

GU Annual State Performance Report

Victim Assistance Formula Grant Program

Reporting Period: [Oct 1, 2019 to Sept 30, 2020]

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

OVC VOCA Assistance Funds				
	2017-VA-GX-0062	2018-V2-GX-0007	2019-V2-GX-0035	2020-V2-GX-0036
Federal Award Amount	\$1,105,729.00	\$1,876,864.00	\$1,328,944.00	\$1,031,562.00
Total Amount of Subawards	\$945,108.00	\$1,443,354.00	\$1,318,412.00	\$0.00
Total Number of Subawards	6	5	6	0
Administrative Funds Amount	\$50,286.00	\$0.00	\$0.00	\$0.00
Training Funds Amount	\$5,000.00	\$0.00	\$0.00	\$0.00
Balance Remaining	\$105,335.00	\$433,510.00	\$10,532.00	\$1,031,562.00

Subgrantee Organization Type				
<small>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.</small>				
Type of Organization	2017-VA-GX-0062	2018-V2-GX-0007	2019-V2-GX-0035	2020-V2-GX-0036
Government Agencies Only	1	1	1	0
Corrections	0	0	0	0
Courts	0	0	0	0
Juvenile Justice	0	0	0	0
Law Enforcement	0	0	0	0
Prosecutor	0	0	0	0
Other	1	1	1	0
Nonprofit Organization Only	4	4	4	0
Child Abuse Service organization (e.g., child advocacy center)	0	0	0	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	0	0	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	1	1	1	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	0	0	0	0

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Sexual Assault Services organization (e.g., rape crisis center)	0	0	0	0
Multiservice agency	1	1	1	0
Other	2	2	2	0
Federally Recognized Tribal Governments, Agencies, and Organizations Only	1	0	1	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
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	1	0	1	0
Campus Organizations Only	0	0	0	0
Campus-based victims services	0	0	0	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	6	5	6	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				
	2017-VA-GX-0062	2018-V2-GX-0007	2019-V2-GX-0035	2020-V2-GX-0036
A. Continue a VOCA-funded victim project funded in a previous year	6	5	6	0

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B. Expand or enhance an existing project not funded by VOCA in the previous year	0	0	0	0
C. Start up a new victim services project	0	0	0	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

	2017-VA-GX-0062	2018-V2-GX-0007	2019-V2-GX-0035	2020-V2-GX-0036
A.INFORMATION & REFERRAL	6	5	6	0
B.PERSONAL ADVOCACY/ACCOMPANIMENT	5	4	4	0
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	5	5	5	0
D.SHELTER/HOUSING SERVICES	4	5	4	0
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	5	4	5	0
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	6	5	6	0

Priority and Underserved Requirements

Priority Area	2017-VA-GX-0062	2018-V2-GX-0007	2019-V2-GX-0035	2020-V2-GX-0036
Child Abuse				
Total Amount	\$136,715.00	\$323,512.00	\$0.00	\$0.00
% of Total Federal Award	12.00 %	17.00 %	0.00 %	
Domestic and Family Violence				
Total Amount	\$214,927.00	\$531,866.00	\$0.00	\$0.00
% of Total Federal Award	19.00 %	28.00 %	0.00 %	
Sexual Assault				
Total Amount	\$118,210.00	\$319,910.00	\$0.00	\$0.00
% of Total Federal Award	11.00 %	17.00 %	0.00 %	
Underserved				
Total Amount	\$225,256.00	\$268,065.00	\$0.00	\$0.00
% of Total Federal Award	20.00 %	14.00 %	0.00 %	

Budget and Staffing

Staffing Information	2017-VA-GX-0062	2018-V2-GX-0007	2019-V2-GX-0035	2020-V2-GX-0036
Total number of paid staff for all subgrantee victimization program and/or services	27	29	32	

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Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	29869	38189	44949	
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	20	12	11	
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	4663	6400	5680	

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)	17	57	47	54	82	60
Adult Sexual Assault	17	15	17	43	16	22
Adults Sexually Abused/Assaulted as Children	13	3	8	47	11	17
Arson	7	1	3	0	1	1
Bullying (Verbal, Cyber or Physical)	16	4	1	1	1	1
Burglary	9	25	30	13	21	22
Child Physical Abuse or Neglect	17	40	47	39	41	41
Child Pornography	14	0	0	0	0	0
Child Sexual Abuse/Assault	17	35	40	18	39	33
Domestic and/or Family Violence	17	259	301	238	260	264
DUI/DWI Incidents	6	15	7	5	12	9
Elder Abuse or Neglect	12	1	5	8	6	5
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)	14	0	0	0	0	0
Human Trafficking: Labor	13	0	0	1	0	0
Human Trafficking: Sex	13	0	0	0	0	0
Identity Theft/Fraud/Financial Crime	11	1	0	1	0	0
Kidnapping (non-custodial)	14	0	0	0	0	0
Kidnapping (custodial)	14	0	0	0	1	0

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Mass Violence (Domestic/International)	8	0	0	0	0	0
Other Vehicular Victimization (e.g., Hit and Run)	10	12	7	9	3	7
Robbery	12	7	5	5	3	5
Stalking/Harassment	17	41	27	26	25	29
Survivors of Homicide Victims	14	0	1	1	1	0
Teen Dating Victimization	14	0	5	5	3	3
Terrorism (Domestic/International)	11	0	1	1	0	0
Other	5	132	252	97	141	155

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	0	1	0	0	2
Homeless	13	10	13	11	78
Immigrants/Refugees/Asylum Seekers	0	2	2	1	4
LGBTQ	0	0	0	0	2
Veterans	1	3	3	2	7
Victims with Disabilities: Cognitive/Physical /Mental	8	8	2	7	46
Victims with Limited English Proficiency	1	2	3	2	13
Other	1	0	0	1	2

General Award Information

Activities Conducted at the Subgrantee Level	Number	Percent
Total number of individuals who received services during the Fiscal Year.	2312	
Total number of anonymous contacts who received services during the Fiscal Year	28	
Number of new individuals who received services from your state for the first time during the Fiscal Year.	1944	84.08 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?	371	16.05 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.	94	

Demographics

Demographic Characteristic of New Individuals Served	Number	Percent
Race/Ethnicity		
American Indian or Alaska Native	0	0.00 %
Asian	227	11.68 %
Black or African American	10	0.51 %

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Hispanic or Latino	4	0.21 %
Native Hawaiian or Other Pacific Islander	1121	57.66 %
White Non-Latino or Caucasian	62	3.19 %
Some Other Race	4	0.21 %
Multiple Races	54	2.78 %
Not Reported	89	4.58 %
Not Tracked	373	19.19 %
Race/Ethnicity Total	1944	
Gender Identity		
Male	552	28.40 %
Female	1049	53.96 %
Other	16	0.82 %
Not Reported	3	0.15 %
Not Tracked	324	16.67 %
Gender Total	1944	
Age		
Age 0- 12	161	8.28 %
Age 13- 17	139	7.15 %
Age 18- 24	150	7.72 %
Age 25- 59	870	44.75 %
Age 60 and Older	131	6.74 %
Not Reported	117	6.02 %
Not Tracked	376	19.34 %
Age Total	1944	

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	5	1833	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	1295
			A2. Information about victim rights, how to obtain notifications, etc.	1127
			A3. Referral to other victim service programs	673

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			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	606
B. Personal Advocacy/ Accompaniment	4	296	Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	23
			B2. Victim advocacy/accompaniment to medical forensic exam	0
			B3. Law enforcement interview advocacy/accompaniment	36
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	134
			B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	0
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	4
			B7. Intervention with employer, creditor, landlord, or academic institution	38
			B8. Child or dependent care assistance (includes coordination of services)	21
			B9. Transportation assistance (includes coordination of services)	121
			B10. Interpreter services	8
C. Emotional Support or Safety Services	4	660	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	677
			C2. Hotline/crisis line counseling	331
			C3. On-scene crisis response (e.g., community crisis response)	20
			C4. Individual counseling	20
			C5. Support groups (facilitated or peer)	23
			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	10
			C7. Emergency financial assistance	1
D. Shelter/ Housing Services	2	229	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	448
			D2. Transitional housing	29

			D3. Relocation assistance (includes assistance with obtaining housing)	7
E. Criminal/ Civil Justice System Assistance	3	1268	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	1162
			E2. Victim impact statement assistance	57
			E3. Assistance with restitution	237
			E4. Civil legal assistance in obtaining protection or restraining order	144
			E5. Civil legal assistance with family law issues	19
			E6. Other emergency justice-related assistance	2
			E7. Immigration assistance	3
			E8. Prosecution interview advocacy/accompaniment	129
			E9. Law enforcement interview advocacy/accompaniment	3
			E10. Criminal advocacy/accompaniment	151
E11. Other legal advice and/or counsel	29			

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	0
No	1
Number of requests received for education activities during the reporting period.	0
Number of people trained or attending education events during the reporting period.	0
Number of events conducted during the reporting period.	0
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.	
There were no program or educational materials developed during the reporting period.	

Describe any planning or training events held during the reporting period.

There were no planning or training events held during the reporting period.

Describe any program policies changed during the reporting period.

New fiscal and programmatic monitoring tools were created to aid in desk reviews and site-visits to strengthen monitoring oversight of VOCA. Several areas were changed or in progress to be amended during the reporting period as follows: Enhancing VOCA Programmatic Oversight – All VOCA fiscal forms and programmatic monitoring tools are periodically reviewed and updated accordingly to aid in monthly/quarterly desk reviews and site visits for monitoring compliance and providing financial and programmatic oversight of VOCA subrecipients. Financial monitoring activities are a shared responsibility between the Finance and Grants section to provide VOCA program compliance and to update gaps in monitoring protocols and risk assessments tools used. Grant Program Planning – The OAG Grants staff is responsible to assess subrecipient risk, score competitive applications, review and approve subrecipient budget proposals, and review quarterly performance progress reports and monthly financial reports submitted by subrecipients so it is vital that internal processes are periodically reviewed and streamlined for efficiency. To ensure we continually assess and implement our performance in VOCA grants management in four (4) key areas: (1) grant program planning and execution, (2) program requirements and performance reporting, (3) grant financial management and (4) monitoring of subrecipients. Grants Management & Monitoring Guidelines – the guidelines are to assist and benefit the VOCA program administered by the OAG to be fiscally sound program and maintain compliance with federal and local statutes, regulations, provisions and policies. The Grants staff rely on the OAG's Grants Management & Monitoring Guidelines to ensure that the monitoring policies and procedures are still relevant for the daily administration of the VOCA grant. Subrecipient Monitoring Policies and Procedures – the guidelines are to assist and benefit the VOCA program administered by the OAG in its monitoring activities for subrecipients awarded VOCA funds. Review the Risk Assessment Form for any new updates to VOCA Program Guidelines, Policy changes and or Rules and/or Regulations. Periodic reviews of these monitoring guidelines are important to ensure that they are updated and developed to conduct subrecipient site visits, desk reviews, and provide training to subrecipient as needed.

Describe any earned media coverage events/episodes during the reporting period.

Media and press coverage defined as earned or not paid for/purchased were the result of efforts by the OAG in commemoration of National Crime Victims Rights Week (NCVRW) on June 30, 2020. The OAG was able to coordinate a small-scale outreach in an attempt to reach victims of crime to inform, and educate them, and how to navigate the new protocols to obtain and access services during the continued pandemic. This year's theme – Seek Justice. Ensure Victim's Rights. Inspire Hope. This year's event will celebrate the progress made by those before us as we look to a future of crime victim services that is even more inclusive, accessible, and trauma-informed. The OAG uses these opportunities to highlight how the investment of communities in crime victims expands the opportunity for victims to disclose their victimization, connect with services, and receive the support they need. The OAG encouraged VOCA subrecipients to participate in the one-day event and in other victim-related observances throughout the month. Agency partners who contributed to the project are as follows: o Catholic Social Services Alee Shelter – gave outreach bags to clients in shelter. o Victim Advocates Reaching Out (VARO) – gave outreach bags to clients in shelter. o Dededo Mayor's Office (Northern District) – distributed outreach bags to community through drive through assistance. o Tamuning Mayor's Office (Central/South District) – distributed outreach bags to community through drive through assistance. o The Attorney General assisted by the OAG's Public Information Officer work together with the media to highlight the available services to victims and any victim-centered incidents that have happened via OAG's website, twitter account and other media streams. The VOCA Subrecipients have worked with the media to highlight the available services to victims and/or their survivors and to highlight various incidents that have happened to benefit or bring awareness to some of the life issues experienced by victims of crime.

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

Guam's multidisciplinary service delivery system relies on the consolidated input from law enforcement agencies, prosecutors, courts and other victim service providers. The information collected and the ongoing discussions and collaboration among all the partners helps us to put together a comprehensive strategic plan to develop, implement, and enforce a victim notification and notification program for victims to access confidentially and conveniently. The Victim Service Center and the Automated Victim Information Notification System were realigned under the Consumer and Protection Division. This Division is under the direct supervision of a Deputy Attorney General. Information is shared when there are critical incidents related to both programs such as victim advocacy and protection. The OAG continues to hold discussions with victim assistance service providers, advocates, other non-profits organizations, public and/or private entities, policymakers and allied professionals to help us transform victim services by identifying major issues that may hamper our progress and to better address the delivery of victim-centered services. The OAG's intent is to expand and/or enhance data collection of victimizations to better understand how crime victims occur in Guam, identify evidence-based practices to better serve our victims, disseminate practical and useable victim research within our jurisdiction, and promote best-practices collaboration among our stakeholders. Several program pamphlets and informational brochures were posted around the community. During this reporting period, the Office of the Attorney General's Consumer

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Division and Victim Service Center participated in the Crime Victim's Rights Week held at the International Trade Center on June 30, 2020. The general public was invited to participate in this significant event which brought awareness to crime victims rights. Victim Service Center Placards and Brochures were distributed to attendees and other victim service providers, non-profit organizations, local businesses, and government agencies attended as well. Since March 2020 due to the COVID-19 outbreak, OAG has had to work closely with subrecipients to address budget modifications on their remaining funds so that it may be obligated for emergency purchases such as technology upgrades so that subrecipients are able to work remotely and still deliver victim assistance services during the government-wide shut down and/or limited reception hours during the COVID outbreak and to purchase personal protective equipment such as medical face masks, alcohol bottles, hand sanitizers, disinfect wipes, and cleaning solutions to protect staff and the general public.

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

The COVID-19 pandemic resulted in a Government of Guam general lock-down of the island in mid-March. Most of the NCVRW activities scheduled for April 2020 were canceled as countless local businesses temporarily closed, limited operations and personnel and adjusted business hours in the midst of the crisis and these restrictions carried over to May 2020. The COVID-19 pandemic significantly impacted NCVRW activities due to cancellations but another delay in implementing any planned activities was a pending budget modification request that was not approved until May 28, 2020. In June 2020, some of the restrictions were lifted on Guam, the recovery phase has been slow but progressive and the OAG was able to re-schedule this important event on a much smaller scale and held it on June 30, 2020. The OAG continually works towards identifying under-represented victims so that they can receive victim assistance services. We know that clients living in isolated areas without adequate infrastructure such as power or water are at greater risk and creates a unique barrier for survivors and their ability to seek help, due to geographic and social isolation, with little to no public or personal transportation, lack of familial support, extreme poverty, limited resources, lack of education and inadequate and clean living conditions. VSC Advocates continue to have difficulty contacting or locating victims who do not have the means for communication, are homeless, give incorrect contact information, have no access to cell phone service or basic telephone service, and/or affect a victim's willingness to disclose abuse or violence. However, VSC program staff continue to diligently network and coordinate with the OAG Investigative Section, Mayor's Council of Guam and other agencies or resources to improve its efforts at making contact with victims. Thus, we need to reassess our service delivery to better design and implement best practices for connecting people to the direct victim services that they may need. The OAG supports and equip our VOCA subrecipients with the necessary tools so that they can provide the most useful and effective services to crime victims. Our goal is that victim services are accessible, culturally appropriate and relevant, trauma informed, and that the majority of victims can access and benefit from these much-needed services. If victims do not have transportation, it becomes difficult to ensure their access to much-needed victim assistance services, attend victim-advocate meetings, and keep appointments or court hearings.

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.

On June 30, 2020, the OAG, in commemoration of Guam's 2020 National Crime Victims Rights Week (NCVRW) conducted an outreach event within the general public access in the International Trade Center where several of the OAG's offices are located. The ITC building is located in the heart of the Tamuning business district and draws a large number of visitors and government and or private workers who are housed in the building. The OAG has worked closely with public and private entities to provide services to crime victims, including our VOCA subgrantees, Erica's House, Victim Advocates Reaching Out (VARO), Guam Legal Assistance Services Corporation – Disability Law Center, and OAG Victim Service Center (VSC) and Sanctuary, Incorporated of Guam. Our intent is to improve upon our services by creating a learning community designed to build capacity through collaborative partnerships and training building among the victim service community towards similar goals in the same professional field, sharing work being done in each project and to share lessons-learned to provide effective direct victim services.

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

The OAG issued a Call for Proposals, Notice of Funding Availability FY2019 Victims of Crime Act (VOCA) Crime Victim Assistance Grant Program during this reporting period. OAG published all Call for Proposals by issuing a media release i.e., print advertisement in a locally in a newspaper of general circulation. Once the media release is issued/published, the grant application is made available via OAG's website. At the time of the application release, an email is sent to all interested potential vendors or those who expressed an interest in being notified for NOFA opportunities. The user link is created for interested applicants to download the application and required mandatory and federal certification forms. Notable Accomplishments: 1) Continue to receive VOCA formula grant in the continuum of providing direct victim assistance services to victims of crime. 2) Criminal Injuries Compensation Commission (CICC) In FY2020, Guam received a grant award of \$95,000 for reimbursement under the VOCA Compensation Assistance Program (\$.60 cents for every dollar awarded from the CICC Fund). 3) VOCA Grant Administration – Expanding victim assistance services to crime victims. a. Sustain 2 victim advocate classified positions locally

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FY2020. b. Develop specifications and Procure an automated victim notification system for Guam. This objective is ongoing, Provide ongoing technical and programming support to the OAG for all automation initiatives. f. Assess existing databases, statistical methodology, and data collection to determine enhancements necessary for management reports to be produced to increase efficiencies, including work or caseload trends, statistics, and performance metrics for future performance-based budgeting. 4) Continue to provide the technical support necessary for the implementation of the Family Violence Registry pursuant to P.L. 31-103 (designed as a web based searchable database). 5) Provide management oversight and increase awards under the Criminal Injuries Compensation Commission (CICC) to establish a history of compensation of two (2) years, and thereafter apply to the Office for Victims of Crime for reimbursement to the territory based on \$.60 recovery per dollar awarded. 6) Enhancing Data-Driven Collection Efforts. The data collected i.e., the number of victims served by type will help OAG management make better informed policy decisions and program operational changes.

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 – Our agency funds a service provider that provides a safe way for the victim to exchange their children with the victim's ex-partner. 2) Assures that children who have witnessed family violence will not have to re-witness violence between their parents during exchanges or visitations. 3) Provide a safe way for children who are abused to visit with the abusing parent or the parent who was unable to stop the abuse, if such visitation is allowed by the courts. Domestic Assault – Our agency funds an organization to provide crisis intervention and advocacy to primary and secondary victims of violent crimes and traumatic events with temporary shelter, clothing and food. Sexual Assault – Our agency funds an agency that provides advocacy for youth survivors of violence who are victims of domestic violence, child abuse, sexual assault, human trafficking, or other crimes of violence and so that they can recover and thrive in life. Underserved – Our agency funds an agency that assists underserved victim populations and to provide direct services to assist the growing number of youth victims of crime by providing a crisis hotline, crisis counseling, therapy/treatment, transportation, shelter/safe house, information/referral, and personal advocacy for youth survivors of violence. To provide direct services to 60 youth, between the ages of 12 and 22-years old, who are victims of domestic violence, child abuse, sexual assault, human trafficking, or other crimes of violence and so that they can recover and thrive in life. VSC continued to remain in communication with the victims providing notification charges, case or trial updates, provision of the Victims Bill of Rights, and court tours in preparation of trial, assistance obtaining protection orders, safety planning, to include assistance in preparing and submitting restitution, victim impact statements, and applications for criminal injuries compensation. Victims returning to Guam to testify at trials were provided assistance through arranging for the logistics of the victim's arrival, lodging and meals, transportation to and from court, accompaniment, and other necessary meetings regarding the case and continued up until their departure. Limited English proficient victims or their family members were assisted by utilizing an OAG contracted language interpreter.

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

The Office of the Attorney General promotes coordinated efforts with the U.S. Attorney's Office in the areas of trafficking, human, sex or labor. Crime victims which, upon initial detection of the crime fall under the auspices of the state VOCA Subrecipients, are routinely assisted by these VOCA funded state agencies until jurisdiction is turned over to the federal authorities. For example, the Victim Advocates Reaching Out, a non-profit organization, provides emergency shelter and supportive services for victims of family violence, child abuse and neglect. The program provides safety and refuge for persons affected by domestic abuse/family violence. Victim Service Center advocates will partner with FBI victim advocates to provide assistance if it is warranted. VOCA subrecipients actively attend meeting with the Guam Coalition Against Sexual Assault and Family Violence to share problems and possible solutions any member may have regarding victims of crime.

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

There were many notable activities conducted to improve upon the delivery of direct victim assistance services. Trends seen by Victim Service Center (VSC): Older victims of crime (over 60 years of age) Criminal Sexual Conduct cases are more prevalent among younger age children Family violence remains on the top three notable crimes. During this fiscal year, our efforts were geared towards improving direct victim assistance services and being more victim-centered in our responses. We focused on increasing access to services for limited English populations through improving our Language Access Plan, building on interpreter pool listings and sharing resources with other departments and agencies. We see more cases of male victims from past sexual assault survivors are coming forward to report. Additional reporting requirements are time-consuming and takes valuable staff resources time away from providing direct victim assistance services, thus, we are conducting more periodic reviews to access our reporting process to make it more efficient rather than burdensome on the victims and staff as well.

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

For this reporting period, the OAG has experienced no staffing retention issues. However, VOCA subrecipients have a competitive field with the local job market, therefore, staff turnover can be common amongst non-profit versus for-profit organizations.

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

The OAG issued a Call for Proposals, Notice of Funding Availability (NOFA) for the FY2019 Victims of Crime Act (VOCA) Crime Victim Assistance Grant Program initially by issued a media release i.e., print advertisement in a locally in a newspaper of general circulation. Once the media release is issued/published, the grant application and necessary mandatory and federal forms are available for download via the OAG's website. At the time of the application release, an email is sent to all interested potential vendors or those who expressed an interest in being notified for VOCA Grant Opportunity Notifications or NOFA. The user link is created for interested applicants to download the application, required mandatory and federal certification forms. Additionally, an individual can register to pick up a copy of the Call for Proposal package by visiting our office or requesting for a copy to be provided (mailed out). Interested applicants who registered with our office will be sent messages if there is a question regarding the posted solicitation or the application process or if there are amendments made on the Call for Proposals.

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

The OAG used the National Crime Victims Rights Week to expand victim services, inspire the community, raise awareness of victim's rights, and address unmet needs, show the investment of communities to expand opportunity for crime victims and their survivors. Use this event to assist victims to disclose their victimization through advocacy, connect with services, and receive the support they need. The theme was to expand victim services as there are many barriers facing victims of crime especially those with disabilities, LGBTQ victims, older adults, speakers with limited English proficiency, and others from historically marginalized communities. The NCVRW served as the platform to bring a greater audience to the commitment of direct services and resources available to victims of crime. The OAG keeps a list of individuals or entities who have requested VOCA information and send out notifications of VOCA funding opportunities. Our website will also be used to post notices of funding availability to anyone interested in victim assistance services.

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

Some of our VOCA subrecipients stay connected to one another through the Coalition membership. These subrecipients participate in trainings and quarterly meetings to discuss crime victim trends, challenges and success stories of funded projects, funding strategies, and best practices to enhance victim-centered assistance direct services. On June 30, 2020, Victim Advocates from the Victim Service Center handed out information to consumers and the general public visiting the International Trade Center building located in one the busiest business districts regarding victim's rights and the services the center offers, including, but not limited to, transportation, protection information and support for victims throughout the criminal justice process. Other pamphlets were passed out as well, such as, information on the newly implemented Victim Information Notification (VINE) system and brochures from other direct victim assistance providers. We hope to expand the VINE communication system, including a computerized system to link police, prosecutors, victim advocates and the courts for the purpose of identifying and tracking arrests, protection orders, violations of protection orders, prosecutions, and convictions through automated notifications in real time. The VINE system will improve victim-centered service delivery such as access, confidentiality and notification to victims. The VINE system will help the VSC advocates to mitigate the challenge of locating crime victims whose contact information is either outdated, lacking relevant information or those who want anonymity. Another significant barrier is the difficulty of locating and contacting victims who do not have the means of communication, are homeless, or frequently migrate to one area to another. Most victims have cell phones these days; however, a majority use prepaid mobile phones and even without regular mobile phone usage or minutes, SMS Text messages can still be sent and received, thus, we hope that these victims will utilize the VINE system to their advantage.

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

Outcome measures for the federal fiscal year reporting period will be made available upon request by the governor, legislature, or other state entity. The outcome measures which may be reported are the Total Crime Victims and Survivors Served, Population Demographic Information, Types of Crime Victimization by Category, and Total Direct Assistance Services provided as reported in the OVC PMT annual report.