

Office for Victims of Crime
Victim Compensation Formula Grant Program
Annual Performance Measures Report
October 01, 2019 - September 30, 2020

GRANTEE INFORMATION

ORGANIZATION NAME: Connecticut Judicial Branch
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POPULATION DEMOGRAPHICS

1. Number of people for whom an application was made for victim compensation benefits during the reporting period.
- Q1: Oct-Dec 2019:
 Q2: Jan-Mar 2020:
 Q3: Apr-Jun 2020:
 Q4: Jul-Sep 2020:
 Annual:
2. Number of victims whose victimization is the basis for the application.
- Q1: Oct-Dec 2019:
 Q2: Jan-Mar 2020:
 Q3: Apr-Jun 2020:
 Q4: Jul-Sep 2020:
 Annual:

3. Victim Demographics		Number of Victims				
Population	Q1	Q2	Q3	Q4	Annual	
A. RACE/ETHNICITY						
American Indian or Alaska Native	1	6	0	0	7	
Asian	4	5	2	9	20	
Black or African American	62	65	28	70	225	
Hispanic or Latino	74	107	39	61	281	
Native Hawaiian or Other Pacific Islander	0	0	0	0	0	
White Non-Latino or Caucasian	103	115	53	89	360	
Some Other Race	6	2	1	4	13	
Multiple Races	9	4	10	11	34	
Not Reported	102	99	19	47	267	
Not Tracked	0	0	0	0	0	
Race/Ethnicity Total	361	403	152	291	1207	
B. GENDER						
Male	109	121	47	94	371	
Female	205	243	84	183	715	
Not Reported	47	39	21	14	121	
Not Tracked	0	0	0	0	0	
Gender Total	361	403	152	291	1207	
C. AGE						
Age 0- 12	77	85	18	38	218	
Age 13- 17	38	45	11	25	119	
Age 18- 24	48	57	18	43	166	
Age 25- 59	178	209	92	169	648	
Age 60 and Older	19	5	12	15	51	
Not Reported	1	2	1	1	5	
Not Tracked	0	0	0	0	0	
Age Total	361	403	152	291	1207	

PERFORMANCE MEASURES

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

Q1: Oct-Dec 2019:

Victims and indirect victims generally count as separate applications

Q2: Jan-Mar 2020:

Victims and indirect victims generally count as separate applications

Q3: Apr-Jun 2020:

Victims and indirect victims generally count as separate applications

Q4: Jul-Sep 2020:

Victims and indirect victims generally count as separate applications

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

Q1: Oct-Dec 2019:

Q2: Jan-Mar 2020:

Q3: Apr-Jun 2020:

Q4: Jul-Sep 2020:

Annual:

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

Q1: Oct-Dec 2019:

Q2: Jan-Mar 2020:

Q3: Apr-Jun 2020:

Q4: Jul-Sep 2020:

Annual:

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

Q1: Oct-Dec 2019:

Q2: Jan-Mar 2020:

Q3: Apr-Jun 2020:

Q4: Jul-Sep 2020:

Annual:

Reason(s) for denial or close status applicable for the reporting period:

Population	Number of Victims				
	Q1	Q2	Q3	Q4	Annual
A. Application not filed within time limit	8	15	4	13	40
B. Failure to report to police	2	2	1	2	7
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	12	11	4	14	41
D. Incomplete information	0	0	0	0	0
E. Contributory misconduct	12	14	2	6	34
F. Ineligible crime	10	6	3	14	33
G. Ineligible application	16	17	2	15	50
Other	0	0	0	0	0

Denial explanation:

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

Q1: Oct-Dec 2019: Not applicable to my state's process

Q2: Jan-Mar 2020: Not applicable to my state's process

Q3: Apr-Jun 2020: Not applicable to my state's process

Q4: Jul-Sep 2020: Not applicable to my state's process

Annual:

Victim Compensation Formula Grant Program - October 01, 2019 - September 30, 2020

PAYMENT STATISTICS BY CRIME TYPE Qtr:1

TYPES OF CRIME	EXPENSE TYPES PAID (in dollars)											TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE						
	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	100	\$ 0	\$ 0	\$ 65,419	\$ 0	\$ 162,958	\$ 35,054	NA	\$ 272		\$ 131	\$ 0	\$ 263,833	0	91	0	0	0
Burglary																		
Child Physical Abuse/Neglect	10	\$ 0	\$ 0	\$ 0	\$ 0	\$ 49	\$ 4,425	NA	\$ 0		\$ 0	\$ 0	\$ 4,474	0	5		0	NA
Child Pornography																		
Child Sexual Abuse	66	\$ 0	\$ 0	\$ 1,307	\$ 0	\$ 5,276	\$ 51,350	NA	\$ 0	NA	\$ 52	\$ 0	\$ 57,984	0	22		0	NA
DUI/DWI	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 7,099	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 7,099	NA	0	NA	NA	NA
Fraud/Financial Crimes																		
Homicide	64	\$ 1,000	\$ 0	\$ 106,207	\$ 140,124	\$ 125	\$ 6,892	NA	\$ 0		\$ 4,934	\$ 0	\$ 259,282	0	17	0	0	3
Human Trafficking	2	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 450	NA	\$ 0		\$ 0	\$ 0	\$ 450	0	0	0	0	NA
Kidnapping																		
Other Vehicular Crimes																		
Robbery	3	\$ 0	\$ 0	\$ 1,945	\$ 0	\$ 2,395	\$ 175	NA	\$ 0		\$ 0	\$ 0	\$ 4,515	0	0	0	0	NA
Sexual Assault	39	\$ 0	\$ 0	\$ 949	\$ 0	\$ 5,112	\$ 20,933	NA	\$ 0	NA	\$ 211	\$ 0	\$ 27,205	NA	13	0	0	NA
Stalking																		
Terrorism																		
Total	285	\$ 1,000	\$ 0	\$ 175,828	\$ 140,124	\$ 183,014	\$ 119,277	NA	\$ 272	NA	\$ 5,328	\$ 0	\$ 624,842	0	148	0	0	3

You added "Other" crime types: Child Witness to Domestic Violence - 1 paid claim \$145.50 Medical/Dental and \$345.00 Mental Health Counseling

Victim Compensation Formula Grant Program - October 01, 2019 - September 30, 2020

PAYMENT STATISTICS BY CRIME TYPE Qtr:2

TYPES OF CRIME	EXPENSE TYPES PAID (in dollars)												TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE					
	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	115	\$ 600	\$ 0	\$ 36,670	\$ 0	\$ 121,934	\$ 24,615	NA	\$ 216		\$ 2,232	\$ 0	\$ 186,268	0	109	2	1	0
Burglary	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 883	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 883	0	1	0	0	NA
Child Physical Abuse/Neglect	7	\$ 0	\$ 0	\$ 0	\$ 0	\$ 3,205	\$ 3,306	NA	\$ 0		\$ 0	\$ 0	\$ 6,511	0	6		0	NA
Child Pornography																		
Child Sexual Abuse	61	\$ 0	\$ 0	\$ 2,539	\$ 0	\$ 2,945	\$ 37,477	NA	\$ 208	NA	\$ 1,220	\$ 0	\$ 44,388	0	35		0	NA
DUI/DWI	3	\$ 0	\$ 0	\$ 3,598	\$ 0	\$ 910	\$ 5,055	NA	\$ 0		\$ 0	\$ 0	\$ 9,563	NA	0	NA	NA	NA
Fraud/Financial Crimes																		
Homicide	77	\$ 0	\$ 0	\$ 207,635	\$ 83,669	\$ 0	\$ 8,321	NA	\$ 0		\$ 3,114	\$ 0	\$ 302,739	0	25	0	0	1
Human Trafficking	4	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 9,763	NA	\$ 0		\$ 0	\$ 0	\$ 9,763	0	0	0	0	NA
Kidnapping																		
Other Vehicular Crimes																		
Robbery	6	\$ 0	\$ 0	\$ 5,020	\$ 0	\$ 868	\$ 2,211	NA	\$ 0		\$ 0	\$ 0	\$ 8,099	0	1	0	0	NA
Sexual Assault	38	\$ 0	\$ 0	\$ 733	\$ 0	\$ 18,951	\$ 21,586	NA	\$ 0	NA	\$ 887	\$ 0	\$ 42,158	0	9	2	0	NA
Stalking	2	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,330	NA	\$ 0		\$ 0	\$ 0	\$ 1,330	0	1	0	0	NA
Terrorism																		
Total	314	\$ 600	\$ 0	\$ 256,195	\$ 83,669	\$ 149,696	\$ 113,664	NA	\$ 424	NA	\$ 7,455	\$ 0	\$ 611,704	0	187	4	1	1

You added "Other" crime types: Child Witness to Domestic Violence - 5 paid claims \$2,758.31 for mental health counseling

Victim Compensation Formula Grant Program - October 01, 2019 - September 30, 2020

PAYMENT STATISTICS BY CRIME TYPE Qtr:3

TYPES OF CRIME	EXPENSE TYPES PAID (in dollars)												TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE					
	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	32	\$ 114	\$ 0	\$ 2,453	\$ 0	\$ 14,569	\$ 5,686	NA	\$ 180		\$ 115	\$ 0	\$ 23,117	0	24	0	1	0
Burglary																		
Child Physical Abuse/Neglect	2	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 322	NA	\$ 0		\$ 0	\$ 0	\$ 322	0	1		0	NA
Child Pornography																		
Child Sexual Abuse	26	\$ 0	\$ 0	\$ 439	\$ 0	\$ 4,562	\$ 15,342	NA	\$ 0	NA	\$ 0	\$ 0	\$ 20,343	0	16		0	NA
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	22	\$ 1,000	\$ 0	\$ 10,221	\$ 71,247	\$ 0	\$ 2,356	NA	\$ 0		\$ 0	\$ 0	\$ 84,824	0	5	0	0	0
Human Trafficking	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 865	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 865	0	0	0	0	NA
Kidnapping																		
Other Vehicular Crimes																		
Robbery																		
Sexual Assault	12	\$ 0	\$ 0	\$ 0	\$ 0	\$ 124	\$ 9,336	NA	\$ 0	NA	\$ 0	\$ 0	\$ 9,459	0	1	0	0	NA
Stalking																		
Terrorism																		
Total	95	\$ 1,114	\$ 0	\$ 13,113	\$ 71,247	\$ 20,120	\$ 33,042	NA	\$ 180	NA	\$ 115	\$ 0	\$ 138,930	0	47	0	1	0

You added "Other" crime types: Child Witness to Domestic Violence - 2 paid claims \$580 for Medical and Mental Health Counseling Expenses

Victim Compensation Formula Grant Program - October 01, 2019 - September 30, 2020

PAYMENT STATISTICS BY CRIME TYPE Qtr:4

TYPES OF CRIME	EXPENSE TYPES PAID (in dollars)												TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE					
	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	99	\$ 765	\$ 0	\$ 50,602	\$ 0	\$ 132,167	\$ 21,625	NA	\$ 729		\$ 0	\$ 0	\$ 205,889	0	70	0	0	0
Burglary	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 715	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 715	0	0	0	0	NA
Child Physical Abuse/Neglect	6	\$ 0	\$ 0	\$ 0	\$ 0	\$ 3,459	\$ 5,007	NA	\$ 0		\$ 0	\$ 0	\$ 8,466	0	5		0	NA
Child Pornography																		
Child Sexual Abuse	58	\$ 0	\$ 0	\$ 4,168	\$ 0	\$ 23,772	\$ 67,476	NA	\$ 0	NA	\$ 617	\$ 0	\$ 96,034	0	18		0	NA
DUI/DWI	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 3,808	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 3,808	0	0	NA	NA	NA
Fraud/Financial Crimes																		
Homicide	61	\$ 0	\$ 0	\$ 37,934	\$ 136,542	\$ 0	\$ 14,430	NA	\$ 0		\$ 2,969	\$ 0	\$ 191,875	0	15	0	0	3
Human Trafficking	3	\$ 0	\$ 0	\$ 0	\$ 0	\$ 314	\$ 250	NA	\$ 0		\$ 0	\$ 0	\$ 564	0	0	0	0	NA
Kidnapping																		
Other Vehicular Crimes	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 4,804	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 4,804	0	0	0	0	NA
Robbery	2	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,850	NA	\$ 0		\$ 0	\$ 0	\$ 1,850	0	0	0	0	NA
Sexual Assault	40	\$ 0	\$ 0	\$ 886	\$ 0	\$ 8,242	\$ 16,425	NA	\$ 0	NA	\$ 6	\$ 0	\$ 25,558	0	18	0	0	NA
Stalking	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 950	NA	\$ 0		\$ 0	\$ 0	\$ 950	0	1	0	0	NA
Terrorism																		
Total	273	\$ 765	\$ 0	\$ 93,591	\$ 136,542	\$ 177,281	\$ 128,013	NA	\$ 729	NA	\$ 3,591	\$ 0	\$ 540,512	0	127	0	0	3

You added "Other" crime types: Child Witness to Domestic Violence - 5 paid claims \$1,870.75 for Mental Health Counseling

Victim Compensation Formula Grant Program - October 01, 2019 - September 30, 2020

PAYMENT STATISTICS BY CRIME TYPE - Aggregated

TYPES OF CRIME	EXPENSE TYPES PAID (in dollars)											TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE						
	Total Number of Applications Paid During the Reporting Period	Crime Scene Clean Up	Dependent Care	Economic Support	Funeral Burial	Medical/Dental (except mental health)	Mental Health	Relocation	Replacement Services	Sexual Assault Forensic Exams	Travel	Other (please explain)	Total Paid for this Crime Type	Number of Applications Related to Bullying that were Paid During the Reporting Period	Number of Applications Related to Domestic and Family Violence that were Paid During the Reporting Period	Number of Applications Related to Elder Abuse/Neglect that were Paid During the Reporting Period	Number of Applications Related to Hate Crimes that were Paid During the Reporting Period	Number of Applications Related to Mass Violence that were Paid During the Reporting Period
Arson																		
Assault	346	\$ 1,479	\$ 0	\$ 155,145	\$ 0	\$ 431,628	\$ 86,980	NA	\$ 1,397		\$ 2,478	\$ 0	\$ 679,107	0	294	2	2	0
Burglary	2	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,598	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 1,598	0	1	0	0	NA
Child Physical Abuse/Neglect	25	\$ 0	\$ 0	\$ 0	\$ 0	\$ 6,714	\$ 13,060	NA	\$ 0		\$ 0	\$ 0	\$ 19,774	0	17		0	NA
Child Pornography																		
Child Sexual Abuse	211	\$ 0	\$ 0	\$ 8,454	\$ 0	\$ 36,554	\$ 171,644	NA	\$ 208	NA	\$ 1,889	\$ 0	\$ 218,749	0	91		0	NA
DUI/DWI	5	\$ 0	\$ 0	\$ 3,598	\$ 0	\$ 11,817	\$ 5,055	NA	\$ 0		\$ 0	\$ 0	\$ 20,470	0	0	NA	NA	NA
Fraud/Financial Crimes																		
Homicide	224	\$ 2,000	\$ 0	\$ 361,997	\$ 431,582	\$ 125	\$ 31,999	NA	\$ 0		\$ 11,017	\$ 0	\$ 838,720	0	62	0	0	7
Human Trafficking	10	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,179	\$ 10,463	NA	\$ 0		\$ 0	\$ 0	\$ 11,641	0	0	0	0	NA
Kidnapping																		
Other Vehicular Crimes	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 4,804	\$ 0	NA	\$ 0		\$ 0	\$ 0	\$ 4,804	0	0	0	0	NA
Robbery	11	\$ 0	\$ 0	\$ 6,966	\$ 0	\$ 3,263	\$ 4,236	NA	\$ 0		\$ 0	\$ 0	\$ 14,464	0	1	0	0	NA
Sexual Assault	129	\$ 0	\$ 0	\$ 2,568	\$ 0	\$ 32,429	\$ 68,279	NA	\$ 0	NA	\$ 1,104	\$ 0	\$ 104,380	0	41	2	0	NA
Stalking	3	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 2,280	NA	\$ 0		\$ 0	\$ 0	\$ 2,280	0	2	0	0	NA
Terrorism																		
Total	967	\$ 3,479	\$ 0	\$ 538,727	\$ 431,582	\$ 530,111	\$ 393,996	NA	\$ 1,605	NA	\$ 16,488	\$ 0	\$ 1,915,988	0	509	4	2	7

NARRATIVE QUESTIONS

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

The State of Connecticut Office of Victim Services (OVS) Victim Compensation Program experienced a 16.2% decrease in the number of new applications received during FFY 2020 compared to FFY 2019. The decrease is due primarily to the impact of the COVID-19 pandemic which resulted in stay-at-home orders in March 2020 and the partial shutdown of Judicial Branch operations as well as the many service providers that inform or assist victims in applying for victim compensation. OVS had been experiencing an increase in the number of applications received prior to the COVID-19 pandemic. Claims received for the period of October 1, 2019 – February 29, 2020 reflected an increase of over 11% compared to the same period in FFY 2019. However, for the period of March 1, 2020 – September 30, 2020, OVS experienced a decrease of over 34% in the number of claims received compared to the same period in FFY 2019. The low point was in April and May 2020 when claims received were 70% lower than April and May 2019. As stay-at-home orders were lifted, the number of claims received has steadily increased each month since June 2020.

2. **The average length of time to process an application for claim eligibility for compensation**

Count days from time of receipt of application to decision. 124

Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. The office clerk verifies that all applications have been signed and that the application is not a duplicate application. The clerk enters the application into the claims processing database, and will send a letter of acknowledgement to the claimant or representing attorney. The claims examiners develop each claim received by requesting information from the claimant or representing attorney, law enforcement agencies, employers, and service providers to ensure that eligibility for victim compensation is met. The claims examiner will follow-up on each file to review if OVS received the requested information. If the requested information has not been received, the claims examiner will continue requesting the information. If there is no response after the fourth and final request, the claims examiner will seek the information from the claimant or representing attorney. Once all the needed information is received, the claims examiner recommends a determination on the compensability of the claim. The recommendations are: Approved with Pay (met eligibility criteria and there are compensable expenses), Approved without Pay (met eligibility criteria but there are no compensable expenses at the point of decision) or Non-Compensable (claim does not meet eligibility criteria). For recommendations of Approved with Pay, the claims examiner also recommends the amount of compensation to be awarded for the expenses and losses that were submitted by the claimant. A claims supervisor, victim services supervisor, or OVS s Judicial Legal Counsel reviews the eligibility recommendation, expenses, and losses to ensure that relevant policies and statutes were followed. If additional information is needed, the file will be returned to the claims examiner. If the claim has all the needed information, a written decision is forwarded to the claimant or representing attorney. The claims supervisor or victim services supervisor reviews all claims for potential recovery opportunities. Claimants awarded compensation who may receive future civil settlements will receive a letter indicating the amount owed to satisfy OVS s recovery rights. If there is a pending criminal case, the claims supervisor or victim services supervisor will register with CT SAVIN for notification to receive criminal case notifications. Once the case is disposed, and if probation is ordered, OVS will review the case to determine if restitution is a condition of probation. If restitution is a condition of probation, and OVS made a payment(s), OVS will contact the probation officer requesting that if any restitution is paid, an account will be created for OVS to receive any restitution payments.

3. **Does your state have a victim satisfaction survey?**

Yes

A. Number of victim satisfaction surveys distributed during the reporting period. 995

B. Number of victim satisfaction surveys completed during the reporting period. 100

C. Number of surveys that indicated satisfaction with the victim compensation program during the reporting period. 99

4. **Please describe any emerging/major issues or notable trends that were encountered in your state that had an impact on your program's ability to meet the needs of crime victims during the reporting period.**

Due to the COVID-19 pandemic, the Connecticut Judicial Branch implemented social distancing protocols as a strategic effort to minimize possible exposure to COVID-19 beginning in March 2020. These protocols included reducing staffing levels and hours of operations in courthouses and all administrative offices including the OVS Compensation Unit. Due to the confidentiality of compensation claim files and the claims processing database, OVS compensation staff were not able to work remotely from home, impacting the ability of the Unit to process application claims. During this report period, OVS Compensation Unit staffing was impacted as follows: From March 19, 2020, through May 25, 2020, the compensation unit operated 3 days per week with reduced hours, with 3 to 4 compensation staff members working in the office processing claims and payments. From May 26, 2020, through June 12, 2020, the compensation unit increased operations to 5 days per week with normal business hours with 50% of staff working in the office. Effective September 8, 2020, the compensation unit increased operations to 100% of staff working in the office. For the period of reduced staffing (March through September 2020), the average claims processing time increased by 20 days compared to the same time in the prior report period. Payments continued to be processed on a weekly basis during the period of reduced staffing and hours.

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

OVS assists victims of federal crime if they meet our eligibility criteria. OVS works closely with the Connecticut FBI Victim Specialist and the U.S. Department of Justice Victim-Witness Coordinator to coordinate benefits and to obtain crime information for victims of federal crimes.

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

OVS continues to conduct outreach with police departments reiterating the importance of obtaining timely police information in order to determine eligibility of applications for victim compensation. For example, in the city from which OVS receives the most applications, the office works directly with one detective regarding homicide cases. In many instances, the detective forwards the police information before the application is received, allowing OVS to expedite the decision on the application so that the funeral expense reimbursement can be processed on a timely basis.

7. **Please describe in detail ways in which your state used VOCA Administrative funds and the impact of these funds on the state's ability to improve victim compensation services during the reporting period.**

VOCA Administrative funds were used to send compensation program administrators to the 2019 national training conference for VOCA Administrators. The conference provided opportunities for networking, information sharing, and the ability to learn new practices and ideas in the area of compensation claims processing. VOCA Administrative funds were also used to purchase file cabinets to provide additional storage for compensation claim files.

8. **Were there any laws, initiatives, or policy changes in your state regarding victim compensation during the reporting period? If yes, please briefly describe them and their impact.**

During the report period, there were no legislative changes impacting the OVS Crime Victim Compensation Program. During the report period, the OVS Crime Victim Compensation Program made one policy change that allowed OVS to consider lock, door, or window repair/replacement, and costs for alarm systems as reimbursable expenses for Emotional Injury claims, when documentation is received that supports the need for these expenses.

9. **Please describe system-coordination efforts with prosecutors, law enforcement, courts, U.S. attorneys' offices, tribal systems, State VOCA Victim Assistance Coordinator, or other key personnel within the criminal justice system in your state to reduce barriers to victims who may apply to receive victim compensation.**

OVS Compensation staff work closely with OVS court-based Victim Services Advocates to obtain crime information, when necessary, and/or court proceedings dates, from the State's Attorney's office. OVS court-based Victim Services Advocates are also required to attend a yearly Compensation 101 Training so they work more effectively with crime victims to help them to access OVS benefits by assisting them with completing the OVS Compensation Application. OVS contacts law enforcement agencies yearly to confirm that we have their most updated contact information. We also send them a list of our current forms/publications to confirm they have our most recent information and ask them what forms/publications they need. OVS staff also teaches a four-hour program at Connecticut municipal and state police department training academies.

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

New and current VOCA Victim Assistance-funded contractor staff attended trainings on the OVS Compensation Program during this time period. Trainings were held at our office and also at several VOCA-funded agencies. Materials related to the Compensation Program were distributed at all trainings. Due to the COVID-19 pandemic, all in-person trainings scheduled for March and April were cancelled. OVS began providing virtual trainings in September, and provided trainings to VOCA-funded contractor staff. Throughout this time period, materials on the Compensation Program continued to be distributed to the agencies. During hospital trainings conducted by the program manager for the OVS Sexual Assault Forensic Examiners Program, compensation brochures were distributed to hospital staff with their presentation materials, and additional brochures and posters were left to be displayed in their respective emergency departments. OVS ran public service announcements about the victim compensation program during the second quarter of this reporting period. The announcements aired in English and in Spanish on radio stations throughout Connecticut. PSAs for the fourth quarter of the reporting period were not disseminated as a result of the coronavirus pandemic.

11. **Please list any other outcome measure(s) that are reported to the governor, legislature, or other state entity that have not been reported in this submission. Provide the actual measure(s). The data may be reported separately in your progress report.**

There are no additional outcome measures that have not already been reported in this submission.

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

None