

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

**GRANTEE INFORMATION**

ORGANIZATION NAME: WV Legislative Claims Commission

POC NAME: Leslie Roberts

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POC PHONE: (304) 347-4856

**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	0	3	3	6
Asian	1	3	0	0	4
Black or African American	7	9	7	6	29
Hispanic or Latino	0	0	2	0	2
Native Hawaiian or Other Pacific Islander	0	0	0	0	0
White Non-Latino or Caucasian	67	57	40	59	223
Some Other Race	0	0	0	0	0
Multiple Races	2	2	4	2	10
Not Reported	9	15	10	15	49
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	86	86	66	85	323
<b>B. GENDER</b>					
Male	40	44	33	36	153
Female	46	42	33	48	169
Not Reported	0	0	0	1	1
Not Tracked	0	0	0	0	0
Gender Total	86	86	66	85	323
<b>C. AGE</b>					
Age 0- 12	8	8	7	7	30
Age 13- 17	6	6	7	5	24
Age 18- 24	15	12	9	12	48
Age 25- 59	48	53	36	50	187
Age 60 and Older	9	7	4	9	29
Not Reported	0	0	3	2	5
Not Tracked	0	0	0	0	0
Age Total	86	86	66	85	323

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	3	3	0	2	8
B. Failure to report to police	1	2	0	1	4
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	6	2	0	5	13
D. Incomplete information	1	3	0	0	4
E. Contributory misconduct	11	16	7	3	37
F. Ineligible crime	4	1	0	5	10
G. Ineligible application	35	41	25	16	117
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	90	\$ 0	\$ 0	\$ 70,369	\$ 5,639	\$ 68,946	\$ 3,793	\$ 1,200	\$ 0		\$ 2,473	\$ 0	\$ 152,420	0	20	0	0	0
Burglary	2	\$ 0	\$ 0	\$ 0	\$ 1,674	\$ 499	\$ 105	\$ 0	\$ 0		\$ 397	\$ 0	\$ 2,675	0	0	0	0	0
Child Physical Abuse/Neglect	10	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,900	\$ 0	\$ 0	\$ 0		\$ 1,075	\$ 0	\$ 2,975	0	0	0	0	0
Child Pornography	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0		\$ 509	\$ 0	\$ 509	0	0	0	0	0
Child Sexual Abuse	12	\$ 0	\$ 0	\$ 0	\$ 0	\$ 46	\$ 4,683	\$ 0	\$ 0	\$ 0	\$ 1,036	\$ 0	\$ 5,764	0	0	0	0	0
DUI/DWI	11	\$ 0	\$ 0	\$ 28,422	\$ 3,147	\$ 3,955	\$ 0	\$ 0	\$ 0		\$ 209	\$ 0	\$ 35,733	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	21	\$ 0	\$ 0	\$ 0	\$ 76,971	\$ 4,235	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 81,206	0	0	0	0	0
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	3	\$ 0	\$ 0	\$ 755	\$ 0	\$ 256	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 1,011	0	0	0	0	0
Robbery	12	\$ 0	\$ 0	\$ 2,707	\$ 0	\$ 21,152	\$ 0	\$ 0	\$ 0		\$ 243	\$ 0	\$ 24,103	0	0	0	0	0
Sexual Assault	15	\$ 0	\$ 0	\$ 1,527	\$ 0	\$ 6,177	\$ 3,989	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 11,693	0	1	0	0	0
Stalking																		
Terrorism																		
<b>Total</b>	<b>177</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 103,779</b>	<b>\$ 87,432</b>	<b>\$ 107,166</b>	<b>\$ 12,569</b>	<b>\$ 1,200</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 5,943</b>	<b>\$ 0</b>	<b>\$ 318,090</b>	<b>0</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>0</b>

You added "Other" crime types: Dangerous Dog Violation \$1162.00

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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	70	\$ 0	\$ 0	\$ 53,389	\$ 0	\$ 68,666	\$ 2,355	\$ 1,694	\$ 0		\$ 1,869	\$ 0	\$ 127,973	0	12	0	0	0
Burglary	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 65	\$ 210	\$ 0	\$ 0		\$ 0	\$ 0	\$ 275	0	0	0	0	0
Child Physical Abuse/Neglect	11	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 2,315	\$ 0	\$ 0		\$ 2,530	\$ 0	\$ 4,845	0	0	0	0	0
Child Pornography																		
Child Sexual Abuse	21	\$ 0	\$ 0	\$ 4,615	\$ 0	\$ 2,822	\$ 4,476	\$ 0	\$ 0	\$ 0	\$ 2,610	\$ 0	\$ 14,524	0	1	0	0	0
DUI/DWI	10	\$ 0	\$ 0	\$ 4,699	\$ 5,237	\$ 7,884	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 17,820	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	21	\$ 0	\$ 2,689	\$ 0	\$ 78,432	\$ 92	\$ 0	\$ 0	\$ 0		\$ 594	\$ 0	\$ 81,807	0	1	0	0	0
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	2	\$ 0	\$ 0	\$ 569	\$ 0	\$ 0	\$ 52	\$ 0	\$ 0		\$ 0	\$ 0	\$ 621	0	0	0	0	0
Robbery	13	\$ 0	\$ 0	\$ 7,822	\$ 0	\$ 24,784	\$ 50	\$ 0	\$ 0		\$ 0	\$ 0	\$ 32,656	0	0	0	0	0
Sexual Assault	9	\$ 0	\$ 0	\$ 1,527	\$ 0	\$ 2,047	\$ 1,451	\$ 2,500	\$ 0	\$ 0	\$ 0	\$ 0	\$ 7,525	0	0	0	0	0
Stalking																		
Terrorism																		
<b>Total</b>	<b>158</b>	<b>\$ 0</b>	<b>\$ 2,689</b>	<b>\$ 72,620</b>	<b>\$ 83,669</b>	<b>\$ 106,361</b>	<b>\$ 10,909</b>	<b>\$ 4,194</b>	<b>\$ 0</b>	<b>\$ 7,604</b>	<b>\$ 0</b>	<b>\$ 288,046</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

You added "Other" crime types: Harboring A Vicious Animal \$168.08 for Medical costs

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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	69	\$ 0	\$ 0	\$ 8,252	\$ 0	\$ 82,093	\$ 1,649	\$ 1,835	\$ 0		\$ 3,969	\$ 0	\$ 97,798	0	2	0	0	0
Burglary	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 310	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 310	0	0	0	0	0
Child Physical Abuse/Neglect	4	\$ 0	\$ 0	\$ 0	\$ 0	\$ 828	\$ 0	\$ 0	\$ 0		\$ 256	\$ 10,900	\$ 11,984	0	1		0	0
Child Pornography	4	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 2,813	\$ 0	\$ 0		\$ 311	\$ 0	\$ 3,124	0	0		0	0
Child Sexual Abuse	7	\$ 0	\$ 0	\$ 751	\$ 0	\$ 200	\$ 3,920	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 4,871	0	1		0	0
DUI/DWI	9	\$ 0	\$ 0	\$ 25,332	\$ 10,000	\$ 1,329	\$ 0	\$ 0	\$ 0		\$ 335	\$ 0	\$ 36,996	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	17	\$ 0	\$ 1,265	\$ 0	\$ 64,989	\$ 12,028	\$ 0	\$ 0	\$ 0		\$ 2,240	\$ 0	\$ 80,523	0	1	0	0	0
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	7	\$ 0	\$ 0	\$ 569	\$ 8,868	\$ 6,519	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 15,956	0	0	0	0	0
Robbery	6	\$ 0	\$ 0	\$ 207	\$ 0	\$ 3,841	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 4,048	0	0	0	0	0
Sexual Assault	6	\$ 0	\$ 0	\$ 1,527	\$ 0	\$ 604	\$ 2,292	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 4,423	0	0	0	0	0
Stalking	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 511	\$ 0	\$ 0		\$ 0	\$ 0	\$ 511	0	0	0	0	0
Terrorism																		
<b>Total</b>	<b>131</b>	<b>\$ 0</b>	<b>\$ 1,265</b>	<b>\$ 36,637</b>	<b>\$ 83,857</b>	<b>\$ 107,752</b>	<b>\$ 11,184</b>	<b>\$ 1,835</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 7,112</b>	<b>\$ 10,900</b>	<b>\$ 260,543</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* Other expense explanations

Child Physical Abuse/Neglect Renovate bathroom to handicap accessible for paralyzed child

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	39	\$0	\$0	\$113,288	\$0	\$16,951	\$755	\$690	\$81		\$4,771	\$0	\$136,536	0	3	1	0	0
Burglary	2	\$0	\$0	\$0	\$0	\$41	\$140	\$1,382	\$0		\$0	\$0	\$1,562	0	1	0	0	0
Child Physical Abuse/Neglect	8	\$0	\$0	\$0	\$0	\$0	\$4,425	\$0	\$0		\$0	\$0	\$4,425	0	0	0	0	0
Child Pornography	1	\$0	\$0	\$0	\$0	\$0	\$800	\$0	\$0		\$0	\$0	\$800	0	0	0	0	0
Child Sexual Abuse	12	\$0	\$0	\$0	\$0	\$4,667	\$202	\$181	\$0	\$0	\$187	\$0	\$5,237	0	0	0	0	0
DUI/DWI	7	\$0	\$0	\$4,773	\$10,000	\$335	\$0	\$0	\$0		\$0	\$0	\$15,109	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	20	\$0	\$0	\$1,265	\$93,433	\$239	\$0	\$0	\$0		\$0	\$0	\$94,938	0	0	0	0	1
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes																		
Robbery	3	\$0	\$0	\$0	\$0	\$569	\$0	\$0	\$0		\$0	\$0	\$569	0	0	0	0	0
Sexual Assault	7	\$0	\$0	\$2,641	\$0	\$1,499	\$1,507	\$0	\$0	\$0	\$115	\$0	\$5,762	0	1	0	0	0
Stalking	1	\$0	\$0	\$0	\$0	\$0	\$270	\$0	\$0		\$0	\$0	\$270	0	1	0	0	0
Terrorism	1	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0		\$73	\$0	\$73	0	1	0	0	0
<b>Total</b>	<b>101</b>	<b>\$0</b>	<b>\$0</b>	<b>\$121,967</b>	<b>\$103,433</b>	<b>\$24,301</b>	<b>\$8,100</b>	<b>\$2,252</b>	<b>\$81</b>	<b>\$0</b>	<b>\$5,146</b>	<b>\$0</b>	<b>\$265,280</b>	<b>0</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>1</b>

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	268	\$ 0	\$ 0	\$ 245,298	\$ 5,639	\$ 236,656	\$ 8,552	\$ 5,418	\$ 81		\$ 13,083	\$ 0	\$ 514,727	0	37	1	0	0
Burglary	6	\$ 0	\$ 0	\$ 0	\$ 1,674	\$ 915	\$ 455	\$ 1,382	\$ 0		\$ 397	\$ 0	\$ 4,822	0	1	0	0	0
Child Physical Abuse/Neglect	33	\$ 0	\$ 0	\$ 0	\$ 0	\$ 2,728	\$ 6,741	\$ 0	\$ 0		\$ 3,861	\$ 10,900	\$ 24,230	0	1		0	0
Child Pornography	6	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 3,613	\$ 0	\$ 0		\$ 821	\$ 0	\$ 4,433	0	0		0	0
Child Sexual Abuse	52	\$ 0	\$ 0	\$ 5,366	\$ 0	\$ 7,735	\$ 13,281	\$ 181	\$ 0	\$ 0	\$ 3,833	\$ 0	\$ 30,396	0	2		0	0
DUI/DWI	37	\$ 0	\$ 0	\$ 63,226	\$ 28,384	\$ 13,504	\$ 0	\$ 0	\$ 0		\$ 544	\$ 0	\$ 105,658	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	79	\$ 0	\$ 3,955	\$ 1,265	\$ 313,826	\$ 16,594	\$ 0	\$ 0	\$ 0		\$ 2,834	\$ 0	\$ 338,474	0	2	0	0	1
Human Trafficking																		
Kidnapping																		
Other Vehicular Crimes	12	\$ 0	\$ 0	\$ 1,892	\$ 8,868	\$ 6,775	\$ 52	\$ 0	\$ 0		\$ 0	\$ 0	\$ 17,588	0	0	0	0	0
Robbery	34	\$ 0	\$ 0	\$ 10,735	\$ 0	\$ 50,346	\$ 50	\$ 0	\$ 0		\$ 243	\$ 0	\$ 61,375	0	0	0	0	0
Sexual Assault	37	\$ 0	\$ 0	\$ 7,222	\$ 0	\$ 10,328	\$ 9,239	\$ 2,500	\$ 0	\$ 0	\$ 115	\$ 0	\$ 29,403	0	2	0	0	0
Stalking	2	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 781	\$ 0	\$ 0		\$ 0	\$ 0	\$ 781	0	1	0	0	0
Terrorism	1	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0		\$ 73	\$ 0	\$ 73	0	1	0	0	0
<b>Total</b>	<b>567</b>	<b>\$ 0</b>	<b>\$ 3,955</b>	<b>\$ 335,005</b>	<b>\$ 358,391</b>	<b>\$ 345,581</b>	<b>\$ 42,762</b>	<b>\$ 9,481</b>	<b>\$ 81</b>	<b>\$ 0</b>	<b>\$ 25,805</b>	<b>\$ 10,900</b>	<b>\$ 1,131,960</b>	<b>0</b>	<b>47</b>	<b>1</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.**  
Our numbers have fallen slightly since last year. Our state has been following stringent COVID-19 measures and many courthouses (and victim advocates) have been closed or working from home. There is much less face to face interaction with advocates this year. As a whole, West Virginia is expecting the census to show another population decline as younger people leave the state. This state has a elderly population, and it is aging. A significant amount of crimes are of a property nature, which we do not reimburse for.
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. 180  
  
Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. New claims are received by the Administrative Assistant, who logs in the date, assigns a claim number, and forwards the claims to the investigators randomly. Claim Investigators check the CVic program for newly assigned claims. The Claim Investigator will review the application and supporting documents to decide what requests need to be made. Claim Investigator sends out requests for the information needed, as required by statute. (ie, police report, criminal complaint, indictment, medical records, appointment of administratrix, bills, etc.) As the information is received, the Investigator reviews the file for anything else that is needed and requests it at that time. Once the file is complete, the Investigator prepares a report (Finding of Fact and Recommendation) which is sent to the claimant for response. The report contains an Economic Loss Analysis sheet if an award is recommended. When recommending payment, the Claim Investigator contacts all vendors to confirm the balance due and their correct mailing address. When necessary, the Claim Investigator may have to request a W-9 from vendors to submit to the business manager for an Oasis number. If an award is to be made to a claimant, the Investigator requests an Oasis number from the business manager. Once the claimant has responded (or thirty days have passed) the Commission will issue an Order either awarding or denying the claim. Once a claim has been awarded, it may be necessary for the Claim Investigator to prepare supplemental memos for any additional expenses incurred by the claimant.
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.**  
We are seeing more property and fraud crimes arise among our elderly population. Neither the VOCA guidelines or our state guidelines allow for reimbursement for these types of crimes. This results in a higher application rejection rate and more people not putting in an application at all, because all the crimes they have suffered are not things we are able to reimburse. As this state trends older and the population falls, we are seeing less assault/homicide and seeing more crime related to opioids, such as theft/fraud/elder abuse.
5. **Please describe in detail efforts taken to serve Victims of Federal Crime during the reporting period.**  
Our office works along side and maintains contact with the FBI Victim Advocate and the U.S. District Court Advocate. We share brochures and other information and have an open dialogue if they have questions. If they have a victim that is eligible for the fund, they assist with an application. We also do outreach during National Crime Victims Rights Week with our federal partners.
6. **Please describe any notable activities during the reporting period that improved the process of victim compensation services.**  
We are still working on our online capabilities. An online application is now available. We are still working on our reporting systems with the cooperation of our IT department.
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 VOCA administrative funds. At this time, we receive enough funds from the state to run our office, and we use all our VOCA funds to better serve the needs of crime victims throughout the State of West Virginia.
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.**  
The state legislature now allows the petition that is filed when a child is removed from their home and entered into the foster care system to be used as an application for the Crime Victim Fund, to help determine their eligibility. At this time, we have received zero applications related to the foster care system. All children entering the foster care system in WV are automatically enrolled into Medicaid, and we are the payer of the last resort. We expect in the future to receive some claims from mental health services that Medicaid will not provide, but do not expect to see significant claims from this code change.



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.**

We will provide training to the State Police Academy, which will cover all State Police, Sheriff's, and City police departments on how to reduce barriers to victims who may need victim compensation. We work closely with the federal victim advocates on projects such as a Walk/Run for Justice, to get the word out about victim assistance programs. We work with the State VOCA Assistance Coordinator on the annual Victim Assistance Academy, where we hand out brochures and put on a presentation about our services and explain who may receive victim compensation. We have attempted to make inroads at the court level, but at this point in time, they are not receptive to us. We have no tribes in WV.

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

We have redone our brochures and created flyers that are more modern and are in the act of distributing them by mail. We had planned a large blitz of travel presentations and attending fairs/festivals/conferences for this year, but were sidelined by COVID-19. Our claims investigators are currently soliciting agencies that want a refresher on our program, and doing those presentations by webinar. We have also presented at a virtual Victim Assistance Academy.

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.**

N/A

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

We could really use some kind of FAQ handbook on what is allowable and what is not allowable.