

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

GRANTEE INFORMATION

ORGANIZATION NAME: New Mexico Crime Victims Reparation Commission

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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				
	Q1	Q2	Q3	Q4	Annual
A. RACE/ETHNICITY					
American Indian or Alaska Native	84	87	133	114	418
Asian	6	6	1	15	28
Black or African American	24	27	21	27	99
Hispanic or Latino	368	415	346	402	1531
Native Hawaiian or Other Pacific Islander	0	1	2	2	5
White Non-Latino or Caucasian	163	183	159	177	682
Some Other Race	8	10	21	15	54
Multiple Races	31	31	26	30	118
Not Reported	191	168	383	353	1095
Not Tracked	0	0	0	0	0
Race/Ethnicity Total	875	928	1092	1135	4030
B. GENDER					
Male	311	286	367	340	1304
Female	564	642	724	795	2725
Not Reported	0	0	1	0	1
Not Tracked	0	0	0	0	0
Gender Total	875	928	1092	1135	4030
C. AGE					
Age 0- 12	228	233	349	309	1119
Age 13- 17	127	134	130	142	533
Age 18- 24	104	104	108	147	463
Age 25- 59	353	388	383	456	1580
Age 60 and Older	38	45	51	52	186
Not Reported	25	24	71	29	149
Not Tracked	0	0	0	0	0
Age Total	875	928	1092	1135	4030

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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	153	\$ 0	\$ 0	\$ 64,605	\$ 12,000	\$ 60,043	\$ 6,704	\$ 24,861	\$ 1,735		\$ 3,253	\$ 0	\$ 173,202	0	114	4	0	0
Burglary																		
Child Physical Abuse/Neglect	13	\$ 0	\$ 0	\$ 1,949	\$ 0	\$ 361	\$ 5,118	\$ 5,608	\$ 426		\$ 417	\$ 0	\$ 13,881	0	6		0	0
Child Pornography																		
Child Sexual Abuse	39	\$ 0	\$ 0	\$ 2,294	\$ 0	\$ 1,350	\$ 2,836	\$ 3,827	\$ 288	\$ 6,825	\$ 24	\$ 0	\$ 17,444	0	7		0	0
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	95	\$ 0	\$ 0	\$ 16,750	\$ 288,360	\$ 0	\$ 7,875	\$ 0	\$ 0		\$ 7,848		\$ 320,834	0	7	1	0	0
Human Trafficking	21	\$ 0	\$ 0	\$ 43,475	\$ 0	\$ 0	\$ 3,600	\$ 1,750	\$ 0		\$ 0	\$ 0	\$ 48,825	0	0	0	0	0
Kidnapping	2	\$ 0	\$ 0	\$ 0	\$ 0	\$ 375	\$ 1,040	\$ 0	\$ 0		\$ 0	\$ 0	\$ 1,415	0	1	0	0	0
Other Vehicular Crimes	7	\$ 0	\$ 0	\$ 31	\$ 15,520	\$ 640	\$ 0	\$ 0	\$ 0		\$ 53	\$ 0	\$ 16,245	0	0	1	0	0
Robbery																		
Sexual Assault	66	\$ 105	\$ 0	\$ 19,708	\$ 0	\$ 7,175	\$ 28,875	\$ 21,896	\$ 1,135	\$ 4,725	\$ 1,990	\$ 0	\$ 85,610	0	15	0	0	0
Stalking																		
Terrorism																		
Total	396	\$ 105	\$ 0	\$ 148,813	\$ 315,881	\$ 69,944	\$ 56,049	\$ 57,942	\$ 3,585	\$ 11,550	\$ 13,586	\$ 0	\$ 677,454	0	150	6	0	0

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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	152	\$ 1,721	\$ 0	\$ 49,789	\$ 2,848	\$ 95,915	\$ 9,621	\$ 42,242	\$ 4,161		\$ 3,289	\$ 0	\$ 209,586	0	107	3	0	3
Burglary																		
Child Physical Abuse/Neglect	22	\$ 0	\$ 0	\$ 1,406	\$ 0	\$ 7,175	\$ 3,107	\$ 8,358	\$ 0		\$ 0	\$ 0	\$ 20,047	0	13		0	0
Child Pornography																		
Child Sexual Abuse	45	\$ 0	\$ 0	\$ 2,139	\$ 0	\$ 1,848	\$ 11,906	\$ 1,901	\$ 0	\$ 7,800	\$ 441	\$ 0	\$ 26,035	0	14		0	0
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	104	\$ 0	\$ 0	\$ 10,200	\$ 375,977	\$ 0	\$ 10,734	\$ 0	\$ 750		\$ 10,772	\$ 0	\$ 408,433	0	10	1	0	3
Human Trafficking	3	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 4,080	\$ 448	\$ 0		\$ 0	\$ 0	\$ 4,528	0	0	0	0	0
Kidnapping	3	\$ 0	\$ 0	\$ 0	\$ 0	\$ 959	\$ 1,170	\$ 0	\$ 0		\$ 0		\$ 2,129	0	1	0	0	0
Other Vehicular Crimes	6	\$ 0	\$ 0	\$ 16,967	\$ 3,539	\$ 755	\$ 0	\$ 0	\$ 0		\$ 0	\$ 0	\$ 21,261	0	0	0	0	0
Robbery																		
Sexual Assault	77	\$ 0	\$ 0	\$ 6,332	\$ 4,803	\$ 10,520	\$ 12,926	\$ 24,609	\$ 3,500	\$ 2,700	\$ 1,049	\$ 0	\$ 66,439	0	17	0	0	0
Stalking	4	\$ 0	\$ 0	\$ 369	\$ 0	\$ 0	\$ 0	\$ 4,208	\$ 0		\$ 0	\$ 0	\$ 4,577	0	2	0	0	0
Terrorism																		
Total	416	\$ 1,721	\$ 0	\$ 87,203	\$ 387,166	\$ 117,172	\$ 53,544	\$ 81,767	\$ 8,411	\$ 10,500	\$ 15,551	\$ 0	\$ 763,034	0	164	4	0	6

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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	540	\$ 1,721	\$ 0	\$ 163,678	\$ 14,848	\$ 272,590	\$ 41,391	\$ 139,943	\$ 16,050		\$ 15,071	\$ 0	\$ 665,291	0	385	17	0	5
Burglary																		
Child Physical Abuse/Neglect	56	\$ 0	\$ 0	\$ 4,417	\$ 5,673	\$ 8,836	\$ 13,506	\$ 16,466	\$ 853		\$ 1,257	\$ 450	\$ 51,458	0	28		0	0
Child Pornography																		
Child Sexual Abuse	157	\$ 0	\$ 0	\$ 7,092	\$ 0	\$ 5,348	\$ 22,839	\$ 9,857	\$ 288	\$ 32,799	\$ 537	\$ 0	\$ 78,760	0	29		0	0
DUI/DWI																		
Fraud/Financial Crimes																		
Homicide	389	\$ 1,000	\$ 0	\$ 78,900	\$ 1,173,344	\$ 0	\$ 35,017	\$ 1,323	\$ 750		\$ 56,830	\$ 0	\$ 1,347,164	0	31	4	0	3
Human Trafficking	55	\$ 0	\$ 0	\$ 88,475	\$ 0	\$ 0	\$ 13,080	\$ 12,201	\$ 0		\$ 0	\$ 0	\$ 113,756	0	0	0	0	0
Kidnapping	10	\$ 0	\$ 0	\$ 2,207	\$ 0	\$ 1,432	\$ 2,210	\$ 2,050	\$ 0		\$ 0	\$ 0	\$ 7,899	0	6	0	0	0
Other Vehicular Crimes	25	\$ 0	\$ 0	\$ 47,312	\$ 24,363	\$ 4,108	\$ 0	\$ 0	\$ 0		\$ 53	\$ 0	\$ 75,836	0	0	1	0	1
Robbery																		
Sexual Assault	260	\$ 105	\$ 0	\$ 39,510	\$ 4,803	\$ 28,301	\$ 84,388	\$ 77,025	\$ 6,296	\$ 19,077	\$ 8,416	\$ 0	\$ 267,921	0	48	2	0	0
Stalking	9	\$ 0	\$ 0	\$ 369	\$ 0	\$ 375	\$ 1,815	\$ 6,266	\$ 0		\$ 0	\$ 0	\$ 8,825	0	7	0	0	0
Terrorism																		
Total	1,501	\$ 2,826	\$ 0	\$ 431,960	\$ 1,223,031	\$ 320,990	\$ 214,245	\$ 265,132	\$ 24,237	\$ 51,876	\$ 82,163	\$ 450	\$ 2,616,909	0	534	24	0	9

NARRATIVE QUESTIONS

1. **Please explain any significant change in the number of applications received during the reporting period.**
We continue to see an increase in applications received from prior years [FFY23 (4016), FY22 (3,992), and FFY21 (3,428)]. Although the increase is minimal, this does show that more victims are seeking direct victim services, reporting to licensed mental health providers, licensed medical providers, and tribal health providers, or reporting to law enforcement. Our victim compensation department leadership also continues to provide virtual and in-person training.
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. 37

Please explain your state's procedure for processing an application for claim eligibility, from time of receipt of application to decision. Compensation applications submitted via online application (import into the database), mail, fax, and email are date-stamped either electronically or ink-stamped. All applications are routed to the agency's Compensation Management Analyst for data entry, creating files, assigning to State Investigators, and sending request letters to hospitals, law enforcement agencies, and employers. All applications are routed through the agency's Victim Advocates to contact the victim/claimant to discuss the process, additional resources in their respective communities, and VINE registration. State Investigators conduct a thorough review of the applications and source documentation submitted. If an incident verification form/report is attached, the State Investigator makes an eligibility determination and submits it to supervisors for quality assurance. If expenses are submitted with the application, they are assessed simultaneously as eligibility determination. If no expenses are submitted, the State Investigator creates a tickler in the internal database to conduct follow-up in the future. State Investigators keep the victim/claimant apprised throughout the application process and advise when payments will be made/received.
3. **Does your state have a victim satisfaction survey?**
Yes

A. Number of victim satisfaction surveys distributed during the reporting period. 4,016

B. Number of victim satisfaction surveys completed during the reporting period. 43

C. Number of surveys that indicated satisfaction with the victim compensation program during the reporting period. 41
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.**
Over the last two years, our compensation department has worked with four vacant positions. As we saw a decrease in victim compensation applications, our team was able to manage the caseloads effectively. Now that we are seeing an increase in applications and still working with several vacant positions, our team is carrying an unreasonable and unmanageable caseload. We are currently in the process of requesting additional state-appropriated funds to allow our agency the ability to fill our vacancies. The heavy caseloads limit our team's timelines to determine eligibility on victim compensation applications and process payments.
5. **Please describe in detail efforts taken to serve Victims of Federal Crime during the reporting period.**
New Mexico CVRC continues to conduct outreach and training to federal victim service providers throughout New Mexico. We participate in our state's multi-disciplinary Human Trafficking Task Force, which includes the FBI and Homeland Security Department representatives. We also participate in the Missing and Murdered Indigenous Persons Task Force. Additionally, the New Mexico CVRC maintains a relationship and open lines of communication with the New Mexico Coalition to End Violence Against Native Women further to improve access and resources to other programs in Indian Country and ensure accessibility from victims/claimants within their communities. Furthermore, New Mexico CVRC provides training to McKinley and San Juan County multi-disciplinary teams, providing direct victim services to victims from Indian Country.
6. **Please describe any notable activities during the reporting period that improved the process of victim compensation services.**
In 2020, CVRC secured a DOJ grant to assess our victim compensation department and process. As we near the end of the project, we have enhanced our internal workflow and outreach material to include QR code tearaway sheets that police officers disseminate at the scene. We are upgrading our agency website to ensure ADA compliance. In addition, we are creating readily accessible training videos for victims, the public, and victim service providers on the online compensation application and additional financial resources our agency provides. More importantly, we will migrate thirty years of victim information from our legacy database to our current victim database provider to enhance overall access and accessibility for historical information, making it more user-friendly for our team.
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 assisted in paying for portions of agency rent, phone, vehicle lease, and travel. These funds support our agency's operational needs to process compensation applications. In addition, travel allows our staff to conduct in-person training on victim compensation, VINE services, emergency assistance funding, and human trafficking crisis stabilization funding. CVRC also attends national trainings on being trauma-informed and victim-centered approaches for good outcomes with crime victims. This training provides the best policies and procedures and offers insight into other state compensation programs' innovative enhancements.

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.**

New Mexico CVRC had no proposed statute changes during the FFY23 reporting period. However, we continue to have internal discussions and meet monthly with our Commission to determine proposed rules and regulation changes to meet victims' needs. We continue to have conversations with the New Mexico Coalition of Sexual Assault Programs, who have asked us to partner and request additional state-appropriated funds to support several different services to help survivors of sexual assault in New Mexico. Finally, we have received a one-time appropriation from the legislature for Missing and Murdered Indigenous Persons and Relatives in New Mexico. Although we are currently unable to assist the families of any person reported missing in New Mexico via compensation, this limited funding can now provide resources and potential emergency funding to help with unexpected costs associated with Missing and Murdered Indigenous persons.

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.**

Our agency actively participates in several different multi-disciplinary task forces that include critical stakeholders within the criminal justice system, such as the Missing and Murdered Indigenous Women and Relatives Task Force, Intimate Partner Death Review Team, the Human Trafficking Task Force, and the Child Abuse Multi-Disciplinary Teams. Although each task force varies by mission and purpose, all task forces share a common goal of identifying gaps in system responses and providing recommendations of strategies for improvement within the criminal justice system. New Mexico CVRC continues to enhance collaborations with the New Mexico Children, Youth, and Families Youth Transitions division to wrap around services to victims aging out of state custody. In addition, CVRC meets with all our state coalitions (New Mexico Coalition Against Domestic Violence, New Mexico Coalition of Sexual Assault Programs, and the Coalition to Stop Violence Against Native Women) to provide training and address any possible gaps in services around the state.

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

New Mexico CVRC continues to provide prescheduled virtual training for any victim service provider, law enforcement agency, or interested parties. We can give specific agency trainings upon request. The training curriculum includes: A detailed overview of victim compensation funds and eligibility criteria. A live demonstration of the online victim compensation application. An overview of other emergency/crisis stabilization funds available to victims in New Mexico. New Mexico has a readily accessible YouTube training video on completing an online application. Finally, New Mexico CVRC continues to be included in the training curriculum for new probation and parole cadets, victim advocate volunteers in the state's largest judicial district, and our volunteers throughout New Mexico who serve as Court Appointed Special Advocates (CASAs). CVRC is also updating our agency website to ensure we are ADA-compliant. We have enhanced our agency brochure with a QR Code, accessible to the LGLGBTQIA+ community, created training videos, and provided a Victim Advocacy Training Academy for new victim advocates across the state.

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.**

Although we slightly increased our processing time, we remained within the same 30-day range despite the agency vacancies and increased victim compensation applications received. We continue to enhance our Priority Processing for homicide victims; we can determine eligibility within 72 hours. We continue to improve emergency access to compensation funding through our non-profit organizations across the state. We pay our care and support providers 65% of the patient's responsibility when no collateral source is available. We pay our victims/claimants 100% of eligible out-of-pocket expenses.

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

New Mexico CVRC continued to work with the Counsel of State Governments Justice Center on our victim compensation assessment project. We completed our final year and are continuing to implement recommendations and fundamental changes toward improving accessibility, implementing additional financial expenses needed by victims, and increasing the collection of restitution.