

NH Annual State Performance Report

Victim Assistance Formula Grant Program

Reporting Period: [Oct 1, 2018 to Sept 30, 2019]

This aggregated data is self-reported by the grantees and subgrantees in each state/territory.

OVC VOCA Assistance Funds				
	2016-VA-GX-0061	2017-VA-GX-0044	2018-V2-GX-0036	2019-V2-GX-0050
Federal Award Amount	\$9,466,979.00	\$7,928,710.00	\$13,954,297.00	\$9,627,656.00
Total Amount of Subawards	\$9,155,694.00	\$7,566,858.00	\$4,268,687.00	\$0.00
Total Number of Subawards	99	80	33	0
Administrative Funds Amount	\$296,285.00	\$167,318.00	\$293,393.00	\$481,382.00
Training Funds Amount	\$15,000.00	\$15,166.00	\$15,166.00	\$0.00
Balance Remaining	\$0.00	\$179,368.00	\$9,377,051.00	\$9,146,274.00

Subgrantee Organization Type				
The total number of subgrants represents all subgrants funded across all federal awards active during the reporting period. The number is not unique as there are subgrantee organizations that are continuously funded from each federal award.				
Type of Organization	2016-VA-GX-0061	2017-VA-GX-0044	2018-V2-GX-0036	2019-V2-GX-0050
Government Agencies Only	14	19	10	0
Corrections	0	1	0	0
Courts	0	0	0	0
Juvenile Justice	0	0	0	0
Law Enforcement	0	1	0	0
Prosecutor	6	11	6	0
Other	8	6	4	0
Nonprofit Organization Only	81	58	22	0
Child Abuse Service organization (e.g., child advocacy center)	8	4	5	0
Coalition (e.g., state domestic violence or sexual assault coalition)	0	0	0	0
Domestic and Family Violence Organization	0	0	0	0
Faith-based Organization	0	2	0	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	60	38	12	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	5	3	1	0
Sexual Assault Services organization (e.g., rape crisis center)	0	0	0	0
Multiservice agency	2	2	1	0
Other	6	9	3	0
Federally Recognized Tribal Governments, Agencies, and Organizations Only	0	0	0	0
Child Abuse Service organization (e.g., child advocacy center)	0	0	0	0
Court	0	0	0	0
Domestic and Family Violence organization	0	0	0	0
Faith-based organization	0	0	0	0
Juvenile justice	0	0	0	0
Law Enforcement	0	0	0	0
Organization provides domestic and family violence and sexual assault services	0	0	0	0
Prosecutor	0	0	0	0
Sexual Assault Services organization (e.g., rape crisis center)	0	0	0	0
Other justice-based agency	0	0	0	0

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Other agency that is NOT justice-based (e.g., human services, health, education)	0	0	0	0
Organization by and/or for a specific traditionally underserved community	0	0	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	0	0	0	0
Other	0	0	0	0
Campus Organizations Only	4	3	1	0
Campus-based victims services	4	3	1	0
Law enforcement	0	0	0	0
Physical or mental health service program	0	0	0	0
Other	0	0	0	0
Total Number of Subawards	99	80	33	0

*This number is not unique across fiscal years as there are subgrantee organizations that are funded from multiple federal awards.

Subaward Purpose A single SAR can select multiple purposes. Numbers are not unique				
	2016-VA-GX-0061	2017-VA-GX-0044	2018-V2-GX-0036	2019-V2-GX-0050
A. Continue a VOCA-funded victim project funded in a previous year	81	47	32	0
B. Expand or enhance an existing project not funded by VOCA in the previous year	18	31	2	0
C. Start up a new victim services project	2	7	1	0
D. Start up a new Native American victim services project	0	0	0	0
E. Expand or enhance an existing Native American project	0	0	0	0

VOCA and Match Funds A single SAR can select multiple service types. Numbers are not unique				
	2016-VA-GX-0061	2017-VA-GX-0044	2018-V2-GX-0036	2019-V2-GX-0050
A. INFORMATION & REFERRAL	53	74	31	0
B. PERSONAL ADVOCACY/ACCOMPANIMENT	46	60	27	0
C. EMOTIONAL SUPPORT OR SAFETY SERVICES	44	62	24	0
D. SHELTER/HOUSING SERVICES	26	37	16	0
E. CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	46	62	26	0
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	56	80	33	0

Priority and Underserved Requirements				
Priority Area	2016-VA-GX-0061	2017-VA-GX-0044	2018-V2-GX-0036	2019-V2-GX-0050
Child Abuse				
Total Amount	\$2,236,418.00	\$1,978,073.00	\$1,398,717.00	\$0.00
% of Total Federal Award	24.00 %	25.00 %	10.00 %	
Domestic and Family Violence				
Total Amount	\$4,780,345.00	\$2,900,956.00	\$1,475,524.00	\$0.00
% of Total Federal Award	50.00 %	37.00 %	11.00 %	
Sexual Assault				
Total Amount	\$933,379.00	\$1,151,700.00	\$794,151.00	\$0.00
% of Total Federal Award	10.00 %	15.00 %	6.00 %	
Underserved				
Total Amount	\$919,370.00	\$1,349,473.00	\$491,681.00	\$0.00
% of Total Federal Award	10.00 %	17.00 %	4.00 %	

Budget and Staffing				
Staffing Information	2016-VA-GX-0061	2017-VA-GX-0044	2018-V2-GX-0036	2019-V2-GX-0050
Total number of paid staff for all subgrantee victimization program and/or services	782	676	228	

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Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	398238	219361	130795	
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	1259	1665	299	
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	363555	278251	62418	

AGGREGATED SUBGRANTEE PERFORMANCE MEASURE DATA

Victimization Type						
Victimization Type	Number of Subgrantees Indicating Intent to Serve This Victim Type	Number of Individuals Who Actually Received Services Based on a Presenting Victimization				
		Quarter 1 Total	Quarter 2 Total	Quarter 3 Total	Quarter 4 Total	Per Quarter Average
Adult Physical Assault (includes Aggravated and Simple Assault)	81	423	493	555	644	528
Adult Sexual Assault	111	1697	1930	3287	2808	2430
Adults Sexually Abused/Assaulted as Children	101	178	220	199	214	202
Arson	29	18	21	21	14	18
Bullying (Verbal, Cyber or Physical)	66	126	138	139	190	148
Burglary	30	184	204	230	170	197
Child Physical Abuse or Neglect	3	1675	1641	1694	1658	1667
Child Pornography	101	18	24	41	29	28
Child Sexual Abuse/Assault	108	886	906	1070	1003	966
Domestic and/or Family Violence	6	3659	3511	3536	3801	3626
DUI/DWI Incidents	31	227	191	198	167	195
Elder Abuse or Neglect	78	231	224	267	264	246
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)	43	7	6	5	8	6
Human Trafficking: Labor	39	3	4	0	1	2
Human Trafficking: Sex	95	15	18	14	20	16
Identity Theft/Fraud/Financial Crime	34	84	92	152	126	113
Kidnapping (non-custodial)	33	5	8	11	12	9
Kidnapping (custodial)	41	2	6	9	7	6
Mass Violence (Domestic/International)	17	1	1	1	2	1
Other Vehicular Victimization (e.g., Hit and Run)	31	52	77	79	61	67
Robbery	32	173	160	191	179	175
Stalking/Harassment	102	343	370	430	418	390
Survivors of Homicide Victims	54	127	151	168	181	156
Teen Dating Victimization	86	69	80	82	52	70
Terrorism (Domestic/International)	14	2	1	7	0	2
Other	17	816	1171	12773	1772	4133

Special Classifications of Individuals					
Special Classifications of Individuals	Number of Individuals Self Reporting a Special Classification				
	Quarter 1 Total	Quarter 2 Total	Quarter 3 Total	Quarter 4 Total	Per Quarter Average
Deaf/Hard of Hearing	18	18	43	32	104
Homeless	89	104	128	155	523
Immigrants/Refugees/Asylum Seekers	123	132	133	149	443
LGBTQ	89	108	95	97	374
Veterans	11	8	19	15	50
Victims with Disabilities: Cognitive/ Physical /Mental	1396	1419	1574	1591	6914
Victims with Limited English Proficiency	99	137	118	119	482

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Other	776	598	596	469	3277
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General Award Information		
Activities Conducted at the Subgrantee Level	Number	Percent
Total number of individuals who received services during the Fiscal Year.	40652	
Total number of anonymous contacts who received services during the Fiscal Year	13565	
Number of new individuals who received services from your state for the first time during the Fiscal Year.	25736	63.31 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?	8444	20.77 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.	5380	

Demographics		
Demographic Characteristic of New Individuals Served	Number	Percent
Race/Ethnicity		
American Indian or Alaska Native	34	0.13 %
Asian	146	0.57 %
Black or African American	389	1.51 %
Hispanic or Latino	688	2.67 %
Native Hawaiian or Other Pacific Islander	18	0.07 %
White Non-Latino or Caucasian	12752	49.55 %
Some Other Race	68	0.26 %
Multiple Races	305	1.19 %
Not Reported	6278	24.39 %
Not Tracked	5058	19.65 %
Race/Ethnicity Total	25736	
Gender Identity		
Male	5150	20.01 %
Female	15089	58.63 %
Other	55	0.21 %
Not Reported	464	1.80 %
Not Tracked	4978	19.34 %
Gender Total	25736	
Age		
Age 0- 12	3489	13.56 %
Age 13- 17	1647	6.40 %
Age 18- 24	1812	7.04 %
Age 25- 59	7681	29.85 %
Age 60 and Older	1176	4.57 %
Not Reported	4965	19.29 %
Not Tracked	4966	19.30 %
Age Total	25736	

Direct Services				
Service Area	# of Subgrantees That Provided Services in This Category	# of Individuals/Contacts Receiving Services	Specific Service	Frequency of Service
A. Information & Referral	42	46400	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	15491
			A2. Information about victim rights, how to obtain notifications, etc.	44927
			A3. Referral to other victim service programs	13881

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			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	35951
B. Personal Advocacy/ Accompaniment	34	12527	Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	576
			B2. Victim advocacy/accompaniment to medical forensic exam	47
			B3. Law enforcement interview advocacy/accompaniment	1408
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	75575
			B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	197
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	288
			B7. Intervention with employer, creditor, landlord, or academic institution	424
			B8. Child or dependent care assistance (includes coordination of services)	331
			B9. Transportation assistance (includes coordination of services)	1060
			B10. Interpreter services	181
C. Emotional Support or Safety Services	27	15293	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	13585
			C2. Hotline/crisis line counseling	5452
			C3. On-scene crisis response (e.g., community crisis response)	196
			C4. Individual counseling	11168
			C5. Support groups (facilitated or peer)	1209
			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	773
			C7. Emergency financial assistance	642
D. Shelter/ Housing Services	20	1578	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	13567
			D2. Transitional housing	19990
			D3. Relocation assistance (includes assistance with obtaining housing)	1471
E. Criminal/ Civil Justice System Assistance	37	14837	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	13817
			E2. Victim impact statement assistance	1172
			E3. Assistance with restitution	1150
			E4. Civil legal assistance in obtaining protection or restraining order	1884
			E5. Civil legal assistance with family law issues	719
			E6. Other emergency justice-related assistance	349
			E7. Immigration assistance	410
			E8. Prosecution interview advocacy/accompaniment	2697
			E9. Law enforcement interview advocacy/accompaniment	1278
E10. Criminal advocacy/accompaniment	2083			

ANNUAL QUESTIONS

Grantee Annually Reported Questions

Question/Option	Count
Were any administrative and training funds used during the reporting period?	
Yes	1
No	0
Did the administrative funds support any education activities during the reporting period?	
Yes	1
No	0
Number of requests received for education activities during the reporting period.	6
Number of people trained or attending education events during the reporting period.	531
Number of events conducted during the reporting period.	3
Did the grant support any coordination activities (e.g., with other service providers, law enforcement agencies) during the reporting period?	
Yes	1
No	0
Describe any program or educational materials developed during the reporting period.	
<p>During this reporting period, revisions of the following documents occurred: Domestic Violence Law Enforcement Protocol: The draft was completed and it is undergoing final review by the Attorney General's Office. It is anticipated that training on the protocol will begin in the spring of 2020. Child Abuse and Neglect Protocol: The protocol committee regularly met this reporting period and it is anticipated that the Protocol will be complete in early 2020 and training will occur that fall. Batterer's Intervention Standards Protocol: This group met regularly and is trying to define its scope and focus. 2019 Attorney General's Law Enforcement Manual: Information was provided on responding to victims of domestic violence, child abuse, human trafficking, stalking and strangulation, for this document. It is unknown when the manual will be distributed to law enforcement agencies statewide. The LAP webinar: The LAP Steering Committee updated the existing training curriculum to include the addition of a 12th question, as well as pieces on understanding the dynamics of domestic violence. 2019 & 2020 Partnering for a Future Without Violence Conference: The 2019 conference was held in September 2019 and planning for the 2020 conference began also during this reporting period. 2019 Legislative Review Summit: This summit includes an overview of pertinent legislation as it relates to victims of crime and victim's rights. Planning began during this reporting period, but the event will be held after this reporting period. State Victim Assistance Academy: This group held several meetings this reporting period to work on, and then review the results of the statewide victims needs assessment. The group also conducted research into other states academies to determine how New Hampshire's academy should be structured. Crime Victims Fund Steering Committee: met 8 times to create, distribute and discuss the statewide crime victims need assessment including stakeholder and victim surveys and interviews. Additional agenda items included creation of a committee charter, discussions surrounding a statewide victim notification system, leveraging VAWA, VOCA, RPE, CJA and FVPSA funding, and using a systematic approach to addressing victim needs indicated in the needs assessment.</p>	
Describe any planning or training events held during the reporting period.	
<p>The VOCA administrator co-coordinates the State Victim Assistance Academy Steering Committee with the Program Specialist and partnering agencies to re-establish a State Victim Assistance Academy in New Hampshire. The NH DOJ used VOCA Assistance Training Funds for the 2019 Partnering for a Future Without Violence Conference. The conference committee met nine times this last year to coordinate and plan the annual conference. This conference had 463 registered attendees with the following professions. Advocacy Organization 6 Attorneys (not prosecutors) 26, Batterer Intervention Program 2, Corrections 1, Court Personnel 5, Disability Organization Staff 8, Educators 6, Elder Organization Staff (not BEAS) 0, Faith Based Organization Staff 1, Government Agency Staff 48, Health Professionals 5, Law Enforcement Staff 59, Legal Services Staff 7, Mental Health Professionals 14, Prosecutors 102, SANE 9, Social Service Agency Staff 31, Victim Advocates Non-Governmental (Crisis centers) 72, Victim Assistants – Governmental 34, Volunteers 1. The Lethality Assessment Program work-group met four times this last year to create the webinar Lethality Assessment in the Field – Identifying High Risk Situations, which was presented on August 5, 2019. Over 40 law enforcement officers participated in the webinar.</p>	
Describe any program policies changed during the reporting period.	
<p>VOCA administrative staff are working on drafting a policy change for VOCA match waiver requests. The Grants Management unit also created a PII policy and updated policies on subrecipient budget modifications.</p>	
Describe any earned media coverage events/episodes during the reporting period.	
<p>The Crime Victims Needs assessment, mentioned above, earned local and national attention. It was featured on local WMUR news station, the Hippo Press and many other news outlets statewide. https://www.doj.nh.gov/news/2019/20190221-victims-service.htm Funding provided by VOCA assisted in upgrades to a local Child Advocacy Center. The Greater Lakes Child Advocacy Center is the first in New Hampshire to offer expanded services, including a medical examination room and counseling spaces. The Laconia Daily Sun April 17, 2019 at: https://www.laconiadailysun.com/news/local/child-advocacy-center-adds-resources-to-help-abused-children/article_200fd07c-613c-11e9-a9b2-57af89a4060a.html A Trauma Informed Specialist from the NH Coalition Against Domestic and Sexual Violence who is nearly 100% VOCA funded; often trains victim service providers and others that interact with victims on the complexity of trauma. She spoke at a Concord School district mandatory training after the district had a special focus on student safety this year following the arrest of a Concord high school teacher, Leung, who was charged with repeatedly sexually assaulting a former middle school student. See the Concord Monitor Article at: https://www.concordmonitor.com/Concord-School-District-begins-two-days-of-teacher-training-27991904 An automated notification system that allows victims and their family members to track the custody status of offenders in county jails was primarily funded by VOCA and is commonly known as VINE was featured in the Concord Monitor newspaper on 3-31-19. The article depicts the program usage and how it intends to go statewide. See Concord Monitor Article at: https://www.concordmonitor.com/Victim-notification-system-NH-county-jails-23596587 The New Hampshire Attorney General's released press release on April of 2019 for National Victims Rights Week April 7-13, 2019. The Attorney General's Office will join organizations and direct support agencies from across the state, including the Victims Compensation Program, the New Hampshire Coalition Against Domestic & Sexual Violence, the AmeriCorps Victim Assistance Program, the College Consortium, and Victim's Inc. in an effort to share information and available resources for victims of crime. https://www.doj.nh.gov/news/2019/20190408-crime-victims-awareness-week.htm</p>	

Describe any coordinated responses/services for assisting crime victims during the reporting period.

The VOCA Administrator serves as the chair for the Crime Victims Fund Steering Committee that brings together members from victim services, legal services, prosecution, legislature, VAWA Administrator, FVPSA administrator, CJA Administrator, RPE Administrator, NH Commission on Native American Affairs, CASA, Child Advocacy Centers, the Courts, Domestic and Sexual Violence Coalition, and Public Health. The mission of the Crime Victims Fund (CVF) Steering Committee is to optimize New Hampshire's response to crime victims by coordinating funding directed to victim services and system responses. The CVF Steering Committee will accomplish this through collaboration with state agency fund administrators, public officials, victim service providers, and underserved populations. Through this collaboration, the Committee shall: identify and prioritize the needs of crime victims provide strategic guidance to fund administrators and leverage opportunities to maximize services for and responses to crime victims in New Hampshire. VOCA staff also coordinated a crime victims services needs assessment that was completed in May of 2019. This survey provided responses from hundreds of service providers, allied professionals and victims of crime on the needs of crime victims. The needs assessment assisted with drafting our state Request for Proposal for VOCA funding to be released in October 2019. The conclusions of the needs assessment found that Legal Services, Mental Health and Housing were the top funding priorities for victims of crime in New Hampshire. Our Victim Witness Program Specialist was involved in improving the multi-disciplinary approach to responding to victims of crime. The Lethality Assessment Program Steering Committee: The Steering Committee, comprised of law enforcement, system and community based advocates tasked with examining the implementation of the LAP in law enforcement agencies throughout the state. The LAP is a best practice response for law enforcement to identify victims of domestic violence at the highest risk for serious injury, assault or death, and immediately connecting them to domestic violence crisis center services. Attorney General's Task Force on Child Abuse and Neglect: The goal of this Task Force is to look at the response of different systems to victims of child abuse and neglect and to make recommendations to reduce trauma for the children and their families. Members of this task force include law enforcement, medical and mental health providers, representatives from child protection, CASAs and CACs, prosecutors and victim advocates. The biggest project of this committee is the statewide, multidisciplinary, Child Abuse and Neglect Protocol. Domestic Violence Fatality Review Committee: This multidisciplinary committee reviews domestic violence homicides and looks to identify gaps in services or lack of interventions that, if addressed, could be beneficial to other domestic violence victims. Conference Committee: This multidisciplinary committee is tasked with organizing the annual Partnering For a Future Without Violence Conference. This conference annually brings together members from law enforcement, the judiciary, advocacy and other allied professionals to learn best practice approaches to working with victims of crime. The conference is also designed to promote collaboration between the different professions and agencies. Batterers Intervention Program Standards Protocol: This group is looking at the creation of a certification and monitoring system, as well as an update to the standards. This group wants to ensure that the standards reflect best practice, are trauma informed and take into consideration victims needs.

Please discuss the major issues in your state that either assist or prevent victims from receiving assistance during the reporting period.

According the results of the victim services needs assessment, some of the issues in our state that prevent victims from receiving services are lack of funding, lack of affordable housing, and lack of available mental health services. Areas also mentioned in the needs assessment results are also included in the response to question 17.

Please describe ways that your agency promoted the coordination of public and private efforts within the community to help crime victims during the reporting period.

See above press coverage and committees VOCA funded staff attend. The NH DOJ, Elder Abuse Unit educated law enforcement, service providers and the public about elder abuse and how to spot and assist victims of elder abuse or financial exploitation. Some of the organizations that the elder abuse advocate provided training are the police academy, Rotary Clubs, NH Bankers, NH Bar, and the Bureau of Elderly and adult Services.

Please describe any notable activities at the grantee level during the reporting period that improved delivery of victim services.

In addition to the noteworthy activities outlined above the grantee funded three newer subrecipients, one being a victim advocate at a police department on New Hampshire's seacoast and another is a housing program for victims of domestic and sexual violence based in Nashua, NH and lastly funding for a Statewide victim notification system. The victim services needs assessment was created, distributed and the results were analyzed in the reporting period. Utilizing the results from the needs assessment we will ensure that available funding is targeted towards the service gaps.

Please discuss each priority (i.e., child abuse, domestic assault, sexual assault, and underserved) in which VOCA funds have been used to assist crime victims during the reporting period

Child Abuse - NH's VOCA funds are granted statewide to the CASA program and Child Advocacy Centers in each county of the state. Additionally, we have a mental health provider that provides clinical services to child abuse victims in the rural northern part of the state. The state SANE program coordinator provides specialized services to child victims of sexual assault at a Child Advocacy Center in NH lakes region. Sexual Assault - The NH Coalition Against Domestic and Sexual Violence (NCADSV) provides crisis and advocacy services to survivors of sexual assault. Domestic Violence- The NHCASV is a dual service organization in the State of New Hampshire. Domestic violence services are funded through VOCA. They provide shelter and direct victim services to domestic violence victims in the state. Funding has also been provided to a newer organization that assists domestic violence victims with shelter and self-sufficiency. Underserved- our rural county attorney victim advocates provide services to many different crime types. The Elder Abuse advocate in the NH DOJ provides advocacy the older adults. Additionally, Victims Inc. provides services to victims of DWI/DUI under the underserved category.

Please briefly describe efforts taken to serve Victims of Federal crime during the reporting period.

All victims of crime can access services equally no matter the jurisdiction of the crime.

Please identify any emerging issues or notable trends affecting crime victim services in your state during the reporting period.

Key takeaways from the results of the Crime Victims Needs Assessment: Stakeholders emphasized service availability as a top priority and suggested increasing funding, tracking and meeting victim needs, and standardizing services as ways to approach the issue. When asked to rank issues that needed to be addressed by training, assistance, or resources, stakeholders felt that; 1. Civil legal assistance is the most important issue 2. Housing assistance is the second most important issue 3. Mental health services are the third most important issue Stakeholders said that improving service coordination and increasing funding would be the best way to improve the provision of services. There were also concerns expressed in multiple sections of the survey that non-English speaking victims, immigrants and refugees, and LGBTQ populations were being underserved and that those issues need to be addressed somehow moving forward. The most common feedback from stakeholders was the request for more provider training and provision of more services. Crime victims reported issues with access to resources and services as well as lack of knowledge about their rights as a victim. Systems that offer services can be overwhelming and burdensome for victims to navigate, and the services offered can feel inconsistent and fragmented. Among all the types of services listed in the survey, respondents felt that access to legal services was a critically important service but also the hardest to access. Respondents reported that legal guidance and representation (18%) is the most frequently needed but inaccessible service. Victim advocacy (15%), financial assistance (14%) and medical or mental health care (12%) are also needed. 44% of victims said they needed help to learn about what legal services were available. Similarly, respondents reported needing help navigating the legal system (43%) and getting representation in a criminal case (43%). More than a third (37%) of victims said legal help was not easy to access, the highest percentage of all the categories that victims were surveyed on. Respondents recognized the need for counseling, advocacy and support services and those that received services consistently reported that the assistance they received was helpful and important. Over three quarters (77%) were satisfied with the help they received. Only 8% felt dissatisfied. Therapy and mental health services were needed by 36% of victims but were inaccessible to them. Reasons victims had difficulty accessing services include not getting an appointment (28%), difficulty finding a provider (22%), and being unable to afford care (21%).

Please briefly outline any staffing retention issues that your victim assistance program has and why these issues may occur during the reporting period.

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During the reporting period all VOCA staff and direct victims services staff remained consistent. In addition, the NH DOJ, Grants Management Unit added a part time VOCA Administrator.

Please explain your state process to publicize its victim assistance funding for services to victims of crime during the reporting period.

The NH DOJ initiated and completed a comprehensive needs assessment during the current reporting period. Therefore, no solicitation for competitive funding was released during the reporting period. In November 2019, we anticipate releasing two million dollars in competitive VOCA funding statewide with a focus on the needs indicated in the needs assessment results. This solicitation will be open to any agency that provides victim services. Solicitations are posted on the NH Attorney General's Office website as well as 2 to 5 local newspapers. An email is sent to over 1,500 recipients on the Office of Victim Witness Assistance email listserv and the State of New Hampshire, Department of Administrative Services, procurement website.

Please explain how your state is able to direct funding to new/underserved populations during the reporting period.

NH directs funding to new/underserved populations through the RFP process and collaboration with other agencies. In the current grant period we conducted a statewide victim services needs assessment that collected the needs of the most vulnerable population such as LGBTQ, and Culturally Specific organizations. The Grants Management unit specifically targeted culturally diverse organizations and culturally specific organizations to respond to the needs assessment.

Please explain how your program is able to respond to gaps in services during the reporting period.

One tool utilized in responding to gaps in services was the victim service needs assessment which was completed in this period. This helped us set priorities to respond to gaps appropriately.

Please list and explain any outcome measure(s) that are reported to the governor, legislature, or other state entity during the reporting period.

Bi-Annually the NH DOJ submits an overall report to the Governor and Executive Councilors. This report encompasses the Grants Management Unit activities as well as all other bureaus of the NH DOJ.