

# TN Annual State Performance Report

## Victim Assistance Formula Grant Program

Reporting Period: [Oct 1, 2021 to Sept 30, 2022]

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

OVC VOCA Assistance Funds					
	2018-V2-GX-0024	2019-V2-GX-0043	2020-V2-GX-0012	2021-15POVC-21-GG-00599-ASSI	2022-15POVC-22-GG-00805-ASSI
<b>Federal Award Amount</b>	\$67,791,613.00	\$46,055,649.00	\$34,273,320.00	\$21,467,988.00	\$29,763,321.00
<b>Total Amount of Subawards</b>	\$82,299,908.00	\$74,424,287.00	\$206,279.00	\$0.00	\$0.00
<b>Total Number of Subawards</b>	557	499	2	0	0
<b>Administrative Funds Amount</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Training Funds Amount</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Balance Remaining</b>	(\$14,508,295.00)	(\$28,368,638.00)	\$34,067,041.00	\$21,467,988.00	\$29,763,321.00

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-0024	2019-V2-GX-0043	2020-V2-GX-0012	2021-15POVC-21-GG-00599-ASSI	2022-15POVC-22-GG-00805-ASSI
<b>Government Agencies Only</b>	<b>158</b>	<b>145</b>	<b>0</b>	<b>0</b>	<b>0</b>
Corrections	7	3	0	0	0
Courts	13	13	0	0	0
Juvenile Justice	2	2	0	0	0
Law Enforcement	14	17	0	0	0
Prosecutor	61	64	0	0	0
Other	61	46	0	0	0
<b>Nonprofit Organization Only</b>	<b>394</b>	<b>352</b>	<b>2</b>	<b>0</b>	<b>0</b>
Child Abuse Service organization (e.g., child advocacy center)	78	73	0	0	0
Coalition (e.g., state domestic violence or sexual assault coalition)	7	5	0	0	0
Domestic and Family Violence Organization	52	54	1	0	0
Faith-based Organization	14	9	1	0	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	77	74	0	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	24	20	0	0	0
Sexual Assault Services organization (e.g., rape crisis center)	24	19	0	0	0
Multiservice agency	56	40	0	0	0
Other	62	58	0	0	0
<b>Federally Recognized Tribal Governments, Agencies, and Organizations Only</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Child Abuse Service organization (e.g., child advocacy center)	0	0	0	0	0
Court	0	0	0	0	0
Domestic and Family Violence organization	0	0	0	0	0
Faith-based organization	0	0	0	0	0
Juvenile justice	0	0	0	0	0
Law Enforcement	0	0	0	0	0
Organization provides domestic and family violence and sexual assault services	0	0	0	0	0
Prosecutor	0	0	0	0	0
Sexual Assault Services organization (e.g., rape crisis center)	0	0	0	0	0

# Office for Victims of Crime - Performance Measurement Tool ( PMT )

Other justice-based agency	0	0	0	0	0
Other agency that is NOT justice-based (e.g., human services, health, education)	0	0	0	0	0
Organization by and/or for a specific traditionally underserved community	0	0	0	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	0	0	0	0	0
Other	0	0	0	0	0
<b>Campus Organizations Only</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>
Campus-based victims services	3	2	0	0	0
Law enforcement	0	0	0	0	0
Physical or mental health service program	0	0	0	0	0
Other	2	0	0	0	0
<b>Total Number of Subawards</b>	<b>557</b>	<b>499</b>	<b>2</b>	<b>0</b>	<b>0</b>

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

<b>Subaward Purpose</b>					
A single SAR can select multiple purposes. Numbers are not unique					
	2018-V2-GX-0024	2019-V2-GX-0043	2020-V2-GX-0012	2021-15POVC-21-GG-00599-ASSI	2022-15POVC-22-GG-00805-ASSI
A. Continue a VOCA-funded victim project funded in a previous year	447	439	2	0	0
B. Expand or enhance an existing project not funded by VOCA in the previous year	66	32	0	0	0
C. Start up a new victim services project	50	38	0	0	0
D. Start up a new <b>Native American</b> victim services project	0	0	0	0	0
E. Expand or enhance an existing <b>Native American</b> project	0	0	0	0	0

<b>VOCA and Match Funds</b>					
A single SAR can select multiple service types. Numbers are not unique					
	2018-V2-GX-0024	2019-V2-GX-0043	2020-V2-GX-0012	2021-15POVC-21-GG-00599-ASSI	2022-15POVC-22-GG-00805-ASSI
A.INFORMATION & REFERRAL	261	474	1	0	0
B.PERSONAL ADVOCACY/ACCOMPANIMENT	193	382	1	0	0
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	210	390	1	0	0
D.SHELTER/HOUSING SERVICES	84	174	1	0	0
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	186	359	0	0	0
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	316	499	2	0	0

<b>Priority and Underserved Requirements</b>					
Priority Area	2018-V2-GX-0024	2019-V2-GX-0043	2020-V2-GX-0012	2021-15POVC-21-GG-00599-ASSI	2022-15POVC-22-GG-00805-ASSI
<b>Child Abuse</b>					
Total Amount	\$16,780,403.00	\$14,402,118.00	\$62,358.00	\$0.00	\$0.00
% of Total Federal Award	25.00 %	31.00 %	0.00 %		
<b>Domestic and Family Violence</b>					
Total Amount	\$31,268,492.00	\$28,337,388.00	\$55,717.00	\$0.00	\$0.00
% of Total Federal Award	46.00 %	62.00 %	0.00 %		
<b>Sexual Assault</b>					
Total Amount	\$13,563,502.00	\$16,172,205.00	\$0.00	\$0.00	\$0.00
% of Total Federal Award	20.00 %	35.00 %	0.00 %		
<b>Underserved</b>					
Total Amount	\$19,929,336.00	\$14,479,056.00	\$88,202.00	\$0.00	\$0.00
% of Total Federal Award	29.00 %	31.00 %	0.00 %		

<b>Budget and Staffing</b>					
Staffing Information	2018-V2-GX-0024	2019-V2-GX-0043	2020-V2-GX-0012	2021-15POVC-21-GG-00599-ASSI	2022-15POVC-22-GG-00805-ASSI

# Office for Victims of Crime - Performance Measurement Tool ( PMT )

Total number of paid staff for all subgrantee victimization program and/or services	6224	6270	24		
Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	3513432	3413959	4622		
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	12917	9401	4		
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	649182	640204	2400		

## 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)	158	2662	3141	2930	2607	2835	
Adult Sexual Assault	212	1916	1759	1994	1678	1836	
Adults Sexually Abused/Assaulted as Children	153	704	770	835	683	748	
Arson	73	28	33	40	30	32	
Bullying (Verbal, Cyber or Physical)	86	692	762	717	561	683	
Burglary	90	468	432	531	376	451	
Child Physical Abuse or Neglect	228	3020	3067	3340	3125	3138	
Child Pornography	98	80	93	53	60	71	
Child Sexual Abuse/Assault	223	4296	4568	4596	4064	4381	
Domestic and/or Family Violence	310	18790	18092	18576	17265	18180	
DUI/DWI Incidents	80	299	312	356	226	298	
Elder Abuse or Neglect	136	1991	2597	605	647	1460	
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)	64	47	41	52	35	43	
Human Trafficking: Labor	72	35	35	27	18	28	
Human Trafficking: Sex	160	347	408	411	440	401	
Identity Theft/Fraud/Financial Crime	81	826	429	382	359	499	
Kidnapping (non-custodial)	80	102	127	126	101	114	
Kidnapping (custodial)	65	21	25	18	11	18	
Mass Violence (Domestic/International)	52	94	132	88	68	95	
Other Vehicular Victimization (e.g., Hit and Run)	88	279	293	284	290	286	
Robbery	101	560	643	458	373	508	
Stalking/Harassment	192	1584	1549	1585	1634	1588	
Survivors of Homicide Victims	121	689	680	605	513	621	
Teen Dating Victimization	101	192	97	82	43	103	
Terrorism (Domestic/International)	32	4	10	9	4	6	
Other	77	25468	27643	24349	2032	19873	

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	152	148	156	189	827
Homeless	1961	1725	1637	1587	8668
Immigrants/Refugees/Asylum Seekers	1445	1586	1436	1329	7521
LGBTQ	609	534	550	603	2590
Veterans	244	166	196	275	1481
Victims with Disabilities: Cognitive/ Physical /Mental	2437	2207	2176	2276	13982
Victims with Limited English Proficiency	1566	1532	1500	1285	8011

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Other	975	710	640	272	3375
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General Award Information		
Activities Conducted at the Subgrantee Level	Number	Percent
Total number of individuals who received services during the Fiscal Year.	184882	
Total number of anonymous contacts who received services during the Fiscal Year	19617	
Number of new individuals who received services from your state for the first time during the Fiscal Year.	82366	44.55 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?	19798	10.71 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.	5856	

Demographics		
Demographic Characteristic of New Individuals Served	Number	Percent
<b>Race/Ethnicity</b>		
American Indian or Alaska Native	185	0.22 %
Asian	439	0.53 %
Black or African American	19770	24.00 %
Hispanic or Latino	6157	7.48 %
Native Hawaiian or Other Pacific Islander	98	0.12 %
White Non-Latino or Caucasian	45155	54.82 %
Some Other Race	357	0.43 %
Multiple Races	1525	1.85 %
Not Reported	7967	9.67 %
Not Tracked	713	0.87 %
<b>Race/Ethnicity Total</b>	<b>82366</b>	
<b>Gender Identity</b>		
Male	20081	24.38 %
Female	56925	69.11 %
Other	150	0.18 %
Not Reported	5190	6.30 %
Not Tracked	20	0.02 %
<b>Gender Total</b>	<b>82366</b>	
<b>Age</b>		
Age 0- 12	11738	14.25 %
Age 13- 17	6839	8.30 %
Age 18- 24	8206	9.96 %
Age 25- 59	41452	50.33 %
Age 60 and Older	7675	9.32 %
Not Reported	5180	6.29 %
Not Tracked	1276	1.55 %
<b>Age Total</b>	<b>82366</b>	

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	188	168271	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	66542
			A2. Information about victim rights, how to obtain notifications, etc.	134158
			A3. Referral to other victim service programs	49085
			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	56548
			Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	615
			B2. Victim advocacy/accompaniment to medical forensic exam	1548
			B3. Law enforcement interview advocacy/accompaniment	6215
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	51290

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B. Personal Advocacy/ Accompaniment	154	37635	B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	3264
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	4324
			B7. Intervention with employer, creditor, landlord, or academic institution	7798
			B8. Child or dependent care assistance (includes coordination of services)	2010
			B9. Transportation assistance (includes coordination of services)	20362
			B10. Interpreter services	7794
C. Emotional Support or Safety Services	157	76826	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	57378
			C2. Hotline/crisis line counseling	47414
			C3. On-scene crisis response (e.g., community crisis response)	3279
			C4. Individual counseling	44559
			C5. Support groups (facilitated or peer)	14677
			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	34952
			C7. Emergency financial assistance	8671
D. Shelter/ Housing Services	76	5080	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	70669
			D2. Transitional housing	26641
			D3. Relocation assistance (includes assistance with obtaining housing)	8255
E. Criminal/ Civil Justice System Assistance	138	44631	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	37007
			E2. Victim impact statement assistance	3514
			E3. Assistance with restitution	2993
			E4. Civil legal assistance in obtaining protection or restraining order	12643
			E5. Civil legal assistance with family law issues	9622
			E6. Other emergency justice-related assistance	6781
			E7. Immigration assistance	1883
			E8. Prosecution interview advocacy/accompaniment	11445
			E9. Law enforcement interview advocacy/accompaniment	4462
			E10. Criminal advocacy/accompaniment	15927
E11. Other legal advice and/or counsel	14940			

**ANNUAL QUESTIONS**

Grantee Annually Reported Questions	
Question/Option	Count
<b>Were any administrative and training funds used during the reporting period?</b>	
Yes	1
No	0
<b>Did the administrative funds support any education activities during the reporting period?</b>	
Yes	0
No	1
Number of requests received for education activities during the reporting period.	0
Number of people trained or attending education events during the reporting period.	0
Number of events conducted during the reporting period.	0
<b>Did the grant support any coordination activities (e.g., with other service providers, law enforcement agencies) during the reporting period?</b>	
Yes	1
No	0
<b>Describe any program or educational materials developed during the reporting period.</b>	
N/A	
<b>Describe any planning or training events held during the reporting period.</b>	
N/A	
<b>Describe any program policies changed during the reporting period.</b>	

# Office for Victims of Crime - Performance Measurement Tool (PMT)

In FY21, OCJP fully implemented a federally approved match waiver process. Pursuant to the recent VOCA FIX, match is not currently required.

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

This year the state opened 4 new Family Justice Centers which were the source of press both statewide and in their respective communities. The openings occurred in Anderson County, Brownsville/Haywood County, Claiborne County, and Overton County.

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

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

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

As part of its annual strategic planning process the Office of Criminal Justice Programs, hosted four victim-focused roundtables throughout the state. These roundtables were devised with the intention of identifying places of excellence and places of gaps in services to victims of crime and soliciting input about effective interventions for offenders. The roundtables were grouped by Underserved Victims, Law Enforcement, Criminal Justice, Victim Advocates, Justice Involved Victims, and Crime Victims. Issues that Prevent Assistance to Victims: Rural areas have less services overall Earlier point of contact for victims to advocacy services such as an imbedded advocate in the police/sheriff department is needed Transportation Language barriers Lack of uniform training for key system positions including law enforcement, prosecutors, and judges Lack of victim impact programming in jails and prisons (participants identified the desire to see changed behaviors in offenders and the need to do it while they were incarcerated) Lack of dedicated space to meet in private with victims

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

This year the Office of Criminal Justice Programs opened four new Family Justice Centers. These centers require a strong coordinated community response to issues surrounding crime victimization. Additionally, OCJP consistently prioritizes its VOCA funding for programs with a strong collaborative focus.

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

This year OCJP expanded services to victims in several ways. Using VOCA funds, the Office of Criminal Justice Programs was able to bring resources to the 12th Judicial District in Tennessee. This was the only judicial district in the state which did not have a child advocacy center – an agency specifically designed to serve some of the most vulnerable victims of crime. Tennessee is proud to report that there is now a child advocacy center serving every judicial district in Tennessee. We know that many victims of crime never actively seek victim-specific services. In order to expand access to these services we have provided funding to the state's trauma centers to assist their hospital social workers with identifying victims of crime and providing access to crime-victim resources.

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

**Domestic Violence** The primary use of Tennessee's VOCA funding in this reporting period comes as support for the state's domestic violence programs. These programs not only provide emergency shelters to victims of domestic abuse but also leverage the available funding in order to provide case management services which includes therapeutic services, transitional housing, and specific assistance. Without a doubt VOCA funding represents the single largest sustainable fund source which is available to these agencies. Each year Tennessee evaluates the capacity of its shelter network and works to bring on new agencies or add additional beds to existing agencies in areas where the greatest need has been demonstrated. OCJP used VOCA to fund approximately 30 of these agencies in 2020. Case History/CHET: Wendy is a 66-year-old female who cares for her adult son, \*Gary, who is visually impaired. Wendy and her older son jointly obtained a home for the family to share; however, not long after doing so, the older son's new paramour moved in. The paramour soon became very controlling of the finances in the home, would withhold food and basic necessities from Wendy and Gary, along with being verbally and emotionally abusive. Wendy attempted to confront the situation with her son and his paramour which only made matters worse. Wendy sought help from our program in the early morning hours while her abusers were asleep. Our staff was able to coordinate with the local sheriff's department who provided transportation for Wendy and Gary. Wendy presented herself to be ambitious, and immediately sought housing for herself and Gary. Our program aided Wendy and Gary in locating new medical providers and transported them to medical appointments to ensure that they were healthy. Wendy and Gary also received their COVID-19 vaccination and helped inspire others to follow suit. Upon learning that Gary was fluent in reading Braille, staff began searching for reading material for Gary as well as provide other recreational activities accommodating his disability. We are lucky to have on staff an Elderly/Disability Advocate as this situation involved not only elder abuse but the abuse of a disabled person who has more specialized needs than most. Gary recently stated to staff, I am so happy to finally feel safe and not have to worry someone will get onto me for being in the kitchen or sitting on the couch. I can finally sleep at night. Wendy and Gary recently moved out of shelter into a permanent residence of their very own. They are now enrolled in our outreach program and attend weekly support groups. Sexual Assault Funding under this area is split among a variety of project types. Funding goes to emergency programs which support victims of sexual assault as well as centers within the state which utilize sexual assault nurse examiners to assist with the recovery of evidence in sexual assault cases. Tennessee also funds direct service agencies that assist victims of human trafficking. Oftentimes sexual assault is one of the many victimizations they experienced while being trafficked. In addition to direct services to victims of sexual assault OCJP also funded a sexual assault awareness campaign. Other projects that provide services to victims of sexual assault include judicial victim-witness coordinators and the state's VOCA funded legal aids. Case History/SAL: SAI's Sexual Assault Care program received a referral from the Family Justice Center (FJC) for an adult female individual (the victim). The victim had been sexually assaulted during her job providing in-home care. The male spouse (the perpetrator) of the person receiving in-home care touched the victim sexually without her consent. This occurred on a day when the victim had not driven herself to work, so she had to call her supervisor to come and get her. Following this, the victim was distressed and afraid to go back to work. The victim went to the FJC to give a statement to a law enforcement officer (LEO). The Advocate responded to the FJC and provided information on victim's rights, criminal injuries compensation, common reactions to sexual assault, and community resources. The Advocate provided accompaniment and assistance while the victim wrote a statement for the responding LEO and petitioned for an Order of Protection (OOP). Afterward, the Advocate checked in with the victim and kept the victim updated on the serve status of the ex-parte Order of Protection. The Advocate worked with the prosecutor, LEO, and victim to coordinate a meeting to go over possible charges and the criminal process. The victim requested and received advocacy accompaniment at this meeting. She decided that she would like to go forward with a criminal case. The Advocate met with the victim, LEO, and prosecutor at the courthouse so the victim could see the courtroom and better understand how the hearings would take place.

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

The majority of the projects funded by the Tennessee Office of Criminal Justice Programs (OCJP) to provide services to victims of crime can be accessed by victims of federal crime who are located in the State of Tennessee. Victims of interpersonal crimes such as domestic assault, human trafficking, or child abuse where the criminal act has crossed state lines or otherwise qualified as a federal crime can receive services at the approximately 45 domestic violence or sexual assault shelters, 3 human trafficking agencies, or 27 child advocacy centers that OCJP supported in Tennessee during FY21. These agencies not only provide emergency shelter to victimized individuals but also include wrap-around services including therapy, advocacy, and specific assistance. We also understand that the first contact many federal victims have with the legal system comes through our local law enforcement agencies. In order to meet their needs, Tennessee provides funding to local police departments and sheriff's offices in order to create law enforcement victim coordinators who are tasked with providing advocacy and support. The importance of this project cannot be understated, particularly when the crime committed could be transferred to the jurisdiction of the United States Attorneys Office, as the personnel in these projects are knowledgeable in the services available to victims and also provide a helping hand to shepherd them through the complex and sometimes disorienting circumstances that can evolve when matters are moved from a state matter into the purview of the federal justice system.

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

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

# Office for Victims of Crime - Performance Measurement Tool (PMT)

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

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

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

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

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

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

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

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

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

OCJP requires agencies to obtain and track outcomes as part of their VOCA contract. The outcomes are monitored by the agencies and evaluated for project improvement. Outcomes are shared with key stakeholder groups at planning meetings and in the OCJP annual report, which is available online for review. Standard VOCA outcomes are listed below: Victims report that their sense of safety and security has increased. "My immediate sense of safety and security has increased as a result of the services I received from this agency." Victims report an increase in knowledge about victim services. "I am more knowledgeable of the services and community resources available to victims." Victims report an increase in knowledge about the criminal justice system. "I am more knowledgeable about the criminal justice system." Victims express satisfaction with services. "I am satisfied with the services I have received through this agency." Victims report an improved ability to plan for their safety (required only for shelters). I know more ways to plan for my safety. Applications must include at least one of the outcomes listed below: Delete ones you are not going to utilize. Victims experience a decrease in the frequency and/or intensity of crime-related symptoms (Change in psychological functioning). My crime-related symptoms (e.g., Sleeplessness, nervousness, fear or anxiety, etc.) are less frequent or less severe since I became involved with the agency. Victims express an understanding of their victimization and its effect on their lives. (Increase in knowledge about victimization). I now know how being a victim may affect important aspects of my life. Victims report a decrease in the level of vulnerability by identifying a support system. (Decrease in isolation). I have identified a support system to help me address my victimization. Victims report that their quality of life is improved because set goals have been accomplished. (Increase in victims' perceived quality of life). This agency helped me achieve the goals I set out to accomplish.