

**Office for Victims of Crime**  
**Victim Compensation Formula Grant Program**  
**Annual Performance Measures Report**  
**October 01, 2018 - September 30, 2019**

**GRANTEE INFORMATION**

ORGANIZATION NAME: Tennessee Treasury Department

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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 2018:   
 Q2: Jan-Mar 2019:   
 Q3: Apr-Jun 2019:   
 Q4: Jul-Sep 2019:   
 Annual:

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

Q1: Oct-Dec 2018:   
 Q2: Jan-Mar 2019:   
 Q3: Apr-Jun 2019:   
 Q4: Jul-Sep 2019:   
 Annual:

3. Victim Demographics

Population	Number of Victims				
	Q1	Q2	Q3	Q4	Annual
<b>A. RACE/ETHNICITY</b>					
American Indian or Alaska Native	5	2	2	4	13
Asian	5	4	5	4	18
Black or African American	271	324	318	324	1237
Hispanic or Latino	51	59	73	60	243
Native Hawaiian or Other Pacific Islander	0	0	0	0	0
White Non-Latino or Caucasian	203	184	228	247	862
Some Other Race	6	6	4	4	20
Multiple Races	5	20	8	11	44
Not Reported	52	11	22	46	131
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	598	610	660	700	2568
<b>B. GENDER</b>					
Male	286	317	308	352	1263
Female	255	272	327	309	1163
Not Reported	57	21	25	39	142
Not Tracked	0	0	0	0	0
Gender Total	598	610	660	700	2568
<b>C. AGE</b>					
Age 0- 12	54	57	79	88	278
Age 13- 17	46	49	60	60	215
Age 18- 24	75	110	93	119	397
Age 25- 59	240	341	376	368	1325
Age 60 and Older	25	22	27	34	108
Not Reported	158	31	25	31	245
Not Tracked	0	0	0	0	0
Age Total	598	610	660	700	2568

PERFORMANCE MEASURES

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

Q1: Oct-Dec 2018:

Victims and indirect victims generally count as separate applications

Q2: Jan-Mar 2019:

Victims and indirect victims generally count as separate applications

Q3: Apr-Jun 2019:

Victims and indirect victims generally count as separate applications

Q4: Jul-Sep 2019:

Victims and indirect victims generally count as separate applications

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

Q1: Oct-Dec 2018:

Q2: Jan-Mar 2019:

Q3: Apr-Jun 2019:

Q4: Jul-Sep 2019:

Annual:

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

Q1: Oct-Dec 2018:

Q2: Jan-Mar 2019:

Q3: Apr-Jun 2019:

Q4: Jul-Sep 2019:

Annual:

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

Q1: Oct-Dec 2018:

Q2: Jan-Mar 2019:

Q3: Apr-Jun 2019:

Q4: Jul-Sep 2019:

Annual:

Reasons 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	12	10	12	22	56
B. Failure to report to police	5	4	1	2	12
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	45	25	16	36	122
D. Incomplete information	61	41	41	59	202
E. Contributory misconduct	46	29	46	54	175
F. Ineligible crime	48	29	29	38	144
G. Ineligible application	53	39	31	39	162
Other	104	137	90	122	453

Denial explanation:

Qtr 1: During this reporting period, 104 claims were administratively closed.

Qtr 2: During this reporting period, 137 claims were administratively closed.

Qtr 3: 90 claims were administratively closed during this reporting period.

Qtr 4: During this period, 122 claims were administratively closed.

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

Q1: Oct-Dec 2018:

Q2: Jan-Mar 2019:

Q3: Apr-Jun 2019:

Q4: Jul-Sep 2019:

Annual:

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PAYMENT STATISTICS BY CRIME TYPE Qtr:1																		
TYPES OF CRIME	EXPENSE TYPES PAID in dollars												TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE					
	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic 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 Missing Persons that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	174	\$ 0	NA	\$ 251,577	\$ 0	\$ 909,464	\$ 358	\$ 3,092	NA		\$ 0	\$ 1,261	\$ 1,165,752	NT	43	NT	0	0
Burglary																		
Child Physical Abuse/Neglect																		
Child Pornography																		
Child Sexual Abuse	427	\$ 0	NA	\$ 0	\$ 0	\$ 409	\$ 3,942	\$ 1,280	NA	\$ 314,762	\$ 0	\$ 213,500	\$ 533,892	NT	1		0	0
DUI/DWI	7	\$ 0	NA	\$ 1,870	\$ 6,000	\$ 36,001	\$ 0	\$ 0	NA		\$ 0	\$ 8	\$ 43,879	NT	0	NT	0	0
Fraud/Financial Crimes																		
Homicide	79	\$ 0	NA	\$ 376,464	\$ 240,716	\$ 760	\$ 850	\$ 0	NA		\$ 0	\$ 900	\$ 619,690	NT	11	NT	0	0
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	6	\$ 0	NA	\$ 7,504	\$ 0	\$ 21,442	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 28,946	NT	0	NT	0	0
Robbery	37	\$ 0	NA	\$ 72,810	\$ 0	\$ 235,069	\$ 65	\$ 100	NA		\$ 0	\$ 608	\$ 308,652	NT	2	NT	0	0
Sexual Assault	248	\$ 0	NA	\$ 246	\$ 0	\$ 7,030	\$ 1,246	\$ 0	NA	\$ 207,859	\$ 0	\$ 59,225	\$ 275,606	NT	2	NT	0	0
Stalking																		
Terrorism																		
<b>Total</b>	<b>978</b>	<b>\$ 0</b>	<b>NA</b>	<b>\$ 710,470</b>	<b>\$ 246,716</b>	<b>\$ 1,210,175</b>	<b>\$ 6,460</b>	<b>\$ 4,472</b>	<b>NA</b>	<b>\$ 522,621</b>	<b>\$ 0</b>	<b>\$ 275,501</b>	<b>\$ 2,976,417</b>	<b>NT</b>	<b>59</b>	<b>NT</b>	<b>0</b>	<b>0</b>
<b>Other expense explanations</b>																		
Assault	Attorney s Fees \$1,260.50																	
Child Sexual Abuse	Pain and Suffering \$213,500.00																	
DUI/DWI	Attorney s Fees \$7.55																	
Homicide	Attorney s Fees \$900.00																	
Robbery	Attorney s Fees \$608.41																	
Sexual Assault	Attorney s Fees \$225.00; Pain and Suffering \$59,000.00																	

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PAYMENT STATISTICS BY CRIME TYPE														Qtr:2				
TYPES OF CRIME	Total Number of Applications Paid During the Reporting Period	EXPENSE TYPES PAID in dollars											TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE					
		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 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 Mass Violence that were Paid During the Reporting Period	
Arson	2	\$ 0	NA	\$ 6,442	\$ 0	\$ 0	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 6,442	NT	2	NT	0	0
Assault	159	\$ 0	NA	\$ 126,133	\$ 0	\$ 754,443	\$ 405	\$ 2,515	NA		\$ 0	\$ 500	\$ 883,995	NT	38	NT	0	0
Burglary																		
Child Physical Abuse/Neglect	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 300	\$ 0	NA		\$ 0	\$ 0	\$ 300	NT	0		0	0
Child Pornography																		
Child Sexual Abuse	418	\$ 0	NA	\$ 1,000	\$ 0	\$ 0	\$ 6,190	\$ 0	NA	\$ 319,763	\$ 0	\$ 184,175	\$ 511,128	NT	0		0	0
DUI/DWI	8	\$ 0	NA	\$ 12,550	\$ 10,466	\$ 137	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 23,154	NT	0	NT	0	0
Fraud/Financial Crimes																		
Homicide	73	\$ 0	NA	\$ 175,395	\$ 215,279	\$ 0	\$ 1,505	\$ 0	NA		\$ 0	\$ 0	\$ 392,179	NT	8	NT	0	0
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	10	\$ 0	NA	\$ 6,529	\$ 0	\$ 18,409	\$ 39	\$ 0	NA		\$ 0	\$ 0	\$ 24,977	NT	0	NT	0	0
Robbery	38	\$ 0	NA	\$ 62,489	\$ 0	\$ 115,143	\$ 0	\$ 70	NA		\$ 0	\$ 0	\$ 177,701	NT	38	NT	0	0
Sexual Assault	216	\$ 0	NA	\$ 1,139	\$ 0	\$ 9,533	\$ 6,045	\$ 0	NA	\$ 146,845	\$ 0	\$ 77,500	\$ 241,063	NT	3	NT	0	0
Stalking																		
Terrorism																		
<b>Total</b>	<b>925</b>	<b>\$ 0</b>	<b>NA</b>	<b>\$ 391,677</b>	<b>\$ 225,746</b>	<b>\$ 897,664</b>	<b>\$ 14,484</b>	<b>\$ 2,585</b>	<b>NA</b>	<b>\$ 466,608</b>	<b>\$ 0</b>	<b>\$ 262,175</b>	<b>\$ 2,260,939</b>	<b>NT</b>	<b>89</b>	<b>NT</b>	<b>0</b>	<b>0</b>
<b>Other expense explanations</b>																		
Assault	Attorney's Fees \$500.00																	
Child Sexual Abuse	Attorney's Fees \$425.00; Pain Suffering \$183,750.00																	
Sexual Assault	Pain Suffering \$77,500.00																	

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PAYMENT STATISTICS BY CRIME TYPE Qtr:3														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 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	139	\$ 0	NA	\$ 234,502	\$ 0	\$ 664,028	\$ 1,300	\$ 2,869	NA		\$ 0	\$ 0	\$ 902,699	NT	33	NT	0	0											
Burglary																													
Child Physical Abuse/Neglect																													
Child Pornography																													
Child Sexual Abuse	492	\$ 0	NA	\$ 1,500	\$ 0	\$ 0	\$ 5,379	\$ 0	NA	\$ 400,745	\$ 0	\$ 120,925	\$ 528,548	NT	2		0	0											
DUI/DWI	7	\$ 0	NA	\$ 58,090	\$ 1,167	\$ 0	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 59,257	NT	0	NT	0	0											
Fraud/Financial Crimes																													
Homicide	68	\$ 0	NA	\$ 199,918	\$ 219,835	\$ 0	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 419,753	NT	3	NT	0	0											
Human Trafficking																													
Kidnapping																													
Other Vehicular Crimes	5	\$ 0	NA	\$ 35,316	\$ 0	\$ 2,918	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 38,234	NT	0	NT	0	0											
Robbery	45	\$ 0	NA	\$ 40,847	\$ 0	\$ 215,335	\$ 39	\$ 0	NA		\$ 0	\$ 252	\$ 256,472	NT	0	NT	0	0											
Sexual Assault	316	\$ 0	NA	\$ 0	\$ 0	\$ 8,622	\$ 3,079	\$ 0	NA	\$ 245,098	\$ 0	\$ 64,500	\$ 321,299	NT	6	NT	0	0											
Stalking																													
Terrorism																													
<b>Total</b>	<b>1,072</b>	<b>\$ 0</b>	<b>NA</b>	<b>\$ 570,174</b>	<b>\$ 221,002</b>	<b>\$ 890,904</b>	<b>\$ 9,796</b>	<b>\$ 2,869</b>	<b>NA</b>	<b>\$ 645,843</b>	<b>\$ 0</b>	<b>\$ 185,677</b>	<b>\$ 2,526,263</b>	<b>NT</b>	<b>44</b>	<b>NT</b>	<b>0</b>	<b>0</b>											
<b>Other expense explanations</b>																													
Child Sexual Abuse	Pain and Suffering \$120,500.00; Attorney s Fees \$425.00																												
Robbery	Attorney s Fees \$251.64																												
Sexual Assault	Pain and Suffering \$64,500.00																												

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PAYMENT STATISTICS BY CRIME TYPE Qtr:4																		
TYPES OF CRIME	Total Number of Applications Paid During the Reporting Period	EXPENSE TYPES PAID in dollars											TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE					
		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 Missing Persons that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	165	\$ 0	NA	\$ 291,659	\$ 0	\$ 611,058	\$ 4,127	\$ 581	NA		\$ 0	\$ 585	\$ 908,009	NT	43	NT	0	0
Burglary																		
Child Physical Abuse/Neglect																		
Child Pornography																		
Child Sexual Abuse	484	\$ 0	NA	\$ 0	\$ 0	\$ 42	\$ 5,171	\$ 0	NA	\$ 373,904	\$ 1,250	\$ 205,850	\$ 586,217	NT	3		0	0
DUI/DWI	9	\$ 0	NA	\$ 3,530	\$ 11,565	\$ 1,349	\$ 0	\$ 0	NA		\$ 0	\$ 375	\$ 16,818	NT	0	NT	0	0
Fraud/Financial Crimes																		
Homicide	91	\$ 0	NA	\$ 374,579	\$ 272,286	\$ 0	\$ 3,360	\$ 0	NA		\$ 586	\$ 375	\$ 651,186	NT	17	NT	0	7
Human Trafficking																		
Kidnapping	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 750	\$ 0	NA		\$ 0	\$ 0	\$ 750	NT	1	NT	0	0
Other Vehicular Crimes	13	\$ 0	NA	\$ 1,032	\$ 0	\$ 141,172	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 142,204	NT	1	NT	0	0
Robbery	50	\$ 0	NA	\$ 157,734	\$ 0	\$ 242,755	\$ 0	\$ 641	NA		\$ 0		\$ 401,130	NT	0	NT	0	0
Sexual Assault	206	\$ 0	NA	\$ 2,133	\$ 0	\$ 3,343	\$ 3,383	\$ 0	NA	\$ 145,755	\$ 0	\$ 86,000	\$ 240,614	NT	5	NT	0	0
Stalking																		
Terrorism																		
<b>Total</b>	<b>1,019</b>	<b>\$ 0</b>	<b>NA</b>	<b>\$ 830,667</b>	<b>\$ 283,851</b>	<b>\$ 999,718</b>	<b>\$ 16,791</b>	<b>\$ 1,222</b>	<b>NA</b>	<b>\$ 519,659</b>	<b>\$ 1,836</b>	<b>\$ 293,185</b>	<b>\$ 2,946,929</b>	<b>NT</b>	<b>70</b>	<b>NT</b>	<b>0</b>	<b>7</b>
<b>Other expense explanations</b>																		
Assault	Attorney's Fees \$585.11																	
Child Sexual Abuse	Pain Suffering \$205,000.00; Attorney's Fees \$850.00																	
DUI/DWI	Attorney's Fees \$375.00																	
Homicide	Attorney's Fees \$375.00																	
Sexual Assault	Pain Suffering \$86,000.00																	

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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 Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse 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 Intimate Partner Violence that were Paid During the Reporting Period
Arson	2	\$ 0	NA	\$ 6,442	\$ 0	\$ 0	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 6,442	NT	2	NT	0	0
Assault	637	\$ 0	NA	\$ 903,870	\$ 0	\$ 2,938,992	\$ 6,189	\$ 9,057	NA		\$ 0	\$ 2,346	\$ 3,860,455	NT	157	NT	0	0
Burglary																		
Child Physical Abuse/Neglect	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 300	\$ 0	NA		\$ 0	\$ 0	\$ 300	NT	0		0	0
Child Pornography																		
Child Sexual Abuse	1,821	\$ 0	NA	\$ 2,500	\$ 0	\$ 451	\$ 20,682	\$ 1,280	NA	\$ 1,409,173	\$ 1,250	\$ 724,450	\$ 2,159,786	NT	6		0	0
DUI/DWI	31	\$ 0	NA	\$ 76,040	\$ 29,198	\$ 37,487	\$ 0	\$ 0	NA		\$ 0	\$ 383	\$ 143,108	NT	0	NT	0	0
Fraud/Financial Crimes																		
Homicide	311	\$ 0	NA	\$ 1,126,356	\$ 948,117	\$ 760	\$ 5,715	\$ 0	NA		\$ 586	\$ 1,275	\$ 2,082,809	NT	39	NT	0	7
Human Trafficking																		
Kidnapping	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 750	\$ 0	NA		\$ 0	\$ 0	\$ 750	NT	1	NT	0	0
Other Vehicular Crimes	34	\$ 0	NA	\$ 50,382	\$ 0	\$ 183,941	\$ 39	\$ 0	NA		\$ 0	\$ 0	\$ 234,361	NT	1	NT	0	0
Robbery	170	\$ 0	NA	\$ 333,879	\$ 0	\$ 808,302	\$ 104	\$ 812	NA		\$ 0	\$ 860	\$ 1,143,956	NT	40	NT	0	0
Sexual Assault	986	\$ 0	NA	\$ 3,518	\$ 0	\$ 28,529	\$ 13,752	\$ 0	NA	\$ 745,557	\$ 0	\$ 287,225	\$ 1,078,581	NT	16	NT	0	0
Stalking																		
Terrorism																		
<b>Total</b>	<b>3,994</b>	<b>\$ 0</b>	<b>NA</b>	<b>\$ 2,502,988</b>	<b>\$ 977,315</b>	<b>\$ 3,998,462</b>	<b>\$ 47,531</b>	<b>\$ 11,148</b>	<b>NA</b>	<b>\$ 2,154,730</b>	<b>\$ 1,836</b>	<b>\$ 1,016,538</b>	<b>\$ 10,710,548</b>	<b>NT</b>	<b>262</b>	<b>NT</b>	<b>0</b>	<b>7</b>

NARRATIVE QUESTIONS

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

There has not been a significant change in the number of applications received during the 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. 47

Please explain your state s procedure for processing an application for claim eligibility, from time of receipt of application to decision. For compensation claims, after receipt and data entry on our claims system, a copy of the claim form is sent to the prosecutor s office in the judicial or federal district where the crime occurred, requesting that they provide pertinent case details. The examiner assigned to work the claim in our office reviews the supporting documentation filed with the application, communicates requests and statuses to the claimant, and awaits any further documentation and the report of the prosecutor. The examiner makes a recommendation, including any payment recommendations, and a supervisory staff member reviews the work to conclude the claim. We send a decision to each claimant outlining the decision and the right to appeal. If a claimant agrees with an approval decision, the claimant may request that the payments be processed. If a claimant disagrees with a decision, the claimant may file an appeal with the TN Claims Commission. Any decisions on appealed claims are processed through our office in a manner similar to the initial process on a claim. Forensic claims are nearly identical except for the role of the prosecutor and right to appeal. Forensic claims are not included in this days to decide average.

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.**

There have not been any emerging/major issues or notable trends encountered in the State of Tennessee impacting the program s ability to meet the needs of crime victims.

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

We believe our coordination with the FBI liaisons and United States Attorneys Offices is an effective way to reach federal crime victims. We invite FBI liaisons and federal victim witness coordinators to training sessions to equip them with eligibility and benefit information on the Tennessee Criminal Injuries Compensation Program. The USAO also are integral to information gathering and provide a prosecutor s feedback on all cases as part of our program procedures .

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

Management routinely focuses on improved customer service, efficient processing and caseload balancing/management. Our customer service representative often works with victims prior to filing a claim to ensure proper supporting information is included, and he routinely contacts claimants who are unresponsive to written communication to get them re-engaged in the process. We also formally review a sampling of phone conversations between our staff and customers to ensure we maintain quality in our services.

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 do not use the administrative funds provision of the grant.

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.**

Our law was amended this year to include a custodian among those who may file for a child who may qualify for benefits from the 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.**

We communicated daily with the prosecutors offices across the state, since they provide factual information on each claim that we process. They often facilitate filing of the claim or information the victim may not be able to obtain. Further, key personnel/advocates attended ongoing training we provide. We also have materials and website information available. Our customer service representative communicated with victims or advocates needing additional assistance with the process or how the process works. We coordinate how certain items can be obtained to meet the claim requirements. Multiple points of contact occur with a claimant to enhance the process and increase the chance for a successful claim. Coordination and relationship-building reduced barriers. We attended trainings provided by others, including the state victim academy. We continue to support and attend a statewide event honoring homicide victims: Tennessee Season to Remember.

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

We provided quarterly training to any and all victim advocates that wished to participate. Workshops are free of charge and available in various parts of the state. The participants included advocates from law enforcement, prosecutor offices, rape crisis centers, domestic violence shelters, child advocacy centers, medical facilities, etc. This year we continued outreach to create law-enforcement specific training with an emphasis on police departments, sheriffs departments and campus security departments and officers.

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.**

No other outcome measures are reported.

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

We have no comments relative to improvement of the state or federal programs.