

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

**GRANTEE INFORMATION**

ORGANIZATION NAME: Tennessee Treasury Department

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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

Population	Number of Victims				
	Q1	Q2	Q3	Q4	Annual
<b>A. RACE/ETHNICITY</b>					
American Indian or Alaska Native	0	2	3	5	10
Asian	4	5	0	1	10
Black or African American	331	270	193	315	1109
Hispanic or Latino	56	57	41	67	221
Native Hawaiian or Other Pacific Islander	0	0	0	0	0
White Non-Latino or Caucasian	211	208	145	202	766
Some Other Race	4	4	5	7	20
Multiple Races	18	25	18	24	85
Not Reported	42	39	24	55	160
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	666	610	429	676	2381
<b>B. GENDER</b>					
Male	352	304	223	337	1216
Female	273	275	185	287	1020
Not Reported	41	31	20	52	144
Not Tracked	0	0	1	0	1
Gender Total	666	610	429	676	2381
<b>C. AGE</b>					
Age 0- 12	65	86	70	87	308
Age 13- 17	50	51	47	53	201
Age 18- 24	101	122	68	114	405
Age 25- 59	384	305	205	382	1276
Age 60 and Older	42	28	26	25	121
Not Reported	24	18	13	15	70
Not Tracked	0	0	0	0	0
Age Total	666	610	429	676	2381

## 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	9	20	5	6	40
B. Failure to report to police	0	3	3	0	6
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	35	50	12	34	131
D. Incomplete information	53	59	31	47	190
E. Contributory misconduct	45	62	27	38	172
F. Ineligible crime	36	34	16	42	128
G. Ineligible application	37	60	21	16	134
Other	121	167	139	167	594

Denial explanation:

Qtr 1: During this period, 121 claims were administratively closed.

Qtr 2: During this period, 167 claims were administratively closed.

Qtr 3: During this period, 139 claims were closed administratively

Qtr 4: During this period, 167 claims were administratively closed.

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

Q1: Oct-Dec 2019:

Q2: Jan-Mar 2020:

Q3: Apr-Jun 2020:

Q4: Jul-Sep 2020:

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	152	\$ 664	NA	\$ 213,393	\$ 0	\$ 511,489	\$ 953	\$ 1,389	NA		\$ 0	\$ 0	\$ 727,888	NT	31	NT	0	0
Burglary																		
Child Physical Abuse/Neglect																		
Child Pornography																		
Child Sexual Abuse	548	\$ 0	NA	\$ 3,000	\$ 0	\$ 646	\$ 4,855	\$ 0	NA	\$ 432,284	\$ 0	\$ 175,500	\$ 616,285	NT	7		NT	0
DUI/DWI	10	\$ 0	NA	\$ 112,991	\$ 3,500	\$ 8,563	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 125,054	NT	0	NT	0	0
Fraud/Financial Crimes																		
Homicide	98	\$ 0	NA	\$ 364,011	\$ 269,818	\$ 0	\$ 4,129	\$ 0	NA		\$ 0	\$ 0	\$ 637,959	NT	7	NT	0	0
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	8	\$ 0	NA	\$ 0	\$ 0	\$ 31,626	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 31,626	NT	1	NT	0	0
Robbery	40	\$ 0	NA	\$ 63,750	\$ 0	\$ 191,777	\$ 1,350	\$ 75	NA		\$ 0	\$ 0	\$ 256,952	NT	0	NT	0	0
Sexual Assault	413	\$ 0	NA	\$ 473	\$ 0	\$ 299	\$ 864	\$ 5,307	NA	\$ 333,418	\$ 0	\$ 73,000	\$ 413,361	NT	5	NT	0	0
Stalking																		
Terrorism																		
<b>Total</b>	<b>1,269</b>	<b>\$ 664</b>	<b>NA</b>	<b>\$ 757,619</b>	<b>\$ 273,319</b>	<b>\$ 744,399</b>	<b>\$ 12,151</b>	<b>\$ 6,771</b>	<b>NA</b>	<b>\$ 765,701</b>	<b>\$ 0</b>	<b>\$ 248,500</b>	<b>\$ 2,809,124</b>	<b>NT</b>	<b>51</b>	<b>NT</b>	<b>0</b>	<b>0</b>

\* Other expense explanations  
 Child Sexual Abuse Pain & Suffering \$175,500.00  
 Sexual Assault Pain & Suffering \$73,000.00

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EXPENSE TYPES PAID (in dollars)														TYPES OF VICTIMIZATIONS RELATED TO A CRIME TYPE				
TYPES OF CRIME	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	182	\$ 0	NA	\$ 162,851	\$ 0	\$ 990,412	\$ 3,590	\$ 0	NA		\$ 0	\$ 535	\$ 1,157,388	NT	45	NT	0	0
Burglary																		
Child Physical Abuse/Neglect																		
Child Pornography																		
Child Sexual Abuse	472	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 2,953	\$ 1,021	NA	\$ 363,339	\$ 0	\$ 168,925	\$ 536,237	NT	2		0	0
DUI/DWI	13	\$ 0	NA	\$ 108,134	\$ 14,607	\$ 10,177	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 132,919	NT	0	NT	0	0
Fraud/Financial Crimes																		
Homicide	120	\$ 0	NA	\$ 318,416	\$ 387,605	\$ 0	\$ 1,215	\$ 0	NA		\$ 0	\$ 795	\$ 708,031	NT	12	NT	0	0
Human Trafficking																		
Kidnapping	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 11	NA		\$ 0	\$ 0	\$ 11	NT	1	NT	0	0
Other Vehicular Crimes	13	\$ 0	NA	\$ 25,734	\$ 0	\$ 112,469	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 138,203	NT	0	NT	0	0
Robbery	50	\$ 0	NA	\$ 46,490	\$ 0	\$ 284,086	\$ 0	\$ 2,203	NA		\$ 0	\$ 1,000	\$ 333,779	NT	2	NT	0	0
Sexual Assault	289	\$ 0	NA	\$ 2,101	\$ 0	\$ 3,395	\$ 11,174	\$ 867	NA	\$ 214,570	\$ 0	\$ 92,500	\$ 324,607	NT	8	NT	0	0
Stalking																		
Terrorism																		
<b>Total</b>	<b>1,140</b>	<b>\$ 0</b>	<b>NA</b>	<b>\$ 663,726</b>	<b>\$ 402,212</b>	<b>\$ 1,400,539</b>	<b>\$ 18,932</b>	<b>\$ 4,101</b>	<b>NA</b>	<b>\$ 577,909</b>	<b>\$ 0</b>	<b>\$ 263,755</b>	<b>\$ 3,331,174</b>	<b>NT</b>	<b>70</b>	<b>NT</b>	<b>0</b>	<b>0</b>
<b>* Other expense explanations</b>																		
Assault	Attorney's Fees \$534.93																	
Child Sexual Abuse	Attorney's Fees \$425.00; Pain & Suffering \$168,500.00																	
Homicide	Attorney's Fees \$795.00																	
Robbery	Attorney's Fees \$1,000.00																	
Sexual Assault	Pain & Suffering \$92,500.00																	

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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	137	\$ 0	NA	\$ 169,367	\$ 0	\$ 832,549	\$ 0	\$ 140	NA		\$ 0	\$ 500	\$ 1,002,556	NT	28	NT	0	0
Burglary																		
Child Physical Abuse/Neglect																		
Child Pornography																		
Child Sexual Abuse	78	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 2,427	\$ 0	NA	\$ 174,820	\$ 0	\$ 184,775	\$ 362,022	NT	1		0	0
DUI/DWI	7	\$ 0	NA	\$ 6,719	\$ 4,230	\$ 65,115	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 76,064	NT	0	NT	0	0
Fraud/Financial Crimes																		
Homicide	71	\$ 0	NA	\$ 228,900	\$ 209,773	\$ 0	\$ 7,248	\$ 0	NA		\$ 252	\$ 750	\$ 446,922	NT	5	NT	0	1
Human Trafficking																		
Kidnapping	1	\$ 0	NA	\$ 0	\$ 0	\$ 3,203	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 3,203	NT	1	NT	0	0
Other Vehicular Crimes	7	\$ 0	NA	\$ 7,499	\$ 0	\$ 53,010	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 60,509	NT	0	NT	0	0
Robbery	32	\$ 0	NA	\$ 17,080	\$ 0	\$ 56,470	\$ 6,630	\$ 312	NA		\$ 0	\$ 0	\$ 80,493	NT	1	NT	0	0
Sexual Assault	29	\$ 200	NA	\$ 4,604	\$ 0	\$ 13,801	\$ 560	\$ 0	NA	\$ 153,468	\$ 0	\$ 59,500	\$ 232,133	NT	4	NT	0	0
Stalking																		
Terrorism																		
<b>Total</b>	<b>362</b>	<b>\$ 200</b>	<b>NA</b>	<b>\$ 434,169</b>	<b>\$ 214,003</b>	<b>\$ 1,024,148</b>	<b>\$ 16,865</b>	<b>\$ 452</b>	<b>NA</b>	<b>\$ 328,288</b>	<b>\$ 252</b>	<b>\$ 245,525</b>	<b>\$ 2,263,901</b>	<b>NT</b>	<b>40</b>	<b>NT</b>	<b>0</b>	<b>1</b>

\* Other expense explanations

Assault Attorney's Fees \$500.00  
 Child Sexual Abuse Attorney's Fees \$1,275.00; Pain and Suffering \$183,500.00  
 Homicide Attorney's Fees \$750.00  
 Sexual Assault Pain and Suffering \$59,500.00

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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	138	\$ 328	NA	\$ 215,513	\$ 0	\$ 708,709	\$ 5,700	\$ 4,146	NA		\$ 0	\$ 0	\$ 934,396	NT	32	NT	0	0
Burglary																		
Child Physical Abuse/Neglect	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 339	NA		\$ 0	\$ 0	\$ 339	NT	1		0	0
Child Pornography																		
Child Sexual Abuse	70	\$ 0	NA	\$ 2,500	\$ 0	\$ 0	\$ 5,094	\$ 0	NA	\$ 387,217	\$ 0	\$ 167,500	\$ 562,311	NT	1		0	0
DUI/DWI	6	\$ 0	NA	\$ 34,667	\$ 12,000	\$ 2,011	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 48,678	NT	0	NT	0	0
Fraud/Financial Crimes																		
Homicide	104	\$ 0	NA	\$ 234,872	\$ 374,765	\$ 0	\$ 450	\$ 0	NA		\$ 809	\$ 705	\$ 611,602	NT	6	NT	0	0
Human Trafficking																		
Kidnapping	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 5,458	NA		\$ 0	\$ 0	\$ 5,458	NT	0	NT	0	0
Other Vehicular Crimes	8	\$ 0	NA	\$ 73,709	\$ 0	\$ 31,525	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 105,235	NT	0	NT	0	0
Robbery	30	\$ 0	NA	\$ 45,945	\$ 0	\$ 97,091	\$ 0	\$ 239	NA		\$ 0	\$ 0	\$ 143,274	NT	0	NT	0	0
Sexual Assault	43	\$ 0	NA	\$ 0	\$ 0	\$ 1,251	\$ 3,599	\$ 0	NA	\$ 253,646	\$ 0	\$ 81,225	\$ 339,721	NT	5	NT	0	0
Stalking																		
Terrorism																		
<b>Total</b>	<b>401</b>	<b>\$ 328</b>	<b>NA</b>	<b>\$ 607,207</b>	<b>\$ 386,765</b>	<b>\$ 840,586</b>	<b>\$ 14,842</b>	<b>\$ 10,182</b>	<b>NA</b>	<b>\$ 640,863</b>	<b>\$ 809</b>	<b>\$ 249,430</b>	<b>\$ 2,751,013</b>	<b>NT</b>	<b>45</b>	<b>NT</b>	<b>0</b>	<b>0</b>
<b>* Other expense explanations</b>																		
Child Sexual Abuse	Pain & Suffering \$167,500.00																	
Homicide	Attorney's Fees \$705.00																	
Sexual Assault	Attorney's Fees \$725.00; Pain & Suffering \$80,500.00																	

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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	609	\$ 992	NA	\$ 761,125	\$ 0	\$ 3,043,158	\$ 10,243	\$ 5,675	NA		\$ 0	\$ 1,035	\$ 3,822,228	NT	136	NT	0	0
Burglary																		
Child Physical Abuse/Neglect	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 0	\$ 339	NA		\$ 0	\$ 0	\$ 339	NT	1		0	0
Child Pornography																		
Child Sexual Abuse	1,168	\$ 0	NA	\$ 5,500	\$ 0	\$ 646	\$ 15,328	\$ 1,021	NA	\$ 1,357,660	\$ 0	\$ 696,700	\$ 2,076,855	NT	11		0	0
DUI/DWI	36	\$ 0	NA	\$ 262,510	\$ 34,337	\$ 85,866	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 382,714	NT	0	NT	0	0
Fraud/Financial Crimes																		
Homicide	393	\$ 0	NA	\$ 1,146,199	\$ 1,241,961	\$ 0	\$ 13,042	\$ 0	NA		\$ 1,061	\$ 2,250	\$ 2,404,513	NT	30	NT	0	1
Human Trafficking																		
Kidnapping	3	\$ 0	NA	\$ 0	\$ 0	\$ 3,203	\$ 0	\$ 5,469	NA		\$ 0	\$ 0	\$ 8,672	NT	2	NT	0	0
Other Vehicular Crimes	36	\$ 0	NA	\$ 106,942	\$ 0	\$ 228,630	\$ 0	\$ 0	NA		\$ 0	\$ 0	\$ 335,572	NT	1	NT	0	0
Robbery	152	\$ 0	NA	\$ 173,266	\$ 0	\$ 629,424	\$ 7,980	\$ 2,829	NA		\$ 0	\$ 1,000	\$ 814,498	NT	3	NT	0	0
Sexual Assault	774	\$ 200	NA	\$ 7,178	\$ 0	\$ 18,747	\$ 16,197	\$ 6,173	NA	\$ 955,102	\$ 0	\$ 306,225	\$ 1,309,822	NT	22	NT	0	0
Stalking																		
Terrorism																		
<b>Total</b>	<b>3,172</b>	<b>\$ 1,192</b>	<b>NA</b>	<b>\$ 2,462,720</b>	<b>\$ 1,276,299</b>	<b>\$ 4,009,673</b>	<b>\$ 62,790</b>	<b>\$ 21,507</b>	<b>NA</b>	<b>\$ 2,312,761</b>	<b>\$ 1,061</b>	<b>\$ 1,007,210</b>	<b>\$ 11,155,213</b>	<b>NT</b>	<b>206</b>	<b>NT</b>	<b>0</b>	<b>1</b>

## NARRATIVE QUESTIONS

1. **Please explain any significant change in the number of applications received during the reporting period.**  
The program did not experience a significant change in the number of applications received during the reporting period.
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. 65  
  
Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. For compensation claims, after receipt of a claim, our office sends a copy of the claim details to the prosecutor's office in the state judicial or federal district where the crime occurred, requesting that the office provide pertinent case details and feedback. The examiner assigned to work the claim in our office reviews the supporting documentation filed with the application, communicates requests and statuses to the claimant, and awaits any further documentation and the report of the prosecutor's office. The examiner makes a recommendation, including any payment recommendations, and a supervisory staff member reviews the recommendation and file documents to conclude the claim. We send a decision to the claimant outlining the decision and the right to appeal. If a claimant agrees with an approval decision, the claimant may request that the payments be processed. If a claimant disagrees with a decision, the claimant may file an appeal with the TN Claims Commission. Any decisions on appealed claims are processed through our office in a manner similar to the initial process on a claim. Forensic claims are nearly identical except for the role of the prosecutor and right to appeal. (Forensic claims are not included in this days to decide average.)
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 have not been any issues or trends encountered in the State of Tennessee impacting the program's ability to meet the needs of crime victims.
5. **Please describe in detail efforts taken to serve Victims of Federal Crime during the reporting period.**  
Coordination with the FBI liaisons and United States Attorneys Offices is an effective way to reach federal crime victims, including liaisons' attendance at trainings we provide to advocates statewide. This training equips them with eligibility and benefit information on the Tennessee Criminal Injuries Compensation Program. The USAO also are integral to information gathering and provide a prosecutor s feedback on all cases (as part of our program procedures).
6. **Please describe any notable activities during the reporting period that improved the process of victim compensation services.**  
Management routinely focuses on improved customer service, efficient processing and caseload balancing/management. Our customer service representative often works with victims prior to filing a claim to ensure proper supporting information is included, and he routinely contacts claimants who are unresponsive to written communication to get them re-engaged in the process. We also formally review a sampling of phone conversations between our staff and customers to ensure we maintain quality in our services. We have streamlined communications this year and electronic methods for filing are available as of October 2020.
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.**  
We do not use the administrative funds provision of the grant.
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 changes to laws or policies this reporting period.
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.**  
Ongoing communications within the justice system, particularly prosecutors offices and advocates statewide, providing continuity and improved awareness of the program. Prosecutors assist in various ways to improve the information we receive. Advocates attend training we provide year-round. Information potential claimants need to file is available on our program website, and our customer service representative communicates additionally one-on-one with a broad group of persons including, but not limited to, victims, victims' relatives and advocates needing additional assistance with the process or how the process works. We coordinate how certain items can be obtained to meet the claim requirements. Multiple points of contact occur with a claimant to enhance the process and increase the chance for filing a successful claim. This year's pandemic changed schedules and workplaces for some, but we pivoted to revise our training model and provide trainings via WebEx. We



continue to assist with our state s annual ceremony honoring homicide victims (Tennessee Season to Remember).

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

We provided quarterly training, at a minimum, to any victim advocates that wished to participate. Workshops are free of charge and available in various parts of the state and, more recently, via WebEx. The participants included advocates from law enforcement, prosecutor offices, rape crisis centers, domestic violence shelters, child advocacy centers, medical facilities, etc. We also use social media to broaden the audience that we may encounter.

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.**

No other outcome measures are reported.

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

We have no comments relative to improvement of the state or federal programs