

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

GRANTEE INFORMATION

ORGANIZATION NAME: Department of The Attorney General

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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	0	2	0	1	3
Asian	5	13	8	5	31
Black or African American	59	56	24	44	183
Hispanic or Latino	50	50	29	30	159
Native Hawaiian or Other Pacific Islander	0	0	0	0	0
White Non-Latino or Caucasian	102	114	76	42	334
Some Other Race	19	19	7	13	58
Multiple Races	0	0	0	0	0
Not Reported	79	112	39	75	305
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	314	366	183	210	1073
B. GENDER					
Male	165	175	90	120	550
Female	148	180	90	87	505
Not Reported	1	11	3	3	18
Not Tracked	0	0	0	0	0
Gender Total	314	366	183	210	1073
C. AGE					
Age 0- 12	19	20	6	5	50
Age 13- 17	28	20	6	12	66
Age 18- 24	44	69	27	26	166
Age 25- 59	183	210	101	135	629
Age 60 and Older	21	21	14	10	66
Not Reported	19	26	29	22	96
Not Tracked	0	0	0	0	0
Age Total	314	366	183	210	1073

PERFORMANCE MEASURES

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

Q1: Oct-Dec 2019:

Victims and indirect victims generally count as separate applications

Q2: Jan-Mar 2020:

Victims and indirect victims generally count as separate applications

Q3: Apr-Jun 2020:

Victims and indirect victims generally count as separate applications

Q4: Jul-Sep 2020:

Victims and indirect victims generally count as separate applications

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	17	3	5	3	28
B. Failure to report to police	20	15	2	4	41
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	19	28	8	16	71
D. Incomplete information	0	0	0	0	0
E. Contributory misconduct	7	8	3	2	20
F. Ineligible crime	28	54	17	10	109
G. Ineligible application	10	11	4	5	30
Other	0	0	0	0	0

Denial explanation:

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	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 148	NA	\$ 0		NA	\$ 148	0	1	0	0	0	0
Assault	87	\$ 1,925	NA	\$ 90,164	\$ 0	\$ 58,521	\$ 26,496	NA	\$ 1,333		NA	\$ 178,438	0	34	5	1	0	0
Burglary																		
Child Physical Abuse/Neglect	18	\$ 0	NA	\$ 0	\$ 0	\$ 295	\$ 21,973	NA	\$ 0		NA	\$ 22,268	0	3		0	0	0
Child Pornography																		
Child Sexual Abuse	24	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 4,087	NA	\$ 500	\$ 25,793	NA	\$ 30,380	0	0		0	0	0
DUI/DWI	3	\$ 0	NA	\$ 1,637	\$ 0	\$ 595	\$ 500	NA	\$ 0		NA	\$ 2,732	0	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	65	\$ 0	NA	\$ 0	\$ 320,368	\$ 0	\$ 5,982	NA	\$ 0		NA	\$ 326,350	0	1	3	0	0	0
Human Trafficking																		
Kidnapping	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 240	NA	\$ 0		NA	\$ 240	0	0	0	0	0	0
Other Vehicular Crimes	5	\$ 0	NA	\$ 0	\$ 0	\$ 12,682	\$ 0	NA	\$ 0		NA	\$ 12,682	0	0	0	0	0	0
Robbery	2	\$ 0	NA	\$ 25,000	\$ 0	\$ 0	\$ 360	NA	\$ 159		NA	\$ 25,519	0	1	0	0	0	0
Sexual Assault	176	\$ 0	NA	\$ 4,310	\$ 0	\$ 66,486	\$ 14,639	NA	\$ 539	\$ 182,603	NA	\$ 268,577	0	3	0	0	0	0
Stalking	2	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 1,525	NA	\$ 0		NA	\$ 1,525	0	0	0	0	0	0
Terrorism	7	\$ 0	NA	\$ 0	\$ 0	\$ 5,273	\$ 2,002	NA	\$ 0		NA	\$ 7,276	0	0	0	0	0	7
Total	391	\$ 1,925	NA	\$ 121,111	\$ 320,368	\$ 143,853	\$ 77,952	NA	\$ 2,531	\$ 208,396	NA	\$ 876,136	0	43	8	1	7	7

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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	2	\$ 0	NA	\$ 1,726	\$ 0	\$ 0	\$ 20	NA	\$ 0		NA	\$ 0	\$ 1,746	0	1	0	0	0
Assault	63	\$ 0	NA	\$ 58,440	\$ 0	\$ 113,979	\$ 22,533	NA	\$ 106		NA	\$ 0	\$ 195,057	0	24	2	0	0
Burglary																		
Child Physical Abuse/Neglect	7	\$ 0	NA	\$ 0	\$ 0	\$ 193	\$ 5,701	NA	\$ 0		NA	\$ 0	\$ 5,894	0	3		0	0
Child Pornography																		
Child Sexual Abuse	32	\$ 0	NA	\$ 0	\$ 0	\$ 90	\$ 48,134	NA	\$ 500	\$ 32,811	NA	\$ 0	\$ 81,535	0	0		0	0
DUI/DWI	2	\$ 0	NA	\$ 1,286	\$ 0	\$ 0	\$ 0	NA	\$ 0		NA	\$ 0	\$ 1,286	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	55	\$ 0	NA	\$ 0	\$ 242,976	\$ 0	\$ 5,360	NA	\$ 0		NA	\$ 0	\$ 248,336	0	3	3	0	0
Human Trafficking																		
Kidnapping	1	\$ 0	NA	\$ 6,464	\$ 0	\$ 0	\$ 37	NA	\$ 0		NA	\$ 0	\$ 6,501	0	0	0	0	0
Other Vehicular Crimes	5	\$ 0	NA	\$ 25,000	\$ 0	\$ 13,778	\$ 0	NA	\$ 0		NA	\$ 0	\$ 38,778	0	0	0	0	0
Robbery																		
Sexual Assault	134	\$ 0	NA	\$ 1,598	\$ 0	\$ 33,681	\$ 8,213	NA	\$ 559	\$ 187,050	NA	\$ 0	\$ 231,101	0	1	7	0	0
Stalking	1	\$ 0	NA	\$ 13,210	\$ 0	\$ 0	\$ 0	NA	\$ 0		NA	\$ 0	\$ 13,210	0	1	0	0	0
Terrorism	9	\$ 0	NA	\$ 0	\$ 0	\$ 23,949	\$ 11,309	NA	\$ 0		NA	\$ 0	\$ 35,258	0	0	0	0	9
Total	311	\$ 0	NA	\$ 107,723	\$ 242,976	\$ 185,669	\$ 101,307	NA	\$ 1,165	\$ 219,861	NA	\$ 0	\$ 858,702	0	33	12	0	9

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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	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 10	NA	\$ 0		NA	\$ 0	\$ 10	0	1	0	0	0
Assault	74	\$ 0	NA	\$ 50,154	\$ 0	\$ 77,768	\$ 27,924	NA	\$ 1,083		NA	\$ 0	\$ 156,929	1	35	4	0	0
Burglary																		
Child Physical Abuse/Neglect	13	\$ 0	NA	\$ 0	\$ 0	\$ 4,119	\$ 23,711	NA	\$ 0		NA	\$ 0	\$ 27,830	0	2		0	0
Child Pornography																		
Child Sexual Abuse	29	\$ 0	NA	\$ 0	\$ 0	\$ 1,063	\$ 13,585	NA	\$ 0	\$ 30,023	NA	\$ 0	\$ 44,671	0	1		0	0
DUI/DWI	1	\$ 0	NA	\$ 522	\$ 0	\$ 0	\$ 0	NA	\$ 0		NA	\$ 0	\$ 522	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	46	\$ 0	NA	\$ 20,853	\$ 176,249	\$ 0	\$ 18,329	NA	\$ 0		NA	\$ 0	\$ 215,432	0	4	3	0	0
Human Trafficking																		
Kidnapping	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 52	NA	\$ 0		NA	\$ 0	\$ 52	0	0	0	0	0
Other Vehicular Crimes																		
Robbery																		
Sexual Assault	98	\$ 0	NA	\$ 1,392	\$ 0	\$ 64,911	\$ 59,106	NA	\$ 167	\$ 167,404	NA	\$ 0	\$ 292,980	0	1	3	0	0
Stalking																		
Terrorism	8	\$ 0	NA	\$ 0	\$ 0	\$ 6,418	\$ 4,686	NA	\$ 0		NA	\$ 0	\$ 11,104	0	0	0	0	1
Total	271	\$ 0	NA	\$ 72,921	\$ 176,249	\$ 154,279	\$ 147,403	NA	\$ 1,250	\$ 197,427	NA	\$ 0	\$ 749,530	1	44	10	0	1

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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	46	\$ 0	NA	\$ 53,682	\$ 0	\$ 130,444	\$ 9,052	NA	\$ 1,813		NA	NA	\$ 194,991	1	18	3	0	0
Burglary																		
Child Physical Abuse/Neglect	9	\$ 0	NA	\$ 0	\$ 0	\$ 2,007	\$ 15,009	NA	\$ 0		NA	NA	\$ 17,016	0	2		0	0
Child Pornography																		
Child Sexual Abuse	20	\$ 0	NA	\$ 0	\$ 0	\$ 59	\$ 2,001	NA	\$ 288	\$ 18,820	NA	NA	\$ 21,168	0	0		0	0
DUI/DWI	3	\$ 0	NA	\$ 4,259	\$ 0	\$ 6,579	\$ 0	NA	\$ 0		NA	NA	\$ 10,838	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	31	\$ 0	NA	\$ 49,200	\$ 141,152	\$ 0	\$ 6,091	NA	\$ 0		NA	NA	\$ 196,443	0	1	0	0	0
Human Trafficking	1	\$ 0	NA	\$ 0	\$ 0	\$ 1,063	\$ 0	NA	\$ 0		NA	NA	\$ 1,063	0	1	0	0	0
Kidnapping	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 45	NA	\$ 0		NA	NA	\$ 45	0	0	0	0	0
Other Vehicular Crimes	2	\$ 0	NA	\$ 24,304	\$ 0	\$ 6,306	\$ 0	NA	\$ 0		NA	NA	\$ 30,610	0	0	0	0	0
Robbery	1	\$ 0	NA	\$ 0	\$ 0	\$ 190	\$ 0	NA	\$ 0		NA	NA	\$ 190	0	0	1	0	0
Sexual Assault	97	\$ 0	NA	\$ 0	\$ 0	\$ 17,013	\$ 10,417	NA	\$ 655	\$ 116,278	NA	NA	\$ 144,363	0	1	0	0	0
Stalking	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 600	NA	\$ 0		NA	NA	\$ 600	0	0	0	0	0
Terrorism	9	\$ 0	NA	\$ 0	\$ 0	\$ 7,092	\$ 2,700	NA	\$ 0		NA	NA	\$ 9,792	0	0	0	0	9
Total	221	\$ 0	NA	\$ 131,445	\$ 141,152	\$ 170,752	\$ 45,914	NA	\$ 2,756	\$ 135,099	NA	NA	\$ 627,118	1	23	4	0	9

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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	4	\$ 0	NA	\$ 1,726	\$ 0	\$ 0	\$ 178	NA	\$ 0		NA	\$ 0	\$ 1,904	0	3	0	0	0
Assault	270	\$ 1,925	NA	\$ 252,440	\$ 0	\$ 380,712	\$ 86,004	NA	\$ 4,335		NA	\$ 0	\$ 725,416	2	111	14	1	0
Burglary																		
Child Physical Abuse/Neglect	47	\$ 0	NA	\$ 0	\$ 0	\$ 6,614	\$ 66,394	NA	\$ 0		NA	\$ 0	\$ 73,008	0	10		0	0
Child Pornography																		
Child Sexual Abuse	105	\$ 0	NA	\$ 0	\$ 0	\$ 1,212	\$ 67,807	NA	\$ 1,288	\$ 107,447	NA	\$ 0	\$ 177,754	0	1		0	0
DUI/DWI	9	\$ 0	NA	\$ 7,704	\$ 0	\$ 7,174	\$ 500	NA	\$ 0		NA	\$ 0	\$ 15,377	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	197	\$ 0	NA	\$ 70,053	\$ 880,745	\$ 0	\$ 35,762	NA	\$ 0		NA	\$ 0	\$ 986,560	0	9	9	0	0
Human Trafficking	1	\$ 0	NA	\$ 0	\$ 0	\$ 1,063	\$ 0	NA	\$ 0		NA	NA	\$ 1,063	0	1	0	0	0
Kidnapping	4	\$ 0	NA	\$ 6,464	\$ 0	\$ 0	\$ 374	NA	\$ 0		NA	\$ 0	\$ 6,838	0	0	0	0	0
Other Vehicular Crimes	12	\$ 0	NA	\$ 49,304	\$ 0	\$ 32,766	\$ 0	NA	\$ 0		NA	\$ 0	\$ 82,070	0	0	0	0	0
Robbery	3	\$ 0	NA	\$ 25,000	\$ 0	\$ 190	\$ 360	NA	\$ 159		NA	\$ 0	\$ 25,709	0	1	1	0	0
Sexual Assault	505	\$ 0	NA	\$ 7,300	\$ 0	\$ 182,090	\$ 92,375	NA	\$ 1,921	\$ 653,335	NA	\$ 0	\$ 937,021	0	6	10	0	0
Stalking	4	\$ 0	NA	\$ 13,210	\$ 0	\$ 0	\$ 2,125	NA	\$ 0		NA	\$ 0	\$ 15,335	0	1	0	0	0
Terrorism	33	\$ 0	NA	\$ 0	\$ 0	\$ 42,732	\$ 20,698	NA	\$ 0		NA	\$ 0	\$ 63,430	0	0	0	0	26
Total	1,194	\$ 1,925	NA	\$ 433,200	\$ 880,745	\$ 654,553	\$ 372,577	NA	\$ 7,702	\$ 760,783	NA	\$ 0	\$ 3,111,484	2	143	34	1	26

NARRATIVE QUESTIONS

1. **Please explain any significant change in the number of applications received during the reporting period.**

Due to the pandemic and the resulting lockdown/quarantine ordered by the Governor, our primary resources of referrals from court based and community based advocates provided limited applications in the first few months of the pandemic. However, through our joint efforts with these advocates and other victim assistance programs, the Division was able to broadcast the message that the Division was open and ready to process applications, review claims for eligibility, and process awards and denials. As a result, the number of applications increased.

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. 54

Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. Applications received by the Division are reviewed for completeness so that any outstanding questions can be addressed before assignment to one of our Eligibility and Outreach Coordinators. All applications are entered into our confidential database that is available only to Division staff. Applicants receive an initial letter acknowledging receipt of their application and provides them with a confidential claim number and debt collection protection during the pendency of their claim. Our Intake Assistant obtains all necessary reports from law enforcement or other investigatory agencies. When this preliminary information is received, the claim is then reviewed by an Eligibility and Outreach Coordinator. Any additional information is gathered during this period regarding the crime, cooperation by the applicant and any contributory contribution issues that have been noted. If approved, applicants receive an initial eligibility letter detailing the next steps for expense submission and the assignment of an Investigator/Advocate to their claim. If denied, the applicant receives a denial letter as an outline of their appellate rights. Denied applicants may file a Request for Administrative Reconsideration with the Program Director or file a Judicial Appeal in the district court where they reside either after the Program Director's decision on appeal or in place of an administrative review.

3. **Does your state have a victim satisfaction survey?**

Yes

A. Number of victim satisfaction surveys distributed during the reporting period. 849

B. Number of victim satisfaction surveys completed during the reporting period. 53

C. Number of surveys that indicated satisfaction with the victim compensation program during the reporting period. 39

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 Victim Compensation Division advocated for additional funds for the program due to the continued rising numbers of homicide and forensic sexual assault claims. However the State Legislature did not pass their budget as of July 1st due to the pandemic. In the interim, the state provided one and then three month allocations to state agencies and programs. This has required continued fiscal monitoring to ensure that funds remain available to assist all survivors of violent crimes.

5. **Please describe in detail efforts taken to serve Victims of Federal Crime during the reporting period.**

The Division continues to work with all federal law enforcement partners to ensure that any victim of a federal crime is made aware of our program's benefits, has access to our applications and is provided information and referrals, as needed. In addition, we had continued to train with local agencies and military Sexual Assault Response Coordinators to ensure they received assistance necessary for military personnel and their family members who have been victims of sexual assault to recover from their trauma. The Division continues to participate in the Governor's Counsel on Domestic and Sexual Violence and the MA Disabled Persons Protection Commission's Sexual Assault Advisory Council, as well.

6. **Please describe any notable activities during the reporting period that improved the process of victim compensation services.**

When faced with the challenges of working remotely and needing to continue to serve survivors of violent crime, the Division was able to continue to operate with the use of business phones, laptops and secure access to our confidential crime victim database.

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.**

VOCA Administrative funds will continue to allow Division staff to attend national conferences as required under the Special Conditions of our VOCA grant. In addition, these funds allow staff to continue their education on specific trainings related to domestic violence, sexual assault, mental health needs of victims, and trauma informed care. We are also able to use our funds to develop materials to use in our outreach events, print Crime Victim Compensation applications, and allows for the printing and distribution of our annual Victim Rights Awareness calendars.

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.**

There were no laws, initiatives, or policy changes in the Commonwealth regarding victim compensation during this period.

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.**

The Massachusetts Victim Compensation & Assistance Division continues its longstanding collaboration with federal and state criminal justice prosecutors, law enforcement, courts, US Attorney's office, tribal systems state VOCA programs and other criminal justice partners who play an important role in the response to victims of crime. We continue to train and confer with federal agencies regarding Crime Victim Compensation applications and work to obtain the necessary law enforcement reports required by our process. In addition, the Division works closely with the Massachusetts Office for Victim Assistance staff to provide training and support to ensure all their sub grantees have the necessary information about the Program and work with their clients in applying to the Program. Finally, our past collaborations with state and federal law enforcement as well as service providers due to the Boston Marathon Bombings and the NECC case continue to support our positive working arrangements with these entities.

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

Through the latter months of this reporting period, the Division has moved to providing trainings via virtual platforms, which much success. In addition, we have collaborated with our internal Community Engagement Division to provide virtual trainings to communities that we have not traditionally been able to reach. Finally, the Division assisted in the development of flyers that were mass distributed in April and May to alert crime victims that despite the pandemic, that services were available to assist them.

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.**

There were no other outcome measures reported to the governor, legislature or other state entity.

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

The Massachusetts Victim Compensation & Assistance Division remains committed to exploring and working to ensure that victims of violent crime are provided the necessary information about our program through our outreach efforts, trainings to referral sources, and the work of the Community Engagement Division of our Office. In addition, we have developed coordinated efforts with compensation programs within New England to ensure the best possible transition of claimants to the program where the crime occurred, especially in relation to the direct billing of forensic exam expenses. We have also worked with these same agencies to form a collaboration of these state's compensation program for the delivery of information, support and education on victim compensation.