

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

**GRANTEE INFORMATION**

ORGANIZATION NAME: Missouri Department of Public Safety

POC NAME: Connie Berhorst

POC EMAIL: connie.berhorst@dps.mo.gov

POC PHONE: (771) 771-2771

**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

Population	Number of Victims				
	Q1	Q2	Q3	Q4	Annual
<b>A. RACE/ETHNICITY</b>					
American Indian or Alaska Native	5	1	0	4	10
Asian	4	2	2	2	10
Black or African American	184	186	171	279	820
Hispanic or Latino	8	9	13	14	44
Native Hawaiian or Other Pacific Islander	0	0	0	1	1
White Non-Latino or Caucasian	195	188	132	173	688
Some Other Race	2	3	0	1	6
Multiple Races	11	3	1	11	26
Not Reported	9	8	8	14	39
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	418	400	327	499	1644
<b>B. GENDER</b>					
Male	224	215	201	306	946
Female	190	183	120	188	681
Not Reported	4	2	6	5	17
Not Tracked	0	0	0	0	0
Gender Total	418	400	327	499	1644
<b>C. AGE</b>					
Age 0- 12	16	15	18	18	67
Age 13- 17	27	14	14	19	74
Age 18- 24	65	76	64	107	312
Age 25- 59	288	268	212	328	1096
Age 60 and Older	21	25	17	25	88
Not Reported	1	2	2	2	7
Not Tracked	0	0	0	0	0
Age Total	418	400	327	499	1644

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	24	13	5	7	49
B. Failure to report to police	5	8	3	4	20
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	54	13	38	17	122
D. Incomplete information	263	145	229	178	815
E. Contributory misconduct	40	30	46	31	147
F. Ineligible crime	42	24	25	14	105
G. Ineligible application	55	27	36	42	160
Other	84	55	56	27	222

Denial explanation:

Qtr 1: 1-Reimbursement By Collateral Source-Restitution; 1-False Reporting/Police Report; 8-Not A Qualified Claimant-Death Claim; 2-Victim Deceased; 5-Reimbursement By Collateral Source/Medicaid or Medicare; 25-Reimbursement By Collateral Source/Insurance Programs; 2-No Minimum Loss/Reimbursed By Insurance; 15-No Minimum Loss/Reimbursed by Medicare/Medicaid; 2-No Minimum Loss/Reimbursed by Workers' Compensation; 7-Bills Not Crime Related; 6-Pending Auto Insurance; 1-Lost Wages Cannot be Considered; 6-No Minimum Loss; 1-Victim Not Employed on Date of Crime; 2-Victim Currently Incarcerated

Qtr 2: 1-Application Withdrawn; 2-Lost wages not considered because of info that was received by from your treating physician; 1-Claimant Deceased; 2-No Minimum Loss/Restitution; 7-Not a Qualified Claimant (death claim); 1-Not a Qualified Claimant (statutory definition of claimant not met); 13-Reimbursement by Collateral Source/Medicaid or Medicare; 9-Reimbursement by Collateral Source/Insurance Programs; 2-No Minimum Loss/Reimbursed by Insurance; 11-No Minimum Loss/Reimbursed by Medicare/Medicaid; 1-Bills Not Crime Related; 1-Pending Auto Insurance; 1-No Out of Pocke Loss. CVC does not award lump sum settlements; 3-Victim Currently Incarcerated

Qtr 3: 1-Application Withdrawn; 1-Crime Not Compensable Under Missouri Law/Chapter 595; 4-Not a Qualified Claimant-Death Claim; 4-Not a Qualified Claimant; 7-Reimbursement by Collateral Source/Medicaid or Medicare; 15-Reimbursement by Collateral Source/Insurance Programs; 2-No Minimum Loss/Reimbursed by Insurance; 12-No Minimum Loss/Reimbursed by Medicare/Medicaid; 4-No Minimum Loss/Reimbursed by Workers' Compensation; 2-Bills Submitted Not Crime Related; 1-Pending Auto Insurance; 2-No Minimum Loss; 1-Victim Not Employed on Date of Crime

Qtr 4: 1-claim was closed per request of victim, 1-other collateral source, 2-claimant did not suffer out of pocket loss (restitution), 1- Not a Qualified Claimant per our statute, 2-victim deceased, 1- other collateral source (medicaid/medicare), 13-other collateral source (Insurance Programs), 4-no out of pocket loss (medicare/medicaid), 1-needs to file workers compensation, 1-no out of pocket loss

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

Q1: Oct-Dec 2019:	<input type="text" value="1,127"/>
Q2: Jan-Mar 2020:	<input type="text" value="1,040"/>
Q3: Apr-Jun 2020:	<input type="text" value="815"/>
Q4: Jul-Sep 2020:	<input type="text" value="1,007"/>
Annual:	<input type="text" value="3,989"/>

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	86	NA	NA	\$ 124,255	\$ 1,003	\$ 586,766	\$ 1,082	NA	NA		NA	\$ 0	\$ 713,105	0	19	0	0	0
Burglary																		
Child Physical Abuse/Neglect																		
Child Pornography																		
Child Sexual Abuse	1	NA	NA	\$ 0	\$ 0	\$ 358	\$ 0	NA	NA	\$ 113,172	NA	\$ 0	\$ 113,530	0	0		0	0
DUI/DWI	2	NA	NA	\$ 0	\$ 0	\$ 9,546	\$ 0	NA	NA		NA	\$ 0	\$ 9,546	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	67	NA	NA	\$ 30,000	\$ 243,966	\$ 25,601	\$ 674	NA	NA		NA	\$ 735	\$ 300,975	0	0	0	0	0
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	2	NA	NA	\$ 0	\$ 4,618	\$ 1,010	\$ 0	NA	NA		NA	\$ 0	\$ 5,628	0	0	0	0	0
Robbery	6	NA	NA	\$ 26,520	\$ 2,447	\$ 9,101	\$ 40	NA	NA		NA	\$ 0	\$ 38,108	0	0	0	0	0
Sexual Assault	13	NA	NA	\$ 602	\$ 0	\$ 36,548	\$ 2,937	NA	NA	\$ 151,390	NA	\$ 0	\$ 191,476	0	0	0	0	0
Stalking																		
Terrorism																		
<b>Total</b>	<b>177</b>	<b>NA</b>	<b>NA</b>	<b>\$ 181,376</b>	<b>\$ 252,033</b>	<b>\$ 668,929</b>	<b>\$ 4,732</b>	<b>NA</b>	<b>NA</b>	<b>\$ 264,562</b>	<b>NA</b>	<b>\$ 735</b>	<b>\$ 1,372,368</b>	<b>0</b>	<b>19</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* Other expense explanations

Homicide Attorney Fees - \$735.00

You added "Other" crime types: Attempted Murder - \$8,329.33 (medical) - 1 application

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	161	NA	NA	\$ 284,483	\$ 5,000	\$ 952,146	\$ 7,076	NA	NA		NA	\$ 3,750	\$ 1,252,456	0	34	0	0	0
Burglary																		
Child Physical Abuse/Neglect	3	NA	NA	\$ 0	\$ 0	\$ 1,671	\$ 1,513	NA	NA		NA	\$ 0	\$ 3,184	0	0		0	0
Child Pornography																		
Child Sexual Abuse	3	NA	NA	\$ 0	\$ 0	\$ 821	\$ 2,994	NA	NA	\$ 0	NA	\$ 0	\$ 3,815	0	0		0	0
DUI/DWI	5	NA	NA	\$ 0	\$ 3,767	\$ 57,445	\$ 1,100	NA	NA		NA	\$ 0	\$ 62,313	0	0		0	0
Fraud/Financial Crimes																		
Homicide	134	NA	NA	\$ 130,000	\$ 497,268	\$ 4,166	\$ 0	NA	NA		NA	\$ 430	\$ 631,863	0	0		0	0
Human Trafficking	1	NA	NA	\$ 0	\$ 0	\$ 682	\$ 0	NA	NA		NA	\$ 0	\$ 682	0	0		0	0
Kidnapping																		
Other Vehicular Crimes	13	NA	NA	\$ 960	\$ 16,708	\$ 58,394	\$ 0	NA	NA		NA	\$ 0	\$ 76,062	0	0		0	0
Robbery	17	NA	NA	\$ 0	\$ 5,000	\$ 59,312	\$ 820	NA	NA		NA	\$ 0	\$ 65,132	0	0		0	0
Sexual Assault	7	NA	NA	\$ 8,635	\$ 0	\$ 5,452	\$ 2,190	NA	NA	\$ 0	NA	\$ 0	\$ 16,277	0	0		0	0
Stalking																		
Terrorism																		
<b>Total</b>	<b>344</b>	<b>NA</b>	<b>NA</b>	<b>\$ 424,078</b>	<b>\$ 527,743</b>	<b>\$ 1,140,089</b>	<b>\$ 15,693</b>	<b>NA</b>	<b>NA</b>	<b>\$ 0</b>	<b>NA</b>	<b>\$ 4,180</b>	<b>\$ 2,111,783</b>	<b>0</b>	<b>34</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* Other expense explanations

Assault Attorney - 3750.00  
 Homicide Attorney - 429.25

You added "Other" crime types: Other Crimes Causing Injury - \$26,306.42

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	149	NA	NA	\$ 155,466	\$ 8,500	\$ 824,440	\$ 6,317	NA	NA		NA	\$ 0	\$ 994,723	0	42	0	0	0
Burglary																		
Child Physical Abuse/Neglect																		
Child Pornography																		
Child Sexual Abuse	3	NA	NA	\$ 0	\$ 0	\$ 3,313	\$ 412	NA	NA	\$ 116,633	NA	\$ 0	\$ 120,358	0	0	0	0	0
DUI/DWI	4	NA	NA	\$ 0	\$ 3,611	\$ 7,958	\$ 0	NA	NA		NA	\$ 0	\$ 11,569	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	114	NA	NA	\$ 107,941	\$ 396,555	\$ 0	\$ 599	NA	NA		NA	\$ 0	\$ 505,095	0	0	0	0	0
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	9	NA	NA	\$ 0	\$ 12,803	\$ 33,257	\$ 0	NA	NA		NA	\$ 0	\$ 46,060	0	0	0	0	0
Robbery	18	NA	NA	\$ 3,197	\$ 0	\$ 72,688	\$ 360	NA	NA		NA	\$ 0	\$ 76,245	0	0	0	0	0
Sexual Assault	9	NA	NA	\$ 7,520	\$ 0	\$ 13,843	\$ 6,501	NA	NA	\$ 87,767	NA	\$ 0	\$ 115,631	0	0	0	0	0
Stalking																		
Terrorism																		
<b>Total</b>	<b>306</b>	<b>NA</b>	<b>NA</b>	<b>\$ 274,124</b>	<b>\$ 421,469</b>	<b>\$ 955,500</b>	<b>\$ 14,189</b>	<b>NA</b>	<b>NA</b>	<b>\$ 204,400</b>	<b>NA</b>	<b>\$ 0</b>	<b>\$ 1,869,681</b>	<b>0</b>	<b>42</b>	<b>0</b>	<b>0</b>	<b>0</b>

You added "Other" crime types: Attempted Murder - \$5,000.00

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	180	NA	NA	\$ 170,431	\$ 8,322	\$ 1,130,864	\$ 12,669	NA	NA				\$ 1,322,286	0	36	0	0	0
Burglary																		
Child Physical Abuse/Neglect	1	NA	NA	NA	NA	NA	\$ 1,150	NA	NA				\$ 1,150	0	0		0	0
Child Pornography																		
Child Sexual Abuse	1	NA	NA	NA	NA	NA	\$ 210	NA	NA	NA	NA	NA	\$ 210	0	0		0	0
DUI/DWI	4	NA	NA	NA	\$ 7,137	\$ 5,601	\$ 500	NA	NA				\$ 13,238	0	0		0	0
Fraud/Financial Crimes																		
Homicide	109	NA	NA	\$ 31,667	\$ 416,778	\$ 20,850	NA	NA	NA				\$ 469,294	0	1		0	0
Human Trafficking																		
Kidnapping	1	NA	NA	NA	NA	\$ 218	\$ 3,258	NA	NA				\$ 3,476	0	0		0	0
Other Vehicular Crimes	10	NA	NA	\$ 1,140	\$ 17,680	\$ 53,138	NA	NA	NA			\$ 17	\$ 71,975	0	0		0	0
Robbery	14	NA	NA	\$ 53,650	NA	\$ 56,913	NA	NA	NA				\$ 110,563	0	0		0	0
Sexual Assault	15	NA	NA	\$ 4,240	NA	\$ 20,753	\$ 14,769	NA	NA	NA	NA	NA	\$ 39,762	0	0		0	0
Stalking	2	NA	NA	NA	NA	\$ 3,049	\$ 3,006	NA	NA				\$ 6,054	0	0		0	0
Terrorism																		
<b>Total</b>	<b>337</b>	<b>NA</b>	<b>NA</b>	<b>\$ 261,128</b>	<b>\$ 449,916</b>	<b>\$ 1,291,386</b>	<b>\$ 35,562</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>\$ 17</b>	<b>\$ 2,038,009</b>	<b>0</b>	<b>37</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* Other expense explanations  
Other Vehicular Crimes Attorney

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	576	NA	NA	\$ 734,635	\$ 22,825	\$ 3,494,216	\$ 27,144	NA	NA		NA	\$ 3,750	\$ 4,282,570	0	131	0	0	0
Burglary																		
Child Physical Abuse/Neglect	4	NA	NA	\$ 0	\$ 0	\$ 1,671	\$ 2,663	NA	NA		NA	\$ 0	\$ 4,334	0	0	0	0	0
Child Pornography																		
Child Sexual Abuse	8	NA	NA	\$ 0	\$ 0	\$ 4,492	\$ 3,615	NA	NA	\$ 229,805	NA	\$ 0	\$ 237,913	0	0	0	0	0
DUI/DWI	15	NA	NA	\$ 0	\$ 14,515	\$ 80,550	\$ 1,600	NA	NA		NA	\$ 0	\$ 96,665	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	424	NA	NA	\$ 299,607	\$ 1,554,566	\$ 50,617	\$ 1,273	NA	NA		NA	\$ 1,165	\$ 1,907,227	0	1	0	0	0
Human Trafficking	1	NA	NA	\$ 0	\$ 0	\$ 682	\$ 0	NA	NA		NA	\$ 0	\$ 682	0	0	0	0	0
Kidnapping	1	NA	NA	NA	NA	\$ 218	\$ 3,258	NA	NA		NA	NA	\$ 3,476	0	0	0	0	0
Other Vehicular Crimes	34	NA	NA	\$ 2,100	\$ 51,809	\$ 145,799	\$ 0	NA	NA		NA	\$ 17	\$ 199,725	0	0	0	0	0
Robbery	55	NA	NA	\$ 83,367	\$ 7,447	\$ 198,015	\$ 1,220	NA	NA		NA	\$ 0	\$ 290,049	0	0	0	0	0
Sexual Assault	44	NA	NA	\$ 20,997	\$ 0	\$ 76,596	\$ 26,397	NA	NA	\$ 239,157	NA	\$ 0	\$ 363,146	0	0	0	0	0
Stalking	2	NA	NA	NA	NA	\$ 3,049	\$ 3,006	NA	NA		NA	NA	\$ 6,054	0	0	0	0	0
Terrorism																		
<b>Total</b>	<b>1,164</b>	<b>NA</b>	<b>NA</b>	<b>\$ 1,140,706</b>	<b>\$ 1,651,161</b>	<b>\$ 4,055,904</b>	<b>\$ 70,175</b>	<b>NA</b>	<b>NA</b>	<b>\$ 468,962</b>	<b>NA</b>	<b>\$ 4,932</b>	<b>\$ 7,391,841</b>	<b>0</b>	<b>132</b>	<b>0</b>	<b>0</b>	<b>0</b>



## NARRATIVE QUESTIONS

1. **Please explain any significant change in the number of applications received during the reporting period.**  
The program has experienced and increase in the number of applications received during this reporting period. Two key factors that have contributed to the increase. The prevalence of violent crime in the two largest cities (St. Louis and Kansas City) is first and foremost. Secondly, the implementation of a targeted education and outreach plan to promote the program.
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. 198  
  
Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. Application Acceptance Application received & reviewed for completeness If complete, application is assigned to a caseworker & assigned a system-generated claim number Caseworker sends written correspondence the victim/claimant if any additional information/documentation is needed to proceed with processing Eligibility Determination Caseworker contacts law enforcement agency for a copy of the police report; conducts a Medicaid check (Medicaid is considered a collateral source and MO-CVC is a payer of last resort); contacts the prosecutor if an alleged offender s name is known (for outcome of the case and determine if restitution was ordered); contacts providers to verify actual out-of-pocket crime-related expenses (medical, funeral, counseling, loss of income/loss of support). Upon receipt of all requested supporting information/documentation, caseworker makes a recommendation approve or deny the claim and submits for supervisory approval Supervisory staff reviews the recommendation the file and makes the final eligibility determination
3. **Does your state have a victim satisfaction survey?**  
No
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.**  
There were no major issues or trends that impacted our program s ability to meet the needs of crime victims during this reporting period.
5. **Please describe in detail efforts taken to serve Victims of Federal Crime during the reporting period.**  
MO CVC has not had many victims of federal crime apply for compensation. The only way we know that a federal crime has occurred is if it is disclosed on the application as being reported to the Federal Bureau of Investigation (FBI). If it is disclosed, the CVC caseworker is to request an incident report from the FBI in either the U.S. Eastern District or U.S. Western District. CVC also works with the FBI on cases where Missouri residents have been victims of crime outside of the United States.
6. **Please describe any notable activities during the reporting period that improved the process of victim compensation services.**  
One notable activity during this reporting period to improve the process of victim compensation services was to allow victims and claimants to submit their applications online or fax them to our office. Victims still have the option of submitting them via regular mail if they do not have access to a computer or fax machine, however, claims must be received within the mandated two-year limit.
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.**  
The MO CVC did not utilize VOCA Administrative Funds during this reporting period.
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.**  
There were no laws, initiatives, or policy changes during the reporting period that directly impacted CVC. However, in August 2020 Missouri passed the Missouri Sexual Assault Survivor Bill of Rights. The legislation requires certain to be provided by a medical provider to a survivor prior to a forensic examination; and by a law enforcement officer to a survivor upon initial interaction. Section 595.201 of Missouri Revised Statute requires the following (12) Upon initial interaction with a survivor, a law enforcement officer shall provide the survivor with a document to be developed by the department of public safety that explains the rights of survivors, pursuant to this section, in clear language that is comprehensible to a person proficient in English at the fifth-grade level, accessible to persons with visual disabilities, and available in all major languages of the state. This document shall include .....(e) State and federal compensation funds for medical and other costs associated with the sexual assault and any municipal, state, or federal right to restitution for survivors in the event of a criminal trial...
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.**

MO CVC has collaborative relationships with the Missouri Office of Prosecuting Attorneys, in particular the Statewide Victim Advocate and individual circuits; law enforcement based advocates, records management/custodians, detectives and CEO s, local level victim advocates (both VOCA Assistance Grant funded and non-VOCA grant funded); and a variety of social service entities across the state. The culture of the victim assistance network in Missouri provide many opportunities for collaboration, networking and strategic planning for continuous improvement.

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

During this reporting period, despite the barriers of COVID, the CVC has conducted 15 presentations with approximately 200 attendees. The presentations are tailored to fit the needs of the audience (law enforcement, medical/counseling providers, funeral providers, advocates, social service workers and the faith-based community. Additionally, the MO CVC has developed numerous documents to educate key stakeholders and victims on the MO CVC processes and requirements.

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.**

The MO-CVC provides data upon request to the governor s office, the legislature, or other state entities. Due to the complexity of some of the data, MO-CVC takes care to ensure that any data shared is coupled with a clear explanation of the data, the processes, and assistance in interpretation.

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

No additional comments at this time.