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

GRANTEE INFORMATION

ORGANIZATION NAME: Commonwealth of Puerto Rico

POC NAME: Marilu Cintron

POC EMAIL: marcintron@justicia.gobierno.pr

POC PHONE: (787) 722-7500

POPULATION DEMOGRAPHICS

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

   Q1: Oct-Dec 2017: 72
   Q2: Jan-Mar 2018: 118
   Q3: Apr-Jun 2018: 148
   Q4: Jul-Sep 2018: 37
   Annual: 375

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

   Q1: Oct-Dec 2017: 72
   Q2: Jan-Mar 2018: 118
   Q3: Apr-Jun 2018: 148
   Q4: Jul-Sep 2018: 37
   Annual: 375

3. Victim Demographics

Population	Number of Victims				
A. RACE/ETHNICITY	Q1	Q2	Q3	Q4	Annual
American Indian or Alaska Native	0	0	0	0	0
Asian	0	0	0	0	0
Black or African American	0	0	1	0	1
Hispanic or Latino	72	115	146	37	370
Native Hawaiian or Other Pacific Islander	0	0	0	0	0
White Non-Latino or Caucasian	0	3	1	0	4
Some Other Race	0	0	0	0	0
Multiple Races	0	0	0	0	0
Not Reported	0	0	0	0	0
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	72	118	148	37	375
B. GENDER					
Male	46	42	66	18	172
Female	26	76	82	19	203
Not Reported	0	0	0	0	0
Not Tracked	0	0	0	0	0
Gender Total	72	118	148	37	375
C. AGE					
Age 0- 12	2	21	18	2	43
Age 13- 17	6	22	16	2	46
Age 18- 24	12	16	33	4	65
Age 25- 59	45	50	67	29	191
Age 60 and Older	7	8	8	0	23
Not Reported	0	1	6	0	7
Not Tracked	0	0	0	0	0
Age Total	72	118	148	37	375

Date certified: January 10, 2019

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:	72
Q2: Jan-Mar 2018:	118
Q3: Apr-Jun 2018:	148
Q4: Jul-Sep 2018:	37
Annual:	375

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

Q1: Oct-Dec 2017:	67
Q2: Jan-Mar 2018:	38
Q3: Apr-Jun 2018:	57
Q4: Jul-Sep 2018:	23
Annual:	185

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

Q1: Oct-Dec 2017:	24
Q2: Jan-Mar 2018:	4
Q3: Apr-Jun 2018:	5
Q4: Jul-Sep 2018:	11
Annual:	44

   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	0	0	2	4
B. Failure to report to police	0	0	0	0	0
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	0	1	0	0	1
D. Incomplete information	4	1	3	4	12
E. Contributory misconduct	4	0	0	1	5
F. Ineligible crime	3	1	2	2	8
G. Ineligible application	10	1	0	1	12
Other	1	0	0	1	2

   Denial explanation:

   Qtr 1: Expressed Lack of interest

   Qtr 4: Benefits paid for other agency

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

Q1: Oct-Dec 2017:	11
Q2: Jan-Mar 2018:	4
Q3: Apr-Jun 2018:	32
Q4: Jul-Sep 2018:	14
Annual:	61

Date certified: January 10, 2019

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	3	$ 0	$ 0	$ 15,000	$ 0	$ 215	$ 0	$ 0	$ 0	■■■	$ 1,080	$ 0	$ 16,295	0	1	0	0	0
Burglary										■■■								
Child Physical Abuse/Neglect										■■■								
Child Pornography										■■■								
Child Sexual Abuse																		
DUI/DWI										■■■								
Fraud/Financial Crimes										■■■								
Homicide	6	$ 0	$ 0	$ 8,304	$ 6,683	$ 0	$ 0	$ 0	$ 0	■■■	$ 0	$ 0	$ 14,987	0	0	0	0	0
Human Trafficking										■■■								
Kidnapping										■■■								
Other Vehicular Crimes										■■■								
Robbery										■■■								
Sexual Assault	1	$ 0	$ 0	$ 0	$ 0	$ 200	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	$ 200	0	0	0	0	0
Stalking										■■■								
Terrorism										■■■								
Total	10	$ 0	$ 0	$ 23,304	$ 6,683	$ 415	$ 0	$ 0	$ 0	$ 0	$ 1,080	$ 0	$ 31,482	0	1	0	0	0

Date certified: January 10, 2019

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	13	$ 0	$ 0	$ 0	$ 0	$ 8,550	$ 13	$ 8,495	$ 0	■	$ 121	$ 2,585	$ 19,765	0	11	0	0	0
Burglary										■								
Child Physical Abuse/Neglect										■								
Child Pornography										■								
Child Sexual Abuse	4	$ 0	$ 0	$ 0	$ 0	$ 2,800	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	$ 2,800	0	0		0	0
DUI/DWI										■								
Fraud/Financial Crimes										■								
Homicide	16	$ 0	$ 0	$ 1,326	$ 25,725	$ 0	$ 0	$ 0	$ 0	■	$ 13	$ 0	$ 27,064	0	0	0	0	0
Human Trafficking										■								
Kidnapping										■								
Other Vehicular Crimes	1	$ 0	$ 0	$ 0	$ 250	$ 0	$ 0	$ 0	$ 0	■	$ 0	$ 0	$ 250	0	0	0	0	0
Robbery										■								
Sexual Assault	1	$ 0	$ 0	$ 0	$ 0	$ 1,126	$ 0	$ 0	$ 0	$ 0	$ 38	$ 0	$ 1,164	0	0	0	0	0
Stalking										■								
Terrorism										■								
Total	35	$ 0	$ 0	$ 1,326	$ 25,975	$ 12,476	$ 13	$ 8,495	$ 0	$ 0	$ 172	$ 2,585	$ 51,042	0	11	0	0	0

* Other expense explanations

Assault   Legal expenses

You added "Other" crime types: Attempted Murder: 1 case, Medical expenses $965.18

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	2	$ 0	$ 0	$ 0	$ 0	$ 1,004	$ 0	$ 1,957	$ 0	■	$ 0	$ 0	$ 2,961	0	0	0	0	0
Burglary										■								
Child Physical Abuse/Neglect	2	$ 0	$ 0	$ 0	$ 0	$ 1,854	$ 0	$ 0	$ 0	■	$ 0	$ 0	$ 1,854	0	0		0	0
Child Pornography										■								
Child Sexual Abuse										■								
DUI/DWI										■								
Fraud/Financial Crimes										■								
Homicide	30	$ 0	$ 0	$ 0	$ 56,720	$ 0	$ 0	$ 0	$ 0	■	$ 0	$ 0	$ 56,720	0	0	0	0	0
Human Trafficking										■								
Kidnapping	1	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	$ 1,159	$ 0	■	$ 0	$ 0	$ 1,159	0	0	0	0	0
Other Vehicular Crimes	3	$ 0	$ 0	$ 0	$ 4,596	$ 0	$ 0	$ 0	$ 0	■	$ 0	$ 0	$ 4,596	0	0	0	0	0
Robbery										■								
Sexual Assault	4	$ 0	$ 0	$ 0	$ 0	$ 0	$ 2,648	$ 0	$ 0	$ 700	$ 0	$ 0	$ 3,348	0	0	0	0	0
Stalking										■								
Terrorism										■								
Total	42	$ 0	$ 0	$ 0	$ 61,315	$ 2,858	$ 2,648	$ 3,116	$ 0	$ 700	$ 0	$ 0	$ 70,636	0	0	0	0	0

You added "Other" crime types: Attempted Murdered, Domestic Violence

Date certified: January 10, 2019

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	2	$ 0	$ 0	$ 406	$ 0	$ 2,697	$ 0	$ 0	$ 0	███	$ 0	$ 0	$ 3,103	0	2	0	0	0
Burglary										███								
Child Physical Abuse/Neglect										███								
Child Pornography										███								
Child Sexual Abuse																		
DUI/DWI										███								
Fraud/Financial Crimes										███								
Homicide	15	$ 0	$ 0	$ 16,069	$ 20,895	$ 588	$ 0	$ 0	$ 0	███	$ 0	$ 0	$ 37,552	0	0	0	0	0
Human Trafficking										███								
Kidnapping										███								
Other Vehicular Crimes										███								
Robbery										███								
Sexual Assault																		
Stalking										███								
Terrorism										███								
Total	17	$ 0	$ 0	$ 16,475	$ 20,895	$ 3,285	$ 0	$ 0	$ 0		$ 0	$ 0	$ 40,655	0	2	0	0	0

You added "Other" crime types: Domestic Violence, Attempted Murder

Date certified: January 10, 2019

PAYMENT STATISTICS BY CRIME TYPE - Aggregated

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	20	$ 0	$ 0	$ 15,406	$ 0	$ 12,467	$ 13	$ 10,452	$ 0	■	$ 1,201	$ 2,585	$ 42,124	0	14	0	0	0
Burglary										■								
Child Physical Abuse/Neglect	2	$ 0	$ 0	$ 0	$ 0	$ 1,854	$ 0	$ 0	$ 0	■	$ 0	$ 0	$ 1,854	0	0		0	0
Child Pornography										■								
Child Sexual Abuse	4	$ 0	$ 0	$ 0	$ 0	$ 2,800	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	$ 2,800	0	0		0	0
DUI/DWI										■								
Fraud/Financial Crimes										■								
Homicide	67	$ 0	$ 0	$ 25,699	$ 110,022	$ 588	$ 0	$ 0	$ 0	■	$ 13	$ 0	$ 136,322	0	0	0	0	0
Human Trafficking										■								
Kidnapping	1	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	$ 1,159	$ 0	■	$ 0	$ 0	$ 1,159	0	0	0	0	0
Other Vehicular Crimes	4	$ 0	$ 0	$ 0	$ 4,846	$ 0	$ 0	$ 0	$ 0	■	$ 0	$ 0	$ 4,846	0	0	0	0	0
Robbery										■								
Sexual Assault	6	$ 0	$ 0	$ 0	$ 0	$ 1,326	$ 2,648	$ 0	$ 0	$ 700	$ 38	$ 0	$ 4,712	0	0	0	0	0
Stalking										■								
Terrorism										■								
Total	104	$ 0	$ 0	$ 41,105	$ 114,868	$ 19,034	$ 2,661	$ 11,611	$ 0	$ 700	$ 1,252	$ 2,585	$ 193,816	0	14	0	0	0

Date certified: January 10, 2019

NARRATIVE QUESTIONS

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

   During the past fiscal year, we actually increased the number of application in a 7% percent. That number represented 123 new applications. This is an important finding because for the past 3 years the number of cases showed a decreasing pattern. We implemented an outreach strategy that started on April 2017 which immediately showed a 3% increase in the upcoming trimester.

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. 45

   Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. •After receiving the claim a control number is assigned and referred for investigation and processing to a Compensation Technician. After investigating the veracity of the victim claim and gathering the required documents to support it, the Compensation Technician submits an approving or denying recommendation. When the case is considered favorably for approval by the Compensation Technician, it is submitted to the Claim Adjuster who will then refer the case for final review to the Director, before proceeding to submit the approved claim to the Financial Division for payment. Finally, the claim goes to the Treasury Department who emits the check that will be handed to the claimant. In the event of a recommendation to deny the claim, the case will be reviewed by the office Sub director for final determination. In both situations a final resolution is sent to the claimant informing him or her of the final decision after reviewing the claim. The Office informs to every participant that submits a claim, that he or she can submit a request for revision with the Attorney General, should they not be in accordance with the Office determination regarding the amount to be reimbursed or the denial of a claim. Explain the responsibilities of your office in processing a claim: When processing a claim is our responsibility to assist the claimant to obtain certain documents, such as police reports, documents from social security and other information pertinent to the case in consideration. As part of the responsibilities not only the Office assess the merits for approval or denial of a claim but offer follow up to service suppliers to ensure the rapid delivery of service or goods, depending on the nature of the claim and the service to be provided. As a part of the Office responsibilities we focus on the follow up with the PR Treasury Department as well as with the Federal Finances Division in PRDOJ, to account for the timely disbursement of benefits to the claimants.

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.**

   We suffered from two hurricanes that affected our ability to actually insert ourselves in the community as was our plan for this year. On the other hand, PR fiscal situation limited the use of state funds considerably.

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

   No victim of federal crime were reported to Victims Compensation Division during this period for compensation benefits.

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

   We provided close to 15 conferences and informing sessions to general public and also to specialized personnel in the criminal justice system. We also had activities in National Victims' Rights Awareness Week. This past year the focus intervention with under age victims of sexual abuse.

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 used the VOCA administrative funds to provide training to our personnel in order to help them improve their knowledge of the victim's compensation program.

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.**

   n/a

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 the past year efforts were made to facilitate a seamless transition in cases from Victims Assistance to Victims Compensation. Service technicians were trained, regarding state law and VOCA requirements for victim's compensations and increasing the amount of referrals for compensation evaluation. This proved to be effective in increasing the number of new cases received in victim's compensation. We also trained prosecutor in specialized divisions of the PRDOJ, such as Economic and Fraud Division and the specialized division that prosecutes DIU.

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

The Office have a continuous presence in the community through our "Community Impact Project" (P.I.C.) in which not only we assist victims of crime in the process of submitting compensation claims in coordination with the Assistance Division of the office, but also we provide conferences to community groups, schools, churches or other governmental agencies and non-government organizations interested in learning about the services provided by the Compensation Division of our Office.

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 annual report was submitted to the Attorney General, whom will submit it to the Governor.

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

n/a