

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



NJ VICTIMS OF CRIME COMPENSATION OFFICE

2015 ANNUAL REPORT

New Jersey Office of the Attorney General

Victims of Crime Compensation Office



JOHN J. HOFFMAN
*New Jersey Acting
Attorney General*

Executive Director's Message

This Annual Report captures the ongoing commitment to excellence the New Jersey Victims of Crime Compensation Office (NJ VCCO) demonstrates in assisting thousands of New Jersey citizens who have been victims of crime. Victimization is a life-changing experience that impacts victims' physically, emotionally and financially. Often, by the time victims contact NJ VCCO, they have approached numerous agencies for various needs and sometimes feel overwhelmed by the systems and bureaucratic process. They are understandably disheartened, frustrated and angry. Thus, the staff has redoubled its efforts to provide compassionate service through every aspect of the compensation process. By doing so, we "help victims put the pieces of their lives back together".

Past Annual Reports have enthusiastically highlighted recent technological enhancements the agency has implemented. We remain proud of those improvements that permit victims to file electronic applications, upload documents and track the status of the application online. Indeed these efficiencies have resulted in an overall two-month reduction in the turn-around-time to process a claim. We expended thousands of hours over the past several years to ensure that the technology strategic plan was efficiently implemented.

Now, we believe it is critical to take a moment to reflect on the unchanging value of the "human touch," – the value of saying, "I am so sorry for the suffering you have endured" and then listening to the victim tell his/her story. As a result of the events that have brought them to our agency, many NJ VCCO clients are still traumatized, feel that no one cares and have diminished views of humanity. Having witnessed countless victims' interactions with staff, which restored their hope, I will be forever grateful for the opportunity to work with state employees who, on a daily basis, demonstrate compassion and believe it is their purpose to serve others.

This attitude permeates the entire organization. It begins with two switchboard operators who answer over 22,000 calls annually; spreads to the In-Take staff who work diligently to gather tens of thousands of documents from and for victims; on to the Billing staff who review thousands of invoices; then to the Investigative staff who process an average of 300 claims each, when necessary going the extra mile to render claims eligible. The value of the small Administration unit is immeasurable. The staffing level is a mere seven persons, including the Director, Deputy Director, secretarial, IT and support staff. Yet, this small group along with the Unit managers has created a solid infrastructure that allows all other staff to function and interact with countless agencies to ensure that victims are compensated in a timely fashion. So, during this era of automation and robotic technologies, NJ VCCO will always remember that the "human touch" cannot be outsourced or automated; indeed it is critical for victims who are striving to be survivors.



MARSETTA LEE
*Victims of Crime
Compensation Office
Executive Director*

About Us

Mission

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

Historical Snap Shot

The Violent Crime Compensation Board (VCCB) was established in **1971** by the Criminal Injury Compensation Act to help victims recover from the effects of violent crimes by providing financial assistance to victims, their families, and victim service providers to help alleviate the economic and emotional burdens of victimization. VCCB was set up as a quasi-judicial three commissioner board, originally part of the Executive Branch.

In 1981, the number of Commissioners was increased to five, with three of the five required to be attorneys licensed to practice in the State of New Jersey.

In 1995, the name was changed to Victims of Crime Compensation Board; the Board was deemed to be a criminal justice agency for purposes of obtaining criminal history records and penalties.

In 2007, the name changed again to Victims of Crime Compensation Agency (VCCA); the Commissioners were eliminated, and the agency was put in the Department of Treasury.

In 2008, by Executive Order, the Victims of Crime Compensation Agency was relocated to the Office of the Attorney General and renamed the Victims of Crime Compensation Office (VCCO) as it remains today.

In 2013, the VCCO implemented electronic filing. This innovation allowed victims to file applications from their homes and upload the necessary documents. Governmental and nonprofit agencies representing victims can also utilize this convenient process.

In 2014, the agency deployed online tracking for providers. This measure reduces the volume of telephone calls to staff and allows more time to be spent processing open claims.

In 2015, as a result of technological enhancements including online filing, online tracking and electronic signatures, the Agency's turn-around-time for processing claims was reduced from 4.5 months to about 2.5 months.

Funding/Revenue Resource

The VCCO is funded by penalties assessed in both Municipal and Superior Court. Additional funding comes from the Federal VOCA compensation grant, State appropriation and the Commissary Surcharge on all items purchased in the Department of Corrections (DOC) facilities.

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caring
support
dignity
help
respect



Application

Claim applications are available in English and Spanish and can be obtained directly from this office. Claim applications can also be obtained from County Prosecutor's Victim Witness Advocates, hospitals, police stations and some nonprofit agencies that work with victims of crime.

An application for compensation may be filed by (1) the victim, (2) a dependent of deceased victim, (3) an authorized person acting on behalf of victim, or (4) any other person who has demonstrated an eligible expense for which they have become responsible due to the victimization.

Applications can be submitted online, in person, by mail or fax. VCCO staff is available to assist victims/claimants and their families during the application process. Walk-ins are welcome at our Newark and Trenton offices on the scheduled days and also by appointment. Please see the information below.



The Victims of Crime Compensation Office

Phone: 973-648-2107/1-877-658-2221

Fax: 973-648-3937

E-mail: njvictims@njvictims.org

Web: www.njvictims.org

Newark Office

50 Park Place 5th Fl.

Newark, NJ 07102

Walk-in Hours:

Monday, Tuesday & Thursday

9:00 am to 4:00 pm

Trenton Office

Justice Complex, 7th Fl. West Wing

Trenton, NJ 08625

Walk-in Hours:

Tuesday & Thursday

9:00 am to 4:00 pm

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, noncompensable crimes or outstanding warrants.

Bill Review:

Bills are screened for the proper name and address, federal tax ID number, Current Procedural Terminology (CPT) codes & date of service. Any missing information and collection notices are returned to the provider 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.

Eligibility Phase:

Upon receipt of the police report, bills and supporting records, 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 and/or regulatory 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 transferred 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

The preconditions for eligibility are as follows:

- The claim must be filed within three years from the date of the personal injury or death, or after three years if the VCCO determines that “good cause” existed for the delayed filing.
- The crime must be reported to the police within nine months after it occurs, or within nine months from the time it was known, but may be considered when 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 you must be a New Jersey resident who became a victim 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 your crime-related losses.
- The victim must cooperate with the police and the 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.
- The victim must be an “innocent victim” of the crime, which means that the VCCO must consider whether the victim’s conduct contributed to the injuries.
- Victim or claimant must not have open warrants or active criminal charges.

Compensation

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.
- Temporary loss of earnings for direct victims up to \$600 per week not to exceed 24 months; permanent loss of earnings is not to exceed five years.
- 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.
- Child care, day care and after school care costs up to \$6,500.
- 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 home/vehicle modification and rehabilitative services only.

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

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

*** Must be present in the structure when the crime occurred.*

Common Reasons for Denial

There are many reasons that the Victims of Crime Compensation Office may deem a claim 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

Appeals Process

- When a Claim is denied, determined eligible with no compensation or limited pay the claimant has the right to an Appeal.
- Appeal request is made by the claimant or his/her attorney upon receipt of the VCCO denial. In some cases the claimant provides new information enabling the VCCO to overturn the denial without the need of an Appeal.
- Hearings are held four times a year and dates are listed on the VCCO's website.
- Appeal is scheduled and notification of appeal date is made at least 15 days prior to the appeal.
- Hearing is held before the Victims of Crime Compensation Review Board; the claimant and the Office present their respective positions.
- The Review Board is made up of five members appointed by the Governor's Office; all are volunteers and are not paid for their services.
- The 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.
- The Review Board issues a Final Order and Decision on the Appeal within 3 months of the hearing date.
- If the VCCO's decision is overturned by the Review Board, 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.

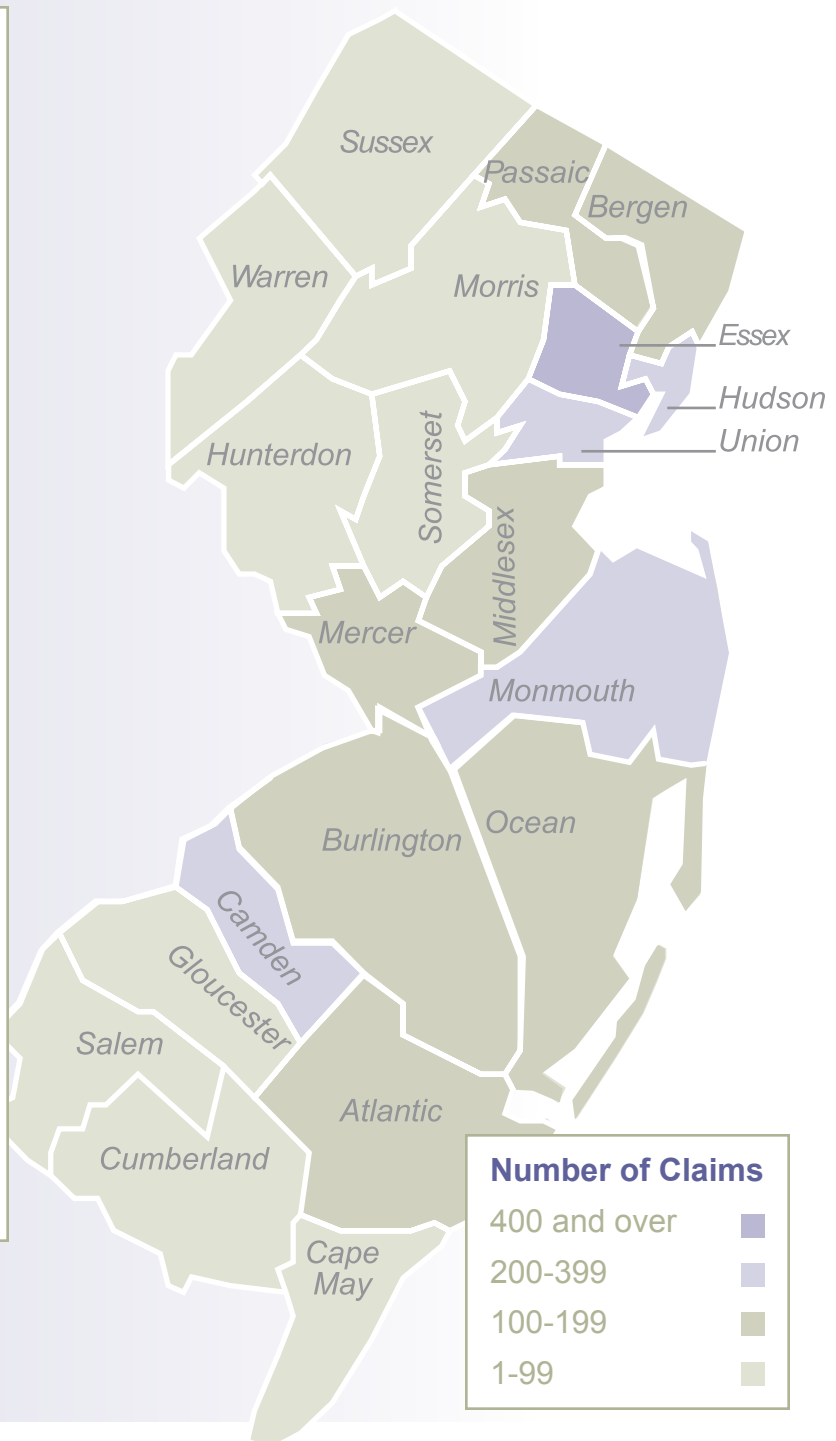
Most Common Issues Raised on Appeals

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

FY 15 Claims Received

by County

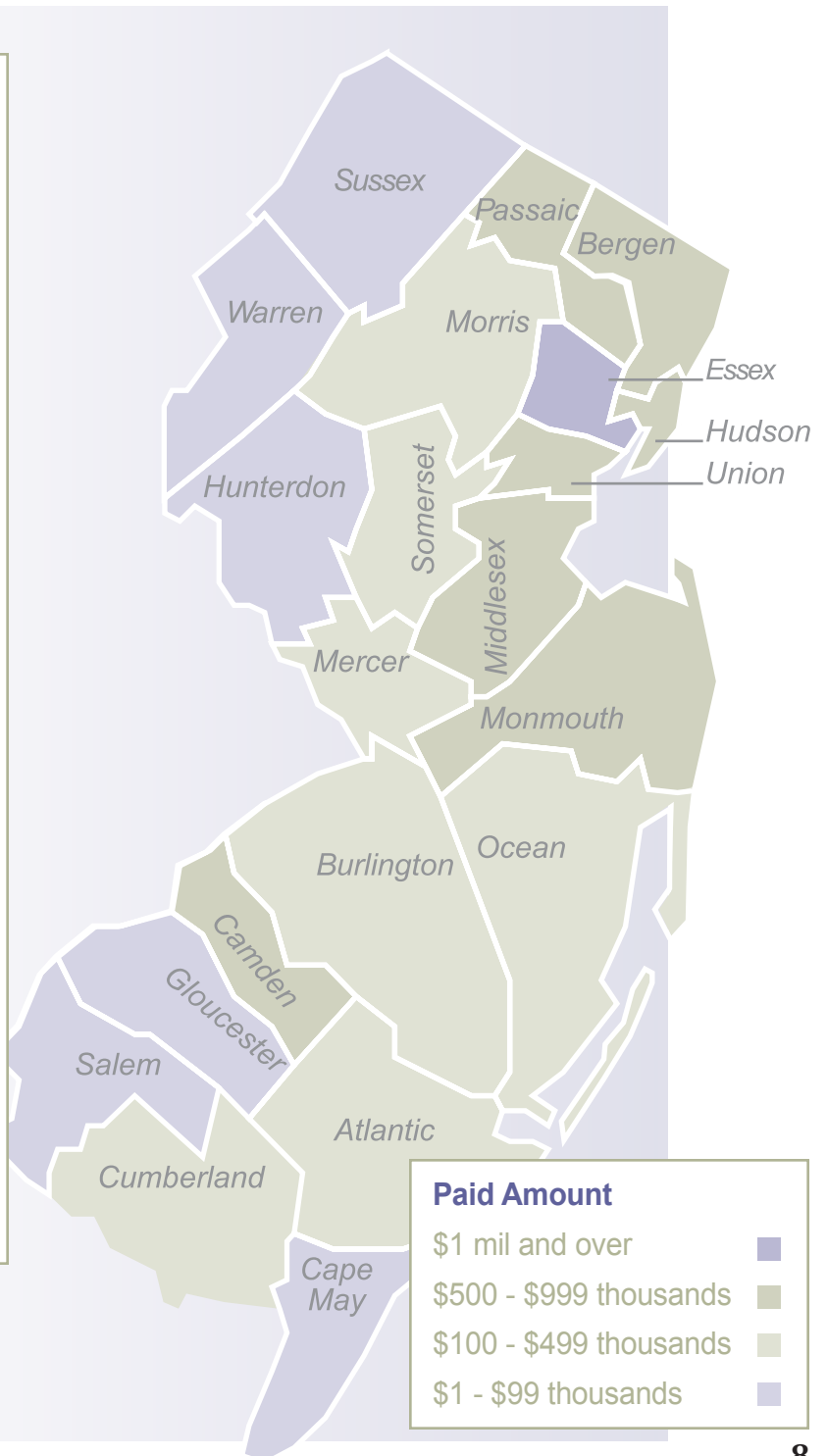
| County | Claims | Percentage |
|---------------|--------------|------------|
| Essex | 1,171 | 32.6% |
| Camden | 382 | 10.6% |
| Hudson | 278 | 7.7% |
| Union | 278 | 7.7% |
| Monmouth | 220 | 6.1% |
| Passaic | 180 | 5.0% |
| Middlesex | 175 | 4.9% |
| Mercer | 160 | 4.4% |
| Atlantic | 115 | 3.2% |
| Bergen | 109 | 3.0% |
| Burlington | 105 | 2.9% |
| Ocean | 101 | 2.8% |
| Cumberland | 67 | 1.9% |
| Morris | 38 | 1.1% |
| Gloucester | 38 | 1.1% |
| Salem | 35 | 1.0% |
| Cape May | 32 | 0.9% |
| Sussex | 31 | 0.9% |
| Somerset | 28 | 0.8% |
| Warren | 22 | 0.6% |
| Hunterdon | 10 | 0.3% |
| Out -of-State | 21 | 0.6% |
| Total | 3,596 | |



FY 15 Claims & Dollar Amount

Paid for each county

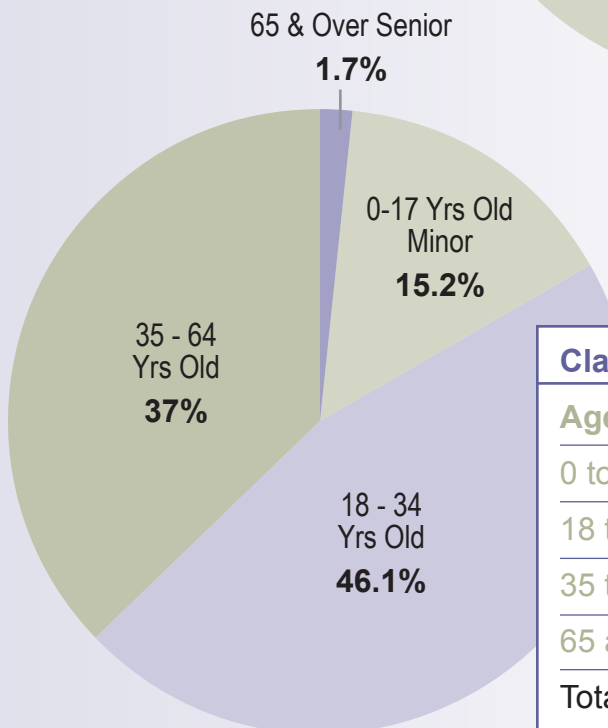
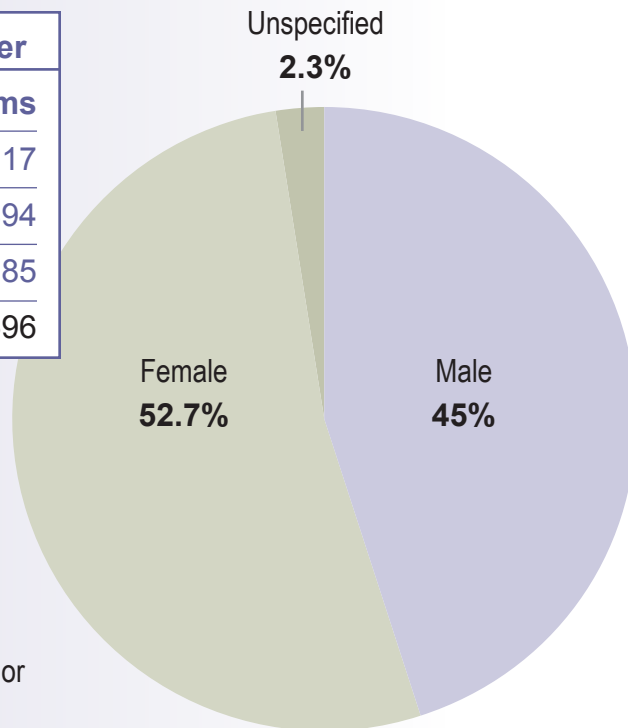
| County | Claims | Paid |
|--------------|--------------|-----------------------|
| Essex | 746 | \$2,850,976.60 |
| Camden | 212 | 839,059.30 |
| Union | 197 | 808,863.12 |
| Hudson | 174 | 667,130.42 |
| Passaic | 152 | 663,196.48 |
| Bergen | 120 | 661,144.11 |
| Monmouth | 168 | 559,239.42 |
| Middlesex | 129 | 516,475.22 |
| Mercer | 122 | 395,106.88 |
| Ocean | 76 | 271,067.94 |
| Burlington | 56 | 265,786.73 |
| Cumberland | 56 | 245,812.02 |
| Atlantic | 62 | 177,015.44 |
| Morris | 50 | 162,358.92 |
| Somerset | 36 | 130,396.84 |
| Cape May | 22 | 95,516.58 |
| Gloucester | 34 | 94,065.12 |
| Sussex | 24 | 75,213.01 |
| Warren | 16 | 61,051.27 |
| Salem | 14 | 53,726.83 |
| Hunterdon | 8 | 35,395.30 |
| Out-of-State | 2 | 839.85 |
| Total | 2,476 | \$9,629,437.40 |



FY 15 Demographics

Claims Received by Gender

| Gender | Claims |
|-------------|--------|
| Male | 1,617 |
| Female | 1,894 |
| Unspecified | 85 |
| Total | 3,596 |

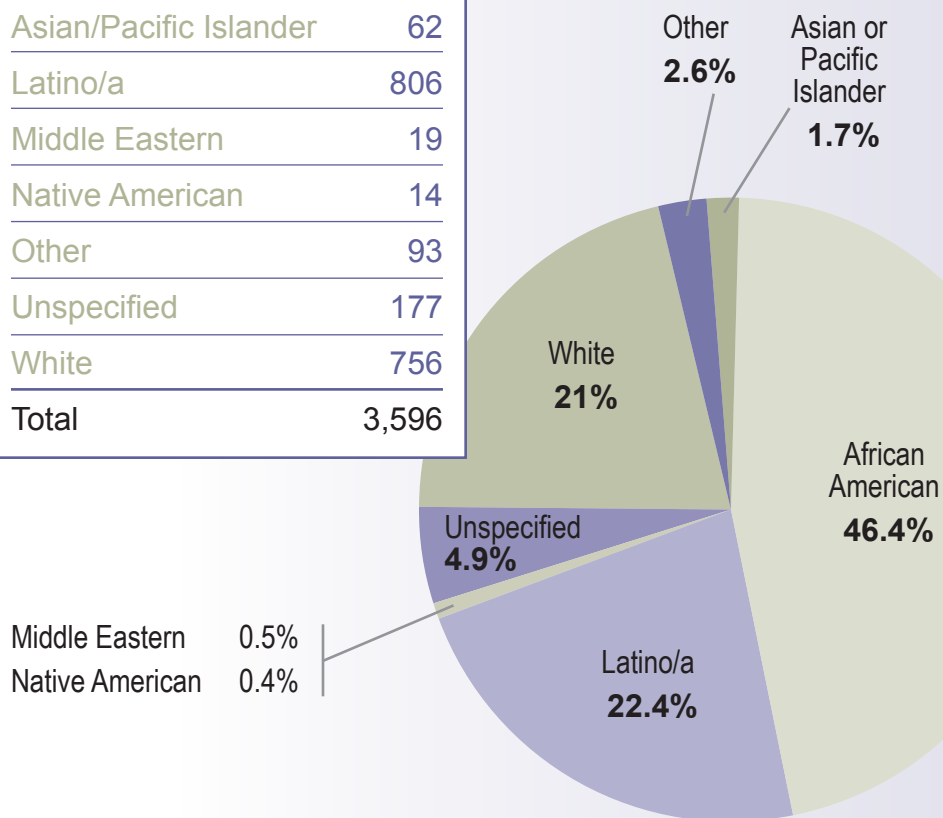


Claims Received by Age Group

| Age | Claims |
|-------------|--------|
| 0 to 17 | 548 |
| 18 to 34 | 1,659 |
| 35 to 64 | 1,329 |
| 65 and over | 60 |
| Total | 3,596 |

FY 15 Demographics (continue)

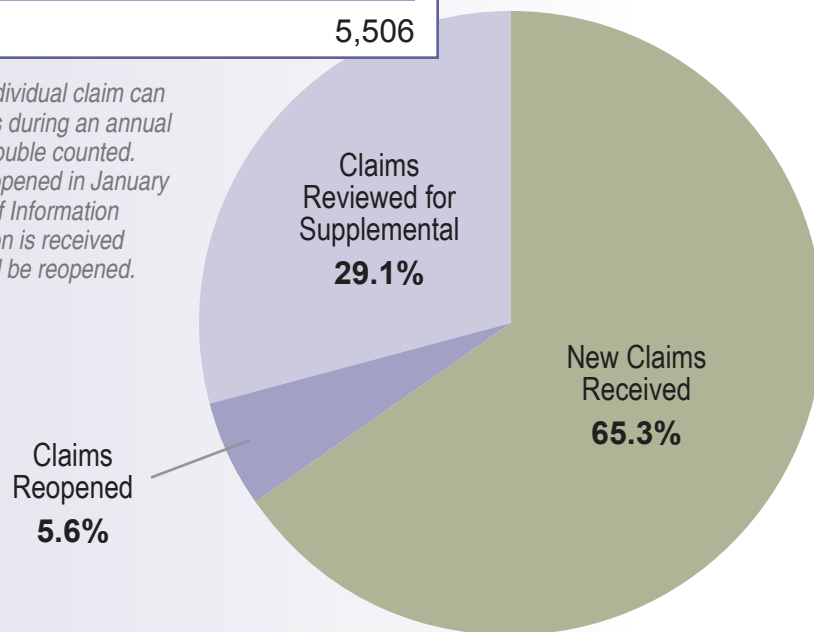
| Race | Claims |
|------------------------|---------------|
| African American | 1,669 |
| Asian/Pacific Islander | 62 |
| Latino/a | 806 |
| Middle Eastern | 19 |
| Native American | 14 |
| Other | 93 |
| Unspecified | 177 |
| White | 756 |
| Total | 3,596 |



FY 15 Total Annual Activity

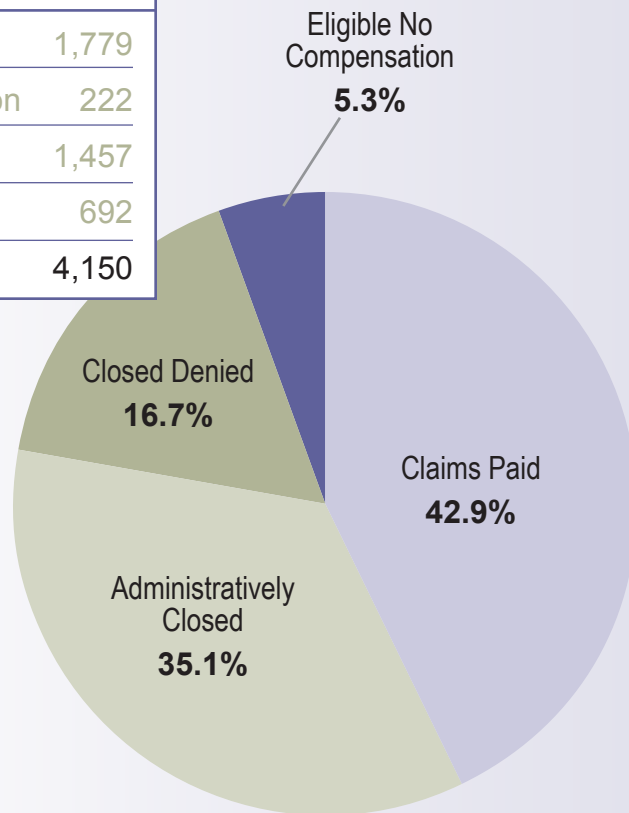
| Total Annual Activity | |
|----------------------------------|-------|
| New Claims Received | 3,596 |
| Claims Reopened | 307 |
| Claims Reviewed for Supplemental | 1,603 |
| Total | 5,506 |

*Caveat - because an individual claim can fall in various categories 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.*



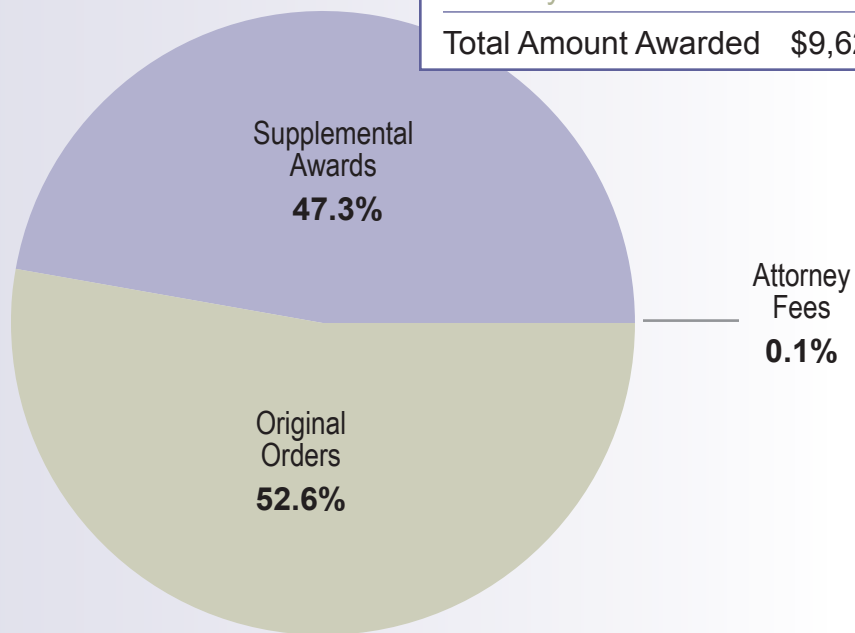
FY 15 Original Claims Disposition

| Original Claims Disposition | |
|-----------------------------|-------|
| Claims Paid | 1,779 |
| Eligible No Compensation | 222 |
| Administratively Closed | 1,457 |
| Closed Denied | 692 |
| Total Claims Concluded | 4,150 |



FY 15 Awards Analysis

| Type of Award | Amount |
|----------------------|----------------|
| Original orders | \$5,064,697.72 |
| Supplemental Awards | 4,557,966.73 |
| Attorney Fees | 6,772.95 |
| Total Amount Awarded | \$9,629,437.40 |

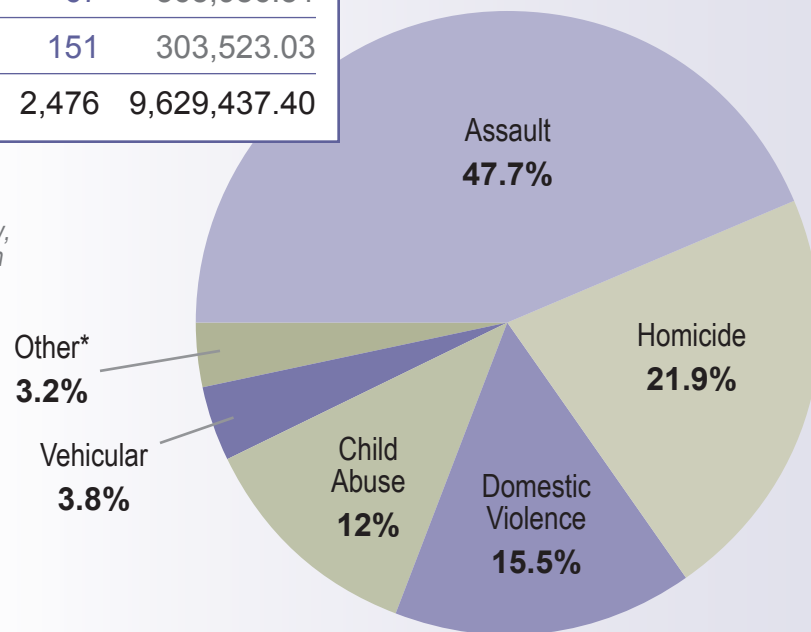


FY 15 Analysis of Crime Types

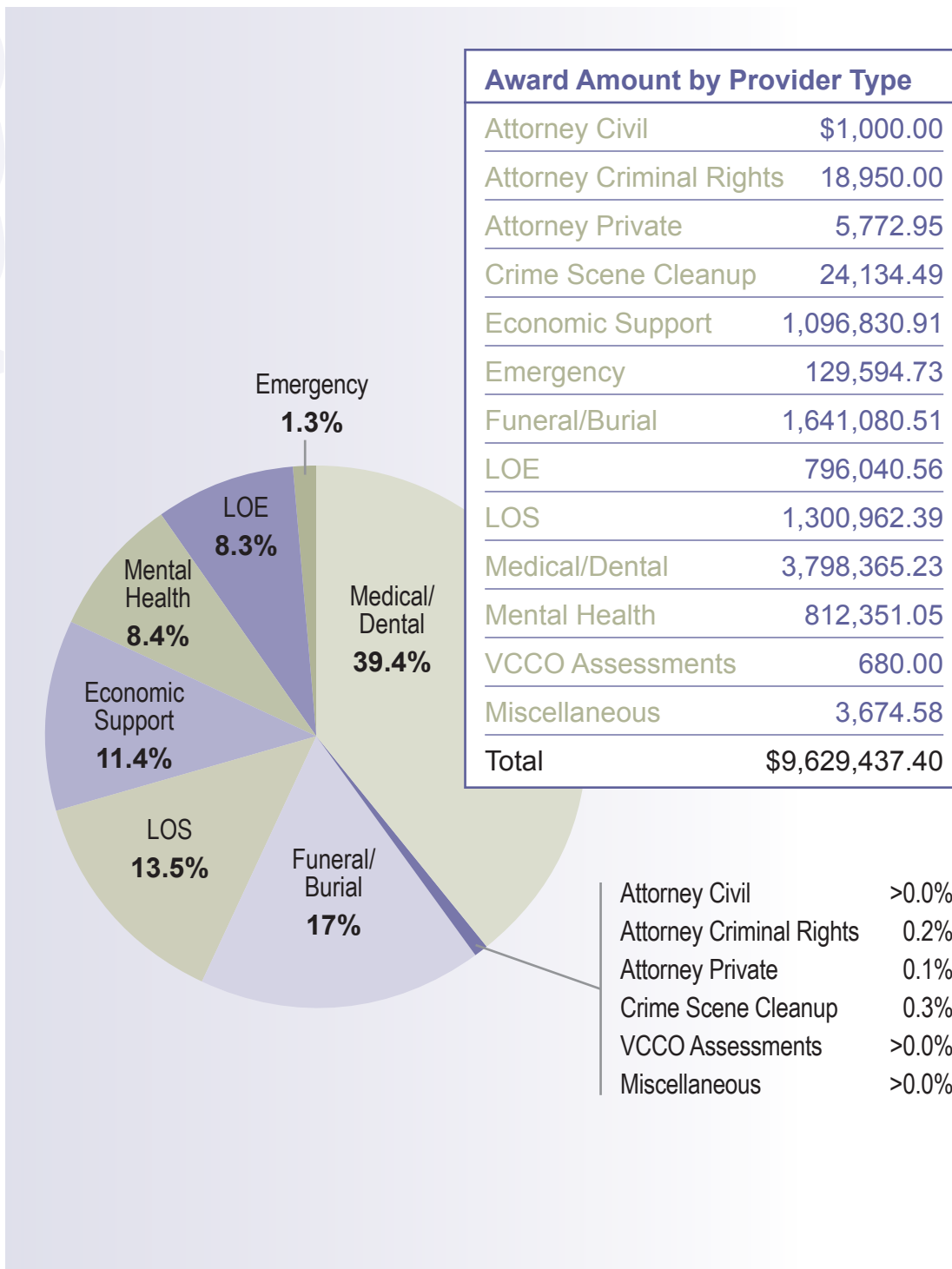
by Number of Claims & Awards

| Crime Type | Claims | Amount |
|--------------------|--------------|---------------------|
| Assault | 1,074 | 4,207,398.06 |
| Homicide | 408 | 2,108,237.50 |
| Domestic Violence | 493 | 1,493,229.72 |
| Child Abuse | 283 | 1,151,062.58 |
| Vehicular | 67 | 365,986.51 |
| Other* | 151 | 303,523.03 |
| Grand Total | 2,476 | 9,629,437.40 |

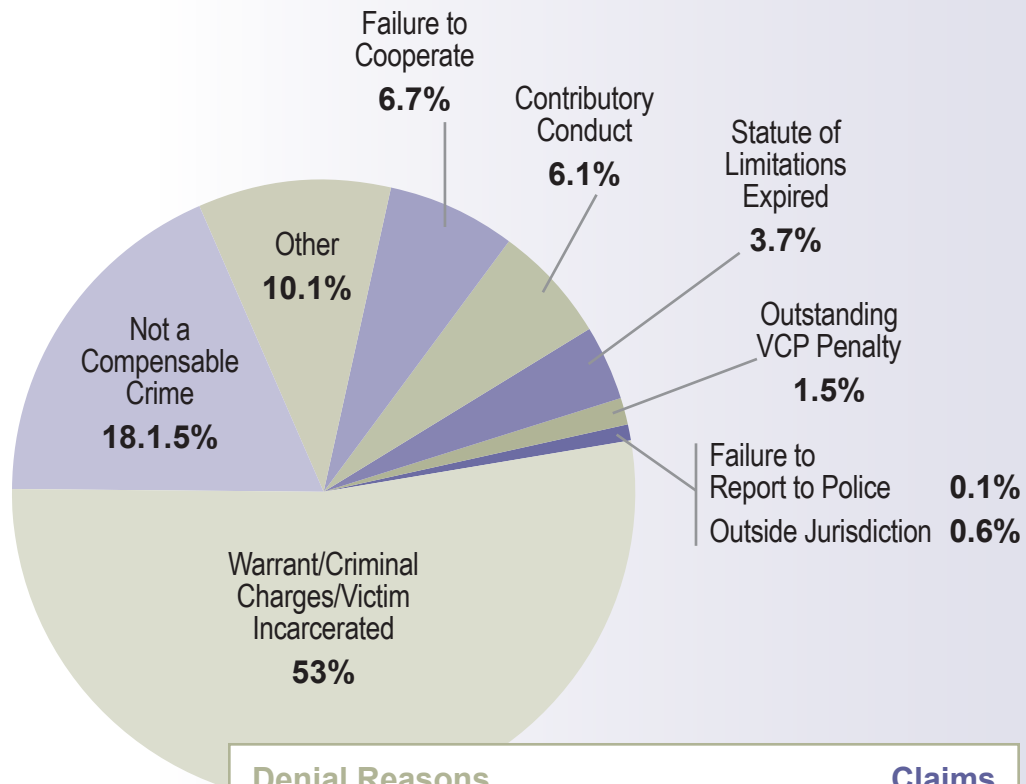
*Other - Includes: Arson, Bias, Burglary, Kidnapping, Lewd, Indecent or Obscene Act, Robbery, Tampering, Threats to bodily harm and Miscellaneous.



FY 15 Award Amount by Provider Type



FY 15 Commons Reasons for Denial

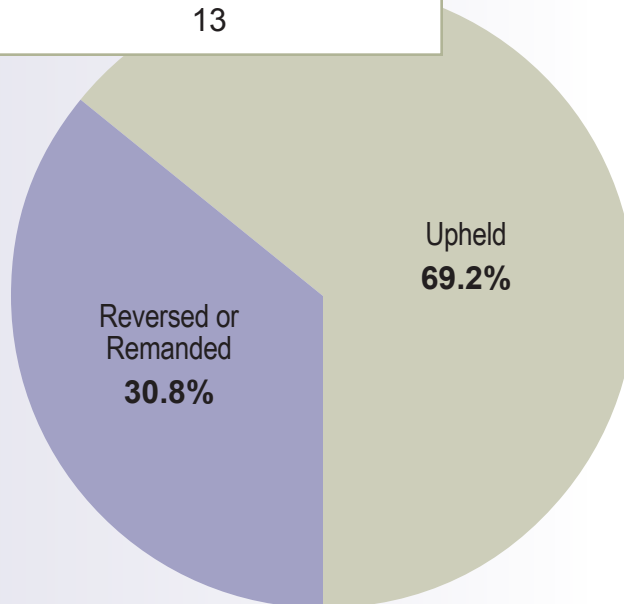


| Denial Reasons | Claims |
|--|--------|
| Warrant/Criminal Charges/Incarceration | 357 |
| Outstanding VCP Penalty | 10 |
| Failure to Cooperate | 45 |
| Contributory Conduct | 41 |
| Not a Compensable Crime | 122 |
| Statute of Limitation Expired | 25 |
| Failure to Report to Police | 1 |
| Outside Jurisdiction | 4 |
| Other | 68 |
| Total | 673 |

FY 15 Hearing Results

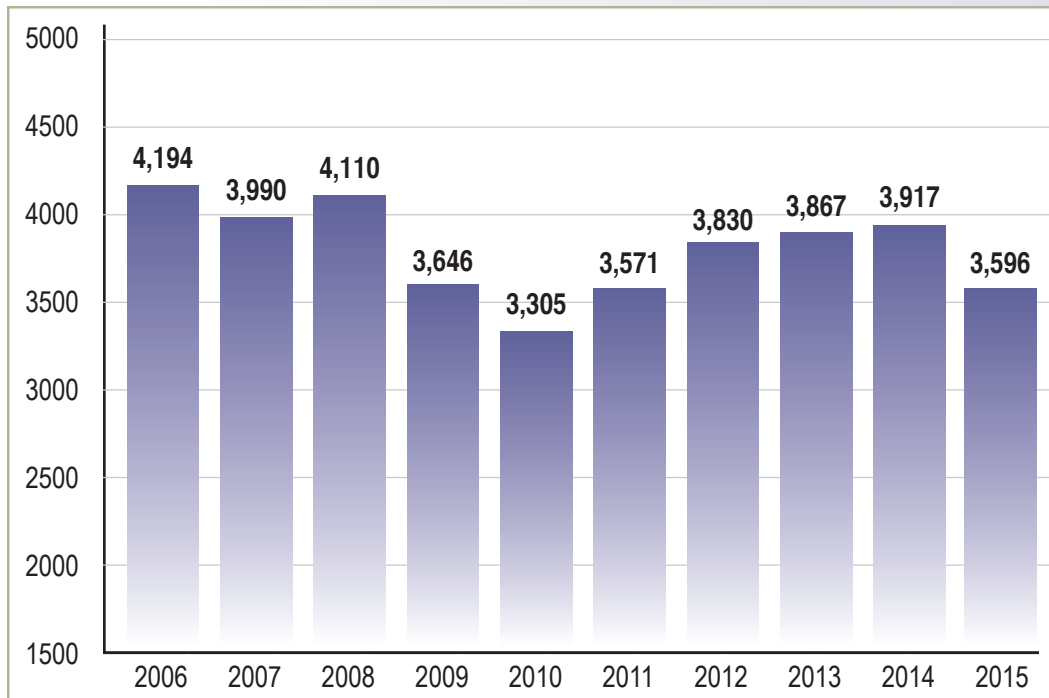
Statistics

| | Claims | Percentage |
|----------------------|--------|------------|
| Reversed or Remanded | 4 | 30.8% |
| Upheld | 9 | 69.2% |
| Total | 13 | |



Historical Analysis

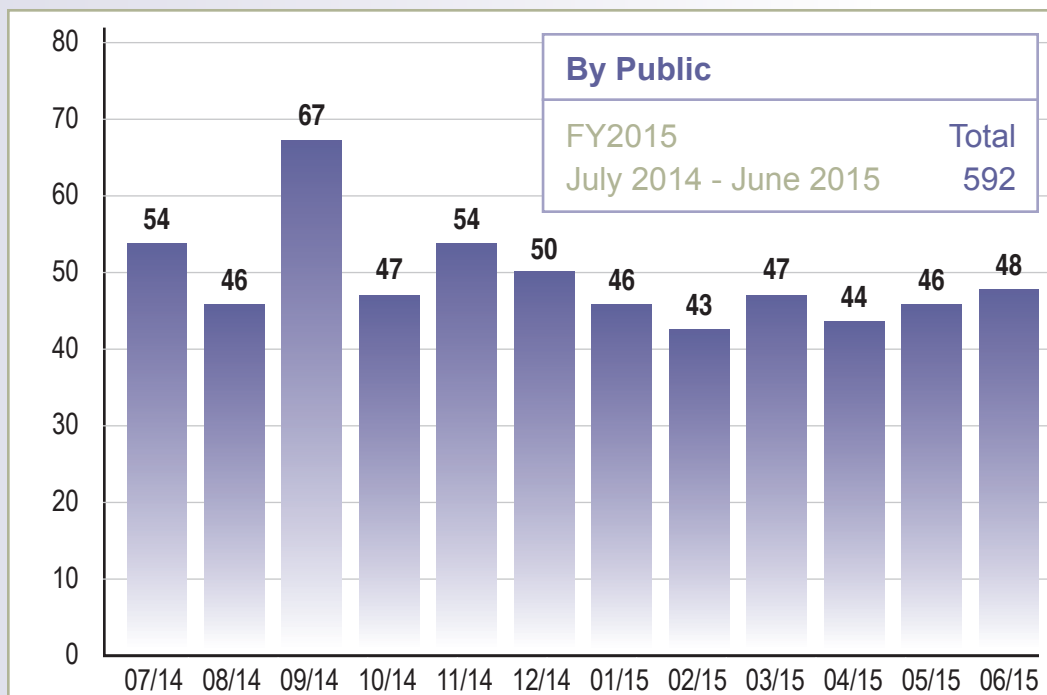
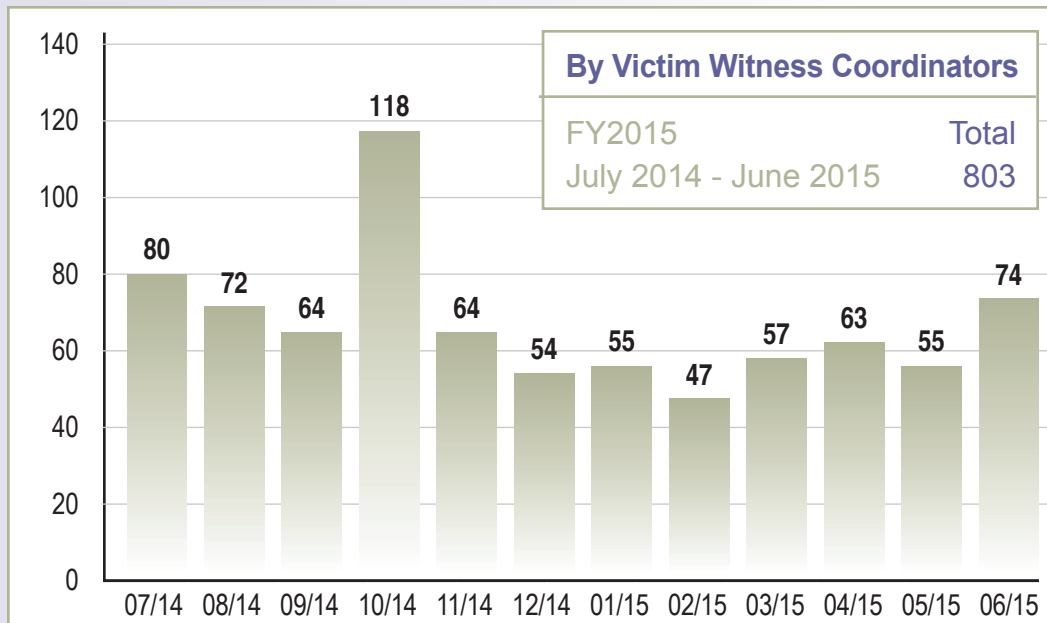
of Claims Received FY 2006 - 2015



| Fiscal Year | Claims |
|-------------|--------|
| 2006 | 4,194 |
| 2007 | 3,990 |
| 2008 | 4,110 |
| 2009 | 3,646 |
| 2010 | 3,305 |
| 2011 | 3,571 |
| 2012 | 3,830 |
| 2013 | 3,867 |
| 2014 | 3,917 |
| 2015 | 3,596 |

FY 15 Electronic Filings

by Victim Witness Coordinators and Public



FY 15 Walk-In Statistics

| FY2015 Walk-In Statistics: July 2014 - June 2015 | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
| New Walk Ins | 40 | 37 | 68 | 45 | 37 | 31 | 43 | 18 | 32 | 47 | 35 | 47 | 480 |
| Case Processing | | | | | | | | | | | | | |
| Intake Walk-Ins | 52 | 52 | 61 | 44 | 30 | 39 | 34 | 29 | 21 | 50 | 34 | 55 | 501 |
| Investigator | | | | | | | | | | | | | |
| Assigned Walk-Ins | 17 | 30 | 24 | 23 | 22 | 18 | 17 | 27 | 24 | 22 | 11 | 29 | 264 |
| Intake covering | | | | | | | | | | | | | |
| for Investigators | 31 | 24 | 29 | 34 | 18 | 20 | 22 | 16 | 35 | 20 | 18 | 26 | 293 |
| Trenton Office | 4 | 6 | 7 | 5 | 3 | 2 | 3 | 1 | 1 | 1 | 2 | 2 | 37 |
| Total | 144 | 149 | 189 | 151 | 110 | 110 | 119 | 91 | 113 | 140 | 100 | 159 | 1,575 |

FY 15 Turn Around Time for Filing and Assigning

Time Period Between Crime & Victim Filing a Claim

| | Claims | Percentage |
|------------------------------|--------------|------------|
| Less than 1 Month | 1,281 | 35.62% |
| Between 1 Month and 6 Months | 1,408 | 39.15% |
| Between 6 Months and 1 Year | 406 | 11.29% |
| Between 1 Year and 2 Years | 233 | 6.48% |
| Between 2 Years and 5 years | 176 | 4.89% |
| More than 5 Years | 92 | 2.56% |
| Total | 3,596 | |

Time Period Between Claim Filed & Assignment to Investigator*

| | | |
|--------------------|--------------|--------|
| Less than 1 Month | 1,241 | 54.26% |
| Less than 2 Months | 350 | 15.30% |
| Less than 3 Months | 167 | 7.30% |
| Less than 4 Months | 102 | 4.46% |
| Less than 5 Months | 73 | 3.19% |
| Less than 6 Months | 104 | 4.55% |
| More than 6 Months | 250 | 10.93% |
| Total | 2,287 | |

Time Period Between Claim Filed & Assignment to Investigator*

Emergency Claims Only

| | | |
|--------------------|------------|--------|
| Less than 1 Month | 497 | 62.13% |
| Less than 2 Months | 121 | 15.13% |
| Less than 3 Months | 61 | 7.63% |
| Less than 4 Months | 32 | 4.00% |
| Less than 5 Months | 19 | 2.38% |
| Less than 6 Months | 23 | 2.88% |
| More than 6 Months | 47 | 5.88% |
| Total | 800 | |

*The In-Take Unit makes several requests for information; however it is challenging to obtain the information that is mandate by law before processing the claim.

FY 15 Turn Around Time

for Case Processing

| First Order | Claims | Percentage |
|------------------------|--------------|------------|
| Less than 1 Month | 958 | 39.12% |
| Less than 2 Month | 323 | 13.19% |
| Less than 3 Month | 188 | 7.68% |
| Less than 4 Month | 209 | 8.53% |
| Less than 5 Month | 359 | 14.66% |
| Less than 6 Month | 327 | 13.35% |
| More than 6 Month | 85 | 3.47% |
| Total | 2,449 | |
| | | |
| Emergency Claims | Claims | Percentage |
| Less than 1 Month | 562 | 70.87% |
| Less than 2 Month | 141 | 17.78% |
| Less than 3 Month | 25 | 3.15% |
| Less than 4 Month | 27 | 3.40% |
| Less than 5 Month | 18 | 2.27% |
| Less than 6 Month | 17 | 2.14% |
| More than 6 Month | 3 | 0.38% |
| Total | 793 | |
| | | |
| Supplemental Payments* | Claims | Percentage |
| Less than 1 Month | 1,588 | 67.81% |
| Less than 2 Month | 457 | 19.51% |
| Less than 3 Month | 268 | 11.44% |
| Less than 4 Month | 24 | 1.02% |
| Less than 5 Month | 0 | 0.00% |
| Less than 6 Month | 0 | 0.00% |
| More than 6 Month | 5 | 0.21% |
| Total | 2,342 | |

** One claim can be counted multiple times if paid several times during this fiscal year.*

FY 15 Revenue Statement

FY 15 Revenue

| Revenue Source | Amount |
|--------------------------------|--------------------|
| VCCO NET | \$4,477,105 |
| Criminal Disposition Penalties | 340,597 |
| Commissary | 2,551,853 |
| Sex Crime Treatment | 109,339 |
| Restitution | 193,939 |
| Total Revenue | \$7,672,833 |

Federal Grants

| Federal Fiscal | Year Grant Periods: | |
|-------------------------------|-------------------------|--------------------|
| FFY 12 | 10-1-11 through 9-30-15 | \$130,252 |
| FFY 13 | 10-1-12 through 9-30-16 | 2,196,000 |
| FFY 14 | 10-1-13 through 9-30-17 | 4,929,000 |
| FFY 15 | 10-1-14 through 9-30-18 | 2,384,000 |
| Total Grants Available | | \$9,639,252 |

FY 15 State Appropriations

Direct State Services

| | |
|-------------------------------|---------------------|
| Salaries and Wages | \$1,092,000 |
| Material and Supplies | 20,000 |
| Services Other than Personnel | 31,000 |
| Maintenance and Fixed Charges | 19,000 |
| State Claims | 3,372,000 |
| Total Appropriations | \$4,534,000 |
| Total FY 15 Revenues | \$21,846,085 |

FY 15 Expenditure Summary

Salaries & Operations

| | |
|--|--------------------|
| Salaries and Wages | \$2,026,052 |
| Material and Supplies | \$64,977 |
| Services Other Than Personnel | \$369,891 |
| Maintenance and Fixed Charges | \$12,726 |
| Information Technology | \$135,500 |
| Total Salaries & Operations | \$2,609,146 |

State & Federal Claims

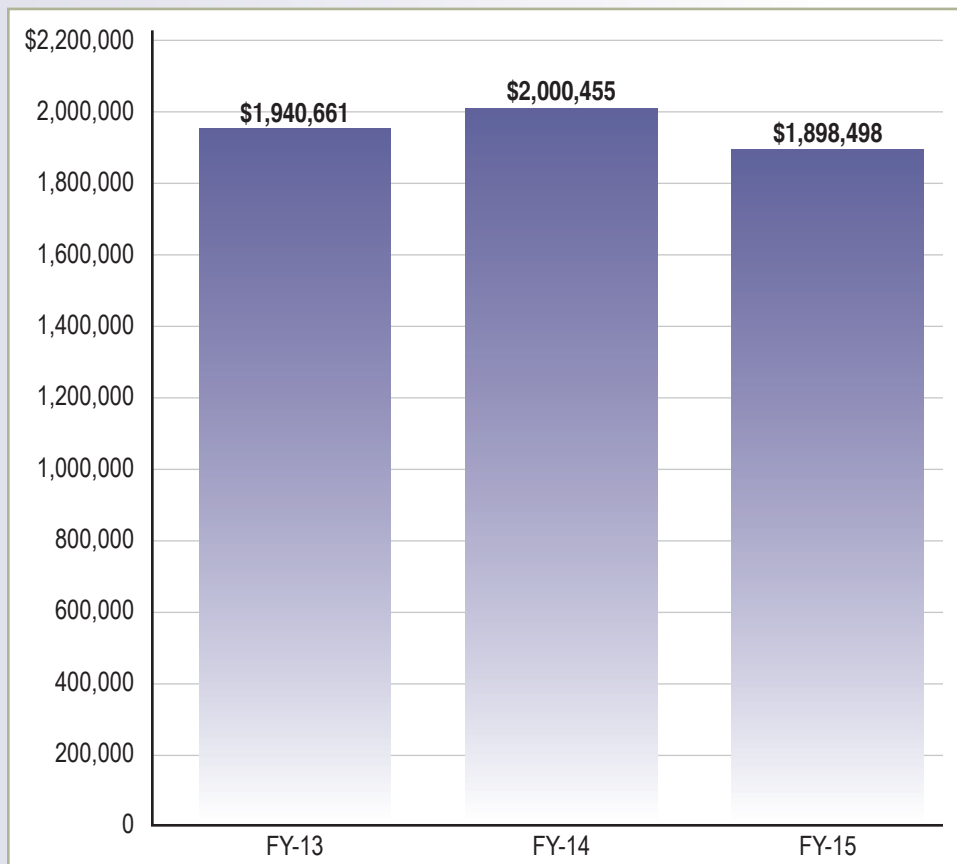
| | |
|--|---------------------|
| State Claims (Direct Payments to Victims) | \$4,540,876 |
| State Claims (Direct Payments to Victims) SCTF | \$191,068 |
| Federal Claims - Grant Year '12 | \$92,062 |
| Federal Claims - Grant Year '13 | \$2,196,000 |
| Federal Claims - Grant Year '14 | \$2,220,063 |
| Federal Claims - Grant Year '15 | 0 |
| Total State & Federal Grants | \$9,240,069 |
| Total FY 15 Expenditures | \$11,849,215 |

Savings Achieved

Through 3rd Party Review of Medical Bills

Continuing through Fiscal Year 2015, 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. Nearly \$2 million was saved in Fiscal Year 2015.

| Fiscal Year | Review Amount | Review Fee* | Net Saving |
|-------------|---------------|-------------|-------------|
| FY 13 | \$1,985,117 | \$44,456 | \$1,940,661 |
| FY 14 | \$2,029,199 | \$28,744 | \$2,000,455 |
| FY 15 | \$1,921,986 | \$23,488 | \$1,898,498 |



Benefits in a Nutshell

Crimes Covered

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

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

Outreach and Training

The Outreach and Training Group is comprised of members from the investigative staff, support staff, Marsetta Lee, Executive Director and John Holl, Assistant Attorney General. As committed public servants, we recognize our social responsibility; thus, we are continuously creating new initiatives that stand by our mission to serve crime victims. With the recent expansion of our electronic claims filing process, it has allowed the Agency to increase services offered to victims who reside in underserved communities by giving them the opportunity to file their applications online and obtain immediate assistance from our Intake Staff.

When the Agency receives a request for outreach services, our training is tailored to fit the needs of each stakeholder, including but not limited to the legal communities, advocates, faith based groups, law enforcement, municipal court administrators and non-profit agencies. We offer basic and comprehensive training. This past year, we have distributed over 36,000 pieces outreach materials, nearly forty percent of which was Spanish materials.

Outreach Materials Distributed - FY 2015

| | Claim Application | Informational Brochure | Tri-Fold Card | Miranda Warning Card | Small Poster | Large Poster |
|--------------|----------------------|---------------------------|------------------|----------------------------|-----------------|-----------------|
| English | 7,865 | 7,640 | 4,430 | 450 | 39 | 15 |
| Spanish | 6,780 | 6,230 | 2,960 | 430 | 29 | 11 |
| Total | 14,645 | 13,870 | 7,390 | 880 | 68 | 26 |



VCCO staff acknowledges October as Domestic Violence Awareness Month

Highlights:

- John Holl, Assistant Attorney General, Marsetta Lee, Executive Director and the Investigative staff developed and continued to offer 2 hour training on laws and regulations governing Crime Victims Compensation. The training was approved by the Board of Continuing Legal Education of the Supreme Court of New Jersey for 2.0 hours total CLE credits.
- The VCCO hosted a series of in-house training to foreign countries: Kosovo and South Africa. The members of the group gave a presentation on the governing statutes and administrative codes and the Executive staff provided a blueprint on how to create a violent crime compensation office in their country.
- In October of 2015, the Agency observed Domestic Violence Awareness, and implemented a “Stand Up and Speak Out Campaign,” VCCO staff also attended and distributed information packets and resources to non-profit agencies.
- The Agency observed National Crime Victim’s Right Week April 21, 2015. “This year marked the 30th anniversary of the Victims of Crime Act, which changed the landscape of victims’ rights and services nationwide,” Acting Attorney General Hoffman said. The ceremony, held at the Richard J. Hughes Justice Complex,

brought together advocates and victims of crime to observe their combined efforts from throughout the year to continue the healing process in the wake of tragedy. The theme of this year’s event, “Engaging Communities. Empowering Victims,” was selected to emphasize the importance of community-based organizations, which support and empower victims as they become survivors.

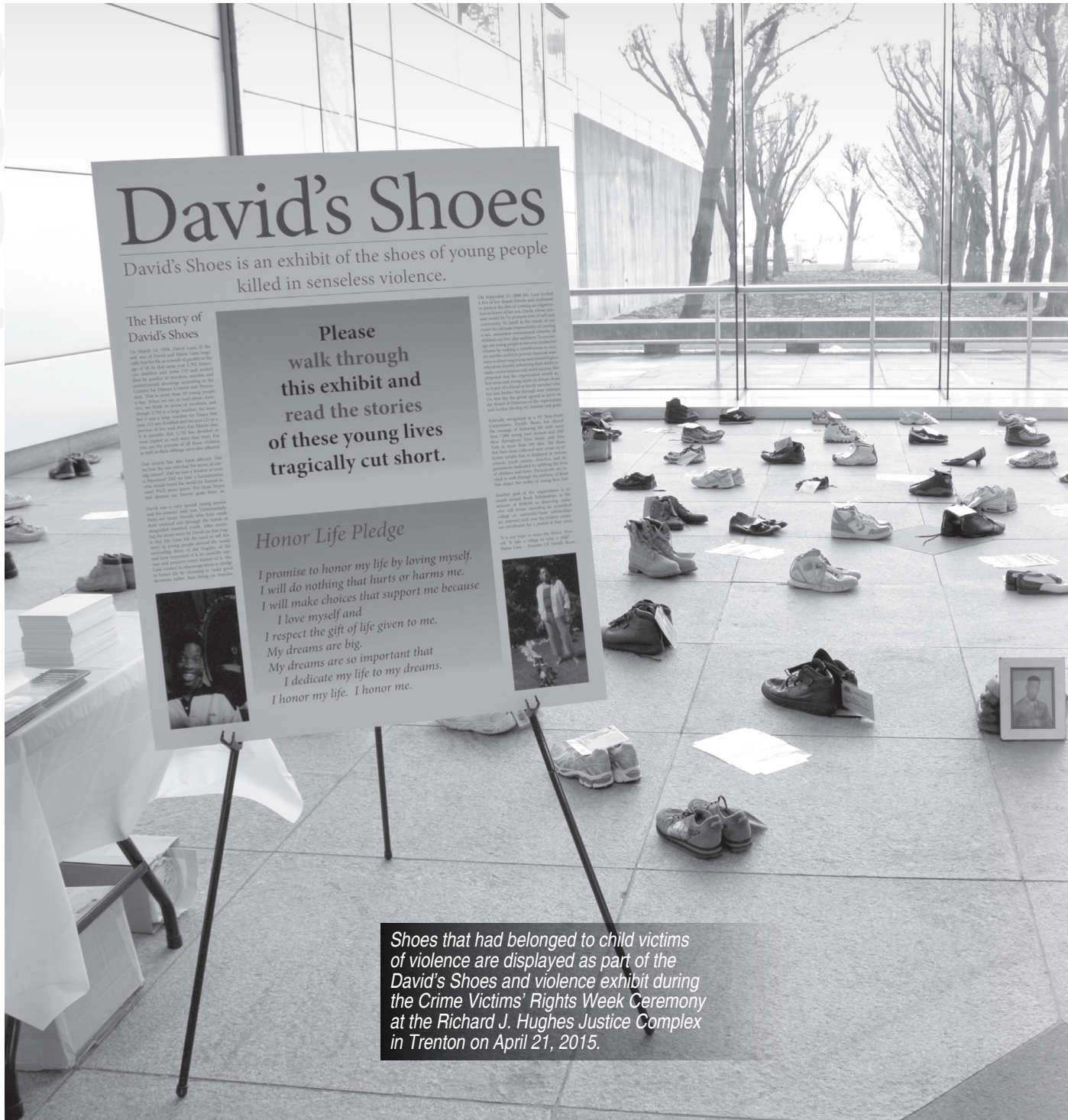
Acting Attorney General Hoffman and Director Honig bestowed awards to several victims’ rights advocates at the ceremony as part of the annual Office of the Attorney General Excellence in Victims’ Justice Observance. Hoffman announced at the ceremony that the Lifetime Achievement Award for Victims’ Justice will be named for James O’Brien to celebrate his contribution to the cause.



VCCO Executive Director Marsetta Lee and Deputy Director AAG John Holl welcome a South Africa deligation to provide expertise on establishing a compensation program.

Crime Victims' Rights Week 2015 Ceremony

VCCO



Shoes that had belonged to child victims of violence are displayed as part of the David's Shoes and violence exhibit during the Crime Victims' Rights Week Ceremony at the Richard J. Hughes Justice Complex in Trenton on April 21, 2015.



Elie Honig, Director of the Division of Criminal Justice



Acting Attorney General John J. Hoffman speaks with Elaine Kane (center), founder of the anti-violence exhibit David's Shoes and Marsetta Lee (right), Director of OAG's Victims of Crime Compensation Office before the Crime Victim's Right Week Ceremony at the Richard J. Hughes Justice Complex in Trenton on April 21, 2015.



2015 OAG Excellence Award recipients: Joan Nixon, Suzanne Groisser, Michele Miller, Patricia Teffenhart, Laura Luciano, Sharon Mai and Jayne Guarino



Members of the Crime Victims' Rights Week Committee: Gail Stone, Dalisha Carmichael, Melissa Miller, Kara Webster, Esq., Ramona Peterson, Ricardo Carabelli, Connie Schwedes, Thomas Brennan and Executive Director Marsetta Lee, Esq.



VCCCO Staff

Executive Director

Marsetta Lee, *Deputy Attorney General*

Deputy Director

John Holl, *Assistant Attorney General*

Administration

James R. Casserly, *Manager*

Michele Maraviglia

Jessica Morejon

Daisy Quiles

Winston Tsang, *IT Staff*

Jeff Zuber, *IT Staff*

Intake

Melissa Verardi, *Manager*

Audeliz Acevedo

Jacqueline Botticello

Tom Cicalese

Gerriann DeCicco

Vanessa Gomez

Tabitha Otero

Marjorie Scarder

Bill Entry

Mimi Rosenshein, *Supervisor*

Zuanette Cabrera

Tanny Kyak

Elizabeth Lucano

Investigators

Mary Ellen Bonsper, *Chief of Investigators*

Craig DiFiore, *Deputy Chief of Investigators*

Richard Gill, *Supervisor*

Ramona Peterson, *Supervisor*

Jacquelin Sierchio, *Supervisor*

Kathy Yuill, *Supervisor*

Tobi Footman, *Sr. Investigator*

Peter Kobylarz, *Sr. Investigator*

Leana Allen

Doug Brooks

Ricardo Carabelli

Dalisha Carmichael

Telisa Chambers

Maggie Miranda

Ken Thomas

Michelle Williams

Temporary Staff

A special thanks to the best temporary staff an office could have:

Marianela Caraballo-Soto

Connie Logan

Katiusca Pimentel

OAG Support Staff

Joseph Cordoma, *OAG IT*

Maria Lugo, *OAG HR*

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 | FY 2014 | FY 2015 |
|---------------------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| Revenues | \$8,676,760 | \$8,300,901 | \$5,035,319 | \$5,082,288 | \$4,725,896 | \$4,478,474 | \$4,300,833 |
| State | \$4,656,724 | \$1,170,675 | \$4,717,332 | \$4,424,000 | \$4,534,000 | \$4,534,000 | \$4,534,000 |
| Federal | \$2,438,041 | \$3,148,560 | \$4,171,008 | \$2,969,351 | \$3,884,285 | \$2,731,357 | \$4,545,867 |
| Carry Forward | \$4,246,854 | \$9,499,242 | \$896,470 | \$2,361,845 | \$3,155,788 | \$2,583,205 | \$2,724,796 |
| Total Resources | \$20,018,379 | \$22,119,378 | \$14,820,129 | \$14,837,484 | \$16,299,969 | \$14,327,036 | \$16,105,496 |
| Operational Costs | | | | | | | |
| Salaries | \$1,968,184 | \$1,853,372 | \$2,056,151 | \$2,139,650 | \$2,044,220 | \$1,988,094 | \$2,026,051 |
| Non-Salary | \$666,335 | \$445,474 | \$284,275 | \$462,762 | \$432,325 | \$1,024,844 | \$651,383 |
| Total Operational Costs | \$2,634,519 | \$2,298,846 | \$2,340,426 | \$2,602,412 | \$2,476,545 | \$3,012,938 | \$2,677,434 |
| Claims Expenditures | | | | | | | |
| State | \$4,125,455 | \$6,128,299 | \$6,029,904 | \$6,236,682 | \$6,307,811 | \$5,887,834 | \$4,685,256 |
| Federal | \$2,438,041 | \$2,869,555 | \$4,056,189 | \$2,816,001 | \$3,682,152 | \$2,716,930 | \$4,508,124 |
| Total Claim Expenditures | \$6,563,496 | \$8,997,854 | \$10,086,093 | \$9,052,683 | \$9,989,963 | \$8,604,764 | \$9,193,380 |

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: ☐ YES ☐ NO

Number of Applications: ☐ 1 ☐ 5 ☐ 10 ☐ 25 ☐ 50 ☐ 100 ☐ 200

Miranda Card Request: ☐ YES ☐ NO

Number of Miranda Cards: ☐ 1 ☐ 5 ☐ 10 ☐ 25 ☐ 50 ☐ 100 ☐ 200

Poster Request: ☐ YES ☐ NO

Number Posters: ☐ 1 ☐ 5 ☐ 10 ☐ 25 ☐ 50 ☐ 100 ☐ 200

Brochures Request: ☐ YES ☐ NO

Number of Brochures: ☐ 1 ☐ 5 ☐ 10 ☐ 25 ☐ 50 ☐ 100 ☐ 200

SPEAKER REQUESTED

Request a Speaker: ☐ YES ☐ NO

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

VICTIMS OF CRIME COMPENSATION OFFICE

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