Office for Victims of Crime
Victim Compensation Formula Grant Program
Annual Performance Measures Report
October 01, 2022 - September 30, 2023

GRANTEE INFORMATION

ORGANIZATION NAME: LABOR AND INDUSTRIES, WASHINGTON STATE DEPARTMENT OF

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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 2022: 1,159

   Q2: Jan-Mar 2023: 1,329

   Q3: Apr-Jun 2023: 1,203

   Q4: Jul-Sep 2023: 1,310

   Annual: 5,001

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

   Q1: Oct-Dec 2022: 1,159

   Q2: Jan-Mar 2023: 1,329

   Q3: Apr-Jun 2023: 1,203

   Q4: Jul-Sep 2023: 1,310

   Annual: 5,001

3. Victim Demographics

Population	Number of Victims				
A. RACE/ETHNICITY	Q1	Q2	Q3	Q4	Annual
American Indian or Alaska Native	45	53	25	40	163
Asian	44	49	55	53	201
Black or African American	111	114	133	152	510
Hispanic or Latino	190	230	251	267	938
Native Hawaiian or Other Pacific Islander	12	14	15	16	57
White Non-Latino or Caucasian	471	550	477	545	2043
Some Other Race	101	92	90	114	397
Multiple Races	0	0	0	0	0
Not Reported	185	227	157	123	692
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	1159	1329	1203	1310	5001
B. GENDER					
Male	478	537	471	539	2025
Female	649	771	700	718	2838
Not Reported	32	21	32	53	138
Not Tracked	0	0	0	0	0
Gender Total	1159	1329	1203	1310	5001
C. AGE					
Age 0- 12	126	173	128	145	572
Age 13- 17	86	115	109	98	408
Age 18- 24	149	166	165	182	662
Age 25- 59	661	722	666	718	2767
Age 60 and Older	69	92	73	89	323
Not Reported	68	61	62	78	269
Not Tracked	0	0	0	0	0
Age Total	1159	1329	1203	1310	5001

Date certified: November 9, 2023

PERFORMANCE MEASURES

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

    Q1: Oct-Dec 2022:

    Only one application is usually counted per crime

    Q2: Jan-Mar 2023:

    Only one application is usually counted per crime

    Q3: Apr-Jun 2023:

    Only one application is usually counted per crime

    Q4: Jul-Sep 2023:

    Only one application is usually counted per crime

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

    Q1: Oct-Dec 2022: 1,159

    Q2: Jan-Mar 2023: 1,329

    Q3: Apr-Jun 2023: 1,203

    Q4: Jul-Sep 2023: 1,310

    Annual: 5,001

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

    Q1: Oct-Dec 2022: 792

    Q2: Jan-Mar 2023: 786

    Q3: Apr-Jun 2023: 815

    Q4: Jul-Sep 2023: 904

    Annual: 3,297

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

    Q1: Oct-Dec 2022: 381

    Q2: Jan-Mar 2023: 447

    Q3: Apr-Jun 2023: 393

    Q4: Jul-Sep 2023: 388

    Annual: 1,609

    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	9	9	5	29
B. Failure to report to police	108	98	91	97	394
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	11	16	9	10	46
D. Incomplete information	38	30	32	30	130
E. Contributory misconduct	24	31	31	24	110
F. Ineligible crime	129	170	152	141	592
G. Ineligible application	65	93	69	81	308
Other	0	-	-	0	0

Denial explanation:

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

    Q1: Oct-Dec 2022: 861

    Q2: Jan-Mar 2023: 955

    Q3: Apr-Jun 2023: 904

    Q4: Jul-Sep 2023: 1,140

    Annual: 3,860

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PAYMENT STATISTICS BY CRIME TYPE   Qtr:1

EXPENSE TYPES PAID (in dollars) **TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE**

TYPES OF CRIME	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson										████								
Assault	509	NA	NA	$ 431,955	$ 6,674	$ 825,098	$ 21,950	NA	NA	████	$ 513	$ 0	$ 1,286,190	NT	155	NT	NT	NT
Burglary										████								
Child Physical Abuse/Neglect	88	NA	NA	$ 1,192	$ 0	$ 42,906	$ 1,154	NA	NA	████	$ 0	$ 0	$ 45,252	NT	5		NT	NT
Child Pornography										████								
Child Sexual Abuse	479	NA	NA	$ 0	$ 0	$ 2,405	$ 16,367	NA	NA	$ 476,460	$ 0	$ 0	$ 495,232	NT	6		NT	NT
DUI/DWI	74	NA	NA	$ 21,727	$ 0	$ 150,831	$ 203	NA	NA	████	$ 46	$ 0	$ 172,807	NT	0	NT	NT	NT
Fraud/Financial Crimes										████								
Homicide	130	NA	NA	$ 276,326	$ 374,617	$ 12,063	$ 6,046	NA	NA	████	$ 0	$ 0	$ 669,052	NT	17	NT	NT	NT
Human Trafficking										████								
Kidnapping										████								
Other Vehicular Crimes	94	NA	NA	$ 84,780	$ 112,273	$ 85,967	$ 1,593	NA	NA	████	$ 0	$ 0	$ 284,613	NT	0	NT	NT	NT
Robbery	16	NA	NA	$ 33,837	$ 0	$ 18,873	$ 2,390	NA	NA	████	$ 23	$ 0	$ 55,123	NT	0	NT	NT	NT
Sexual Assault	677	NA	NA	$ 22,242	$ 0	$ 15,351	$ 8,581	NA	NA	$ 854,447	$ 0	$ 0	$ 900,621	NT	7	NT	NT	NT
Stalking										████								
Terrorism										████								
Total	2,067	NA	NA	$ 872,059	$ 493,564	$ 1,153,494	$ 58,284	NA	NA	$ 1,330,907	$ 582	$ 0	$ 3,908,890	NT	190	NT	NT	NT

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PAYMENT STATISTICS BY CRIME TYPE   Qtr:2

EXPENSE TYPES PAID (in dollars) — **TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE**

TYPES OF CRIME	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson										███								
Assault	451	NA	NA	$ 386,028	$ 19,879	$ 730,694	$ 24,342	NA	NA	███	$ 55,898		$ 1,216,841	NT	144	NT	NT	NT
Burglary										███								
Child Physical Abuse/Neglect	155	NA	NA	$ 280	$ 0	$ 10,667	$ 75,898	NA	NA	███	$ 0	$ 0	$ 86,845	NT	3		NT	NT
Child Pornography										███								
Child Sexual Abuse	455	NA	NA	$ 318	$ 0	$ 2,654	$ 9,936	NA	NA	$ 557,677	$ 0	$ 0	$ 570,585	NT	4		NT	NT
DUI/DWI	64	NA	NA	$ 108,202	$ 0	$ 149,519	$ 35	NA	NA	███	$ 0	$ 0	$ 257,756	NT	0	NT	NT	NT
Fraud/Financial Crimes										███								
Homicide	111	NA	NA	$ 270,467	$ 296,426	$ 10,903	$ 3,856	NA	NA	███	$ 0	$ 0	$ 581,652	NT	15	NT	NT	NT
Human Trafficking										███								
Kidnapping										███								
Other Vehicular Crimes	96	NA	NA	$ 167,952	$ 113,919	$ 79,563	$ 480	NA	NA	███	$ 0	$ 0	$ 361,914	NT	0	NT	NT	NT
Robbery	19	NA	NA	$ 29,370	$ 0	$ 8,667	$ 1,708	NA	NA	███	$ 0	$ 0	$ 39,745	NT	0	NT	NT	NT
Sexual Assault	628	NA	NA	$ 18,806	$ 0	$ 11,505	$ 4,128	NA	NA	$ 827,996	$ 0	$ 0	$ 862,435	NT	5	NT	NT	NT
Stalking										███								
Terrorism										███								
Total	1,979	NA	NA	$ 981,423	$ 430,224	$ 1,004,172	$ 120,383	NA	NA	$ 1,385,673	$ 55,898	$ 0	$ 3,977,773	NT	171	NT	NT	NT

PAYMENT STATISTICS BY CRIME TYPE   Qtr:3

EXPENSE TYPES PAID (in dollars)

TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE

TYPES OF CRIME	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson										■								
Assault	438	NA	NA	$ 370,295	$ 13,292	$ 1,198,265	$ 29,621	NA	NA	■	$ 52,526		$ 1,663,998	NT	134	NT	NT	NT
Burglary										■								
Child Physical Abuse/Neglect	178	NA	NA	$ 241	$ 0	$ 3,680	$ 64,985	NA	NA	■	$ 0	$ 0	$ 68,906	NT	2		NT	NT
Child Pornography	1	NA	NA	$ 0	$ 0	$ 4,185	$ 0	NA	NA	■	$ 0	$ 0	$ 4,185	NT	1		NT	NT
Child Sexual Abuse	536	NA	NA	$ 0	$ 0	$ 33,799	$ 10,683	NA	NA	$ 582,304	$ 0	$ 0	$ 626,785	NT	5		NT	NT
DUI/DWI	54	NA	NA	$ 29,240	$ 0	$ 62,581	$ 13	NA	NA	■	$ 0	$ 0	$ 91,834	NT	0	NT	NT	NT
Fraud/Financial Crimes										■								
Homicide	123	NA	NA	$ 305,864	$ 381,941	$ 207,511	$ 6,236	NA	NA	■	$ 0	$ 0	$ 901,551	NT	14	NT	NT	NT
Human Trafficking										■								
Kidnapping										■								
Other Vehicular Crimes	86	NA	NA	$ 94,793	$ 100,389	$ 54,505	$ 994	NA	NA	■	$ 550	$ 0	$ 251,232	NT	0	NT	NT	NT
Robbery	15	NA	NA	$ 39,731	$ 0	$ 16,162	$ 1,979	NA	NA	■	$ 0	$ 0	$ 57,872	NT	0	NT	NT	NT
Sexual Assault	713	NA	NA	$ 34,833	$ 0	$ 16,715	$ 8,051	NA	NA	$ 957,178	$ 0	$ 0	$ 1,016,777	NT	5	NT	NT	NT
Stalking										■								
Terrorism										■								
Total	2,144	NA	NA	$ 874,996	$ 495,622	$ 1,597,403	$ 122,561	NA	NA	$ 1,539,482	$ 53,076	$ 0	$ 4,683,140	NT	161	NT	NT	NT

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Victim Compensation Formula Grant Program - October 01, 2022 - September 30, 2023

PAYMENT STATISTICS BY CRIME TYPE   Qtr:4

	EXPENSE TYPES PAID (in dollars)												TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE				
TYPES OF CRIME	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson										▇								
Assault	499	NA	NA	$ 492,777	$ 8,604	$ 671,021	$ 26,255	NA	NA	▇	$ 74,630	$ 0	$ 1,273,287	NT	145	NT	NT	NT
Burglary										▇								
Child Physical Abuse/Neglect	149	NA	NA	$ 160	$ 0	$ 3,385	$ 56,049	NA	NA	▇	$ 0	$ 0	$ 59,594	NT	3		NT	NT
Child Pornography										▇								
Child Sexual Abuse	448	NA	NA	$ 0	$ 0	$ 2,104	$ 5,241	NA	NA	$ 545,123	$ 0	$ 0	$ 552,467	NT	2		NT	NT
DUI/DWI	78	NA	NA	$ 39,454	$ 0	$ 174,530	$ 1,773	NA	NA	▇	$ 0	$ 0	$ 215,757	NT	5	NT	NT	NT
Fraud/Financial Crimes										▇								
Homicide	141	NA	NA	$ 374,615	$ 445,364	$ 17,229	$ 2,291	NA	NA	▇	$ 0	$ 0	$ 839,499	NT	29	NT	NT	NT
Human Trafficking										▇								
Kidnapping										▇								
Other Vehicular Crimes	96	NA	NA	$ 77,842	$ 105,948	$ 91,841	$ 5,774	NA	NA	▇	$ 165	$ 0	$ 281,570	NT	5	NT	NT	NT
Robbery	14	NA	NA	$ 27,469	$ 0	$ 3,885	$ 2,161	NA	NA	▇	$ 0	$ 0	$ 33,515	NT	0	NT	NT	NT
Sexual Assault	706	NA	NA	$ 23,693	$ 0	$ 14,521	$ 11,658	NA	NA	$ 1,023,257	$ 0	$ 0	$ 1,073,129	NT	5	NT	NT	NT
Stalking										▇								
Terrorism										▇								
Total	2,131	NA	NA	$ 1,036,010	$ 559,916	$ 978,515	$ 111,201	NA	NA	$ 1,568,380	$ 74,795	$ 0	$ 4,328,818	NT	194	NT	NT	NT

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PAYMENT STATISTICS BY CRIME TYPE - Aggregated

TYPES OF CRIME	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
					EXPENSE TYPES PAID (in dollars)									TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE				
Arson										▉								
Assault	1,897	NA	NA	$ 1,681,055	$ 48,449	$ 3,425,078	$ 102,168	NA	NA	▉	$ 183,567	$ 0	$ 5,440,317	NT	578	NT	NT	NT
Burglary										▉								
Child Physical Abuse/Neglect	570	NA	NA	$ 1,873	$ 0	$ 60,638	$ 198,086	NA	NA	▉	$ 0	$ 0	$ 260,597	NT	13		NT	NT
Child Pornography	1	NA	NA	$ 0	$ 0	$ 4,185	$ 0	NA	NA	▉	$ 0	$ 0	$ 4,185	NT	1		NT	NT
Child Sexual Abuse	1,918	NA	NA	$ 318	$ 0	$ 40,961	$ 42,226	NA	NA	$ 2,161,564	$ 0	$ 0	$ 2,245,069	NT	17		NT	NT
DUI/DWI	270	NA	NA	$ 198,623	$ 0	$ 537,461	$ 2,023	NA	NA	▉	$ 46	$ 0	$ 738,153	NT	5	NT	NT	NT
Fraud/Financial Crimes										▉								
Homicide	505	NA	NA	$ 1,227,272	$ 1,498,348	$ 247,705	$ 18,429	NA	NA	▉	$ 0	$ 0	$ 2,991,754	NT	75	NT	NT	NT
Human Trafficking										▉								
Kidnapping										▉								
Other Vehicular Crimes	372	NA	NA	$ 425,367	$ 432,529	$ 311,877	$ 8,841	NA	NA	▉	$ 715	$ 0	$ 1,179,329	NT	5	NT	NT	NT
Robbery	64	NA	NA	$ 130,407	$ 0	$ 47,587	$ 8,238	NA	NA	▉	$ 23	$ 0	$ 186,255	NT	0	NT	NT	NT
Sexual Assault	2,724	NA	NA	$ 99,574	$ 0	$ 58,093	$ 32,417	NA	NA	$ 3,662,878	$ 0	$ 0	$ 3,852,962	NT	22	NT	NT	NT
Stalking										▉								
Terrorism										▉								
Total	8,321	NA	NA	$ 3,764,488	$ 1,979,327	$ 4,733,584	$ 412,429	NA	NA	$ 5,824,442	$ 184,351	$ 0	$ 16,898,621	NT	716	NT	NT	NT

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NARRATIVE QUESTIONS

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

   There was no significant change in the number of applications for the federal fiscal year 2023 (October 2022 thru September 2023).

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. 25

   Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. Claims are received either through the online portal, fax or mail, the digital images are entered into database system and reviewed for completeness and for signature. Staff request missing signatures. If police report (PR) is not attached, we request one. When PR and signature are both received and are in claim file, then the claim is assigned and referred to the claim's unit for adjudication. Claims Manager determines if the claim meets eligibility criteria and asks for additional information if needed. Claims are allowed or denied based on our eligibility criteria. Treatment may or may not have already taken place. Allowed claims remain open as long a victim is still in need of treatment for the allowed crime. Claim Managers monitor and manage the claims for authorized treatments and wage loss payments, until a medical/mental health provider determines treatment is complete.

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.**

   Currently 95% of our staff telework. We continue to adjust to our new hybrid work environment while striving to meet our customer s needs. We are also dealing with staffing shortage as told to us by law enforcement and advocacy groups.

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. We have also recently developed and began implementing a 6-year Strategic Plan that we believe will not only help us meet our performance goals but improve the culture of our work environment and the quality of our staff s work life balance.

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.**

   In the 2023 legislative session a bill was passed that would grant homicide survivor families addition counseling session under the victims claim. Previously 12 sessions per family member were granted. The legislation allows for more than 12 if a mental health provider deems that patient would benefit from addition sessions. In 2023 another bill passed that removed the expiration date on a prior law that allowed for coverage of DV near fatal strangulation exams. These exams are now permanently covered and paid for by CVC in the same manner as SA exams.

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. In 2022/23 we also worked closely with our counterpart at the state VOCA assistance program in their anti-human trafficking workgroup. This led to the creation of a one-page fact sheet about the CVC program for use by the NW Justice Project immigration lawyers working with trafficking victims. The fact sheet was translated into 9 languages.

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 group wanting formal training or informational meetings about our program. This year we focused on continuing to meet with forensic nurses and billing staff who often have confusion over how to bill. The purpose of the meetings was for providers to have the best chance of submitting correct bills that can be paid quickly.

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. In the Federal Fiscal Year 2022, average days was 19 and 18 days in Federal Fiscal Year 2023.

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. We are in the process of finalizing our 6-year strategic plan. The plan will include strategies for increasing our outreach efforts and process improvement. With the increase in violent crime over the last few years, our program continually seeks input and works with our stakeholders to help increase both our notoriety and accessibility. The mission of our program is to reduce hardships for victims of violent crime, and we take this to heart.