

Office for Victims of Crime
Victim Compensation Formula Grant Program
Annual Performance Measures Report
October 01, 2021 - September 30, 2022

GRANTEE INFORMATION

ORGANIZATION NAME: PUERTO RICO DEPARTMENT 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 2021:
 Q2: Jan-Mar 2022:
 Q3: Apr-Jun 2022:
 Q4: Jul-Sep 2022:
 Annual:

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

Q1: Oct-Dec 2021:
 Q2: Jan-Mar 2022:
 Q3: Apr-Jun 2022:
 Q4: Jul-Sep 2022:
 Annual:

3. Victim Demographics

Population	Number of Victims				
	Q1	Q2	Q3	Q4	Annual
A. RACE/ETHNICITY					
American Indian or Alaska Native	0	0	0	0	0
Asian	0	0	0	0	0
Black or African American	53	0	1	0	54
Hispanic or Latino	0	89	96	76	261
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	53	89	97	76	315
B. GENDER					
Male	32	53	55	41	181
Female	21	36	42	35	134
Not Reported	0	0	0	0	0
Not Tracked	0	0	0	0	0
Gender Total	53	89	97	76	315
C. AGE					
Age 0- 12	0	5	3	4	12
Age 13- 17	3	5	4	3	15
Age 18- 24	13	20	13	9	55
Age 25- 59	34	55	72	53	214
Age 60 and Older	3	3	5	7	18
Not Reported	0	0	0	0	0
Not Tracked	0	1	0	0	1
Age Total	53	89	97	76	315

PERFORMANCE MEASURES

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

Q1: Oct-Dec 2021:

Only one application is usually counted per crime

Q2: Jan-Mar 2022:

Only one application is usually counted per crime

Q3: Apr-Jun 2022:

Only one application is usually counted per crime

Q4: Jul-Sep 2022:

Only one application is usually counted per crime

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

Q1: Oct-Dec 2021:

Q2: Jan-Mar 2022:

Q3: Apr-Jun 2022:

Q4: Jul-Sep 2022:

Annual:

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

Q1: Oct-Dec 2021:

Q2: Jan-Mar 2022:

Q3: Apr-Jun 2022:

Q4: Jul-Sep 2022:

Annual:

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

Q1: Oct-Dec 2021:

Q2: Jan-Mar 2022:

Q3: Apr-Jun 2022:

Q4: Jul-Sep 2022:

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	0	0	0	0	0
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	0	1	0	0	1
D. Incomplete information	10	8	1	5	24
E. Contributory misconduct	0	3	1	6	10
F. Ineligible crime	1	2	0	2	5
G. Ineligible application	1	12	2	13	28
Other	0	-	0	6	6

Denial explanation:

Qtr 4: Administrative closure

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

Q1: Oct-Dec 2021:

Q2: Jan-Mar 2022:

Q3: Apr-Jun 2022:

Q4: Jul-Sep 2022:

Annual:

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PAYMENT STATISTICS BY CRIME TYPE Qtr:1

TYPES OF CRIME	EXPENSE TYPES PAID (in dollars)												TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE					
	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	3	\$ 0	\$ 0	\$ 0	\$ 0	\$ 4,162	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 4,162	0	0	0	0	0
Burglary																		
Child Physical Abuse/Neglect	6	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0		\$ 0	\$ 4,200	\$ 4,200	0	0		0	0
Child Pornography																		
Child Sexual Abuse																		
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	28	\$ 0	\$ 0	\$ 0	\$ 65,125	\$ 0	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 65,125	0	1	0	0	0
Human Trafficking																		
Kidnapping	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 25	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 25	0	0	0	0	0
Other Vehicular Crimes																		
Robbery																		
Sexual Assault	3	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 2,093	\$ 0	\$ 0	\$ 1,400	\$ 3,493	0	0	0	0	0	0
Stalking																		
Terrorism																		
Total	41	\$ 0	\$ 0	\$ 0	\$ 65,125	\$ 4,187	\$ 0	\$ 2,093	\$ 0	\$ 0	\$ 5,600	\$ 77,005	0	1	0	0	0	0

* Other expense explanations

Child Physical Abuse/Neglect Sexula Assault Forensic Exams
 Sexual Assault Sexual Assault Forensic Exams

You added "Other" crime types: Domestic Violence: 9 cases, Negligent Homicide: 1 case, Economic Support : \$1,914.93, Medical/Dental : \$824.00, Relocation : \$8,322.90, Legal Expenses:\$1,500.00,

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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	4	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,843	\$ 0	\$ 8,034	\$ 0		\$ 130	\$ 0	\$ 10,007	0	0	0	0	0
Burglary																		
Child Physical Abuse/Neglect																		
Child Pornography																		
Child Sexual Abuse	3	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 2,100	\$ 0	\$ 0	\$ 2,100	0	0		0	0
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	30	\$ 0	\$ 0	\$ 0	\$ 70,492	\$ 0	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 70,492	0	1	0	0	0
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes																		
Robbery																		
Sexual Assault																		
Stalking																		
Terrorism																		
Total	37	\$ 0	\$ 0	\$ 0	\$ 70,492	\$ 1,843	\$ 0	\$ 8,034	\$ 0	\$ 2,100	\$ 130	\$ 0	\$ 82,599	0	1	0	0	0

You added "Other" crime types: Domestic Violence - (37 cases): Medical/Dental \$435.00; Mental Health \$60.00; Relocation \$14,342.47; Negligent Homicide - (2 cases): Funeral Burial \$3,000.00

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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	12	\$ 0	\$ 0	\$ 885	\$ 0	\$ 21,374	\$ 0	\$ 1,350	\$ 0		\$ 469	\$ 0	\$ 24,078	0	0	0	0	0
Burglary																		
Child Physical Abuse/Neglect																		
Child Pornography																		
Child Sexual Abuse	5	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 525	\$ 0	\$ 0	\$ 2,100	\$ 408	\$ 0	\$ 3,033	0	0		0	0
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	67	\$ 0	\$ 0	\$ 0	\$ 154,149	\$ 0	\$ 13	\$ 0	\$ 0		\$ 0	\$ 1,000	\$ 155,161	0	8	0	0	0
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes																		
Robbery																		
Sexual Assault	2	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 285	\$ 3,236	\$ 0	\$ 0	\$ 74	\$ 0	\$ 3,596	0	0	0	0	0
Stalking																		
Terrorism																		
Total	86	\$ 0	\$ 0	\$ 885	\$ 154,149	\$ 21,374	\$ 822	\$ 4,586	\$ 0	\$ 2,100	\$ 951	\$ 1,000	\$ 185,868	0	8	0	0	0

* Other expense explanations

Homicide Legal Expenses

You added "Other" crime types: 1. Domestic Violence :17 cases, \$30,466.43 (Crime Scene Clean Up : \$750.00, Dependent Care :\$637.92, Medical/Dental :\$1,210.90, Mental Health:\$1,800.00, Relocation:\$ 21,502.61, Travel:\$15.00, Legal Expenses:\$4,550.00) 2. Negligent Homicide 8 Cases (Funeral Burial:\$20,597.20)

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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	8	\$ 0	\$ 0	\$ 7,452	\$ 0	\$ 3,385	\$ 502	\$ 0	\$ 0		\$ 64	\$ 0	\$ 11,403	0	0	0	0	0
Burglary																		
Child Physical Abuse/Neglect																		
Child Pornography																		
Child Sexual Abuse	2	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 6,213	\$ 0	\$ 0	\$ 0	\$ 0	\$ 6,213	0	0		0	0
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	26	\$ 0	\$ 0	\$ 6,200	\$ 61,305	\$ 0	\$ 220	\$ 0	\$ 0		\$ 459	\$ 95	\$ 68,279	0	0	0	0	0
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes																		
Robbery																		
Sexual Assault	2	\$ 0	\$ 0	\$ 1,105	\$ 0	\$ 3,194	\$ 1,075	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 5,374	0	0	0	0	0
Stalking																		
Terrorism																		
Total	38	\$ 0	\$ 0	\$ 14,757	\$ 61,305	\$ 6,579	\$ 1,797	\$ 6,213	\$ 0	\$ 0	\$ 523	\$ 95	\$ 91,268	0	0	0	0	0

* Other expense explanations

Homicide Legal Expenses

You added "Other" crime types: Negligent homicide: Cases 4; Funeral Burial \$11,148.25 Domestic violence : Cases 14 ; Economic support \$7,344.03; Medical/Dental ; \$4,756.48; Mental Health : 123.93; Relocation \$32,310.94; Legal Expenses \$2,850.00

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PAYMENT STATISTICS BY CRIME TYPE - Aggregated																		
TYPES OF CRIME	EXPENSE TYPES PAID (in dollars)												TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE					
	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	27	\$ 0	\$ 0	\$ 8,338	\$ 0	\$ 30,763	\$ 502	\$ 9,384	\$ 0		\$ 663	\$ 0	\$ 49,649	0	0	0	0	0
Burglary																		
Child Physical Abuse/Neglect	6	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0		\$ 0	\$ 4,200	\$ 4,200	0	0		0	0
Child Pornography																		
Child Sexual Abuse	10	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 525	\$ 6,213	\$ 0	\$ 4,200	\$ 408	\$ 0	\$ 11,346	0	0		0	0
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	151	\$ 0	\$ 0	\$ 6,200	\$ 351,071	\$ 0	\$ 233	\$ 0	\$ 0		\$ 459	\$ 1,095	\$ 359,057	0	10	0	0	0
Human Trafficking																		
Kidnapping	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 25	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 25	0	0	0	0	0
Other Vehicular Crimes																		
Robbery																		
Sexual Assault	7	\$ 0	\$ 0	\$ 1,105	\$ 0	\$ 3,194	\$ 1,360	\$ 5,329	\$ 0	\$ 0	\$ 74	\$ 1,400	\$ 12,463	0	0	0	0	0
Stalking																		
Terrorism																		
Total	202	\$ 0	\$ 0	\$ 15,642	\$ 351,071	\$ 33,982	\$ 2,619	\$ 20,926	\$ 0	\$ 4,200	\$ 1,604	\$ 6,695	\$ 436,740	0	10	0	0	0

NARRATIVE QUESTIONS

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

The Crime Victim Compensation Office had a 3% increase on applications for compensation during 2021 fiscal year compared to the 2020 fiscal year. This upsurge of compensation applications is reflected by the increase of domestic violence cases that the Division is currently receiving and evaluating after the global pandemic. The office has been conducting an orientation campaign on the benefits and aids available to victims of crime, so it is expected that by the next fiscal year it will continue to increase.

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 an application begins with the presentation of a signed request for compensation application by the crime victim. Once the request is received, it is evaluated by a Claims Technician. These officials oversee 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 in a way that would prevent the payment from being granted. When the application is recommended for denial, it is sent to the Director for final evaluation; on the other hand, when the claim is recommended for approval, it is sent to the Claim 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. If the case is denied, the claimant has a term of 20 days to apply for reconsideration. The law establishes that if no action is taken with the reconsideration, the initial decision stands and the claimant could file for a judicial review by the Court of Appeals within a term of 30 days.

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.**

On July 7, 2020, the Department of the Treasury issued Circular Letter 1300-01-21, related to electronic payment to suppliers of the Government of Puerto Rico and public and private entities, among others. In the mentioned document it is reported that this Agency has established as public policy that the main method of payment is electronic transfer (EFT), and that payment by check will only be authorized as an exception, as provided in the aforementioned document and / or prior authorization of the Assistant Secretary of the Treasury Area. According to the instructions, these exceptions must be requested individually. The exceptions set out in the Circular Letter do not include victims of crime who receive compensation under the above-mentioned law. This requires that the beneficiaries of these compensations register on this electronic portal, which – without a doubt – makes it very difficult for the Crime Victim Compensation Office to make these payments. This is to the extent that the process is delay and the process is hindered due to the technological limitations of many of our claimants. In order to avoid these setbacks, the Attorney General has requested that payments made by the Department of Justice to crime victims be included among the exceptions to the EFT payment issuance process. While this request is being approved, we have continued to periodically send communications to the Department of the Treasury with the description of approved payments and a request that checks be issue and no registration of victims is required on this website. Although our application has always been approved, this situation may delay compensation payments.

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

Our Office has made several efforts to ensure that we provide compensation to victims of federal crime. First, we have conducted multiple meetings with federal prosecutors, FBI staff, and U.S. Attorney Office Front Desk Coordinators. In these meetings they have been oriented on the compensations contemplated by the law and they have been asked to refer the cases to us for evaluation. During this fiscal year 2021, our Office compensated a victim of attempted murder, whose case was prosecuted in the federal sphere as a carjacking. In this case the Office compensated for medical expenses. Furthermore, was also offered guidance and accompaniment through the Direct Victim Service Division. Likewise, our Office has provided support to victims of federal cases through the Victim Service Technicians, providing accompaniment, crisis intervention and referring to psychological services, among other things. The Office also collaborated this fiscal year with FBI staff in identifying shelters for potential victims of human trafficking.

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

During fiscal year 2021, our Office contracted with state funds a company that has been developing a claims management system for victim compensation. This allows the claim request to be completed directly in the system, the documents that complement it to be attached, the claim number is assigned and sent to the Claims Technician. It also allows the investigation and analysis of the claim to be documented and referred to the Claims Adjuster. With the Adjuster report, the system automatically generates the report and forwards it to the Director. Once the Director approves it, the Resolution is automatically generated. The system will generate the statistics that are required in the PMT report and will allow us to analyze the compensation payments made by type of crime, sex, geographical area and age, among others. In addition, it is important to note that the Governor of Puerto Rico, Hon. Pedro Pierluisi Urrutia, assigned to our Office of State Funds the sum of \$167,003.91 to hire staff for the Office of Crime Victim Compensation. This allowed us to hire 2 additional Claims Technicians, a Confidential Office Systems Administrator, an Administrative Assistant, an Office Systems Administrator, and a Compensation Claims Adjuster. With these hires, the Office's workforce increased to 10 employees. All these are covered by State funds.

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.**

During the 2021 fiscal year, the Crime Victim Compensation Office did not use any funds for administrative expenses. All funds were assigned to compensate victims of crimes. The reason for this is that, due to the limitation in funds for compensation, all administrative expenses are covered with state funds.

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.**

Law No. 34, called "Law for the Imposition of the Special Penalty of the Penal Code of Puerto Rico", was approved on August 27, 2021, and establishes a presumption of indigence of the convicted person by exempting from the imposition of the special penalty established in Article 61 of the Penal Code of Puerto Rico. This Article 61 provides that the court shall impose on every convict a special penalty, equivalent to one hundred (100) dollars for each less serious offense and three hundred (300) dollars for each felony. The amounts thus collected enter the Special Fund for Compensation for Victims of Crime. The procedure established in this Act No. 34 to determine this indigence - and to exempt the payment of this penalty from its entirety - is a lax one. This is to the extent that it is indicated that this determination is at the discretion of the court or at the request of a party, and it is allowed to presume indigence only if the convict is represented by some organization, person or entity that offers legal representation services to people of limited resources. We are very concerned about the effect that this law will have on the amount of funds that go into this State Special Fund. The concern is that a substantial decrease in these state revenues could affect the federal funds the Office receives for compensation payments, since the amount of the federal appropriation is allocated considering 75% of the funds compensated with state funds.

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 Crime Victim Compensation Office through the Director has visited all jurisdictions and has provided training to all state prosecutors to provide guidance on compensation benefits and explain the victim referral process. In addition, all the state and federal police station on the island have been visited to guide and deliver informative material that is accessible to the victims who visit the police headquarters. Victim shelters and funeral homes have also been visited. The Office has assigned personnel to monitor social networks, the press, radio, and television to identify possible victims who may qualify to receive compensation. In addition, the office of the chief prosecutor sends us a weekly list of all the murder scenes where a prosecutor has appeared. With this data, personnel proceed to communicate with the primary or secondary victims to guide them on the compensation benefits, pre-qualifications and, if chosen, help them complete the compensation application. Finally, the Office has joined the academies offered by the PR Police and the Department of Justice to their Prosecutors so that all newly appointed personnel know about our benefits.

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

During the 2021 fiscal year, the Crime Victim Compensation Office started a public outreach effort; the purpose of this is to continue a massive orientation campaign that began on October 1, 2022, and will be transmitted via social media, radio and television. The campaign's goal is to inform the maximum number of crime victims of their legal rights regarding compensation and that our office provides these services despite the outgoing crisis in the country. Also, the Office has used multiple public interest programs to guide benefits, even in carried-out orientation activities, information tables in police stations, shopping centers, and public squares. At all these locations, staff help citizens fill applications, if necessary. A monitor was also installed in each of the prosecutors offices throughout Puerto Rico, specifically in the waiting areas, so that any victim who visits the prosecutor's office is aware of the compensation benefits offered by the office.

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.**

Each year, on or before December 15, the Office of Crime Victim Compensation submits to the Legislature and the Governor an achievement report containing the same statistical and outcome information required by this PMT report. For this fiscal year this report has not yet been submitted. The Legislature recently requested an explanation of the reasons for denying compensation claims. It was explained that these may be denied because some of the circumstances established in Article 7 of the Crime Victims and Witnesses Compensation and Services Act, Law 183-1998, are present, or because the crime is not contemplated in Article 6 of the mentioned Law. In addition, an application may be denied if the complainant fails to comply with any of the requirements set forth in Article 8 of this piece of legislation or because he fails to comply with the 60-day deadline established by Article 15f of Regulation No. 8845 for the delivery of documents. Specifically, Section 6 of the Crime Victims and Witnesses Compensation and Services Act establishes which crimes exclusively give rise to compensation. Any request received to compensate for any other crime must be denied. It is important to note that when this happens, the Office assesses the needs of these victims and, if possible, refers to programs of nongovernmental organizations or aid from other government agencies. The crimes that may give rise to compensation by law are murder, attenuated murder, negligent homicide, sexual assault, kidnapping, aggravated kidnapping, kidnapping of minors, aggravated arson, domestic violence, child abuse, aggravated assault, lewd acts, robbery (when physical harm is inflicted on the victim) and unlawful appropriation (victim is 65 years of age or older). The Legislature also asked us to explain the assistance the Office provides for individuals to complete applications with complete documentation. It was explained to them that in order to expedite the delivery of the necessary documentation to evaluate compensation claims, the Office has implemented several initiatives. First, training was conducted on the Crime Victims and Witnesses Compensation and Services Act, aimed at Victim Assistance Technicians who work directly with victims and survivors of crime in the thirteen jurisdictions. To the extent that they maintain direct and constant communication with victims by providing direct services, they also collaborate with them in the process of sending documents to the Compensation Office. They also collaborate when for some reason it is not possible for Compensation Technicians to locate or communicate with the victim. Another initiative aimed at collaborating with claimants when completing their applications is that staff has been appointed who, through an interview, which can be telephone or face-to-face, help victims complete the application and guide it on the required documents. These staff receive referrals from prosecutors' offices, non-governmental organizations and funeral homes. They are also in charge of guiding and filling out applications for persons who communicate directly to the Guidance Line (787-303-9999), those who visit the Office, those who are referred by the Office of the Chief Prosecutor and those who are identified as cases reported by the press. In this regard, it is important to note that murder cases that are reported by the press or those attended by prosecutors at the scenes, personnel immediately communicate with police officers to auscultate whether the case qualifies for compensation. If this crucible passes, they communicate with the relatives to guide mainly on the payment of funeral expenses and complete the application by telephone. With this, we have managed to work these cases expeditiously and that funeral homes receive the resolution issued by the Office and wait for the payment of compensation, without having to charge family members for this service. Finally, we inform that the Office, through this staff, is responsible for directly requesting from the agencies the certificates of birth, marriage or death, the reports of complaint or denunciations and the certifications of social security, among others. Our goal is to reach collaboration agreements with these agencies, so that we can streamline the document delivery process. Likewise, the request for compensation was placed on the Department's Internet Portal, so that it can be completed directly from this page and sent by email.

12. **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 Certifications 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.