

**JUDICIAL PROCEEDINGS PANEL
REQUEST FOR INFORMATION SET # 6**

152. (Update to JPP RFI 41) DoD and Services: What metrics are currently tracked by DoD and each Service for the SVC program? Who reviews SVC metrics, and how frequently are reviews conducted?

DoD	At this time, DoD does not maintain metrics concerning the Military Services' SVC/VLC programs. This will be addressed in the policy required by the NDAA for FY 2016, Section 535.
USA	No update to JPP RFI 41 response.
USAF	Air Force SVC metrics, including current client caseload, numbers of hearing attended (including Article 32 hearings, courts-martial, and victim interviews), and number of clients who have changed from a restricted report to an unrestricted report, are collected and maintained through the Program's SharePoint site. AFLOA/CLSV also maintains other SVC records and tracks related data, such as ECR requests and determinations. AFLOA/JAJM handles the monthly review of Victim Impact Surveys; see JPP RFI 151. Periodically, reports on SVC Case Trajectory and SVC caseloads are generated to track trends. Program leadership reviews the data regularly and conducts data analysis as issues arise.
USN	In addition to the Article 6 Self-Assessment Guide referred to in question 151, the Navy VLCP developed a weekly program report (enclosure (11) from Question 125) and a voluntary, confidential client satisfaction survey (enclosure (12) from Question 125) when the program first stood up which is given to clients at the completion of VLC services. The Navy VLCP uses the Victim Satisfaction Survey to gauge program success, challenges, and areas of improvement. The survey focuses on victim satisfaction with Navy VLC services. The results of all completed surveys are forwarded to VLCP leadership for review and assessment. The weekly program report captures new data each week and cumulative numbers since the program's inception. More specifically, the weekly report tracks the number of restricted and unrestricted reports, declination by victims to elect VLC representation, converted cases from restricted to unrestricted, categories of clients (active duty, reserve, other service, DON Civilians, adult and minor dependents), types of offenses, presence and participation of VLC in judicial and administrative proceedings, the number of outreach briefs and attendees at outreach briefs each week, and the number of VLC travel days each week. The report is reviewed by the DCOS, COS and CNLSC. The purpose of the weekly report is to monitor case-to-counsel ratios, assignment of VLC to maximize face-to-face communication, program developments, highlights of interest each week from each VLC, to include successes and challenges, and to track the age range of minor dependents. VLC travel costs are collected by OJAG Code 64 (Fiscal and Resource Services) each week to assist with budget submissions. Outside of the Navy VLCP, DoD administers a Survivor Experience Survey for sexual offense victims.
USMC	The weekly report provides statistics on staffing of the VLCO, the caseload in each of the four regions, the types of motions and documents that VLC are filing, the number and type of hearings that VLC are attending, the number of action items pending and completed, and anecdotal reports of both good news and concerns.
USCG	See response to 125 d. and e.