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

GRANTEE INFORMATION

ORGANIZATION NAME: WI Dept. of Justice

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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:	751
Q2: Jan-Mar 2019:	680
Q3: Apr-Jun 2019:	779
Q4: Jul-Sep 2019:	823
Annual:	3,033

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

Q1: Oct-Dec 2018:	554
Q2: Jan-Mar 2019:	496
Q3: Apr-Jun 2019:	578
Q4: Jul-Sep 2019:	615
Annual:	2,243

3. Victim Demographics

Population	Number of Victims				
A. RACE/ETHNICITY	Q1	Q2	Q3	Q4	Annual
American Indian or Alaska Native	6	9	9	10	34
Asian	9	7	12	13	41
Black or African American	134	100	138	139	511
Hispanic or Latino	63	62	63	74	262
Native Hawaiian or Other Pacific Islander	0	0	0	1	1
White Non-Latino or Caucasian	276	260	296	319	1151
Some Other Race	0	2	4	0	6
Multiple Races	26	27	26	26	105
Not Reported	40	29	30	33	132
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	554	496	578	615	2243
B. GENDER					
Male	188	174	157	196	715
Female	365	322	421	419	1527
Not Reported	1	0	0	0	1
Not Tracked	0	0	0	0	0
Gender Total	554	496	578	615	2243
C. AGE					
Age 0- 12	48	35	57	44	184
Age 13- 17	43	45	46	53	187
Age 18- 24	92	87	112	96	387
Age 25- 59	277	244	265	322	1108
Age 60 and Older	26	30	24	40	120
Not Reported	68	55	74	60	257
Not Tracked	0	0	0	0	0
Age Total	554	496	578	615	2243

PERFORMANCE MEASURES

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

   Q1: Oct-Dec 2018:

   Only one application is usually counted per crime

   Q2: Jan-Mar 2019:

   Only one application is usually counted per crime

   Q3: Apr-Jun 2019:

   Only one application is usually counted per crime

   Q4: Jul-Sep 2019:

   Only one application is usually counted per crime

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

   Q1: Oct-Dec 2018:   554

   Q2: Jan-Mar 2019:   496

   Q3: Apr-Jun 2019:   578

   Q4: Jul-Sep 2019:   615

   Annual: 2,243

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

   Q1: Oct-Dec 2018:   408

   Q2: Jan-Mar 2019:   350

   Q3: Apr-Jun 2019:   311

   Q4: Jul-Sep 2019:   401

   Annual: 1,470

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

   Q1: Oct-Dec 2018:   149

   Q2: Jan-Mar 2019:   108

   Q3: Apr-Jun 2019:   94

   Q4: Jul-Sep 2019:   97

   Annual: 448

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	1	3	1	2	7
B. Failure to report to police	9	9	6	11	35
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	20	10	8	8	46
D. Incomplete information	23	17	15	12	67
E. Contributory misconduct	41	27	28	26	122
F. Ineligible crime	36	27	22	26	111
G. Ineligible application	0	0	0	0	0
Other	19	15	14	12	60

Denial explanation:

Qtr 1: 18-Delinquent in child support; 1-Victim knew driver was under the influence

Qtr 2: Unjustly benefit the offender - 1; Delinquent in child support - 14

Qtr 3: Delinquent in Child Support

Qtr 4: Delinquent in Child Support

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

   Q1: Oct-Dec 2018:   306

   Q2: Jan-Mar 2019:   312

   Q3: Apr-Jun 2019:   345

   Q4: Jul-Sep 2019:   305

   Annual: 1,268

Victim Compensation Formula Grant Program - October 01, 2018 - September 30, 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	206	$ 1,256	$ 0	$ 159,116	$ 0	$ 467,920	$ 5,512	NA	$ 3,128	■■■■	NA	$ 3,683	$ 640,616	2	54	4	1	0
Burglary										■■■■								
Child Physical Abuse/Neglect	15	$ 0	$ 0	$ 1,001	$ 1,181	$ 11,391	$ 5,827	NA	$ 0	■■■■	NA	$ 0	$ 19,400	0	3		0	0
Child Pornography										■■■■								
Child Sexual Abuse	77	$ 0	$ 0	$ 10,222	$ 0	$ 21,044	$ 20,394	NA	$ 1,280	$ 413	NA	$ 0	$ 53,353	0	4		0	0
DUI/DWI	7	$ 0	$ 0	$ 62,242	$ 0	$ 902	$ 1,089	NA	$ 0	■■■■	NA	$ 0	$ 64,233	0	0	0	0	0
Fraud/Financial Crimes										■■■■								
Homicide	35	$ 0	$ 0	$ 42,753	$ 74,411	$ 1,227	$ 6,817	NA	$ 0	■■■■	NA	$ 0	$ 125,208	0	4	0	0	0
Human Trafficking										■■■■								
Kidnapping										■■■■								
Other Vehicular Crimes	13	$ 0	$ 0	$ 33,595	$ 8,259	$ 18,087	$ 149	NA	$ 125	■■■■	NA	$ 0	$ 60,216	0	2	0	0	0
Robbery	13	$ 0	$ 0	$ 2,859	$ 0	$ 11,699	$ 328	NA	$ 0	■■■■	NA	$ 0	$ 14,886	0	0	0	0	1
Sexual Assault	399	$ 0	$ 0	$ 58,323	$ 0	$ 45,000	$ 7,907	NA	$ 3,656	$ 308,982	NA	$ 0	$ 423,869	0	9	0	0	0
Stalking	2	$ 0	$ 0	$ 0	$ 0	$ 0	$ 3,044	NA	$ 0	■■■■	NA	$ 0	$ 3,044	0	0	0	0	0
Terrorism										■■■■								
Total	767	$ 1,256	$ 0	$ 370,113	$ 83,850	$ 577,269	$ 51,068	NA	$ 8,189	$ 309,395	NA	$ 3,683	$ 1,404,824	2	76	4	1	1

* Other expense explanations

Assault	SANE

PAYMENT STATISTICS BY CRIME TYPE Qtr:2

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	169	$ 0	$ 0	$ 159,945	$ 0	$ 384,263	$ 9,091	NA	$ 1,887	▉	NA	$ 0	$ 555,185	3	43	2	0	4
Burglary	1	$ 0	$ 0	$ 2,050	$ 0	$ 0	$ 0	NA	$ 100	▉	NA	$ 0	$ 2,150	0	0	0	0	0
Child Physical Abuse/Neglect	13	$ 0	$ 0	$ 3,466	$ 0	$ 2,497	$ 7,365	NA	$ 24	▉	NA	$ 0	$ 13,353	0	3		0	0
Child Pornography	1	$ 0	$ 0	$ 0	$ 0	$ 0	$ 2,828	NA	$ 0	▉	NA	$ 0	$ 2,828	0	0		0	0
Child Sexual Abuse	82	$ 0	$ 0	$ 29,080	$ 0	$ 13,940	$ 21,008	NA	$ 1,027	$ 5,791	NA	$ 0	$ 70,845	1	5		0	0
DUI/DWI	9	$ 0	$ 0	$ 71,360	$ 0	$ 184	$ 0	NA	$ 0	▉	NA	$ 0	$ 71,544	0	0	0	0	0
Fraud/Financial Crimes										▉								
Homicide	40	$ 1,788	$ 0	$ 112,571	$ 73,631	$ 0	$ 3,690	NA	$ 0	▉	NA	$ 0	$ 191,680	0	3	0	0	1
Human Trafficking	1	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	NA	$ 200	▉	NA	$ 0	$ 200	0	0	0	0	0
Kidnapping										▉								
Other Vehicular Crimes	11	$ 0	$ 0	$ 16,814	$ 5,000	$ 39,943	$ 794	NA	$ 0	▉	NA	$ 0	$ 62,551	0	2	0	0	0
Robbery	7	$ 0	$ 0	$ 5,525	$ 0	$ 24,443	$ 0	NA	$ 0	▉	NA	$ 0	$ 29,968	0	0	0	0	0
Sexual Assault	407	$ 1,000	$ 0	$ 14,992	$ 0	$ 33,078	$ 13,383	NA	$ 3,838	$ 281,449	NA	$ 0	$ 347,740	0	6	0	0	0
Stalking	1	$ 0	$ 0	$ 0	$ 0	$ 0	$ 1,352	NA	$ 0	▉	NA	$ 0	$ 1,352	0	0	0	0	0
Terrorism										▉								
Total	742	$ 2,788	$ 0	$ 415,804	$ 78,631	$ 498,348	$ 59,511	NA	$ 7,076	$ 287,239	NA	$ 0	$ 1,349,397	4	62	2	0	5

Date certified: November 4, 2019

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 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	$36,615	$0	NA	$0	■	NA	$0	$36,615	0	1	0	0	0
Assault	183	$0	$0	$188,425	$0	$321,632	$3,742	NA	$6,315	■	NA	$0	$520,114	7	56	1	0	1
Burglary	1	$0	$0	$0	$0	$6,022	$0	NA	$0	■	NA	$0	$6,022	0	0	0	0	0
Child Physical Abuse/Neglect	13	$0	$0	$3,902	$0	$7,986	$155	NA	$230	■	NA	$0	$12,272	0	2		0	0
Child Pornography	1	$0	$0	$0	$0	$651	$745	NA	$0	■	NA	$0	$1,396	0	0		0	0
Child Sexual Abuse	83	$0	$0	$12,939	$0	$22,625	$33,522	NA	$1,559	$3,679	NA	$0	$74,324	1	4		0	0
DUI/DWI	10	$0	$0	$41,512	$0	$3,456	$0	NA	$0	■	NA	$0	$44,968	0	0	0	0	0
Fraud/Financial Crimes										■								
Homicide	41	$750	$0	$62,872	$81,969	$222	$2,506	NA	$0	■	NA	$0	$148,319	1	8	0	0	0
Human Trafficking	1	$0	$0	$0	$0	$0	$0	NA	$200	■	NA	$0	$200	0	0	0	0	0
Kidnapping	1	$0	$0	$0	$0	$1,761	$0	NA	$0	■	NA	$0	$1,761	0	1	0	0	0
Other Vehicular Crimes	12	$0	$0	$31,029	$1,034	$42,661	$2,100	NA	$0	■	NA	$0	$76,824	0	1	0	0	0
Robbery	10	$0	$0	$684	$0	$10,785	$0	NA	$324	■	NA	$0	$11,793	0	0	0	0	0
Sexual Assault	414	$0	$0	$1,107	$0	$18,072	$24,193	NA	$2,559	$330,731	NA	$0	$376,661	0	3	0	0	0
Stalking	2	$0	$0	$0	$0	$0	$819	NA	$707	■	NA	$0	$1,526	0	0	0	0	0
Terrorism										■								
Total	773	$750	$0	$342,470	$83,003	$472,487	$67,781	NA	$11,893	$334,410	NA	$0	$1,312,795	9	76	1	0	1

You added "Other" crime types: Representations Depicting Nudity; Mental Health- $60.90

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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	204	$ 3,241	$ 0	$ 160,900	$ 0	$ 467,411	$ 6,229	NA	$ 1,920	■■■■	NA	$ 0	$ 639,701	6	74	1	2	2
Burglary	1	$ 0	$ 0	$ 0	$ 0	$ 31,827	$ 0	NA	$ 0	■■■■	NA	$ 0	$ 31,827	0	0	0	0	0
Child Physical Abuse/Neglect	17	$ 0	$ 0	$ 10,482	$ 0	$ 6,355	$ 325	NA	$ 0	■■■■	NA	$ 0	$ 17,162	1	5		0	0
Child Pornography	1	$ 0	$ 0	$ 0	$ 0	$ 0	$ 802	NA	$ 0	■■■■	NA	$ 0	$ 802	0	0		0	0
Child Sexual Abuse	89	$ 0	$ 0	$ 6,733	$ 0	$ 13,968	$ 30,788	NA	$ 2,298	$ 3,606	NA	$ 0	$ 57,394	1	4		0	0
DUI/DWI	7	$ 0	$ 0	$ 18,343	$ 0	$ 190	$ 297	NA	$ 0	■■■■	NA	$ 0	$ 18,829	0	0	0	0	0
Fraud/Financial Crimes										■■■■								
Homicide	49	$ 1,000	$ 0	$ 156,433	$ 93,966	$ 53	$ 3,180	NA	$ 0	■■■■	NA	$ 0	$ 254,632	1	9	0	0	1
Human Trafficking										■■■■								
Kidnapping										■■■■								
Other Vehicular Crimes	14	$ 0	$ 0	$ 23,269	$ 5,858	$ 51,305	$ 6,250	NA	$ 520	■■■■	NA	$ 0	$ 87,202	0	2	0	0	0
Robbery	9	$ 0	$ 0	$ 11,750	$ 0	$ 2,105	$ 525	NA	$ 105	■■■■	NA		$ 14,485	0	0	0	0	0
Sexual Assault	373	$ 0	$ 0	$ 23,762	$ 0	$ 15,292	$ 8,239	NA	$ 2,672	$ 288,186	NA	$ 0	$ 338,151	1	8	0	0	0
Stalking	2	$ 0	$ 0	$ 0	$ 0	$ 964	$ 2,675	NA	$ 0	■■■■	NA	$ 0	$ 3,639	0	1	0	0	0
Terrorism										■■■■								
Total	766	$ 4,241	$ 0	$ 411,673	$ 99,824	$ 589,469	$ 59,310	NA	$ 7,515	$ 291,793	NA	$ 0	$ 1,463,824	10	103	1	2	3

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PAYMENT STATISTICS BY CRIME TYPE - Aggregated

TYPES OF CRIME	Total Number of Applications Paid During the Reporting Period	EXPENSE TYPES PAID (in dollars)											Total Paid for this Crime Type	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)		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	$36,615	$0	NA	$0	[REDACTED]	NA	$0	$36,615	0	1	0	0	0
Assault	762	$4,497	$0	$668,387	$0	$1,641,225	$24,574	NA	$13,250	[REDACTED]	NA	$3,683	$2,355,617	18	227	8	3	7
Burglary	3	$0	$0	$2,050	$0	$37,850	$0	NA	$100	[REDACTED]	NA	$0	$40,000	0	0	0	0	0
Child Physical Abuse/Neglect	58	$0	$0	$18,851	$1,181	$28,228	$13,672	NA	$254	[REDACTED]	NA	$0	$62,186	1	13		0	0
Child Pornography	3	$0	$0	$0	$0	$651	$4,376	NA	$0	[REDACTED]	NA	$0	$5,027	0	0		0	0
Child Sexual Abuse	331	$0	$0	$58,974	$0	$71,577	$105,712	NA	$6,164	$13,489	NA	$0	$255,916	3	17		0	0
DUI/DWI	33	$0	$0	$193,457	$0	$4,731	$1,386	NA	$0	[REDACTED]	NA	$0	$199,574	0	0	0	0	0
Fraud/Financial Crimes										[REDACTED]								
Homicide	165	$3,538	$0	$374,630	$323,977	$1,502	$16,192	NA	$0	[REDACTED]	NA	$0	$719,838	2	24	0	0	2
Human Trafficking	2	$0	$0	$0	$0	$0	$0	NA	$400	[REDACTED]	NA	$0	$400	0	0	0	0	0
Kidnapping	1	$0	$0	$0	$0	$1,761	$0	NA	$0	[REDACTED]	NA	$0	$1,761	0	1	0	0	0
Other Vehicular Crimes	50	$0	$0	$104,708	$20,151	$151,996	$9,293	NA	$645	[REDACTED]	NA	$0	$286,793	0	7	0	0	0
Robbery	39	$0	$0	$20,819	$0	$49,031	$853	NA	$429	[REDACTED]	NA	$0	$71,132	0	0	0	0	1
Sexual Assault	1,593	$1,000	$0	$98,184	$0	$111,443	$53,721	NA	$12,725	$1,209,348	NA	$0	$1,486,421	1	26	0	0	0
Stalking	7	$0	$0	$0	$0	$964	$7,890	NA	$707	[REDACTED]	NA	$0	$9,561	0	1	0	0	0
Terrorism										[REDACTED]								
Total	3,048	$9,036	$0	$1,540,059	$345,309	$2,137,574	$237,670	NA	$34,673	$1,222,837	NA	$3,683	$5,530,840	25	317	8	3	10

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NARRATIVE QUESTIONS

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

   No significant change.

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. 53

   Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. Explain the responsibilities of your office in processing a claim: Once the application is received, Intake staff enters data from the paper application into the Salesforce case management system. Intake staff reviews the application for completeness and follows up on all incomplete and duplicate applications. Intake staff reviews the application to determine what documentation will be needed, such as employer records, medical records, funeral expenses, etc. Intake staff sends out acknowledgement letter and appropriate documents that will be needed in order to process the claim. Intake staff requests police reports from the investigating agency. The claim is automatically assigned to a claims specialist through the case management system. The claims specialist makes an eligibility determination after review of the police reports. Claims specialists consult with the program manager regarding waiving the time limits with respect to application date and reporting to law enforcement. If the claims specialist is uncertain about whether the claim meets eligibility requirements, the claims specialist will present the claim at weekly group review meetings for discussion and decision. Factors that result in delay are that the program may not have received complete investigative reports.

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.**

   No major issues were encountered during the reporting period. The addition of two early crime response specialists in the Office of Crime Victim Services, (non-CVC staff), now in their second year of operation, continues to fulfill a need for coordination between early response victim services and the CVC program. Having internal staff who can consult with CVC staff helps to facilitate the submission of timely applications for victims who may be eligible. Having the opportunity and ability to coordinate services enhances the CVC's program ability to better meet the needs of crime victims.

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

   The program continues to maintain an ongoing working relationship with the victim/witness staff in the Eastern and Western Districts of Wisconsin and with FBI victim specialists. Victim specialists assist victims of federal crime in filing applications for compensation assistance. Victim specialists will contact this office with questions about potential applications in order to better assist crime victims. Efforts are made to ensure that victims of federal crime are able to access compensation. In some instances, the FBI victim specialists facilitate the CVC program's ability to approve applications by verifying information about the nature of the crime suffered when investigative reports cannot be made available. The collaboration between DOJ's early crime response staff and federal victim service professionals results in improved outreach about the availability of CVC to victims of federal crime.

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

   The CVC program and the SAFE program which is also administered by the Office of Crime Victim Services, continues to coordinate with one another to ensure that the cost of sexual assault forensic exams are covered by CVC on approved claims, or covered by SAFE when a claim is found to be ineligible. CVC program staff and the SAFE fund administrator continue to provide training to SANE nurses at DOJ sponsored trainings to promote their understanding of the two financial resources in order to help victims choose the appropriate resource, given their particular circumstances. As a result of an OIG audit, the CVC program was required to adopt a secondary review procedure on all payments. Prior to the audit, payments were reviewed only by the claims specialist assigned to the claim who also requested payments. The secondary review process was adopted to improve accuracy of payments requested. The program has continued to use the services of a retired volunteer dentist as a consultant. The use of this professional volunteer was renewed as required by DOJ departmental requirements. The use of a professional dentist consultant enables the claims specialists to seek guidance on challenging dental claims in order to make the best decisions possible.

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.**

   VOCA Administrative funds have been utilized during the reporting period to pay for a limited number of LTE hours to assist the program in mailing checks to victims, staffing the toll-free line, and providing Spanish translation services, both written and oral to better serve our Spanish speaking crime victims. Previously, volunteer interns had been recruited through the UW-Madison Criminal Justice Internship Program to provide Spanish translation services. While that initiative worked well for a number of years, in the late fall of 2018 it became clear that the program needed to find a better solution to meet this need. In February, an LTE was hired at 20 hours/week using CVC Administrative funds to support the position. The staff person is available to translate written documents and to provide Spanish translation services to callers who call the OCVS toll-free number. This staff person is available to make calls to victims who speak Spanish for the assigned claims specialists who need particular information from a claimant. This is an essential service which greatly enhances our state's ability to improve victim compensation services. Another small measure of improving services is that the program developed a CVC program poster in both English and Spanish. A parent of a crime victim enlisted several people to make cash donations to the CVC program in appreciation for the service that the program provided to her son. These donations provided the seed money to develop a poster; the program had not had a poster in many years. VOCA Admininstrative funds will be used to help cover the cost of printing them. VOCA Admin funds generally support the printing of program brochures and applications and the ongoing costs of administering the CVC program. VOCA Admin funds also support staff attendance at the National CVC conference annually. Generally the program manager and two claims specialists attend, which was the case in August, 2019. One of the program's newest claims specialists was able to attend the national conference held in San Diego this year. Staff training, whether national or in-state, is encouraged in order for staff to broaden their knowledge base and increase their skills.

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.**

   As a result of an OIG audit recommendation, there has been a change in practice in how restitution receipts are deposited and a secondary payment review procedure was implemented. The secondary payment review was required on all payments made by the CVC program. Procedures were written and implemented which requires that any payments that are $5,000 or under are reviewed by an assigned CVC staff person, not the same person who has made the payment request. All payments that exceed $5,000 are reviewed and approved by the Program Manager. A checklist was developed that must be completed to verify that all necessary documents required are present and up-to-date in the claim file in order to approve the payment. This practice was piloted in December, 2018, and officially adopted in January, 2019, with a review after six months of implementation. The procedures seem to be working well and accomplishing the goal of having another staff person review and approve all payments requested. There have been some follow up questions posed by the OIG staff, which have been responded to timely during the reporting period. Another initiative that is underway during this reporting period is the revision and update of JUS 11, the Wisconsin Administrative Code that governs the CVC program. in 2016, a number of statutory changes were enacted. The process of updating JUS 11 is to bring the administrative rules in line with the 2016 statutory revisions. It is anticipated that the administrative rule process will be completed in 2020.

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.**

The CVC program staff communicates with law enforcement, prosecutors and/or victim/witness staff on a daily basis. The CVC program staff will communicate with law enforcement in an effort to obtain additional information related to a given claim with the investigative reports are not sufficient to make an eligibility determination. CVC staff communicates regularly with prosecutors and or victim/witness staff about charging decisions, payment information, restitution requests, and various other relevant items in an effort to improve coordination throughout the state and to reduce barriers and streamline the criminal justice processes. CVC staff will make themselves available when needed to testify by telephone or in person at restitution hearings, when required. This is to explain the payments made and to provide supporting documentation of eligible expenses that were paid out on behalf of the crime victim due to injuries sustained. By testifying and providing sufficient documentation of program payments, courts usually rule in favor of victims and of the CVC program. There are ongoing efforts to provide training to advocates, which meets the VOCA Victim Assistance requirement that program staff must receive training on Crime Victim Compensation every three years. There is ongoing communication between CVC staff and victim/witness professionals to enlist their help in a variety of ways to ensure that crime victims apply for compensation and that we are able to assist them.

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

Each year the Department of Justice hosts several trainings around the state with the target audience being VOCA funded staff/advocates. The CVC program participates in these trainings that are a requirement by the VOCA program. WCASA holds a sexual assault victim advocacy school which includes a session on CVC. The Department of Justice sponsors SANE training. CVC has been incorporated into the SANE training curriculum for nurses. These trainings are held several times each year in various locations around the state. In addition, the program provides training at the DOJ sponsored State Victim Assistance Academy held annually. CVC is also enlisted to provide training to new victim/witness staff at Nuts and Bolts training for victim/witness professionals. A training was provided at the request of the Central Wisconsin Criminal Investigators Association in November, 2018. A poster was developed in both English and Spanish and is being distributed at various LE trainings and VOCA trainings around the state. CVC is also represented by staffing resource tables by invitation at various law enforcement conferences hosted by the Attorney General and upon request at various advocacy agency events.

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 Wisconsin Legislative Fiscal Bureau publishes a biennial report which includes updated information about the Office of Crime Victim Services to include the Crime Victim Compensation Program. Informational Paper #59 can be found at the following link: https://docs.legis.wisconsin.gov/misc/lfb/informational_papers/january_2019/0059_crime_victim_and_witness_services_informational_paper_59.pdf

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

No additional comments.