

Office for Victims of Crime
Victim Compensation Formula Grant Program
Annual Performance Measures Report
October 01, 2020 - September 30, 2021

GRANTEE INFORMATION

ORGANIZATION NAME: Michigan Dept. of Community Health

POC NAME: Shalonna Banks

POC EMAIL: bankss1@michigan.gov

POC PHONE: 517-335-7233

POPULATION DEMOGRAPHICS

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

Q1: Oct-Dec 2020:
 Q2: Jan-Mar 2021:
 Q3: Apr-Jun 2021:
 Q4: Jul-Sep 2021:
 Annual:

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

Q1: Oct-Dec 2020:
 Q2: Jan-Mar 2021:
 Q3: Apr-Jun 2021:
 Q4: Jul-Sep 2021:
 Annual:

3. Victim Demographics

Population	Number of Victims				
	Q1	Q2	Q3	Q4	Annual
A. RACE/ETHNICITY					
American Indian or Alaska Native	0	0	0	1	1
Asian	1	0	1	1	3
Black or African American	57	74	68	106	305
Hispanic or Latino	7	6	5	9	27
Native Hawaiian or Other Pacific Islander	1	0	0	0	1
White Non-Latino or Caucasian	46	50	37	63	196
Some Other Race	0	0	0	0	0
Multiple Races	5	5	3	6	19
Not Reported	24	24	19	32	99
Not Tracked	0	1	1	0	2
Race/Ethnicity Total	141	160	134	218	653
B. GENDER					
Male	92	96	95	134	417
Female	43	61	36	75	215
Not Reported	6	0	0	9	15
Not Tracked	0	3	3	0	6
Gender Total	141	160	134	218	653
C. AGE					
Age 0- 12	12	5	1	5	23
Age 13- 17	6	6	7	9	28
Age 18- 24	29	29	31	48	137
Age 25- 59	89	104	84	134	411
Age 60 and Older	5	16	11	22	54
Not Reported	0	0	0	0	0
Not Tracked	0	0	0	0	0
Age Total	141	160	134	218	653

PERFORMANCE MEASURES

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

Q1: Oct-Dec 2020:

Only one application is usually counted per crime

Q2: Jan-Mar 2021:

Only one application is usually counted per crime

Q3: Apr-Jun 2021:

Only one application is usually counted per crime

Q4: Jul-Sep 2021:

Only one application is usually counted per crime

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

Q1: Oct-Dec 2020:

Q2: Jan-Mar 2021:

Q3: Apr-Jun 2021:

Q4: Jul-Sep 2021:

Annual:

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

Q1: Oct-Dec 2020:

Q2: Jan-Mar 2021:

Q3: Apr-Jun 2021:

Q4: Jul-Sep 2021:

Annual:

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

Q1: Oct-Dec 2020:

Q2: Jan-Mar 2021:

Q3: Apr-Jun 2021:

Q4: Jul-Sep 2021:

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	1	0	1	1	3
B. Failure to report to police	0	0	0	0	0
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	1	0	0	2	3
D. Incomplete information	21	18	10	9	58
E. Contributory misconduct	9	3	3	4	19
F. Ineligible crime	12	14	8	8	42
G. Ineligible application	7	22	20	27	76
Other	1	1	0	1	3

Denial explanation:

Qtr 1: Unknown

Qtr 2: Property damage

Qtr 4: property damage

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

Q1: Oct-Dec 2020:

Q2: Jan-Mar 2021:

Q3: Apr-Jun 2021:

Q4: Jul-Sep 2021:

Annual:

Victim Compensation Formula Grant Program - October 01, 2020 - September 30, 2021

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	52	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 159,988	\$ 159,988	NT	17	NT	NT	NT
Burglary																		
Child Physical Abuse/Neglect	4	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 1,532	\$ 1,532	NT	2		NT	NT
Child Pornography																		
Child Sexual Abuse	4	NT	NT	NT	NT	NT	NT	NT	NT	NT	NT	\$ 460	\$ 460	NT	NT		NT	NT
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	58	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 223,984	\$ 223,984	NT	1	NT	NT	NT
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	1	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 421	\$ 421	NT	0	NT	NT	NT
Robbery	1	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 261	\$ 261	NT	0	NT	NT	NT
Sexual Assault	620	NT	NT	NT	NT	NT	NT	NT	NT	\$ 557,274	NT	\$ 1,972	\$ 559,246	NT	0	NT	NT	NT
Stalking																		
Terrorism																		
Total	740	NT	NT	NT	NT	NT	NT	NT	NT	\$ 557,274	NT	\$ 388,618	\$ 945,892	NT	20	NT	NT	NT

* Other expense explanations

Assault	The number entered in this section is the amount paid out to victims for this particular crime type. Our system is unable to track the individual expense types for each crime type which is why we have historically entered the total dollar amount in this section.
Child Physical Abuse/Neglect	The number entered in this section is the amount paid out to victims for this particular crime type. Our system is unable to track the individual expense types for each crime type which is why we have historically entered the total dollar amount in this section.
Child Sexual Abuse	The number entered in this section is the amount paid out to victims for this particular crime type. Our system is unable to track the individual expense types for each crime type which is why we have historically entered the total dollar amount in this section.
Homicide	The number entered in this section is the amount paid out to victims for this particular crime type. Our system is unable to track the individual expense types for each crime type which is why we have historically entered the total dollar amount in this section.
Other Vehicular Crimes	The number entered in this section is the amount paid out to victims for this particular crime type. Our system is unable to track the individual expense types for each crime type which is why we have historically entered the total dollar amount in this section.
Robbery	The number entered in this section is the amount paid out to victims for this particular crime type. Our system is unable to track the individual expense types for each crime type which is why we have historically entered the total dollar amount in this section.
Sexual Assault	The number entered in this section is the amount paid out to victims for this particular crime type. Our system is unable to track the individual expense types for each crime type which is why we have historically entered the total dollar amount in this section.

Victim Compensation Formula Grant Program - October 01, 2020 - September 30, 2021

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	68	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 549,412	\$ 549,412	NT	18	NT	NT	NT
Burglary																		
Child Physical Abuse/Neglect	5	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 2,452	\$ 2,452	NT	2		NT	NT
Child Pornography																		
Child Sexual Abuse	5	NT	NT	NT	NT	NT	NT	NT	NT	NT	NT	\$ 2,280	\$ 2,280	NT	1		NT	NT
DUI/DWI	1	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 796	\$ 796	NT	0	NT	NT	NT
Fraud/Financial Crimes																		
Homicide	65	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 484,010	\$ 484,010	NT	4	NT	NT	NT
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	3	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 9,859	\$ 9,859	NT	0	NT	NT	NT
Robbery	3	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 15,694	\$ 15,694	NT	0	NT	NT	NT
Sexual Assault	544	NT	NT	NT	NT	NT	NT	NT	NT	\$ 502,355	NT	\$ 3,558	\$ 505,913	NT	1	NT	NT	NT
Stalking																		
Terrorism																		
Total	694	NT	NT	NT	NT	NT	NT	NT	NT	\$ 502,355	NT	\$ 1,068,061	\$ 1,570,416	NT	26	NT	NT	NT

* Other expense explanations

Assault	The number entered in this section is the amount paid out to victims for this particular crime type. Our system is unable to track the individual expense types for each crime type which is why we have historically entered the total dollar amount in this section.
Child Physical Abuse/Neglect	The number entered in this section is the amount paid out to victims for this particular crime type. Our system is unable to track the individual expense types for each crime type which is why we have historically entered the total dollar amount in this section.
Child Sexual Abuse	The number entered in this section is the amount paid out to victims for this particular crime type. Our system is unable to track the individual expense types for each crime type which is why we have historically entered the total dollar amount in this section.
DUI/DWI	The number entered in this section is the amount paid out to victims for this particular crime type. Our system is unable to track the individual expense types for each crime type which is why we have historically entered the total dollar amount in this section.
Homicide	The number entered in this section is the amount paid out to victims for this particular crime type. Our system is unable to track the individual expense types for each crime type which is why we have historically entered the total dollar amount in this section.
Other Vehicular Crimes	The number entered in this section is the amount paid out to victims for this particular crime type. Our system is unable to track the individual expense types for each crime type which is why we have historically entered the total dollar amount in this section.
Robbery	The number entered in this section is the amount paid out to victims for this particular crime type. Our system is unable to track the individual expense types for each crime type which is why we have historically entered the total dollar amount in this section.
Sexual Assault	The number entered in this section is the amount paid out to victims for this particular crime type. Our system is unable to track the individual expense types for each crime type which is why we have historically entered the total dollar amount in this section.

Victim Compensation Formula Grant Program - October 01, 2020 - September 30, 2021

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	72	NT	NT	NT	NT	NT	NT	NT	NT		\$ 283,311	\$ 283,311	NT	18	NT	NT	NT	
Burglary																		
Child Physical Abuse/Neglect	4	NT	NT	NT	NT	NT	NT	NT	NT		\$ 667	\$ 667	NT	2		NT	NT	
Child Pornography																		
Child Sexual Abuse	7	NT	NT	NT	NT	NT	NT	NT	NT	NT	\$ 4,988	\$ 4,988	NT	0		NT	NT	
DUI/DWI	4	NT	NT	NT	NT	NT	NT	NT	NT		\$ 12,766	\$ 12,766	NT	0	NT	NT	NT	
Fraud/Financial Crimes	1	NT	NT	NT	NT	NT	NT	NT	NT		\$ 875	\$ 875	NT	0	NT	NT	NT	
Homicide	57	NT	NT	NT	NT	NT	NT	NT	NT		\$ 216,198	\$ 216,198	NT	3	NT	NT	NT	
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	4	NT	NT	NT	NT	NT	NT	NT	NT		\$ 10,781	\$ 10,781	NT	0	NT	NT	NT	
Robbery																		
Sexual Assault	354	NT	NT	NT	NT	NT	NT	NT	NT	\$ 318,245	\$ 322,696	\$ 640,941	NT	0	NT	NT	NT	
Stalking																		
Terrorism																		
Total	503	NT	NT	NT	NT	NT	NT	NT	NT	\$ 318,245	\$ 852,282	\$ 1,170,527	NT	23	NT	NT	NT	

* Other expense explanations

Assault	OUR CURRENT CLAIMS MANAGEMENT SYSTEM DOES NOT ALLOW FOR TRACKING OF THIS STATISTIC.
Child Physical Abuse/Neglect	OUR CURRENT CLAIMS MANAGEMENT SYSTEM DOES NOT ALLOW FOR TRACKING OF THIS STATISTIC.
Child Sexual Abuse	OUR CURRENT CLAIMS MANAGEMENT SYSTEM DOES NOT ALLOW FOR TRACKING OF THIS STATISTIC.
DUI/DWI	OUR CURRENT CLAIMS MANAGEMENT SYSTEM DOES NOT ALLOW FOR TRACKING OF THIS STATISTIC.
Fraud/Financial Crimes	OUR CURRENT CLAIMS MANAGEMENT SYSTEM DOES NOT ALLOW FOR TRACKING OF THIS STATISTIC.
Homicide	OUR CURRENT CLAIMS MANAGEMENT SYSTEM DOES NOT ALLOW FOR TRACKING OF THIS STATISTIC.
Other Vehicular Crimes	OUR CURRENT CLAIMS MANAGEMENT SYSTEM DOES NOT ALLOW FOR TRACKING OF THIS STATISTIC.
Sexual Assault	OUR CURRENT CLAIMS MANAGEMENT SYSTEM DOES NOT ALLOW FOR TRACKING OF THIS STATISTIC.

Victim Compensation Formula Grant Program - October 01, 2020 - September 30, 2021

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	60	NT	NT	NT	NT	NT	NT	NT	NT		\$ 206,521	\$ 206,521	NT	16	NT	NT	NT	
Burglary																		
Child Physical Abuse/Neglect	5	NT	NT	NT	NT	NT	NT	NT	NT		\$ 4,267	\$ 4,267	NT	2		NT	NT	
Child Pornography																		
Child Sexual Abuse	6	NT	NT	NT	NT	NT	NT	NT	NT	NT	\$ 2,180	\$ 2,180	NT	0		NT	NT	
DUI/DWI	2	NT	NT	NT	NT	NT	NT	NT	NT		\$ 6,830	\$ 6,830	NT	0	NT	NT	NT	
Fraud/Financial Crimes																		
Homicide	70	NT	NT	NT	NT	NT	NT	NT	NT		\$ 256,963	\$ 256,963	NT	4	NT	NT	NT	
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	1	NT	NT	NT	NT	NT	NT	NT	NT		\$ 2,781	\$ 2,781	NT	0	NT	NT	NT	
Robbery	1	NT	NT	NT	NT	NT	NT	NT	NT		\$ 164	\$ 164	NT	0	NT	NT	NT	
Sexual Assault	828	NT	NT	NT	NT	NT	NT	NT	NT	\$ 775,691	\$ 5,027	\$ 780,718	NT	0	NT	NT	NT	
Stalking																		
Terrorism																		
Total	973	NT	NT	NT	NT	NT	NT	NT	NT	\$ 775,691	\$ 484,733	\$ 1,260,424	NT	22	NT	NT	NT	

* Other expense explanations

Assault	OUR CURRENT CLAIMS MANAGEMENT SYSTEM IS UNABLE TO TRACK INDIVIDUAL CRIME EXPENSE TYPES WITHIN A SPECIFIC CRIME BENEFIT TYPE.
Child Physical Abuse/Neglect	OUR CURRENT CLAIMS MANAGEMENT SYSTEM IS UNABLE TO TRACK INDIVIDUAL CRIME EXPENSE TYPES WITHIN A SPECIFIC CRIME BENEFIT TYPE.
Child Sexual Abuse	OUR CURRENT CLAIMS MANAGEMENT SYSTEM IS UNABLE TO TRACK INDIVIDUAL CRIME EXPENSE TYPES WITHIN A SPECIFIC CRIME BENEFIT TYPE.
DUI/DWI	OUR CURRENT CLAIMS MANAGEMENT SYSTEM IS UNABLE TO TRACK INDIVIDUAL CRIME EXPENSE TYPES WITHIN A SPECIFIC CRIME BENEFIT TYPE.
Homicide	OUR CURRENT CLAIMS MANAGEMENT SYSTEM IS UNABLE TO TRACK INDIVIDUAL CRIME EXPENSE TYPES WITHIN A SPECIFIC CRIME BENEFIT TYPE.
Other Vehicular Crimes	OUR CURRENT CLAIMS MANAGEMENT SYSTEM IS UNABLE TO TRACK INDIVIDUAL CRIME EXPENSE TYPES WITHIN A SPECIFIC CRIME BENEFIT TYPE.
Robbery	OUR CURRENT CLAIMS MANAGEMENT SYSTEM IS UNABLE TO TRACK INDIVIDUAL CRIME EXPENSE TYPES WITHIN A SPECIFIC CRIME BENEFIT TYPE.
Sexual Assault	OUR CURRENT CLAIMS MANAGEMENT SYSTEM IS UNABLE TO TRACK INDIVIDUAL CRIME EXPENSE TYPES WITHIN A SPECIFIC CRIME BENEFIT TYPE.

You added "Other" crime types: ADULTS MOLESTED AS CHILDREN

Victim Compensation Formula Grant Program - October 01, 2020 - September 30, 2021

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	252	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 1,199,232	\$ 1,199,232	NT	69	NT	NT	NT
Burglary																		
Child Physical Abuse/Neglect	18	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 8,918	\$ 8,918	NT	8		NT	NT
Child Pornography																		
Child Sexual Abuse	22	NT	NT	NT	NT	NT	NT	NT	NT	NT	NT	\$ 9,908	\$ 9,908	NT	1		NT	NT
DUI/DWI	7	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 20,392	\$ 20,392	NT	0	NT	NT	NT
Fraud/Financial Crimes	1	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 875	\$ 875	NT	0	NT	NT	NT
Homicide	250	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 1,181,155	\$ 1,181,155	NT	12	NT	NT	NT
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	9	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 23,842	\$ 23,842	NT	0	NT	NT	NT
Robbery	5	NT	NT	NT	NT	NT	NT	NT	NT		NT	\$ 16,119	\$ 16,119	NT	0	NT	NT	NT
Sexual Assault	2,346	NT	NT	NT	NT	NT	NT	NT	NT	\$ 2,153,565	NT	\$ 333,253	\$ 2,486,818	NT	1	NT	NT	NT
Stalking																		
Terrorism																		
Total	2,910	NT	NT	NT	NT	NT	NT	NT	NT	\$ 2,153,565	NT	\$ 2,793,694	\$ 4,947,259	NT	91	NT	NT	NT

NARRATIVE QUESTIONS

1. **Please explain any significant change in the number of applications received during the reporting period.**
Due to Covid-19, there has been an overall decrease in applications submitted to the program.
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. 64

Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. Upon receipt of an application it is reviewed for completeness. If an application is incomplete, a request for further information is sent to the claimant. If this information is not received within 60 days, a follow up phone call is made to the claimant. If the claim is complete, a claim number is assigned and if additional information is required, a request for information is sent to the claimant and we also request a Law Enforcement Verification from the law enforcement department in the jurisdiction of the crime. Upon receipt of all documentation the claim is reviewed for eligibility or denial. If a claim is eligible, all bills are reviewed to ensure they are eligible for payment. An Award is entered into the claims management system and sent to the Manager for approval. The account tech then certifies the award in SIGMA (states payment system) and a disbursement of funds is processed to claimant or providers. Funds are dispersed weekly or bi-weekly depending on case load. If a claim is not eligible, a Denial is generated by the analyst and approved by the Manager and a formal Denial letter is generated by our staff and mailed to claimant.
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.**
COVID 19 has had an impact on accessibility to courts and advocates, which resulted in a decrease of claims submitted.
5. **Please describe in detail efforts taken to serve Victims of Federal Crime during the reporting period.**
We have an ongoing working relationship with the Federal advocates and open communication with Federal crime victims. We continue to provide trainings as requested by agencies that provide direct assistances to Federal crime victims. We have initiated a dialogue with the Native American communities and advocacy programs to provide information and education regarding services we can provide to Native Americans.
6. **Please describe any notable activities during the reporting period that improved the process of victim compensation services.**
We are in the process of implementing a new claims management system that will allow victims to apply on-line and will provide staff a streamlined approach to providing efficient and timely processing of claims.
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 funds have allowed our program to fully compensate victim benefits under the many expansions of coverage. Without these funds, we may not be able to provide full payment of out of pocket loss for our victims, up to our maximum.
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.**
None
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 continue to be part of the Prosecuting Association of Michigan training programs along with on-going training to advocates, VOCA grantees, law enforcement and other community groups.
10. **Please explain any public outreach efforts to improve awareness of your program.**
We continue our outreach program including television and radio commercials and training efforts. Participation in community events, providing resources to community members.
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.**
None

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

None