

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

GRANTEE INFORMATION

ORGANIZATION NAME: New Mexico Crime Victims Reparation 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	130	129	69	125	453
Asian	4	7	3	24	38
Black or African American	19	18	27	21	85
Hispanic or Latino	382	367	321	303	1373
Native Hawaiian or Other Pacific Islander	3	0	1	1	5
White Non-Latino or Caucasian	207	224	214	198	843
Some Other Race	6	10	7	12	35
Multiple Races	53	52	24	31	160
Not Reported	164	213	170	147	694
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	968	1020	836	862	3686
B. GENDER					
Male	271	294	247	230	1042
Female	695	726	588	632	2641
Not Reported	2	0	1	0	3
Not Tracked	0	0	0	0	0
Gender Total	968	1020	836	862	3686
C. AGE					
Age 0- 12	243	266	252	238	999
Age 13- 17	132	156	119	122	529
Age 18- 24	121	131	92	93	437
Age 25- 59	394	395	314	356	1459
Age 60 and Older	43	33	23	22	121
Not Reported	35	39	36	31	141
Not Tracked	0	0	0	0	0
Age Total	968	1020	836	862	3686

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	4	0	4	0	8
B. Failure to report to police	48	19	39	26	132
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	19	12	16	12	59
D. Incomplete information	62	35	54	44	195
E. Contributory misconduct	12	11	9	4	36
F. Ineligible crime	14	5	10	10	39
G. Ineligible application	63	105	100	65	333
Other	10	10	13	8	41

Denial explanation:

Qtr 1: Withdrawal of Claim

Qtr 2: Withdrawal of Claim, False Claim

Qtr 3: Withdrawal Of Claim

Qtr 4: Withdrawal of Claim

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	110	\$ 0	\$ 0	\$ 45,701	\$ 0	\$ 50,007	\$ 9,029	\$ 40,404	\$ 1,385		\$ 675		\$ 147,202	0	40	0	0	2
Burglary																		
Child Physical Abuse/Neglect	14	\$ 0	\$ 0	\$ 653	\$ 0	\$ 3,635	\$ 3,259	\$ 0	\$ 0		\$ 0		\$ 7,547	0	1		0	1
Child Pornography																		
Child Sexual Abuse	58	\$ 0	\$ 0	\$ 2,310	\$ 0	\$ 960	\$ 9,258	\$ 3,294	\$ 0	\$ 14,327	\$ 770		\$ 30,919	0	0		0	0
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	86	\$ 0	\$ 0	\$ 15,256	\$ 196,619	\$ 0	\$ 7,560	\$ 0	\$ 0		\$ 12,526		\$ 231,961	0	5	1	0	0
Human Trafficking	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 63	\$ 0		\$ 0		\$ 63	0	0	0	0	0
Kidnapping	2	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 275	\$ 0	\$ 0		\$ 708		\$ 983	0	0	0	0	0
Other Vehicular Crimes	13	\$ 0	\$ 0	\$ 10,781	\$ 14,099	\$ 3,049	\$ 0	\$ 0	\$ 0		\$ 3,448		\$ 31,377	0	0	0	0	0
Robbery																		
Sexual Assault	91	\$ 0	\$ 0	\$ 14,700	\$ 0	\$ 5,294	\$ 9,977	\$ 12,825	\$ 1,413	\$ 30,912	\$ 1,730		\$ 76,850	0	4	0	0	0
Stalking	3	\$ 2,000	\$ 0	\$ 179	\$ 0	\$ 0	\$ 0	\$ 2,000	\$ 0		\$ 0		\$ 4,179	0	1	0	0	0
Terrorism																		
Total	378	\$ 2,000	\$ 0	\$ 89,581	\$ 210,718	\$ 62,945	\$ 39,358	\$ 58,585	\$ 2,798	\$ 45,239	\$ 19,857		\$ 531,081	0	51	1	0	3

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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	124	\$ 0	\$ 0	\$ 50,380	\$ 0	\$ 100,362	\$ 9,099	\$ 41,819	\$ 1,490		\$ 734	\$ 0	\$ 203,885	0	57	0	0	2
Burglary																		
Child Physical Abuse/Neglect	14	\$ 0	\$ 0	\$ 2,589	\$ 0	\$ 831	\$ 2,571	\$ 0	\$ 0		\$ 887	\$ 0	\$ 6,878	0	1		0	0
Child Pornography																		
Child Sexual Abuse	46	\$ 0	\$ 0	\$ 7,770	\$ 0	\$ 164	\$ 15,538	\$ 1,850	\$ 0	\$ 9,167	\$ 1,993	\$ 0	\$ 36,482	0	0		0	0
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	81	\$ 0	\$ 0	\$ 25,396	\$ 175,590	\$ 0	\$ 4,435	\$ 0	\$ 0		\$ 11,773	\$ 0	\$ 217,194	0	9	1	0	0
Human Trafficking																		
Kidnapping	3	\$ 0	\$ 0	\$ 665	\$ 0	\$ 2,404	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 3,069	0	2	1	0	0
Other Vehicular Crimes	16	\$ 0	\$ 0	\$ 50,945	\$ 8,260	\$ 4,219	\$ 0	\$ 0	\$ 0		\$ 939	\$ 0	\$ 64,363	0	0	0	0	0
Robbery																		
Sexual Assault	110	\$ 0	\$ 0	\$ 4,001	\$ 0	\$ 1,790	\$ 8,636	\$ 20,191	\$ 473	\$ 43,957	\$ 461		\$ 79,509	0	8	0	0	0
Stalking	4	\$ 0	\$ 0	\$ 635	\$ 0	\$ 0	\$ 2,760	\$ 1,750	\$ 0		\$ 0	\$ 0	\$ 5,145	0	1	0	0	0
Terrorism																		
Total	398	\$ 0	\$ 0	\$ 142,382	\$ 183,850	\$ 109,770	\$ 43,038	\$ 65,610	\$ 1,963	\$ 53,124	\$ 16,788	\$ 0	\$ 616,525	0	78	2	0	2

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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	136	\$ 0	\$ 0	\$ 58,623	\$ 0	\$ 108,172	\$ 10,248	\$ 30,726	\$ 653		\$ 2,117	\$ 0	\$ 210,539	0	84	1	0	1
Burglary																		
Child Physical Abuse/Neglect	13	\$ 0	\$ 0	\$ 5,698	\$ 0	\$ 9,912	\$ 1,944	\$ 1,365	\$ 0		\$ 50	\$ 0	\$ 18,968	0	0		0	0
Child Pornography																		
Child Sexual Abuse	70	\$ 0	\$ 0	\$ 367	\$ 0	\$ 7,102	\$ 13,903	\$ 2,083	\$ 0	\$ 21,152	\$ 1,455	\$ 0	\$ 46,062	0	2		0	0
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	70	\$ 11,419	\$ 0	\$ 8,868	\$ 135,372	\$ 17,919	\$ 7,460	\$ 0	\$ 0		\$ 7,236	\$ 0	\$ 188,274	2	5	0	0	0
Human Trafficking	2	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0		\$ 0	\$ 926	\$ 926	0	0	0	0	0
Kidnapping																		
Other Vehicular Crimes	14	\$ 0	\$ 0	\$ 43,872	\$ 14,333	\$ 24,152	\$ 0	\$ 0	\$ 0		\$ 1,092	\$ 0	\$ 83,448	0	0	0	0	0
Robbery																		
Sexual Assault	166	\$ 0	\$ 0	\$ 7,680	\$ 0	\$ 5,235	\$ 13,092	\$ 15,347	\$ 72	\$ 80,634	\$ 2,682	\$ 0	\$ 124,742	0	21	0	0	0
Stalking	4	\$ 0	\$ 0	\$ 1,488	\$ 0	\$ 0	\$ 0	\$ 5,645	\$ 0		\$ 0	\$ 0	\$ 7,133	0	2	0	0	0
Terrorism																		
Total	475	\$ 11,419	\$ 0	\$ 126,595	\$ 149,705	\$ 172,491	\$ 46,646	\$ 55,165	\$ 726	\$ 101,786	\$ 14,632	\$ 926	\$ 680,090	2	114	1	0	1

* Other expense explanations

Human Trafficking Sexual Assault Forensic Exam

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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	150	\$ 0	\$ 0	\$ 64,593	\$ 5,997	\$ 69,773	\$ 17,670	\$ 49,425	\$ 1,170		\$ 3,317	\$ 0	\$ 211,945	0	109	1	0	0
Burglary																		
Child Physical Abuse/Neglect	18	\$ 0	\$ 0	\$ 3,886	\$ 0	\$ 5,245	\$ 3,230	\$ 2,716	\$ 350		\$ 481		\$ 15,909	0	5		0	0
Child Pornography																		
Child Sexual Abuse	51	\$ 0	\$ 0	\$ 1,042	\$ 0	\$ 750	\$ 8,748	\$ 8,455	\$ 0	\$ 14,177	\$ 96	\$ 0	\$ 33,266	0	11		0	0
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	68	\$ 2,113	\$ 0	\$ 9,022	\$ 201,486	\$ 0	\$ 5,279	\$ 0	\$ 0		\$ 4,851	\$ 0	\$ 222,750	0	3	2	0	0
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	10	\$ 0	\$ 0	\$ 24,451	\$ 1,980	\$ 6,232	\$ 0	\$ 0	\$ 0		\$ 133		\$ 32,796	0	0	0	0	0
Robbery																		
Sexual Assault	161	\$ 165	\$ 0	\$ 8,135	\$ 0	\$ 6,116	\$ 13,511	\$ 13,735	\$ 350	\$ 89,769	\$ 1,520		\$ 133,300	0	29	0	0	0
Stalking	7	\$ 0	\$ 0	\$ 17,299	\$ 0	\$ 0	\$ 0	\$ 9,250	\$ 0		\$ 0	\$ 0	\$ 26,549	0	7	0	0	0
Terrorism																		
Total	465	\$ 2,278	\$ 0	\$ 128,430	\$ 209,463	\$ 88,116	\$ 48,436	\$ 83,580	\$ 1,870	\$ 103,945	\$ 10,398	\$ 0	\$ 676,516	0	164	3	0	0

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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	520	\$ 0	\$ 0	\$ 219,298	\$ 5,997	\$ 328,314	\$ 46,046	\$ 162,374	\$ 4,698		\$ 6,844	\$ 0	\$ 773,570	0	290	2	0	5
Burglary																		
Child Physical Abuse/Neglect	59	\$ 0	\$ 0	\$ 12,826	\$ 0	\$ 19,622	\$ 11,003	\$ 4,081	\$ 350		\$ 1,419	\$ 0	\$ 49,302	0	7		0	1
Child Pornography																		
Child Sexual Abuse	225	\$ 0	\$ 0	\$ 11,488	\$ 0	\$ 8,976	\$ 47,446	\$ 15,681	\$ 0	\$ 58,823	\$ 4,314	\$ 0	\$ 146,729	0	13		0	0
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	305	\$ 13,531	\$ 0	\$ 58,543	\$ 709,067	\$ 17,919	\$ 24,733	\$ 0	\$ 0		\$ 36,385	\$ 0	\$ 860,179	2	22	4	0	0
Human Trafficking	3	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 63	\$ 0		\$ 0	\$ 926	\$ 989	0	0	0	0	0
Kidnapping	5	\$ 0	\$ 0	\$ 665	\$ 0	\$ 2,404	\$ 275	\$ 0	\$ 0		\$ 708	\$ 0	\$ 4,052	0	2	1	0	0
Other Vehicular Crimes	53	\$ 0	\$ 0	\$ 130,050	\$ 38,671	\$ 37,652	\$ 0	\$ 0	\$ 0		\$ 5,612	\$ 0	\$ 211,984	0	0	0	0	0
Robbery																		
Sexual Assault	528	\$ 165	\$ 0	\$ 34,517	\$ 0	\$ 18,435	\$ 45,215	\$ 62,097	\$ 2,308	\$ 245,271	\$ 6,392	\$ 0	\$ 414,401	0	62	0	0	0
Stalking	18	\$ 2,000	\$ 0	\$ 19,602	\$ 0	\$ 0	\$ 2,760	\$ 18,645	\$ 0		\$ 0	\$ 0	\$ 43,006	0	11	0	0	0
Terrorism																		
Total	1,716	\$ 15,696	\$ 0	\$ 486,988	\$ 753,736	\$ 433,322	\$ 177,479	\$ 262,941	\$ 7,356	\$ 304,094	\$ 61,675	\$ 926	\$ 2,504,212	2	407	7	0	6

NARRATIVE QUESTIONS

1. **Please explain any significant change in the number of applications received during the reporting period.**
 10/1/19-12/31/19: 968, 1/1/20-3/31/20: 1020 , 4/1/20-6/30/20: 836, 7/1/20-9/30/20: 862 TOTAL FOR FFY20: 3686 (FFY19: 4509) 18.25% decrease Over the last several years New Mexico CVRC has experienced a steady increase of claims received each year. After the current COVID-19 pandemic hit, we believe this caused our 18.25% decrease in compensation applications being submitted. As our Grants department participated in weekly meetings with VOCA subrecipients throughout New Mexico, we found that domestic violence and child abuse cases were not being reported to law enforcement or service providers at the rate they had prior. Fortunately, with our 2019 Legislative statute change, we have been able to accept compensation applications from survivors who choose not to report to law enforcement. This has made access to compensation funding assistance easier and safer to access for many individuals.
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. 45

 Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. Applications are received via online application (import into database), mail, fax, and email. All are date stamped either electronically or ink stamped. All applications are routed to the agency's Compensation Management Analyst for data entry, creating files, assigning to State Investigators, and sending request letters to hospitals, law enforcement agencies, employers, etc. All applications are routed through agency's Victim Advocates to make contact with victim/claimant to discuss process, additional resources, and VINE registration. State Investigators conduct a basic review of the claim and documentation available. If an incident verification form/report is attached, the State Investigator makes an eligibility determination and submits to supervisors for review. If expenses are readily available, these can be reviewed at the same time as the eligibility determination. If no expenses are available, the State Investigator creates a tickler in the internal database to conduct follow up in the future. State Investigators keep the victim/claimant apprised throughout the entire process and advise when payments will be made/received.
3. **Does your state have a victim satisfaction survey?**
 Yes

 A. Number of victim satisfaction surveys distributed during the reporting period. 879
 B. Number of victim satisfaction surveys completed during the reporting period. 102
 C. Number of surveys that indicated satisfaction with the victim compensation program during the reporting period. 91
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.**
 With the current COVID-19 pandemic, New Mexico state government is experiencing a substantial decrease in funding. This has caused all agencies to take significant cuts. New Mexico CVRC state fiscal year 2021 general operating budget was reduced by 4% and we were requested to propose an additional budget decrease (3.57%) for our state fiscal year 2022 general operating budget. In addition, as COVID-19 affected our New Mexico courts and corrections department. With the closing of courts, cases not being heard, and corrections facilities limiting incarcerated individuals to work, we also saw a 15% decrease in penalty assessments received and a 4% decrease in funds from the New Mexico Department of Corrections. Although we experienced a decrease in claims received, we saw a more than 50% increase in payments made. For the last several years, New Mexico has seen a large number of homicides and this has resulted in funeral related expenses being our largest payout. In addition, lost wages remains our second largest payout followed by counseling and relocation/rental assistance. These expense types have been accessible due to our ability to obtain penalty assessment due to legislation passed in 2015. We are anticipating proposed legislation requesting elimination of our fines and fees in our upcoming legislative session. This, along with state austerity measures and budget cuts, will likely cause New Mexico CVRC to reassess current expense types and compensable caps.
5. **Please describe in detail efforts taken to serve Victims of Federal Crime during the reporting period.**
 New Mexico CVRC provides outreach and training to Federal victim service providers. We have further expanded our outreach and training efforts to include virtual trainings. This has allowed us to offer trainings at any time that is suitable to our service providers. We continue to collaborate with federal agencies on a multi-disciplinary Human Trafficking Task Force in efforts to determine needs and provide services to victims of sex trafficking and labor trafficking. New Mexico CVRC collaborates with the Coalition to Stop Violence Against Native Women to address the needs in Indian Country and have been invited to provide compensation trainings at their annual conferences. We have strong relationships with our local FBI and Homeland Security victim advocates who provide referrals and supporting documentation for crimes that occur on Indian Country. These efforts and collaborations ensure timely eligibility determinations and processing of incurred expenses.
6. **Please describe any notable activities during the reporting period that improved the process of victim compensation services.**

New Mexico has both the VOCA Comp and VOCA Assistance administered within the same agency. This has allowed our agency to create memorandums of agreement with 13 VOCA sub-recipients who are in financial good standing. These sub-recipients are accessible throughout New Mexico and have the ability to generate checks immediately or utilize agency credit cards. This has allowed us to expedite payments to survivors who need assistance with travel (airfare/bus), relocation expenses such as moving trucks or storage, security deposits, and rental assistance. As these agencies have the financial stability, they can cover these requested expenses and invoice our agency to be reimbursed through the compensation application process.

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 are used to pay portions of agency rent, phone, vehicle lease, and travel. These funds continue to support our agency operation needs to process compensation applications. Travel proves our staff abilities to provide outreach and training of victim compensation and VINE services. Staff are also able to attend national trainings, such as the National VOCA Conference. These trainings allow our agency to stay up to date on best practices and procedures and to also replicate them within our own state.

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.**

New Mexico CVRC did not have any law changes in the reporting period. We have presented to our Commission potential changes for our upcoming legislative session. As part of the OVC Compensation Advisory Committee, we learned that Oklahoma has in their statutes the ability to not allow service providers to send a crime victim's accounts to collections until an eligibility determination has been made from their program. We recognize this can cause an undue stress on a survivor and also can be a hardship on our agency to determine accurate expenses incurred as a result of a crime. New Mexico CVRC has made recent process changes to determining eligibility of a claim and strive to continuously improve that time frame.

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.**

NMCVRC participates in several multi-disciplinary teams such as a Mass Casualty Multi-Agency Coordination Team, Human Trafficking Task Force and Intimate Partner Death Review Team. Each of these have active members from federal, state, tribal, law enforcement, and non-profit service providers. These collaborative efforts allow for discussions of gaps in services and potential solutions. Our agency is able to foster relationships in order to access information which has allowed streamlined eligibility determinations.

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

NMCVRC provides outreach and training services to ensure the most updated information regarding victim compensation is available and ensure advocates know how to assist victims/claimants with completing online applications. NMCVRC has also created YouTube videos for our compensation application. NMCVRC continues to be a participant in the training curriculum for new probation and parole cadets, victim advocate volunteers in the state's largest judicial district, and volunteers throughout the state who serve as Court Appointed Special Advocates.

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.**

NMCVRC is able to process victim compensation applications in 45 days, on average. We pay our care and support providers at 65%, which is determined by our Medicaid rate and we pay our victims/claimants at 100%.

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

New Mexico CVRC continues to have dialogue and collaborate with the New Mexico Coalition to Stop Violence Against Native Women, New Mexico's Coalition of Sexual Assault Programs, New Mexico Coalition Against Domestic Violence, New Mexico Child Advocacy Center Children's Alliance, and the New Mexico Child Advocacy Network. These collaborated efforts continue to provide improvements and proposed legislative changes which further support and assist victims of violence crimes in New Mexico.