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

GRANTEE INFORMATION

ORGANIZATION NAME: Commonwealth of Puerto Rico

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POPULATION DEMOGRAPHICS

1. Number of people for whom an application was made for victim

compensation benefits du reporting period.	ring the
Q1: Oct-Dec 2019:	33
Q2: Jan-Mar 2020:	74
Q3: Apr-Jun 2020:	79

Q4: Jul-Sep 2020:
Annual:

88 274

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

Q1: Oct-Dec 2019:	33
Q2: Jan-Mar 2020:	74
Q3: Apr-Jun 2020:	79
Q4: Jul-Sep 2020:	88
Annual:	274

Victim Demographics					
Population A. RACE/ETHNICITY	Q1	Ni Q2	ımber Q3	of Vict	ims Annual
American Indian or Alaska Native	0	0	0	0	0
Asian	0	0	0	0	0
Black or African American	0	0	0	1	1
Hispanic or Latino	33	74	79	87	273
Native Hawaiian or Other Pacific Islander	0	0	0	0	0
White Non-Latino or Caucasian	0	0	0	0	0
Some Other Race	0	0	0	0	0
Multiple Races	0	0	0	0	0
Not Reported	0	0	0	0	0
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	33	74	79	88	274
B. GENDER	ı				
Male	22	25	16	42	105
Female	11	49	63	46	169
Not Reported	0	0	0	0	0
Not Tracked	0	0	0	0	0
Gender Total	33	74	79	88	274
C. AGE					
Age 0- 12	1	1	31	5	38
Age 13- 17	0	3	14	1	18
Age 18- 24	10	14	6	14	44
Age 25- 59	20	52	26	62	160
Age 60 and Older	2	4	1	6	13
Not Reported	0	0	0	0	0
Not Tracked	0	0	1	0	1
Age Total	33	74	79	88	274

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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

Number of new applications received during the reporting period

Q1: Oct-Dec 2019:	33
Q2: Jan-Mar 2020:	74
Q3: Apr-Jun 2020:	79
Q4: Jul-Sep 2020:	88
Annual:	274

Number of applications approved during the reporting period.

Q1: Oct-Dec 2019:	44
Q2: Jan-Mar 2020:	106
Q3: Apr-Jun 2020:	159
Q4: Jul-Sep 2020:	52
Annual:	361

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

Q1: Oct-Dec 2019:	0
Q2: Jan-Mar 2020:	0
Q3: Apr-Jun 2020:	19
Q4: Jul-Sep 2020:	123
Annual:	142

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

` '				0.	
Population	Q1	Numb Q2	er of		ns Annual
A. Application not filed within time limit	0	0	0	0	0
B. Failure to report to police	0	0	0	1	1
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	0	0	4	12	16
D. Incomplete information	0	0	5	69	74
E. Contributory misconduct	0	0	0	6	6
F. Ineligible crime	0	0	2	7	9
G. Ineligible application	0	0	0	3	3
Other	0	0	8	25	33

Denial explanation:

Qtr 3: 1.Victim did not provide the documentation required by the Finance Division to process the payment; 2. The requested expense has already been paid by another agency, entity or person; 3.The relocation was denied as it was not requested due to a dangerous or safety situation; 4. The benefits received were greater than the loss claimed.

Qtr 4: 1- The benefit to be granted to the victim, wholly or partially benefits the person who directly committed the crime; 2- The crime is committed while the victim is confined in a penal institution; 7- The claimant has received compensation for the same crime from another person, agency or entity; 2- The claimant doesn't cooperate with the corresponding authorities in the investigation and prosecution stages of the persons responsible for the crime; 1- The claimant passed away; 2- Lack of interest of the claimant; 3- The claimant did not present a security situation that requires relocation; 1- The claimant was not available to be interviewed; 4- Administrative closures; 2- Non-edible expense.

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

Q1: Oct-Dec 2019:	
Q2: Jan-Mar 2020:	C
Q3: Apr-Jun 2020:	51
Q4: Jul-Sep 2020:	(
Annual:	51

					EXP	PENSE TYPE	S PAID (in	dollars)						TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE								
TYPES OF CRIME	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 or Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Deriord	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	3	\$ 0	\$ 0	\$ 1,517	\$ 0	\$ 0	\$ 370	\$ 5,351	\$ 0		\$ 0	\$ 306	\$ 7,544	0	3	0	0					
Burglary																						
Child Physical Abuse/Neglect																						
Child Pornography																						
Child Sexual Abuse	14	\$0	\$0	\$ 0	\$ 0	\$ 0	\$ 0	\$0	\$ 0	\$ 9,100	\$ 0	\$ 250	\$ 9,350	0	8		0					
DUI/DWI																						
Fraud/Financial Crimes																						
Homicide	21	\$ 0	\$ 0	\$ 5,094	\$ 37,727	\$ 4,789	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 47,610	0	1	1	0					
Human Trafficking																						
Kidnapping																						
Other Vehicular Crimes																						
Robbery																						
Sexual Assault	5	\$0	\$0	\$0	\$ 0	\$ 528	\$ 0	\$ 0	\$ 0	\$ 2,800	\$0	\$ 500	\$ 3,828	0	1	0	0					
Stalking																						
Terrorism																						
Total	43	\$0	\$0	\$ 6,611	\$ 37,727	\$ 5,317	\$ 370	\$ 5,351	\$ 0	\$ 11,900	\$0	\$ 1,056	\$ 68,332	0	13	1	0					
* Other expense explanations Assault Transportation Child Sexual Abuse Transportation Sexual Assault Legal Services																						

					EXP	ENSE TYPES	S PAID (in	dollars)					TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE							
TYPES OF CRIME	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 Renortion 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	14	\$ 0	\$ 0	\$ 8,942	\$ 0	\$ 6,164	\$ 98	\$ 22,051	\$ 0		\$ 245	\$ 1,000	\$ 38,500	0	7	2	0			
Burglary																				
Child Physical Abuse/Neglect																				
Child Pornography																				
Child Sexual Abuse	12	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 40	\$ 0	\$ 0	\$ 7,700	\$ 16	\$ 300	\$ 8,056	0	0		0			
DUI/DWI																				
Fraud/Financial Crimes																				
Homicide	27	\$ 0	\$ 0	\$ 0	\$ 57,891	\$ 0	\$ 0	\$0	\$ 0		\$ 0	\$ 0	\$ 57,891	0	2	0	0			
Human Trafficking											$\overline{}$									
Kidnapping											$\overline{}$									
Other Vehicular Crimes																				
Robbery																				
Sexual Assault	1	\$ 0	\$ 0	\$ 0	\$ 0	\$0	\$ 0	\$0	\$ 0	\$ 250	\$0	\$ 0	\$ 250	0	0	0	0			
Stalking											$\overline{}$									
Terrorism											$\overline{}$									
-otal	54	\$ 0	\$ 0	\$ 8,942	\$ 57,891	\$ 6,164	\$ 138	\$ 22,051	\$ 0	\$ 7,950	\$ 261	\$ 1,300	\$ 104,697	0	9	2	0			

Assault Legal Services
Child Sexual Abuse Legal Services

You added "Other" crime types: Manslaughter

					EX	PENSE TYPE	S PAID (in d	ollars)					TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE								
TYPES OF CRIME	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 Renortion Periord	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	21	\$ 0	\$ 0	\$ 5,517	\$ 0	\$ 9,716	\$ 1,121	\$ 30,895	\$ 0		\$ 266	\$ 7,165	\$ 54,680	0	15	0	0				
Burglary																					
Child Physical Abuse/Neglect																					
Child Pornography																					
Child Sexual Abuse	74	\$ 0	\$ 0	\$ 0	\$ 0	\$ 316	\$ 105	\$ 1,393	\$ 0	\$ 48,300	\$ 527	\$ 0	\$ 50,641	0	0		0				
DUI/DWI																					
Fraud/Financial Crimes																					
Homicide	75	\$ 0	\$ 0	\$ 0	\$ 164,717	\$ 14	\$ 220	\$ 0	\$ 0		\$ 0	\$ 720	\$ 165,671	0	5	0	2				
Human Trafficking																					
Kidnapping																					
Other Vehicular Crimes																					
Robbery																					
Sexual Assault	4	\$ 0	\$ 0	\$ 0	\$ 0	\$0	\$ 0	\$ 4,925	\$ 0	\$ 1,400	\$ 115	\$0	\$ 6,440	0	2	0	0				
Stalking																					
Terrorism																					
Total	174	\$ 0	\$0	\$ 5,517	\$ 164,717	\$ 10,045	\$ 1,446	\$ 37,213	\$ 0	\$ 49,700	\$ 908	\$ 7,885	\$ 277,432	0	22	0	2				

Assault Legal Expenses Homicide Legal Expenses

You added "Other" crime types: Manslaughter - \$10,119.99 Economic Support / \$12,379.20 Funeral Burial

	EXPENSE TYPES PAID (in dollars)														TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE							
TYPES OF CRIME	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	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	4	\$ 0	\$ 0	\$ 18,591	\$ 0	\$ 6,270	\$ 0	\$ 965	\$ 0		\$ 82		\$ 25,908	0	4	0	0	C				
Burglary	2	\$ 0	\$0	\$ 0	\$ 0	\$ 11,747	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 11,747	0	0	0	0	C				
Child Physical Abuse/Neglect	2	\$0	\$0	\$ 0	\$ 0	\$ 1,181	\$ 0	\$ 0	\$ 0		\$ 36	\$ 0	\$ 1,217	0	0		0	C				
Child Pornography																						
Child Sexual Abuse	7	\$0	\$0	\$ 0	\$0	\$ 3,731	\$ 34	\$ 400	\$ 0	\$ 0	\$ 296	\$ 0	\$ 4,461	0	0		0	C				
DUI/DWI																						
Fraud/Financial Crimes																						
Homicide	30	\$0	\$0	\$0	\$ 61,996	\$0	\$ 120	\$ 0	\$ 0		\$ 134	\$ 0	\$ 62,250	0	0	0	0	(
Human Trafficking																						
Kidnapping																						
Other Vehicular Crimes																						
Robbery	$\neg \neg \neg$																					
Sexual Assault	1	\$0	\$0	\$0	\$0	\$ 24	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 24	0	0	0	0	(
Stalking	$\neg \neg \neg$																					
Terrorism																						
Total	46	\$0	\$ 0	\$ 18,591	\$ 61,996	\$ 22,953	\$ 154	\$ 1,365	\$ 0	\$0	\$ 549	\$ 0	\$ 105.607	0	4	0	0					

PAYMENT STATISTICS BY CRIME TYPE - Aggreg	gated																				
		EXPENSE TYPES PAID (in dollars)													TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE						
TYPES OF CRIME	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	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	42	\$ 0	\$ 0	\$ 34,567	\$ 0	\$ 22,150	\$ 1,589	\$ 59,262	\$ 0		\$ 593	\$ 8,471	\$ 126,632	0	29	2	0	0			
Burglary	2	\$ 0	\$ 0	\$ 0	\$ 0	\$ 11,747	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 11,747	0	0	0	0	0			
Child Physical Abuse/Neglect	2	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,181	\$ 0	\$ 0	\$0		\$ 36	\$ 0	\$ 1,217	0	0		0	0			
Child Pornography																					
Child Sexual Abuse	107	\$ 0	\$ 0	\$ 0	\$ 0	\$ 4,047	\$ 179	\$ 1,793	\$ 0	\$ 65,100	\$ 839	\$ 550	\$ 72,508	0	8		0	0			
DUI/DWI																					
Fraud/Financial Crimes																					
Homicide	153	\$ 0	\$ 0	\$ 5,094	\$ 322,331	\$ 4,803	\$ 340	\$0	\$0		\$ 134	\$ 720	\$ 333,422	0	8	1	2	0			
Human Trafficking																					
Kidnapping																					
Other Vehicular Crimes	$\neg = $																				
Robbery	7																				
Sexual Assault	11	\$ 0	\$ 0	\$ 0	\$0	\$ 552	\$0	\$ 4,925	\$0	\$ 4,450	\$ 115	\$ 500	\$ 10,542	0	3	0	0	0			
Stalking	7=																				
Terrorism		\equiv	\equiv						\equiv												
Total	317	\$ 0	\$ 0	\$ 39,661	\$ 322,331	\$ 44,479	\$ 2,108	\$ 65,979	\$0	\$ 69,550	\$ 1,718	\$ 10,241	\$ 556,067	0	48	3	2	0			

NARRATIVE QUESTIONS

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

In spite of this year's natural disasters and global pandemic, our office had an increase in the request for compensation applications received from victims. This increase is the result of our office approach to the Island's Earthquake and the government closeout in response to the Global COVID-19 Pandemic. We have been working hard all year around, and throughout all of these events, to keep offering services to crime victims. Because of the government ordered closeout, and due to our department need of maintaining the offering of services to victims, we identified some personnel and gave them specific instructions to contact crime victims. These personnel had the task of getting in touch with victims, by phone or email, explain them our program, help them fill out the compensation form, initiate the compensation process, and then follow up any information needed for the it to be completed. We think that because of this new approach we were able to receive more applications that the previous year. Also, we published the request for compensation application in the Justice Department official web page to make it more accessible for crime victims. Lastly, we also did a radio campaign in which we informed crime victims of their legal rights and that our office was servicing them, in spite of the government closeout.

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. 120

Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. Our state procedure for processing an application initiates with the presentation of a request for compensation application by the crime victim. Once the request is received, it is evaluated by a Claims Technician. These officials are in charge of the evaluation and investigation of claims, and are the ones who make the recommendation for approval or denial to the Director. In particular, the Technicians evaluate whether the claimant is eligible to receive the compensation benefits of the Office; if the benefits claimed are related to the crime for which compensation is sought; and, if any of the exclusions are configured that would prevent the payment from being granted. If denial is recommended, the case is sent to the Director for final evaluation. Instead, if approval is recommended, the case goes to a Claims Adjuster. Specifically, as part of the adjustment process, the receipts, invoices and disbursement made by the victim or claimants are verified and corroborated to make a recommendation on the amount and concept for which the claim should be approved. Finally, the Director reviews the recommendations and the merits of the claim, and issues a Resolution approving or denying the Request for Compensation.

3. Does your state have a victim satisfaction survey?

No

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.

As stated before, because of this year's earthquake and global pandemic response, we faced the problem for some time of not having an in-office way to communicate with victims. We addressed this by establishing a way of remotely communicating with victims to help them in the filling out of request for compensation applications, follow up their cases or giving them required information. We achieved this by assigning some personnel who remotely kept working, receiving applications and evaluating claims. As of today, the stablished remote communication process is still being used.

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

In order to serve victims of federal crimes, we have been meeting with federal prosecutors, federal victim's assistants and FBI personnel. We have requested them to refer us federal crimes victims so that we can serve them in our office. We also shared with them our office's and victim's services information. We were contacted by one of the Puerto Rico's Federal District attorneys to gather information about the services we provide to victims as they are planning to create a specialized division for arms and weapons crimes committed by probation felons while committing a domestic violence crime.

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

As mentioned in questions number 1 and 4, during this year we established a way of remotely communicating with victims to help them in the filling out of request for compensation applications, follow up their cases or giving them required information. For this some of our personnel remotely kept working with victims, receiving applications from them and evaluating their claims. As of today, the established remote communication process is still being used and has been a success.

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.

During this year we didn't use any funds for administrative expenses. All funds were assigned to compensate victims of crimes.

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.

As mentioned before, we established an initiative to remotely communicate with victims and help them with their request for compensation applications and case follow up. This ongoing initiative has had much success and has helped in the reception of more applications than the previous year.

Date certified: November 14, 2020

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.

We have established coordination efforts with prosecutors and courts to be informed by them of court hearings so that our personnel is able to accompany victims during those hearings. Part of the coordination efforts with prosecutors is that they made available for us computers in every judicial region so that our personnel can connect victims who does not have computers at home to the hearings they were summoned. Our personnel can also use these computers to connect themselves and accompany the victims in the hearings. The coordination efforts made with the courts imply that they will send us the hearings notifications, (invitations to connect), so that our office personnel can accompany the victim.

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

As a public outreach effort to improve awareness of our program we had a radio campaign in which we informed crime victims of their legal rights regarding compensation and that our office was servicing them, in spite of the government closeout.

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.

We have not informed the governor, legislature or other state entity an outcome measure that is different from the ones reported in this submission.

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

Currently our agency has a limited budget to pay compensation with state funds. This occurs due to the measures taken in Puerto Rico to address the economic crisis. These economic restrictions affect the amount of federal funds allocated to our jurisdiction according to the State Certification Form. As such, we understand that this limitation in state funds should be taken into consideration when determining the amount of funds to be allocated.