

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

GRANTEE INFORMATION

ORGANIZATION NAME: WV Legislative Claims Commission

POC NAME: Leslie Roberts

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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
A. RACE/ETHNICITY					
American Indian or Alaska Native	0	2	1	3	6
Asian	0	0	2	1	3
Black or African American	7	6	17	4	34
Hispanic or Latino	3	1	2	2	8
Native Hawaiian or Other Pacific Islander	0	0	0	0	0
White Non-Latino or Caucasian	68	77	62	66	273
Some Other Race	0	0	0	0	0
Multiple Races	1	0	1	3	5
Not Reported	0	7	13	10	30
Not Tracked	7	0	0	0	7
Race/Ethnicity Total	86	93	98	89	366
B. GENDER					
Male	35	41	46	41	163
Female	51	51	52	47	201
Not Reported	0	1	0	1	2
Not Tracked	0	0	0	0	0
Gender Total	86	93	98	89	366
C. AGE					
Age 0- 12	8	23	4	5	40
Age 13- 17	3	6	10	6	25
Age 18- 24	20	8	16	16	60
Age 25- 59	46	49	52	53	200
Age 60 and Older	8	6	14	6	34
Not Reported	0	1	2	3	6
Not Tracked	1	0	0	0	1
Age Total	86	93	98	89	366

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:

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	3	3	2	1	9
B. Failure to report to police	0	0	1	0	1
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	5	2	7	0	14
D. Incomplete information	1	2	3	0	6
E. Contributory misconduct	8	7	5	10	30
F. Ineligible crime	0	1	3	6	10
G. Ineligible application	2	58	47	48	155
Other	46	0	2	0	48

Denial explanation:

Qtr 1: No Economic Loss (45) Claim Withdrawn (1)

Qtr 3: Claim Withdrawn (1) Undetermined Conduct (1)

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

Q1: Oct-Dec 2018: Not applicable to my state's process

Q2: Jan-Mar 2019: Not applicable to my state's process

Q3: Apr-Jun 2019: Not applicable to my state's process

Q4: Jul-Sep 2019: Not applicable to my state's process

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 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	117	\$ 0	\$ 0	\$ 20,229	\$ 0	\$ 77,793	\$ 5,937	\$ 0	\$ 0		\$ 2,092	\$ 0	\$ 106,050	0	0	0	0	0
Burglary	4	\$ 0	\$ 0	\$ 0	\$ 0	\$ 283	\$ 0	\$ 0	\$ 0		\$ 156	\$ 505	\$ 944	0	0	0	0	0
Child Physical Abuse/Neglect	6	\$ 0	\$ 0	\$ 0	\$ 0	\$ 3,566	\$ 0	\$ 2,014	\$ 0		\$ 3,160	\$ 0	\$ 8,740	0	0	0	0	0
Child Pornography																		
Child Sexual Abuse	16	\$ 0	\$ 0	\$ 0	\$ 0	\$ 4,389	\$ 850	\$ 0	\$ 0	\$ 0	\$ 1,218	\$ 0	\$ 6,457	0	0	0	0	0
DUI/DWI	8	\$ 0	\$ 0	\$ 4,699	\$ 10,000	\$ 458	\$ 0	\$ 0	\$ 0		\$ 54	\$ 0	\$ 15,210	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	24	\$ 0	\$ 0	\$ 0	\$ 91,451	\$ 7,073	\$ 389	\$ 0	\$ 0		\$ 148	\$ 0	\$ 99,061	0	0	0	0	0
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	11	\$ 0	\$ 0	\$ 710	\$ 0	\$ 5,248	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 5,958	0	0	0	0	0
Robbery	5	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,675	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 1,675	0	0	0	0	0
Sexual Assault	19	\$ 0	\$ 0	\$ 2,205	\$ 0	\$ 1,413	\$ 1,196	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 4,813	0	0	0	0	0
Stalking	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0		\$ 66	\$ 0	\$ 66	0	0	0	0	0
Terrorism																		
Total	211	\$ 0	\$ 0	\$ 27,843	\$ 101,451	\$ 101,898	\$ 8,372	\$ 2,014	\$ 0	\$ 0	\$ 6,894	\$ 505	\$ 248,976	0	0	0	0	0

* Other expense explanations
 Burglary Work Loss

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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	1	\$0	\$0	\$0	\$0	\$56	\$0	\$0	\$0	\$0	\$0	\$0	\$56	0	0	0	0	0
Assault	103	\$0	\$0	\$119,568	\$4,024	\$106,119	\$6,202	\$2,500	\$0	\$3,504	\$8,794	\$250,711	21	0	0	0	0	
Burglary	2	\$0	\$0	\$0	\$0	\$1,415	\$0	\$0	\$0	\$620	\$0	\$2,035	0	0	0	0	0	
Child Physical Abuse/Neglect	12	\$0	\$0	\$0	\$0	\$149	\$1,524	\$0	\$0	\$432	\$0	\$2,105	1	0	0	0	0	
Child Pornography																		
Child Sexual Abuse	19	\$0	\$0	\$0	\$0	\$6,933	\$1,799	\$2,484	\$0	\$0	\$0	\$11,216	2	0	0	0	0	
DUI/DWI	10	\$0	\$0	\$7,131	\$10,000	\$1,218	\$0	\$0	\$0	\$65	\$0	\$18,415	0	0	0	0	0	
Fraud/Financial Crimes																		
Homicide	21	\$0	\$2,689	\$11,946	\$74,301	\$2,252	\$163	\$0	\$0	\$63	\$0	\$91,414	0	0	0	0	0	
Human Trafficking																		
Kidnapping	1	\$0	\$0	\$0	\$0	\$0	\$749	\$0	\$0	\$95	\$0	\$845	0	0	0	0	0	
Other Vehicular Crimes	7	\$0	\$0	\$6,842	\$0	\$1,957	\$0	\$0	\$0	\$41	\$0	\$8,840	0	0	0	0	0	
Robbery																		
Sexual Assault	19	\$0	\$0	\$4,187	\$0	\$2,638	\$1,533	\$0	\$0	\$769	\$0	\$9,127	0	0	0	0	0	
Stalking																		
Terrorism																		
Total	195	\$0	\$2,689	\$149,674	\$88,325	\$122,737	\$11,971	\$4,984	\$0	\$5,590	\$8,794	\$394,764	24	0	0	0	0	

* Other expense explanations

Assault \$499 lost scholarship \$8924.89 handicap ramp

You added "Other" crime types: ENDANGERMENT \$119.50 FOR MENTAL HEALTH

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PAYMENT STATISTICS BY CRIME TYPE Qtr:3

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	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,780	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 1,780	0	0	0	0	0
Assault	82	\$ 0	\$ 0	\$ 16,460	\$ 0	\$ 58,797	\$ 5,024	\$ 1,632	\$ 0		\$ 4,281	\$ 0	\$ 86,194	0	0	0	0	0
Burglary	3	\$ 0	\$ 0	\$ 0	\$ 0	\$ 2,777	\$ 105	\$ 0	\$ 0		\$ 647	\$ 0	\$ 3,530	0	0	0	0	0
Child Physical Abuse/Neglect	9	\$ 0	\$ 0	\$ 0	\$ 0	\$ 320	\$ 665	\$ 0	\$ 0		\$ 97	\$ 3,300	\$ 4,383	0	0	0	0	0
Child Pornography																		
Child Sexual Abuse	9	\$ 0	\$ 0	\$ 7,016	\$ 0	\$ 4,465	\$ 1,680	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 13,161	0	0	0	0	0
DUI/DWI	11	\$ 0	\$ 0	\$ 2,849	\$ 5,522	\$ 939	\$ 0	\$ 0	\$ 0		\$ 70	\$ 0	\$ 9,380	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	9	\$ 0	\$ 0	\$ 0	\$ 18,169	\$ 53,150	\$ 1,975	\$ 0	\$ 0		\$ 782	\$ 2,689	\$ 76,765	0	0	0	0	0
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	2	\$ 0	\$ 0	\$ 0	\$ 0	\$ 32	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 32	0	0	0	0	0
Robbery	4	\$ 0	\$ 0	\$ 0	\$ 0	\$ 397	\$ 0	\$ 0	\$ 0		\$ 35	\$ 0	\$ 432	0	0	0	0	0
Sexual Assault	12	\$ 0	\$ 0	\$ 2,103	\$ 0	\$ 2,925	\$ 902	\$ 0	\$ 0	\$ 0	\$ 307	\$ 0	\$ 6,237	0	0	0	0	0
Stalking																		
Terrorism																		
Total	142	\$ 0	\$ 0	\$ 28,428	\$ 23,691	\$ 125,582	\$ 10,351	\$ 1,632	\$ 0	\$ 0	\$ 6,219	\$ 5,989	\$ 201,892	0	0	0	0	0

* Other expense explanations

Child Physical Abuse/Neglect wheelchair ramp
 Homicide dependent economic loss

You added "Other" crime types: obscene matter with intent to seduce a child \$60.00 - mental health

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PAYMENT STATISTICS BY CRIME TYPE														Qtr:4				
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	88	\$ 0	\$ 0	\$ 59,365	\$ 0	\$ 70,678	\$ 4,206	\$ 0	\$ 0	\$ 5,783	\$ 0	\$ 140,031	0	16	0	0	0	
Burglary	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,370	\$ 0	\$ 0	\$ 0	\$ 249		\$ 1,619	0	0	0	0	0	
Child Physical Abuse/Neglect	10	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,136	\$ 0	\$ 0	\$ 2,450	\$ 0	\$ 3,585	0	3		0	0	
Child Pornography																		
Child Sexual Abuse	19	\$ 0	\$ 0	\$ 0	\$ 0	\$ 906	\$ 8,810	\$ 0	\$ 0	\$ 0		\$ 9,717	0	0		0	0	
DUI/DWI	10	\$ 0	\$ 0	\$ 4,699	\$ 15,105	\$ 82,772	\$ 0	\$ 0	\$ 0	\$ 70	\$ 0	\$ 102,646	0	0	0	0	0	
Fraud/Financial Crimes																		
Homicide	13	\$ 0	\$ 0	\$ 2,689	\$ 63,245	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,775		\$ 67,709	0	0	0	0	0	
Human Trafficking																		
Kidnapping	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,043	\$ 0	\$ 0	\$ 70		\$ 1,112	0	0	0	0	0	
Other Vehicular Crimes	6	\$ 0	\$ 0	\$ 569	\$ 0	\$ 4,377	\$ 0	\$ 0	\$ 0	\$ 0		\$ 4,946	0	0	0	0	0	
Robbery	7	\$ 0	\$ 0	\$ 3,001	\$ 0	\$ 12,652	\$ 0	\$ 0	\$ 0	\$ 0		\$ 15,652	0	0	0	0	0	
Sexual Assault	11	\$ 0	\$ 0	\$ 1,805	\$ 0	\$ 2,024	\$ 3,503	\$ 0	\$ 0	\$ 0		\$ 7,332	0	1	0	0	0	
Stalking	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 66		\$ 66	0	0	0	0	0	
Terrorism	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 175		\$ 175	0	1	0	0	0	
Total	168	\$ 0	\$ 0	\$ 72,128	\$ 78,350	\$ 174,780	\$ 18,697	\$ 0	\$ 0	\$ 10,637	\$ 0	\$ 354,592	0	21	0	0	0	

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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 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	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,836	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 1,836	0	0	0	0	0
Assault	390	\$ 0	\$ 0	\$ 215,621	\$ 4,024	\$ 313,387	\$ 21,369	\$ 4,132	\$ 0		\$ 15,660	\$ 8,794	\$ 582,986	21	16	0	0	0
Burglary	10	\$ 0	\$ 0	\$ 0	\$ 0	\$ 5,844	\$ 105	\$ 0	\$ 0		\$ 1,673	\$ 505	\$ 8,128	0	0	0	0	0
Child Physical Abuse/Neglect	37	\$ 0	\$ 0	\$ 0	\$ 0	\$ 4,035	\$ 3,324	\$ 2,014	\$ 0		\$ 6,139	\$ 3,300	\$ 18,813	1	3		0	0
Child Pornography																		
Child Sexual Abuse	63	\$ 0	\$ 0	\$ 7,016	\$ 0	\$ 16,693	\$ 13,140	\$ 2,484	\$ 0	\$ 0	\$ 1,218	\$ 0	\$ 40,551	2	0		0	0
DUI/DWI	39	\$ 0	\$ 0	\$ 19,378	\$ 40,627	\$ 85,388	\$ 0	\$ 0	\$ 0		\$ 258	\$ 0	\$ 145,652	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	67	\$ 0	\$ 2,689	\$ 14,635	\$ 247,164	\$ 62,475	\$ 2,527	\$ 0	\$ 0		\$ 2,768	\$ 2,689	\$ 334,949	0	0	0	0	0
Human Trafficking																		
Kidnapping	2	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,792	\$ 0	\$ 0		\$ 165	\$ 0	\$ 1,957	0	0	0	0	0
Other Vehicular Crimes	26	\$ 0	\$ 0	\$ 8,120	\$ 0	\$ 11,615	\$ 0	\$ 0	\$ 0		\$ 41	\$ 0	\$ 19,777	0	0	0	0	0
Robbery	16	\$ 0	\$ 0	\$ 3,001	\$ 0	\$ 14,724	\$ 0	\$ 0	\$ 0		\$ 35	\$ 0	\$ 17,759	0	0	0	0	0
Sexual Assault	61	\$ 0	\$ 0	\$ 10,300	\$ 0	\$ 8,999	\$ 7,133	\$ 0	\$ 0	\$ 0	\$ 1,076	\$ 0	\$ 27,509	0	1	0	0	0
Stalking	2	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0		\$ 133	\$ 0	\$ 133	0	0	0	0	0
Terrorism	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0		\$ 175		\$ 175	0	1	0	0	0
Total	716	\$ 0	\$ 2,689	\$ 278,072	\$ 291,816	\$ 524,996	\$ 49,391	\$ 8,630	\$ 0	\$ 0	\$ 29,342	\$ 15,288	\$ 1,200,224	24	21	0	0	0

NARRATIVE QUESTIONS

1. **Please explain any significant change in the number of applications received during the reporting period.**
The population of West Virginia is one of the only states in the nation that is declining. Year after year, our population declines. We also have an extremely high elderly population, all leading to a decline in applications. We are seeing more property claims, which we do not reimburse for.
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. 180

Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. New claims are received by the Administrative Assistant, who logs in the date, assigns a claim number, and forwards the claims to the investigators randomly. Claim Investigators check the CVic program for newly assigned claims. The Claim Investigator will review the application and supporting documents to decide what requests need to be made. Claim Investigator sends out requests for the information needed, as required by statute. (ie, police report, criminal complaint, indictment, medical records, appointment of administratrix, bills, etc.) As the information is received, the Investigator reviews the file for anything else that is needed and requests it at that time. Once the file is complete, the Investigator prepares a report (Finding of Fact and Recommendation) which is sent to the claimant for response. The report contains an Economic Loss Analysis sheet if an award is recommended. When recommending payment, the Claim Investigator contacts all vendors to confirm the balance due and their correct mailing address. When necessary, the Claim Investigator may have to request a W-9 from vendors to submit to the business manager for an Oasis number. If an award is to be made to a claimant, the Investigator requests an Oasis number from the business manager. Once the claimant has responded (or thirty days have passed) the Commission will issue an Order either awarding or denying the claim. Once a claim has been awarded, it may be necessary for the Claim Investigator to prepare supplemental memos for any additional expenses incurred by the claimant.
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 are seeing more opioid related issues in all facets of our claims. Unfortunately, we are seeing in many cases that the claimants also have significant property loss, which the VOCA grant doesn't cover. As such, the State of West Virginia also does not cover loss of property. Many victims are still left with significant losses after being a victim of crime because of property damage.
5. **Please describe in detail efforts taken to serve Victims of Federal Crime during the reporting period.**
Our office works along side and maintains contact with the FBI Victim Advocate and the U.S. District Court Advocate. We share brochures and other information and have an open dialogue if they have questions. If they have a victim that is eligible for the fund, they assist with an application. We also do outreach during National Crime Victims Rights Week with our federal partners.
6. **Please describe any notable activities during the reporting period that improved the process of victim compensation services.**
We are re-designing some of our online presence. That will help improve processes. We are also working on more outreach to provide information to more victims. Our claims systems are still receiving small upgrades, in preparation of a large re-design in 2021.
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.**
These funds have been used to provide to send three people to the VOCA Conference this year. We have only been approved to send one person in the past. Being able to attend this training has started many discussions on improvements to the Fund to improve victim compensation services for the future. Hearing what other states are doing is invaluable.
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.**
Not at this time.
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 are reaching out to the West Virginia Supreme Court and law enforcement to train them. A deeper understanding of our system and how it works and benefits victims will reduce the current information barrier we have identified.

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

We have two Claims Investigators who attend the West Virginia Victims Assistance Academy to present. They provide a comprehensive overview of our Fund, and a thorough overview of how to fill out the application. Every new VOCA funded advocate is required to attend, so we are reaching most new advocates in this state. We hand out cards that are wallet sized, that have Miranda Warnings on one side and our information on the other at law enforcement academies to new officers to carry with them. We are working on a re-branding of our logo and re-designing our outreach materials and brochures with a more modern design, with simplistic language to describe what our agency does.

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.**

N/A

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

We could do so much more with more funds. Our funds are shrinking, and it makes us worry about largely expanding our outreach, since funds are tied to previous years, where applications are down. The program would significantly benefit if it were awarded a lump sum, same as the Assistance programs. If we currently significantly expand our victim applications, it takes multiple years before we would see the funding increase that would be tied to that.