

New York State Comptroller
THOMAS P. DiNAPOLI

Office for the Prevention of Domestic Violence

Domestic Violence Awareness,
Prevention, and Assistance Programs

June 2026 | Report 2023-S-39

Prepared by the Division of State Government Accountability

Audit Highlights

Objective

To determine whether the Office for the Prevention of Domestic Violence provided effective awareness, assistance, response to, and prevention of domestic violence. The audit covered the period from January 2019 through June 2025.

About the Program

Domestic violence is a pervasive public health and safety issue in New York and affects individuals of all ages, genders, races, and socioeconomic backgrounds. According to the U.S. Centers for Disease Control and Prevention's 2023/2024 Sexual Violence Data Brief, about 45% of women and 17% of men in the U.S. experienced some sort of contact sexual violence in their lifetime. In addition, over 61 million women and 53 million men have experienced forms of psychological aggression, such as intimidation and verbal abuse or humiliation.

While domestic violence can affect anyone, historically marginalized groups—including minorities, women, and those living in poverty—experience higher rates of domestic violence. Older adults and those who rely on others for care or daily support are also particularly vulnerable, as they may face additional barriers to reporting abuse or accessing services.

Established under Section 575 of the Executive Law (Law), the Office for the Prevention of Domestic Violence (OPDV) was created to improve the State's response to and prevention of domestic violence with the goal of enhancing the safety of all New Yorkers in their intimate and family relationships. In recent years, OPDV has expanded its work beyond domestic violence to include other forms of gender-based violence, which is harm (or threats of harm) based on actual or perceived sex, gender, sexual orientation, gender identity or expression, or other such sex/gender-related characteristics. Under the Law, OPDV is responsible for advising the Executive and Legislature on the most effective ways for the State to respond to domestic violence. To this end, OPDV must consult with experts, service providers, and advocacy organizations and act as an advocate for domestic violence victims and survivors and related programs. OPDV is also required to coordinate State agency efforts related to domestic violence prevention and response, and to promote policies and practices intended to improve victim safety and access to services. The Law is broad and directs OPDV to carry out certain activities, including:

Domestic violence is a pattern of behavior used by an individual to establish and maintain power and control over their intimate partner, family, or household member. It includes abusive behaviors, threats, and actions that may or may not be illegal. These tactics can be physical, emotional, financial, or sexual and may impact people of any gender or age.

- Developing and coordinating community outreach and public education throughout the State.
- Administering certain grant funds, such as those awarded for efforts established under Education Law Article 129-B, commonly known as Enough is Enough (EiE), designed to address sexual assault and dating violence for college students.
- Making periodic reports to the Executive and Legislature recommending policy and program direction.
- Developing and promoting senior center-based domestic violence prevention programs as required under the Executive Law amended in 2011.

To carry out its responsibilities, OPDV's work has included establishing a Domestic Violence Hotline (Hotline) in 1981 to provide confidential access to domestic violence resources and support for victims, professionals, and concerned individuals; implementing certain statewide policies, including those contained in Executive Order 17 (EO 17) to address the impact of gender-based violence on the State workforce; and publishing the State's Gender-Based Violence Dashboard (Dashboard) with the primary goal of reporting relevant data elements collected by State and select local and national entities to inform policy and decision-making. Additionally, OPDV serves as the chair of the Domestic Violence Advisory Council (DVAC) established under the Law. The Law requires the council to meet as often as necessary, but at least twice a year.

Domestic violence is a complicated and multifaceted issue with multiple agencies administering programs and services focused on awareness and prevention, as well as assisting and responding to victims. For the purposes of this report, we audited OPDV's role in administering certain services, programs, and requirements to provide effective awareness, assistance, response to, and prevention of domestic violence. This report is one in a series of audits of State agencies with a role in providing awareness, assistance, response to, and prevention of domestic violence and overseeing providers of certain services.

Key Findings

To provide the most effective response to and prevention of domestic violence, the entities involved in providing services, promoting awareness, and implementing prevention and assistance efforts need to act cohesively and collaboratively. As the State's lead agency for this effort, OPDV could strengthen its efforts in key areas, as follows:

- We found significant issues that limit the Hotline's effectiveness in aiding callers, specifically with response time and accuracy of translation services, which are crucial to ensuring that victims of domestic violence receive assistance when they need it. From December 2024 through June 2025, we made 25 phone calls and sent 20 text messages and 20 web-based chat messages to the Hotline and found the following:

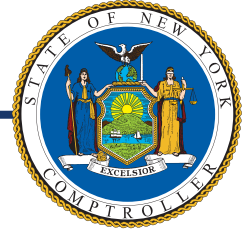
- Of the 25 test phone calls, five (20%) were never connected to a representative. Instead, after an automated greeting, for most of these (three of five), we heard continuous beeping, indicating the call failed to connect to a live representative. A review of 60 days of call logs showed similar problems: of the 2,814 calls made to the Hotline during the 60 days, 170 (6%) were not connected, which included our five unconnected test calls.
- Of the 20 text messages we sent, three (15%) were unanswered and six (30%) took longer than the 30 seconds required by contract to receive a response.
- Of 12 texts and eight web-based chats sent in six non-English languages, our testing identified translation issues in five of the 20 (25%) messages that were either not translated (one) or mistranslated (four).
- As of May 2024, OPDV had approved gender-based violence policies for 72 State entities; however, we identified more than 500 additional entities that may fall under the scope of EO 17 but do not have such policies.
- Little has been done statewide to address domestic violence specifically affecting older adults. As of June 2025, OPDV had not implemented its statutory mandate to develop or implement senior center-based prevention programs with defined goals or objectives. The prolonged failure to implement senior center-based prevention programs increases the risk that this particularly vulnerable population will not have access to domestic violence survivor resources.
- Between 2018 and 2023, DVAC met a total of 11 times. However, only four of the 17 members representing key State agencies and advocacy organizations attended all meetings, with three members attending fewer than half. Although DVAC generally met its statutory obligation to meet twice annually, member participation was limited. Limited attendance reduces continuity and statewide collaboration, further constraining DVAC's ability to effectively fulfill its advisory and coordination responsibilities.

OPDV officials were responsive to issues identified during the audit and began taking action to address our findings while the audit was ongoing.

Key Recommendations

- Develop or revise existing policies and procedures to include written guidance for following up on deficiencies identified during monitoring reviews, including but not limited to, steps for providing assurance that issues are corrected in a timely manner including deficiencies with response times and language translation services.
- Take steps to provide assurance that covered State entities comply with EO 17 requirements.
- Enhance oversight of grant recipients to provide assurance that they are effectively meeting program objectives and meeting contract deliverables.

- Develop and promote senior center-based domestic violence prevention programs that include documented program goals and objectives and establish ongoing evaluation of the programs' effectiveness.
- Take steps to strengthen DVAC's role in addressing domestic violence issues, including:
 - Making recommendations to the Executive or Legislature on domestic violence-related issues, including strategies for responses and prevention of domestic violence to the Executive.
 - Increasing participation in DVAC meetings.



**Office of the New York State Comptroller
Division of State Government Accountability**

July 1, 2026

Kelli Owens
Executive Director
Office for the Prevention of Domestic Violence
Alfred E. Smith State Office Building
80 South Swan Street, 11th Floor
Albany, NY 12210

Dear Executive Director Owens:

The Office of the State Comptroller is committed to helping State agencies, public authorities, and local government agencies manage their resources efficiently and effectively. By so doing, it provides accountability for the tax dollars spent to support government operations. The Comptroller oversees the fiscal affairs of State agencies, public authorities, and local government agencies, as well as their compliance with relevant statutes and their observance of good business practices. This fiscal oversight is accomplished, in part, through our audits, which identify opportunities for improving operations. Audits can also identify strategies for reducing costs and strengthening controls that are intended to safeguard assets.

Following is a report of our audit entitled *Domestic Violence Awareness, Prevention, and Assistance Programs*. This audit was performed pursuant to the State Comptroller's authority under Article V, Section 1 of the State Constitution and Article II, Section 8 of the State Finance Law.

This audit's results and recommendations are resources for you to use in effectively managing your operations and in meeting the expectations of taxpayers. If you have any questions about this report, please feel free to contact us.

Respectfully submitted,

Division of State Government Accountability

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Glossary of Terms

Term	Description	Identifier
OPDV	Office for the Prevention of Domestic Violence	<i>Auditee</i>
Dashboard	New York State Gender-Based Violence Dashboard	<i>Key Term</i>
DVAC	Domestic Violence Advisory Council	<i>Key Term</i>
EIE	Enough is Enough	<i>Program</i>
EO 17	Executive Order 17	<i>Key Term</i>
Hotline	New York State Domestic and Sexual Violence Hotline	<i>Key Term</i>
Law	Executive Law, Article 21, Section 575	<i>Law</i>

Background

Domestic violence is a pervasive public health and safety issue in New York and affects individuals of all ages, genders, races, and socioeconomic backgrounds. According to the U.S. Centers for Disease Control and Prevention’s 2023/2024 Sexual Violence Data Brief, about 45% of women and 17% of men in the U.S. experienced some sort of contact sexual violence in their lifetime. In addition, over 61 million women and 53 million men have experienced forms of psychological aggression, such as intimidation and verbal abuse or humiliation.

The effects of domestic violence can be severe and far-reaching. It can lead to injuries, chronic pain, and even death. The [National Institutes of Health](#) estimates that more than 1,500 deaths in the United States each year result from domestic violence. Beyond physical injuries, survivors are more likely to face mental health issues; are six times more likely to develop substance dependency; and are twice as likely to smoke, experience obesity, and engage in risky sexual behaviors. Domestic violence impacts not just the individuals directly affected but also has significant repercussions for family members, friends, colleagues, witnesses, and the broader community. For instance, children who observe domestic violence may endure physical and emotional consequences and struggle in school.

While domestic violence can affect anyone, some groups face an increased risk of violence. Historically marginalized groups—including minorities, women, and those living in poverty—experience higher rates of domestic violence. Additionally, older adults and those who rely on others for care or daily support are particularly vulnerable, as they may face additional barriers to reporting abuse or accessing services.

Domestic violence is a pattern of behavior used by an individual to establish and maintain power and control over their intimate partner, family, or household member. It includes abusive behaviors, threats, and actions that may or may not be illegal. These tactics can be physical, emotional, financial, or sexual and may impact people of any gender or age.

Across New York, multiple agencies administer programs and services to raise awareness and prevent domestic violence, as well as to assist and respond to victims. Established under Executive Law, Article 21, Section 575 (Law), the Office for the Prevention of Domestic Violence (OPDV) was created to improve the State’s response to and prevention of domestic violence with the goal of enhancing the safety of all New Yorkers in their intimate and family relationships. In recent years, OPDV has expanded its work beyond domestic violence to include other forms of gender-based violence, which is harm (or threats of harm) based on actual or perceived sex, gender, sexual orientation, gender identity or expression, or other such sex/gender-related characteristics. Domestic violence is a subset of gender-based violence, which also includes sexual violence and human trafficking. Recognizing the increasing risk of elder abuse as the population of older adults continues to grow in the State, and the important role senior centers play as trusted community gathering places, the Law was amended in 2011 to require domestic violence prevention programs to be developed and promoted in senior centers. The mandate reflects the understanding that older adults may be reluctant or ashamed to seek assistance for sensitive issues such as abuse and that providing education and resources in familiar, community-based settings may improve awareness and access to support.

Under the Law, OPDV is responsible for advising the Executive and Legislature on the most effective ways for the State to respond to domestic violence. To this end, OPDV must consult with experts, service providers, and advocacy organizations and act as an advocate for domestic violence victims and survivors and related programs. OPDV is also required to coordinate State agency efforts related to domestic violence prevention and response, and to promote policies and practices intended to improve victim safety and access to services. The Law is broad and directs OPDV to carry out certain activities, including:

- Developing and coordinating community outreach and public education throughout the State.
- Developing and delivering training to professionals.
- Providing technical assistance to State and local government bodies and other agencies and to private not-for-profit corporations on effective policies and responses to domestic violence.
- Administering certain grant funds, such as grants awarded for efforts established under Education Law Article 129-B, commonly known as Enough is Enough (EiE), designed to address sexual assault and dating violence for college students.
- Making periodic reports to the Executive and Legislature recommending policy and program direction.
- Developing and promoting senior center-based prevention programs as required under the Executive Law amended in 2011.
- Collecting data, conducting research, and holding public hearings.

Additionally, OPDV serves as the chair of the Domestic Violence Advisory Council (DVAC) established under the Law. DVAC is composed of nine members appointed by the Executive or legislative leaders, and 17 ex officio members representing key State agencies and advocacy organizations, including OPDV as the chair, and the Office of Temporary and Disability Assistance, Department of Health, Division of Criminal Justice Services, Office of Children and Family Services, State Police, and State Coalition Against Domestic Violence. The Law requires the council to meet as often as necessary, but at least twice a year.

DVAC's statutory responsibilities include:

- Making recommendations on domestic violence-related issues and effective strategies for preventing domestic violence.
- Assisting in the development of policies and priorities for effective intervention, public education, and advocacy.
- Facilitating communication and coordination among and across federal, State, and municipal levels of government for domestic violence prevention.

Furthermore, OPDV is the lead agency for administering certain statewide practices and Executive Orders related to domestic violence. Specifically, Executive Order 17 (EO 17) was issued in April 2022 to address the impact of gender-based violence on the State workforce, including its effects on safety, productivity, and well-being. EO 17 directed all covered State entities (generally, agencies, authorities, and public benefit corporations headed by individuals appointed by the Executive) to adopt a workplace policy on gender-based violence and designate at least one domestic violence agency liaison trained by OPDV to ensure agency compliance with the gender-based violence policy. OPDV was also charged with revising the existing model

Domestic Violence and the Workplace policy to create a model Gender-Based Violence and the Workplace Policy to strengthen the State’s procedures for addressing domestic violence and to include other forms of gender-based violence, such as stalking and sexual assault. The gender-based violence policy requirements were codified into Executive Law in May 2025. Similar to EO 17, this law mandates that every State agency develop a gender-based violence policy, submit it to OPDV, and appoint a trained domestic violence agency liaison.

The State also established a Domestic Violence Hotline (Hotline) in 1981 to provide confidential access to domestic violence resources and support for victims, professionals, and concerned individuals. In 2013, the Hotline was expanded to offer support to victims of sexual assault. In April 2020, in response to the COVID-19 pandemic and the isolation caused by quarantine measures, OPDV introduced a text and chat option to supplement the phone hotline and to provide victims—particularly those in unsafe or isolated environments—with an alternative and discreet means of communication. There are also local hotlines as well as a national hotline that offer confidential access to domestic violence resources and support. According to data provided by OPDV, in 2024, a total of 274,933 phone calls were made to various domestic violence hotlines. This includes 8,289 calls to the Hotline in 2024. See the following table for a breakdown of hotline calls received by hotline type.

Domestic Violence Hotline Phone Calls

Hotline Type	2019	2020	2021	2022	2023	2024
Local (outside NYC)	231,360	138,547	173,192	176,807	162,026	167,551
New York City	81,406	101,628	102,508	92,410	94,153	87,417
Hotline	9,221	12,360	11,540	8,145	6,705	8,289
National	13,168	10,561	8,555	11,065	13,677	11,676
Totals	335,155	263,096	295,795	288,427	276,561	274,933

Since October 1, 2021, OPDV has used a private contractor to operate the Hotline. The Hotline is required to operate 24 hours a day, every day of the year, and to offer multilingual, toll-free phone, chat, and text services. It must have trained representatives who provide crisis intervention, support counseling, information, and referrals, as well as technical support to professionals, and provide performance reporting and trend analysis.

Lastly, as part of its ongoing effort to examine trends related to the prevalence of and response to domestic violence in the State, in 2008 OPDV released its first Gender-Based Violence Dashboard (Dashboard). According to OPDV, the Dashboard’s primary goal is to reflect relevant data elements collected by State entities and select local and national entities (e.g., Department of Health, Office of Children and Family Services, national hotline) that relate to domestic and gender-based violence. The Dashboard provides information related to incidents of domestic violence and other forms of gender-based violence, as well as the availability of services for victims, survivors, and children across the State.

Dashboards published between 2008 and 2020 were published as written reports that included charts and graphs summarizing trends and emerging issues. In 2023 and starting with 2021 data, OPDV began publishing interactive digital dashboards, in addition to the written reports, allowing for comparisons across prior years.

Domestic violence is a complicated and multifaceted issue with multiple agencies administering programs and services focused on awareness and prevention, as well as assisting and responding to victims. For the purposes of this report, we audited OPDV's role in administering certain services, programs, and requirements to provide effective awareness, assistance, response to, and prevention of domestic violence. This report is one in a series of audits of State agencies with a role in providing awareness, assistance, response, and prevention of domestic violence and overseeing providers of certain services.

Audit Findings and Recommendations

To provide the most effective response to and prevention of domestic violence, the State entities involved in providing services, promoting awareness, and implementing prevention and assistance efforts need to act cohesively and collaboratively. OPDV, as the State's lead agency for this effort, could strengthen its efforts in key areas to address deficiencies in areas including: responsiveness and translation services of the Hotline; compliance with gender-based workplace requirements intended to enhance the safety, productivity, and well-being of State employees; monitoring of EiE grant recipients and deliverables; implementation of statutory requirements to provide senior center-based domestic violence prevention; meeting DVAC statutory requirements; and consistency and timeliness of data published on the Dashboard.

Assistance and Response

Domestic violence assistance and response consist of a variety of programs, policies, and systems designed to address incidents of domestic violence and provide resources and support to those affected by domestic violence. We evaluated OPDV's assistance and response efforts in three areas: oversight of the Hotline, implementation of EO 17, and oversight of EiE grants.

Oversight of the Hotline

OPDV's oversight of the Hotline's effectiveness, including response time to Hotline contacts and accuracy of translation services, is crucial to ensuring that victims of domestic violence have access to assistance when they need it. However, prior to our audit, OPDV lacked written policies and procedures for monitoring its contractors, including the one administering the Hotline, which limited its assurance that the Hotline was meeting contract requirements. We conducted testing of the Hotline's response time and language translation efforts and found significant issues. Although OPDV revised its policies, effective September 2024, to include new monitoring procedures for contract oversight, such as quarterly quality assurance testing, the procedures did not include steps to ensure the problems identified during testing are corrected.

Under the contract, phone calls to the Hotline must be answered within 20 seconds and text or chat contacts must be answered within 30 seconds. Delayed responses or unanswered calls may discourage callers from reaching out again, prolonging abusive situations or preventing victims from getting help within the time frames during which it is safe for them to ask for it. Delays may also hinder timely crisis intervention or referrals to essential services.

During the period from December 2024 through June 2025, we made 25 phone calls and sent 20 text messages and 20 web-based chat messages to the Hotline. Of the 25 test phone calls, five (20%) were never connected to a representative. Instead, after an automated greeting, for most of these (three of five), we heard continuous beeping, indicating the call had failed to connect to a live representative.

We also reviewed 60 days of available call logs from December 27, 2024 through April 30, 2025 and identified similar problems. For the 60 days, we found that, of the 2,814 calls made to the Hotline, 170 (6%) were not connected, which included our five test calls noted above. (The other 20 test calls were not made during any of the 60 days for when call logs were available.) Further,

for 36 of the 170 calls (21%) that were not connected, callers waited more than 20 seconds after the automated greeting before the call ultimately failed to connect.

Additionally, 24 of our 25 test calls began with a 20-second automated greeting, making it impossible for the contractor to meet the contract's 20-second response time requirement. Although the contract does not explicitly state whether the automated greeting should be included in the response time requirement, both OPDV and contractor officials stated that it should be. Additionally, during one test call, the 20-second automated greeting was followed by an additional 35 seconds before a representative answered.

The results of our tests with text messages and web-based chat inquiries were consistent with the findings from our Hotline calls:

- Of the 20 text messages we sent, three (15%) were unanswered and six (30%) took longer than 30 seconds to receive a response (by between 4 seconds and over 45 minutes).
- Of the 20 web-based chat messages we sent, three (15%) were unanswered and five (25%) took longer than the required 30 seconds to respond (by between 5 seconds and 2 minutes).

In addition to set call and message response times, the Hotline has translation requirements. Inaccurate language translation can lead to misunderstandings or misinformation, undermining the Hotline's effectiveness and potentially compromising survivors' safety and well-being. While the contract does not explicitly specify which languages must be translated, OPDV's website indicates that the Hotline is available in most languages. According to the contractor, it utilizes a vendor that offers translation services in 104 languages.

We sent 20 messages—12 texts and eight web-based chats—in six non-English languages: Chinese, Croatian, Hindi, Marathi, Spanish, and Urdu. Our testing identified translation issues in five of the 20 messages (25%), including three text and two chat messages. These messages were either not translated (one) or mistranslated (four). See Figures 1 and 2 for examples of the mistranslated text messages and Figure 3 for an example of a mistranslated web-based chat message.

Figures 1, 2, and 3 Mistranslated Chats and Messages



NYS Domestic and Sexual Violence Hotline Chat Quick Escape

Thank you for contacting the NYS Domestic and Sexual Violence Hotline Chat. An advocate will be with you momentarily. If you are in immediate danger, please call 911.

If you are seeking assistance in any language other than English, please let us know which language in your message and we will assist you!

You: Croatian: (Original Language)
Jeli govoriš li moj jezik?
English:
Do you speak my language?

Representative: English: (Original Language)
yes
Corsican:
lè
Croatian:
Da

You: Corsican: (Original Language)
što?
English:
what?

Representative: English: (Original Language)
are you safe to chat
Corsican:
si sicuru di chattà

You: Corsican: (Original Language)
ne razumijem
English:
I don't understand.

Representative: English: (Original Language)
how ,may i help you
Corsican:
cumu, possu aiutà vi

Type Message Here

Callout bubbles:

- This message was written in Croatian but the language was mistakenly identified as Corsican
- The representative's response was translated into Corsican instead of Croatian
- This message was written in Croatian, but again identified as Corsican
- The representative's response was again translated into Corsican instead of Croatian

Figure 1 (Top Left) – The Hotline's failure to detect the correct language of Urdu resulted in an inappropriate response in Arabic.

Figure 2 (Top Right) – The text message sent in Chinese is incorrectly identified as Japanese, resulting in a response in Japanese.

Figure 3 (Bottom Left) – The Hotline initially identified the language (Croatian) correctly and translated it properly; however, it was later misidentified as Corsican, resulting in responses that someone who only speaks Croatian could not understand.

In addition to the translation issues, we identified responsiveness deficiencies in non-English communications consistent with our English-language testing of phone calls, text, and chat messages. Specifically:

- Of the 12 text messages we sent in non-English languages, two (17%) were unanswered, and two (17%) exceeded the required 30-second limit to receive a response (by between 10 and 60 seconds).
- Of the eight web-based chats, one (13%) was unanswered, and one (13%) exceeded the required 30 seconds to receive a response (by 90 seconds).

After we brought these issues to OPDV officials' attention, and after they revised their operations manual to reflect quality assurance procedures, OPDV increased its quality assurance reviews of the Hotline in October 2024. We reviewed the first two quarterly testing results, and found that OPDV had identified similar issues with the translations and response times for inquiries and calls. Additionally, OPDV tested the quality of the responses provided by Hotline operators. Specifically, OPDV found that only 10 of the 13 (77%) representatives allowed callers to guide the conversation, and only nine of the 13 (69%) Hotline representatives seemed attentive and responsive, and provided non-criminal justice referrals and resources. Upon completion of its testing, OPDV notified the contractor of the issues; however, OPDV did not take steps to identify the root causes of these problems or to determine whether the contractor implemented appropriate corrective actions. As a result, these deficiencies may persist, reducing the Hotline's usefulness as a critical support service for survivors of domestic and sexual violence.

OPDV officials stated that, in an effort to address our findings, they now require the contractor to implement strategies to improve response time and language translation services. Further, officials stated they plan to closely monitor the contractor's progress to ensure compliance. OPDV is also exploring technological upgrades to improve efficiency and ensure survivors' access to timely and reliable assistance and officials have met with the Office of General Services' Office of Language Access to draft automated greetings in multiple languages.

Although we found translation and responsiveness issues, the contractor is meeting its obligations for performance reporting and trend analysis. We reviewed 31 monthly and 11 quarterly Hotline reports from October 2021 to April 2024 and found they contained the required data, including Hotline activity, program and location referrals, and performance trends.

Implementation of Gender-Based Violence and the Workplace Requirements

Gender-based violence is a serious public policy concern for the State, requiring a coordinated response to support survivors. EO 17 recognizes that the State, as an employer, is additionally affected by gender-based violence that compromises both survivors and coworkers. EO 17 was issued as a proactive response to gender-based violence and was intended to serve as a model for other employers in the State. Therefore, it is important that the requirements outlined in EO 17 are implemented by covered State entities to help protect their workforce from gender-based violence.

OPDV has made progress in implementing these requirements, including issuing the revised model Gender-Based Violence Policy in September 2022, developing written protocols and procedures for State entities' implementation of their own such policies, and providing ongoing

technical assistance and training for domestic violence liaisons. However, we found that not every covered State entity has fully implemented EO 17's requirements. Specifically,

- OPDV did not, as of April 2025, have approved gender-based violence policies for a significant number of covered State entities. As of May 2024, OPDV had approved policies for 72 State entities; however, we identified more than 500 additional entities that may fall under the scope of EO 17 but that did not have OPDV-approved gender-based policies. These entities include numerous public authorities and public benefit corporations, such as the New York State Bridge Authority and Capital District Transportation Authority.
- Of the over 500 entities, only 76 have designated at least one domestic violence agency liaison, and only 67 have ensured that at least one liaison has received the required training.

These gaps in EO 17 implementation occurred, in part, because OPDV received an incomplete list of Executive branch contacts to use to execute EO 17 requirements. The list OPDV received from the Division of the Budget and the Executive contained 82 entity contacts but omitted many entities included in EO 17's definition of a covered State entity. According to OPDV officials, prior to our audit, they had not considered these additional entities to be covered under EO 17.

Also, under EO 17, OPDV is required to provide technical assistance to guide gender-based violence policies. To this end, beginning in July 2022, OPDV began collecting data from State entities semiannually regarding gender-based violence in the workplace to help inform OPDV of trends and State entities' needs. However, State entities' reporting to OPDV is inconsistent, therefore diminishing the benefit of collecting and using this data. As of May 2025, only 25 (35%) of the 72 agencies with approved gender-based violence policies submitted data for the period July 1, 2022 through December 31, 2024. Of the remaining 47 entities, 45 submitted some but not all the required data, and two failed to submit any data. Although OPDV officials reached out to non-compliant State entities, additional steps are needed to ensure that all State entities meet requirements related to gender-based violence policies, domestic violence agency liaison designation and training, and semiannual reporting.

Enough is Enough Grant Monitoring

In 2015, to promote a safe and healthy environment free from violence, the State enacted EiE to address sexual assault, dating violence, domestic violence, and stalking on college campuses. EiE grants were subsequently issued to fund campus-based victim service programs and help institutions meet State-mandated prevention and response requirements. For the period May 2022 through April 2025, OPDV funded grants for 53 EiE programs across the State, totaling approximately \$13.5 million, to assist campuses with prevention and response activities and to provide trauma-informed services to student victims, including crisis counseling, case management, and safety planning.

Given the importance of the services provided under these grants, it is essential that OPDV develop a process to sufficiently monitor grantee performance. However, we found OPDV did not establish such a process to provide assurance that EiE grant recipients comply with contract requirements and achieve stated objectives.

OPDV's contracts with EiE grant recipients outline seven objectives, including:

- Establishing collaborative partnerships with other colleges in the service area.
- Conducting a college needs assessment and planning to address the needs identified annually.
- Offering information on anonymous reporting options.
- Providing information and services to victims and survivors of sexual assault, as well as students affected by domestic violence, dating violence, or stalking.
- Organizing awareness events and campaigns.
- Implementing training and prevention education programs.
- Collaborating with local stakeholders and other EiE programs.

Each objective includes defined tasks and performance measures that the grant recipient must complete to achieve its goals, and EiE recipients are required to report grant-related activities to OPDV quarterly and submit a final report no later than 30 days after the conclusion of each contract period.

We reviewed all 33 quarterly reports for four of 53 grant recipients across six contracts for the period from May 2021 through April 2024 and found none fully addressed reporting requirements for all seven grant objectives. This occurred, in part, because OPDV's quarterly report template did not have a way for recipients to report on two of the seven required objectives: establishing partnerships with other colleges and conducting needs assessments/developing plans to address identified needs. Also, 16 of the 33 (48%) reports did not address one or more of the remaining five program objectives and did not include an explanation for the omission. For example, one grant recipient did not report on the required objectives to provide information on anonymous reporting options or organizing awareness events and campaigns. OPDV officials stated that they accept EiE quarterly and final reports at face value and do not verify their compliance with contract requirements. Also, although officials stated certain objectives were suspended because they were better suited as annual goals, they could not provide sufficient documentation to support this, and the contracts were not amended to reflect such a change.

Lastly, while OPDV conducts site visits to grant recipients to monitor grant requirements, the visits are infrequent. Of the four grant recipients we reviewed, OPDV visited only one during the period from May 2021 through April 2024. Additionally, OPDV officials were unable to provide documentation of the monitoring activities conducted during that visit (aside from an agenda and a list of requested documents). Therefore, we cannot conclude whether the visit assessed performance and compliance with contractual requirements. OPDV officials stated that additional site visits were not conducted due to a transitional period when OPDV took over administering these contracts from the Department of Health and from COVID-19 pandemic-related limitations, when most activities were conducted virtually. OPDV further stated that it plans to visit all 53 EiE recipients by April 2026.

In response to these findings, OPDV acknowledged that improved monitoring of EiE grant recipients is needed to ensure they meet contract requirements. OPDV updated its monitoring procedures effective September 2024 to include more detailed guidance on contract management. The revised guidance includes requirements for conducting in-person site visits for

all grant recipients, along with a detailed checklist and additional monitoring activities. Although the new guidance provides detailed requirements for site visits, it should be enhanced to include additional guidance on other contract monitoring activities such as more sufficient reviews of quarterly reports.

Recommendations

1. Develop or revise existing policies and procedures to include written guidance for following up on deficiencies identified during monitoring reviews, such as steps for providing assurance that issues, including deficiencies with response times and language translation services, are corrected in a timely manner.
2. Take steps to provide assurance that covered State entities comply with EO 17 requirements, including issuing an OPDV-approved gender-based violence policy, designating a domestic violence agency liaison who has received the required training, and submitting required semiannual data to OPDV.
3. Enhance oversight of grant recipients to provide assurance that they are effectively meeting program objectives and meeting contract deliverables.

Awareness and Prevention

Awareness and prevention work aims to increase understanding of domestic violence and reduce its occurrence. We assessed OPDV's efforts in three areas: the implementation of mandated senior center-based prevention programs, the work of the Domestic Violence Advisory Council (DVAC), and the publication of the Dashboard.

Senior Center-Based Prevention Programs

Little has been done statewide to address domestic violence specifically affecting older adults. As of June 2025, OPDV had not implemented its statutory mandate to develop or implement senior center-based prevention programs with defined goals or objectives, citing funding constraints as the primary obstacle. The State's prolonged failure to implement senior center-based prevention programs required by law increases the risk that this particularly vulnerable population will not have access to domestic violence survivor resources.

OPDV developed a brochure in 2013, in partnership with the Office for the Aging, which provided information on understanding and preventing mistreatment of older adults, as well as a desk reference on recognizing and responding to abuse, neglect, and financial exploitation. However, OPDV is not currently distributing these materials, and officials were unable to provide evidence that the materials were made available at approximately 700 senior centers statewide. Also, although OPDV developed domestic violence-related trainings offered by the Jewish Association Serving the Aging and the Adult Abuse Training Institute, most of the trainings did not focus on elder abuse or include content related to senior center-based prevention activities. Additionally, the training was not delivered to individuals served at senior centers. Further, we reached out to officials at the Office for the Aging, and officials stated they have not developed any resources for older adults related to domestic violence.

After we engaged our audit, OPDV developed a 2026 training plan that includes multiple training sessions for senior centers scheduled between October and December 2026. OPDV also plans to

develop educational materials for both visitors and staff at the senior centers. Despite these efforts, more needs to be done to fully comply with the statutory mandate.

Domestic Violence Advisory Council

Although DVAC generally met its statutory obligation to meet twice annually, member participation was limited. Between 2018 and 2023, DVAC met a total of 11 times. However, only four of the 17 members representing key State agencies and advocacy organizations (24%)—Office of Children and Family Services, Office of Temporary and Disability Assistance, Department of Health, and Division of Criminal Justice Services—attended all meetings, with three members (Department of Corrections and Community Supervision, Department of Labor, and Homes and Community Renewal) attending fewer than half. Limited attendance reduces continuity and statewide collaboration, further constraining DVAC’s ability to effectively fulfill its advisory and coordination responsibilities. DVAC meeting minutes indicate the meetings primarily focused on sharing information and discussing select domestic violence-related issues. Topics addressed during meetings included program updates, legislative developments, training efforts, funding opportunities, and data trends related to domestic violence services. While DVAC fulfilled some aspects of its purpose, such as facilitating information sharing and communication among State agencies, two key statutory mandates were not met. Specifically:

- DVAC did not make recommendations on domestic violence-related issues or strategies for response to domestic violence, including prevention, to the Executive or Legislature.
- DVAC did not help stakeholders develop policies and priorities for effective intervention, public education, or advocacy.

In response to our findings, OPDV officials stated that instead of making recommendations, DVAC discussions inform the work of OPDV and other agencies in submitting proposals to the Executive’s office. However, we found no evidence to support this, and, therefore, it remains unclear how DVAC’s work meaningfully informs State policy or advances effective prevention strategies.

After our audit was engaged, DVAC began taking steps to fulfill its full mandate, including establishing four subcommittees: accountability; coordinated community response; data collection; and State and local relationships, policies, and procedures. Each was tasked with defined deliverables and required to develop recommendations and submit them to the OPDV chair by October 2024. The subcommittees collectively issued 16 recommendations; however, as of May 2025, DVAC meeting minutes indicated that only one recommendation—to update the county model policy to ensure consistency and coordination among county agencies and departments—was discussed in depth. According to officials, OPDV has reviewed all 16 recommendations and begun work on a limited number, including surveying coordinated community response entities and planning public hearings, but OPDV stated it lacked responsibility or authority over certain recommendations and that additional oversight would require legislative action.

Gender-Based Violence Dashboard

The timely release of complete and comprehensive domestic violence data is critical for informing decision-making and effective policy development. The Dashboard serves as the State’s primary mechanism for reporting statewide domestic violence data. Delays in issuing the Dashboard and missing data elements reduce its usefulness to policymakers, program administrators, and other

stakeholders who rely on it to make informed decisions. We found OPDV could improve both the timing of Dashboard issuance and the consistency of data elements reported in the Dashboard.

During most of our audit scope, OPDV did not have an established deadline for publishing the Dashboard. Beginning in September 2024, OPDV established a deadline requiring the Dashboard, which contains data from the prior calendar year, to be published by October 31 each year (within 10 months after the calendar year end). We reviewed Dashboard data issued during our audit scope and found that the 2023 Dashboard was published by October 31; however, the data for years before 2019 had not been—this information was published between 1 and 11 months after October 31. Because the deadline was recently established in 2024, it is unclear if the Dashboard will continue to be published by October 31, as officials stated they have limited control over when agencies submit their data. We recognize the challenges of obtaining data from other entities; however, we found that OPDV also did not actively follow up with entities that failed to submit data.

Additionally, for 2019 through 2023, the Dashboard included 25 to 35 data categories from 12 entities; however, we identified five data elements from two entities—the Office of Court Administration and the Department of Labor—that were omitted in 1 or more years we reviewed. The omitted information included the number of domestic violence courts and integrated domestic violence courts, along with the number of cases heard by each, and the percentage of unemployment benefits claimed by individuals self-identified as domestic violence victims.

OPDV agreed that the Dashboard should consistently report key data elements and said it will take steps to seek and obtain relevant data for the Dashboard. However, OPDV officials noted that the timeliness of the Dashboard's issuance is reliant on the timely submission of relevant data elements from other entities.

Recommendations

4. Develop and promote senior center-based domestic violence prevention programs that include documented program goals and objectives and establish ongoing evaluation of the programs' effectiveness.
5. Take steps to strengthen DVAC's role in addressing domestic violence issues, including:
 - Making recommendations to the Executive or Legislature on domestic violence-related issues, including strategies for responses and prevention of domestic violence to the Executive.
 - Increasing participation in DVAC meetings.
6. Take steps to improve the timely issuance and consistency of data reported on the Dashboard, including persistent follow-up with State entities that fail to submit necessary data elements.

Audit Objective, Scope, and Methodology

The objective of our audit was to determine whether OPDV provided effective awareness, assistance, response to, and prevention of domestic violence. The audit covered the period from January 2019 through June 2025.

To accomplish our objective and assess related internal controls, we reviewed relevant laws and regulations, as well as policies and procedures. We also interviewed officials and reviewed documentation relevant to the six program areas we assessed: the Hotline, gender-based violence in the workplace, EiE, senior center prevention programs, DVAC, and the Dashboard.

We used a non-statistical sampling approach to provide conclusions on our audit objectives and to test internal controls and compliance. We selected judgmental samples. However, because we used a non-statistical sampling approach for our tests, we cannot project the results to the respective populations. Our samples, which are discussed in detail in the body of our report, include:

- A judgmental sample of two of 106 vendors for 254 OPDV active contracts based on the highest expended amounts for services provided to test for duplication.
- A judgmental sample of two vendors from 97 total EiE contracts based on highest contract amounts and contract status (active vs. closed) to test for contract compliance. (We also reviewed four EiE contracts for the two vendors selected, along with two other contracts from two other vendors, for a total of six EiE contracts discussed in the body of the report.)

We obtained call logs from the Hotline and assessed the reliability of that data by reviewing relevant information, interviewing officials knowledgeable about the system, and tracing to the call logs. Based on that work, we concluded the data was sufficiently reliable for the purposes of this audit. Due to the retention period and technical issues, OPDV was not able to provide us with call logs from our entire scope period. We were able to trace five of the 25 calls we made to the call logs OPDV was able to provide, and the information (date/time, whether connected, and time to connect) matched with our records about those calls. We also obtained data from the Statewide Financial System, which is reviewed by KPMG during its annual audit of the States's annual comprehensive financial report. Based on its work, we have determined that the data from this system is sufficiently reliable for the purposes of this report. Certain other data in our report was used to provide background information. The data that we used for this purpose was obtained from the best available sources, which were identified in the report. Generally accepted government auditing standards do not require us to complete a data reliability assessment for data used for this purpose.

Statutory Requirements

Authority

The audit was performed pursuant to the State Comptroller's authority as set forth in Article V, Section 1 of the State Constitution and Article II, Section 8 of the State Finance Law. We conducted our performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objective.

In addition to being the State Auditor, the Comptroller performs certain other constitutionally and statutorily mandated duties as the chief fiscal officer of New York State. These include operating the State's accounting system; preparing the State's financial statements; and approving State contracts, refunds, and other payments. These duties could be considered management functions for the purposes of evaluating organizational independence under generally accepted government auditing standards. In our professional judgment, these duties do not affect our ability to conduct this independent performance audit of OPDV's oversight and administration of domestic violence programs and services administered and coordinated between agencies to provide effective awareness, assistance, response to, and prevention of domestic violence.

Reporting Requirements

We provided a draft copy of this report to OPDV officials for their review and comment, considered their response in preparing this final report, and included that response in its entirety at the end of the report. Although OPDV officials disagreed with certain aspects of the report and offered explanations in response, they generally agreed with the recommendations.

Within 180 days after final release of this report, as required by Section 170 of the Executive Law, the Executive Director of the OPDV shall report to the Governor, the State Comptroller, and the leaders of the Legislature and fiscal committees, advising what steps were taken to implement the recommendations contained herein, and where recommendations were not implemented, the reasons why.

OPDV Response



**Office for the
Prevention of
Domestic Violence**

KATHY HOCHUL

Governor

KELLI NICHOLAS OWENS

Executive Director, OPDV

March 20, 2026

Heather Pratt, Audit Director
Office of the New York State Comptroller
Division of Government Accountability 110
State Street, 11th Floor
Albany, New York 12236

Re: Audit Report 2023 S 039, Issued xx/xx/2026

Dear Ms. Pratt,

The New York State Office for the Prevention of Domestic Violence has received and reviewed the Office of the State Comptroller's ("OSC") draft audit report Number 2023 S 039, titled Domestic Violence Awareness, Prevention and Assistance Programs. OSC's stated objective was to determine whether OPDV has provided effective awareness, assistance, response to, and prevention of domestic violence. Thank you for the opportunity to review OSC's draft audit results and recommendations.

OPDV's mission is to improve New York State's response to and prevention of domestic violence, with the goal of enhancing the safety of all New Yorkers in their intimate and family relationships. Our statute charges OPDV with engaging in various activities to develop and implement policies and programs designed to assist victims of domestic violence and their families, and to provide education and prevention, training and technical assistance. Guided by Governor Kathy Hochul's priorities of strengthening families and enhancing public safety, OPDV focuses its work on prevention, accountability, and coordinated responses that reduce harm, prevent future violence, and support long-term safety and stability for survivors, children, and communities.

Thank you for examining OPDV's work. This process will help OPDV to improve the response to domestic and gender-based violence in New York State.

A handwritten signature in black ink, appearing to read "Kelli", with a stylized flourish at the end.

Kelli Nicholas Owens
Executive Director

80 S Swan St, Albany, NY 12210 | opdv.ny.gov | (518) 457-5800

Key Findings: Assistance and Response

NYS DV/SV Hotline, GBV and the Workplace, and Enough is Enough

Recommendation 1:

Develop or revise existing policies and procedures to include written guidance for following up on deficiencies identified during monitoring reviews, such as steps for providing assurance that issues, including deficiencies with response times and language translation services, are corrected in a timely manner.

Response 1:

OPDV agrees with the recommendation to enhance oversight of grant recipients and has taken steps to accomplish this goal.

- **NYS DV/SV Hotline Contract:** OPDV memorialized long standing contract monitoring practices into a formal Hotline Grant Monitoring Project Guide (Guide) in November 2025. The Guide outlines the purpose, scope, and background of these practices, and details grant monitoring procedures to ensure grantee compliance with workplan. The Guide includes steps for monitoring the data and narrative reporting; quality assurance testing; quarterly and ad hoc meetings; site visits; and desk audits. It also includes steps for following up on deficiencies identified in site visits and desk audits.

We have also strengthened quality assurance testing by both the Hotline vendor and by OPDV. Additionally, the 2025-2028 Hotline Contract Workplan includes more detailed performance measures around Hotline operator response times to phone/chat/text contacts and language translation services.

- **Enough is Enough (EiE):** OPDV memorialized contract monitoring practices developed over the three years that OPDV has administered EiE funding. This project guide, finalized in October 2025, provides detailed guidance to OPDV staff monitoring EiE grants on initial and annual contract development and how to monitor EiE grantee compliance with the workplan. This includes a step-by-step guide for reviewing program narrative reports, processing claims submitted by grantees in the Statewide Financial System (SFS), and site visit procedures, as well as steps to address programs that are delinquent in submitting their claims/reports and a process to address discrepancies or issues identified in the quarterly or annual reports and site visits.

GBV and the Workplace

Recommendation 2:

Take steps to provide assurance that covered State entities comply with EO 17 requirements, including issuing an OPDV-approved gender-based violence policy, designating a domestic

violence agency liaison (DVAL) who has received the required training, and submitting required semiannual data to OPDV.

Response 2:

OPDV believes it has taken appropriate steps to ensure compliance with EO 17, as discussed below.

Covered Agencies: As indicated to officials during the audit, OPDV disagrees with OSC's finding that OPDV does not have policies for "a significant number of covered state agencies." OPDV provided OSC with email direction received from the Executive Chamber regarding which entities fall under Executive Order 17. This was a list of 82 agencies, as of September 30, 2022. It was later determined that 2 agencies were not covered under the policy, another agency closed and one merged. There are now a total of 78 covered agencies, including non-hosted and hosted agencies. We provided proof of policies from 77 agencies. OPDV disagrees with OSC's assertion that an additional 500 agencies fall under the scope of EO 17.

DVAL training: Since December 2022, OPDV has offered 27 training opportunities for DVALs in several locations as well as virtually and trained over 490 DVALs. OPDV has taken significant additional steps to ensure all DVALs are trained, including following up with supervisors and agency heads of untrained DVALs. We have also changed our policy to clarify that someone cannot serve as a DVAL until they are trained. We are proud to report that as of December 2025, all covered agencies have a trained DVAL.

Data Collection: OPDV launched a DVAL SharePoint site in April 2025 and provided access to covered agencies to facilitate more seamless and timely data sharing. We developed an internal tracker to document when each covered agency submits their data, and we monitor for duplicate submissions and provide technical assistance when multiple DVALs from one agency submit a response. In March 2025, OPDV developed an internal Data Operations Manual for the Gender-Based Violence and the Workplace project to formalize protocols.

Recommendation 3:

Enhance oversight of grant recipients to provide assurance that they are effectively meeting program objectives and meeting contract deliverables.

Response 3:

OPDV agrees with the recommendation to enhance oversight of grant recipients and has taken steps to accomplish this goal. As described in our response to Recommendation 1, OPDV revised its Hotline and EiE monitoring guides to improve staff directions on how to review quarterly and annual reports. Additionally, OPDV is developing additional program guidance for EiE grant recipients to clarify program objectives and contract deliverables.

OPDV disagrees with the finding that OPDV "accepts EiE quarterly and final reports at face value and do[es] not verify their compliance with contract requirements." Throughout OPDV's monitoring of the EiE grantees, we have two assigned staff as grant monitors who review every report and follow up with grantees with any questions that arise from our review. We request resolution to our questions through revised reports, and we do not approve claims until those revisions are made.

OSC's audit process included the review of four EIE grant recipients. OSC's observation that only one received a site visit is true but does not accurately reflect the totality of OPDV's site visits to EIE grantees. In 2022, OPDV committed to conducting site visits to all EIE grantees during the current multi-year contract and is on track to complete all site visits before the end of the current multi-year contract term (5/1/2022-4/30/2026). OPDV developed a site visit plan that included risk assessment to determine the order in which site visits were conducted. The four grantees selected by OSC were not slated for site visits until later in the contract shell, and all these site visits have since been conducted.

Key Findings: Awareness and Prevention

Senior Center-Based Prevention Programs

Recommendation 4:

Develop and promote senior center-based domestic violence prevention programs that include documented program goals and objectives and establish ongoing evaluation of the programs' effectiveness.

Response 4:

OPDV agrees with this recommendation. OPDV has commenced developing training materials. OPDV will have senior-center based domestic violence prevention programs developed and released by the end of 2026.

Domestic Violence Advisory Council

Recommendation 5:

Take steps to strengthen DVAC's role in addressing domestic violence issues, including:

1. Making recommendations to the Executive or Legislature on domestic violence- related issues, including strategies for responses and prevention of domestic violence to the Executive.
2. Increasing participation in DVAC meetings.

Response 5:

1. As to recommendations by the DVAC to the Executive or Legislature: OSC's recommendation above appears to conflate OPDV and the DVAC's respective statutory roles.
 - a. OPDV is charged with advising the governor and the legislature on domestic violence: Executive Law § 575(2) requires OPDV to advise the governor and the legislature on the most effective ways for state government to respond to the problem of domestic violence.
 - b. The DVAC, which is hosted by OPDV, is charged more generally with facilitating discussions, developing policy recommendations for consideration, and supporting coordination between different state agencies and levels of government on domestic violence: Executive Law §

575(4)(a) states that the DVAC shall “make recommendations on domestic violence related issues and effective strategies for the prevention of domestic violence, to assist in the development of appropriate policies and priorities for effective intervention, public education and advocacy, and to facilitate and assure communication and coordination of efforts among state agencies and between different levels of government, state, federal, and municipal, for the prevention of domestic violence.”

In addition, notwithstanding that the statutory mandate for recommendations lies with DVAC, OPDV provided OSC with multiple instances of how it advises and makes recommendations to the Executive through the submission of State of the State Proposals.

2. As to participation in DVAC meetings, OPDV agrees with and is implementing this recommendation. OPDV has implemented a new policy for members of the DVAC to increase participation. In September 2025, OPDV updated its DVAC policies with a new attendance policy and requirement for members to provide their resume, which must reflect expertise in domestic violence as per our statute. OPDV also shared the preliminary recommendation from OSC to improve participation at the DVAC with the DVAC members at the December 9, 2025, convening.

Additionally, OPDV has launched the Subcommittee on DV Model Policy for Counties which many members volunteered for and will work on for the next year to two years.

Finally, in 2024, OPDV introduced four subcommittees on the DVAC which have led to the undertaking of revising the DV Model Policy for Counties. OPDV has already completed 2 public hearings on the Model Policy. OPDV continues its work with the DV Model Policy for Counties subcommittee and the Data Collection subcommittee.

Recommendation 6:

Take steps to improve the timely issuance and consistency of data reported on the Dashboard, including persistent follow-up with State entities that fail to submit necessary data elements.

Response 6:

OPDV agrees with and has implemented this recommendation. OPDV would like to clarify that the written report reflects highlights from the interactive dashboard chosen by OPDV’s data team to highlight GBV trends that year. All the source data upon which these highlights are based is available through the interactive dashboard. OPDV consistently reports data unless the reporting agency does not have or provide the data, and OPDV has added new data elements throughout the years.

OPDV has implemented stricter internal timelines in its Operations Manual for sending out the data request and the publication of the interactive Dashboard and written report. OPDV has also created a policy and timeline for addressing agencies who are late in their responses. Agencies will now be contacted multiple times if they are late with data. These changes were internally published November 14, 2025.



Contact

Office of the New York State Comptroller
110 State Street
Albany, New York 12236

(518) 474-4044

www.osc.ny.gov

Prepared by the Division of State Government Accountability

Executive Team

Andrea C. Miller – Executive Deputy Comptroller
Tina Kim – Deputy Comptroller
Stephen C. Lynch – Assistant Comptroller

Audit Team

Heather Pratt, CFE – Audit Director
Andrea LaBarge, CFE – Audit Manager
Theresa Nellis-Matson, CPA – Audit Supervisor
Andre Spar, MBA – Audit Supervisor
Barbara Barfield, CPA, MBA – Examiner-in-Charge
Mahad Arshad – Senior Examiner
Ritika Baxi – Senior Examiner
Benjamin Buyer – Senior Examiner
Leigh Keneston – Senior Examiner
Andrea Majot – Supervising Editor
Ariadna Onibokun – Graphics Editor



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