Revised 6/11/18 to include supplement explaining "Resources & Expenditure" reports.



NJ VICTIMS OF CRIME COMPENSATION OFFICE

Serving New Jersey Victims from Sussex...

Mission Statement:

The New Jersey Victims of Crime Compensation Office provides compensation to innocent victims of violent crime for some expenses they suffer as a result of the crime. In carrying out its mission, the VCCO is mindful of the special needs of those victimized by crime and their right to be treated with fairness, compassion and respect.

...to Cape May

2013 ANNUAL REPORT

VICTIMS OF CRIME COMPENSATION OFFICE 2013 Annual Report

New Jersey Office of the Attorney General

Victims of Crime Compensation Office

Executive Director's Message

An agency's Annual Report is an excellent tool for examining past performance and plotting a course for future action. Past New Jersey Victims of Crime Compensation Office (VCCO) Annual Reports have mentioned the Agency's ongoing plans to upgrade its Information Technology (IT) System. It is with a great sense of pride that in this FY 2013 Annual Report I can announce that the first phase of the VCCO IT Plan has been completed. New Jersey's victims of crime now have a convenient and easy means to file applications. This achievement was made possible by the tremendous hard work and commitment of the VCCO staff and the Attorney General's IT Unit. Notwithstanding the hundreds of hours expended on this process, VCCO staff remained diligently focused on their core mission and thus the Agency awarded \$9.9 million to victims of crime.

The new filing system allows:

- A claimant to file his/her application electronically and receive an application number immediately;
- The claimant to upload supporting documentation with the application; and
- The claimant to access a list of documents that will be needed to process his/ her claim.

However, the precursor to implementing on-line filing was a total overhaul of the application process for the first time in decades. This new consumer-friendly application is more comprehensive and, among other things, highlights all benefits, including the maximum allowances and qualifying criteria.

We are equally excited about our future plans to integrate tracking features to allow victims/claimants and vendors to check claim statuses and payments. This measure, along with many others, will continue to move NJ VCCO into the new age of technological enhancements in order to better serve victims while simultaneously reducing the time and costs associated with processing claims.

In addition to the VCCO IT Committee, I would like to thank the OAG IT Unit, our programmer and the Prosecutors' Victim Witness Coordinators from Union, Mercer, Essex and Passaic Counties who came to our sites to test the new system and offered valuable input.

Finally, we will continue our diligent efforts to complete the second phase in FY 2014.



John J. Hoffman New Jersey Acting Attorney General



MARSETTA LEE Victims of Crime Compensation Office Executive Director

VICTIMS OF CRIME COMPENSATION OFFICE 2013 Annual Report

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FY 13 **Claims Received** by County



FY 13 Claims and Dollar Amount Paid for each county

Atlantic	107	\$312,438.86
Bergen	148	631,379.06
Burlington	46	132,839.65
Camden	265	931,799.41
Cape May	28	107,323.04
Cumberland	52	192,217.04
Essex	785	3,305,720.91
Gloucester	39	126,852.09
Hudson	194	723,731.90
Hunterdon	12	31,708.49
Mercer	141	432,756.78
Middlesex	129	442,197.66
Monmouth	177	625,407.07
Morris	48	203,768.12
Ocean	77	201,179.42
Passaic	127	495,493.87
Salem	11	20,840.70
Somerset	44	139,976.54
Sussex	26	54,683.21
Union	181	640,560.29
Warren	13	67,158.32
In-State (No County)	26	69,466.18
Out-Of-State	4	8,290.89
Total	2,680	\$9,897,789.50



FY 13 Demographics



FY 13 Demographics



FY 13 Total Annual Activity



Caveat - because our individual claims can fall in various catagories during an annual period, claims can be double counted. Example: A new claim opened in January can be closed for lack of Information in April; when information is received in June, the claim would be reopened.



New Claims Received 69%

5%



FY 13 Original Claims Disposition



FY 13 **Awards** Analysis



FY 13 Award Ammout by Crime Type



FY 13 **Award Amount** by Provider Type



FY13 Revenue Statement

FY 13 Revenue		
Revenue Source		Amount
VCCO NET		\$4,825,755
Criminal Disposition Pen	alties	364,338
Commissary		2,594,267
Sex Crime Treatment		82,138
Restitution		231,340
Total Revenue		\$8,097,838
Federal Grants		
Federal Fiscal	Year Grant Periods:	
FFY 2009	10-1-08 through 9-30-12	\$70,179
FFY 2010	10-1-09 through 9-30-13	105,791
FFY 2011	10-1-10 through 9-30-14	2,955,000
FFY 2012	10-1-11 through 9-30-15	3,677,000
FFY 2013	10-1-12 through 9-30-16	2,300,000
Total Grants Available		\$9,107,970
FY 13 State Appropriati Direct State Services	ons	
Salaries and Wages		\$1,092,000
Material and Supplies		20,000
Services Other than Pers	sonnel	31,000
Maintenance and Fixed (Charges	19,000
State Claims	-	3,372,000
Total Appropriations		\$4,534,000
Total FY 13 Revenues		\$21,739,808

FY13 Expenditure Summary

Salaries & Operations		
Salaries and Wages	\$1,641,463	
Material and Supplies	17,993	
Services Other Than Personnel	30,989	
Maintenance and Fixed Charges	10,820	
Total Salaries & Operations		\$1,701,265
State & Federal Claims		
State Claims (Direct Payments to Victims)	\$6,776,857	
Sex Crime Treatment Fund	77,452	
Federal Claims - Grant Year '09	70,179	
Federal Claims - Grant Year '10	105,791	
Federal Claims - Grant Year '11	2,955,000	
Total State & Federal Grants		\$9,985,279
Total FY 13 Expenditures		\$11,686,544

Historical Analysis of Claims Received FY 2003 - 2013





Benefits in a Nutshell

Crimes Covered

- Aggravated Assault
- Murder
- Manslaughter
- Burglary
- Sexually Related Crimes
- Kidnapping
- Domestic Violence
- Drug and Food Tampering
- Carjacking
- Human Trafficking
- Bias Crimes
- Threat To Do Bodily Harm
- Motor Vehicle Offenses
- Stalking
- Indecent Acts with Children
- Lewd, Indecent or Obscene Acts

What You Need to File

- Completed NJ VCCO Application
- Police Report
- Copies of Bills and Receipts of all Related Losses
- Documentation

Time Requirements

- Report Crime to Police Within 9 Months
- File Claim Application with NJ VCCO within 3 Years

Benefits Provided

■ \$25,000 Maximum

Mental Health Counseling

- Homicide Survivor- \$12,500
- Injured Victim- \$12,500
- Secondary Victim(s)- \$7,000
- Group Counseling- \$50 per Session per Victim

Medical Bills

- Medical Bills not Covered by Other Sources
- Chiropractic/ Physical Therapy
- Medical Supplies and/or Other Prescription Drugs
- Medically Related Transportation

Loss of Earnings or Financial Support

- Maximum Amount-\$600/Week
- Loss of Support- 48 Months
- Loss of Earnings- Direct Victim-104 Weeks
- Permanent Disability- Direct Victim-60 Months
- Loss of Earnings- Secondary Victim-\$7,000 to Care for Primary Victim

Others

- Funeral Cost-\$5000
- Transportation to Funeral-\$200/Person or \$1,000 Total
- Crime Scene Cleanup- \$4,000
- Relocation Expenses- \$2,500
- Domestic Help not to exceed \$6,500 Total
- Child Care/Day Care Services- \$6,500
- Victims' Rights Attorney Fees (Criminal Matter)- \$125/Hr with a \$1,000 Maximum
- Attorney Fees for Representing Victims in VCCO Claim (Up to 15% of the Award)

Catastrophic Injuries

 Supplemental \$35,000 for Rehabilitative Services Only



Claims Processing

Intake Phase:

Upon receipt of an application, the claim is opened and given a claim number. An acknowledgment of receipt is sent to the applicant; if needed, additional information is requested. Requests for emergency assistance are reviewed immediately. All applications are screened for denial on a procedural basis, including expiration of time for filing, non-compensable crimes or outstanding warrants.

Bill Review:

Bills are screened for the proper name and address, federal tax I.D. number, CPT (Current Procedural Terminology) codes & date of service. Any missing information and collection notices are returned to the provider/claimant with a letter stating the need for an itemized bill, where applicable. Once all the information is gathered, bills are entered into the VCCO's Claims Processing System. The bills are then forwarded to the appropriate unit for processing of the claim.

Eligibility Phase:

Upon receipt of the police report and the bills, the claim is assigned to an investigator for eligibility determination. The assigned investigator will review all the circumstances surrounding the incident including communicating with police and prosecutorial

personnel and securing related information from the courts. The investigator will make a recommendation either that the claim is eligible for compensation or to deny pursuant to statutory/regulation mandates. His/her superior will review the recommendation and either approve it, reject it or ask for additional information.

Compensation Phase:

Once a claim is deemed eligible for compensation, the investigator will verify losses by:

1) communicating directly with providers of medical services, securing insurance benefit statements and 2) gathering loss of earnings and disability payment information to determine compensation.

Payment Processing:

After the Order of Payment is written and approved, the case is transfered to the Accounting Unit. The voucher is reconciled to the order and mailed to the provider. Upon receipt of a signed voucher, the Accounting Unit processes the payment and submits it to the Office of the Attorney General (OAG) administration for approval in New Jersey Comprehensive Financial System (Treasury System).

Claimants do not receive a payment voucher; their payments are processed the day after the Order is signed.



Eligibility

VCCO

Eligibility Criteria

- An application for compensation may be filed by (1) the victim; (2) a dependent of a deceased victim; (3) an authorized person acting on behalf of the victim; or (4) any other person who has demonstrated an eligible expense for which they have become responsible due to the victimization.
- The claim must be filed within three years of the crime, but may be considered after three years if the VCCO determines that "good cause" existed for the delayed filing.
- The victim suffered bodily injury or death as a result of the criminal actions of another or the victim needs mental health counseling because of emotional trauma resulting from a violent crime.
- The crime must be reported to the police within nine months after it occurs, but may be considered if reported to the police after nine months if the VCCO determines that "good cause" existed for the delay.
- The crime must occur in New Jersey (residency not required), or the victim must be a New Jersey resident who was injured in another state or jurisdiction that does not have a crime victim compensation program or has a program which has not provided full compensation for the crime-related losses.
- The victim must cooperate with the police and prosecutor's office; however, eligibility is not dependent upon conviction or prosecution of the offender.



- The claimant was not the offender or an accomplice of the offender. An award may not be made to another person if the award would unjustly benefit the offender or accomplice.
- The victim must be an "innocent victim" of a crime, which means that the VCCO must consider whether the victim's conduct contributed to the injuries suffered.

Compensation Criteria

Compensable Crimes*

The VCCO may order the payment of compensation for personal injury or death that resulted from the commission or attempt to commit any of the following offenses:

- Aggravated assault
- Threats to do bodily harm
- Lewd, indecent or obscene acts
- Indecent acts with children
- Kidnapping
- Murder
- Manslaughter
- Bias crimes
- Aggravated sexual assault, sexual assault, aggravated criminal sexual contact, criminal sexual contact
- Any other crime involving violence including domestic violence
- Burglary (personal property loss or damage will not be compensated)
- Tampering with a cosmetic, drug or food product
- Stalking
- Human Trafficking
- Commission of a Crime with an automobile where injury occurred

*It should be noted that simple assault is not a compensable crime.

Compensable Benefits

Compensation payable to a victim, providers and to all other claimants sustaining economic loss because of injury to or death of that victim, may not exceed \$25,000 in the aggregate, and may include:

- Medically related expenses not covered by other insurance or benefits programs.
- Mental health counseling up to \$12,500 for a direct victim and up to \$7,000 for immediate family members.
- Loss of support for dependents in homicide cases and from offender in domestic violence/sexual assault cases. Maximum of \$600 per week not to exceed 48 months.
- Loss of earnings for direct victims up to \$600 per week not to exceed 24 months.
- Funeral expenses of up to \$5,000.
- Limited transportation costs for funerals and medical treatment.
- Limited domestic service up to \$6,500 for child care, day care and after school care costs.
- Crime Scene Cleanup expenses up to \$4,000.
- Relocation expenses up to \$2,500 when necessary as a result of the crime, where the health and safety of the victim are jeopardized.
- Reimbursement for up to \$200 in stolen cash resulting from assault and robbery, if you are at least 60 years old or determined to be disabled and meet financial guidelines.
- Attorneys are limited to receiving fees that are set by statute.
- Catastrophic Benefits Supplemental \$35,000 for rehabilitative services only.

Bill Entry Process



Yes

No

Intake Processing Unit



Case Processing



FY 13 Intake Processing Statistics

Time Period Between Claim Filed & Assignment to Investigator						
	Claims	Claims %				
Less than 1 Month	1,087	40.88%				
Less than 2 Months	421	15.83%				
Less than 3 Months	346	13.01%				
Less than 4 Months	233	8.76%				
Less than 5 Months	279	10.49%				
Less than 6 Months	146	5.49%				
More than 6 Months	147	5.53%				
	2,659	100.00%				

Time Period Between Crime & Victim Filing a Claim						
	Claims	Claims %				
Less than 1 Month	1,236	31.96%				
Between 1 Month and 6 Months	1,694	43.81%				
Between 6 Months and 1 Year	465	12.02%				
Between 1 Year and 2 Years	252	6.52%				
Between 2 Years and 5 years	145	3.75%				
More than 5 Years	72	1.86%				
Unknown	3	0.08%				
	3,867	100.00%				

FY 13 Intake Processing Statistics

FY2013 Walk In Stats													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Мау	Jun	Total
New Walk Ins	65	70	76	56	47	62	63	46	45	65	60	60	715
Case Processing Intake Walk-Ins	58	83	61	63	55	90	90	53	57	70	87	77	844
Investigator Assigned Walk-Ins	37	48	62	60	51	41	45	28	31	27	48	26	504
Intake covering for Investigators	38	24	27	13	15	15	30	17	18	20	19	19	255
Total	198	225	226	192	168	208	228	144	151	182	214	182	2318
Percentage	8.5	9.7	9.7	8.3	7.2	9.0	9.8	6.2	6.5	7.9	9.2	7.9	100%



Savings Achieved Through 3rd Party Review of Medical Bills: FY 10-13

Continuing through Fiscal Year 2013, the Victims of Crime Compensation Office contracted with a bill review service to ensure submitted bills were deemed "reasonable and customary" for the services provided. The nearly \$2 million saved in Fiscal Year 2013 represents a 35 percent increase from the prior Fiscal Year.

Fiscal Year	Bill Review Savings	Review Fee*	Net Savings				
FY-10	\$1,096,369	\$43,000	\$1,053,369				
FY-11	\$1,120,544	\$48,740	\$1,071,804				
FY-12	\$1,484,690	\$55,969	\$1,428,721				
FY-13	\$1,985,117	\$44,456	\$1,940,661				
*FY10 & FY11 Estimated							



Common Reasons For Denial



There are many reasons that the Victims of Crime Compensation Office may deem a claim as ineligible. Listed below are some of the most common reasons a claim may be denied.

- Open warrants/Pending criminal charges/Victim is incarcerated. N.J.A.C. 13:75-2.1 (i)
- Outstanding VCCO Penalties. N.J.A.C. 13:75-2.1 (h)
- Failure to cooperate with law enforcement. N.J.A.C. 13:75-2.1 (l) (4)
- Contributory conduct. N.J.A.C. 13:75-2.1 (l) (3)
- Non-Compliance with VCCO statute of limitations.
 N.J.A.C. 13:75-3.1 (a)
- Non-compensable crimes. N.J.S.A. 52:4B-11

The reasons listed above do not encompass all of the reasons a claim may be denied. Each claim filed with the Victims of Crime Compensation Office is reviewed on a case-by-case basis.

VCCO Denial Reasons FY-2013		
Warrant/Criminal Charges/Victim Incarcerated	389	50.3%
Other	159	20.6%
Not a Compensable Crime	131	16.9%
Failure to Cooperate	43	5.6%
Contributory Conduct	39	5.0%
Statute of Limitation Expired	9	1.2%
Outstanding VCP Penalty	3	0.4%
Total	773	100.0%

Victims of Crime Compensation **Review Board** FY13 Hearing Results



Left to right: Ed Beck, Phillip Ross, Esq., Rita Carr-Volpe, Olga Bradford, DAG (Legal Counsel), Dr. Leslie Smith, Chair (Not pictured).

FY13 Hearing Statistics		
Reversed or Remanded	1	7.7%
Upheld	12	92.3%
Total	13	

Appeals Process

- Claim is denied, determined eligible with no compensation or limited pay.
- Claimant disagrees with the determination.
- Appeal is requested by claimant or his/her attorney upon VCCO denial.
- Appeal is scheduled and notification of appeal date is made at least 15 days prior to the appeal.
- Hearing held before the VCC Review Board; claimant and the Office present respective positions.
- Review Board considers all of the relevant evidence along with any applicable statutes or regulations and either affirms the denial, overturns the denial, or remands the file to obtain additional information necessary to render a decision.
- Review Board issues a Final Order and Decision on the Appeal within 60 days of the hearing date.
- If the decision is reversed, the Office processes the claim accordingly.
- Appeal of the Review Board's Final Order and Decision must be made to the Appellate Division of the Superior Court of the State of New Jersey within 45 days of receiving the Review Board's Final Order and Decision.

Most Common Issues Raised on Appeals

The most common issues raised on appeals are: Contribution and late filings.

Contribution:

NJAC 13:75-2.1 (l) (3)

The VCCO reserves the right to consider any circumstances it deems to be relevant, including, but not limited to, provocation, consent, participation in an illegal activity or behavior on the part of the victim which directly, or indirectly, contributed to his or her injury or death, the prior case history of the victim which may also include matters pertaining to the victim's medical history, and whether the victim cooperated with reasonable requests of law enforcement authorities or showed a compelling health or safety reason why they could not cooperate.

Late filing:

NJAC 13:75-3.1 (a)

All claims must be filed within three years after the date of the incident upon which the claim is based or, if after that date, upon determination by the VCCO that good cause exists for the delayed filing.

NJAC 13:75-3.1 (b)

The incident must have been reported to the police within nine months of its occurrence or the date from which the claimant had knowledge or reason to believe that a crime had occurred.

FY13 Outreach and Training

The Outreach and Training Group (OTG) continued its mission to inform and educate service providers, victim advocates, civic and faith based groups, law enforcement and legal service providers.

Outreach materials were delivered by VCCO staff members in their home counties, to police departments, municipal courts, service agencies, senior housing and other public venues.

To increase public awareness, OTG trained and presented on more than 25 occasions, which included legal and in-house training seminars, community affairs, conferences, health fairs, law enforcement and civic events. The VCCO website, **www.njvictims.org**, also serves as an excellent resource guide. The website features a Frequently Asked Questions page, which provides information that can expedite claims processing.

Outreach Materials Distributed - FY 2013										
	Claim Application	Informational Brochure	Tri-Fold Card	Miranda Warning Card	Small Poster	Large Poster				
English	8,940	9,930	6,050	1,760	56	29				
Spanish	6,910	6,930	5,390	1,050	44	22				
Total	15,850	16,860	11,440	2,810	100	51				





Executive Director

Marsetta Lee, Deputy Attorney General

Deputy Director John Holl, Assistant Attorney General

Administration

James R. Casserly, Manager Margaret Pillar, Manager Elizabeth Lucano Michele Maraviglia Jessica Morejon Daisy Quiles

Information Technology

Joe Cordoma, OAG Manager Coordinator Ray Shaffer, OAG Manager Coordinator Jeff Zuber, Manager Winston Tsang

Intake

Melissa Verardi, Manager Brian Penn, Supervisor, Grants Manager Zuanette Cabrera Tom Cicalese Gerriann DeCicco Vanessa Gomez Tabitha Otero

Bill Entry

Mimi Rosenshein, Supervisor Tanny Kyak Gloria Rueda

Investigators

Mary Ellen Bonsper, Chief of Investigators Craig DiFiore, Deputy Chief of Investigators Richard Gill, Supervisor Peter Kobylarz, Supervisor Tobi Footman, Sr. Investigator Sharon Kindness, Sr. Investigator Jacqueline Sierchio, Sr. Investigator Kathy Yuill, Sr. Investigator Doug Brooks Telisa Chambers Kevin Mendes Maggie Miranda Ramona Peterson Ken Thomas

Temporaty Staff

A special thanks to the best temporary staff an office could have: Audeliz Acevedo Marianela Caraballo-Soto

Terri Jackson Linda Maynard

Icel Salazar

Mariorie Scarder

Annual Report Committee

All managers supported this endevor.

Photographs included in this report are from Crime Victims Rights Week event, April, 2013

Victims of Crime Compensation Office Summary Chart - Fiscal Data As of 6/11/18

Resources	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013
Revenues	\$8,676,760	\$8,300,901	\$5,035,319	\$5,082,288	\$4,725,896
State	\$4,656,724	\$1,170,675	\$4,717,332	\$4,424,000	\$4,534,000
Federal	\$2,438,041	\$3,148,560	\$4,171,008	\$2,969,351	\$3,884,285
Carry Forward	\$4,246,854	\$9,499,242	\$896,470	\$2,361,845	\$3,155,788
Total Resources	\$20,018,379	\$22,119,378	\$14,820,129	\$14,837,484	\$16,299,969
Operational Costs					
Salaries	\$1,968,184	\$1,853,372	\$2,056,151	\$2,139,650	\$2,044,220
Non-Salary	\$666,335	\$445,474	\$284,275	\$462,762	\$432,325
Total Operational Costs	\$2,634,519	\$2,298,846	\$2,340,426	\$2,602,412	\$2,476,545
Claims Expenditures					
State	\$4,125,455	\$6,128,299	\$6,029,904	\$6,236,682	\$6,307,811
Federal	\$2,438,041	\$2,869,555	\$4,056,189	\$2,816,001	\$3,682,152
Total Claim Expenditures	\$6,563,496	\$8,997,854	\$10,086,093	\$9,052,683	\$9,989,963

Decrease in State revenue in FY 2011 is attributed to the increase in Schedule 1 revenue.

Claim expenditures are not equivalent to the claim awards. An award amount represents the value of benefits received by victims and other claimants, while the claim expenditure amounts reflect the portion of these awards that have been paid out to claimants and service providers.

Information/Speaker Request Form

PERSONAL INFORMATION

Name:	E-mail:					
Provider, Organization, Association:						
Phone:	Fax:					
Address:						

Shipped to Address:

MATERIAL REQUESTED									
Application Request:	OYES	ONO							
Number of Applications:	O1	05	O10	025	◯50	0100	0200		
Miranda Card Request:	OYES	ONO							
Number of Miranda Cards:	O1	05	O10	Q25	◯50	0100	0200		
Poster Request:	OYES	ONO							
Number Posters:	01	05	O10	025	◯50	0100	0200		
Brochures Request:	OYES	ONO							
Number of Brochures:	O1	05	O10	025	◯50	0100	○200		
SPEAKER REQUESTED									
Request a Speaker:	OYES	ONO		Day:		Time:			

Fax to: 973.648.3937, Mail to: VCCO, 50 Park Place, Newark NJ 07102 or submit your request using our online form at www.njvictims.org



New Jersey Office of the Attorney General

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