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

GRANTEE INFORMATION

ORGANIZATION NAME: WI Dept. of Justice

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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:	736
Q2: Jan-Mar 2020:	756
Q3: Apr-Jun 2020:	598
Q4: Jul-Sep 2020:	730
Annual:	2,820

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

Q1: Oct-Dec 2019:	541
Q2: Jan-Mar 2020:	543
Q3: Apr-Jun 2020:	421
Q4: Jul-Sep 2020:	546
Annual:	2,051

3. Victim Demographics

Population	Number of Victims				
A. RACE/ETHNICITY	Q1	Q2	Q3	Q4	Annual
American Indian or Alaska Native	9	8	4	4	25
Asian	6	4	9	5	24
Black or African American	134	119	100	132	485
Hispanic or Latino	61	66	44	62	233
Native Hawaiian or Other Pacific Islander	1	0	0	1	2
White Non-Latino or Caucasian	266	283	226	251	1026
Some Other Race	4	3	3	0	10
Multiple Races	29	33	11	37	110
Not Reported	31	27	24	54	136
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	541	543	421	546	2051
B. GENDER					
Male	187	182	142	197	708
Female	354	357	272	347	1330
Not Reported	0	0	7	2	9
Not Tracked	0	4	0	0	4
Gender Total	541	543	421	546	2051
C. AGE					
Age 0- 12	39	41	42	48	170
Age 13- 17	53	51	28	35	167
Age 18- 24	113	95	77	82	367
Age 25- 59	260	253	214	293	1020
Age 60 and Older	22	35	16	32	105
Not Reported	54	68	44	56	222
Not Tracked	0	0	0	0	0
Age Total	541	543	421	546	2051

Date certified: November 4, 2020

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:	541
Q2: Jan-Mar 2020:	543
Q3: Apr-Jun 2020:	421
Q4: Jul-Sep 2020:	546
Annual:	2,051

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

Q1: Oct-Dec 2019:	332
Q2: Jan-Mar 2020:	305
Q3: Apr-Jun 2020:	281
Q4: Jul-Sep 2020:	273
Annual:	1,191

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

Q1: Oct-Dec 2019:	99
Q2: Jan-Mar 2020:	89
Q3: Apr-Jun 2020:	52
Q4: Jul-Sep 2020:	63
Annual:	303

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	1	2	0	3
B. Failure to report to police	5	4	4	4	17
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	3	8	5	2	18
D. Incomplete information	12	14	3	4	33
E. Contributory misconduct	26	26	13	19	84
F. Ineligible crime	30	22	16	25	93
G. Ineligible application	0	0	0	0	0
Other	23	14	9	9	55

Denial explanation:

Qtr 1: Delinquent in child support

Qtr 2: ineligible because on child support lien docket

Qtr 3: Delinquent in child support - 9

Qtr 4: Unjust benefit to offender - 1 ; Delinquent in child support - 8

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

Q1: Oct-Dec 2019:	314
Q2: Jan-Mar 2020:	273
Q3: Apr-Jun 2020:	272
Q4: Jul-Sep 2020:	288
Annual:	1,147

PAYMENT STATISTICS BY CRIME TYPE   Qtr:1

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 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	201	$ 1,186	$ 0	$ 224,152	$ 0	$ 303,268	$ 16,657	NA	$ 2,390	■	NA	$ 0	$ 547,652	5	69	0	1	2
Burglary										■								
Child Physical Abuse/Neglect	10	$ 0	$ 0	$ 58	$ 0	$ 7,738	$ 275	NA	$ 0	■	NA	$ 0	$ 8,071	0	2		0	0
Child Pornography										■								
Child Sexual Abuse	86	$ 0	$ 0	$ 10,270	$ 0	$ 9,345	$ 31,065	NA	$ 2,024	$ 6,150	NA	$ 0	$ 58,853	2	6		0	0
DUI/DWI	9	$ 0	$ 0	$ 22,065	$ 0	$ 16,461	$ 0	NA	$ 0	■	NA	$ 0	$ 38,526	0	0	0	0	0
Fraud/Financial Crimes										■								
Homicide	46	$ 0	$ 0	$ 100,377	$ 102,959	$ 0	$ 11,565	NA	$ 0	■	NA	$ 0	$ 214,901	0	5	0	0	0
Human Trafficking	2	$ 0	$ 0	$ 0	$ 0	$ 0	$ 828	NA	$ 0	■	NA	$ 0	$ 828	0	0	0	0	0
Kidnapping										■								
Other Vehicular Crimes	14	$ 0	$ 0	$ 13,033	$ 10,000	$ 46,694	$ 0	NA	$ 0	■	NA	$ 0	$ 69,727	0	2	0	0	0
Robbery	13	$ 0	$ 0	$ 10,250	$ 0	$ 31,406	$ 581	NA	$ 70	■	NA	$ 0	$ 42,307	0	0	0	0	0
Sexual Assault	382	$ 0	$ 0	$ 3,407	$ 0	$ 19,783	$ 5,328	NA	$ 1,790	$ 311,328	NA	$ 0	$ 341,635	0	8	0	0	0
Stalking	1	$ 419	$ 0	$ 8,814	$ 0	$ 2,889	$ 0	NA	$ 0	■	NA	$ 0	$ 12,122	0	1	0	0	0
Terrorism										■								
Total	764	$ 1,605	$ 0	$ 392,425	$ 112,959	$ 437,582	$ 66,298	NA	$ 6,274	$ 317,479	NA	$ 0	$ 1,334,622	7	93	0	1	2

Date certified: November 4, 2020

PAYMENT STATISTICS BY CRIME TYPE   Qtr:2

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 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	175	$ 1,000	$ 0	$ 177,386	$ 0	$ 305,127	$ 14,546	NA	$ 2,684	■	NA	$ 0	$ 500,743	2	50	0	2	2
Burglary										■								
Child Physical Abuse/Neglect	15	$ 0	$ 0	$ 3,632	$ 0	$ 7,477	$ 1,000	NA	$ 0	■	NA	$ 0	$ 12,109	1	8		0	0
Child Pornography										■								
Child Sexual Abuse	71	$ 0	$ 0	$ 6,969	$ 0	$ 13,485	$ 25,361	NA	$ 824	$ 973	NA	$ 0	$ 47,613	0	8		0	0
DUI/DWI	10	$ 0	$ 0	$ 27,568	$ 0	$ 78,204	$ 0	NA	$ 0	■	NA	$ 0	$ 105,771	0	0	0	0	0
Fraud/Financial Crimes										■								
Homicide	52	$ 1,000	$ 0	$ 60,775	$ 95,307	$ 971	$ 2,186	NA	$ 400	■	NA	$ 0	$ 160,639	0	3	0	0	0
Human Trafficking	4	$ 0	$ 0	$ 0	$ 0	$ 75	$ 1,115	NA	$ 500	■	NA	$ 0	$ 1,690	0	0	0	0	0
Kidnapping	1	$ 0	$ 0	$ 0	$ 0	$ 0	$ 1,565	NA	$ 0	■	NA	$ 0	$ 1,565	0	0	0	0	0
Other Vehicular Crimes	9	$ 0	$ 0	$ 427	$ 0	$ 85,708	$ 119	NA	$ 300	■	NA	$ 0	$ 86,553	0	2	0	0	0
Robbery	10	$ 0	$ 0	$ 21,898	$ 0	$ 7,001	$ 0	NA	$ 0	■	NA	$ 0	$ 28,900	0	0	0	0	0
Sexual Assault	60	$ 0	$ 0	$ 2,606	$ 0	$ 17,226	$ 8,309	NA	$ 2,272	$ 247,122	NA	$ 0	$ 277,534	0	2	0	0	0
Stalking	3	$ 0	$ 0	$ 2,755	$ 0	$ 2,985	$ 1,584	NA	$ 0	■	NA	$ 0	$ 7,324	0	2	0	0	0
Terrorism										■								
Total	410	$ 2,000	$ 0	$ 304,016	$ 95,307	$ 518,259	$ 55,784	NA	$ 6,981	$ 248,095	NA	$ 0	$ 1,230,442	3	75	0	2	2

Date certified: November 4, 2020

PAYMENT STATISTICS BY CRIME TYPE   Qtr:3

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 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	163	$ 1,000	$ 0	$ 152,717	$ 0	$ 311,618	$ 10,800	NA	$ 1,408	███	NA	$ 2,033	$ 479,575	3	54	0	4	5
Burglary	2	$ 0	$ 0	$ 0	$ 0	$ 0	$ 1,002	NA	$ 0	███	NA	$ 0	$ 1,002	0	0	0	0	0
Child Physical Abuse/Neglect	13	$ 0	$ 0	$ 281	$ 0	$ 18,221	$ 2,105	NA	$ 0	███	NA	$ 0	$ 20,606	0	9		0	0
Child Pornography	2	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	NA	$ 400	███	NA	$ 0	$ 400	0	0		0	0
Child Sexual Abuse	71	$ 0	$ 0	$ 6,946	$ 0	$ 13,039	$ 45,358	NA	$ 1,487	$ 673	NA	$ 0	$ 67,503	0	5		0	0
DUI/DWI	4	$ 0	$ 0	$ 4,671	$ 0	$ 4,420	$ 99	NA	$ 0	███	NA	$ 0	$ 9,191	0	0	0	0	0
Fraud/Financial Crimes										███								
Homicide	50	$ 1,000	$ 0	$ 63,645	$ 120,973	$ 1,174	$ 4,957	NA	$ 0	███	NA	$ 0	$ 191,749	0	9	0	0	0
Human Trafficking	3	$ 0	$ 0	$ 0	$ 0	$ 0	$ 1,285	NA	$ 0	███	NA	$ 0	$ 1,285	0	0	0	0	0
Kidnapping										███								
Other Vehicular Crimes	7	$ 0	$ 0	$ 12,322	$ 5,605	$ 45,932	$ 0	NA	$ 0	███	NA	$ 0	$ 63,858	0	1	0	0	0
Robbery	5	$ 0	$ 0	$ 4,092	$ 0	$ 4,050	$ 1,729	NA	$ 0	███	NA	$ 0	$ 9,871	0	0	0	0	0
Sexual Assault	313	$ 0	$ 0	$ 4,629	$ 0	$ 18,341	$ 6,319	NA	$ 2,082	$ 231,292	NA	$ 0	$ 262,662	0	3	0	0	0
Stalking	3	$ 0	$ 0	$ 2,178	$ 0	$ 45	$ 744	NA	$ 0	███	NA	$ 0	$ 2,967	0	2	0	0	0
Terrorism										███								
Total	636	$ 2,000	$ 0	$ 251,480	$ 126,578	$ 416,840	$ 74,396	NA	$ 5,377	$ 231,965	NA	$ 2,033	$ 1,110,669	3	83	0	4	5

* Other expense explanations

Assault	SANE

PAYMENT STATISTICS BY CRIME TYPE   Qtr:4

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 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	$ 0	$ 0	$ 0	$ 0	$ 0	NA	$ 200	■	NA	$ 0	$ 200	0	0	0	0	1
Assault	142	$ 1,532	$ 0	$ 145,369	$ 0	$ 191,341	$ 11,322	NA	$ 1,839	■	NA	$ 0	$ 351,403	5	50	0	5	5
Burglary	3	$ 0	$ 0	$ 0	$ 0	$ 0	$ 996	NA	$ 0	■	NA	$ 0	$ 996	0	1	0	0	0
Child Physical Abuse/Neglect	11	$ 0	$ 0	$ 1,095	$ 0	$ 1,622	$ 2,175	NA	$ 50	■	NA	$ 0	$ 4,941	0	5		1	0
Child Pornography										■								
Child Sexual Abuse	56	$ 0	$ 0	$ 8,780	$ 0	$ 6,606	$ 22,003	NA	$ 742	$ 4,648	NA	$ 0	$ 42,780	0	0		0	0
DUI/DWI	3	$ 0	$ 0	$ 16,210	$ 0	$ 8,842	$ 0	NA	$ 0	■	NA	$ 0	$ 25,052	0	0	0	0	0
Fraud/Financial Crimes	1	$ 0	$ 0	$ 0	$ 0	$ 0	$ 1,170	NA	$ 0	■	NA	$ 0	$ 1,170	0	0	0	0	0
Homicide	56	$ 1,000	$ 0	$ 175,697	$ 123,546	$ 1,054	$ 5,523	NA	$ 1,200	■	NA	$ 0	$ 308,019	1	7	0	0	1
Human Trafficking	1	$ 0	$ 0	$ 0	$ 0	$ 0	$ 1,160	NA	$ 0	■	NA	$ 0	$ 1,160	0	0	0	0	0
Kidnapping	1	$ 0	$ 0	$ 0	$ 0	$ 0	$ 9,870	NA	$ 0	■	NA	$ 0	$ 9,870	0	0	0	0	0
Other Vehicular Crimes	10	$ 0	$ 0	$ 4,994	$ 14,781	$ 15,380	$ 0	NA	$ 0	■	NA	$ 0	$ 35,155	0	1	0	0	0
Robbery	6	$ 637	$ 0	$ 6,586	$ 0	$ 21,197	$ 398	NA	$ 0	■	NA	$ 0	$ 28,818	0	0	0	0	0
Sexual Assault	341	$ 0	$ 0	$ 6,116	$ 0	$ 23,560	$ 6,136	NA	$ 2,378	$ 241,320	NA	$ 0	$ 279,511	0	4	0	0	0
Stalking	3	$ 0	$ 0	$ 10,939	$ 0	$ 3,111	$ 750	NA	$ 0	■	NA	$ 0	$ 14,800	0	1	0	0	0
Terrorism										■								
Total	635	$ 3,169	$ 0	$ 375,786	$ 138,327	$ 272,714	$ 61,502	NA	$ 6,409	$ 245,968	NA	$ 0	$ 1,103,876	6	69	0	6	7

Date certified: November 4, 2020

PAYMENT STATISTICS BY CRIME TYPE - Aggregated

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 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	$0	$0	$0	$0	$0	NA	$200	[redacted]	NA	$0	$200	0	0	0	0	1
Assault	681	$4,718	$0	$699,623	$0	$1,111,354	$53,324	NA	$8,321	[redacted]	NA	$2,033	$1,879,373	15	223	0	12	14
Burglary	5	$0	$0	$0	$0	$0	$1,997	NA	$0	[redacted]	NA	$0	$1,997	0	1	0	0	0
Child Physical Abuse/Neglect	49	$0	$0	$5,065	$0	$35,058	$5,555	NA	$50	[redacted]	NA	$0	$45,727	1	24		1	0
Child Pornography	2	$0	$0	$0	$0	$0	$0	NA	$400	[redacted]	NA	$0	$400	0	0		0	0
Child Sexual Abuse	284	$0	$0	$32,965	$0	$42,474	$123,786	NA	$5,077	$12,445	NA	$0	$216,749	2	19		0	0
DUI/DWI	26	$0	$0	$70,514	$0	$107,927	$99	NA	$0	[redacted]	NA	$0	$178,540	0	0	0	0	0
Fraud/Financial Crimes	1	$0	$0	$0	$0	$0	$1,170	NA	$0	[redacted]	NA	$0	$1,170	0	0	0	0	0
Homicide	204	$3,000	$0	$400,493	$442,785	$3,200	$24,231	NA	$1,600	[redacted]	NA	$0	$875,309	1	24	0	0	1
Human Trafficking	10	$0	$0	$0	$0	$75	$4,388	NA	$500	[redacted]	NA	$0	$4,963	0	0	0	0	0
Kidnapping	2	$0	$0	$0	$0	$0	$11,435	NA	$0	[redacted]	NA	$0	$11,435	0	0	0	0	0
Other Vehicular Crimes	40	$0	$0	$30,776	$30,386	$193,713	$119	NA	$300	[redacted]	NA	$0	$255,293	0	6	0	0	0
Robbery	34	$637	$0	$42,826	$0	$63,654	$2,708	NA	$70	[redacted]	NA	$0	$109,896	0	0	0	0	0
Sexual Assault	1,096	$0	$0	$16,758	$0	$78,910	$26,091	NA	$8,522	$1,031,062	NA	$0	$1,161,343	0	17	0	0	0
Stalking	10	$419	$0	$24,686	$0	$9,030	$3,078	NA	$0	[redacted]	NA	$0	$37,213	0	6	0	0	0
Terrorism										[redacted]								
Total	2,445	$8,774	$0	$1,323,706	$473,171	$1,645,396	$257,981	NA	$25,041	$1,043,507	NA	$2,033	$4,779,608	19	320	0	13	16

Date certified: November 4, 2020

NARRATIVE QUESTIONS

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

   The number of applications received during the reporting period has dropped over the past year. It is important to note that the program moved to working remotely in mid-March, 2020 due to the Covid-19 pandemic. However it is unknown whether the pandemic affected the number of applications received. It is important to note that the CVC program developed an on-line application. The on-line application became available on June 1, 2020. From June 1, 2020 to September 30, 2020, the program received 399 on-line applications.

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. 55

   Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. Once the application is received, Intake staff enters data from the paper or on-line application into the Salesforce case management system. Intake staff reviews the application for completeness and follows up on all incomplete and duplicate applications. Intake staff reviews the application to determine what documentation will be needed, such as employer records, medical releases, medical records, funeral expenses, etc. Intake staff sends out acknowledgement letter and appropriate documents that will be needed in order to process the claim. Intake staff requests police reports from the investigating agency. The claim is automatically assigned to a claims specialist through the case management system. The claims specialist makes an eligibility determination after review of the police reports. Claims specialists consult with the program manager regarding waiving the time limits with respect to application date and reporting to law enforcement. If the claims specialist is uncertain about whether the claim meets eligibility requirements, the claims specialist will present the claim at weekly group review meetings for discussion and decision. Factors that result in delay are that the program may not have received complete investigative reports.

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

   No

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 major issue that occurred during the reporting period is the Covid 19 pandemic. As a result of the pandemic, all CVC staff transitioned to remote work around mid-March. Although the program was not set up for remote work, efforts were made in short order to obtain needed equipment and to establish processes that would allow for the continued request of checks, secondary payment approval, mailing of checks off-site and the intake and processing of all applications received, both paper applications and on-line applications. As previously mentioned, an on-line CVC application was developed in an effort to facilitate reducing the volume of paper applications received, but to also to improve victim access to the CVC application. Due to the volume of mail received, measures were taken to put into place mechanism that would promote receiving and accepting records and information electronically. Although this had been the case to some extent, there was a push to use electronic mechanisms as much as possible in order to reduce the volume of incoming and distribution of mail. While the program has been hugely successful in transitioning to remote work by being able to accomplish making eligibility decisions and to initiate and complete payments, the processes are somewhat more cumbersome. Although it doesn't appear that productivity has decreased, the processes may take longer to accomplish. However the CVC staff have made a dedicated effort, especially in the area of making payments directly to victims for lost wages and other out-of-pocket costs, to be prompt in requesting checks, given the fact that crime victims are often relying on the CVC program for their livelihood while unable to work due to the crime.

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

   The program continues to maintain an ongoing working relationship with the victim/witness staff in the Eastern and Western Districts of Wisconsin and with the FBI victim specialists. Victim specialists assist victims of federal crime in filing applications for compensation assistance. Victim specialists will contact the CVC program with questions about potential applications in order to better assist crime victims. Efforts are made to ensure that victims of federal crime are able to access compensation. In some instances, the FBI victim specialists facilitate the CVC program's ability to approve applications by verifying information about the nature of the crime suffered when investigative reports cannot be made available. The collaboration between DOJ's early crime response staff and federal victim services professionals results in improved outreach about the availability of CVC to victims of federal crime. Recently an individualized training was provided to a new FBI Victim Specialist in order to establish a working relationship and to promote her understanding of the CVC program so she could better assist crime victims to apply.

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

   As previously mentioned, the CVC program transitioned to telecommuting in mid-March due to the Covid 19 pandemic. Processes were established with DOJ's Bureau of Budget and Finance in order to accomplish the payment process while working remotely and likewise maintain the secondary payment review process which was a requirement following the OIG audit in 2019. The CVC program and the SAFE program which is also administered by the Office of Crime Victim Services, continues to coordinate with one another to ensure that the cost of sexual assault forensic exams are covered by CVC on approved claims, or covered by SAFE when a claim is found to be ineligible. CVC program staff and the SAFE fund administrator continue to provide joint training to SANE nurses at DOJ sponsored trainings to promote their understanding of the two financial resources in order to help victims choose the appropriate resource, given their particular circumstances. The program has continued to follow the secondary review process, despite the fact that all work is being accomplished remotely. Additionally the program developed an on-line CVC application that was implemented in June, 2020, making access to the application process easier for some victims and for the professionals who assist them in the 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 have been utilized during the reporting period to pay for a limited number of LTE hours to assist the program in sending correspondence to victims/applicants, staffing the toll-free line, doing secondary payment reviews, and providing Spanish translation services, both written and oral, to better serve our Spanish speaking crime victims. The staff person is available to translate written documents and to provide Spanish translation services to callers who call the OCVS toll-free number. This staff person is able to make calls to victims who speak Spanish for the assigned claims specialists who need particular information from a claimant. In one particular instance, the LTE was instrumental in communicating with a crime victim who returned to her native country of Columbia. The LTE was able to facilitate communication between the victim and the assigned claims specialist in order to reimburse the victim for out of pocket payments made for medical services and prescription costs. This is an essential service which greatly enhances our state's ability to improve victim compensation services. In the previous year the program designed a CVC poster. During the past year VOCA Administrative funds were used to pay for the postage to distribute the posters which were translated into Spanish and Hmong. A project was undertaken to research the population distribution in each of the 72 counties and to distribute posters accordingly to ensure that posters would be available in counties with Spanish speaking and Hmong populations. The posters were mailed to the victim/witness programs with a request that they distribute a poster to their local sheriff's department. Posters were also distributed at various meetings held by OCVS with programs receiving VOCA grants. VOCA Admin funds generally support the printing of program brochures and applications and the ongoing costs of administering the CVC program. VOCA Admin funds also support staff attendance at the National CVC conference annually, although there were no costs for the 2020 National Conference since it was held virtually. Staff training, whether national or in-state, is encouraged in order for staff to broaden their knowledge base and increase their skills.

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.**

   An initiative that has been underway and that still continues is the revision and update of JUS 11, the Wisconsin Administrative Code that governs the CVC program. In 2016 a number of statutory changes were enacted. The process of updating JUS 11 is to bring the administrative rules in line with the 2016 statutory revisions. The proposed revisions were submitted to the legislature in July, 2020 when it was no longer in session. It is anticipated that the rule will be delivered in January, 2021 to the Speaker's office for referral to committee for the legislative review process. It is anticipated that the administrative rule process will be completed in the upcoming year.

9.

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 CVC program staff communicates with law enforcement, prosecutors, and/or victim/witness staff on a daily basis. The CVC program staff will communicate with law enforcement in an effort to obtain additional information related to a given claim when the investigative reports are not sufficient to make an eligibility determination. CVC staff communicates regularly with prosecutors and/or victim/witness staff about charging decisions, payment information, restitution requests, and various other relevant items in an effort to improve coordination throughout the state and to reduce barriers and streamline coordination with the criminal justice system. CVC staff will make themselves available when needed to testify by telephone or in person at restitution hearings, when required. This is to explain the payments made and to provide supporting documentation of eligible expenses that were paid out on behalf of the crime victim due to injuries sustained. By testifying and providing sufficient documentation of program payments, courts usually rule in favor of victims and the CVC program. There are ongoing efforts to provide training to advocates, which meets the VOCA Victim Assistance requirement that program staff must receive training on Crime Victim Compensation every three years. There is ongoing communication between CVC staff and victim/witness professionals to enlist their help in a variety of ways to ensure that crime victims apply for compensation and that we are able to assist them.

10.

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

As previously mentioned, a CVC poster was distributed to victim/witness programs, to law enforcement by making them available at conferences, and to VOCA programs through regional meetings and site visits. Initially the posters were printed in English and Spanish, but at the request of VOCA Victim Assistance staff in OCVS, the poster was translated into Hmong. Each year the Department of Justice hosts several trainings around the state with the target audience being VOCA funded staff/advocates. This effort has diminished somewhat due to the Covid pandemic, the move to virtual training and the vacancy of the training officer position within OCVS that has lasted for approximately six months. WCASA holds a sexual assault victim advocacy school which includes a session on CVC. The Department of Justice sponsors SANE training. CVC has been incorporated into the SANE training curriculum for nurses. These trainings are held several times each year in various locations around the state. CVC is enlisted to provide training to new victim/witness staff at Nuts and Bolts training for victim/witness professionals. As a result of a VOCA Victim Assistance program visit with one program, a request was made by VOCA staff to arrange for a training for that agency, which was done virtually in May, 2020. At the beginning of the grant year CVC staffed several resource tables by invitation at various law enforcement conferences hosted by the Attorney General and upon request at various advocacy agency events. A videotaped CVC presentation that is available on the DOJ/OCVS website was updated during the project period. A podcast was developed and recorded during the project period in conjunction with the Wisconsin Sexual Assault Kit Initiative. The podcast will eventually be made available to law enforcement agencies through WISAKI.

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 Wisconsin Legislative Fiscal Bureau publishes a biennial report which includes updated information about the Office of Crime Victim Services to include the Wisconsin Crime Victim Compensation Program. Informational Paper #59 can be found at the following link: https://docs.legis.wisconsin.gov/misc/lfb/informational_papers/january_2019/0059_crime_victim_and_witness_services_informational_paper_59.pdf

12.

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

No additional comments.

Date certified: November 4, 2020