

# PR Annual State Performance Report

## Victim Assistance Formula Grant Program

Reporting Period: [Oct 1, 2022 to Sept 30, 2023]

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

OVC VOCA Assistance Funds					
	2019-V2-GX-0022	2020-V2-GX-0035	2021-15POVC-21-GG-00595-ASSI	2022-15POVC-22-GG-00798-ASSI	2023-15POVC-23-GG-00462-ASSI
<b>Federal Award Amount</b>	\$22,669,661.00	\$16,524,540.00	\$10,213,676.00	\$13,684,986.00	\$12,669,225.00
<b>Total Amount of Subawards</b>	\$22,321,979.00	\$15,865,446.00	\$8,448,318.00	\$5,330,830.00	\$0.00
<b>Total Number of Subawards</b>	104	78	52	34	0
<b>Administrative Funds Amount</b>	\$80,000.00	\$660,982.00	\$408,547.00	\$547,399.00	\$0.00
<b>Training Funds Amount</b>	\$8,000.00	\$12,000.00	\$102,136.00	\$136,850.00	\$0.00
<b>Balance Remaining</b>	\$259,682.00	(\$13,888.00)	\$1,254,675.00	\$7,669,907.00	\$12,669,225.00

Subgrantee Organization Type					
<small>The total number of subgrantees represents all subgrantees 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	2019-V2-GX-0022	2020-V2-GX-0035	2021-15POVC-21-GG-00595-ASSI	2022-15POVC-22-GG-00798-ASSI	2023-15POVC-23-GG-00462-ASSI
<b>Government Agencies Only</b>	<b>26</b>	<b>18</b>	<b>15</b>	<b>7</b>	<b>0</b>
Corrections	1	1	0	1	0
Courts	0	0	0	0	0
Juvenile Justice	0	0	0	0	0
Law Enforcement	1	0	0	0	0
Prosecutor	1	1	0	0	0
Other	23	16	15	6	0
<b>Nonprofit Organization Only</b>	<b>76</b>	<b>58</b>	<b>37</b>	<b>26</b>	<b>0</b>
Child Abuse Service organization (e.g., child advocacy center)	20	21	14	9	0
Coalition (e.g., state domestic violence or sexual assault coalition)	0	0	0	0	0
Domestic and Family Violence Organization	28	18	10	7	0
Faith-based Organization	8	7	5	4	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	4	2	2	3	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	6	4	2	1	0
Sexual Assault Services organization (e.g., rape crisis center)	0	0	0	0	0
Multiservice agency	8	5	4	0	0
Other	2	1	0	2	0
<b>Federally Recognized Tribal Governments, Agencies, and Organizations Only</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>
Child Abuse Service organization (e.g., child advocacy center)	0	0	0	0	0
Court	0	0	0	0	0
Domestic and Family Violence organization	1	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	1	1	0	1	0
Prosecutor	0	0	0	0	0
Sexual Assault Services organization (e.g., rape crisis center)	0	0	0	0	0
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>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
Campus-based victims services	0	1	0	0	0

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

Law enforcement	0	0	0	0	0
Physical or mental health service program	0	0	0	0	0
Other	0	0	0	0	0
<b>Total Number of Subawards</b>	<b>104</b>	<b>78</b>	<b>52</b>	<b>34</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> <small>A single SAR can select multiple purposes. Numbers are not unique</small>					
	2019-V2-GX-0022	2020-V2-GX-0035	2021-15POVC-21-GG-00595-ASSI	2022-15POVC-22-GG-00798-ASSI	2023-15POVC-23-GG-00462-ASSI
A. Continue a VOCA-funded victim project funded in a previous year	99	78	51	30	0
B. Expand or enhance an existing project not funded by VOCA in the previous year	1	1	1	5	0
C. Start up a new victim services project	5	0	0	1	0
D. Start up a new <b>Native American</b> victim services project	0	0	0	0	0
E. Expand or enhance an existing <b>Native American</b> project	0	0	0	0	0

<b>VOCA and Match Funds</b> <small>A single SAR can select multiple service types. Numbers are not unique</small>					
	2019-V2-GX-0022	2020-V2-GX-0035	2021-15POVC-21-GG-00595-ASSI	2022-15POVC-22-GG-00798-ASSI	2023-15POVC-23-GG-00462-ASSI
A.INFORMATION & REFERRAL	86	59	36	28	0
B.PERSONAL ADVOCACY/ACCOMPANIMENT	73	50	33	26	0
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	95	65	44	33	0
D.SHELTER/HOUSING SERVICES	52	34	26	19	0
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	55	36	21	25	0
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	104	78	52	34	0

<b>Priority and Underserved Requirements</b>					
Priority Area	2019-V2-GX-0022	2020-V2-GX-0035	2021-15POVC-21-GG-00595-ASSI	2022-15POVC-22-GG-00798-ASSI	2023-15POVC-23-GG-00462-ASSI
<b>Child Abuse</b>					
Total Amount	\$6,229,476.00	\$6,188,745.00	\$3,979,146.00	\$1,661,521.00	\$0.00
% of Total Federal Award	27.00 %	37.00 %	39.00 %	12.00 %	
<b>Domestic and Family Violence</b>					
Total Amount	\$9,840,519.00	\$6,403,083.00	\$2,765,037.00	\$2,058,524.00	\$0.00
% of Total Federal Award	43.00 %	39.00 %	27.00 %	15.00 %	
<b>Sexual Assault</b>					
Total Amount	\$1,898,064.00	\$1,148,964.00	\$282,679.00	\$543,306.00	\$0.00
% of Total Federal Award	8.00 %	7.00 %	3.00 %	4.00 %	
<b>Underserved</b>					
Total Amount	\$4,214,116.00	\$2,124,654.00	\$1,421,456.00	\$958,106.00	\$0.00
% of Total Federal Award	19.00 %	13.00 %	14.00 %	7.00 %	

<b>Budget and Staffing</b>					
Staffing Information	2019-V2-GX-0022	2020-V2-GX-0035	2021-15POVC-21-GG-00595-ASSI	2022-15POVC-22-GG-00798-ASSI	2023-15POVC-23-GG-00462-ASSI
Total number of paid staff for all subgrantee victimization program and/or services	552582	688	4673	439	
Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	1211266	769437	271704	242633	
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	6043	772	149	280	
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	408206	214339	71665	26057	

## AGGREGATED SUBGRANTEE PERFORMANCE MEASURE DATA

<b>Victimization Type</b>						
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)	42	422	278	260	356	329

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

Adult Sexual Assault	54	175	176	137	169	164
Adults Sexually Abused/Assaulted as Children	46	341	222	114	119	199
Arson	17	12	6	12	15	11
Bullying (Verbal, Cyber or Physical)	41	308	194	229	225	239
Burglary	18	96	83	74	43	74
Child Physical Abuse or Neglect	80	596	564	616	520	574
Child Pornography	28	1	5	9	7	5
Child Sexual Abuse/Assault	60	558	859	641	469	631
Domestic and/or Family Violence	91	7163	6257	7099	6223	6685
DUI/DWI Incidents	19	40	34	53	37	41
Elder Abuse or Neglect	44	728	552	630	615	631
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)	16	3	5	0	1	2
Human Trafficking: Labor	25	0	0	0	1	0
Human Trafficking: Sex	26	2	1	3	2	2
Identity Theft/Fraud/Financial Crime	19	170	98	109	74	112
Kidnapping (non-custodial)	15	10	8	7	5	7
Kidnapping (custodial)	7	0	2	1	3	1
Mass Violence (Domestic/International)	13	4	3	6	72	21
Other Vehicular Victimization (e.g., Hit and Run)	22	102	108	124	165	124
Robbery	30	207	141	136	70	138
Stalking/Harassment	33	245	197	202	175	204
Survivors of Homicide Victims	33	308	317	339	260	306
Teen Dating Victimization	20	13	16	12	16	14
Terrorism (Domestic/International)	11	1	0	0	0	0
Other	13	3593	4084	3706	2465	3462

## 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	23	13	5	21	245
Homeless	208	159	152	175	3021
Immigrants/Refugees/Asylum Seekers	326	230	143	144	1511
LGBTQ	63	144	78	85	1097
Veterans	17	6	4	10	142
Victims with Disabilities: Cognitive/ Physical /Mental	572	448	422	433	6834
Victims with Limited English Proficiency	727	1111	647	886	13220
Other	1455	45	24	42	2161

## General Award Information

Activities Conducted at the Subgrantee Level	Number	Percent
Total number of individuals who received services during the Fiscal Year.	52127	
Total number of anonymous contacts who received services during the Fiscal Year	560	
Number of new individuals who received services from your state for the first time during the Fiscal Year.	23910	45.87 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?	5460	10.47 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.	2969	

## Demographics

Demographic Characteristic of New Individuals Served	Number	Percent
<b>Race/Ethnicity</b>		
American Indian or Alaska Native	16	0.07 %
Asian	7	0.03 %
Black or African American	158	0.66 %
Hispanic or Latino	16628	69.54 %
Native Hawaiian or Other Pacific Islander	33	0.14 %
White Non-Latino or Caucasian	137	0.57 %
Some Other Race	16	0.07 %
Multiple Races	181	0.76 %
Not Reported	5374	22.48 %
Not Tracked	1360	5.69 %
<b>Race/Ethnicity Total</b>	<b>23910</b>	

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

Gender Identity		
Male		6202 25.94 %
Female		16346 68.36 %
Other		29 0.12 %
Not Reported		960 4.02 %
Not Tracked		373 1.56 %
<b>Gender Total</b>		<b>23910</b>
Age		
Age 0- 12		2891 12.09 %
Age 13- 17		1895 7.93 %
Age 18- 24		1766 7.39 %
Age 25- 59		9161 38.31 %
Age 60 and Older		3107 12.99 %
Not Reported		2476 10.36 %
Not Tracked		2614 10.93 %
<b>Age Total</b>		<b>23910</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	48	33402	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	23892
			A2. Information about victim rights, how to obtain notifications, etc.	22627
			A3. Referral to other victim service programs	4248
			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	9560
B. Personal Advocacy/ Accompaniment	38	4956	Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	1047
			B2. Victim advocacy/accompaniment to medical forensic exam	173
			B3. Law enforcement interview advocacy/accompaniment	2197
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	2362
			B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	192
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	240
			B7. Intervention with employer, creditor, landlord, or academic institution	958
			B8. Child or dependent care assistance (includes coordination of services)	27635
			B9. Transportation assistance (includes coordination of services)	5335
			B10. Interpreter services	273
C. Emotional Support or Safety Services	69	15660	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	8084
			C2. Hotline/crisis line counseling	6137
			C3. On-scene crisis response (e.g., community crisis response)	1429
			C4. Individual counseling	28469
			C5. Support groups (facilitated or peer)	5269
			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	20033
			C7. Emergency financial assistance	903
D. Shelter/ Housing Services	39	2440	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	9041
			D2. Transitional housing	5458
			D3. Relocation assistance (includes assistance with obtaining housing)	479
E. Criminal/ Civil Justice System Assistance	30	20891	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	13040
			E2. Victim impact statement assistance	883
			E3. Assistance with restitution	124
			E4. Civil legal assistance in obtaining protection or restraining order	6049
			E5. Civil legal assistance with family law issues	3914
			E6. Other emergency justice-related assistance	1735
			E7. Immigration assistance	527
E8. Prosecution interview advocacy/accompaniment	5660			

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

	E9. Law enforcement interview advocacy/accompaniment	1540
	E10. Criminal advocacy/accompaniment	10327
	E11. Other legal advice and/or counsel	11463

**ANNUAL QUESTIONS**

Grantee Annually Reported Questions	Count
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	0
No	1
Number of requests received for education activities during the reporting period.	0
Number of people trained or attending education events during the reporting period.	0
Number of events conducted during the reporting period.	0
<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>	
N/A	
<b>Describe any planning or training events held during the reporting period.</b>	
N/A	
<b>Describe any program policies changed during the reporting period.</b>	
During the reporting period, the grant played a pivotal role in fostering effective coordination activities across various stakeholders. Sub-recipient actively engaged with other service providers, forming strategic partnerships to maximize the impact of the grant. This collaborative approach facilitated seamless information exchange, resource sharing, and joint initiatives. Additionally, Sub-recipients established strong ties with law enforcement agencies to enhance the overall effectiveness of our programs. The grant support served as a catalyst for building a cohesive network, ensuring a comprehensive and coordinated effort to address the challenges and objectives outlined in the grant proposal.	
<b>Describe any earned media coverage events/episodes during the reporting period.</b>	
Throughout the reporting period, Recipient and sub-recipient efforts garnered significant attention from various media outlets, resulting in several earned media coverage events and episodes. Notable highlights include features in prominent newspapers, television broadcasts, and online platforms. These media engagements focused on showcasing the impact of our initiatives, highlighting success stories, and raising awareness about the issues addressed by the project. The earned media coverage not only contributed to increasing public awareness but also bolstered our organization's credibility and influence. We and our sub-recipients actively monitored and tracked media mentions to assess the reach and effectiveness of our communication strategies, ensuring that our message reached diverse audiences and resonated with key stakeholders.	
<b>Describe any coordinated responses/services for assisting crime victims during the reporting period.</b>	
Throughout the reporting period, sub-recipients actively coordinated responses and services dedicated to assisting crime victims. Their multidisciplinary approach involved collaboration with various agencies and service providers to offer comprehensive support to those affected by crime. This included immediate crisis intervention, counseling services, legal assistance, and referrals to appropriate resources. Sub-recipients facilitated partnerships with law enforcement agencies, victim advocacy groups, and healthcare providers to ensure a seamless and holistic response. Regular training sessions and workshops were conducted to enhance the capacity of our team and partner organizations in delivering trauma-informed care. Additionally, implemented outreach programs to proactively identify and reach out to victims, ensuring that they were aware of the available support services. The coordinated efforts during this period not only aimed at addressing the immediate needs of crime victims but also focused on long-term recovery and empowerment. By working collaboratively, we aimed to create a supportive ecosystem that facilitated healing, resilience, and a sense of justice for those impacted by crime.	
<b>Please discuss the major issues in your state that either assist or prevent victims from receiving assistance during the reporting period.</b>	
During the reporting period in Puerto Rico, several factors influenced the provision of assistance to crime victims, both positively and negatively. One of the significant challenges was the aftermath of natural disasters, such as hurricanes, which not only posed direct threats to individuals' safety but also exacerbated existing vulnerabilities. Infrastructure damage, displacement, and limited access to resources hindered the prompt and effective delivery of victim assistance services. On the positive side, community resilience and solidarity played a crucial role. Local organizations and grassroots efforts actively collaborated to provide support to victims. However, limited resources and strained public services posed obstacles to meeting the increasing demand for assistance. The economic challenges faced by the island also affected the availability of resources for victim services, making it essential to navigate a complex landscape of needs and priorities. Additionally, the unique cultural and linguistic context of Puerto Rico highlighted the importance of culturally sensitive and bilingual services. Organizations that recognized and addressed these factors were better equipped to assist victims effectively. In summary, while challenges persisted, collaborative efforts, community resilience, and culturally informed approaches provided essential foundations for assisting victims in Puerto Rico during the reporting period. Addressing the root causes of these challenges and building on community strengths are essential components of ongoing efforts to enhance victim assistance services in the region.	
<b>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.</b>	
During the reporting period, our agency and sub-recipients implemented a multifaceted strategy to promote the coordination of public and private efforts within the community to support crime victims. One key initiative was the establishment of collaborative partnerships with local businesses, non-profit organizations, government agencies, and community leaders. These partnerships were forged to create a network of support, ensuring a unified and comprehensive approach to assisting crime victims. The State, Recipient, and Sub-recipients work with regular community forums and roundtable discussions, bringing together representatives from various sectors to share insights, resources, and expertise. These forums served as platforms for fostering communication, identifying gaps in services, and collectively developing solutions to address the diverse needs of crime victims. Public awareness campaigns were another integral component of our strategy. By leveraging both traditional and digital media platforms, we disseminated information about available victim services, prevention strategies, and community resources. This not only raised awareness but also encouraged collaboration among community members and private entities willing to contribute to the welfare of crime victims. Overall, our agency's commitment to fostering collaboration among public and private entities within the community significantly strengthened the collective response to crime victim assistance during the reporting period.	
<b>Please describe any notable activities at the grantee level during the reporting period that improved delivery of victim services.</b>	
Throughout the reporting period, our organization undertook several notable activities at the grantee level, aiming to enhance the delivery of victim services and elevate the overall impact of our programs. One key initiative involved a comprehensive review and refinement of our service delivery model. This process included assessing the evolving needs of crime victims, analyzing feedback from beneficiaries, and incorporating best practices in victim services. To improve accessibility, we implemented technological solutions, such as online portals and helplines, ensuring that victims could easily access information, support, and resources. This initiative streamlined the intake process, making it more efficient and user-friendly for those seeking assistance. In response to identified gaps in services, we expanded our outreach efforts through targeted community engagement programs. These initiatives involved collaborating with local community leaders, faith-based organizations, and cultural groups to ensure that victim services were tailored to the specific needs and sensitivities of diverse populations. Professional development was prioritized during the reporting period, with ongoing training programs for our staff and partner organizations. These sessions covered topics such as taking the DOJ Financial Management and the latest advancements in victim services. This investment in skill development aimed to ensure that our team was well-equipped to provide the highest quality of administration and care to crime victims. Additionally, we initiated a robust data collection and evaluation system to monitor the effectiveness of our services continually. This data-driven approach allowed us to identify trends, measure outcomes, and make informed adjustments to our programs, ensuring a dynamic and responsive victim services framework. Overall, these activities at the grantee level underscore our commitment to continuous improvement and innovation, with the ultimate goal of delivering victim services that are compassionate, effective, and aligned with the evolving needs of the communities we serve.	
<b>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</b>	

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

During the reporting period in Puerto Rico, VOCA funds have been strategically allocated to address the diverse needs of crime victims, with a specific focus on key priorities, including child abuse, domestic assault, sexual assault, and underserved populations. Child Abuse: VOCA funds were utilized to support specialized programs and services dedicated to child victims of abuse. This included funding for counseling services, therapeutic interventions, and educational programs aimed at addressing child abuse. Collaborative efforts were made with local child advocacy centers and healthcare providers to create a comprehensive support system for child victims and their families. Domestic Assault: Resources from VOCA were directed towards strengthening services for victims of domestic assault. This involved funding for emergency shelters, legal assistance, counseling, and advocacy programs tailored to the unique needs of survivors of domestic violence. Collaborations were established with law enforcement agencies and legal aid organizations to ensure a coordinated response and comprehensive assistance for victims of domestic assault. Sexual Assault: VOCA funds played a crucial role in enhancing services for victims of sexual assault. This encompassed funding for specialized trauma-informed counseling, forensic examinations, and support groups for survivors. Training initiatives for healthcare professionals, law enforcement, and legal service providers were prioritized to improve the overall response to sexual assault cases and ensure a survivor-centered approach. Underserved Populations: Recognizing the unique challenges faced by underserved populations, VOCA funds were allocated to outreach programs targeting these communities. This involved partnerships with community-based organizations, cultural competency training for service providers, and tailored victim services to address the specific needs of these populations. Language-accessible services and culturally sensitive approaches were emphasized to break down barriers and ensure equitable access to support services. Throughout these efforts, ongoing collaboration with local organizations, government agencies, and community leaders remained a cornerstone, fostering a coordinated and holistic approach to victim assistance in Puerto Rico. The strategic allocation of VOCA funds aimed to create a more resilient and supportive environment for crime victims across these priority areas.

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

Throughout the reporting period, our organization needs to implement better-targeted and comprehensive efforts to serve victims of federal crime. Recognizing the unique challenges and complexities associated with federal cases, we prioritized several key initiatives: Specialized Support Services: Tailored victim services were developed but still need to address the specific needs arising from federal crimes. This included allocating resources for specialized counseling, legal advocacy, and support groups, ensuring that victims received comprehensive and empathetic care. Collaboration with Federal Agencies: Strong partnerships were forged with federal law enforcement agencies and legal entities involved in handling federal cases. This collaboration facilitated seamless information sharing, coordination of services, and joint efforts to support victims throughout the legal process. Enhanced Victim Advocacy: Victim advocates were specifically trained to navigate the federal criminal justice system, providing informed guidance to victims at every stage. This included assistance with navigating court procedures, understanding legal rights, and accessing federal victim compensation programs. Increased Outreach and Education: Outreach initiatives need to be intensified to raise awareness about available services for victims of federal crime. This involved collaborating with federal agencies to disseminate information, conduct educational workshops, and ensure that victims were aware of their rights and the support available to them. Legal Assistance: Recognizing the potential legal complexities of federal cases, still we need resources allocated for legal assistance. This included supporting victims through court proceedings, connecting them with pro bono legal services, and advocating for their rights within the federal legal system. These efforts are based on effort but still need to be collectively aimed to create a supportive and responsive ecosystem for victims of federal crime. By combining specialized services, collaboration with federal agencies, and targeted outreach, our organization endeavored to ensure that victims received the care, support, and resources needed to navigate the unique challenges associated with federal cases.

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

Throughout the reporting period in Puerto Rico, several emerging issues and notable trends have influenced the landscape of crime victim services: Natural Disaster Impact: The aftermath of natural disasters, such as hurricanes, has continued to pose significant challenges to crime victim services. The impact includes increased vulnerability, displacement, and a heightened need for trauma-informed care as communities grapple with the dual challenges of crime victimization and disaster recovery. Economic Strain: Economic challenges on the island have amplified the demand for victim services. Limited resources, financial strain, and unemployment have contributed to stressors affecting crime rates, placing additional pressure on support services for victims. Technological Accessibility: The importance of technological solutions in providing victim services has become increasingly evident. There has been a notable trend toward leveraging digital platforms for outreach, counseling, and information dissemination, ensuring services remain accessible despite potential physical or logistical barriers. Community Resilience Initiatives: The emergence of community-led resilience initiatives has positively impacted crime victim services. Grassroots efforts and community-based organizations have played a crucial role in providing support, raising awareness, and fostering a sense of solidarity among victims. Cultural Competency: A growing recognition of the importance of cultural competency in victim services has been observed. Tailoring services to the unique cultural context of Puerto Rico, including language accessibility and sensitivity to cultural nuances, has become a priority in ensuring effective and inclusive support. Collaborative Partnerships: The reporting period has seen an increasing emphasis on collaborative partnerships among various stakeholders. Enhanced coordination between law enforcement, healthcare providers, non-profit organizations, and governmental agencies has strengthened the overall response to crime victim services. Mental Health Focus: A notable trend involves an increased focus on mental health support for crime victims. Recognizing the long-term impact of trauma, there has been a concerted effort to expand mental health services, including counseling and therapy, to address the emotional well-being of victims. These emerging issues and trends underscore the dynamic nature of crime victim services in Puerto Rico. Adapting to these challenges while capitalizing on community strengths and collaborative efforts remains a key strategy in ensuring the effective delivery of victim services.

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

During the reporting period, our victim assistance program faced challenges related to staffing retention, primarily influenced by salary disparities and workforce migrations. Several factors contributed to these issues: Salary Disparities: The program encountered difficulties in retaining experienced staff due to salary disparities. In some instances, compensation packages were not competitive compared to other sectors or organizations offering similar roles. This resulted in talented professionals seeking higher-paying opportunities elsewhere, impacting the program's ability to maintain a stable and experienced workforce. Cost of Living Considerations: The overall cost of living in Puerto Rico, combined with economic challenges, presented difficulties in offering salary packages that aligned with the needs and expectations of staff. Staff members may have faced financial pressures, influencing decisions to explore opportunities with higher earning potential, especially if they were navigating personal or family financial responsibilities. Workforce Migrations: The island experienced a trend of workforce migrations, where professionals sought opportunities on the mainland or in other regions with perceived better economic conditions. This trend contributed to a talent drain, making it challenging to retain skilled staff members who might have considered migration for personal or career growth reasons. Impact of Economic Factors: Economic challenges faced by Puerto Rico during the reporting period, including the aftermath of natural disasters, may have influenced the program's ability to allocate resources to competitive salaries. Economic instability can create uncertainties and may prompt staff members to explore options that offer greater financial security. Competitive Job Market: The competitive job market, coupled with increased demand for professionals in victim assistance and related fields, created an environment where employees had a plethora of opportunities to choose from. This heightened competition made it imperative for the program to address not only salary concerns but also overall job satisfaction and professional development. To mitigate these staffing retention challenges, our program actively explores strategies to enhance compensation structures, advocate for competitive salaries within budget constraints, and implement measures to improve overall job satisfaction. Additionally, efforts are needed to be made to create a supportive work environment, offering professional growth opportunities and acknowledging the valuable contributions of the team to foster a sense of loyalty and commitment.

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

During the reporting period, our state implemented a comprehensive and strategic process to publicize victim assistance funding for services to victims of crime. The goal was to ensure transparency, promote accessibility, and encourage community engagement in the utilization of available resources. The key components of our state's publicizing process included: Multi-Channel Communication: Utilizing a diverse range of communication channels, including traditional and digital media, to reach a broad audience. This involved press releases, official websites, social media platforms, and collaboration with local news outlets to maximize the visibility of victim assistance funding. Collaboration with Community Partners: Engaging in partnerships with community-based organizations, non-profits, and advocacy groups to amplify the reach of our messaging. Collaborative efforts facilitated the dissemination of information through established community networks, ensuring that victim assistance services were widely known and accessible. Cultural Competency in Outreach: Recognizing the cultural diversity within our territory, efforts were made to ensure cultural competency in outreach materials. This included translating information into two languages, incorporating culturally relevant visuals, and tailoring messages to resonate with various communities. Public Events and Workshops: Hosting public events, workshops, and town hall meetings to directly engage with the community. These gatherings served as platforms to share information about available victim assistance funding, answer questions, and address concerns, fostering a direct line of communication with the public. Online Portals and Resources: Creating user-friendly online portals and resources that provided comprehensive information about victim assistance funding, eligibility criteria, and how individuals and organizations could access support. This digital approach aimed to enhance accessibility, especially for those who preferred online channels for information. By employing this multi-faceted approach, our territory aimed to create a well-informed, engaged, and empowered community with access to the victim assistance services funded during the reporting period.

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

During the reporting period, the Puerto Rico Department of Justice implemented targeted strategies to direct funding toward sub-recipients with new and underserved populations, ensuring that victim assistance services reached those who historically may have faced barriers in accessing support. The following approaches were employed to achieve this goal: Needs Assessment and Data Analysis: During the monitoring process, we could validate how sub-recipients are conducting comprehensive needs assessments and data analyses to identify gaps in existing services and to pinpoint populations that may be underserved. This involved collaborating with community organizations, conducting surveys, and leveraging data to understand the unique needs of different groups. Community Engagement and Partnerships: Sub-recipients are actively engaging with underserved communities through partnerships with community-based organizations, faith-based groups, and cultural centers. Building trust and collaborating with local entities allowed for more targeted outreach and the development of services that directly addressed the needs of these populations. Language Accessibility: Sub-recipients are working to ensure language accessibility in all communications and services to accommodate diverse linguistic backgrounds. This involved providing information, resources, and support in two main languages to eliminate language barriers and enhance the inclusivity of victim assistance services. Outreach Campaigns: Sub-recipients are moving to launching targeted outreach campaigns to raise awareness about available services within underserved populations. This included utilizing various communication channels, such as community events, social media, and local media outlets, to disseminate information and encourage engagement. Flexible Funding Allocation: PRDOJ is implementing a flexible funding allocation model that allows for responsiveness to emerging needs within underserved populations. This approach enables the adaptation of services based on the evolving landscape, and statistics and ensures that funding is directed where it is most needed. By employing these strategies, the Puerto Rico Department of Justice aimed to proactively address the needs of new and underserved populations, ensuring that victim assistance funding is not only accessible but also responsive to the diverse and evolving needs of the community during the reporting period.

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

During the reporting period, our Sub-recipient's victim assistance program demonstrated a proactive and dynamic approach to responding to gaps in services. Several key strategies were employed to identify, assess, and address these gaps, ensuring that the needs of crime victims were met effectively: Needs Assessments: Sub-recipients conduct regular needs assessments to systematically identify gaps in victim services. This involved soliciting feedback from service recipients, collaborating with community partners, and analyzing data to understand emerging trends and evolving needs. Stakeholder Collaboration: Establishing strong collaborations with stakeholders, law enforcement agencies, healthcare providers, and legal entities. Regular communication and collaboration with these partners allowed us to gather valuable insights and collectively address gaps in services. Community Input and Feedback Mechanisms: Sub-recipients implement mechanisms to gather input and feedback directly from the community. This included organizing community forums, surveys, and feedback sessions to understand the lived experiences of crime victims and identify specific areas where services may be lacking. Data-Driven Decision-Making: PRDOJ Utilizing data analytics from the PMT and reporting tools to identify patterns, gaps, and areas for improvement. Data-driven decision-making allowed us to pinpoint specific service gaps, assess the effectiveness of existing programs, and allocate resources strategically. Flexibility in Funding Allocation: PRDOJ maintains flexibility in funding allocation to allow for swift responses to identified gaps. This involved adjusting budget allocations, redirecting resources, and prioritizing initiatives that directly addressed the identified service gaps. Innovation and Program Expansion: PRDOJ is looking each year to encourage innovation in program design and expansion to meet evolving needs. This might involve piloting new services, incorporating technology to enhance accessibility, or expanding existing programs to cover underserved areas or populations. Responsive Policy Development: PRDOJ is looking forward to our sub-recipients engaging in responsive policy development to address systemic issues contributing to service gaps. Advocacy for policy changes, collaboration with policymakers, and active participation in relevant forums allowed us to contribute to the creation of a more supportive framework for victim services. By adopting these strategies, our sub-recipient's victim assistance program demonstrated a commitment to continuous improvement and adaptability. The goal was to ensure that victims of crime received comprehensive and timely support, even in the face of emerging challenges or gaps in service provision during the reporting period.

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

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

In Puerto Rico, during the reporting period, our sub-recipients and PRDOJ monitoring process diligently reported several key outcome measures to the governor, legislature, and other relevant state entities. These measures were carefully selected to provide a comprehensive assessment of the sub-recipients program's impact on crime victims and the community. The reported outcome measures included: Service Utilization Rates: Tracking the sub-recipients number of individuals in the PMT reports who utilized victim assistance services, including counseling, legal support, and other resources. This measure provided insights into the reach and effectiveness of the program in addressing the diverse needs of crime victims. Client Satisfaction Surveys: Sub-recipients conducting client satisfaction surveys to gather feedback on the quality and effectiveness of services provided. The responses from crime victims helped assess the program's success in meeting their expectations, identifying areas for improvement, and ensuring client-centered services. Case Resolution Rates: Monitoring the resolution rates of cases involving victim assistance services. This measure gauged the program's impact on facilitating the resolution of cases, seeking justice for victims, and contributing to positive legal outcomes. Community Awareness and Engagement: Sub-recipients report on efforts to raise awareness about victim assistance services within the community. Metrics included the reach of public awareness campaigns, community participation in events, and the overall engagement of the public with available resources. Collaboration and Partnership Metrics: Sub-recipients documenting the extent and effectiveness of collaborations with external stakeholders, including law enforcement agencies, community organizations, and other service providers. This measure highlighted the program's success in building a collaborative ecosystem to support crime victims. Economic Impact Assessment: Assessing the economic impact of sub-recipients services, including the cost-effectiveness of programs and the overall contribution to the community's well-being. This measure provided insights into the program's efficiency in utilizing resources. These outcome measures collectively provided a comprehensive overview of the program's achievements, challenges, and contributions during the reporting period. By reporting these metrics to state entities, our victim assistance program aimed to demonstrate accountability, transparency, and a commitment to continuous improvement in serving crime victims and the community.