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

GRANTEE INFORMATION

ORGANIZATION NAME: Minnesota Department of Public Safety

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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:	502
Q2: Jan-Mar 2018:	527
Q3: Apr-Jun 2018:	543
Q4: Jul-Sep 2018:	477
Annual:	2,049

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

Q1: Oct-Dec 2017:	392
Q2: Jan-Mar 2018:	413
Q3: Apr-Jun 2018:	401
Q4: Jul-Sep 2018:	380
Annual:	1,586

3. Victim Demographics

Population	Number of Victims				
A. RACE/ETHNICITY	Q1	Q2	Q3	Q4	Annual
American Indian or Alaska Native	12	14	16	7	49
Asian	10	18	19	7	54
Black or African American	66	54	62	60	242
Hispanic or Latino	79	62	73	50	264
Native Hawaiian or Other Pacific Islander	0	2	0	0	2
White Non-Latino or Caucasian	184	192	176	139	691
Some Other Race	0	0	0	0	0
Multiple Races	10	33	14	16	73
Not Reported	31	38	41	101	211
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	392	413	401	380	1586
B. GENDER					
Male	155	157	149	133	594
Female	237	256	252	247	992
Not Reported	0	0	0	0	0
Not Tracked	0	0	0	0	0
Gender Total	392	413	401	380	1586
C. AGE					
Age 0- 12	58	78	66	52	254
Age 13- 17	54	60	64	51	229
Age 18- 24	57	73	62	63	255
Age 25- 59	197	184	192	204	777
Age 60 and Older	26	18	17	10	71
Not Reported	0	0	0	0	0
Not Tracked	0	0	0	0	0
Age Total	392	413	401	380	1586

Date certified: October 31, 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:	392
Q2: Jan-Mar 2018:	413
Q3: Apr-Jun 2018:	401
Q4: Jul-Sep 2018:	380
Annual:	1,586

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

Q1: Oct-Dec 2017:	455
Q2: Jan-Mar 2018:	524
Q3: Apr-Jun 2018:	514
Q4: Jul-Sep 2018:	463
Annual:	1,956

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

Q1: Oct-Dec 2017:	185
Q2: Jan-Mar 2018:	180
Q3: Apr-Jun 2018:	196
Q4: Jul-Sep 2018:	192
Annual:	753

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	4	1	2	2	9
B. Failure to report to police	7	3	4	7	21
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	8	9	7	3	27
D. Incomplete information	1	0	0	1	2
E. Contributory misconduct	7	5	8	10	30
F. Ineligible crime	18	28	23	24	93
G. Ineligible application	140	134	152	145	571
Other	-	0	0	0	0

Denial explanation:

Qtr 1: N/A

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

Q1: Oct-Dec 2017: Not applicable to my state's process

Q2: Jan-Mar 2018: Not applicable to my state's process

Q3: Apr-Jun 2018: Not applicable to my state's process

Q4: Jul-Sep 2018: Not applicable to my state's process

Annual:	0

Date certified: October 31, 2018

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	1	$ 0	$ 0	$ 639	$ 0	$ 0	$ 0	$ 0	$ 0	■	$ 0	$ 0	$ 639	0	1	0	0	0
Assault	150	$ 0	$ 16,410	$ 90,170	$ 0	$ 275,690	$ 14,851	$ 0	$ 0	■	$ 3,451	$ 0	$ 400,572	0	48	0	0	2
Burglary	10	$ 0	$ 0	$ 273	$ 0	$ 16,514	$ 471	$ 0	$ 0	■	$ 216	$ 0	$ 17,474	0	0	0	0	0
Child Physical Abuse/Neglect	8	$ 0	$ 10,000	$ 0	$ 0	$ 3,444	$ 518	$ 0	$ 0	■	$ 2,612	$ 0	$ 16,574	0	5		0	0
Child Pornography	1	$ 0	$ 0	$ 0	$ 0	$ 0	$ 50	$ 0	$ 0	■	$ 0	$ 0	$ 50	0	0		0	0
Child Sexual Abuse	115	$ 0	$ 2,427	$ 4,220	$ 0	$ 11,693	$ 68,030	$ 0	$ 0	$ 0	$ 4,966	$ 0	$ 91,336	0	51		0	0
DUI/DWI	1	$ 0	$ 0	$ 0	$ 1,833	$ 0	$ 0	$ 0	$ 0	■	$ 0	$ 0	$ 1,833	0	0	0	0	0
Fraud/Financial Crimes										■								
Homicide	72	$ 0	$ 0	$ 233,431	$ 156,925	$ 419	$ 6,293	$ 0	$ 0	■	$ 1,433	$ 0	$ 398,501	0	17	0	0	0
Human Trafficking	2	$ 0	$ 0	$ 0	$ 0	$ 2,031	$ 106	$ 0	$ 0	■	$ 0	$ 0	$ 2,137	0	0	0	0	0
Kidnapping	4	$ 0	$ 0	$ 2,094	$ 0	$ 0	$ 384	$ 0	$ 0	■	$ 0	$ 0	$ 2,478	0	2	0	0	0
Other Vehicular Crimes	20	$ 0	$ 300	$ 51,349	$ 36,502	$ 67,937	$ 320	$ 0	$ 0	■	$ 591	$ 0	$ 156,999	0	1	0	0	0
Robbery	31	$ 0	$ 0	$ 712	$ 0	$ 30,574	$ 7,558	$ 0	$ 0	■	$ 67	$ 0	$ 38,911	0	0	0	0	0
Sexual Assault	35	$ 0	$ 0	$ 12,029	$ 0	$ 6,190	$ 9,587	$ 0	$ 0	$ 0	$ 3,086	$ 0	$ 30,892	0	3	0	0	0
Stalking	5	$ 0	$ 316	$ 0	$ 0	$ 0	$ 1,288	$ 0	$ 0	■	$ 53	$ 0	$ 1,657	0	4	0	0	0
Terrorism										■								
Total	455	$ 0	$ 29,453	$ 394,918	$ 195,260	$ 414,493	$ 109,455	$ 0	$ 0	$ 0	$ 16,476	$ 0	$ 1,160,054	0	132	0	0	2

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

PAYMENT STATISTICS BY CRIME TYPE   Qtr:2

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	194	$ 0	$ 205	$ 135,637	$ 0	$ 221,387	$ 17,719	$ 0	$ 0	■	$ 3,972		$ 378,919	1	72	0	2	1
Burglary	5	$ 0	$ 0	$ 0	$ 0	$ 491	$ 1,216	$ 0	$ 0	■	$ 524		$ 2,232	0	1	0	0	0
Child Physical Abuse/Neglect	10	$ 0	$ 0	$ 1,575	$ 0	$ 5,990	$ 637	$ 0	$ 0	■	$ 2,676		$ 10,877	0	4		0	0
Child Pornography	2	$ 0	$ 0	$ 0	$ 0	$ 0	$ 1,426	$ 0	$ 0	■	$ 0		$ 1,426	0	0		0	0
Child Sexual Abuse	124	$ 0	$ 284	$ 6,160	$ 0	$ 14,933	$ 63,655	$ 0	$ 0	$ 0	$ 8,006		$ 93,037	0	52		0	0
DUI/DWI										■								
Fraud/Financial Crimes										■								
Homicide	69	$ 0	$ 3,347	$ 167,068	$ 125,115	$ 2,653	$ 5,705	$ 0	$ 0	■	$ 836		$ 304,725	0	20	0	0	0
Human Trafficking	3	$ 0	$ 0	$ 0	$ 0	$ 1,968	$ 1,000	$ 0	$ 0	■	$ 0		$ 2,968	0	1	0	0	0
Kidnapping	7	$ 0	$ 0	$ 0	$ 5,175	$ 4,669	$ 889	$ 0	$ 0	■	$ 1,042		$ 11,776	0	3	0	0	0
Other Vehicular Crimes	29	$ 0	$ 360	$ 70,220	$ 37,833	$ 77,735	$ 1,200	$ 0	$ 0	■	$ 1,420		$ 188,768	0	0	0	0	0
Robbery	42	$ 0	$ 7	$ 15,822	$ 0	$ 21,578	$ 5,796	$ 0	$ 0	■	$ 398		$ 43,601	0	0	0	0	0
Sexual Assault	32	$ 0	$ 0	$ 14,305	$ 0	$ 4,685	$ 10,977	$ 0	$ 0	$ 0	$ 558		$ 30,525	0	3	0	0	0
Stalking	7	$ 0	$ 0	$ 274	$ 0	$ 4,118	$ 1,792	$ 0	$ 0	■	$ 1,225		$ 7,408	0	4	0	0	0
Terrorism										■								
Total	524	$ 0	$ 4,203	$ 411,061	$ 168,124	$ 360,208	$ 112,011	$ 0	$ 0	$ 0	$ 20,657		$ 1,076,262	1	160	0	2	1

PAYMENT STATISTICS BY CRIME TYPE   Qtr:3

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	185	$ 950	$ 2,130	$ 71,727	$ 0	$ 186,315	$ 16,399	$ 0	$ 0	■	$ 6,511		$ 284,031	1	71	1	1	2
Burglary	3	$ 0	$ 0	$ 0	$ 0	$ 0	$ 2,415	$ 0	$ 0	■	$ 0		$ 2,415	0	0	0	0	0
Child Physical Abuse/Neglect	13	$ 0	$ 2,636	$ 6,222	$ 0	$ 2,208	$ 207	$ 0	$ 0	■	$ 47		$ 11,320	0	6		0	0
Child Pornography	1	$ 0	$ 0	$ 0	$ 0	$ 0	$ 263	$ 0	$ 0	■	$ 0		$ 263	0	0		0	0
Child Sexual Abuse	119	$ 0	$ 410	$ 4,310	$ 0	$ 34,611	$ 58,859	$ 0	$ 0	$ 0	$ 5,780		$ 103,970	0	44		0	0
DUI/DWI	4	$ 0	$ 0	$ 10,536	$ 17,000	$ 1,260	$ 0	$ 0	$ 0	■	$ 0		$ 28,796	0	0	0	0	0
Fraud/Financial Crimes										■								
Homicide	73	$ 0	$ 0	$ 200,734	$ 117,486	$ 2,119	$ 7,195	$ 0	$ 0	■	$ 676		$ 328,210	0	11	0	0	0
Human Trafficking	2	$ 0	$ 0	$ 0	$ 0	$ 2,225	$ 0	$ 0	$ 0	■	$ 177		$ 2,402	0	0	0	0	0
Kidnapping	4	$ 0	$ 0	$ 0	$ 0	$ 104	$ 1,162	$ 0	$ 0	■	$ 0		$ 1,265	0	1	0	0	0
Other Vehicular Crimes	25	$ 0	$ 0	$ 84,110	$ 22,505	$ 17,882	$ 432	$ 0	$ 0	■	$ 509		$ 125,438	0	1	0	0	0
Robbery	38	$ 0	$ 0	$ 12,459	$ 0	$ 53,013	$ 6,293	$ 0	$ 0	■	$ 476		$ 72,240	0	0	0	0	0
Sexual Assault	40	$ 0	$ 0	$ 15,707	$ 0	$ 9,137	$ 20,181	$ 0	$ 0	$ 0	$ 592		$ 45,616	0	5	0	0	0
Stalking	7	$ 0	$ 0	$ 0	$ 0	$ 431	$ 2,837	$ 0	$ 0	■	$ 0		$ 3,268	0	5	0	0	0
Terrorism										■								
Total	514	$ 950	$ 5,176	$ 405,803	$ 156,991	$ 309,306	$ 116,242	$ 0	$ 0	$ 0	$ 14,767		$ 1,009,235	1	144	1	1	2

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	2	$ 2,833	$ 0	$ 55	$ 0	$ 0	$ 0	$ 0	$ 0	■	$ 0	$ 0	$ 2,888	0	1	0	0	0
Assault	162	$ 745	$ 4,625	$ 81,754	$ 0	$ 204,362	$ 17,692	$ 0	$ 0	■	$ 3,678		$ 312,857	0	49	0	0	1
Burglary	5	$ 0	$ 0	$ 0	$ 0	$ 0	$ 2,707	$ 0	$ 0	■	$ 343		$ 3,051	0	1	0	0	0
Child Physical Abuse/Neglect	14	$ 0	$ 921	$ 2,101	$ 1,834	$ 13,527	$ 496	$ 0	$ 0	■	$ 1,232		$ 20,110	0	6		0	0
Child Pornography	1	$ 0	$ 0	$ 0	$ 0	$ 0	$ 200	$ 0	$ 0	■	$ 0		$ 200	0	0		0	0
Child Sexual Abuse	100	$ 0	$ 0	$ 2,206	$ 0	$ 18,891	$ 43,122	$ 0	$ 0	$ 0	$ 5,115		$ 69,334	0	48		0	0
DUI/DWI	1	$ 0	$ 0	$ 4,360	$ 0	$ 0	$ 0	$ 0	$ 0	■	$ 0		$ 4,360	0	0	0	0	0
Fraud/Financial Crimes										■								
Homicide	75	$ 0	$ 0	$ 197,488	$ 179,967	$ 1,257	$ 8,754	$ 0	$ 0	■	$ 372		$ 387,838	0	16	0	0	0
Human Trafficking	1	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	■	$ 48		$ 48	0	0	0	0	0
Kidnapping	2	$ 0	$ 0	$ 365	$ 0	$ 0	$ 126	$ 0	$ 0	■	$ 0		$ 491	0	2	0	0	0
Other Vehicular Crimes	21	$ 0	$ 0	$ 24,070	$ 22,597	$ 21,937	$ 484	$ 0	$ 0	■	$ 2,083		$ 71,172	0	0	0	0	0
Robbery	34	$ 0	$ 0	$ 22,746	$ 0	$ 22,363	$ 5,961	$ 0	$ 0	■	$ 0		$ 51,071	0	0	0	0	0
Sexual Assault	40	$ 0	$ 0	$ 14,856	$ 0	$ 7,414	$ 15,150	$ 0	$ 0	$ 0	$ 3,422		$ 40,842	0	4	0	0	0
Stalking	4	$ 0	$ 0	$ 0	$ 0	$ 126	$ 1,214	$ 0	$ 0	■	$ 0		$ 1,340	0	3	0	0	0
Terrorism	1	$ 0	$ 0	$ 7,169	$ 0	$ 0	$ 0	$ 0	$ 0	■	$ 0		$ 7,169	0	0	0	1	0
Total	463	$ 3,578	$ 5,547	$ 357,172	$ 204,398	$ 289,877	$ 95,907	$ 0	$ 0	$ 0	$ 16,293	$ 0	$ 972,772	0	130	0	1	1

PAYMENT STATISTICS BY CRIME TYPE - Aggregated

TYPES OF CRIME	Total Number of Applications Paid During the Reporting Period	EXPENSE TYPES PAID (in dollars) 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	TYPES OF VICTIMIZATIONS RELATED TO A 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	$ 2,833	$ 0	$ 694	$ 0	$ 0	$ 0	$ 0	$ 0	▮	$ 0	$ 0	$ 3,527	0	2	0	0	0
Assault	691	$ 1,695	$ 23,369	$ 379,289	$ 0	$ 887,754	$ 66,662	$ 0	$ 0	▮	$ 17,612	$ 0	$ 1,376,380	2	240	1	3	6
Burglary	23	$ 0	$ 0	$ 273	$ 0	$ 17,006	$ 6,810	$ 0	$ 0	▮	$ 1,084	$ 0	$ 25,172	0	2	0	0	0
Child Physical Abuse/Neglect	45	$ 0	$ 13,557	$ 9,898	$ 1,834	$ 25,170	$ 1,857	$ 0	$ 0	▮	$ 6,566	$ 0	$ 58,881	0	21		0	0
Child Pornography	5	$ 0	$ 0	$ 0	$ 0	$ 0	$ 1,938	$ 0	$ 0	▮	$ 0	$ 0	$ 1,938	0	0		0	0
Child Sexual Abuse	458	$ 0	$ 3,120	$ 16,896	$ 0	$ 80,128	$ 233,666	$ 0	$ 0	$ 0	$ 23,867	$ 0	$ 357,677	0	195		0	0
DUI/DWI	6	$ 0	$ 0	$ 14,895	$ 18,833	$ 1,260	$ 0	$ 0	$ 0	▮	$ 0	$ 0	$ 34,988	0	0	0	0	0
Fraud/Financial Crimes										▮								
Homicide	289	$ 0	$ 3,347	$ 798,721	$ 579,493	$ 6,448	$ 27,947	$ 0	$ 0	▮	$ 3,317	$ 0	$ 1,419,273	0	64	0	0	0
Human Trafficking	8	$ 0	$ 0	$ 0	$ 0	$ 6,225	$ 1,106	$ 0	$ 0	▮	$ 225	$ 0	$ 7,556	0	1	0	0	0
Kidnapping	17	$ 0	$ 0	$ 2,460	$ 5,175	$ 4,773	$ 2,561	$ 0	$ 0	▮	$ 1,042	$ 0	$ 16,011	0	8	0	0	0
Other Vehicular Crimes	95	$ 0	$ 660	$ 229,749	$ 119,437	$ 185,493	$ 2,436	$ 0	$ 0	▮	$ 4,603	$ 0	$ 542,378	0	2	0	0	0
Robbery	145	$ 0	$ 7	$ 51,738	$ 0	$ 127,528	$ 25,609	$ 0	$ 0	▮	$ 942	$ 0	$ 205,824	0	0	0	0	0
Sexual Assault	147	$ 0	$ 0	$ 56,897	$ 0	$ 27,425	$ 55,895	$ 0	$ 0	$ 0	$ 7,658	$ 0	$ 147,875	0	15	0	0	0
Stalking	23	$ 0	$ 316	$ 274	$ 0	$ 4,675	$ 7,130	$ 0	$ 0	▮	$ 1,278	$ 0	$ 13,674	0	16	0	0	0
Terrorism	1	$ 0	$ 0	$ 7,169	$ 0	$ 0	$ 0	$ 0	$ 0	▮	$ 0		$ 7,169	0	0	0	1	0
Total	1,956	$ 4,528	$ 44,378	$ 1,568,954	$ 724,772	$ 1,373,884	$ 433,615	$ 0	$ 0	$ 0	$ 68,193	$ 0	$ 4,218,323	2	566	1	4	6

NARRATIVE QUESTIONS

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

   During this reporting period, there was a very small increase in the number of applications received. This followed a large increase during the previous reporting period.

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. 118

   Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. Applicants submit their claims by email, fax or regular mail. Claim information is entered into the ClaimsAssistant system, and the claim is assigned to a specialist. A form is then sent to the investigating law enforcement agency to verify the crime. Claims specialists review the application and the law enforcement form to make an initial eligibility decision. If all of the eligibility requirements are met, the file is forwarded to other staff to gather billing forms from providers listed on the application, an employment form, funeral billing form, and other documentation of losses listed on the application. The claims specialists then review all of the information received, and determine the amounts to be paid to the applicant and/or the providers. Another staff person prepares a payment order, and explanation of benefits forms to send to the applicant and providers. If the claim clearly does not meet eligibility requirements or there are no expenses to pay, the staff deny or close the claim. If there is some question about the applicant's eligibility under the program's statutes and rules regarding certain requirements, the claim may be forwarded to the 5-member Reparations Board for review. The board votes on the eligibility of claims forwarded to them by staff, and they may vote to pay in full, reduce the claim, or deny the claim. There is an appeals process for applicants who are dissatisfied with a staff or Board decision on a claim.

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

   Yes

   A. Number of victim satisfaction surveys distributed during the reporting period. 1,586

   B. Number of victim satisfaction surveys completed during the reporting period. 84

   C. Number of surveys that indicated satisfaction with the victim compensation program during the reporting period. 76

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.**

   During this reporting period, there was a small increase in expenditures. In particular, expenses for homicides and vehicular crimes increased. As a result, the program will maintain the same rates of coverage for fiscal year 2019, rather than increasing any of its rates. A notable trend is the continued epidemic of fatal opiate overdoses. This has an impact on the reparations program which covers a portion of the costs related to a fatal overdose if the case was charged as a homicide. Several claims were received during the past year for this type of crime.

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

   The program continued working closely with the FBI's victim specialists in Minneapolis and Bemidji to serve victims of federal crimes during this reporting period. Reparations staff responded to questions from FBI specialists about reparations policies and procedures. This collaborative effort helped ensure the best services for victims of federal crimes.

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

   The program reviewed staffing needs to ensure the timely processing of an increased volume of claims. Two new staff positions (one claims specialist and one support staff) were created and filled. Other new activities to improve our process included updating email contacts for providers to facilitate access to billing information.

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.**

   The VOCA administrative funds are dedicated to the support of one clerical position with the reparations program. The person in this position sets up new reparations claims, assists walk-in applicants, answers phone inquiries from applicants and service providers, and sends an initial letter to the applicant as well as a law enforcement form to the investigating agency. This position helps the program process claims in a timely manner.

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.**

   There were no new laws, initiatives or policy changes regarding victim compensation during this reporting period.

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.**

   System-coordination efforts included participating in three regional trainings along with the Crime Victim Justice Unit director. These trainings were attended by 184 advocates and criminal justice professionals from around the state. The trainings covered victims' rights, reparations and other victim services issues. The reparations training provided participants with informational resources they can utilize in serving victims. Many attendees indicated that the information would help them serve victims more effectively by connecting them to funds to assist them with their losses. Additional reparations trainings were provided at other venues as well, including the 2017 Minnesota Victim Assistance Academy, and the first ever Minnesota Corrections Victims Academy. The Corrections Academy was a collaborative effort with the MN Department of Corrections and was attended by 63 corrections facility, field services and central office staff.

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

    During National Crime Victims' Rights Week, the program provided reparations information to the Minnesota Department of Public Safety, Office of Communications for posting on its website, Facebook site, and Twitter. Also, an article about reparations, entitled Legal Learning: Reparations for Victims was featured in the Lake County News Chronicle.

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.**

    Another outcome measure that is reported to the governor and legislature is the amount of restitution collected annually from violent offenders who were responsible for crimes committed against victims who received reparations. During state fiscal year 2017, the program recovered $579,000 from those offenders.

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

    None