

Office for Victims of Crime
Victim Compensation Formula Grant Program
Annual Performance Measures Report
October 01, 2022 - September 30, 2023

GRANTEE INFORMATION

ORGANIZATION NAME: ATTORNEY GENERAL, MASSACHUSETTS

POC NAME: Ann Meola

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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 2022:
 Q2: Jan-Mar 2023:
 Q3: Apr-Jun 2023:
 Q4: Jul-Sep 2023:
 Annual:

2. Number of victims whose victimization is the basis for the application.

Q1: Oct-Dec 2022:
 Q2: Jan-Mar 2023:
 Q3: Apr-Jun 2023:
 Q4: Jul-Sep 2023:
 Annual:

3. Victim Demographics

Population	Number of Victims				
A. RACE/ETHNICITY	Q1	Q2	Q3	Q4	Annual
American Indian or Alaska Native	2	0	0	0	2
Asian	4	0	0	2	6
Black or African American	23	13	0	22	58
Hispanic or Latino	14	18	0	20	52
Native Hawaiian or Other Pacific Islander	0	0	0	0	0
White Non-Latino or Caucasian	35	31	2	30	98
Some Other Race	3	5	0	5	13
Multiple Races	0	0	0	0	0
Not Reported	186	219	323	200	928
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	267	286	325	279	1157
B. GENDER					
Male	95	100	119	111	425
Female	161	183	188	157	689
Not Reported	11	3	18	11	43
Not Tracked	0	0	0	0	0
Gender Total	267	286	325	279	1157
C. AGE					
Age 0- 12	6	11	26	25	68
Age 13- 17	22	20	34	30	106
Age 18- 24	43	59	49	50	201
Age 25- 59	164	169	173	159	665
Age 60 and Older	15	16	27	12	70
Not Reported	17	11	16	3	47
Not Tracked	0	0	0	0	0
Age Total	267	286	325	279	1157

PERFORMANCE MEASURES

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

Q1: Oct-Dec 2022:

Victims and indirect victims generally count as separate applications

Q2: Jan-Mar 2023:

Victims and indirect victims generally count as separate applications

Q3: Apr-Jun 2023:

Victims and indirect victims generally count as separate applications

Q4: Jul-Sep 2023:

Victims and indirect victims generally count as separate applications

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

Q1: Oct-Dec 2022:

Q2: Jan-Mar 2023:

Q3: Apr-Jun 2023:

Q4: Jul-Sep 2023:

Annual:

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

Q1: Oct-Dec 2022:

Q2: Jan-Mar 2023:

Q3: Apr-Jun 2023:

Q4: Jul-Sep 2023:

Annual:

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

Q1: Oct-Dec 2022:

Q2: Jan-Mar 2023:

Q3: Apr-Jun 2023:

Q4: Jul-Sep 2023:

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	5	18	6	8	37
B. Failure to report to police	5	10	3	0	18
C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program	12	9	14	3	38
D. Incomplete information	0	0	0	0	0
E. Contributory misconduct	3	14	2	0	19
F. Ineligible crime	18	23	10	2	53
G. Ineligible application	7	1	4	4	16
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 2022:

Q2: Jan-Mar 2023:

Q3: Apr-Jun 2023:

Q4: Jul-Sep 2023:

Annual:

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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	60	\$ 0	NA	\$ 80,073	\$ 0	\$ 115,058	\$ 44,418	NA	\$ 693		NA	\$ 0	\$ 240,241	0	20	4	0	0
Burglary																		
Child Physical Abuse/Neglect	7	\$ 0	NA	\$ 0	\$ 0	\$ 1,743	\$ 8,815	NA	\$ 0		NA	\$ 0	\$ 10,558	0	1		0	0
Child Pornography																		
Child Sexual Abuse	20	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 11,404	NA	\$ 0	\$ 26,061	NA	\$ 0	\$ 37,465	0	2		0	0
DUI/DWI	1	\$ 0	NA	\$ 0	\$ 0	\$ 771	\$ 215	NA	\$ 0		NA	\$ 0	\$ 986	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	53	\$ 0	NA	\$ 33,333	\$ 277,774	\$ 0	\$ 10,237	NA	\$ 500		NA	\$ 0	\$ 321,844	0	6	4	1	0
Human Trafficking	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 400	NA	\$ 0		NA	\$ 0	\$ 400	0	1	0	0	0
Kidnapping																		
Other Vehicular Crimes	1	\$ 0	NA	\$ 0	\$ 0	\$ 1,775	\$ 0	NA	\$ 0		NA	\$ 0	\$ 1,775	0	0	0	0	0
Robbery	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 0	NA	\$ 500		NA	\$ 0	\$ 500	0	0	1	0	0
Sexual Assault	87	\$ 0	NA	\$ 0	\$ 0	\$ 23,253	\$ 8,056	NA	\$ 899	\$ 104,258	NA	\$ 0	\$ 136,466	0	3	0	0	0
Stalking	2	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 525	NA	\$ 35		NA	\$ 0	\$ 560	0	1	0	0	0
Terrorism	7	\$ 0	NA	\$ 0	\$ 0	\$ 13,751	\$ 2,455	NA	\$ 0		NA	\$ 0	\$ 16,206	0	0	0	0	7
Total	240	\$ 0	NA	\$ 113,406	\$ 277,774	\$ 156,350	\$ 86,525	NA	\$ 2,627	\$ 130,319	NA	\$ 0	\$ 767,001	0	34	9	1	7

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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	NA	\$ 138,107	\$ 0	\$ 52,406	\$ 30,375	NA	\$ 2,163		NA	\$ 0	\$ 223,051	3	31	5	2	0
Burglary																		
Child Physical Abuse/Neglect	10	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 10,432	NA	\$ 0		NA	\$ 0	\$ 10,432	0	2		0	0
Child Pornography																		
Child Sexual Abuse	20	\$ 0	NA	\$ 13,864	\$ 0	\$ 0	\$ 8,093	NA	\$ 0	\$ 13,071	NA	\$ 0	\$ 35,028	1	2		0	0
DUI/DWI	1	\$ 0	NA	\$ 0	\$ 0	\$ 840	\$ 0	NA	\$ 0		NA	\$ 0	\$ 840	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	52	\$ 0	NA	\$ 82,715	\$ 190,425	\$ 0	\$ 29,282	NA	\$ 500		NA	\$ 0	\$ 302,921	0	6	1	0	0
Human Trafficking	2	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 300	NA	\$ 106		NA	\$ 0	\$ 406	0	2	0	0	0
Kidnapping																		
Other Vehicular Crimes	1	\$ 0	NA	\$ 0	\$ 0	\$ 3,000	\$ 0	NA	\$ 0		NJA	\$ 0	\$ 3,000	0	0	0	0	0
Robbery																		
Sexual Assault	83	\$ 0	NA	\$ 61,053	\$ 0	\$ 9,927	\$ 21,053	NA	\$ 1,118	\$ 67,447	NA	\$ 0	\$ 160,598	0	2	2	1	0
Stalking	3	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 6,228	NA	\$ 0		NA	\$ 0	\$ 6,228	0	0	0	0	0
Terrorism	7	\$ 0	NA	\$ 0	\$ 0	\$ 3,749	\$ 12,448	NA	\$ 0		NA	\$ 0	\$ 16,197	0	0	0	0	7
Total	249	\$ 0	NA	\$ 295,739	\$ 190,425	\$ 69,922	\$ 118,210	NA	\$ 3,888	\$ 80,518	NA	\$ 0	\$ 758,701	4	45	8	3	7

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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	68	\$ 0	NA	\$ 66,478	\$ 0	\$ 60,720	\$ 46,932	NA	\$ 1,719		NA	\$ 0	\$ 175,850	1	28	1	1	0
Burglary																		
Child Physical Abuse/Neglect	4	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 2,825	NA	\$ 0		NA	\$ 0	\$ 2,825	0	1		0	0
Child Pornography																		
Child Sexual Abuse	31	\$ 0	NA	\$ 0	\$ 0	\$ 5,575	\$ 9,807	NA	\$ 0	\$ 13,453	NA	\$ 0	\$ 28,835	0	1		0	0
DUI/DWI	1	\$ 0	NA	\$ 0	\$ 0	\$ 980	\$ 0	NA	\$ 0		NA	\$ 0	\$ 980	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	38	\$ 1,000	NA	\$ 41,667	\$ 174,209	\$ 0	\$ 8,129	NA	\$ 0		NA	\$ 0	\$ 225,005	0	4	2	0	0
Human Trafficking	2	\$ 0	NA	\$ 0	\$ 0	\$ 484	\$ 700	NA	\$ 0		NA	\$ 0	\$ 1,184	0	2	0	0	0
Kidnapping	1	\$ 0	NA	\$ 0	\$ 0	\$ 150	\$ 0	NA	\$ 0		NA	\$ 0	\$ 150	0	0	0	0	0
Other Vehicular Crimes	5	\$ 0	NA	\$ 50,000	\$ 0	\$ 12,978	\$ 0	NA	\$ 0		NA	\$ 0	\$ 62,978	0	0	0	0	0
Robbery																		
Sexual Assault	149	\$ 0	NA	\$ 0	\$ 0	\$ 12,590	\$ 21,432	NA	\$ 186	\$ 232,523	NA	\$ 0	\$ 266,731	0	2	0	0	0
Stalking	3	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 5,321	NA	\$ 0		NA	\$ 0	\$ 5,321	0	0	0	0	0
Terrorism	8	\$ 0	NA	\$ 0	\$ 0	\$ 19,482	\$ 5,449	NA	\$ 0		NA	\$ 0	\$ 24,931	0	0	0	0	8
Total	310	\$ 1,000	NA	\$ 158,145	\$ 174,209	\$ 112,961	\$ 100,595	NA	\$ 1,904	\$ 245,976	NA	\$ 0	\$ 794,789	1	38	3	1	8

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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	72	\$ 0	NA	\$ 157,956	\$ 0	\$ 67,431	\$ 64,481	NA	\$ 3,677		NA	\$ 0	\$ 293,544	0	37	2	2	0
Burglary																		
Child Physical Abuse/Neglect	8	\$ 0	NA	\$ 0	\$ 0	\$ 5,002	\$ 3,732	NA	\$ 0		NA	\$ 0	\$ 8,734	0	0		0	0
Child Pornography																		
Child Sexual Abuse	32	\$ 0	NA	\$ 0	\$ 0	\$ 388	\$ 8,697	NA	\$ 98	\$ 41,763	NA	\$ 0	\$ 50,946	1	1		0	0
DUI/DWI	4	\$ 0	NA	\$ 0	\$ 0	\$ 2,232	\$ 0	NA	\$ 0		NA	\$ 0	\$ 2,232	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	47	\$ 0	NA	\$ 48,865	\$ 186,371	\$ 1,592	\$ 26,146	NA	\$ 0		NA	\$ 0	\$ 262,973	0	4	2	0	0
Human Trafficking	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 2,550	NA	\$ 0		NA	\$ 0	\$ 2,550	0	1	0	0	0
Kidnapping																		
Other Vehicular Crimes	2	\$ 0	NA	\$ 63,031	\$ 0	\$ 0	\$ 0	NA	\$ 0		NA	\$ 0	\$ 63,031	0	0	0	0	0
Robbery																		
Sexual Assault	121	\$ 0	NA	\$ 21,643	\$ 0	\$ 1,629	\$ 23,092	NA	\$ 966	\$ 164,474	NA	\$ 0	\$ 211,804	0	2	0	0	0
Stalking	2	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 3,145	NA	\$ 0		NA	\$ 0	\$ 3,145	0	0	0	0	0
Terrorism	7	\$ 0	NA	\$ 0	\$ 0	\$ 26,460	\$ 1,686	NA	\$ 0		NA	\$ 0	\$ 28,145	0	0	0	0	7
Total	296	\$ 0	NA	\$ 291,495	\$ 186,371	\$ 104,732	\$ 133,528	NA	\$ 4,741	\$ 206,237	NA	\$ 0	\$ 927,104	1	45	4	2	7

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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	270	\$ 0	NA	\$ 442,614	\$ 0	\$ 295,615	\$ 186,206	NA	\$ 8,251		NA	\$ 0	\$ 932,686	4	116	12	5	0
Burglary																		
Child Physical Abuse/Neglect	29	\$ 0	NA	\$ 0	\$ 0	\$ 6,745	\$ 25,804	NA	\$ 0		NA	\$ 0	\$ 32,548	0	4		0	0
Child Pornography																		
Child Sexual Abuse	103	\$ 0	NA	\$ 13,864	\$ 0	\$ 5,962	\$ 38,001	NA	\$ 98	\$ 94,348	NA	\$ 0	\$ 152,274	2	6		0	0
DUI/DWI	7	\$ 0	NA	\$ 0	\$ 0	\$ 4,823	\$ 215	NA	\$ 0		NA	\$ 0	\$ 5,038	0	0	0	0	0
Fraud/Financial Crimes																		
Homicide	190	\$ 1,000	NA	\$ 206,580	\$ 828,778	\$ 1,592	\$ 73,793	NA	\$ 1,000		NA	\$ 0	\$ 1,112,743	0	20	9	1	0
Human Trafficking	6	\$ 0	NA	\$ 0	\$ 0	\$ 484	\$ 3,950	NA	\$ 106		NA	\$ 0	\$ 4,541	0	6	0	0	0
Kidnapping	1	\$ 0	NA	\$ 0	\$ 0	\$ 150	\$ 0	NA	\$ 0		NA	\$ 0	\$ 150	0	0	0	0	0
Other Vehicular Crimes	9	\$ 0	NA	\$ 113,031	\$ 0	\$ 17,753	\$ 0	NA	\$ 0		NA	\$ 0	\$ 130,785	0	0	0	0	0
Robbery	1	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 0	NA	\$ 500		NA	\$ 0	\$ 500	0	0	1	0	0
Sexual Assault	440	\$ 0	NA	\$ 82,696	\$ 0	\$ 47,399	\$ 73,633	NA	\$ 3,170	\$ 568,701	NA	\$ 0	\$ 775,599	0	9	2	1	0
Stalking	10	\$ 0	NA	\$ 0	\$ 0	\$ 0	\$ 15,219	NA	\$ 35		NA	\$ 0	\$ 15,254	0	1	0	0	0
Terrorism	29	\$ 0	NA	\$ 0	\$ 0	\$ 63,442	\$ 22,037	NA	\$ 0		NA	\$ 0	\$ 85,479	0	0	0	0	29
Total	1,095	\$ 1,000	NA	\$ 858,785	\$ 828,778	\$ 443,965	\$ 438,858	NA	\$ 13,161	\$ 663,049	NA	\$ 0	\$ 3,247,596	6	162	24	7	29

NARRATIVE QUESTIONS

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

There were no significant changes to the number of applications received during this 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. 97

Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. Survivors of violent crimes that have occurred in the Commonwealth have three years from the date of the crime, if a minor up until their twenty-first birthday or when the incident was discovered and a criminal indictment was filed to apply to the Compensation program. Upon receipt by email, fax or mail, all applications are reviewed for completeness by the Intake Assistant. Any missing information or reports are requested and received before assignment to an Eligibility and Outreach Coordinator. All applications are entered into our confidential database that is available only to Division staff. Applicants receive an initial letter acknowledging receipt of their application and are provided with a confidential claim number and debt collection protection letter during the pendency of their claim. All standard applications are reviewed by an Eligibility and Outreach Coordinator. Any additional information is gathered during this period regarding the crime, cooperation by the applicant and any contributory contribution issues that have been noted. If approved, applicants receive an initial eligibility letter detailing the next steps for expense submission and the assignment of an Investigator/Advocate to their claim. If denied, the applicant receives a denial letter and outline of their appellate rights. Denied applicants may file a Request for Administrative Reconsideration with the Program Director or file a Judicial Appeal in the district court where they reside either after the Program Director's decision on appeal or in place of an administrative review. Claimants have thirty days from the date of the Division's decision to file an appeal. All judicial appeals are de novo hearings and decisions are final. In the case of homicide applications, they are reviewed upon receipt by our Senior Investigator/Advocate in carrying out the intent of M.G.L.c. 258C, s.2(e) by verifying the status and nature of the crime as a homicide, obtain a law enforcement report listing the victim as the victim of a homicide, the crime occurred within the Commonwealth, and the application was received within three years from the date of the crime. This allows the payment of verified funeral and burial expenses to be paid prior to a full review of the application by an Eligibility and Outreach Coordinator, as outlined above.

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

Yes

A. Number of victim satisfaction surveys distributed during the reporting period. 1,204

B. Number of victim satisfaction surveys completed during the reporting period. 19

C. Number of surveys that indicated satisfaction with the victim compensation program during the reporting period. 15

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.**

Our program continues to serve the needs of all victims and survivor families for their uninsured, crime related expenses. We continue to monitor the requests for expenses currently not covered by the program as well as those currently capped expenses where the costs are rising due to inflation and other costs. The staff will then work with our internal government team to advance any related statutory or regulatory changes to increase the support being offered.

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

The Division continues to actively work with our federal partners in an effort to inform survivors of crime of the assistance that it can provide. This involves our Victim Specialists at the United States Attorney's Office, Federal Bureau of Investigations and Homeland Security. We provide support through trainings and case consultations, on an as needed basis. In addition, we remain involved with military services through our representation on the Military, Veterans and Families subcommittee meetings of the Governor's Council on Domestic and Sexual Violence.

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

The Victim Compensation Division continues to review the governing statute and regulations in an effort to continue the implementation of best practices for the compensation of crime related expenses for survivors of violent crime. OVC's recommendations regarding We anticipate reaching out to other states and work with the National Association of Crime Victim Compensation Board to identify national trends that are also being encountered in our state. This will allow the Division to consider upcoming changes to address the needs of such survivor groups as human trafficking victims as well as those survivor groups that we have been serving.

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 continued to be used for the purpose of providing outreach materials and our brochure/applications in addition to our annual Victim Rights Awareness month calendars. This year s calendars reached over 1200 law enforcement agencies, domestic and sexual assault service programs, housing programs, elder service agencies, medical centers and other victim service agencies. Compensation staff were also able to attend the national VOCA conference this year in addition to other local victim centered trainings.

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 in the Commonwealth regarding victim compensation during this reporting period. However, we have begun a deep analysis of proposed changes to our governing statute and regulations that allow for additional compensation of capped benefits and clarification/edification of our review process.

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.**

The Victim Compensation & Assistance Division continues to coordinate with local prosecutors, law enforcement, local courts, U.S. Attorney s office, tribal systems, State VOCA Victim Assistance program and other criminal justice program in the Commonwealth to ensure that victims do not encounter barriers when applying to victim compensation. We developed and continue to maintain our contacts within these systems that were the outcome of our response to Boston Marathon Bombing incident. We offer trainings and consultation assistance to these entities and the victims that they serve. This ensures that victims are provided with the most up to date information about the program and our requirements. In turn, these close relationships assist the program in obtaining the necessary information to review applications for eligibility.

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

This year the Division published its Compensation Application in Portuguese, Mandarin, Vietnamese and Haitian Creole in addition to our existing English and Spanish applications. This will greatly impact the program s ability to serve underserved communities in the Commonwealth. We are also working with the Office web developers to improve our presence on the Office website to help victims readily locate our program information. Finally, the division is working to implement our online application web portal that will increase our visibility on the web.

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 were no other outcome measure(s) that were reported to the Governor, legislature or other state entity that are not reflected in this submission. However, the Victim Compensation & Assistance Division provides information that reflects what is in this submission as a part of the annual report for the Massachusetts Office of the Attorney General.

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

The Victim Compensation & Assistance Division appreciates the support of OVC through the trainings and updates to the grant application process. Further, the accessibility of the OVC staff to answer questions and clarify any concerns has been helpful in the continued operation of our program.