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

GRANTEE INFORMATION

ORGANIZATION NAME: Idaho Industrial Commission

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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 2017:	611
Q2: Jan-Mar 2018:	651
Q3: Apr-Jun 2018:	673
Q4: Jul-Sep 2018:	601
Annual:	2,536

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

Q1: Oct-Dec 2017:	603
Q2: Jan-Mar 2018:	642
Q3: Apr-Jun 2018:	666
Q4: Jul-Sep 2018:	599
Annual:	2,510

3. Victim Demographics

Population	Number of Victims				
A. RACE/ETHNICITY	Q1	Q2	Q3	Q4	Annual
American Indian or Alaska Native	6	4	9	3	22
Asian	5	5	3	3	16
Black or African American	4	6	11	6	27
Hispanic or Latino	56	58	50	38	202
Native Hawaiian or Other Pacific Islander	1	0	0	0	1
White Non-Latino or Caucasian	270	293	281	263	1107
Some Other Race	13	5	2	6	26
Multiple Races	NT	NT	NT	NT	0
Not Reported	248	271	310	280	1109
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	603	642	666	599	2510
B. GENDER					
Male	161	173	182	157	673
Female	442	467	482	441	1832
Not Reported	0	2	2	1	5
Not Tracked	0	0	0	0	0
Gender Total	603	642	666	599	2510
C. AGE					
Age 0- 12	235	231	261	207	934
Age 13- 17	105	134	150	119	508
Age 18- 24	71	70	75	82	298
Age 25- 59	172	185	159	172	688
Age 60 and Older	15	11	18	13	57
Not Reported	5	11	3	6	25
Not Tracked	0	0	0	0	0
Age Total	603	642	666	599	2510

Date certified: October 25, 2018

PERFORMANCE MEASURES

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

   Q1: Oct-Dec 2017:

   Only one application is usually counted per crime

   Q2: Jan-Mar 2018:

   Only one application is usually counted per crime

   Q3: Apr-Jun 2018:

   Only one application is usually counted per crime

   Q4: Jul-Sep 2018:

   Only one application is usually counted per crime

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

   Q1: Oct-Dec 2017:   426

   Q2: Jan-Mar 2018:   453

   Q3: Apr-Jun 2018:   428

   Q4: Jul-Sep 2018:   412

   Annual: 1,719

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

   Q1: Oct-Dec 2017:   431

   Q2: Jan-Mar 2018:   423

   Q3: Apr-Jun 2018:   340

   Q4: Jul-Sep 2018:   332

   Annual: 1,526

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

   Q1: Oct-Dec 2017:   179

   Q2: Jan-Mar 2018:   117

   Q3: Apr-Jun 2018:   92

   Q4: Jul-Sep 2018:   83

   Annual: 471

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	1	2	3	0	6
B. Failure to report to police	2	1	3	1	7
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	2	3	1	2	8
D. Incomplete information	5	8	6	2	21
E. Contributory misconduct	9	6	6	11	32
F. Ineligible crime	157	94	71	65	387
G. Ineligible application	3	3	2	2	10
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:   299

   Q2: Jan-Mar 2018:   296

   Q3: Apr-Jun 2018:   388

   Q4: Jul-Sep 2018:   340

   Annual: 1,323

Date certified: October 25, 2018

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

PAYMENT STATISTICS BY CRIME TYPE   Qtr:1

TYPES OF CRIME	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson										▉								
Assault	152	NA	$0	$30,241	$0	$313,285	$14,458	NA	$0	▉	$478		$358,461	NA	90	NT	NT	0
Burglary										▉								
Child Physical Abuse/Neglect	8	NA	$0	$0	$0	$416	$1,270	NA	$0	▉	$0	$0	$1,686	NA	6		NT	0
Child Pornography										▉								
Child Sexual Abuse	285	NA	$0	$0	$0	$1,261	$24,574	NA	$0	$54,921	$692	$0	$81,448	NA	110		NT	0
DUI/DWI	4	NA	$0	$337	$0	$572	$0	NA	$0	▉	$0	$0	$909	NA	0	NT	NT	0
Fraud/Financial Crimes										▉								
Homicide	10	NA	$0	$3,497	$15,343	$15,762	$200	NA	$0	▉	$0	$0	$34,801	NA	2	NT	NT	0
Human Trafficking										▉								
Kidnapping										▉								
Other Vehicular Crimes	4	NA	$0	$2,605	$0	$19,262	$0	NA	$0	▉	$0	$0	$21,867	NA	0	NT	NT	0
Robbery	1	NA	$0	$0	$0	$455	$0	NA	$0	▉	$0		$455	NA	0	NT	NT	0
Sexual Assault	51	NA	$0	$4,925	$0	$5,700	$2,802	NA	$0	$33,438	$0	$0	$46,865	NA	5	NT	NT	0
Stalking	1	NA	$0	$0	$0	$0	$665	NA	$0	▉	$0	$0	$665	NA	1	NT	NT	0
Terrorism										▉								
Total	516	NA	$0	$41,605	$15,343	$356,713	$43,969	NA	$0	$88,359	$1,170	$0	$547,158	NA	214	NT	NT	0

You added "Other" crime types: 3 Dog Bites-medical $2,647.03; 1 CPOR Violation-counseling $155.78; 1 Disturb the Peace-medical $16.93; 1 malicious harrass-counseling $72.00

Date certified: October 25, 2018

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	160	NA	$ 0	$ 10,675	$ 0	$ 413,774	$ 11,951	NA	$ 0	■	$ 24	$ 0	$ 436,424	NA	95	NT	NT	0
Burglary										■								
Child Physical Abuse/Neglect	8	NA	$ 0	$ 0	$ 0	$ 11	$ 537	NA	$ 0	■	$ 0	$ 0	$ 548	NA	8		NT	0
Child Pornography										■								
Child Sexual Abuse	288	NA	$ 0	$ 0	$ 0	$ 7,986	$ 14,048	NA	$ 0	$ 60,691	$ 1,763	$ 0	$ 84,488	NA	90		NT	0
DUI/DWI	6	NA	$ 0	$ 7	$ 0	$ 5,672	$ 0	NA	$ 0	■	$ 0		$ 5,679	NA	0	NT	NT	0
Fraud/Financial Crimes										■								
Homicide	17	NA	$ 0	$ 4,279	$ 38,848	$ 1,855	$ 964	NA	$ 0	■	$ 112	$ 0	$ 46,058	NA	7	NT	NT	0
Human Trafficking										■								
Kidnapping	3	NA	$ 0	$ 0	$ 0	$ 1,882	$ 51	NA	$ 0	■	$ 0	$ 0	$ 1,933	NA	1	NT	NT	0
Other Vehicular Crimes	21	NA	$ 0	$ 7,305	$ 5,401	$ 74,765	$ 0	NA	$ 0	■	$ 0	$ 0	$ 87,471	NA	0	NT	NT	0
Robbery	3	NA	$ 0	$ 0	$ 0	$ 277	$ 975	NA	$ 0	■	$ 0	$ 0	$ 1,252	NA	0	NT	NT	0
Sexual Assault	56	NA	$ 0	$ 1,098	$ 0	$ 23,025	$ 5,761	NA	$ 0	$ 27,508	$ 0	$ 0	$ 57,391	NA	6	NT	NT	0
Stalking	1	NA	$ 0	$ 0	$ 0	$ 0	$ 675	NA	$ 0	■	$ 0	$ 0	$ 675	NA	0	NT	NT	0
Terrorism										■								
Total	563	NA	$ 0	$ 23,364	$ 44,249	$ 529,246	$ 34,962	NA	$ 0	$ 88,199	$ 1,900	$ 0	$ 721,919	NA	207	NT	NT	0

You added "Other" crime types: 6-dog bite, $4550.36 medical; 1-malicious harrassment, $60.00 mental health; 1-CPOR violation, $17.90 mental health;1-Fraud, $215.00 medical

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

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	151	NA	$ 0	$ 20,814	$ 0	$ 303,484	$ 11,555	NA	$ 0	▉	$ 0	$ 0	$ 335,854	NA	86	NT	NT	0
Burglary										▉								
Child Physical Abuse/Neglect	8	NA	$ 0	$ 0	$ 0	$ 0	$ 2,769	NA	$ 0	▉	$ 0	$ 0	$ 2,769	NA	8		NT	0
Child Pornography										▉								
Child Sexual Abuse	326	NA	$ 0	$ 0	$ 0	$ 28,977	$ 20,511	NA	$ 0	$ 76,229	$ 81	$ 0	$ 125,797	NA	79		NT	0
DUI/DWI	3	NA	$ 0	$ 531	$ 0	$ 926	$ 0	NA	$ 0	▉	$ 0		$ 1,457	NA	0	NT	NT	0
Fraud/Financial Crimes										▉								
Homicide	14	NA	$ 0	$ 7,447	$ 23,297	$ 1,396	$ 1,295	NA	$ 0	▉	$ 0		$ 33,435	NA	8	NT	NT	0
Human Trafficking										▉								
Kidnapping	3	NA	$ 0	$ 0	$ 0	$ 25,140	$ 0	NA	$ 0	▉	$ 0	$ 0	$ 25,140	NA	1	NT	NT	0
Other Vehicular Crimes	16	NA	$ 0	$ 3,263	$ 3,565	$ 22,758	$ 0	NA	$ 0	▉	$ 0	$ 0	$ 29,585	NA	0	NT	NT	0
Robbery	1	NA	$ 0	$ 0	$ 0	$ 819	$ 0	NA	$ 0	▉	$ 0	$ 0	$ 819	NA	0	NT	NT	0
Sexual Assault	55	NA	$ 0	$ 8,018	$ 0	$ 9,786	$ 4,506	NA	$ 0	$ 24,158	$ 0	$ 0	$ 46,469	NA	7	NT	NT	0
Stalking	1	NA	$ 0	$ 0	$ 0	$ 0	$ 191	$ 0	NA	▉	$ 0	$ 0	$ 191	NA	1	NT	NT	0
Terrorism										▉								
Total	578	NA	$ 0	$ 40,072	$ 26,862	$ 393,286	$ 40,827	$ 0	$ 0	$ 100,387	$ 81	$ 0	$ 601,515	NA	190	NT	NT	0

You added "Other" crime types: 3-Dog Bite, $164.50 medical; 1-CPOR Viol., $324 mental health; 1-malicious harass, $90 mental health; 1-negligent use of firearm, $449.40 medical

Date certified: October 25, 2018

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	152	NA	$ 0	$ 8,080	$ 0	$ 307,820	$ 15,470	NA	$ 0	■	$ 0	$ 0	$ 331,370	NA	86	NT	NT	0
Burglary	1	NA	$ 0	$ 0	$ 0	$ 0	$ 19	NA	$ 0	■	$ 0	$ 0	$ 19	NA	0	NT	NT	0
Child Physical Abuse/Neglect	4	NA	$ 0	$ 0	$ 0	$ 50	$ 364	NA	$ 0	■	$ 0	$ 0	$ 414	NA	4	NT	NT	0
Child Pornography										■								
Child Sexual Abuse	235	NA	$ 0	$ 0	$ 0	$ 26,000	$ 14,859	NA	$ 0	$ 50,006	$ 132	$ 0	$ 90,997	NA	80	NT	NT	0
DUI/DWI	5	NA	$ 0	$ 248	$ 9,049	$ 2,798	$ 0	NA	$ 0	■	$ 0	$ 0	$ 12,095	NA	0	NT	NT	0
Fraud/Financial Crimes										■								
Homicide	12	NA	$ 0	$ 4,498	$ 13,215	$ 936	$ 305	NA	$ 0	■	$ 0	$ 0	$ 18,954	NA	9	NT	NT	0
Human Trafficking										■								
Kidnapping	2	NA	$ 0	$ 375	$ 0	$ 13,707	$ 0	NA	$ 0	■	$ 0	$ 0	$ 14,082	NA	0	NT	NT	0
Other Vehicular Crimes	10	NA	$ 0	$ 0	$ 0	$ 35,560	$ 0	NA	$ 0	■	$ 0	$ 0	$ 35,560	NA	0	NT	NT	0
Robbery	1	NA	$ 0	$ 0	$ 0	$ 332	$ 0	NA	$ 0	■	$ 0		$ 332	NA	0	NT	NT	0
Sexual Assault	59	NA	$ 0	$ 3,011	$ 0	$ 14,069	$ 7,385	NA	$ 0	$ 43,731	$ 0	$ 0	$ 68,196	NA	3	NT	NT	0
Stalking	4	NA	$ 0	$ 0	$ 0	$ 0	$ 1,320	NA	$ 0	■	$ 0	$ 0	$ 1,320	NA	3	NT	NT	0
Terrorism										■								
Total	485	NA	$ 0	$ 16,212	$ 22,264	$ 401,272	$ 39,722	NA	$ 0	$ 93,737	$ 132	$ 0	$ 573,339	NA	185	NT	NT	0

You added "Other" crime types: CPOR Violations-2 cases, $774 counseling; Dog Bite-1 case, $146.25 medical; negligent discharge of firearm-1 case, $1493.05 medical

Date certified: October 25, 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										▮								
Assault	615	NA	$0	$69,811	$0	$1,338,362	$53,434	NA	$0	▮	$502	$0	$1,462,109	NA	357	NT	NT	0
Burglary	1	NA	$0	$0	$0	$0	$19	NA	$0	▮	$0	$0	$19	NA	0	NT	NT	0
Child Physical Abuse/Neglect	28	NA	$0	$0	$0	$477	$4,940	NA	$0	▮	$0	$0	$5,417	NA	26		NT	0
Child Pornography										▮								
Child Sexual Abuse	1,134	NA	$0	$0	$0	$64,223	$73,991	NA	$0	$241,847	$2,668	$0	$382,729	NA	359		NT	0
DUI/DWI	18	NA	$0	$1,123	$9,049	$9,968	$0	NA	$0	▮	$0	$0	$20,140	NA	0	NT	NT	0
Fraud/Financial Crimes										▮								
Homicide	53	NA	$0	$19,721	$90,702	$19,949	$2,764	NA	$0	▮	$112	$0	$133,248	NA	26	NT	NT	0
Human Trafficking										▮								
Kidnapping	8	NA	$0	$375	$0	$40,730	$51	NA	$0	▮	$0	$0	$41,156	NA	2	NT	NT	0
Other Vehicular Crimes	51	NA	$0	$13,172	$8,966	$152,345	$0	NA	$0	▮	$0	$0	$174,483	NA	0	NT	NT	0
Robbery	6	NA	$0	$0	$0	$1,883	$975	NA	$0	▮	$0	$0	$2,858	NA	0	NT	NT	0
Sexual Assault	221	NA	$0	$17,051	$0	$52,580	$20,455	NA	$0	$128,835	$0	$0	$218,921	NA	21	NT	NT	0
Stalking	7	NA	$0	$0	$0	$0	$2,851	$0	$0	▮	$0	$0	$2,851	NA	5	NT	NT	0
Terrorism										▮								
Total	2,142	NA	$0	$121,253	$108,717	$1,680,517	$159,480	$0	$0	$370,682	$3,282	$0	$2,443,931	NA	796	NT	NT	0

Date certified: October 25, 2018

NARRATIVE QUESTIONS

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

   No significant change.

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. 91

   Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. Upon receipt of application, the Program requests information from law enforcement and prosecuting attorneys. When that information is received the case is referred to the case manager for eligibility review and decision. If found eligible, bills are requested from providers and payments are made in the order the claims are received.

3. **Does your state have a victim satisfaction survey?**

   Yes

   A. Number of victim satisfaction surveys distributed during the reporting period. 1,053

   B. Number of victim satisfaction surveys completed during the reporting period. 18

   C. Number of surveys that indicated satisfaction with the victim compensation program during the reporting period. 13

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.**

   Although there has not been a significant change in the number of applications received, there is an increase in the number of bills paid. The increase is primarily the result of policy and billing procedure changes in regard to child sexual assault forensic interviews. Idaho Medicaid issued a policy change in 2015 and is no longer providing coverage under the benefits available through Medicaid for the cost of these interviews. Also, two of the largest child advocacy centers in Idaho have adjusted their billing procedures to now bill separately for forensic interviews. This shift has increased claims expenditures and workload for already overburdened staff. The increased workload creates delays in providing timely services to victims who have applied for assistance and who are waiting for their claims to be paid.

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

   As part of our annual outreach, staff meets with representatives that provide direct services to victims of federal crimes. We have met with Victim Witness Personnel with the FBI and U.S. Attorney's Office. We routinely communicate with tribal prosecutors, law enforcement and victim advocates to exchange information and documentation to support applications submitted by victims of federal crimes.

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

   We completed Phase 1 of a database system rewrite, which consisted of moving from a server based system to a web based platform. We are continuing with Phase 2 focusing on several enhancements including improving claim processing and increasing access to application and claim status information for victims and providers.

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.**

   No administrative 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.**

   Idaho House Bill 429 was passed by the 2018 Legislature and amended the Crime Victims Compensation Act to prohibit the billing of private insurance for adult sexual assault forensic examinations. This has resulted in an increase in adult sexual assault forensic examination reimbursement requests and expenses paid for those examinations by the compensation program.

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.**

As part of out annual outreach, Program staff travel to meet with representatives that provide direct service to victims of crime in their local communities. We have met with prosecutors, victim advocate groups, treatment providers, court personnel, local law enforcement and victim service personnel at the FBI. We routinely communicate with these individuals on an as needed basis to exchange data and documentation to support applications submitted by victims. Representatives from the Program serve on various local and statewide committees, task forces and work groups that work to enhance the overall systemic response to serving victims of crime.

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

The Program travels around the state on an annual basis to meet with local law enforcement, prosecutors, victim advocate groups, treatment providers, forensic interviewers, probation and parole officers and social service organizations to ensure that the Program is meeting the needs of victims in Idaho. The goals of each outreach meeting are to: 1) Provide education and information about benefits and services available to victims through the Program; 2) Facilitate the exchange of data and information between our offices to increase efficiency; 3) Develop strong relationships with local officials to ensure that we continue to meet each other's needs and to coordinate services to victims; 4) Connect with other allied professionals in that community to interact or provide services to victims, increasing opportunities to spread the word about the Program and to help victims. Over the past few months we have focused on meeting with SANE nurses and facilities and victim advocates regarding the legislative change effective July 1, 2018 for the billing of sexual assault forensic examinations. (See question 8)

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.**

The Program measures the following activities in determining effectiveness and efficiency in reducing the financial impact of crime victims. For FFY18: A. Average time to enter an application (date application received to date entered into database)-11 days B. Average time for law enforcement and prosecutors to submit reports (date requested to date all documentation received)-16 days C. Average time to make eligibility decision on application (date application received to date eligibility decision made)-91 days D. Average time to make payment on an application (eligibility date to date of first payment)-31 days E. Utilization of compensation benefits (awarded claims that actually utilized benefits)-56% There are other performance measurements that are tracked and can be furnished upon request.

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

Eliminate the deduction for restitution collections from the State Certification Form for victim compensation programs. This would have a positive impact on the Program's financial bottom line, allowing full value for the efforts taken to collect from offenders.