAN advocates. The focus of the professional development trainings was centered around human trafficking as well as the use of the new Outcome Measurement Tool (OMT) used for data collection. Additionally, MOVA continues to implement our 2021-2024 Strategic Plan. The goals and objectives of the strategic plan can be found on MOVA's website: <https://www.mass.gov/info-details/strategic-plan-2021-2024>

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

Following the passage of the VOCA Fix to Sustain the Crime Victims Fund Act of 2021, signed by Congress on July 22, 2021, the Massachusetts Office for Victim Assistance (MOVA) issued automatic blanket match waivers for all VOCA subrecipient programs, to be effective retroactively from July 1, 2021 and for the remainder of MOVA's FY22 contract period (July 1, 2021-June 30, 2022). During this reporting period, MOVA successfully administered and concluded several funding opportunities to support victims and programming throughout the Commonwealth which were highlighted in our 2020 annual report. We renewed 134 (100%) of current VOCA sub-recipients agencies to continue providing counseling, advocacy, and intervention services free of charge to victims of crime via the VOCA grant. MOVA awarded \$78,975,884.00 in renewal VOCA funding for fiscal years 2021 and 2022. This procurement marks the final two-year contract in this grant cycle. As of June 30, 2021, the following targeted awards have concluded. We were grateful for the opportunity to capitalize on the utilization of the 2018-V2-GX-0064 award, including the flexibility to request a no-cost extension, to fully allocate these dollars and maximize the impact to survivors across the Commonwealth. During FFY 2021, MOVA conducted site visits with 64 sub-recipient agencies. During the site visits programmatic, administrative, and fiscal compliance for VOCA awards was monitored and targeted technical assistance provided when needed or requested. Site visit reports were issued for each site visit and findings of non-compliance and associated corrective actions were issued when necessary. Site visits have also afforded MOVA the opportunity to build stronger relationships with sub-recipient agencies, learn more about strengths and challenges of the VOCA-funded programs, and hear more about needs and gaps in the victim services field across the state. As highlighted in prior annual reports, MOVA partnered with the Office for Victims of Crime – Training and Technical Assistance Center (OVC TTAC) and ICF International (ICFI) to develop a new program reporting tool (Outcome Measurement Tool (OMT)). The goal of this tool is to evaluate funded programs by measuring outcomes and service effectiveness, and to ensure that we are effectively awarding funding to support the needs of victims/survivors. During this reporting period, the OMT has been implemented and subrecipient programs begun to utilize the tool for reporting as of January 2021. Lastly, MOVA has been working diligently with Agate Software and stakeholders to provide a user-friendly electronic grants management system (eGrants) for sub-recipients which also meets MOVA's grant reporting requirements. Earlier this year, MOVA implemented a pilot period with the eGrants database as we worked to enhance the features of the site. As we finalize functionality of the system and user training, MOVA is introducing system implementation in four phases. We will continue to update OVC on

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implementation progress in future annual reports. In June 2021, MOVA partnered with experienced consultants to guide its upcoming by and for procurement. The purpose of this procurement is to establish a new grant program to enhance culturally specific services for victims of crime from communities of color. Eligible entities are community-based programs that are led by and created for the primary purpose of providing culturally specific services to one or more communities of color in Western Massachusetts (specifically Berkshire, Franklin, Hampden and Hampshire Counties). Services and activities must be provided by organizations that are operated by and for the community to be served. During this reporting period, the consultants provided a summary report from in from individuals and organizations in Berkshire, Hampden, Franklin and Hampshire counties in Western Massachusetts about the needs of individuals from communities of color who are victims of crime. The goals of the listening sessions included opinions, experiences, and observations regarding: types of victimizations being seen in the area, where do those who ve been harmed get services in their community, needs of victims in communities of color, gaps in services, and identification of trusted organizations who are serving communities of color. Following the outreach, the consultants provided MOVA an implementation strategy which we are currently in the process of implementing. We will update OVC on progress in the FY2022 annual report.

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

Priority area child abuse A mother and her young daughter came to a VOCA funded Child Advocacy Center (CAC) for an interview after her daughter disclosed in school that her father was abusing her mother and had also targeted the child for abuse. As a result of the support and coordinated response received from law enforcement, the Department of Children and Families, CAC advocates and the prosecutor, the child and mother were able to disclose a lengthy history of physical and sexual abuse and the perpetrator was prosecuted and safety was ensured. Both the mother and child also received support services and referrals to clinicians and are now engaged in therapy. A five-year-old girl began meeting with the VOCA-funded child clinician to address abuse she experienced, domestic violence she had witnessed in her home, and new acting out behaviors. Through play therapy and clinical expertise, the clinician has seen progress toward healthy coping, something that is reported by the mother as well. During this time, the mother has also worked with a VOCA-funded adult advocate who has assisted the mother with navigating the legal system and safety planning to ensure the family feels properly supported. Priority area domestic violence A mother was referred to a VOCA funded program by her teenage sons therapist. The mother had been in a 20-year relationship with the son s father and the father s behavior over the past several months had escalated and he was making threats against the mother in front of her son. Just that weekend, the father threatened to kill the mother. The advocate at the VOCA funded program worked with the mother to provide immediate support and safety planning. Together they went to court, where the mother was issued a restraining order, and they completed an application for Victims Compensation. With permission, the advocate and the sons therapist have connected in order to better support the family and both advocate and therapist continue to work with the mother and son now that the father is out of the house. A VOCA funded program worked with an elderly woman who was an immigrant to the US and was living with her estranged husband who was threatening her. She had called police multiple times but due to the pandemic and other transportation issues was unable to follow through on getting additional supports due to her vulnerability to COVID-19. Once she finally reached out to a VOCA funded program, they were able to help coordinate a care team for her and contacted several agencies to provide virtual services including elder services, legal services, and access to transportation, which finally allowed her to meet with police to press charges against her estranged husband. She was able to receive an order of protection and continues to receive support from the VOCA funded advocate. Priority area sexual assault An undocumented, female teenager was trafficked into the US and experienced sexual violence which resulted in complex trauma and PTSD symptoms. A VOCA-funded agency provided her with a comprehensive medical evaluation, including assessment of both physical, emotional and behavioral symptoms, and on-site bridging to mental health services. The teenager verbalized great relief following the medical evaluation when she was reassured that her body is healthy. She is currently participating in weekly therapy to address adjustment to this country and life post-trauma. She has begun advocating for herself for the first time, and also for other who have had similar experiences. She identified similar needs in a female classmate at her new school, who she also referred to the VOCA-funded program, because she says she knows what it is like to be in a similar situation and the challenges of her experience. Priority area underserved - survivors of homicide victims A couple who lost their son to a homicide were referred to a VOCA funded Homicide Bereavement Program for group therapy. They participated in the ongoing group that the program has held since its inception in 2000. The group provided the couple with a place to process their loss with other survivors, normalize the grief process, and identify skills to cope with grief and trauma-related symptoms. The couple was part of the group for over a year and recently had the trial of their son s killer occur which resulted in the perpetrator being found not guilty by reason of insanity. The couple was devastated and used the group to process the loss and receive support about the impact the verdict has had on their mental health and functioning. Clinicians also helped them process re-traumatization and the difficulty of feeling as if they had been robbed of justice. Due to the couples increase in trauma-related symptoms as a result of the trial, they needed to revisit many of the concepts that were processed during the earlier parts of group.

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

Passage of H.R. 1652 VOCA Fix to Sustain the Crime Victims Fund Act of 2021 (VOCA Fix) represented a monumental victory for the future of victim services for all crime victims throughout the Commonwealth and throughout the nation. While passage does not negate the significant reductions, we have seen in recent federal grant awards to Massachusetts and other states, it does point to a future where the Crime Victims Fund (CVF) will be able to return to a healthy balance to hopefully maintain sustained funding levels for VOCA services. MOVA was very much at the forefront of the national advocacy efforts to achieve this change. During the reporting period (and the previous year), we worked with allied stakeholders including: the National DA Association; the National Childrens Alliance; the National Criminal Justice Association, and many national organizations working with victims and survivors. MOVA staff developed strategy, communications, and templates to enable state administrators of VOCA to inform policy makers of the impact of VOCA in their state. During the reporting period, MOVA also granted funding to the city of Lawrence, MA to serve victims of the September 2018 Columbia Gas explosions that resulted in the death of a Lawrence resident, injured over two dozen individuals, and affected tens of thousands in the region who lost their homes and access to basic utilities for months. The victims affected by the explosions continue to experience trauma as a result, citing increased anxiety and emotional distress. As a result of the criminal case, United States v. Bay State Gas Company, d/b/a Columbia Gas of Massachusetts, MOVA contracted with the City to provide services to these victims as they have demonstrated significant care and attention to the intended population in the wake of the explosions and continue to provide outreach and support. The city leads a multisector coalition, including health and human service stakeholders, that can ensure residents are supported with their various needs, outside of this grant award. Funding supported the Mayor s Health Task Force (MHTF), who provided behavioral health interventions to victims, and which were offered by external partners. Specific strategies included outreach and promotion of the available services which include individual counseling using different modalities (e.g., tele behavioral health related to trauma and grief); group counseling; support groups; and ten-week small group therapeutic/trauma-informed yoga. These behavioral health interventions provided residents with the coping skills necessary to build their resiliency and regain/maintain mental wellness.

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

The COVID-19 pandemic continued to pose new and/or exacerbate many challenges to crime victims and the victim service community in Massachusetts during this reporting period. Many courthouses in Massachusetts were closed or operating at reduced capacity for a significant portion of the reporting period and only reopened for business in July 2021. While access to abuse prevention and restraining orders continued remotely, victims must know that this option is available and have a reason related to COVID-19 to process their request. If not followed, they must appear in person. With remote access, however, wrap-around support services and referrals were reduced. In addition, most trials continue to be delayed causing significant concern and burdens for crime victims. Access to safe housing remains an ongoing issue for crime victims. COVID-19 has created additional barriers to victims facing homelessness, housing instability, or displacement. Social distancing measures, lack of available congregate and/or shelter space, and financial constraints due to high unemployment have added significant burdens in accessing housing opportunities. Rent prices have also increased significantly during the reporting period, adding additional strain to crime victims in search of safe housing. Victim service programs have reported difficulties in filling open staff positions, meaning that less advocates are available to assist the increase demand in services. This, combined with anticipated reductions in VOCA funding, remain areas of concern for future years. National conversations regarding immigration have prompted victim service providers to be more proactive and interested in the tools that can assist immigrant survivors of crime populations, such as U-Visas and T-Visas. The prevalence of sexual assault on college campuses, as well as newly promulgated Title IX regulation changes, continue to be an emerging issue for crime victim services. Providers are seeking protections that will allow for available resources, transparency, and information to be provided to survivors.

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

Massachusetts Office for Victim Assistance (MOVA) does not operate a separate victim assistance program with VOCA funding. However, as noted in previous responses, we recognize that several victim service organizations across the Commonwealth have reported challenges in filling vacancies.

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

VOCA funding is distributed via procurement (open or targeted). Any procurement (funding availability) is posted on MOVA s website, the Commonwealth of Massachusetts procurement website (COMMBUYS), distributed via various subscription-based listservs, and posted on social media such as Facebook and Twitter. MOVA employs a subscription-based listserv to the Constant Contact platform to further announce funding opportunities. MOVA continues to partner with Agate Software, inc. to build an electronic grants system for subrecipient funding management. MOVA plans to leverage the electronic grants management system to publicize victim assistance funding.

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

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During this reporting period, MOVA continued to fund homicide bereavement as a primary underserved category as well as funding Lesbian Gay Bisexual Transgender Queer/Questioning (LGBTQ) and Limited English Proficiency (LEP) programs. In the most recent procurements MOVA expanded funding to include programs that support housing, relocation, and transportation. In November 2021, the Victim and Witness Assistance Board voted to expand MOVA's underserved priority category. Below is an overview of the expansion of our priority areas, which will be effective with the FY23 VOCA Request for Grant Applications. An additional 10% minimum of each VOCA award must be allocated to victims of violent crime who were previously underserved. Historically, MOVA's underserved priority category supports funding towards Survivors of Homicide Victims services. However, this funding priority category has not been updated by the Victim Witness Assistance Board since 1989. As we work to meet our funding obligations, MOVA continues to be guided by our mission, vision, and values outlined in our strategic plan. We are committed to ensuring all victims and survivors of crime across the Commonwealth have access to high-quality services that are culturally responsive and reflective of diverse communities. For that reason, we are proud to announce that MOVA has expanded its underserved funding priorities to include, but not be limited to: Culturally Specific Populations*, Survivors of Homicide Victims, Persons with Disabilities, and LGBTQIA2+ victims. Please note, this change does not reduce our commitment to survivors of homicide, but rather, expands the definition of underserved to also prioritize serving marginalized communities. * Culturally specific – The term culturally specific means primarily directed toward racial and ethnic minority groups (as defined in section 1707(g) of the Public Health Service Act (42 U.S.C. 300-u-6(g)). The following is the definition from the Public Health Services Act for racial and ethnic minority group in the Culturally Specific definition: (1) The term "racial and ethnic minority group" means American Indians (including Alaska Natives, Eskimos, and Aleuts); Asian Americans; Native Hawaiians and other Pacific Islanders; Blacks; and Hispanics. (2) The term "Hispanic" means individuals whose origin is Mexican, Puerto Rican, Cuban, Central or South American, or any other Spanish-speaking country.]

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

In September 2020, MOVA released a Victim Services Training and Technical Assistance Grant. The purpose of this procurement was to provide funds to support training and technical assistance for eligible agencies and their internal staff. Training and technical assistance related to diversity, equity and inclusion (DEI), enhanced language access, survivor leadership, and/or supporting victims during the COVID-19 pandemic - such as tele-advocacy/tele-counseling trainings - in order to enhance program and direct service delivery were the focus of this procurement. The Request for Grant Applications was released on September 14, 2020 and will operate on a rolling basis. MOVA awarded a total of \$129,834.00 to 16 victim services organizations through August 30, 2021. In March 2021, MOVA made a best value grant award totaling \$1,176,381.00 for SFY2022 to the Disabled Persons Protection Commission (DPPC). Under the State Grants, Federal Sub-Grants and Subsidies Comptroller policy, MOVA has forgone a competitive procurement and posted a notice of intent to make a best value grant award to DPPC to provide victim services and supports which are limited and precise to their agency. DPPC is in a unique position to provide services to the Commonwealth's victims of crime with disabilities. Via their Sexual Abuse Response Unit (SARU), they have been selected for their ability to minimize the barriers for individuals with disabilities, who are victims of crime, in accessing victim services; along with their history of providing these services via VOCA funding on a statewide basis. Additionally, in March 2021, MOVA renewed an additional \$4,200,000.00 in funding to the Massachusetts Legal Assistance Corporation's (MLAC) Civil Legal Aid for Victims of Crime (CLAVC) Initiative for a one-year duration. CLAVC attorneys and support staff of MLAC-funded legal aid organizations have created a virtual law firm, delivering high-quality, aggressive legal representation in areas of law which victims of crime face daily because of their victimization, including family, housing, immigration, consumer, education, benefits, privacy, safety, employment, and other issues. These additional funds will support services through June 30, 2022. MOVA is currently in the planning processes of determining upcoming funding opportunities for victim services programs across the Commonwealth. As a result of the prior fiscal years VOCA multi-year increase in funding, MOVA was able to make significantly larger awards to funded programs beginning in SFY16. In the upcoming fiscal years, unfortunately, the Crime Victims Fund and therefore VOCA will begin to experience significant cuts throughout the nation. VOCA programs in Massachusetts will experience reduction in available funds for programming and services. Due to the current available funding and MOVA's ability to securely provide funding across multi-year grant contracts, victim services programs did not experience a reduction of funding in SFY22 (July 1, 2021-June 30, 2022). We are forecasting a 35% reduction of funding available in FY23 (July 1, 2022). Due to this significant reduction of funding, MOVA made the determination to delay the next open-bid competitive funding opportunity. MOVA is releasing a grant renewal for existing programs to continue services into FY23 with reduced funding in January 2022. Additionally, we anticipate releasing the open-bid competitive funding opportunity for eligible service providers in SFY24. Lastly, as highlighted in previous responses, MOVA is in the process of releasing a culturally specific bid for procurement. The purpose of this procurement is to establish a new grant program to enhance culturally specific services for victims of crime from communities of color. We anticipate funding will be awarded by summer of 2022 and will update OVC on progress in next year's annual report.

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

MOVA's governing Board, the Victim and Witness Assistance Board, is statutorily required to file reports to the Massachusetts Legislature regarding the SAFEPLAN program and trust funds administered by the agency each year. The following is a summary of those reports and respective deadlines: SAFEPLAN Legislative Report (due: February 5, 2021)- SAFEPLAN is MOVA's domestic and sexual violence civil court advocacy program that was created by the Massachusetts Legislature in 1995. This report is submitted to the Massachusetts House and Senate Committees on Ways and Means as required by Massachusetts State Budget Line Item 0840-0101. The Drunk Driving Trust Fund (DDTF) Legislative Report (due: February 28th of each year)- The DDTF was created by the Massachusetts Legislature in 2003 to direct assessments imposed on convicted offenders for operating under the influence of drugs or alcohol to support direct services for victims as well as prevention, education, and training activities in communities. This report is submitted to the Massachusetts House and Senate Committees on Ways and Means as required by statute (M.G.L. c. 10, 66). Human Trafficking Trust Fund (HTTF) Legislative Report (due: August 15th of each year)- The HTTF was created by the Massachusetts Legislature in 2011 to direct fines and forfeitures collected from convicted human traffickers to support direct services for victims of sex and labor trafficking. The report is submitted to the House and Senate Committees on Ways and Means as required by statute (M.G.L. c. 10, 66A).