

MA 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-0021	2018-V2-GX-0064	2019-V2-GX-0025	2020-V2-GX-0027
Federal Award Amount	\$38,410,489.00	\$69,232,786.00	\$46,944,817.00	\$34,586,500.00
Total Amount of Subawards	\$37,032,096.00	\$66,941,801.00	\$38,127,521.00	\$0.00
Total Number of Subawards	105	186	109	0
Administrative Funds Amount	\$0.00	\$0.00	\$0.00	\$0.00
Training Funds Amount	\$0.00	\$0.00	\$0.00	\$0.00
Balance Remaining	\$1,378,393.00	\$2,290,985.00	\$8,817,296.00	\$34,586,500.00

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-0021	2018-V2-GX-0064	2019-V2-GX-0025	2020-V2-GX-0027
Government Agencies Only	16	26	13	0
Corrections	1	1	1	0
Courts	4	5	3	0
Juvenile Justice	0	0	0	0
Law Enforcement	2	2	2	0
Prosecutor	7	11	6	0
Other	2	7	1	0
Nonprofit Organization Only	87	156	94	0
Child Abuse Service organization (e.g., child advocacy center)	8	11	6	0
Coalition (e.g., state domestic violence or sexual assault coalition)	1	2	1	0
Domestic and Family Violence Organization	10	26	14	0
Faith-based Organization	0	0	0	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	2	2	1	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	1	3	3	0
Sexual Assault Services organization (e.g., rape crisis center)	3	5	2	0
Multiservice agency	10	17	9	0
Other	52	90	58	0
Federally Recognized Tribal Governments, Agencies, and Organizations Only	0	0	0	0
Child Abuse Service organization (e.g., child advocacy center)	0	0	0	0

Office for Victims of Crime - Performance Measurement Tool (PMT)

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	0	0	0	0
Campus Organizations Only	2	4	2	0
Campus-based victims services	2	4	2	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	105	186	109	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-0021	2018-V2-GX-0064	2019-V2-GX-0025	2020-V2-GX-0027
A. Continue a VOCA-funded victim project funded in a previous year	92	179	108	0
B. Expand or enhance an existing project not funded by VOCA in the previous year	6	4	1	0
C. Start up a new victim services project	8	3	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-0021	2018-V2-GX-0064	2019-V2-GX-0025	2020-V2-GX-0027
A.INFORMATION & REFERRAL	93	77	106	0
B.PERSONAL ADVOCACY/ACCOMPANIMENT	84	73	97	0
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	87	73	100	0
D.SHELTER/HOUSING SERVICES	48	48	69	0
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	76	67	90	0

Office for Victims of Crime - Performance Measurement Tool (PMT)

F. ASSISTANCE IN FILING COMPENSATION CLAIMS	95	77	107	0
---	----	----	-----	---

Priority and Underserved Requirements				
Priority Area	2017-VA-GX-0021	2018-V2-GX-0064	2019-V2-GX-0025	2020-V2-GX-0027
Child Abuse				
Total Amount	\$6,945,982.00	\$11,409,631.00	\$7,909,216.00	\$0.00
% of Total Federal Award	18.00 %	16.00 %	17.00 %	
Domestic and Family Violence				
Total Amount	\$14,160,849.00	\$25,094,926.00	\$15,259,374.00	\$0.00
% of Total Federal Award	37.00 %	36.00 %	33.00 %	
Sexual Assault				
Total Amount	\$8,739,730.00	\$15,381,551.00	\$8,404,008.00	\$0.00
% of Total Federal Award	23.00 %	22.00 %	18.00 %	
Underserved				
Total Amount	\$6,710,897.00	\$14,993,174.00	\$6,438,790.00	\$0.00
% of Total Federal Award	17.00 %	22.00 %	14.00 %	

Budget and Staffing				
Staffing Information	2017-VA-GX-0021	2018-V2-GX-0064	2019-V2-GX-0025	2020-V2-GX-0027
Total number of paid staff for all subgrantee victimization program and/or services	1432	2009	1476	
Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	1897320	1815701	1401832	
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	1517	16846	16598	
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	211263	278699	236709	

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)	174	3393	3143	3388	3282	3301
Adult Sexual Assault	1	2275	2065	1695	1830	1966
Adults Sexually Abused/Assaulted as Children	171	595	671	455	508	557
Arson	43	25	23	28	29	26
Bullying (Verbal, Cyber or Physical)	140	855	699	644	441	659
Burglary	52	522	189	134	232	269

Office for Victims of Crime - Performance Measurement Tool (PMT)

Child Physical Abuse or Neglect	2	1911	1926	1409	1537	1695
Child Pornography	102	305	271	212	358	286
Child Sexual Abuse/Assault	181	3071	2449	2186	2517	2555
Domestic and/or Family Violence	21	8020	7731	7546	8128	7856
DUI/DWI Incidents	3	255	223	220	129	206
Elder Abuse or Neglect	115	191	166	144	219	180
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)	92	185	125	267	241	204
Human Trafficking: Labor	72	66	37	41	37	45
Human Trafficking: Sex	166	598	519	512	515	536
Identity Theft/Fraud/Financial Crime	51	171	237	179	248	208
Kidnapping (non-custodial)	80	98	91	107	116	103
Kidnapping (custodial)	89	33	29	14	21	24
Mass Violence (Domestic/International)	55	36	30	94	112	68
Other Vehicular Victimization (e.g., Hit and Run)	54	237	181	175	123	179
Robbery	62	254	235	199	286	243
Stalking/Harassment	170	680	690	636	734	685
Survivors of Homicide Victims	3	1760	1037	966	1428	1297
Teen Dating Victimization	165	106	130	141	90	116
Terrorism (Domestic/International)	36	13	248	18	94	93
Other	49	3607	3227	2575	3042	3112

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	106	271	79	103	404
Homeless	1159	1219	1121	1130	3245
Immigrants/Refugees/Asylum Seekers	2145	2179	2110	2422	5826
LGBTQ	832	984	702	824	2054
Veterans	54	149	53	61	223
Victims with Disabilities: Cognitive/ Physical /Mental	2702	2631	1961	2144	8998
Victims with Limited English Proficiency	1984	2079	1991	2252	5656
Other	172	321	793	287	1108

General Award Information

Activities Conducted at the Subgrantee Level	Number	Percent
Total number of individuals who received services during the Fiscal Year.	69177	
Total number of anonymous contacts who received services during the Fiscal Year	7277	
Number of new individuals who received services from your state for the first time during the Fiscal Year.	39916	57.70 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?	18433	26.65 %

Office for Victims of Crime - Performance Measurement Tool (PMT)

Number of individuals assisted with a victim compensation application during the Fiscal Year.	3932
---	------

Demographics		
Demographic Characteristic of New Individuals Served	Number	Percent
Race/Ethnicity		
American Indian or Alaska Native	122	0.31 %
Asian	1176	2.95 %
Black or African American	5028	12.60 %
Hispanic or Latino	6064	15.19 %
Native Hawaiian or Other Pacific Islander	68	0.17 %
White Non-Latino or Caucasian	11887	29.78 %
Some Other Race	886	2.22 %
Multiple Races	2080	5.21 %
Not Reported	10053	25.19 %
Not Tracked	2552	6.39 %
Race/Ethnicity Total	39916	
Gender Identity		
Male	7339	18.39 %
Female	26034	65.22 %
Other	462	1.16 %
Not Reported	4334	10.86 %
Not Tracked	1747	4.38 %
Gender Total	39916	
Age		
Age 0- 12	5162	12.93 %
Age 13- 17	4020	10.07 %
Age 18- 24	3164	7.93 %
Age 25- 59	18480	46.30 %
Age 60 and Older	2052	5.14 %
Not Reported	5035	12.61 %
Not Tracked	2003	5.02 %
Age Total	39916	

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	100	36011	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	28191
			A2. Information about victim rights, how to obtain notifications, etc.	20370
			A3. Referral to other victim service programs	14911

Office for Victims of Crime - Performance Measurement Tool (PMT)

			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	26528
B. Personal Advocacy/ Accompaniment	89	17442	Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	1108
			B2. Victim advocacy/accompaniment to medical forensic exam	548
			B3. Law enforcement interview advocacy/accompaniment	1586
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	47052
			B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	673
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	2983
			B7. Intervention with employer, creditor, landlord, or academic institution	5304
			B8. Child or dependent care assistance (includes coordination of services)	4797
			B9. Transportation assistance (includes coordination of services)	4281
			B10. Interpreter services	12954
C. Emotional Support or Safety Services	97	37152	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	22137
			C2. Hotline/crisis line counseling	22860
			C3. On-scene crisis response (e.g., community crisis response)	822
			C4. Individual counseling	60327
			C5. Support groups (facilitated or peer)	9982
			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	12108
			C7. Emergency financial assistance	8989
D. Shelter/ Housing Services	62	3544	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	11895
			D2. Transitional housing	3833
			D3. Relocation assistance (includes assistance with obtaining housing)	7860
			Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	20171
			E2. Victim impact statement assistance	2982
			E3. Assistance with restitution	659

Office for Victims of Crime - Performance Measurement Tool (PMT)

E. Criminal/ Civil Justice System Assistance	83	23449	E4. Civil legal assistance in obtaining protection or restraining order	7491
			E5. Civil legal assistance with family law issues	12605
			E6. Other emergency justice-related assistance	2128
			E7. Immigration assistance	7639
			E8. Prosecution interview advocacy/accompaniment	1534
			E9. Law enforcement interview advocacy/accompaniment	1047
			E10. Criminal advocacy/accompaniment	3064
			E11. Other legal advice and/or counsel	24327

ANNUAL QUESTIONS

Grantee Annually Reported Questions

Question/Option	Count
Were any administrative and training funds used during the reporting period?	
Yes	1
No	0
Did the administrative funds support any education activities during the reporting period?	
Yes	1
No	0
Number of requests received for education activities during the reporting period.	3
Number of people trained or attending education events during the reporting period.	1719
Number of events conducted during the reporting period.	24
Did the grant support any coordination activities (e.g., with other service providers, law enforcement agencies) during the reporting period?	
Yes	1
No	0
Describe any program or educational materials developed during the reporting period.	
<p>Each year, MOVA edits/maintains Victim Bill of Rights and Safety Planning brochures to distribute to victims, survivors, and service providers upon their request and at trainings and events. During the reporting period, MOVA updated the Safety Planning brochure to include information related to safety planning during the COVID-19 pandemic. MOVA distributes a monthly Victim Service Bulletin as a resource for service providers, stakeholders, victims, and survivors. This bulletin contains announcements from MOVA, updates to relevant legislation, general resources, and upcoming trainings and events that may be of interest to the victim services community. www.mass.gov/askmova is a website administered by MOVA to be used by victims, survivors, or service providers as a tool to find local services and providers that are VOCA funded and free of cost to victims and survivors. During the reporting period, the website was transferred to the mass.gov platform and is now more accessible for all victims, survivors, and service providers.</p>	
Describe any planning or training events held during the reporting period.	
<p>New Advocate Training: The Massachusetts Office for Victim Assistance (MOVA) hosted a New Victim Witness Advocate training in the spring. During the training, students were educated on the fundamentals of advocacy, court procedures, and prosecution. Students were presented with the opportunity to hear from survivor speakers and community-based agency advocates on the importance of collaborating across systems. SAFEPLAN Events: Throughout the year, MOVA held regional SAFEPLAN meetings with advocates to have a more intimate discussion about their work. One regional meeting focused on data collection and submission, another focused on human trafficking, including how to best work with survivors of human trafficking, and the final one focused on victim compensation and how to help victims apply for it. The SAFEPLAN Certification Training was held once this year. The training included presentations by MOVA staff, victim services professionals, and survivors of domestic and/or sexual violence. The SAFEPLAN Continuing Education Training was delivered twice this year. This training was required for all SAFEPLAN advocates. Each Continuing Education Training included a presentation on a topic relevant to the work of SAFEPLAN advocates and provided information that will enhance their skills to better serve victims of domestic and sexual violence. Strategic Planning and Field Building Meetings: MOVA contracted with an outside consulting firm, Strategy Matters, LLC, to undertake a strategic planning process in order to develop a proactive and inclusive vision to guide the agency's work and the ways it supports victims, witnesses, and survivors across Massachusetts. In October 2019, leaders from a variety of Massachusetts victim services organizations participated in a discussion convened by MOVA and facilitated by Strategy Matters. During this meeting, attendees discussed themes related to field-building, and MOVA introduced its</p>	

recently undertaken strategic planning process. Throughout the reporting period, MOVA continually met with Strategy Matters and MOVA's stakeholders to continue the strategic planning process and encourage participation in the process. MOVA offered multiple engagement opportunities facilitated by Strategy Matters to ensure the plan is informed by MOVA's stakeholders, partners, and thought leaders. MOVA Staff Retreat: MOVA held a two-day staff retreat with all staff from both offices. During the two days, MOVA staff participated in professional development trainings, including a trauma and mindfulness session and a presentation and public speaking session, and began working internally on strategic planning. The staff offsite gave MOVA a unique opportunity to bring together all staff for a learning opportunity and kickoff to the agency's strategic planning process. Advocacy in the time of COVID-19 and Shared Trauma: Responding to Crime Victims Webinars: MOVA offered a two-part webinar series focused on advocating for crime victims during the COVID-19 pandemic. Attendees were given strategies on how to overcome barriers, set boundaries, and cope with shared trauma during this difficult time. The Space You Occupy: Practicing Mindfulness and Building Resiliency Webinars: MOVA hosted a four-part self-care series throughout the month of June 2020. The Space You Occupy series focused on self-care, mindfulness, and building resilience through difficult and trying times. Each session included a guided mindfulness practice and concluded with a self-care art activity. Victim Notification Registry Trainings: MOVA offered two presentations on the importance of accurately utilizing the Victim Notification Registry to register eligible individuals affected by crime for advanced notification of an offender's change in custody or status. Privacy Concerns of Survivors Webinar: MOVA hosted a conversation around privacy and confidentiality for survivors, particularly in the time of COVID-19. The discussion included information on why privacy is important for survivors and how to support survivors in addressing their own privacy needs. Victim Witness Advocate Refresher Courses: MOVA held a series of virtual refresher courses throughout the month of September 2020. These training opportunities were open to both new and seasoned Victim Witness Advocates from the District Attorney Offices. The trainings were provided by the Victim Compensation and Assistance Division of the Massachusetts Attorney General's Office, the Sex Offender Registry Board, the Department of Youth Services, Probation Service, the Parole Board, and the Department of Correction. Each agency's presentation focused on topics related to their work, and both individually and collectively, the trainings emphasized the importance of collaborating across systems. eGrants Trainings: MOVA hosted a series of four trainings to introduce users to MOVA's new electronic grants management system that will be implemented in FFY 2021.

Describe any program policies changed during the reporting period.

During this reporting period, MOVA has updated several key policies, including its subrecipient match waiver policy, performance measurement tool policy, grants procurement policy, grants eligibility policy, and its monitoring and compliance policies. MOVA amended and expanded language around approval of match waivers outside of its traditional grant's application cycle when unique circumstances exist. Circumstances that may apply include, but are not limited to: Natural Disasters, Pandemics or other geographic health crisis, Mass violence/victimization events or other events as determined by MOVA. MOVA also included policy which authorizes MOVA to initiate match waivers either on an individual project, multi-project, or a blanket basis for VOCA subrecipients when there is a direct impact on services provided to victims of crime. MOVA initiated match waivers and subrecipient emergency waiver requests are only to be used with unique circumstances exist. This update was approved by OVC in June 2020. MOVA has finalized a draft Performance Measurement Tool (PMT) policy and procedure to establish and outline internal controls and procedures for mandatory quarterly federal reporting using the PMT system. MOVA continues to report performance data using the PMT until JustGrants can fully support all performance management functionality. MOVA plans adjust internal controls policies and procedures accordingly once the performance measurement data has migrated to the new system. MOVA has prepared a Grants Procurement Policy to establish and outline controls and procedures for the transparent and efficient procurement of state and federal funding. In addition, MOVA prepared a Grants Eligibility Policy to outline the eligibility requirements for grant awards. This policy will establish eligibility protocol to ensure the transparent and efficient procurement of state and federal funding. As a result of the COVID-19 pandemic, MOVA also made updates to the Sub-recipient Monitoring Policy and the FY2020 Sub-recipient Monitoring Plan in order to allow for the option of remote site visits. The updates to the FY2020 Sub-recipient Monitoring Plan included information about which site visits would be impacted by this change. Due to the flexibility to allow remote site visits, MOVA's monitoring activities have been able to continue on track and safely throughout the pandemic. During this reporting period, MOVA continued to develop its electronic grants management (eGrants) system. Due to developer design delays, MOVA extended the anticipated launch from July 2020 to early 2021. MOVA anticipates program policies will be updated in the next reporting cycle to reflect updates relevant to the implementation of the eGrants system.

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

MOVA regularly engages the media regarding events, announcements, and policy issues impacting our constituency of survivors and service providers across the state. During the reporting period, the following earned media was covered in varying outlets throughout the state: The Patch, Children's Advocates Warn of State of Emergency for Children (April 2020) <https://patch.com/massachusetts/brookline/childrens-advocates-warn-state-emergency-children> Joint op-ed between MOVA, the Massachusetts Children's Alliance, and the Children's League of Massachusetts providing warning signs of child abuse in the wake of the COVID-19 pandemic. Remote learning, school and activity closures, and telehealth visits eliminated most interactions between children and mandated reporters. The publication asks for the public's health in identifying child abuse. State House News Service, MOVA Awards \$3.5M to Victims Agencies (May 2020) <https://www.statehousenews.com/news/2020980> Announcement of emergency funding provided by MOVA to assist victim service agencies in providing critical support to crime victims. Framingham Source, Mass Attorney General Highlights Resources For Domestic Violence & Sexual Assault Survivors (May 2020) <https://framinghamsource.com/index.php/2020/05/07/mass-attorney-general-highlights-resources-for-domestic-violence-sexual-assault-survivors/> MOVA partnered with the Massachusetts Attorney General's office to publish an informational campaign regarding resources for domestic violence and sexual assault victims. Survivors of these crimes have been disproportionately impacted by the response to the COVID-19 pandemic. Commonwealth Magazine, It's Time for Beacon Hill to Act on Campus Sexual Assault Bill (September 2020) <https://commonwealthmagazine.org/opinion/its-time-for-beacon-hill-to-act-on-campus-sexual-assault-bill/> Opinion piece, coauthored by MOVA and five Massachusetts-based victim service agencies, that highlights the need for state legislators to pass increased protections for students and victims of sexual violence on college campuses.

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

Throughout the ongoing public health crisis, MOVA's leadership has regularly participated in weekly check-ins with the Chair of the Trail Court's Domestic Violence and Sexual Violence Task Force and other Trial Court staff, as well as representatives from the advocacy community, legal services, and the Governor's office. With occupancy restrictions, periodic court closures due to COVID, and remote hearings, the purpose of these ongoing meetings is to assess access to justice concerns with respect to protective order matters in real time. As victims appearing virtually may not have the same opportunity to connect with an advocate as they would at the courthouse pre-COVID, these meetings have also helped link courts to SAFEPLAN and other advocates who are available to assist victims remotely. MOVA routinely provided victims and crime victim service providers with general information, referrals to community partners and assisted with the coordination of services. Additionally, MOVA continued to actively participate in various taskforces and commissions, including the Governor's Council to Address Domestic and Sexual Violence, Child Sexual Abuse Prevention Taskforce, Sexual Assault Nurse Examiner Advisory Board, Restorative Justice Advisory Committee and Domestic Violence Fatality Review Commission. MOVA has continued to use social media to connect with victims/survivors, service providers, legislators, news outlets and the public across the Commonwealth. MOVA utilizes Facebook, Twitter, Instagram and Constant Contact email list to disseminate information regarding news, events/trainings and services that are relevant to survivors and the field of victim services. Through these mediums, we are able to publicize both our funded programs and MOVA's initiatives and trainings including Victim Rights Month Activities, the Massachusetts Victim Assistance Academy and forums.

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

During the reporting period, MOVA continued our partnerships to ensure free, civil legal services to crime victims across the state through the Civil Legal Aid for Victims of Crime program. We also continued our collaboration to provide services to sexual assault victims with disabilities through the Sexual Assault Response Unit at the Disabled Person Protection Commission. MOVA continues to identify various barriers for victims such as transportation, stable housing, shelter availability and access to services by undocumented crime victims. A major issue during this reporting period that impacted victims access to services was the COVID-19 pandemic. Starting in March of 2020, many of MOVA's VOCA-funded sub-recipients had to quickly adapt to providing victim services during a national pandemic. Although many sub-recipients did not initially have the technology, infrastructure, or procedures in place to provide services safely during a pandemic, sub-recipients quickly adapted and developed creative solutions to ensure that victims were able to continue to access their services. MOVA provided both programmatic and financial support to sub-recipients during this challenging time, some of which is described in the following two responses.

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.

Through participation in ongoing meetings with the Trail Court and representative from the Governor's office, MOVA has stayed abreast of issues of victim access to justice concerns with respect to protective order matters. With this knowledge, MOVA's Victim Services team has facilitated weekly meetings with SAFEPLAN advocates throughout the state in order to inform advocates of all court updates and support advocates in helping crime victims access protective orders during the pandemic. Additionally, through the statewide SAFEPLAN program, we trained and certified 17 new advocates during this reporting period. MOVA also provided professional development training to 6 existing SAFEPLAN advocates. The focus of the professional development topics was on Confidentiality and Protective orders during the COVID-19 pandemic and Identifying signs of Human Trafficking. As mentioned in prior responses, MOVA convened victim services field building meetings and worked with an outside consulting firm, Strategy Matters, LLC, to undertake a strategic planning process in order to develop a proactive and inclusive vision to guide the agency's work and the ways it supports victims, witnesses, and survivors across Massachusetts. Quoted directly from the strategic plan prepared by Strategy Matters, LLC: This is MOVA's first formal strategic plan in over a decade, and its development marks an intentional shift to a more proactive and whole-systems approach to advancing rights and meeting the needs of victims and survivors. While MOVA has undertaken processes in the past to understand the needs of survivors, as well as the opportunities for improvement in internal operations and leadership, this process is intended to establish the direction and focus for all of MOVA's work in the coming three years. The strategic planning process was supported by the efforts of several groups of stakeholders, and the priorities and recommendations of this plan represent their hard work and valued perspectives. The Advisory Committee was formed near the beginning of the strategic planning process in the Fall of 2019. The Committee is intended to be representative of communities across the Commonwealth in terms of race, ethnicity, ability status, gender identity, and other aspects of personal identity, including lived experience of victimization or survivorship. Committee membership was also intended to be an opportunity for the next generation of leaders in the field of victim services to support interagency collaboration.

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

During this reporting period, MOVA announced several funding opportunities to support victims and programming throughout the Commonwealth. We renewed 134 (100%) of current VOCA sub-recipients agencies to continue providing counseling, advocacy, and intervention services free of charge to victims of crime via the VOCA grant. MOVA awarded \$78,975,884.00 in renewal VOCA funding for fiscal years 2021 and 2022. This procurement marks the final two-year contract in this grant cycle. In addition, MOVA awarded \$1,260,028.00 in VOCA funding to 77 agencies, along with \$58,332.00 in VOCA funding to 8 SAFEPLAN program agencies to support technology needs for victim service providers. As a response to the COVID-19 pandemic and the emerging needs of VOCA-funded sub-recipients, MOVA released a Request for Grant Applications (RGA) for Emergency Victim Service awards in March of 2020. This RGA awarded \$3,511,417.00 to 71 agencies to support changing personnel needs, necessary technological and program supply updates for the provision of victim services during the pandemic, and emergency client assistance funds. In the fall of 2020, MOVA identified an additional need for housing stabilization funding to support survivors/victims of crime in Massachusetts in response to the challenges presented by the COVID-19 pandemic. MOVA awarded \$2,755,011.00 to 30 victim service agencies, including the Massachusetts Department of Public Health, which will support an additional 9 victim service agencies. Agencies throughout the Commonwealth received funding to provide critical services to victims facing eviction and/or housing instability. As the moratorium on evictions and foreclosures in Massachusetts expired on October 17, 2020, this dedicated funding is essential to protect against displacement, loss of housing, and homelessness for victims of crime. During FFY 2020, MOVA conducted site visits with 61 sub-recipient agencies. During site visits programmatic, administrative, and fiscal compliance for VOCA awards was monitored. Site visit reports were issued for each site visit and findings of non-compliance and associated corrective actions were issued when necessary. Site visits have also afforded MOVA the opportunity to provide additional and targeted technical assistance to sub-recipients when needed. Throughout FFY2020 MOVA partnered with the Office for Victims of Crime – Training and Technical Assistance Center (OVC TTAC) and ICF International (ICFI) to develop a new program reporting tool (Outcome Measurement Tool (OMT)). Its purpose will be to enhance MOVAs ability to learn about the services being offered to survivors by funded programs, which survivors are able to access those services, and measure the service outcomes and effectiveness. This tool will be used in addition to the data which is federally required to be collected and reported (OVC PMT data). The OMT

was informed by two focus groups that were hosted in February 2020 in Northampton and Boston, with over 40 VOCA-funded participants in attendance. Several providers in attendance highlighted the need for MOVA to collect data that more accurately reflects the work being done their programs daily and we intend to use this tool for that purpose. All VOCA funded programs will be trained and required to submit data using this tool. Implementation of the tool is scheduled to begin in January 2021. In addition to implementing a three-year strategic plan, MOVA began the process to conduct a comprehensive needs assessment during this reporting cycle. In September 2020, MOVA released a request for quotes (RFQ) seeking potential vendors to conduct a statewide needs assessment. The purpose of the needs assessment is to directly inform upcoming federal funding direction and funding decisions, specifically MOVA s FY2023 VOCA competitive procurement. In addition, it will be used to educate MOVA, the VWAB and relevant stakeholders on victim and survivor needs. A few examples of MOVA s objectives going into the needs assessment is to build upon information in 2014 needs assessment, including an evaluation of MOVA s progress in meeting needs and an assessment of what gaps have been closed and which remain open across the Commonwealth, evaluate current MOVA grant awards by location, crime type, special needs, community type, etc. to identify where are needs being met, where funds are over allocated, and where gaps in services are, collect information on OVC TTAC tool/data incorporation; including information on data collection methods, data collection training needs; significance and use of required federal data, and how (if) agencies are using their own data. MOVA begins contracting for the needs assessment in December 2020 and will report on progress in the next annual report. Lastly, MOVA finalized the design of its electronic grant management system during this reporting cycle. MOVA s eGrants system will replace all current systems of MOVA s grant management.

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

Below are a series of examples of how VOCA funds have been used throughout Massachusetts to assist crime victims in each priority area during the reporting period. All identifying information in these stories has been changed. Priority area child abuse: A young boy, along with his sister and mother, had been physically abused by the mother s boyfriend for many years prior to reaching out to a victim services agency for support. The years of abuse at the hands of a man who was not only his mother s boyfriend, but also his sister s father, resulted in the young boy exhibiting symptoms such as bed wetting, fear of separation from his mother and sister, and high levels of stress and anxiety. During therapy with a clinician, the young boy was given the necessary tools to help manage his stress and identify safe people in his life he could go to for help and support when things at home were too hard to handle. His sister was also able to receive therapy services where she was given the same set of skills, including how to manage fear and anxiety. Both the boy and his sister attended a bi-weekly mentoring group where the primary goal was to identify and establish positive and healthy relationships with adults. The victim services agency was able to refer the mother to a local domestic violence agency that also received VOCA funds, so she could process her own trauma and find ways to provide a safe environment for herself and her children. Despite the struggles this family faced, the therapy and counseling services they received enabled them to move forward with an increased sense of security, family cohesion, and healing. Priority area domestic assault: A court advocate at a VOCA-funded agency provided services to a young woman was terrified of going before the Judge and facing her abuser to get an order of protection. The court advocate was able to offer support and advocacy, safety planned with her, and referred her to a community-based advocate at the same agency for ongoing services. The survivor had previously obtained and vacated orders, and every time she returned to court, the court advocate was there to support her. The survivor did seek ongoing services at the agency and utilized both the court and community based advocate for support. Today, she has a protective order that was extended for one year, continues to receive support services, and is working through the impacts of the violence she has experienced. Earlier this year a woman with two children contacted a VOCA sub-recipient agency for services after she had fled an unsafe marriage. After the agency helped her access shelter, they were able to connect her with an immigration lawyer and a VAWA Self-Petition was submitted. Through this legal process her work authorization was reinstated, and she is now working full time, her children are in school and day care and she is in the process of being approved for state section 8 voucher. Priority area sexual assault: A legal advocate at a Boston-based victim services agency recently provided remote services to a survivor residing out of the country. The client had experienced sexual violence while previously living in the Boston area and had reached out because they were interested in reporting to Massachusetts law enforcement but did not know how to do so. The advocate was able to connect with a sexual assault investigator in the appropriate jurisdiction and helped the survivor navigate arranging the necessary interviews via zoom. The advocate offered emotional support to the survivor prior to every interaction and debriefed the substantive content after every interaction. The case is moving forward and it is anticipated that the perpetrator will be prosecuted. Priority area underserved: An advocate at a VOCA-funded agency responded to a call about a 25-year-old male who had experienced multiple gunshot wounds and was brought to the hospital. Due to the seriousness of the injuries the patient was taken straight to surgery but, unfortunately, he did not survive. After the family arrived at the hospital and found out what happened to their loved one, the advocate worked with the hospital social worker to provide support and information to the family. The advocate coordinated with law enforcement to have a homicide detective meet with the family while they were still at the hospital. After the family left, the advocate was able to stay connected and support them through the process of burying their loved one. The advocate also accompanied the family to court for the arraignment of the person charged, provided them with resources to help with the process of the burial and funeral, and assisted the family with the completion of a Victim s Compensation application. The family has now engaged in various supportive services for homicide survivors and have found ways to celebrate their loved one s life.

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

During the reporting period, MOVA engaged the communities and victims impacted by United States v. Bay State Gas Company, d/b/a Columbia Gas of Massachusetts to identify needed services. Conversations are ongoing on how to best serve this population. Over the last several months, MOVA has engaged Congresswoman Lori Trahan s office to identify ongoing needs of the communities and victims impacted by United States v. Bay State Gas Company, d/b/a Columbia Gas of Massachusetts. Through these conversations, the City of Lawrence has proposed a comprehensive project that works with victims as they continue to work through the trauma of the explosions. The proposed project will focus on behavioral health and mental wellness and is expected to run through June 30, 2021. MOVA intends to release a Notice of Intent (NOI) in the coming weeks to make funding available for this purpose.

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

The emergence of the COVID-19 pandemic during this reporting period created and/or exacerbated many issues for crime victims in Massachusetts. The ongoing response to the COVID-19 pandemic unintentionally helps create the type of environment that abusers can manipulate. Social distancing requirements and stay at home advisories, in particular, have kept crime victims in their homes and limited access to services. Many courthouses in Massachusetts were closed for a significant portion of the reporting period and are still operating at reduced capacity. While access to abuse prevention and restraining orders continued remotely, the wrap-around support services and referrals were reduced. In addition, most trials were delayed causing significant concern and burdens for crime victims. Access to safe housing remains an ongoing issue for crime victims. COVID-19 has created additional barriers to victims facing homelessness, housing instability, or displacement. Social distancing measures, lack of available congregate and/or shelter space, and financial constraints due to high unemployment have added significant burdens in accessing housing opportunities. National conversations regarding immigration have prompted victim service providers to be more proactive and interested in the tools that can assist immigrant survivors of crime populations, such as U-Visas and T-Visas. The prevalence of sexual assault on college campuses, as well as newly promulgated Title IX regulation changes, continue to be an emerging issue for crime victim services. Providers are seeking protections that will allow for available resources, transparency, and information to be provided to survivors.

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

Massachusetts Office for Victim Assistance (MOVA) does not operate a separate victim assistance program with VOCA funding.

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

VOCA funding is distributed via procurement (open or targeted). Any procurement (funding availability) is posted on MOVA's website, the Commonwealth of Massachusetts procurement website (COMMBUYS), distributed via various subscription-based listservs, and posted on social media such as Facebook and Twitter. In 2019, MOVA moved to a subscription-based listserv to the Constant Contact platform. During this reporting period, MOVA contracted with Agate to build an electronic grants system for subrecipient funding management. MOVA plans to launch the system during the next reporting period and will also utilize this system to publicize victim assistance funding. In recent months, and in an effort to fully expend VOCA dollars which have been reverted to MOVA by subrecipients, under the State Grants, Federal Sub-Grants and Subsidies Comptroller policy, MOVA has made a number of best value grant awards to identified agencies to provide victim services and supports which are limited to their agencies by publicly posting a notice of intent to award funding on COMMBUYS. In addition, in an effort to address immediate victim and program needs as a result of COVID-19, MOVA conducted an emergency procurement (MGL Chapter 30B, Section 8), and posted a notice of intent on COMMBUYS. Following the notice of intent, MOVA awarded VOCA funds which will support VOCA agencies as they navigate the impacts of COVID-19 in providing victim services, along with making emergency supports accessible to clients – including housing stabilization funds. Via the notice of intent, MOVA announces its intent to make the awards described in the notice unless MOVA determines at there are other vendors that could provide a better value. A vendor that believes that they can provide a better value must submit an abstract during the two weeks in which the notice of intent is posted. No abstracts were submitted for either the best value grant awards or for the emergency procurement.

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

MOVA continued to fund homicide bereavement as a primary underserved category as well as funding Lesbian Gay Bisexual Transgender Queer/Questioning (LGBTQ) and Limited English Proficiency (LEP) programs. In the most recent procurement MOVA expanded funding to include programs that support housing, relocation, and transportation. During the previous reporting period, MOVA released a Request for Grant Applications (RGA) for expanded SAFEPLAN services, in two targeted court locations in Hampden County and one in Berkshire County. Via this RGA, services began on October 1, 2019. With the addition of these three courts, the SAFEPLAN program now serves 53 courts in 10 counties across the Commonwealth. While the expansion has been supported by state line item dollars, VOCA funding supports the SAFEPLAN program. These expanded services have been sustained with the start of the new state fiscal year on July 1, 2020. During the fall of 2020, MOVA released a targeted procurement to support training and technical assistance for eligible agencies and their internal staff. This funding included development and implementation of anti-racism/anti-oppression training curriculum and delivery of training to sub-recipient staff, strategies to support increased diversity, equity, and inclusion (DEI) within applicant organizations, strategies to ensure victim confidentiality while providing services remotely, strategies for staff providing tele-advocacy/tele-counseling, strategies to support survivor leadership within the victim services field, succession planning and sustainability, enhancement of language access to services and supports including, but not limited to, translation of program forms/brochures/other written materials. At the time of this report, MOVA has awarded \$80,467.00 to 7 sub-recipients and continues to accept applications for funding on a rolling basis. MOVA released a series of targeted procurements, which included responding to the challenges and needs for victims and survivors during the COVID-19 pandemic, minimizing barriers of individuals with disabilities, and supporting victims and witnesses of crime as they navigate their rights via increases to victim/witness advocate staffing. Several of these efforts are outlined below.

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

MOVA has continued to expand funding to increase support for human trafficking victims, including commercially exploited children, victims with disabilities, civil legal services for victims, emergency shelter, transitional housing, and transportation (for victims). MOVA's emergency housing stabilization procurement addressed a significant gap and challenge victims are experience that has been heightened by the COVID-19 pandemic. Of this targeted award, MOVA awarded approximately \$1.2M is allocated for emergency shelter for victims; \$675,000 for rental and utility assistance costs; \$258,000 for emergency relocation costs; \$184,000 for client transportation; and \$315,000 for victim emergency basic need items through this funding opportunity to address the gaps in services. The challenges faced by victims of crime seeking housing services has been exacerbated by the COVID-19 pandemic. Social distancing measures, lack of available congregate and/or shelter space, financial constraints due to high unemployment, and the expiration of the moratorium on evictions and foreclosures on October 17, 2020 have added significant burdens in accessing housing opportunities. Agencies receiving funding are uniquely positioned to support survivor populations navigate safe and available housing through their strong relationships within state government and the communities they serve. In April 2020, MOVA made a best value grant award to identified state agencies to provide victim services and supports which are limited to their agencies. The following state agencies are in a unique position to provide the named services to the Commonwealth's victims of crime. They were selected for their ability to: 1. Via the Disabled Persons Protection Commission (DPPC): minimize the barriers for individuals with disabilities, who are victims of crime, in accessing victim services; and/or 2. Via the Commonwealth's District Attorney's Offices: provide support to victims and witnesses of crime as they participate in the criminal justice system and assert their rights as victims. via increases to Victim/Witness Advocate

staffing; transportation and travel costs to be present at a criminal matter involving them; and/or interpretation and translation services for victim and witness meetings. \$394,843.00 was awarded to DPPC and \$1,641,458.00 to 9 District Attorney s Offices for the duration April 1, 2020 – June 30, 2021 to provide victim services and supports as outlined above. Additionally, the funds which will support DPPC will allow their Sexual Assault Response Unit (SARU) to operate on a statewide basis. Additionally, in April 2020, MOVA awarded an additional \$2,005,000.00 in funding to the Massachusetts Legal Assistance Corporation s (MLAC) Civil Legal Aid for Victims of Crime (CLAVC) Initiative. CLAVC attorneys and support staff of MLAC-funded legal aid organizations have created a virtual law firm, delivering high-quality, aggressive legal representation in areas of law which victims of crime face daily because of their victimization, including family, housing, immigration, consumer, education, benefits, privacy, safety, employment, and other issues. These additional dollars will support the legal aid organizations to dramatically increase the number of attorneys and support staff to specifically meet the civil legal aid needs of crime victims in Massachusetts; enhancing technology capacity needs; providing additional office space; and opportunities to advance professional development needs for attorneys, as well as, MLAC staff. These additional funds will support services through June 30, 2021.

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

MOVAs governing Board, the Victim and Witness Assistance Board, is statutorily required to file reports to the Massachusetts Legislature regarding the SAFEPLAN program and trust funds administered by the agency each year. The following is a summary of those reports and respective deadlines: SAFEPLAN Legislative Report (due: February 28, 2020)- SAFEPLAN is MOVA s domestic and sexual violence civil court advocacy program that was created by the Massachusetts Legislature in 1995. This report is submitted to the Massachusetts House and Senate Committees on Ways and Means as required by Massachusetts State Budget Line Item 0840-0101. The Drunk Driving Trust Fund (DDTF) Legislative Report (due: February 28th of each year)- The DDTF was created by the Massachusetts Legislature in 2003 to direct assessments imposed on convicted offenders for operating under the influence of drugs or alcohol to support direct services for victims as well as prevention, education, and training activities in communities. This report is submitted to the Massachusetts House and Senate Committees on Ways and Means as required by statute (M.G.L. c. 10, 66). Human Trafficking Trust Fund (HTTF) Legislative Report (due: August 15th of each year)- The HTTF was created by the Massachusetts Legislature in 2011 to direct fines and forfeitures collected from convicted human traffickers to support direct services for victims of sex and labor trafficking. The report is submitted to the House and Senate Committees on Ways and Means as required by statute (M.G.L. c. 10, 66A).