

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

GRANTEE INFORMATION

ORGANIZATION NAME: New Mexico Crime Victims Reparation Commission

POC NAME: Moises Valdez

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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 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				
A. RACE/ETHNICITY	Q1	Q2	Q3	Q4	Annual
American Indian or Alaska Native	79	83	107	98	367
Asian	39	5	6	1	51
Black or African American	20	19	22	26	87
Hispanic or Latino	288	312	424	364	1388
Native Hawaiian or Other Pacific Islander	1	0	0	1	2
White Non-Latino or Caucasian	166	178	178	195	717
Some Other Race	10	19	5	4	38
Multiple Races	27	33	36	35	131
Not Reported	202	173	192	195	762
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	832	822	970	919	3543
B. GENDER					
Male	253	254	335	273	1115
Female	579	568	635	646	2428
Not Reported	0	0	0	0	0
Not Tracked	0	0	0	0	0
Gender Total	832	822	970	919	3543
C. AGE					
Age 0- 12	230	258	320	257	1065
Age 13- 17	103	111	109	118	441
Age 18- 24	77	91	100	112	380
Age 25- 59	375	295	345	368	1383
Age 60 and Older	18	25	37	38	118
Not Reported	29	42	59	26	156
Not Tracked	0	0	0	0	0
Age Total	832	822	970	919	3543

PERFORMANCE MEASURES

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

Q1: Oct-Dec 2020:

Victims and indirect victims generally count as separate applications

Q2: Jan-Mar 2021:

Victims and indirect victims generally count as separate applications

Q3: Apr-Jun 2021:

Victims and indirect victims generally count as separate applications

Q4: Jul-Sep 2021:

Victims and indirect victims generally count as separate applications

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	6	0	0	1	7
B. Failure to report to police	17	20	16	29	82
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	19	12	12	11	54
D. Incomplete information	41	21	47	31	140
E. Contributory misconduct	9	10	11	16	46
F. Ineligible crime	6	3	7	6	22
G. Ineligible application	49	40	30	59	178
Other	12	6	8	5	31

Denial explanation:

Qtr 1: Withdrawal of Claim

Qtr 2: Withdrawal of 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 2020:

Q2: Jan-Mar 2021:

Q3: Apr-Jun 2021:

Q4: Jul-Sep 2021:

Annual:

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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	152	\$ 0	\$ 0	\$ 41,493	\$ 0	\$ 113,279	\$ 9,363	\$ 63,281	\$ 700		\$ 717	\$ 0	\$ 228,831	0	100	4	0	2
Burglary																		
Child Physical Abuse/Neglect	16	\$ 0	\$ 0	\$ 3,641	\$ 0	\$ 4,447	\$ 0	\$ 6,642	\$ 0		\$ 465	\$ 0	\$ 15,194	0	6		0	0
Child Pornography																		
Child Sexual Abuse	69	\$ 0	\$ 0	\$ 1,312	\$ 0	\$ 5,075	\$ 12,732	\$ 2,653	\$ 0	\$ 22,241	\$ 34	\$ 0	\$ 44,046	0	20		0	0
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	73	\$ 0	\$ 0	\$ 6,762	\$ 193,898	\$ 0	\$ 12,949	\$ 0	\$ 0		\$ 2,677	\$ 0	\$ 216,286	0	5	2	0	0
Human Trafficking	9	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 9,600	\$ 432	\$ 0		\$ 0	\$ 0	\$ 10,032	0	0	0	0	0
Kidnapping	2	\$ 0	\$ 0	\$ 582	\$ 0	\$ 3,894	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 4,476	0	1	0	0	0
Other Vehicular Crimes	8	\$ 0	\$ 0	\$ 7,129	\$ 8,186	\$ 69	\$ 2,017	\$ 0	\$ 0		\$ 708	\$ 0	\$ 18,109	0	0	0	0	0
Robbery																		
Sexual Assault	149	\$ 0	\$ 0	\$ 6,449	\$ 0	\$ 8,200	\$ 12,689	\$ 18,042	\$ 1,160	\$ 66,096	\$ 37	\$ 0	\$ 112,672	0	25	1	0	0
Stalking	4	\$ 0	\$ 966	\$ 0	\$ 0	\$ 0	\$ 0	\$ 5,535	\$ 332		\$ 0	\$ 0	\$ 6,832	0	4	0	0	0
Terrorism																		
Total	482	\$ 0	\$ 966	\$ 67,367	\$ 202,083	\$ 134,963	\$ 59,350	\$ 96,583	\$ 2,191	\$ 88,337	\$ 4,638	\$ 0	\$ 656,479	0	161	7	0	2

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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	131	\$ 0	\$ 0	\$ 30,708	\$ 0	\$ 146,298	\$ 12,502	\$ 43,680	\$ 1,127		\$ 2,466	\$ 0	\$ 236,780	0	83	5	0	0
Burglary																		
Child Physical Abuse/Neglect	13	\$ 0	\$ 0	\$ 0	\$ 0	\$ 6,235	\$ 5,917	\$ 4,058	\$ 0		\$ 16	\$ 0	\$ 16,226	0	3		0	1
Child Pornography																		
Child Sexual Abuse	46	\$ 0	\$ 0	\$ 190	\$ 0	\$ 6,415	\$ 9,179	\$ 6,404	\$ 0	\$ 12,833	\$ 0	\$ 0	\$ 35,020	0	8		0	0
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	67	\$ 0	\$ 0	\$ 15,273	\$ 204,880	\$ 0	\$ 10,780	\$ 0	\$ 0		\$ 1,992	\$ 0	\$ 232,925	0	7	3	0	0
Human Trafficking	8	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 2,040	\$ 0	\$ 0		\$ 0	\$ 0	\$ 2,040	0	0	0	0	0
Kidnapping	2	\$ 0	\$ 0	\$ 150	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0		\$ 665	\$ 0	\$ 814	0	1	0	0	0
Other Vehicular Crimes	9	\$ 0	\$ 0	\$ 11,002	\$ 17,062	\$ 122	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 28,186	0	0	0	0	0
Robbery																		
Sexual Assault	106	\$ 0	\$ 0	\$ 1,367	\$ 0	\$ 7,314	\$ 13,223	\$ 12,877	\$ 2,898	\$ 38,640	\$ 0	\$ 0	\$ 76,318	0	22	0	0	0
Stalking	8	\$ 0	\$ 0	\$ 42	\$ 0	\$ 375	\$ 790	\$ 3,461	\$ 0		\$ 0	\$ 0	\$ 4,668	0	5	0	0	0
Terrorism																		
Total	390	\$ 0	\$ 0	\$ 58,731	\$ 221,942	\$ 166,759	\$ 54,430	\$ 70,480	\$ 4,025	\$ 51,472	\$ 5,139	\$ 0	\$ 632,978	0	129	8	0	1

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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	81	\$ 0	\$ 0	\$ 10,421	\$ 0	\$ 55,021	\$ 4,785	\$ 21,367	\$ 0		\$ 113	\$ 0	\$ 91,707	0	60	1	0	1
Burglary																		
Child Physical Abuse/Neglect	11	\$ 0	\$ 0	\$ 0	\$ 4,644	\$ 7,598	\$ 1,717	\$ 199	\$ 630		\$ 638	\$ 0	\$ 15,426	0	4		0	0
Child Pornography																		
Child Sexual Abuse	26	\$ 0	\$ 0	\$ 0	\$ 0	\$ 825	\$ 2,277	\$ 2,900	\$ 0	\$ 5,625	\$ 20	\$ 0	\$ 11,647	0	4		0	0
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	58	\$ 2,896	\$ 0	\$ 9,580	\$ 186,760	\$ 0	\$ 4,550	\$ 1,926	\$ 0		\$ 5,766		\$ 211,477	0	6	0	0	0
Human Trafficking	30	\$ 0	\$ 0	\$ 48,000	\$ 0	\$ 0	\$ 9,120	\$ 0	\$ 0		\$ 0	\$ 0	\$ 57,120	0	0	0	0	0
Kidnapping	2	\$ 0	\$ 0	\$ 0	\$ 0	\$ 750	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 750	0	2	0	0	0
Other Vehicular Crimes	5	\$ 0	\$ 0	\$ 17,521	\$ 1,843	\$ 2,728	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 22,091	0	0	0	0	0
Robbery																		
Sexual Assault	36	\$ 0	\$ 0	\$ 1,159	\$ 0	\$ 9,716	\$ 9,114	\$ 3,374	\$ 0	\$ 4,188	\$ 34	\$ 0	\$ 27,586	0	1	0	0	0
Stalking	3	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 655	\$ 500	\$ 0		\$ 0	\$ 0	\$ 1,155	0	1	0	0	0
Terrorism																		
Total	252	\$ 2,896	\$ 0	\$ 86,681	\$ 193,247	\$ 76,639	\$ 32,218	\$ 30,267	\$ 630	\$ 9,813	\$ 6,571	\$ 0	\$ 438,960	0	78	1	0	1

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PAYMENT STATISTICS BY CRIME TYPE Qtr:4

TYPES OF CRIME	EXPENSE TYPES PAID (in dollars)												TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE					
	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	89	\$ 0	\$ 0	\$ 9,356	\$ 0	\$ 91,309	\$ 8,503	\$ 29,692	\$ 400		\$ 1,005	\$ 0	\$ 140,266	0	57	4	0	2
Burglary																		
Child Physical Abuse/Neglect	16	\$ 0	\$ 0	\$ 602	\$ 0	\$ 4,023	\$ 8,810	\$ 4,568	\$ 0		\$ 0	\$ 0	\$ 18,003	0	6		0	0
Child Pornography																		
Child Sexual Abuse	39	\$ 0	\$ 0	\$ 997	\$ 0	\$ 2,688	\$ 7,225	\$ 6,319	\$ 0	\$ 7,275	\$ 71		\$ 24,575	0	5		0	0
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	74	\$ 0	\$ 0	\$ 9,640	\$ 205,069	\$ 0	\$ 15,000	\$ 610	\$ 724		\$ 6,632	\$ 0	\$ 237,676	0	9	0	0	0
Human Trafficking	8	\$ 0	\$ 0	\$ 15,000	\$ 0	\$ 0	\$ 610	\$ 0	\$ 0		\$ 0	\$ 0	\$ 15,610	0	0	0	0	0
Kidnapping	4	\$ 0	\$ 0	\$ 155	\$ 0	\$ 6,082	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 6,237	0	2	0	0	0
Other Vehicular Crimes	4	\$ 0	\$ 0	\$ 0	\$ 0	\$ 8,575	\$ 0	\$ 0	\$ 5,388		\$ 0	\$ 0	\$ 13,963	0	0	0	0	0
Robbery																		
Sexual Assault	44	\$ 0	\$ 0	\$ 5,484	\$ 0	\$ 3,052	\$ 13,672	\$ 7,595	\$ 271	\$ 4,157	\$ 207		\$ 34,437	0	9	0	0	0
Stalking	7	\$ 0	\$ 0	\$ 776	\$ 0	\$ 375	\$ 0	\$ 5,566	\$ 44		\$ 0	\$ 0	\$ 6,761	0	6	0	0	0
Terrorism																		
Total	285	\$ 0	\$ 0	\$ 42,011	\$ 205,069	\$ 116,103	\$ 53,821	\$ 54,349	\$ 6,828	\$ 11,432	\$ 7,915	\$ 0	\$ 497,528	0	94	4	0	2

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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 or 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	453	\$ 0	\$ 0	\$ 91,978	\$ 0	\$ 405,907	\$ 35,153	\$ 158,020	\$ 2,227		\$ 4,301	\$ 0	\$ 697,585	0	300	14	0	5
Burglary																		
Child Physical Abuse/Neglect	56	\$ 0	\$ 0	\$ 4,243	\$ 4,644	\$ 22,303	\$ 16,444	\$ 15,467	\$ 630		\$ 1,119	\$ 0	\$ 64,849	0	19		0	1
Child Pornography																		
Child Sexual Abuse	180	\$ 0	\$ 0	\$ 2,499	\$ 0	\$ 15,003	\$ 31,414	\$ 18,275	\$ 0	\$ 47,974	\$ 126	\$ 0	\$ 115,289	0	37		0	0
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	272	\$ 2,896	\$ 0	\$ 41,255	\$ 790,606	\$ 0	\$ 43,280	\$ 2,536	\$ 724		\$ 17,067	\$ 0	\$ 898,364	0	27	5	0	0
Human Trafficking	55	\$ 0	\$ 0	\$ 63,000	\$ 0	\$ 0	\$ 21,370	\$ 432	\$ 0		\$ 0	\$ 0	\$ 84,802	0	0	0	0	0
Kidnapping	10	\$ 0	\$ 0	\$ 887	\$ 0	\$ 10,726	\$ 0	\$ 0	\$ 0		\$ 665	\$ 0	\$ 12,277	0	6	0	0	0
Other Vehicular Crimes	26	\$ 0	\$ 0	\$ 35,652	\$ 27,091	\$ 11,493	\$ 2,017	\$ 0	\$ 5,388		\$ 708	\$ 0	\$ 82,350	0	0	0	0	0
Robbery																		
Sexual Assault	335	\$ 0	\$ 0	\$ 14,458	\$ 0	\$ 28,283	\$ 48,697	\$ 41,888	\$ 4,329	\$ 113,081	\$ 278	\$ 0	\$ 251,014	0	57	1	0	0
Stalking	22	\$ 0	\$ 966	\$ 818	\$ 0	\$ 750	\$ 1,445	\$ 15,061	\$ 376		\$ 0	\$ 0	\$ 19,417	0	16	0	0	0
Terrorism																		
Total	1,409	\$ 2,896	\$ 966	\$ 254,790	\$ 822,341	\$ 494,464	\$ 199,819	\$ 251,679	\$ 13,674	\$ 161,054	\$ 24,263	\$ 0	\$ 2,225,945	0	462	20	0	6

NARRATIVE QUESTIONS

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

The number of applications received in FFY21(3,428) were less than the number received in FFY20 (3,686); however, the percentage decrease is not as significant. We reported an 18.25% decrease in applications received for FFY20. This year we had a 7% decrease in number of applications received. Although less significant, we attribute the continued decline in applications to the COVID-19 pandemic. Mandated restrictions by a State Public Health Order were not lifted until the fourth quarter of FFY21, restricting non-essential organizations to operate in a normal capacity. Most organizations that provide direct services to victims in New Mexico could not provide in-person assistance during the mandated public health order, resulting in less accessibility for victims.

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. 29

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 application and documentation available. If an incident verification form/report is attached, the State Investigator makes an eligibility determination and submit to supervisors for review. If expenses are readily available, these can be reviewed at the same time as 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 application 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. 3,428

B. Number of victim satisfaction surveys completed during the reporting period. 41

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

4. **Please describe any emerging/major issues or notable trends that were encountered in your state that had an impact on your program's ability to meet the needs of crime victims during the reporting period.**

As the COVID-19 pandemic carried into the FFY21 reporting period, New Mexico continued to see a further decrease in compensation applications received from our prior years decrease. The pandemic remained an issue in our agency's receipt of payments from the Department of Corrections and restitution orders and collections from the courts throughout New Mexico. New Mexico CVRC was fortunate, despite this decrease in the fines and fees, that no cuts or reductions were needed to continue supporting victims/claimants during FFY21. In addition, New Mexico, specifically Albuquerque, continues to see a consistent increase in homicide cases. Consequently, this has caused the continuation of funeral-related costs as our program's most significant expense type payment.

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

New Mexico CVRC continues to conduct outreach and training to federal victim service providers throughout New Mexico. We also continue to participate in our state's multi-disciplinary Human Trafficking Task Force, including representatives from the FBI and Homeland Security Department. Additionally, the New Mexico CVRC maintains a relationship and open lines of communications with the New Mexico Coalition to End Violence Against Native Women further to improve discussions with other programs in Indian Country and ensure accessibility from victims/claimants within their communities. Finally, New Mexico CVRC provides training to McKinley and San Juan County multi-disciplinary teams who also provide direct victim services to victims from Indian Country.

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

CVRC made enhancements to our online application website to improve fast accessibility and communication for both victims and service providers. Also, CVRC created an online claims search portal to offer vetted service providers the ability to identify if a crime victim submitted a victim compensation application with our program. Additional features to the online claims search portal include the option to upload PDF documents to received applications, view the name and contact information of the State Investigator assigned, and view the status of the application. The primary goal of this enhancement is to increase service provider accessibility to victim compensation services and reduce the number of duplicate applications we receive. CVRC also implemented a secure messaging system to allow applicants to send and receive specific messages to their assigned State Investigator. Notifications can be sent and received when an applicant logs into their online application account. This enhancement aims to provide victims an optional secure, online form of communication with their assigned State Investigator.

Lastly, we have partnered with the Council of State Governments Justice Center to identify challenges and solutions to our victim compensation services. This partnership will provide an opportunity to examine existing policies, procedures, and processes and determine ways to enhance how we serve victims in New Mexico. The primary goal is to improve program responsiveness, efficiency, and accessibility for victims in New Mexico.

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 assisted in paying for portions of agency rent, phone, vehicle lease, and travel (when possible). These funds support our agency operation's need to process compensation applications. In addition, travel allows our staff to conduct outreach and training of victim compensation, VINE services, emergency assistance funding, and human trafficking crisis stabilization funding. CVRC was also able to attend national training, including the National VOCA Victim Assistance and Compensation Conference. This training provides the best policies and procedures and offers insight into other state compensation programs' innovative enhancements.

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 proposed statute changes during the FFY21 reporting period. However, we continue to have internal discussions and meet monthly with our Commission to determine the best possible enhancements. Additionally, we continue to have conversations with the Human Trafficking Taskforce leadership in financial needs for survivors of human trafficking and will have begun the process of requesting additional state appropriated funds to increase our crisis stabilization funds. Finally, the New Coalition of Sexual Assault Programs had conversations with us to partner and request other state appropriated funds to support several different services to help survivors of sexual assault in New Mexico.

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.**

Our agency actively participates in several different multi-disciplinary task forces that include critical stakeholders within the criminal justice system, such as the Intimate Partner Death Review Team, the Human Trafficking Task Force, the Child Abuse Multi-Disciplinary Team, and the Mass Casualty Multi-Agency Coordination Team. Although each task force varies by mission and purpose, all task forces share a common goal of identifying gaps in system responses and providing recommendations of strategies for improvement within the criminal justice system. In addition, New Mexico CVRC continues to enhance collaborations with the New Mexico Children, Youth, and Families Youth Transitions division to wrap around services to victims who are aging out of state custody.

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

New Mexico CVRC has made many efforts in public outreach to improve awareness of our program within FFY21. Monthly virtual training is conducted upon service provider/agency request(s) in addition to virtual training that is open to the public (no pre-registration required). The training curriculum includes a detailed overview of victim compensation funds, a live demonstration of the online victim compensation application, and an overview of other emergency funds available to victims in New Mexico. New Mexico CVRC also has a readily accessible YouTube training video on how to complete an online application. Finally, New Mexico CVRC continues to participate in the training curriculum for new probation and parole cadets, victim advocate volunteers in the state's largest judicial district, and our volunteers throughout New Mexico who serve as Court Appointed Special Advocates (CASA s). News media is another outlet used to bring awareness to our program.

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.**

New Mexico CVRC has lowered our average processing time of victim compensation applications to approximately 30 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% of eligible out-of-pocket expenses.

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

New Mexico CVRC continues to work with the Justice Center Council of State Governments on our awarded compensation assessment grant. This assessment will provide valuable feedback to our program to improve accessibility, determine additional financial needs of victims, and increase our program's ability to collect restitution and penalty assessments.