



Justice Center

THE COUNCIL OF STATE GOVERNMENTS



Program Assessments

A Data-Driven Approach to Analyzing
Effectiveness and Decision-Making

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Presentation Outline

I. Organization Overview

II. What We Do

III. CVRC Program Assessment

The Council of State Governments Justice Center

We are a national nonprofit, nonpartisan organization that combines the power of a membership association, serving state officials in all three branches of government, with policy and research expertise to develop strategies that increase public safety and strengthen communities.

Presentation Outline

I. Organization Overview

II. What We Do

III. CVRC Program Assessment

How We Work

- We bring people together
- We drive the criminal justice field forward with original research
- We build momentum for policy change
- We provide expert assistance

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Why Conduct an Assessment?

- Evaluate effectiveness of statutes, rules, and internal policies and procedures.
 - Eligible expenses, workflow, etc.
- Identify who is applying and how they're being served.
 - Victimization, demographics
- Understand perceptions of stakeholders in communities, victim services, and criminal justice system.

New Mexico Crime Victims Reparations Commission (CVRC) Assessment

- CVRC partnered with the CSG Justice Center to apply for the Office for Victims of Crime FY 2020 Crime Victim Compensation Program Assessment discretionary grant.
- Solicitation objective was increased victim knowledge and interest in compensation programs by conducting program assessment, developing an implementation plan, and executing the plan.

New Mexico Crime Victims Reparations Commission (CVRC) Assessment

CVRC's assessment goals:

- Understand utility of the program and how policies and procedures may impact victims' access; assess gaps.
- Solicit feedback from advocates and other professionals in the criminal justice system to understand their perceptions and experience with CVRC program.
- Develop internal policy options and external outreach strategy.

Phases of a Program Assessment

- Determining focus areas
- Examining focus areas
- Enhancement opportunities and recommendations
- Implementation

New Mexico CVRC Assessment Focus Areas

Focus Areas

- Applications – compensation and medical forensic exams
- Payments and processes
- Community outreach
- Training

Examining Focus Areas—Claims Data

- Aggregate data tells only part of the story.
- Case-level data is necessary to answer questions.
 - Who is applying for which crimes? What are the outcomes? Who is being compensated and for what expenses?
- Evaluate system capabilities.
 - What can be exported? What is the format?
 - Ad hoc reports vs. in-depth queries

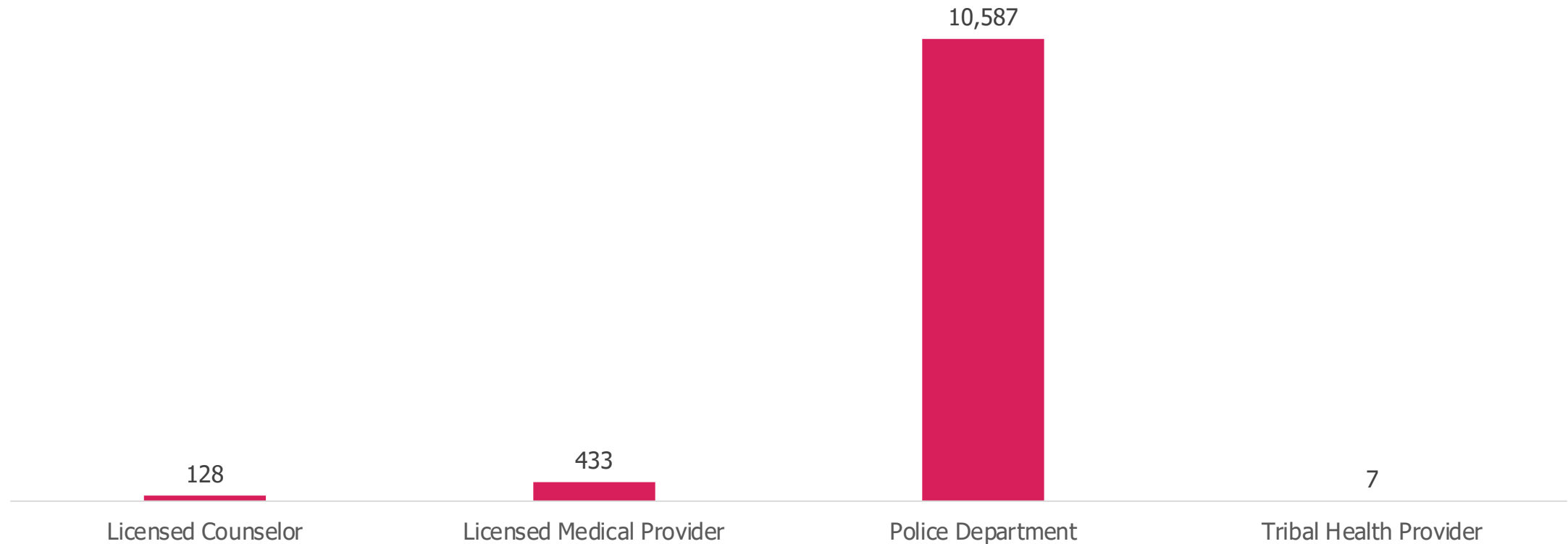
Claims Data—New Mexico CVRC

CVRC's claims system export allowed for analysis of the following:

- Source of crime report and referral
- Victim demographics
- Time from incident to application
- Processing times for approved and denied claims
- Denial reasons

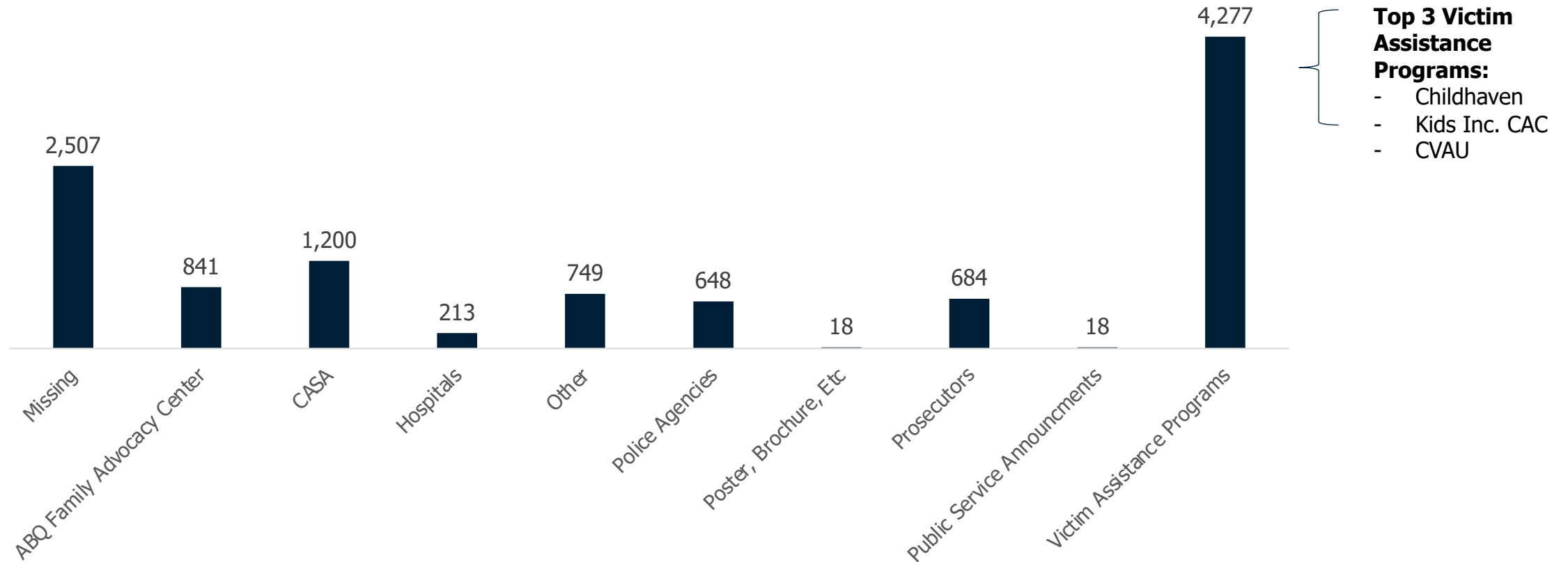
Police are the main reporting source for CVRC applications.

Crime Reported to by Application Year, 2018—2020



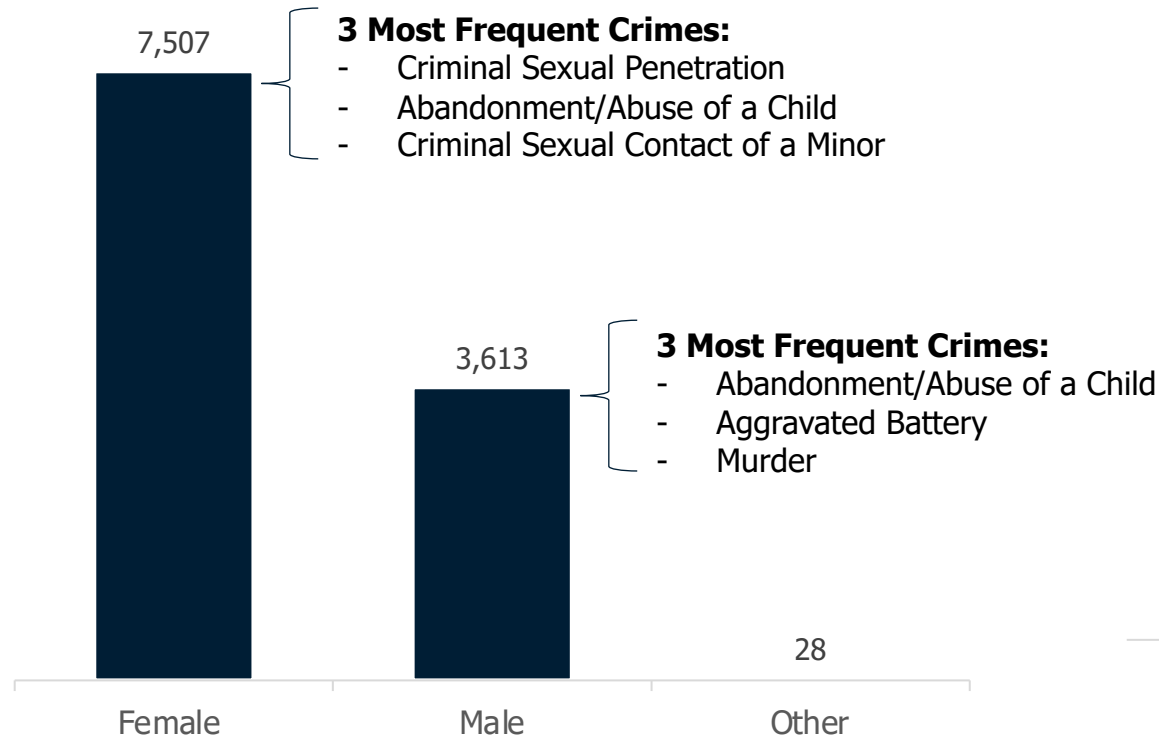
Thirty-eight percent of applications are referred by victim assistance programs.

Referral Sources for Applications, 2018—2020

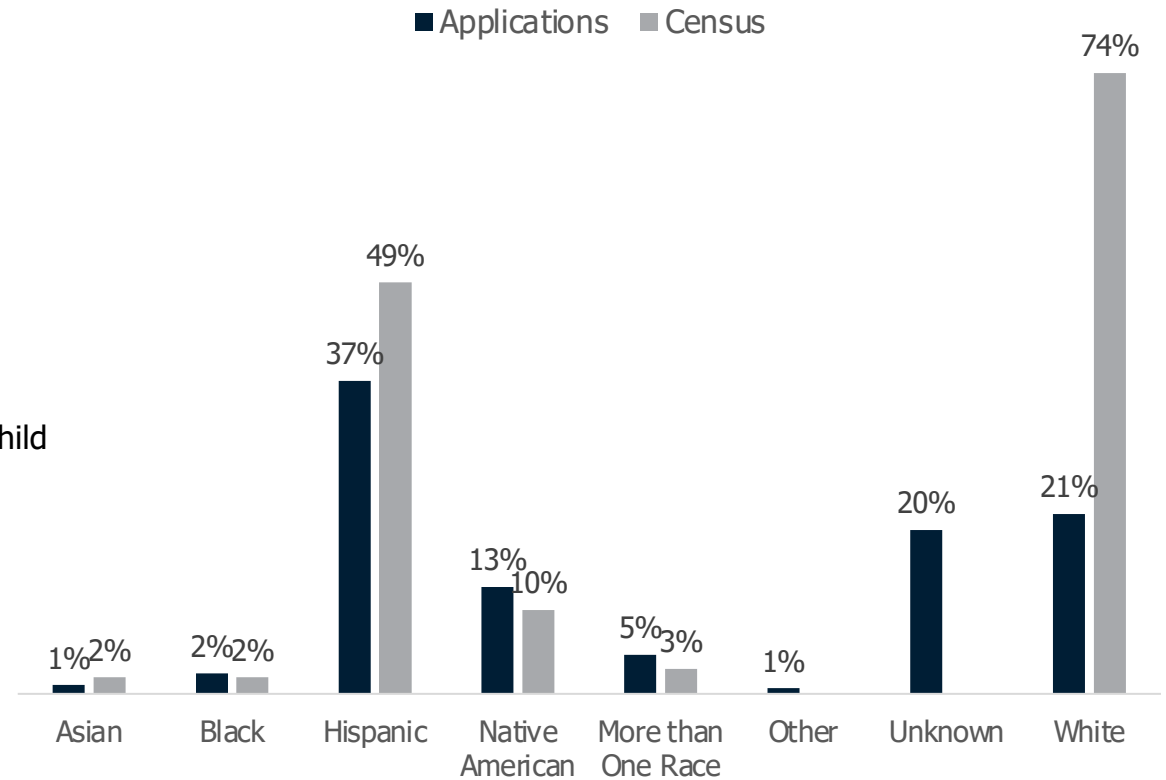


The victims are female for 67% of applications.

Victim Sex, 2018—2020

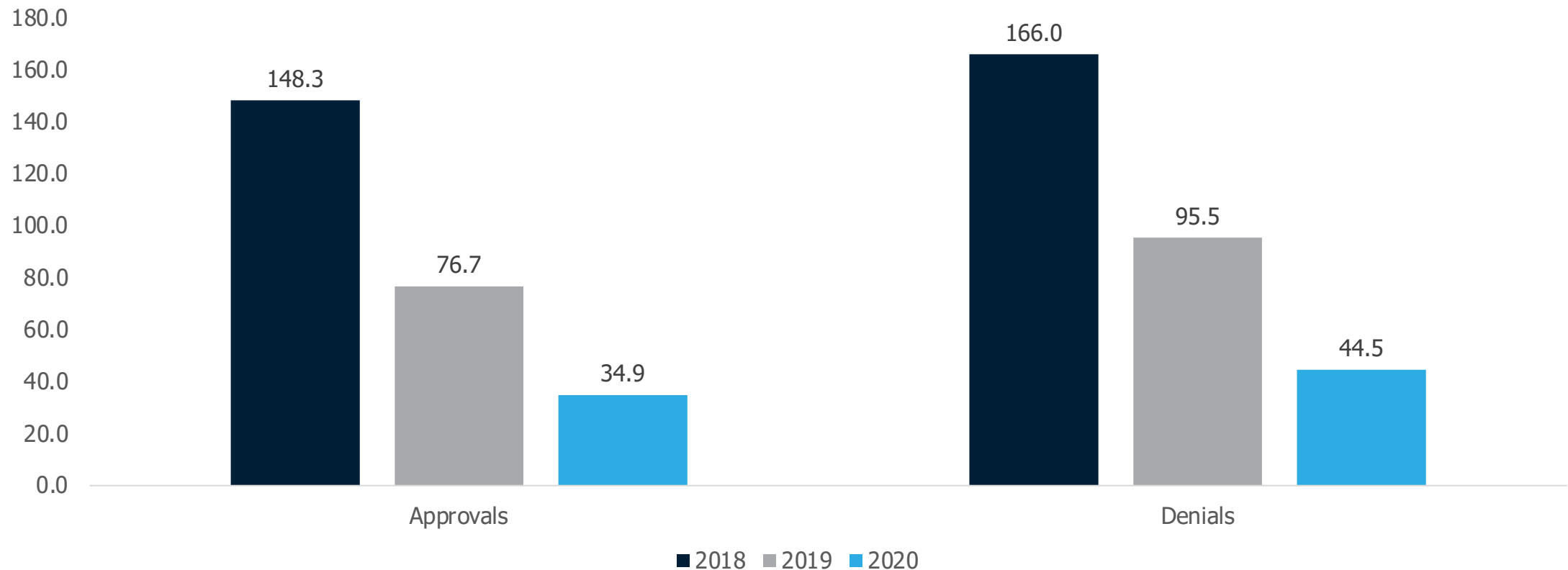


Applications by Race, 2018—2020



The average number of days to decision decreased between 2018 and 2020. It takes longer for CVRC to make denial decisions.

Average Days to Decision by Decision Type, 2018—2020



Examining Focus Areas—Engaging Stakeholders

- Understand perceptions of stakeholders in victim services and criminal justice system.
 - Interviews, listening sessions, surveys
- Stakeholder feedback can confirm or dispel what data indicates is happening.

Engaging Stakeholders in New Mexico

- Interviews with 15 systems-based and community-based organizations serving victims
- Listening session with CVRC staff
- Survey of victim advocates' experience with CVRC program

New Mexico CVRC Enhancement Opportunities

Applications; payments and processes

- Implement a peer-to-peer quality assurance process.
- Update and standardize processes for medical forensic examination (MFE) claims.
- Examine eligible expenses for parents and guardians of child victims.
- Set aside VOCA assistance emergency funds for Tribal and Native communities.
- Seek statutory change for payment rates and provider write-off.

New Mexico CVRC Enhancement Opportunities

Community outreach and training

- Establish and strengthen relationships with community-based organizations.
- Create new and outreach materials and update current materials.
- Produce short training videos explaining key program information.
- Conduct periodic in-service trainings for CVRC staff.

Implementation Phase

- Prioritized recommendations
 - Medical forensic exam protocols
 - Community outreach partnerships strategy
 - Outreach and training materials
 - Staff training
- Developed implementation plans
- Working together on implementation

Medical Forensic Exams

- New Mexico Sexual Assault Coalition Program (NMSCAP) handles most adult MFE claims.
 - When CVRC processes MFE claims it uses NMSCAP payment rates.
- CVRC handles child MFE claims.
- An MFE claim that goes through CVRC opens all eligible expenses for victims. Other medical expenses are limited in NMSCAP process.

Medical Forensic Exams

- Options for updated protocols and payment rates used in other state compensation programs
 - Payment rates; separate claims process
- Programmatic considerations
 - MFE meets reporting requirement
 - Streamline process by limiting number of forms needed.
 - Ensure providers make victim aware of CVRC for other expenses.

Outreach and Training Materials—Online and Printed

Website redesign in compliance with Americans with Disabilities Act

- “Benefits at a Glance” chart
- Updated program brochure
- Informational videos posted on CVRC’s website processes

Community Outreach Partnerships and Training

- Goal: build trusting relationships between CVRC and organizations serving people who have experienced violence with a focus on underserved populations.
- How?
 - Establish a working group to drive outreach efforts and provide perspective.
 - Identify victims' touchpoints with potential referral sources for targeted outreach.

Outreach and Partnerships

How (cont.)

- Identify organizations serving underserved people.
- Communicate updates and resources for practitioners and others serving people who have experienced crime.
- Use social media.

Outreach and Training Materials

CVRC program “tearaway cards”



Outreach and Training Materials

Tearaway cards with Albuquerque PD victim assistance unit

Albuquerque
Police Department
Victim Assistance
Unit (VAU)

(505) 924-6059
vau@cabq.gov

ALBUQUERQUE
POLICE

Scan QR code to see application

CVRC
NEW MEXICO

If you are a victim of violent
crime, you may be eligible
for financial assistance.
Please contact us.

New Mexico Crime Victims
Reparation Commission
(800) 306-6262
cvrc@cvrc.nm.gov
6200 Uptown NE, Ste 210
Albuquerque NM 87111
www.cvrc.state.nm.us

Training Opportunities

- External
 - Proactively conduct basic training for victims' programs and other community-based organizations.
- Internal
 - Conduct periodic in-service training events covering topics relevant to working with victims and survivors (such as victim advocacy, alternative forms of mental health treatment, death and grief, self-care).

Questions?

Thank You!

Join our distribution list to receive updates and announcements:

<https://csgjusticecenter.org/resources/newsletters/>

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