

Office for Victims of Crime
Victim Compensation Formula Grant Program
Annual Performance Measures Report
October 01, 2019 - September 30, 2020

GRANTEE INFORMATION

ORGANIZATION NAME: Idaho Industrial Commission

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POPULATION DEMOGRAPHICS

1. Number of people for whom an application was made for victim compensation benefits during the reporting period.

Q1: Oct-Dec 2019:
 Q2: Jan-Mar 2020:
 Q3: Apr-Jun 2020:
 Q4: Jul-Sep 2020:
 Annual:

2. Number of victims whose victimization is the basis for the application.

Q1: Oct-Dec 2019:
 Q2: Jan-Mar 2020:
 Q3: Apr-Jun 2020:
 Q4: Jul-Sep 2020:
 Annual:

3. Victim Demographics

Population	Number of Victims				
A. RACE/ETHNICITY	Q1	Q2	Q3	Q4	Annual
American Indian or Alaska Native	4	4	4	8	20
Asian	5	3	1	7	16
Black or African American	5	6	4	6	21
Hispanic or Latino	49	54	39	43	185
Native Hawaiian or Other Pacific Islander	0	2	0	0	2
White Non-Latino or Caucasian	271	308	219	240	1038
Some Other Race	4	3	7	8	22
Multiple Races	NT	NT	0	NT	0
Not Reported	274	370	330	352	1326
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	612	750	604	664	2630
B. GENDER					
Male	149	174	156	188	667
Female	462	576	447	476	1961
Not Reported	1	0	1	0	2
Not Tracked	0	0	0	0	0
Gender Total	612	750	604	664	2630
C. AGE					
Age 0- 12	227	326	257	260	1070
Age 13- 17	120	158	114	135	527
Age 18- 24	81	86	73	67	307
Age 25- 59	172	152	142	173	639
Age 60 and Older	10	17	11	16	54
Not Reported	2	11	7	13	33
Not Tracked	0	0	0	0	0
Age Total	612	750	604	664	2630

PERFORMANCE MEASURES

4. Based on your program's general procedure, indicate if

Q1: Oct-Dec 2019:

Only one application is usually counted per crime

Q2: Jan-Mar 2020:

Only one application is usually counted per crime

Q3: Apr-Jun 2020:

Only one application is usually counted per crime

Q4: Jul-Sep 2020:

Only one application is usually counted per crime

5. Number of new applications **received** during the reporting period

Q1: Oct-Dec 2019:

Q2: Jan-Mar 2020:

Q3: Apr-Jun 2020:

Q4: Jul-Sep 2020:

Annual:

6. Number of applications **approved** during the reporting period.

Q1: Oct-Dec 2019:

Q2: Jan-Mar 2020:

Q3: Apr-Jun 2020:

Q4: Jul-Sep 2020:

Annual:

7. Number of applications **denied/closed**. (i.e., applications that were not approved) during the reporting period.

Q1: Oct-Dec 2019:

Q2: Jan-Mar 2020:

Q3: Apr-Jun 2020:

Q4: Jul-Sep 2020:

Annual:

Reason(s) for denial or close status applicable for the reporting period:

Population	Number of Victims				
	Q1	Q2	Q3	Q4	Annual
A. Application not filed within time limit	0	0	0	0	0
B. Failure to report to police	1	0	1	4	6
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	1	1	0	1	3
D. Incomplete information	1	1	2	2	6
E. Contributory misconduct	3	4	3	2	12
F. Ineligible crime	54	91	89	91	325
G. Ineligible application	0	2	2	2	6
Other	0	0	0	0	0

Denial explanation:

Qtr 4: No explanation needed.

8. Number of applications received for Sexual Assault Forensic Examinations during the reporting period

Q1: Oct-Dec 2019:

Q2: Jan-Mar 2020:

Q3: Apr-Jun 2020:

Q4: Jul-Sep 2020:

Annual:

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PAYMENT STATISTICS BY CRIME TYPE Qtr:1

TYPES OF CRIME	EXPENSE TYPES PAID (in dollars)											TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE						
	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	159	NA	\$ 0	\$ 18,681	\$ 0	\$ 377,457	\$ 20,714	NA	\$ 0		\$ 0	\$ 0	\$ 416,852	NA	76	NT	NT	0
Burglary	1	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,163	NA	\$ 0		\$ 0	\$ 0	\$ 1,163	NA	0	NT	NT	0
Child Physical Abuse/Neglect	9	NA	\$ 0	\$ 0	\$ 0	\$ 1,231	\$ 1,224	NA	\$ 0		\$ 0	\$ 0	\$ 2,455	NA	7		NT	0
Child Pornography																		
Child Sexual Abuse	308	NA	\$ 0	\$ 0	\$ 0	\$ 40,698	\$ 41,417	NA	\$ 0	\$ 64,021	\$ 0	\$ 0	\$ 146,137	NA	113		NT	0
DUI/DWI	6	NA	\$ 0	\$ 63	\$ 5,327	\$ 14,630	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 20,020	NA	0	NT	NT	0
Fraud/Financial Crimes																		
Homicide	21	NA	\$ 13,952	\$ 0	\$ 13,274	\$ 2,800	\$ 1,427	NA	\$ 0		\$ 2,544	\$ 0	\$ 33,997	NA	8	NT	NT	0
Human Trafficking																		
Kidnapping	3	NA	\$ 0	\$ 0	\$ 0	\$ 4,091	\$ 330	NA	\$ 0		\$ 0	\$ 0	\$ 4,421	NA	1	NT	NT	0
Other Vehicular Crimes	5	NA	\$ 1,197	\$ 0	\$ 622	\$ 48,122	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 49,941	NA	0	NT	NT	0
Robbery	3	NA	\$ 0	\$ 0	\$ 0	\$ 2,158	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 2,158	NA	0	NT	NT	0
Sexual Assault	97	NA	\$ 0	\$ 3,398	\$ 0	\$ 25,686	\$ 14,252	NA	\$ 0	\$ 92,859	\$ 0	\$ 0	\$ 136,195	NA	15	NT	NT	0
Stalking	5	NA	\$ 0	\$ 0	\$ 0	\$ 128	\$ 950	NA	\$ 0		\$ 0	\$ 0	\$ 1,078	NA	2	NT	NT	0
Terrorism																		
Total	617	NA	\$ 15,149	\$ 22,143	\$ 19,223	\$ 517,000	\$ 81,478	NA	\$ 0	\$ 156,880	\$ 2,544	\$ 0	\$ 814,417	NA	222	NT	NT	0

You added "Other" crime types: 1 NCO Violation-counseling \$72.00; 1 Disturbing the peace-counseling \$90.28; 1 Transfer of bodily fluids/HIV-Medical \$1,479.17-Counseling \$234.00; 1 Dog bite-Medical \$225.00

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PAYMENT STATISTICS BY CRIME TYPE Qtr:2

TYPES OF CRIME	EXPENSE TYPES PAID (in dollars)												TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE					
	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	199	NA	\$ 0	\$ 17,301	\$ 0	\$ 412,835	\$ 20,890	NA	\$ 0		\$ 783	\$ 0	\$ 451,808	NA	102	NT	NT	0
Burglary	1	NA	\$ 0	\$ 0	\$ 0	\$ 179	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 179	NA	0	NT	NT	0
Child Physical Abuse/Neglect	8	NA	\$ 0	\$ 0	\$ 0	\$ 1,098	\$ 1,254	NA	\$ 0		\$ 0	\$ 0	\$ 2,352	NA	6		NT	0
Child Pornography																		
Child Sexual Abuse	392	NA	\$ 0	\$ 0	\$ 0	\$ 3,249	\$ 38,168	NA	\$ 0	\$ 81,203	\$ 0	\$ 0	\$ 122,620	NA	139		NT	0
DUI/DWI	10	NA	\$ 0	\$ 0	\$ 16,364	\$ 6,239	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 22,603	NA	0	NT	NT	0
Fraud/Financial Crimes																		
Homicide	14	NA	\$ 6,067	\$ 0	\$ 13,015	\$ 33,168	\$ 6	NA	\$ 0		\$ 0	\$ 0	\$ 52,255	NA	4	NT	NT	0
Human Trafficking																		
Kidnapping	2	NA	\$ 0	\$ 0	\$ 0	\$ 110	\$ 402	NA	\$ 0		\$ 0	\$ 0	\$ 512	NA	2	NT	NT	0
Other Vehicular Crimes	7	NA	\$ 1,017	\$ 0	\$ 0	\$ 24,435	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 25,452	NA	0	NT	NT	0
Robbery	1	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 120	NA	\$ 0		\$ 0	\$ 0	\$ 120	NA	0	NT	NT	0
Sexual Assault	83	NA	\$ 0	\$ 526	\$ 0	\$ 5,033	\$ 14,705	NA	\$ 0	\$ 71,673	\$ 0	\$ 0	\$ 91,937	NA	9	NT	NT	0
Stalking	3	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,706	NA	\$ 0		\$ 0	\$ 0	\$ 1,706	NA	2	NT	NT	0
Terrorism																		
Total	720	NA	\$ 7,084	\$ 17,827	\$ 29,379	\$ 486,346	\$ 77,251	NA	\$ 0	\$ 152,876	\$ 783	\$ 0	\$ 771,545	NA	264	NT	NT	0

You added "Other" crime types: 1-transfer of bodily fluids/HIV-medical, \$169.66; 2-Disturbing the Peace-counseling, \$2,368.92; 1-CPOR violation-counseling, \$454.50; 2-Dog bite-medical, \$6,386.94

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PAYMENT STATISTICS BY CRIME TYPE Qtr:3

TYPES OF CRIME	EXPENSE TYPES PAID (in dollars)											TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE						
	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	160	NA	\$ 0	\$ 22,606	\$ 0	\$ 306,550	\$ 12,207	NA	\$ 0		\$ 1,252	\$ 0	\$ 342,614	NA	82	NT	NT	0
Burglary	1	NA	\$ 0	\$ 0	\$ 0	\$ 270	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 270	NA	0	NT	NT	0
Child Physical Abuse/Neglect	10	NA	\$ 0	\$ 0	\$ 0	\$ 2,891	\$ 484	NA	\$ 0		\$ 0	\$ 0	\$ 3,375	NA	6		NT	NT
Child Pornography																		
Child Sexual Abuse	258	NA	\$ 0	\$ 0	\$ 0	\$ 15,186	\$ 25,501	NA	\$ 0	\$ 57,738	\$ 183	\$ 0	\$ 98,608	NA	87		NT	0
DUI/DWI	8	NA	\$ 0	\$ 5,696	\$ 4,900	\$ 2,792	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 13,388	NA	0	NT	NT	0
Fraud/Financial Crimes																		
Homicide	13	NA	\$ 7,694	\$ 0	\$ 24,912	\$ 0	\$ 593	NA	\$ 0		\$ 0	\$ 0	\$ 33,200	NA	7	NT	NT	0
Human Trafficking																		
Kidnapping	1	NA	\$ 0	\$ 0	\$ 0	\$ 32	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 32	NA	0	NT	NT	0
Other Vehicular Crimes	7	NA	\$ 1,186	\$ 0	\$ 0	\$ 30,902	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 32,088	NA	0	NT	NT	0
Robbery	3	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 3,320	NA	\$ 0		\$ 0	\$ 0	\$ 3,320	NA	0	NT	NT	0
Sexual Assault	48	NA	\$ 0	\$ 1,075	\$ 0	\$ 4,661	\$ 4,518	NA	\$ 0	\$ 18,485	\$ 0	\$ 0	\$ 28,738	NA	12	NT	NT	0
Stalking																		
Terrorism																		
Total	509	NA	\$ 8,880	\$ 29,376	\$ 29,812	\$ 363,284	\$ 46,623	NA	\$ 0	\$ 76,222	\$ 1,435	\$ 0	\$ 555,633	NA	194	NT	NT	0

You added "Other" crime types: Transmission of Sexually Transmitted Disease - \$90.00; Dog Bite - \$405.00; Disturbing the Peace - \$120.00; Violation of Protection Order - \$18.00

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PAYMENT STATISTICS BY CRIME TYPE Qtr:4

TYPES OF CRIME	EXPENSE TYPES PAID (in dollars)												TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE					
	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	115	NA	\$ 0	\$ 10,436	\$ 0	\$ 256,820	\$ 15,953	NA	\$ 0		\$ 424	\$ 0	\$ 283,634	NA	61	NT	NT	0
Burglary																		
Child Physical Abuse/Neglect	4	NA	\$ 0	\$ 0	\$ 0	\$ 952	\$ 162	NA	\$ 0		\$ 0	\$ 0	\$ 1,114	NA	4		NT	0
Child Pornography																		
Child Sexual Abuse	334	NA	\$ 0	\$ 0	\$ 0	\$ 28,253	\$ 23,763	NA	\$ 0	\$ 73,702	\$ 0	\$ 0	\$ 125,717	NA	130		NT	0
DUI/DWI	6	NA	\$ 0	\$ 2,069	\$ 5,000	\$ 33,499	\$ 20,205	NA	\$ 0		\$ 0	\$ 0	\$ 60,773	NA	1	NT	NT	0
Fraud/Financial Crimes																		
Homicide	11	NA	\$ 6,278	\$ 71	\$ 5,548	\$ 2,596	\$ 250	NA	\$ 0		\$ 15,643	\$ 0	\$ 30,386	NA	4	NT	NT	0
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	3	NA	\$ 1,016	\$ 0	\$ 0	\$ 1,804	\$ 0	NA	\$ 0		\$ 2,820	\$ 0	\$ 5,641	NA	0	NT	NT	0
Robbery	3	NA	\$ 0	\$ 0	\$ 0	\$ 7,152	\$ 1,670	NA	\$ 0		\$ 0	\$ 0	\$ 8,822	NA	0	NT	NT	0
Sexual Assault	60	NA	\$ 0	\$ 0	\$ 0	\$ 4,128	\$ 1,092	NA	\$ 0	\$ 55,008	\$ 0	\$ 0	\$ 60,228	NA	11	NT	NT	0
Stalking	1	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 30	NA	\$ 0		\$ 0	\$ 0	\$ 30	NA	1	NT	NT	0
Terrorism																		
Total	537	NA	\$ 7,294	\$ 12,576	\$ 10,548	\$ 335,204	\$ 63,125	NA	\$ 0	\$ 128,710	\$ 18,887	\$ 0	\$ 576,345	NA	212	NT	NT	0

You added "Other" crime types: Disturbing the Peace - 4 cases; Expenses paid: Counseling: \$2,381.86

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PAYMENT STATISTICS BY CRIME TYPE - Aggregated

TYPES OF CRIME	EXPENSE TYPES PAID (in dollars)												TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE					
	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	633	NA	\$ 0	\$ 69,023	\$ 0	\$ 1,353,662	\$ 69,764	NA	\$ 0		\$ 2,459	\$ 0	\$ 1,494,908	NA	321	NT	NT	0
Burglary	3	NA	\$ 0	\$ 0	\$ 0	\$ 449	\$ 1,163	NA	\$ 0		\$ 0	\$ 0	\$ 1,612	NA	0	NT	NT	0
Child Physical Abuse/Neglect	31	NA	\$ 0	\$ 0	\$ 0	\$ 6,171	\$ 3,125	NA	\$ 0		\$ 0	\$ 0	\$ 9,296	NA	23		NT	0
Child Pornography																		
Child Sexual Abuse	1,292	NA	\$ 0	\$ 0	\$ 0	\$ 87,386	\$ 128,850	NA	\$ 0	\$ 276,664	\$ 183	\$ 0	\$ 493,083	NA	469		NT	0
DUI/DWI	30	NA	\$ 0	\$ 7,828	\$ 31,591	\$ 57,161	\$ 20,205	NA	\$ 0		\$ 0	\$ 0	\$ 116,785	NA	1	NT	NT	0
Fraud/Financial Crimes																		
Homicide	59	NA	\$ 33,991	\$ 71	\$ 56,749	\$ 38,564	\$ 2,275	NA	\$ 0		\$ 18,187	\$ 0	\$ 149,838	NA	23	NT	NT	0
Human Trafficking																		
Kidnapping	6	NA	\$ 0	\$ 0	\$ 0	\$ 4,233	\$ 732	NA	\$ 0		\$ 0	\$ 0	\$ 4,965	NA	3	NT	NT	0
Other Vehicular Crimes	22	NA	\$ 4,416	\$ 0	\$ 622	\$ 105,263	\$ 0	NA	\$ 0		\$ 2,820	\$ 0	\$ 113,121	NA	0	NT	NT	0
Robbery	10	NA	\$ 0	\$ 0	\$ 0	\$ 9,310	\$ 5,110	NA	\$ 0		\$ 0	\$ 0	\$ 14,420	NA	0	NT	NT	0
Sexual Assault	288	NA	\$ 0	\$ 5,000	\$ 0	\$ 39,507	\$ 34,566	NA	\$ 0	\$ 238,025	\$ 0	\$ 0	\$ 317,097	NA	47	NT	NT	0
Stalking	9	NA	\$ 0	\$ 0	\$ 0	\$ 128	\$ 2,686	NA	\$ 0		\$ 0	\$ 0	\$ 2,814	NA	5	NT	NT	0
Terrorism																		
Total	2,383	NA	\$ 38,407	\$ 81,922	\$ 88,963	\$ 1,701,834	\$ 268,476	NA	\$ 0	\$ 514,689	\$ 23,649	\$ 0	\$ 2,717,940	NA	892	NT	NT	0

NARRATIVE QUESTIONS

1. **Please explain any significant change in the number of applications received during the reporting period.**
No significant change in the number of applications received.
2. **The average length of time to process an application for claim eligibility for compensation**
Count days from time of receipt of application to decision. 95

Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. Application is received, then it is entered into our database (CVIS). Once entered requests are made for supporting documentation to law enforcement and the prosecuting attorney. Once that is received the case is assigned to a Case Manager who reviews the documentation to determine the facts of the case and applicable laws, rules and policies. The case manager then makes an eligibility decision. If the claimant is found eligible the case manager request claims and records from the list of providers in the application. They will then contact all eligible claimant's within 30 days to assist them in accessing benefits. If the application is denied, notice is sent along with their appeal rights and instructions.
3. **Does your state have a victim satisfaction survey?**
Yes

A. Number of victim satisfaction surveys distributed during the reporting period. 1,003

B. Number of victim satisfaction surveys completed during the reporting period. 127

C. Number of surveys that indicated satisfaction with the victim compensation program during the reporting period. 127
4. **Please describe any emerging/major issues or notable trends that were encountered in your state that had an impact on your program's ability to meet the needs of crime victims during the reporting period.**

The program continues to see an increase in the number of sexual assault forensic exams applications. This increase has added additional workload to staff without additional personnel resources available to meet the demand. As a result, the program has had to re-evaluate, streamline, and reassign duties related to these applications to other staff, which has also added to their workload. We anticipate that we will continue to see increases in the number of applications over the coming year. This increase has also added additional financial burden on the program, where we were already struggling to meet the needs of victims. Lastly impacts related to COVID shutdowns and reductions in work have impacted our ability to meet the needs of victims. Our processing times have increased as a result of staff being on quarantine and treatment providers and other partners delays in getting need documentation to support applications. COVID has impacted all aspects of our ability to meet service goals and resulted in decreased funding through the court systems.
5. **Please describe in detail efforts taken to serve Victims of Federal Crime during the reporting period.**

Prior to the restrictions put in place by COVID, our annual outreach plan included meeting with representatives who provide direct service to federal victims of crime. We met with tribal prosecutors, law enforcement, and victim advocates regarding benefits, access to services, data exchange and local needs. However, since work restriction were put in place in March 2020 due to COVID our outreach plan was put on hold. We are able to participate in virtual meetings and trainings with our partners, however it is at a much-reduced capacity. We hope to re-implement our plans once work restrictions are lifted. We continue to work closely with the US Attorney s Office, the FBI and tribal representatives on individual cases ensuring victims of federal crime have access to benefits.
6. **Please describe any notable activities during the reporting period that improved the process of victim compensation services.**

Over the past 6 months we have we have undergone an analysis of multiple business processes to assess our performance and identify ways to do better business. These projects have led to improvements in efficiency in our work flows and policies, increased the timeliness to process claims, improved the quality of the work we are doing and improved customer service and communication with victims and related business partners. We also made a major policy change in our requirements for processing mental health claims. In July 2020, the program modified its policy on the requirement of having treatment/session notes submitted by providers to support mental health claims. Mental health providers are no longer required to submit these records for payment of mental health claims. Our claims examiners rely on a more comprehensive and detailed treatment plan, and diagnostic and procedure codes to determine crime related treatment and authorize payment. Although the program retained the ability to require treatment notes to supplement a claim, it is on a case by case basis rather than a rule of thumb. Thus far our claims team has had increased efficiency in processing these claims and has reduced the processing time significantly. Feedback from providers and our provider focus group report a very positive experience with the policy change. We continue to engage our provider focus group to provide real life feedback on the impact of this policy change. This change has also brought on the potential for us to increase our provider network, with many counselors becoming willing to treat eligible victims, as a result of our policy and workflow change.
7. **Please describe in detail ways in which your state used VOCA Administrative funds and the impact of these funds on the state's ability to improve victim compensation services during the reporting period.**

No administrative funds were used.

8. **Were there any laws, initiatives, or policy changes in your state regarding victim compensation during the reporting period? If yes, please briefly describe them and their impact.**

The program changed our policy for payment requirements for mental health claims as described in question #6. In addition to that the program revised the program policy manual to update, streamline and provide clarification to program policies. The resulting document was our Program Guidelines, which were reviewed and formally adopted by the Commissioners and the Governor's Office. These guidelines were then published on our website for any interested party to review. These efforts have helped provide consistency in how the program implements policy regarding services for crime victims and is in alliance with our initiative to ensure transparency to the public and those we serve.

9. **Please describe system-coordination efforts with prosecutors, law enforcement, courts, U.S. attorneys' offices, tribal systems, State VOCA Victim Assistance Coordinator, or other key personnel within the criminal justice system in your state to reduce barriers to victims who may apply to receive victim compensation.**

Prior to the restrictions put in place by COVID, our annual outreach plan included meeting with representatives who provide direct service to federal victims of crime in all 44 counties of the state, annually. We met with tribal representatives, prosecutors, law enforcement, forensic examiners, treatment providers and victim advocates regarding benefits, access to services, data exchange, upcoming policy changes, and to assess local needs. However, since work restrictions were put in place in March 2020 due to COVID, our outreach plan was put on hold. We are able to participate in virtual meetings and trainings with our partners, however it is at a much-reduced capacity. We hope to re-implement our plans once work restrictions are lifted. We continue to work closely with all our business partners on individual cases ensuring victims of crime have access to benefits and that we have efficient business processes with our partners. We have also met with our VOCA Assistance staff and subgrantees, to discuss program benefits and provide general awareness. We are committed to supporting training opportunities to share information about the program with subgrantees and VOCA Assistance staff.

10. **Please explain any public outreach efforts to improve awareness of your program.**

In addition to our regular outreach plan, staff continue to participate in resource fairs, workgroups, task forces and committees statewide to coordinate our services with others in the criminal justice system. We continue to hold regular meetings with business partners to ensure access and education about program benefits.

11. **Please list any other outcome measure(s) that are reported to the governor, legislature, or other state entity that have not been reported in this submission. Provide the actual measure(s). The data may be reported separately in your progress report.**

The program measures the following activities in determining effectiveness and efficiency in serving victims of crime. The following measures are reviewed: A. Average time to process application from date received: 18 days. B. Average time to gather supporting documentation from law enforcement and prosecuting attorneys: 23 days. C. Average time to reach an eligibility decision: 37 days. D. Average time to authorize payment of a claim after eligibility decision is issued: 46 days. E. Average time to authorize payment of a claim from the date receipt of the application: 157 days. F. Contact each eligible claimant within 30 days of eligibility to assist them in accessing benefits. G. Restitution and subrogation funds collected vs. prior year reporting period. H. Percentage of eligible claimants who have utilized compensation benefits. I. Customer satisfaction with services provided and identification of any unmet needs.

12. **Please provide any additional comments that are helpful to improving the Victim Compensation state and/or federal program.**

Funding continues to be a struggle for Idaho Victim Compensation. Due to increases in applications for services and declines in collections from our state funding streams have made it difficult for the program to financially meet the needs of victims and to plan for the addition of benefits to address future needs. We anticipate that collections will improve as the Idaho courts reopen, and cases complete the criminal justice process. It would be beneficial to our program if federal funding sources were expanded to have a more direct financial impact for the program. We would request that collections made through restitution and subrogation be excluded from the State Certification Form so that states who take measures to hold offenders accountable and recoup dollars expended as a result of their criminal acts are not penalized for these activities. We would also like to see an increase in the federal funding formula for state victim compensation programs. However, having the increased funding provided outside of the current funding formula, would have a more immediate and drastic impact on funding state compensation programs. By simply increase the funding percentage within the current structure, states will eventually see a reduction in federal funding dollars, in subsequent funding years, as increased federal dollars will lead to less state dollar expenditures. Less state dollar expenditures lead to less federal funding, as federal funding allocations are based on state dollar expenditures under the current funding formula. Providing the federal funds outside of this formula for targeted expenditures, i.e. new benefits, benefit enhancements, system upgrades, training, will provide a more direct positive impact for state compensation programs.