

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

**GRANTEE INFORMATION**

ORGANIZATION NAME: LABOR AND INDUSTRIES, WASHINGTON STATE DEPARTMENT OF

POC NAME: Neha Grewal

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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				
<b>A. RACE/ETHNICITY</b>	Q1	Q2	Q3	Q4	Annual
American Indian or Alaska Native	37	39	37	45	158
Asian	33	48	44	43	168
Black or African American	116	115	119	151	501
Hispanic or Latino	210	189	195	230	824
Native Hawaiian or Other Pacific Islander	11	8	11	18	48
White Non-Latino or Caucasian	463	549	480	547	2039
Some Other Race	93	99	83	106	381
Multiple Races	0	0	0	0	0
Not Reported	149	176	180	193	698
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	1112	1223	1149	1333	4817
<b>B. GENDER</b>					
Male	403	477	441	577	1898
Female	695	725	671	738	2829
Not Reported	14	21	37	18	90
Not Tracked	0	0	0	0	0
Gender Total	1112	1223	1149	1333	4817
<b>C. AGE</b>					
Age 0- 12	140	161	141	136	578
Age 13- 17	108	123	111	94	436
Age 18- 24	166	163	144	187	660
Age 25- 59	587	644	610	742	2583
Age 60 and Older	63	79	94	103	339
Not Reported	48	53	49	71	221
Not Tracked	0	0	0	0	0
Age Total	1112	1223	1149	1333	4817

**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	2	2	8	4	16
B. Failure to report to police	96	77	83	105	361
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	18	18	19	11	66
D. Incomplete information	0	29	30	35	94
E. Contributory misconduct	27	27	16	23	93
F. Ineligible crime	188	126	117	144	575
G. Ineligible application	34	62	43	67	206
Other	0	0	0	0	0

Denial explanation:

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	370	NA	NA	\$ 355,958	\$ 0	\$ 531,519	\$ 19,723	NA	NA		\$ 2,621	\$ 0	\$ 909,821	NT	120	NT	NT	NT
Burglary																		
Child Physical Abuse/Neglect	23	NA	NA	\$ 4,873	\$ 0	\$ 20,872	\$ 2,204	NA	NA		\$ 0	\$ 0	\$ 27,949	NT	6		NT	NT
Child Pornography																		
Child Sexual Abuse	478	NA	NA	\$ 0	\$ 0	\$ 23,274	\$ 16,410	NA	NA	\$ 516,982	\$ 0	\$ 0	\$ 556,666	NT	10		NT	NT
DUI/DWI	74	NA	NA	\$ 45,688	\$ 31,516	\$ 113,378	\$ 3,681	NA	NA		\$ 0	\$ 0	\$ 194,263	NT	0	NT	NT	NT
Fraud/Financial Crimes																		
Homicide	137	NA	NA	\$ 350,223	\$ 369,249	\$ 15,822	\$ 4,166	NA	NA		\$ 0	\$ 0	\$ 739,460	NT	21	NT	NT	NT
Human Trafficking	1	NA	NA	\$ 0	\$ 0	\$ 1,256	\$ 0	NA	NA		\$ 0	\$ 0	\$ 1,256	NT	1	NT	NT	NT
Kidnapping																		
Other Vehicular Crimes	95	NA	NA	\$ 107,430	\$ 42,007	\$ 84,834	\$ 3,844	NA	NA		\$ 96	\$ 0	\$ 238,211	NT	0	NT	NT	NT
Robbery	10	NA	NA	\$ 27,222	\$ 0	\$ 3,147	\$ 1,279	NA	NA		\$ 0	\$ 0	\$ 31,648	NT	1	NT	NT	NT
Sexual Assault	635	NA	NA	\$ 15,485	\$ 0	\$ 4,798	\$ 13,844	NA	NA	\$ 721,969	\$ 0		\$ 756,096	NT	5	NT	NT	NT
Stalking																		
Terrorism																		
<b>Total</b>	<b>1,823</b>	<b>NA</b>	<b>NA</b>	<b>\$ 906,879</b>	<b>\$ 442,772</b>	<b>\$ 798,900</b>	<b>\$ 65,151</b>	<b>NA</b>	<b>NA</b>	<b>\$ 1,238,951</b>	<b>\$ 2,717</b>	<b>\$ 0</b>	<b>\$ 3,455,370</b>	<b>NT</b>	<b>164</b>	<b>NT</b>	<b>NT</b>	<b>NT</b>

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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	421	NA	NA	\$ 351,993	\$ 0	\$ 805,903	\$ 20,886	NA	NA		\$ 547	\$ 0	\$ 1,179,329	NT	133	NT	NT	NT
Burglary																		
Child Physical Abuse/Neglect	30	NA	NA	\$ 4,683	\$ 0	\$ 21,365	\$ 3,790	NA	NA		\$ 0	\$ 0	\$ 29,838	NT	8		NT	NT
Child Pornography																		
Child Sexual Abuse	523	NA	NA	\$ 0	\$ 0	\$ 2,767	\$ 14,802	NA	NA	\$ 660,609	\$ 0	\$ 0	\$ 678,178	NT	4		NT	NT
DUI/DWI	77	NA	NA	\$ 25,969	\$ 30,862	\$ 200,166	\$ 3,354	NA	NA		\$ 0	\$ 0	\$ 260,351	NT	0	NT	NT	NT
Fraud/Financial Crimes																		
Homicide	121	NA	NA	\$ 309,703	\$ 303,792	\$ 1,088	\$ 5,664	NA	NA		\$ 0	\$ 0	\$ 620,247	NT	29	NT	NT	NT
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	88	NA	NA	\$ 159,198	\$ 73,788	\$ 181,334	\$ 0	NA	NA		\$ 47	\$ 0	\$ 414,367	NT	0	NT	NT	NT
Robbery	1	NA	NA	\$ 17,071	\$ 0	\$ 8,281	\$ 1,788	NA	NA		\$ 0	\$ 0	\$ 27,140	NT	0	NT	NT	NT
Sexual Assault	601	NA	NA	\$ 19,631	\$ 0	\$ 10,611	\$ 10,142	NA	NA	\$ 655,290	\$ 0	\$ 0	\$ 695,674	NT	4	NT	NT	NT
Stalking																		
Terrorism																		
<b>Total</b>	<b>1,862</b>	<b>NA</b>	<b>NA</b>	<b>\$ 888,248</b>	<b>\$ 408,442</b>	<b>\$ 1,231,515</b>	<b>\$ 60,426</b>	<b>NA</b>	<b>NA</b>	<b>\$ 1,315,899</b>	<b>\$ 594</b>	<b>\$ 0</b>	<b>\$ 3,905,124</b>	<b>NT</b>	<b>178</b>	<b>NT</b>	<b>NT</b>	<b>NT</b>

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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	440	NA	NA	\$ 384,082	\$ 9,096	\$ 746,716	\$ 14,024	NA	NA		\$ 687	\$ 0	\$ 1,154,605	NT	140	NT	NT	NT
Burglary																		
Child Physical Abuse/Neglect	24	NA	NA	\$ 2,173	\$ 0	\$ 10,180	\$ 723	NA	NA		\$ 185	\$ 0	\$ 13,261	NT	8		NT	NT
Child Pornography																		
Child Sexual Abuse	445	NA	NA	\$ 0	\$ 0	\$ 0	\$ 20,471	NA	NA	\$ 522,380	\$ 0	\$ 0	\$ 542,851	NT	4		NT	NT
DUI/DWI	76	NA	NA	\$ 39,343	\$ 3,659	\$ 89,144	\$ 3,092	NA	NA		\$ 710	\$ 0	\$ 135,948	NT	0	NT	NT	NT
Fraud/Financial Crimes																		
Homicide	144	NA	NA	\$ 331,167	\$ 382,740	\$ 7,200	\$ 4,518	NA	NA		\$ 0	\$ 0	\$ 725,625	NT	30	NT	NT	NT
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	98	NA	NA	\$ 67,433	\$ 159,123	\$ 64,739	\$ 1,002	NA	NA		\$ 60	\$ 0	\$ 292,357	NT	0	NT	NT	NT
Robbery	8	NA	NA	\$ 14,241	\$ 0	\$ 1,387	\$ 694	NA	NA		\$ 0	\$ 0	\$ 16,322	NT	0	NT	NT	NT
Sexual Assault	545	NA	NA	\$ 7,923	\$ 0	\$ 19,486	\$ 11,090	NA	NA	\$ 712,308	\$ 0	\$ 0	\$ 750,807	NT	3	NT	NT	NT
Stalking																		
Terrorism																		
<b>Total</b>	<b>1,780</b>	<b>NA</b>	<b>NA</b>	<b>\$ 846,362</b>	<b>\$ 554,618</b>	<b>\$ 938,852</b>	<b>\$ 55,614</b>	<b>NA</b>	<b>NA</b>	<b>\$ 1,234,688</b>	<b>\$ 1,642</b>	<b>\$ 0</b>	<b>\$ 3,631,776</b>	<b>NT</b>	<b>185</b>	<b>NT</b>	<b>NT</b>	<b>NT</b>

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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	449	NA	NA	\$ 433,197	\$ 13,339	\$ 777,056	\$ 20,083	NA	NA		\$ 446	\$ 0	\$ 1,244,121	NT	100	NT	NT	NT
Burglary																		
Child Physical Abuse/Neglect	69	NA	NA	\$ 2,420	\$ 0	\$ 28,784	\$ 9,355	NA	NA		\$ 0	\$ 0	\$ 40,559	NT	1		NT	NT
Child Pornography																		
Child Sexual Abuse	563	NA	NA	\$ 0	\$ 0	\$ 18,299	\$ 16,202	NA	NA	\$ 544,708	\$ 0	\$ 0	\$ 579,209	NT	8		NT	NT
DUI/DWI	80	NA	NA	\$ 54,177	\$ 24,236	\$ 139,545	\$ 892	NT	NT		\$ 0	\$ 0	\$ 218,850	NT	0	NT	NT	NT
Fraud/Financial Crimes																		
Homicide	148	NA	NA	\$ 339,810	\$ 441,523	\$ 20,428	\$ 1,859	NA	NA		\$ 0	\$ 0	\$ 803,620	NT	12	NT	NT	NT
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	85	NA	NA	\$ 60,643	\$ 57,645	\$ 62,254	\$ 161	NA	NA		\$ 199	\$ 0	\$ 180,902	NT	0	NT	NT	NT
Robbery	9	NA	NA	\$ 36,461	\$ 0	\$ 3,989	\$ 440	NA	NA		\$ 0	\$ 0	\$ 40,890	NT	0	NT	NT	NT
Sexual Assault	786	NA	NA	\$ 24,448	\$ 0	\$ 10,047	\$ 10,954	NA	NA	\$ 960,786	\$ 0	\$ 0	\$ 1,006,235	NT	6	NT	NT	NT
Stalking																		
Terrorism																		
Total	2,189	NA	NA	\$ 951,156	\$ 536,743	\$ 1,060,402	\$ 59,946	NA	NA	\$ 1,505,494	\$ 645	\$ 0	\$ 4,114,386	NT	127	NT	NT	NT

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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	1,680	NA	NA	\$ 1,525,230	\$ 22,435	\$ 2,861,194	\$ 74,716	NA	NA		\$ 4,301	\$ 0	\$ 4,487,876	NT	493	NT	NT	NT
Burglary																		
Child Physical Abuse/Neglect	146	NA	NA	\$ 14,149	\$ 0	\$ 81,201	\$ 16,072	NA	NA		\$ 185	\$ 0	\$ 111,607	NT	23		NT	NT
Child Pornography																		
Child Sexual Abuse	2,009	NA	NA	\$ 0	\$ 0	\$ 44,340	\$ 67,885	NA	NA	\$ 2,244,679	\$ 0	\$ 0	\$ 2,356,904	NT	26		NT	NT
DUI/DWI	307	NA	NA	\$ 165,177	\$ 90,273	\$ 542,233	\$ 11,019	NT	NT		\$ 710	\$ 0	\$ 809,412	NT	0	NT	NT	NT
Fraud/Financial Crimes																		
Homicide	550	NA	NA	\$ 1,330,903	\$ 1,497,304	\$ 44,538	\$ 16,207	NA	NA		\$ 0	\$ 0	\$ 2,888,952	NT	92	NT	NT	NT
Human Trafficking	1	NA	NA	\$ 0	\$ 0	\$ 1,256	\$ 0	NA	NA		\$ 0	\$ 0	\$ 1,256	NT	1	NT	NT	NT
Kidnapping																		
Other Vehicular Crimes	366	NA	NA	\$ 394,704	\$ 332,563	\$ 393,161	\$ 5,007	NA	NA		\$ 402	\$ 0	\$ 1,125,837	NT	0	NT	NT	NT
Robbery	28	NA	NA	\$ 94,995	\$ 0	\$ 16,804	\$ 4,201	NA	NA		\$ 0	\$ 0	\$ 116,000	NT	1	NT	NT	NT
Sexual Assault	2,567	NA	NA	\$ 67,487	\$ 0	\$ 44,942	\$ 46,030	NA	NA	\$ 3,050,353	\$ 0	\$ 0	\$ 3,208,812	NT	18	NT	NT	NT
Stalking																		
Terrorism																		
Total	7,654	NA	NA	\$ 3,592,645	\$ 1,942,575	\$ 4,029,669	\$ 241,137	NA	NA	\$ 5,295,032	\$ 5,598	\$ 0	\$ 15,106,656	NT	654	NT	NT	NT

## NARRATIVE QUESTIONS

1. **Please explain any significant change in the number of applications received during the reporting period.**  
 Covid effects on life became very serious starting in March, 2020. Our claims received the next four quarters (April 2020 thru March 2021) were 24 per cent lower than the prior year. However, the federal fiscal year 2021 and 2022 each increased was percent higher than the previous five quarters. The decrease was seen in 2022 was seen in all crime types except homicides, which remained steady in 2020 and 2021. However, homicides went up 27 per cent in federal fiscal year 2022.
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. 23  
  
 Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. 1) New applications are received and entered into a database by a Claims Processor. 2) New workloads are evaluated for eligibility by the Claims Examiner and missing documentation is requested. 3) Claims Examiners submit reviewed claims with Decision recommendations to the Claims Supervisor. 4) The Claims Supervisor reviews all claims for accuracy and submits Claim Decision and Supporting Documentation to a five (5) member Board. 5) The Board reviews all claims for Approval or Denial leading to an Interim Decision. Interim Decision is mailed to the Claimant. 6) The Claimant has fifteen (15) days to Appeal an Interim Decision to the Board. Appealed Interim Decisions result in Hearings. The result of any Hearing may be to Affirm, Modify, or Reverse the Interim Decision. 7) After the fifteen days has elapsed, the Interim Decision is forwarded to the Executive Director/Designee to be reviewed a signed resulting in a Final Decision.
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 is still a major issue. We continued to make adjustments to allow people to work from home most or all the time. Only critical tasks that could not be accomplished from home were allowed to be done in the office by limited staff for short periods of time. There is a little more work in the office than last year, but most still prefer to work from home. Over 80% of our staff continue to telework 100% of the time. This slowed things down for a short while, until all staff could get all systems up and running such as skype and outgoing phone call software. The agency moved quickly to get all agency staff up and running.
5. **Please describe in detail efforts taken to serve Victims of Federal Crime during the reporting period.**  
 All claims are treated the same and not broken down into State/Federal crimes. In an effort to get crime information as timely as possible, we work with law enforcement, advocates and Victim/Witness Coordinators to obtain this information. We will specifically reach out to federal Victim Witness Coordinators in cases where other jurisdictions are unable to release the information we need. Federal victim coordinators have our phone numbers on speed dial.
6. **Please describe any notable activities during the reporting period that improved the process of victim compensation services.**  
 We continue to look for ways to improve automation and technology to better serve our clients. Current efforts revolve adopting our agency s permanent remote or hybrid work model, in a way that does not impact service to client while our staff work remotely. This was accomplished at the height of the pandemic. More recent work surrounds permanently adopting some processes developed during our covid 19 remote work protocols.
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.**  
 We do not use any VOCA funds for administrative costs. All funds go to benefits.
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.**  
 Legislative changes to RCW 7.68 in 2022 allowed CVCP to cover child physical abuse examinations in the same manner as we cover sexual assault examination. This was previously a trail benefit from 2015-2019. It is now a permanent benefit.
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.**  
 During Legislative session (January thru April), we meet weekly with stakeholders to discuss proposed bills and other issues. We work with prosecutors and advocates at prosecutors offices at all levels to obtain police reports on a timely basis. We also work closely with prosecutors to award restitution to CVC for claim cost, thereby holding offenders responsible for the costs.  
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10. **Please explain any public outreach efforts to improve awareness of your program.**

Our program participates in several victim service committees, such as the Department of Corrections Victim Counsel. This is a group of system and community based advocates, and state programs, to discuss victim needs and barriers to services. We provide outreach to any advocacy group wanting formal training or informational meetings about 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.**

We measure average days to pay bills from the date we receive a bill to when it is paid. We dedicated extra effort to reducing the backlog during the previous year, and this improved the payment process time. The Federal Fiscal Year average went down from 22 days in 2021 to 19 days in 2022. We continue to have a lot of turnover in the bill payment unit. We continue to train new employees.

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

We continue to look for ways to meet the challenges of serving victims better.