

**Office for Victims of Crime**  
**Victim Compensation Formula Grant Program**  
**Annual Performance Measures Report**  
**October 01, 2017 - September 30, 2018**

**GRANTEE INFORMATION**

ORGANIZATION NAME: Department of The Attorney General

POC NAME: Ann Meola

POC EMAIL: anna.marie.meola@state.ma.us

POC PHONE: (617) 727-2200

**POPULATION DEMOGRAPHICS**

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

Q1: Oct-Dec 2017:   
 Q2: Jan-Mar 2018:   
 Q3: Apr-Jun 2018:   
 Q4: Jul-Sep 2018:   
 Annual:

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

Q1: Oct-Dec 2017:   
 Q2: Jan-Mar 2018:   
 Q3: Apr-Jun 2018:   
 Q4: Jul-Sep 2018:   
 Annual:

3. Victim Demographics

Population	Number of Victims				
A. RACE/ETHNICITY	Q1	Q2	Q3	Q4	Annual
American Indian or Alaska Native	2	1	0	1	4
Asian	15	14	7	9	45
Black or African American	70	62	36	44	212
Hispanic or Latino	60	45	25	48	178
Native Hawaiian or Other Pacific Islander	0	0	0	0	0
White Non-Latino or Caucasian	147	126	75	116	464
Some Other Race	23	8	8	9	48
Multiple Races	0	0	0	0	0
Not Reported	150	101	74	87	412
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	467	357	225	314	1363
B. GENDER					
Male	222	163	106	133	624
Female	245	194	119	179	737
Not Reported	0	0	0	2	2
Not Tracked	0	0	0	0	0
Gender Total	467	357	225	314	1363
C. AGE					
Age 0- 12	49	43	34	42	168
Age 13- 17	38	32	16	23	109
Age 18- 24	81	47	37	39	204
Age 25- 59	250	182	122	175	729
Age 60 and Older	15	17	12	18	62
Not Reported	34	36	4	17	91
Not Tracked	0	0	0	0	0
Age Total	467	357	225	314	1363

**PERFORMANCE MEASURES**

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

Q1: Oct-Dec 2017:

Victims and indirect victims generally count as separate applications

Q2: Jan-Mar 2018:

Victims and indirect victims generally count as separate applications

Q3: Apr-Jun 2018:

Victims and indirect victims generally count as separate applications

Q4: Jul-Sep 2018:

Victims and indirect victims generally count as separate applications

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

Q1: Oct-Dec 2017:

Q2: Jan-Mar 2018:

Q3: Apr-Jun 2018:

Q4: Jul-Sep 2018:

Annual:

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

Q1: Oct-Dec 2017:

Q2: Jan-Mar 2018:

Q3: Apr-Jun 2018:

Q4: Jul-Sep 2018:

Annual:

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

Q1: Oct-Dec 2017:

Q2: Jan-Mar 2018:

Q3: Apr-Jun 2018:

Q4: Jul-Sep 2018:

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	3	3	3	11
B. Failure to report to police	1	0	0	3	4
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	9	18	16	10	53
D. Incomplete information	0	1	0	0	1
E. Contributory misconduct	3	3	5	4	15
F. Ineligible crime	8	16	11	21	56
G. Ineligible application	1	0	0	1	2
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 2017:

Q2: Jan-Mar 2018:

Q3: Apr-Jun 2018:

Q4: Jul-Sep 2018:

Annual:

Victim Compensation Formula Grant Program - October 01, 2017 - September 30, 2018

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	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 1,856	NA	\$ 0		NA	\$ 1,856	0	1	0	0	0	0	
Assault	97	\$ 0	NA	\$ 140,045	\$ 0	\$ 108,766	\$ 25,296	NA	\$ 529		NA	\$ 274,636	1	51	1	1	0	0	
Burglary																			
Child Physical Abuse/Neglect	16	\$ 0	NA	\$ 23,947	\$ 0	\$ 15,804	\$ 16,745	NA	\$ 0		NA	\$ 56,496	0	4		0	0	0	
Child Pornography																			
Child Sexual Abuse	14	\$ 0	NA	\$ 0	\$ 0	\$ 2,032	\$ 1,938	NA	\$ 0	\$ 15,963	NA	\$ 19,933	0	0		0	0	0	
DUI/DWI	3	\$ 0	NA	\$ 7,860	\$ 0	\$ 1,120	\$ 0	NA	\$ 0		NA	\$ 8,980	0	0	0	0	0	0	
Fraud/Financial Crimes																			
Homicide	52	\$ 1,500	NA	\$ 90,109	\$ 234,708	\$ 630	\$ 18,379	NA	\$ 500		NA	\$ 345,826	0	3	0	0	0	0	
Human Trafficking	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 5	NA	\$ 0		NA	\$ 5	0	1	0	0	0	0	
Kidnapping																			
Other Vehicular Crimes	7	\$ 0	NA	\$ 0	\$ 0	\$ 8,906	\$ 0	NA	\$ 0		NA	\$ 8,906	0	0	0	0	0	0	
Robbery	3	\$ 0	NA	\$ 2,822	\$ 0	\$ 46	\$ 300	NA	\$ 25		NA	\$ 3,193	0	0	1	0	0	0	
Sexual Assault	158	\$ 0	NA	\$ 39,300	\$ 0	\$ 59,194	\$ 38,461	NA	\$ 2,176	\$ 138,699	NA	\$ 277,829	0	1	0	0	0	0	
Stalking	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 0	NA	\$ 500		NA	\$ 500	0	0	0	0	0	0	
Terrorism	14	\$ 0	NA	\$ 28,444	\$ 0	\$ 5,638	\$ 4,973	NA	\$ 0		NA	\$ 39,055	0	0	0	0	0	14	
<b>Total</b>	<b>367</b>	<b>\$ 1,500</b>	<b>NA</b>	<b>\$ 332,526</b>	<b>\$ 234,708</b>	<b>\$ 202,136</b>	<b>\$ 107,952</b>	<b>NA</b>	<b>\$ 3,730</b>	<b>\$ 154,662</b>	<b>NA</b>	<b>\$ 1,037,214</b>	<b>1</b>	<b>61</b>	<b>2</b>	<b>1</b>	<b>14</b>	<b>14</b>	

Victim Compensation Formula Grant Program - October 01, 2017 - September 30, 2018

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	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 740	NA	\$ 0		NA	\$ 0	\$ 740	0	1	0	0	0
Assault	97	\$ 0	NA	\$ 87,102	\$ 0	\$ 77,941	\$ 37,024	NA	\$ 1,586		NA		\$ 203,653	1	46	0	1	0
Burglary																		
Child Physical Abuse/Neglect	25	\$ 0	NA	\$ 0	\$ 0	\$ 4,984	\$ 26,292	NA	\$ 0		NA		\$ 31,275	0	4		0	0
Child Pornography																		
Child Sexual Abuse	24	\$ 0	NA	\$ 0	\$ 0	\$ 422	\$ 7,650	NA	\$ 649	\$ 22,815	NA	NA	\$ 31,537	0	0		0	0
DUI/DWI	2	\$ 0	NA	\$ 19,735	\$ 0	\$ 6,757	\$ 0	NA	\$ 0		NA		\$ 26,492	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	44	\$ 0	NA	\$ 0	\$ 166,924	\$ 0	\$ 12,930	NA	\$ 0		NA		\$ 179,854	0	2	1	1	0
Human Trafficking	1	\$ 0	NA	\$ 0	\$ 0	\$ 811	\$ 0	NA	\$ 0		NA		\$ 811	0	1	0	0	0
Kidnapping																		
Other Vehicular Crimes	4	\$ 0	NA	\$ 15,105	\$ 0	\$ 1,723	\$ 0	NA	\$ 0		NA		\$ 16,828	0	0	0	0	0
Robbery	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 0	NA	\$ 632		NA		\$ 632	0	0	0	0	0
Sexual Assault	153	\$ 0	NA	\$ 20,774	\$ 0	\$ 39,977	\$ 27,026	NA	\$ 91	\$ 106,621	NA		\$ 194,490	0	1	0	0	0
Stalking																		
Terrorism	22	\$ 0	NA	\$ 11,850	\$ 0	\$ 34,877	\$ 16,273	NA	\$ 0		NA		\$ 63,000	0	0	0	0	22
<b>Total</b>	<b>374</b>	<b>\$ 0</b>	<b>NA</b>	<b>\$ 154,567</b>	<b>\$ 166,924</b>	<b>\$ 167,493</b>	<b>\$ 127,934</b>	<b>NA</b>	<b>\$ 2,959</b>	<b>\$ 129,436</b>	<b>NA</b>	<b>\$ 0</b>	<b>\$ 749,314</b>	<b>1</b>	<b>55</b>	<b>1</b>	<b>2</b>	<b>22</b>

Victim Compensation Formula Grant Program - October 01, 2017 - September 30, 2018

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	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 296	NA	\$ 0		NA	\$ 0	\$ 296	0	1	0	0	0
Assault	115	\$ 0	NA	\$ 170,546	\$ 0	\$ 215,433	\$ 24,618	NA	\$ 1,837		NA	\$ 0	\$ 412,433	0	50	2	1	0
Burglary																		
Child Physical Abuse/Neglect	17	\$ 0	NA	\$ 0	\$ 0	\$ 10,042	\$ 15,869	NA	\$ 0		NA	\$ 0	\$ 25,911	0	3		0	0
Child Pornography																		
Child Sexual Abuse	21	\$ 0	NA	\$ 0	\$ 0	\$ 1,090	\$ 1,887	NA	\$ 372	\$ 25,726	NA	NA	\$ 29,075	0	0		0	0
DUI/DWI	4	\$ 0	NA	\$ 11,942	\$ 0	\$ 2,899	\$ 11	NA	\$ 0		NA	\$ 0	\$ 14,851	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	52	\$ 0	NA	\$ 32,800	\$ 241,844	\$ 0	\$ 7,272	NA	\$ 0		NA	\$ 0	\$ 281,916	0	3	1	0	0
Human Trafficking	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 16	NA	\$ 0		NA	\$ 0	\$ 16	0	1	0	0	0
Kidnapping																		
Other Vehicular Crimes	6	\$ 0	NA	\$ 30,201	\$ 0	\$ 19,183	\$ 0	NA	\$ 500		NA	\$ 0	\$ 49,885	0	0	0	0	0
Robbery	2	\$ 0	NA	\$ 2,053	\$ 0	\$ 3,011	\$ 0	NA	\$ 0		NA	\$ 0	\$ 5,064	0	0	0	0	0
Sexual Assault	127	\$ 0	NA	\$ 21,255	\$ 0	\$ 93,696	\$ 20,547	NA	\$ 1,115	\$ 195,642	NA	\$ 0	\$ 332,255	0	0	2	0	0
Stalking																		
Terrorism	18	\$ 0	NA	\$ 0	\$ 0	\$ 9,300	\$ 10,419	NA	\$ 0		NA	\$ 0	\$ 19,720	0	0	0	0	18
<b>Total</b>	<b>364</b>	<b>\$ 0</b>	<b>NA</b>	<b>\$ 268,797</b>	<b>\$ 241,844</b>	<b>\$ 354,654</b>	<b>\$ 80,935</b>	<b>NA</b>	<b>\$ 3,824</b>	<b>\$ 221,369</b>	<b>NA</b>	<b>\$ 0</b>	<b>\$ 1,171,423</b>	<b>0</b>	<b>58</b>	<b>5</b>	<b>1</b>	<b>18</b>

Victim Compensation Formula Grant Program - October 01, 2017 - September 30, 2018

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	111	\$ 0	NA	\$ 75,032	\$ 0	\$ 109,861	\$ 23,941	NA	\$ 2,271		NA	\$ 0	\$ 211,105	1	48	1	1	0
Burglary																		
Child Physical Abuse/Neglect	18	\$ 0	NA	\$ 0	\$ 0	\$ 11,884	\$ 15,620	NA	\$ 0		NA	\$ 0	\$ 27,504	0	4		0	0
Child Pornography																		
Child Sexual Abuse	42	\$ 0	NA	\$ 0	\$ 0	\$ 200	\$ 785	NA	\$ 198	\$ 10,965	NA	\$ 0	\$ 12,148	0	0		0	0
DUI/DWI	1	\$ 0	NA	\$ 0	\$ 0	\$ 3,933	\$ 72	NA	\$ 0		NA	\$ 0	\$ 4,005	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	50	\$ 0	NA	\$ 129,819	\$ 209,248	\$ 0	\$ 7,913	NA	\$ 0		NA	\$ 0	\$ 346,980	0	3	0	1	0
Human Trafficking	2	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 2,329	NA	\$ 0		NA	\$ 0	\$ 2,329	0	1	0	0	0
Kidnapping																		
Other Vehicular Crimes	7	\$ 0	NA	\$ 79,443	\$ 0	\$ 4,235	\$ 0	NA	\$ 0		NA	\$ 0	\$ 83,678	0	0	1	0	0
Robbery	2	\$ 0	NA	\$ 14,248	\$ 0	\$ 0	\$ 0	NA	\$ 249		NA	\$ 0	\$ 14,497	0	0	0	0	0
Sexual Assault	193	\$ 0	NA	\$ 59,864	\$ 0	\$ 77,086	\$ 28,626	NA	\$ 2,267	\$ 132,178	NA	\$ 0	\$ 300,020	0	1	1	0	0
Stalking																		
Terrorism	10	\$ 0	NA	\$ 5,550	\$ 0	\$ 11,737	\$ 4,956	NA	\$ 239		\$ 0	\$ 0	\$ 22,482	0	0	0	0	10
<b>Total</b>	<b>436</b>	<b>\$ 0</b>	<b>NA</b>	<b>\$ 363,956</b>	<b>\$ 209,248</b>	<b>\$ 218,936</b>	<b>\$ 84,242</b>	<b>NA</b>	<b>\$ 5,223</b>	<b>\$ 143,143</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 1,024,748</b>	<b>1</b>	<b>57</b>	<b>3</b>	<b>2</b>	<b>10</b>

# Victim Compensation Formula Grant Program - October 01, 2017 - September 30, 2018

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	3	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 2,892	NA	\$ 0		NA	\$ 0	\$ 2,892	0	3	0	0	0
Assault	420	\$ 0	NA	\$ 472,725	\$ 0	\$ 512,001	\$ 110,878	NA	\$ 6,223		NA	\$ 0	\$ 1,101,827	3	195	4	4	0
Burglary																		
Child Physical Abuse/Neglect	76	\$ 0	NA	\$ 23,947	\$ 0	\$ 42,714	\$ 74,526	NA	\$ 0		NA	\$ 0	\$ 141,186	0	15		0	0
Child Pornography																		
Child Sexual Abuse	101	\$ 0	NA	\$ 0	\$ 0	\$ 3,744	\$ 12,260	NA	\$ 1,219	\$ 75,470	NA	\$ 0	\$ 92,693	0	0		0	0
DUI/DWI	10	\$ 0	NA	\$ 39,537	\$ 0	\$ 14,709	\$ 83	NA	\$ 0		NA	\$ 0	\$ 54,328	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	198	\$ 1,500	NA	\$ 252,728	\$ 852,724	\$ 630	\$ 46,494	NA	\$ 500		NA	\$ 0	\$ 1,154,576	0	11	2	2	0
Human Trafficking	5	\$ 0	NA	\$ 0	\$ 0	\$ 811	\$ 2,350	NA	\$ 0		NA	\$ 0	\$ 3,161	0	4	0	0	0
Kidnapping																		
Other Vehicular Crimes	24	\$ 0	NA	\$ 124,749	\$ 0	\$ 34,047	\$ 0	NA	\$ 500		NA	\$ 0	\$ 159,296	0	0	1	0	0
Robbery	8	\$ 0	NA	\$ 19,123	\$ 0	\$ 3,057	\$ 300	NA	\$ 906		NA	\$ 0	\$ 23,387	0	0	1	0	0
Sexual Assault	631	\$ 0	NA	\$ 141,193	\$ 0	\$ 269,953	\$ 114,660	NA	\$ 5,650	\$ 573,140	NA	\$ 0	\$ 1,104,595	0	3	3	0	0
Stalking	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 0	NA	\$ 500		NA	\$ 0	\$ 500	0	0	0	0	0
Terrorism	64	\$ 0	NA	\$ 45,844	\$ 0	\$ 61,553	\$ 36,621	NA	\$ 239		\$ 0	\$ 0	\$ 144,257	0	0	0	0	64
<b>Total</b>	<b>1,541</b>	<b>\$ 1,500</b>	<b>NA</b>	<b>\$ 1,119,845</b>	<b>\$ 852,724</b>	<b>\$ 943,219</b>	<b>\$ 401,063</b>	<b>NA</b>	<b>\$ 15,737</b>	<b>\$ 648,610</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 3,982,698</b>	<b>3</b>	<b>231</b>	<b>11</b>	<b>6</b>	<b>64</b>

## NARRATIVE QUESTIONS

1. **Please explain any significant change in the number of applications received during the reporting period.**  
The Division continues to see an increase in the number of direct billing claims and associated post exam applications under the program as medical facilities continue to increase their knowledge about the Victim Compensation Program.
2. **The average length of time to process an application for claim eligibility for compensation**  
Count days from time of receipt of application to decision. 37  
  
Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. Applications received by the Division are reviewed for completeness so that any outstanding questions can be addressed before assignment to an Eligibility and Outreach Coordinator. All applications are entered into our confidential database that is available only to Division staff. Applicants receive an initial letter acknowledging receipt of their application and provides them with a confidential claim number. The staff obtain all necessary reports from law enforcement or other investigatory agencies and upon receipt of the report, the claim is reviewed by an Eligibility and Outreach Coordinator. Any additional information is gathered during this period regarding the crime, cooperation by the applicant and any contributory contribution issues that have been noted. If approved, applicants receive an initial eligibility letter detailing the next steps for expense submission and the assignment of an Investigator/Advocate to their claim. If denied, the applicant receives a denial letter stating the reason for denial as well as an outline of their appellate rights
3. **Does your state have a victim satisfaction survey?**  
Yes  
  
A. Number of victim satisfaction surveys distributed during the reporting period. 558  
B. Number of victim satisfaction surveys completed during the reporting period. 111  
C. Number of surveys that indicated satisfaction with the victim compensation program during the reporting period. 99
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.**  
The continued efforts of the Division in responding to the needs of victim expenses associated with the administration of forensic sexual assault exam kits continues to require focused efforts by staff to ensure that hospitals are correctly billing the program for the expenses associated with their services in these cases. We have faced challenges in working to institutionalize processes in direct billing and ensure no bills are sent to collection agencies.
5. **Please describe in detail efforts taken to serve Victims of Federal Crime during the reporting period.**  
The Division worked with our federal law enforcement partners to ensure that any victim of a federal crime is made aware of our program's benefits, has access to our applications and is provided information and referrals, as needed. In addition, our trainings with military Sexual Assault Response Coordinators ensure the assistance necessary for military personnel and their family members who have been victims of sexual assault to receive the necessary assistance to ensure that they receive care to enable their emotional and financial recovery from the impact of this crime,
6. **Please describe any notable activities during the reporting period that improved the process of victim compensation services.**  
With the continued effort to work with providers on direct billing of hospital and medical providers, the management staff of the Division is exploring possible options to increase our database capacity of various reporting issues related to this area of our program.
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 allow the Division to attend national conferences as required under the Special Conditions of our VOCA grant. In addition, these funds allow staff to continue their education on specific trainings related to domestic violence, sexual assault, mental health needs of victims, and trauma informed care. We are also able to use our funds to develop materials to use in our outreach events, print Crime Victim Compensation applications, and allow for the printing and distribution of our annual Victim Rights Awareness calendars.
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.**



The Massachusetts legislature amended the Victims of Violent Crime statute (M.G.L. c258C) allowing the Division to compensate for funeral/burial expenses in cases where there is evidence of contributory conduct on the part of the deceased victim. Previously, contributory conduct on the part of the deceased victim could make a claim ineligible, eligible or eligible at 50% for all expenses allowed under the Program. Now the Division can issue compensation for the verified funeral/burial expenses associated with these claims. However, we do not provide compensation for other expenses in these cases.

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 Massachusetts Victim Compensation & Assistance Division continues its longstanding collaboration with its federal partners. As a result, these federal agencies are readily able to discuss the Program with victims of federal crimes, assist them with the completion of our application forms, and work with the Division to obtain the necessary law enforcement reports for our review.

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

The Division remains committed to improve the outreach efforts of our Program beyond our general referral sources. One example of this was the working of our staff members in the regional programs offered through the Military and Veterans subcommittee of the Governor's Council on Domestic and Sexual Violence. Staff assisted in the planning the four regional events and provided program materials to attendees from the various military groups from both active and reserve military personnel. In addition, one of our Eligibility and Outreach Coordinators provided trainings on Victim Compensation to newly developed Sexual Assault Case Navigators under the grant funded sexual response unit at the Massachusetts Disabled Persons Protection Commission in an effort to reach survivors within the disability community.

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.**

There were no other outcome measures reported to the governor, legislature or other state entity that have not been reported in this submission.

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

The Massachusetts Victim Compensation & Assistance Division remains committed to exploring and working to ensure that victims of violent crime are provided the necessary information about our program through our outreach efforts, trainings to referral sources, and the work of the Community Information and Engagement Division of our Office. In addition, we have developed coordinated efforts with compensation programs within New England region to ensure the best possible transition of claimants to the program where the crime occurred, especially in relation to the direct billing of forensic exam expenses. We have also worked with these same agencies to form a collaboration of these states' compensation programs for the delivery of information, support and education on victim compensation.