

# NC Annual State Performance Report

## Victim Assistance Formula Grant Program

**Reporting Period: [Oct 1, 2021 to Sept 30, 2022]**

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

OVC VOCA Assistance Funds					
	2018-V2-GX-0061	2019-V2-GX-0067	2020-V2-GX-0057	2021-15POVC-21-GG-00583-ASSI	2022-15POVC-22-GG-00774-ASSI
<b>Federal Award Amount</b>	\$103,435,763.00	\$70,371,764.00	\$52,368,267.00	\$32,775,778.00	\$44,765,575.00
<b>Total Amount of Subawards</b>	\$110,868,608.00	\$72,478,335.00	\$52,331,799.00	\$29,695,046.00	\$0.00
<b>Total Number of Subawards</b>	180	154	144	105	0
<b>Administrative Funds Amount</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Training Funds Amount</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Balance Remaining</b>	(\$7,432,845.00)	(\$2,106,571.00)	\$36,468.00	\$3,080,732.00	\$44,765,575.00

Subgrantee Organization Type					
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.					
Type of Organization	2018-V2-GX-0061	2019-V2-GX-0067	2020-V2-GX-0057	2021-15POVC-21-GG-00583-ASSI	2022-15POVC-22-GG-00774-ASSI
<b>Government Agencies Only</b>	<b>29</b>	<b>15</b>	<b>14</b>	<b>11</b>	<b>0</b>
Corrections	1	1	0	0	0
Courts	10	0	1	1	0
Juvenile Justice	0	1	0	0	0
Law Enforcement	0	3	2	3	0
Prosecutor	0	0	0	0	0
Other	18	10	11	7	0
<b>Nonprofit Organization Only</b>	<b>145</b>	<b>137</b>	<b>126</b>	<b>94</b>	<b>0</b>
Child Abuse Service organization (e.g., child advocacy center)	23	38	15	17	0
Coalition (e.g., state domestic violence or sexual assault coalition)	4	0	2	2	0
Domestic and Family Violence Organization	25	7	18	7	0
Faith-based Organization	0	0	0	0	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	40	31	36	26	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	8	4	4	2	0
Sexual Assault Services organization (e.g., rape crisis center)	11	9	7	6	0
Multiservice agency	18	35	37	29	0
Other	16	13	7	5	0
<b>Federally Recognized Tribal Governments, Agencies, and Organizations Only</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
Child Abuse Service organization (e.g., child advocacy center)	0	0	1	0	0
Court	0	0	0	0	0
Domestic and Family Violence organization	0	0	0	0	0
Faith-based organization	0	0	0	0	0
Juvenile justice	0	0	0	0	0
Law Enforcement	0	0	0	0	0
Organization provides domestic and family violence and sexual assault services	0	0	0	0	0
Prosecutor	0	0	0	0	0
Sexual Assault Services organization (e.g., rape crisis center)	0	0	0	0	0

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

Other justice-based agency	0	0	0	0	0
Other agency that is NOT justice-based (e.g., human services, health, education)	0	0	0	0	0
Organization by and/or for a specific traditionally underserved community	0	0	0	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	0	0	0	0	0
Other	0	0	0	0	0
<b>Campus Organizations Only</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>
Campus-based victims services	4	0	3	0	0
Law enforcement	0	0	0	0	0
Physical or mental health service program	0	0	0	0	0
Other	2	2	0	0	0
<b>Total Number of Subawards</b>	<b>180</b>	<b>154</b>	<b>144</b>	<b>105</b>	<b>0</b>

\*This number is not unique across fiscal years as there are subgrantee organizations that are funded from multiple federal awards.

<b>Subaward Purpose</b>					
A single SAR can select multiple purposes. Numbers are not unique					
	2018-V2-GX-0061	2019-V2-GX-0067	2020-V2-GX-0057	2021-15POVC-21-GG-00583-ASSI	2022-15POVC-22-GG-00774-ASSI
A. Continue a VOCA-funded victim project funded in a previous year	116	108	121	71	0
B. Expand or enhance an existing project not funded by VOCA in the previous year	19	14	6	5	0
C. Start up a new victim services project	43	32	16	27	0
D. Start up a new <b>Native American</b> victim services project	0	0	0	1	0
E. Expand or enhance an existing <b>Native American</b> project	2	0	1	1	0

<b>VOCA and Match Funds</b>					
A single SAR can select multiple service types. Numbers are not unique					
	2018-V2-GX-0061	2019-V2-GX-0067	2020-V2-GX-0057	2021-15POVC-21-GG-00583-ASSI	2022-15POVC-22-GG-00774-ASSI
A.INFORMATION & REFERRAL	169	144	141	99	0
B.PERSONAL ADVOCACY/ACCOMPANIMENT	153	134	131	90	0
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	148	144	136	96	0
D.SHELTER/HOUSING SERVICES	87	81	90	63	0
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	143	131	123	88	0
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	177	151	144	100	0

<b>Priority and Underserved Requirements</b>					
Priority Area	2018-V2-GX-0061	2019-V2-GX-0067	2020-V2-GX-0057	2021-15POVC-21-GG-00583-ASSI	2022-15POVC-22-GG-00774-ASSI
<b>Child Abuse</b>					
Total Amount	\$19,253,181.00	\$26,541,403.00	\$9,993,909.00	\$8,918,213.00	\$0.00
% of Total Federal Award	19.00 %	38.00 %	19.00 %	27.00 %	
<b>Domestic and Family Violence</b>					
Total Amount	\$37,003,246.00	\$24,760,248.00	\$21,709,290.00	\$8,085,936.00	\$0.00
% of Total Federal Award	36.00 %	35.00 %	41.00 %	25.00 %	
<b>Sexual Assault</b>					
Total Amount	\$13,387,051.00	\$8,669,458.00	\$6,341,547.00	\$4,203,781.00	\$0.00
% of Total Federal Award	13.00 %	12.00 %	12.00 %	13.00 %	
<b>Underserved</b>					
Total Amount	\$40,510,579.00	\$12,218,701.00	\$10,455,562.00	\$3,429,154.00	\$0.00
% of Total Federal Award	39.00 %	17.00 %	20.00 %	10.00 %	

<b>Budget and Staffing</b>					
Staffing Information	2018-V2-GX-0061	2019-V2-GX-0067	2020-V2-GX-0057	2021-15POVC-21-GG-00583-ASSI	2022-15POVC-22-GG-00774-ASSI

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

Total number of paid staff for all subgrantee victimization program and/or services	2597	2050	60267	1204
Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	1985378	1707351	1176393	761227
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	15621	9843	3186	1400
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	829654	291627	242228	167464

### 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)	114	5663	5299	5799	5178	5484
Adult Sexual Assault	176	3191	3578	3734	3684	3546
Adults Sexually Abused/Assaulted as Children	143	1001	822	901	748	868
Arson	23	50	53	55	53	52
Bullying (Verbal, Cyber or Physical)	107	2985	3107	2801	2390	2820
Burglary	27	98	73	67	112	87
Child Physical Abuse or Neglect	177	8363	7710	7438	7272	7695
Child Pornography	118	189	125	175	140	157
Child Sexual Abuse/Assault	209	7048	6479	7101	6710	6834
Domestic and/or Family Violence	238	34783	31311	33315	32575	32996
DUI/DWI Incidents	21	100	64	47	46	64
Elder Abuse or Neglect	108	370	498	516	528	478
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)	53	29	29	47	33	34
Human Trafficking: Labor	104	228	193	218	195	208
Human Trafficking: Sex	188	451	377	583	617	507
Identity Theft/Fraud/Financial Crime	40	321	394	378	306	349
Kidnapping (non-custodial)	63	88	103	98	83	93
Kidnapping (custodial)	71	70	46	77	60	63
Mass Violence (Domestic/International)	28	35	41	48	30	38
Other Vehicular Victimization (e.g., Hit and Run)	25	109	80	136	105	107
Robbery	28	95	155	116	136	125
Stalking/Harassment	156	3690	3972	3516	3523	3675
Survivors of Homicide Victims	79	307	287	314	561	367
Teen Dating Victimization	157	608	775	224	161	442
Terrorism (Domestic/International)	16	92	82	373	202	187
Other	45	567738	158297	161163	395773	320742

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	103	150	163	179	1467
Homeless	3609	3310	3701	3573	25298
Immigrants/Refugees/Asylum Seekers	3119	3172	3382	3538	19581
LGBTQ	1225	1356	1284	1229	6271
Veterans	579	584	809	692	4675
Victims with Disabilities: Cognitive/ Physical /Mental	3324	2866	3218	2936	21578
Victims with Limited English Proficiency	3657	3635	4265	4652	31833

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

Other	147650	151923	154704	1193	211112
-------	--------	--------	--------	------	--------

General Award Information		
Activities Conducted at the Subgrantee Level	Number	Percent
Total number of individuals who received services during the Fiscal Year.	645861	
Total number of anonymous contacts who received services during the Fiscal Year	850824	
Number of new individuals who received services from your state for the first time during the Fiscal Year.	212930	32.97 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?	46461	7.19 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.	22768	

Demographics		
Demographic Characteristic of New Individuals Served	Number	Percent
<b>Race/Ethnicity</b>		
American Indian or Alaska Native	1601	0.75 %
Asian	1078	0.51 %
Black or African American	31016	14.57 %
Hispanic or Latino	13745	6.46 %
Native Hawaiian or Other Pacific Islander	180	0.08 %
White Non-Latino or Caucasian	55131	25.89 %
Some Other Race	1845	0.87 %
Multiple Races	3639	1.71 %
Not Reported	27037	12.70 %
Not Tracked	77659	36.47 %
<b>Race/Ethnicity Total</b>	<b>212931</b>	
<b>Gender Identity</b>		
Male	24327	11.42 %
Female	99159	46.57 %
Other	501	0.24 %
Not Reported	12234	5.75 %
Not Tracked	76710	36.03 %
<b>Gender Total</b>	<b>212931</b>	
<b>Age</b>		
Age 0- 12	23430	11.00 %
Age 13- 17	11331	5.32 %
Age 18- 24	12855	6.04 %
Age 25- 59	62789	29.49 %
Age 60 and Older	6859	3.22 %
Not Reported	18847	8.85 %
Not Tracked	76821	36.08 %
<b>Age Total</b>	<b>212932</b>	

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	296	132747	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	107858
			A2. Information about victim rights, how to obtain notifications, etc.	165082
			A3. Referral to other victim service programs	89210
			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	168834
			Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	5085
			B2. Victim advocacy/accompaniment to medical forensic exam	9935
			B3. Law enforcement interview advocacy/accompaniment	8388
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	198314

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

B. Personal Advocacy/ Accompaniment	276	107035	B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	13425
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	9044
			B7. Intervention with employer, creditor, landlord, or academic institution	13393
			B8. Child or dependent care assistance (includes coordination of services)	19810
			B9. Transportation assistance (includes coordination of services)	24867
			B10. Interpreter services	16156
C. Emotional Support or Safety Services	286	127286	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	348408
			C2. Hotline/crisis line counseling	150641
			C3. On-scene crisis response (e.g., community crisis response)	5150
			C4. Individual counseling	129018
			C5. Support groups (facilitated or peer)	22527
			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	25912
			C7. Emergency financial assistance	63888
D. Shelter/ Housing Services	188	16533	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	112089
			D2. Transitional housing	2899
			D3. Relocation assistance (includes assistance with obtaining housing)	10976
E. Criminal/ Civil Justice System Assistance	260	932447	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	2593642
			E2. Victim impact statement assistance	5211
			E3. Assistance with restitution	1992
			E4. Civil legal assistance in obtaining protection or restraining order	83738
			E5. Civil legal assistance with family law issues	9578
			E6. Other emergency justice-related assistance	9370
			E7. Immigration assistance	5892
			E8. Prosecution interview advocacy/accompaniment	4063
			E9. Law enforcement interview advocacy/accompaniment	7003
			E10. Criminal advocacy/accompaniment	22809
E11. Other legal advice and/or counsel	33187			

**ANNUAL QUESTIONS**

Grantee Annually Reported Questions	
Question/Option	Count
<b>Were any administrative and training funds used during the reporting period?</b>	
Yes	1
No	0
<b>Did the administrative funds support any education activities during the reporting period?</b>	
Yes	1
No	0
Number of requests received for education activities during the reporting period.	174
Number of people trained or attending education events during the reporting period.	5869
Number of events conducted during the reporting period.	212
<b>Did the grant support any coordination activities (e.g., with other service providers, law enforcement agencies) during the reporting period?</b>	
Yes	1
No	0
<b>Describe any program or educational materials developed during the reporting period.</b>	

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

GCC's annual Grant Writing and Grant Award Workshops and published Request for Applications (RFAs) are made available on the GCC website as early as November 1, for the upcoming application period. Applicants and Subrecipients also have access to the Grant Management Guidelines for all attendees to use for ongoing reference as well as other workshop materials, interactive training modules, and posted presentations. Due to the lasting effects of the COVID-19 pandemic, and necessary safety restrictions, GCC held virtual workshops, as opposed to several in person workshops offered the previous years. There were approximately 750 attendees that were able to participate and interact with staff during the workshops. Educational materials were developed and provided by statewide agencies who receive a portion of administrative and training funds. These agencies include: the NC Coalition Against Domestic Violence, (NCCADV) the NC Coalition Against Sexual Assault (NCCASA), the NC Victim Assistance Network (NCVAN), the NC Human Trafficking Commission (NCHTC), and Child Advocacy Centers of NC (CACNC). Each of these organizations provide subject-matter training, guidance on best practices and requirements for programmatic compliance to best serve vulnerable populations across the state. For example, NCCADV's training team created a training newsletter and several updates for members. These include information about upcoming training and what has been done in prior training. The training team also advertises all upcoming training in NCCADV's weekly digest. Also, NCCASA developed and implemented a statewide media campaign for the "Let's Talk About It Campaign" as well as a PSA for radio stations. NCVAN developed a new training curriculum related to victims' rights, resources for victims, homicide, how to compassionately communicate difficult news to victims of crime in the courtroom settings, providing notification of death, and provided associated handouts. Additionally, an app was created and updated for statewide use regarding resources for victims of crime and for law enforcement. The material was developed for surviving loved ones and other victims during mass shooting/mass casualty events through guidance by OVC. NCHTC created information and awareness handouts, along with a Myth and Facts sheet, and unique key chain cards. CACNC developed brochures and registration forms for training events.

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

The GCC hosted annual workshops in for subrecipients and applicants virtually. The Grant Writing Workshops focused on the pre-award process through the GCC, and educates subrecipients on the policies, procedures, and requirements for all VOCA-funded projects through the GCC. The Grant Award Workshops provided training on compliance for VOCA-funded projects, topics related to 2 CFR 200, cost principles, audit requirements, documentation and record-keeping requirements, monitoring procedures, financial reporting, additional DOJ guidelines, and GCC Grants Management policies. Nonprofit board training was able to be an additional session within the workshops as well as a training on logic models for use in the application process and for agency use to develop their programs. Statewide partners (NCCADV, NCCASA, NCAOC, NC VAN, CACNC) developed and incorporated new practices related to virtual trainings and new policies related to virtual communication and advocacy.

## **Describe any program policies changed during the reporting period.**

The GCC publishes an updated Request for Applications (RFA) each fiscal year with updates to policies, procedures, and priorities. The funding priorities are determined by the Commission and posted on the GCC web page each September. This year updates were posted in October. The updated RFA highlights additional policies of the GCC and various federal entities to ensure ongoing compliance with new and previously funded programs. Through updates to the RFA, GCC works to strengthen the grant writing skills of applicants and subrecipients. Additionally, the GCC has worked to improve grants management and monitoring practices within the agency. GCC Grant Management staff provide regular monitoring of awarded grants at different periods throughout the life of the grant. This includes initial risk assessments of awarded projects, desk reviews, and regular site visits. The Grants Management team continues to use the updated risk matrix tool and the site visit monitoring tool to be more concise on metrics and program outcomes. There have been updates to the application process as many documents are required of all grant projects. As this can be cumbersome for agencies who apply for multiple grants, the new Organization Documents section in the Grant Enterprise Management System has been implemented and will continue to be utilized. This has reduced the amount of yearly required documents from thousands to hundreds. The section allows the subrecipients to upload specific agency documents that will cover all their projects/grants. GCC also implemented the Universal Match Waiver approvals for grantees due to a sufficient financial need created for all states in response to the COVID-19 crisis as soon as we were notified of this flexibility by OVW.

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

Key media coverage during this reporting period reported by our statewide coalitions and agencies includes commercials and coverage for resources available. Decreases in VOCA funding provided by GCC were highlighted through local news media. In addition, multiple VOCA-funded programs have received news coverage for positive community impact both in televised news programs and digital/print news stories.

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

Collaboration with local and statewide organizations continues to be a GCC requirement for agencies applying for VOCA funding. In addition, agencies must demonstrate their willingness to provide coordinated community responses to victims of crime, maintain current Memoranda of Understanding/Agreements with partner agencies-indicating the responsibilities of each partnering agency and contribution to project goals. This practice is especially important for Family Justice Centers and partnering agencies that share office space and collaborative services for the success of the model.

## **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 continues to have an impact on service providers, service delivery, and victims. It is especially challenging when trying to handle TA and meet training needs that cannot be done in person due to safety risk. The technology has been great, but it is ever evolving the longer we are remote and thus creates a demand for staff to learn new technology and adapt quickly. As a result, we continue to be ready for fast and creative adjustments with our members, partners, and community. Our staff, members, victims, and community are making new choices about how to live, receive education, services and we are all creating new expectations about flexibility, working conditions, technology, and safety, and life. A continued issue from NCHTC has been the shortage of providers trained and focused specifically on victims of human trafficking using program models specific to the population. Another issue that continues to see high and increasing needs is the affordable housing supply. From NCCADV, the nationwide affordable housing crisis has impacted both urban and rural housing supplies such that domestic violence survivors across North Carolina struggle to find and maintain long-term housing. Domestic violence service providers report that their emergency and transitional housing options are all at capacity because there is not an adequate supply of housing in the community for survivors to access. Even when survivors are eligible for housing vouchers, they struggle to find landlords willing and available to provide affordable housing using this relief. Consistent reports regard the need for increased resources and legal relief from financial abuse, and this need has been exacerbated by economic conditions that amplify the impact of financial abuse, such as inflation, raising interest rates, and the housing crisis. Communities are not uniformly equipped to serve survivors facing financial abuse, as legal remedies do not acknowledge or provide sufficient relief from financial abuse. Accessibility to services for victims in rural communities, who struggle with meeting needs due to lack of transportation and public transit services, and now personal protective equipment and high-risk health issues. Statewide partners continue to adapt to necessary COVID policies and virtual or online training events. NCVAN communicated delays in the processing of court cases (both in superior court, related to homicide cases and district court, related to other violent crimes) related to pandemic backlog, premature dismissal of domestic violence cases because of the backlog, prosecutor triaging, and language access/ victims rights compliance. NCAOC added that many agencies providing direct services to victims in NC have suffered significant grant funding loss over the past 18 months. Agencies that have remained operating and open during the pandemic have reported no decline in referrals and some report increases. Shelter and housing continue to be a need area for victims, especially shelter that is specific to human trafficking and not overlapped with other shelter populations. As observed by NCCASA, and reported by their members; lack of transportation, access to the internet and affordable housing options in communities continue to hinder survivors ability to access services. Although strides have been made adult, male client population is almost non-existent, due to limited resources, stigmas, etc. In addition, underserved populations continue to be highly vulnerable to sexual assault and still experience hardships when seeking supportive services and resources. These underserved populations include Latinx survivors, African-American survivors with intellectual and/or developmental disabilities, teenage survivors, survivors who identified as LGBTQ as well as survivors who are Deaf and Hard of Hearing. Understanding of available options and services for survivors of sexual violence is another remaining need for all populations - especially those who are either undocumented or have a criminal background. From CACNC reporting for child abuse continues to be a struggle in NC without a centralized reporting number. Individuals are fearful to report and when they decide to do so become frustrated in the process. Through the Crime Victim Services Advisory Group, the GCC works to learn about promising practices, emerging issues, and chronic challenges faced by communities throughout the state. The Advisory Group consists of staff from individual agencies and subrecipients throughout the state who provide input on barriers that prevent victims from receiving assistance.

## **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.**

(1) Individual assistance to crime victims was provided for emergency housing, food, clothing, and other items needed to restore the victim's sense of security, vouchers to certain hotels and technology to assist with connecting victims to direct services through non-traditional methods. (2) Additionally, secured through grant award extensions, efforts have been made to continue outreach campaigns to crime victims for providing supporting public awareness and education designed to inform crime victims of specific rights and services and provide them with/or refer them to, services and assistance. Subrecipients oversaw the outreach campaign via contracting with multi-media outlets (tv, radio, web ads/PSAs, social media platforms and other technology-based media) based, served as the subject matter experts on the content and were the referral recipients(s) in the outreach materials. Additionally, the Crime Victims Services Team at GCC continues to hold quarterly meetings to bring public and private agencies together to discuss common issues, fostering a collaborative atmosphere to emphasize how each of the agencies can contribute to and support other groups to provide a higher level of service to victims of crime.

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

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

GCC has developed a monthly newsletter disseminated out on our website and through email notification to subscribers as of July 2022 and in the newsletter, notable activities at the grantee level are highlighted. During this reporting period, a county agency who receives funds from GCC's Crime Victim Services Committee Victims of Crime Act and Violence Against Women's Act funding have helped successfully build three programs to serve crime victims of their county. The three programs serve the community through a collaborative effort amongst law enforcement officers, victim's assistance advocates and non-uniform civilians. Chatham Domestic Violence and Sexual Assault Services receives survivor referrals from the Judicial System, the Department of Social Services, and in some cases from non-profit organizations. All staff is bilingual. They operate a 24-hour crisis hotline and advocate support in the courtroom. According to the program director, the most critical of services GCC funding has supported is for transportation and housing which allow survivors to escape their abusers. Additionally, COVID has caused many staff to redesign service delivery to include virtual therapy and support group sessions, victim app creation, and lodging costs and needs.

## **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**

The Governor's Crime Commission allows subrecipients to structure and prioritize the focus areas of the Commission and those of the Office for Victims of Crime. We primarily meet the federally mandated minimum allocations through the following GCC-identified priorities: Sexual Assault/Domestic Violence Victims Services, Child Advocacy Centers, and Underserved Crime Victims Services. The remaining priorities published in our 2022 VOCA Request for Applications include: Legal Services for Victims of Crime, Specialized Service Models/Multi-Agency Models, Victim Focused Violence Intervention which includes hospital-based violence intervention programs, community based violence intervention modes, and restorative justice programs, and Automated Victim Notification Services.

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

In addition to the conditions and regulations governing VOCA program eligibility, GCC requires all applicants seeking VOCA funding to submit a letter to their regional US Attorney to notify them of their agency's ability to provide resources to victims of crime. Additionally, an upload of the letter must be provided at the time of application for funding. Continuation projects must update regional US Attorney Letters and notifications at the minimum once per period of performance and additionally for any new projects. Programs must also identify an individual or individuals responsible for assisting crime victims with applying for victim's compensation. This covers the range of victimization that may cross state lines. This requirement is consistent with all VOCA applications and has not changed due to the COVID-19 pandemic.

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

In addition to the living restrictions and disruptions, the victim services field has faced unique and complex adjustments due to the continued COVID-19 Pandemic. GCC, along with our community partners have been challenged to become more creative with service provision, providing support and free resources and opportunities to connect with services, recognizing the need for remote work while continuing to serve victims. Emerging issues reported to GCC include challenges with technology, including barriers for victims seeking assistance through the criminal justice system. As technology continuously changes, legal issues surrounding victim services has become challenging to navigate. Other ongoing issues that remain services to address the intersection of substance use disorder and specific victimizations, a lack of housing for victims of human trafficking, a shortage of transitional housing, and providing resources to victims for long-term stability. Additionally, Statewide partners such as NCVAN experienced issues that continue to be exacerbated by the population of North Carolina growing rapidly with increased diversity and linguistic needs. The expansion of programs and services to meet the needs of this growing population is not yet rising to a level to sufficiently match the growing, unfaltering demand we anticipate, particularly with the recent budget cuts. The lack of expansion is resulting in overloading service providers who were already impacted by the stress of providing services during the pandemic. NCCASA reports similar identified issues particularly around service provider staff turnover/retention. The issue being fueled by the lack of adequate funding to pay direct service staff a living wage, including health care benefits. Also, the lack of affordable housing and decline in income continues to be an issue for survivors as well as staff that work at local programs across the state. NCCADV advises that they have identified similar issues. Domestic Violence agencies shared that they have been stretched thin with high staff turnover and on-boarding new staff, increased staff absences because of COVID-19 and other illnesses, and in general, operating during a time of increased service demand. In addition, they advise an emerging issue that has been discussed by domestic violence service providers is the significant cuts in funding and the delays in receiving awarded funding in a timely manner. NCHTC has identified a trend in Trafficking and exploitation through the internet having significantly increased in minors. Turnover in program staff and law enforcement has decreased the number of trained responders across the state. Vital programs approved to conduct 24/7 response to victim hotline referrals have closed, leaving a large gap that is not filled by domestic violence / rape crisis centers. A more recent identified trend identified by NCCASA is the Board of Directors misunderstanding their role with the organization and fiduciary responsibilities to the local agencies. Connected to this is the lack of support/resources from Board of Directors when on-boarding new leadership (Executive Directors). The lack of dependable broadband infrastructure can be crippling to victims in need of services during the pandemic as experienced by CACNC. They report that COVID has continued to present issues during this reporting year and while telehealth services were helpful in many areas of NC broadband is not readily available making service provision via telehealth impossible. With many services being provided via telehealth due to safety/health risks, those in areas without adequate coverage find it even harder to access needed care. Often these areas are the already rural areas of the state where services such as medical and mental health care is already limited.

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

As illustrated in more detail above, due to COVID-19 staff needs and stress levels have increased which in turn increases agencies' needs to support staff and retain employees. COVID and other economic factors have in tandem increased need for services, and service provider workloads, and in conjunction have increased staff retention and turnover as service provider staff are being affected by the same economic hardships and trauma without the stable and increasing income to ensure security and consistency. Some agencies have reported a lack of ability to continue servicing victims and have had to adjust/change implementing agencies. Also, Due to increased reductions in VOCA funding, there were projects/staff funded by projects that were not able to be funded.

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

Prospective subrecipients are notified of funding availability through a variety of means, for example GCC has reached out to US Tribal Organizations as well as other underserved communities including Hispanic organizations and LGBTQ organizations virtually and in person, and had meetings and presentations at conferences/virtual task force meetings to collaborate regarding projects, needs, and available funding. Annually, GCC publishes updated Requests for Applications to the website, in addition to making this information available at the annual Grant Writing and Grant Award workshops. Statewide coalitions and agencies also receive notification of funding availability to share with local agencies across the state. These coalitions include the NC Coalition Against Domestic Violence, the NC Coalition Against Sexual Assault, the NC Human Trafficking Commission, Child Advocacy Centers of NC, and the NC Victim Assistance Network. These agencies are well-connected to local programs across the state. Additionally, current and previous subrecipients receive notifications through email regarding the availability of VOCA funding. GCC has regular planning meetings regarding subrecipient outreach and other methods for publicizing victim assistance funding and have begun to utilize social media more actively on LinkedIn and with the monthly newsletter, The Gist. The Crime Victim Services Advisory Group, whose members may belong to various local and statewide agencies, also refers interested entities to GCC for information on funding and the application process.

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

Prospective subrecipients are notified of funding availability through a variety of means, for example GCC has reached out to US Tribal Organizations as well as other underserved communities including Hispanic organizations and LGBTQ organizations virtually and in person, and had meetings and presentations at conferences/virtual task force meetings to collaborate regarding projects, needs, and available funding. Annually, GCC publishes updated Requests for Applications to the website, in addition to making this information available at the annual Grant Writing and Grant Award workshops. Statewide coalitions and agencies also receive notification of funding availability to share with local agencies across the state. These coalitions include the NC Coalition Against Domestic Violence, the NC Coalition Against Sexual Assault, the NC Human Trafficking Commission, Child Advocacy Centers of NC, and the NC Victim Assistance Network. These agencies are well-connected to local programs across the state. Additionally, current and previous subrecipients receive notifications through email regarding the availability of VOCA funding. GCC has regular planning meetings regarding subrecipient outreach and other methods for publicizing victim assistance funding and have begun to utilize social media more actively on LinkedIn and with the monthly newsletter, The Gist. The Crime Victim Services Advisory Group, whose members may belong to various local and statewide agencies, also refers interested entities to GCC for information on funding and the application process.

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

COVID-19 continues to create challenges to service providers trying to serve those in need, while also meeting the health and safety needs of clients and staff. This pandemic, creates a critical need to ensure that victims seeking justice and healing, can access services safely and affectively. GCC maintains a close working relationship with local and statewide agencies, in efforts to inform them of our funding priorities and to give insight to the gaps in services through progress reporting, grant monitoring, outreach, and other assessment-based approaches. These approaches may be in collaboration with other funding sources. Through this collaboration, GCC is able to identify resources that may be used to support agencies in providing uninterrupted services to the crime victim population. Where available, the GCC may provide funding to agencies during the funding period that may identify increased needs for services or require emergency funding. Examples of this may be agencies in areas of the state that are impacted by adverse weather events (such as hurricane flooding). Where possible, GCC provides reverted or unallocated funding in off-cycle grants to support agencies' ability provide continuous funding to those victimized by crime. GCC has also prioritized ensuring available recipient grant extensions across multiple VOCA funding years are applied for where possible to respond to gaps in services and critical needs identified as they emerge during the reporting period.

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

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

Outcome measures include data reported to the Office for Victims of Crime through the quarterly and annual PMT reporting measures. Additionally, many funded programs have public-facing reports on the number of crime victims served and the amount of funding devoted to victims of crime throughout the state. Service and funding gaps are additionally reported in addition to program priorities and the results of the funding decisions made by the Commission yearly.