

# NJ VICTIMS OF CRIME COMPENSATION OFFICE

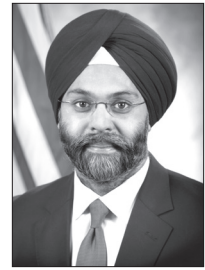
## FY 2017 REPORT





## New Jersey Office of the Attorney General

# Victims of Crime Compensation Office



**GURBIR S. GREWAL**  
*Attorney General*

### Letter from the Executive Director

We are pleased to report that during Fiscal Year 2017 (“2017”), the Victims of Crime Compensation Office (“VCCO”) again delivered attentive, quality service to New Jersey crime victims. New Jersey crime victims were awarded compensation benefits that equaled or exceeded that of recent past years. VCCO also expanded its outreach program and took major steps towards increasing its visibility to crime victims and the public at large. In 2017 VCCO worked effectively towards increasing certain benefits that are available to New Jersey crime victims and their families, and making its claim process more convenient for victims. VCCO continued to dutifully and compassionately serve New Jersey crime victims, while striving to enhance crime victim benefits and improve on its service to claimants.

One of the ways VCCO worked to ensure that claimants receive continually improving service was to modify its training practices. In 2017 VCCO instituted a comprehensive internal training program; that was developed by VCCO senior staff in collaboration with the Department of Law & Public Safety training professionals. The program is a 16-month system of seminars and course work that covers such topics as: sexual assault, human trafficking, domestic violence, diversity issues, client services, conflict resolution, and vicarious trauma. Two other notable examples of VCCO’s efforts to improve its service are the continued expansion of VCCO’s outreach program and the agency’s advertisement initiative.

VCCO continued the robust outreach program that began in 2016. The agency provided 70% more training sessions to public and private victim service agencies. Specifically, VCCO expanded the number and type of training sessions that we provide to county prosecutors’ offices, and VCCO staff attended and participated in more than twice as many community service events than it did in FY 2016. VCCO also coupled its enhanced outreach with other efforts to increase public awareness of the agency such as planning for FY 2018’s advertisement initiative. That initiative is now under way and is being executed in concert with the State Office of Victim Witness Advocacy (SOVWA), a State agency dedicated to providing victims and witnesses with services that help make their participation in the criminal justice system less difficult and burdensome.



**ALVIN RICARDO LITTLE**  
*Executive Director*



## Victims of Crime Compensation Office

VCCO also expanded certain benefit amounts that eligible claimants can receive. Specifically, VCCO began amending portions of its regulations to increase award amounts for victim benefits such as relocation expenses, mental health costs, and transportation and bereavement expenses. These amendments became effective on February 5, 2018.

In addition to increasing in certain benefit amounts, VCCO also implemented a claimant portal in 2017. The portal allows a claimant to access and track his or her claim's status instead of needing to contact VCCO staff. The result is a more convenient way for claimants to gather information about their claims and to supplement their claim applications, if necessary.

VCCO's commitment to serving crime victims and their families was continued by efforts to promptly and properly process claims, increase certain benefit payment amounts, and improve on its delivery of service to victims through an enhanced staff training regimen. At the same time, VCCO worked to heighten public awareness about the availability of victim compensation benefits and the ways that victims and their families can avail themselves of those benefits.

The support provided by VCCO supervisors and staff makes it possible to administer the State program that is designed to help compensate New Jersey residents who have been harmed by crime. Deputy Director Louise T. Lester and I are fortunate and grateful to have a staff that is prepared and willing to assist us with handling the challenges that come with this awesome responsibility.

Sincerely,

**Alvin Ricardo Little**  
*Executive Director*



# About vcco

## VCCO's Mission

VCCO's 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, 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 and their families – including payments to victim service providers – to help alleviate the economic and emotional burdens of victimization. VCCB was set up as a quasi-judicial three-commissioner board.

**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 placed in the Department of Treasury.

**In 2008**, by Governor Corzine's Reorganization Plan No. 001-2008, 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 an average of about 4.5 months to an average of about 2.5 months.

**In 2016**, the office implemented a major outreach initiative. Outreach events increased over 70%, and included events reaching out to domestic violence victim advocacy programs and to the Latino community.

**In 2017**, the office continued enhancing the VCCO online case processing system. With the latest improvement, claimants that did not file the claim online, now have the capability to access the system to obtain claim status and prior correspondence.

## Funding/Revenue Resources

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





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# Application

Claim applications are available in English and Spanish and can be obtained directly from VCCO's offices in Newark and Trenton. Claim applications can also be obtained from a County Prosecutor's Victim Witness Advocate, hospitals, police stations and certain 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 a 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 are available to assist victims/claimants and their families during the application process. Walk-ins are welcome at VCCO's Newark and Trenton offices on 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](mailto:njvictims@njvictims.org)

Web: [www.njvictims.org](http://www.njvictims.org)

## **Newark Office**

50 Park Place 5th Floor

Newark, NJ 07102

### **Walk-in Hours:**

Monday, Tuesday & Thursday

9:00 am to 4:00 pm

## **Trenton Office**

Justice Complex, 7th Floor, West Wing

Trenton, NJ 08625

### **Walk-in Hours:**

Tuesday & Thursday

9:00 am to 4:00 pm

# Eligibility

Eligible claimants must meet the following requirements:

- The claim must be filed within three years from the date of the personal injury or death, or at a later time if VCCO determines that “good cause” exists 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” exists for the delay.
- The crime must occur in New Jersey (residency not required) or the victim 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 the 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 must not be 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.
- The victim or claimant must not have open warrants or active criminal charges.

*\* For victims under 18 years old, the limit is extended three years beyond their 18th birthday.*

# 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 the 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 non-medically related service expenses that provide day-to-day living support for a victim or claimant.
- 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 the victim is at least 60 years old or determined to be disabled and meets financial guidelines.

- Attorneys fees.

- 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 attempted commission 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 a motor vehicle 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.

\* Note that simple assault is not a compensable crime.

\*\* The victim must have been present in the structure when the crime occurred.

# Other Eligible Expenses

The VCCO recognizes that claimants may incur unexpected expenses when dealing with the aftermath of victimization. Pursuant to its statutory and regulatory authority, VCCO may provide compensation to claimants who incur unforeseen expenses resulting from being a crime victim. The following are little known expenses for which VCCO provides compensation.

## Transportation costs

- Court attendance
- Doctor visits

## Relocation expenses

- Dog/pet boarding facility
- Rental application fee
- Temporary housing/hotel stay

## Items stolen, damaged or lost during the commission of the crime

- Home/car lock replacement
- Prescription medication
- Prescription eyeglasses
- False teeth
- Hearing aids
- Stolen cash reimbursement for senior citizens and disabled persons

## Cosmetic surgery

- Scar revision
- Toupee/wig
- Breast implant replacement

## Loss of earnings

- Loss of earnings for the direct victim for follow up doctor visits
- Loss of earnings for court attendance
- Bereavement loss of income for family members

## Miscellaneous

- Post Office Box fee for domestic violence victims
- Over the counter medical supplies (such as bandages, etc.)
- Nutrition supplement (such as Ensure, etc.)
- Miscellaneous hospital expenses (TV and phone costs)
- Service dog care

# Claims Processing

## Intake Phase:

Upon VCCO's 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 promptly. All applications are screened for denial on a procedural basis, including expiration of time for filing, noncompensable crimes or outstanding warrants issued for a claimant.

## Bill Review:

Bills are screened for proper name and address, federal tax ID number, Current Procedural Terminology (CPT) codes and date of service. In cases where information is missing, those bills (and collection notices) are returned to the provider together with a letter stating the need for an itemized bill. Once all of the required information is received, bills are entered into the VCCO's Claims Processing System.

## Eligibility Phase:

Upon VCCO's 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. In reviewing the case circumstances, the case investigator will communicate with police and prosecutorial personnel and secure related information from the Courts. The investigator will then make a recommendation either that the claim is eligible or ineligible for compensation pursuant to statutory and/or regulatory requirements. 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 then 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) administrative staff for approval in the New Jersey Comprehensive Financial System (a Treasury System).

If a claimant is eligible to receive a direct payment, that payment is mailed out to the claimant on the next business day after the Order of Payment is signed.



# The Goal of Compensation –

## Helping to Make the Victim Whole

In VCCO's continuing effort to help make crime victims whole, the VCCO strives to provide compensation to victims by taking into account each victim's unique and personal circumstances. In doing so, the VCCO is able to assist each claimant by providing compensation for the services needed to help reestablish balance in a victim's life. Below are just a few examples from 2017 of how VCCO considers a victim's special circumstances when making award determinations.

### Helping a Parent Protect a Child

A victim of a robbery and aggravated assault filed a claim with the VCCO for relocation and other expenses. The victim was assaulted and robbed at gun point by several individuals in front of a store located a few blocks from the victim's residence.

As a result of the robbery, the victim's wallet was stolen containing personal and identifying information about the victim. This information included the victim's name and address, as well as information about where the victim's child attended day care. The victim expressed that he no longer felt safe in his residence since the crimes occurred so close to his home and that he feared for his child's safety since his assailants had information about where his child attended day care. The victim requested compensation for relocation expenses and expenses associated with transferring his child to a new day care facility.

In accordance with VCCO's statutory and regulatory provisions, the VCCO awarded compensation to the victim for his relocation expenses, as well as for the cost differential between his child's former and new day care facility. The VCCO determined that both expenses incurred by the victim were a result of the crimes committed against him and were necessary for the victim's and his child's safety.

### Helping to Keep a State's Witness Safe

A State's witness filed a claim with the VCCO for relocation and child care expenses. The claimant became a prosecution witness after providing information to law enforcement that the claimant's spouse was involved in gang-related narcotics distribution. Based upon this information, law enforcement made several arrests, including that of the claimant's spouse. While the case against the claimant's spouse and the other defendants was being prepared for trial, the claimant's name was inadvertently provided to the defendants as the confidential informant who provided law enforcement with the information that led to their arrests. The claimant, fearing retaliation from the defendants, requested compensation from the VCCO for relocation and child care expenses.

Under VCCO's statutory and regulatory authority, the VCCO may provide a claimant who is a State's witness with relocation and other expenses when such is necessary to ensure the claimant's safety. The VCCO determined that the claimant in this matter was eligible for both relocation and child care expenses since both were necessary to ensure their safety.

## **Helping to Provide Compensation to a Juvenile Victim in another Jurisdiction**

A 15-year-old claimant from another state sought compensation from the VCCO for counseling services. The circumstances surrounding the claim involved the claimant having several sexual internet/social media encounters with a 24-year-old New Jersey defendant. After a law enforcement investigation, the defendant was arrested and convicted of having numerous sexual internet/social media encounters with juveniles between the ages of 13 and 16.

Although the claimant resided in another state, the VCCO awarded counseling expenses to the claimant because the defendant in this matter was prosecuted in New Jersey. The VCCO recognized that due to the nature of sexual cyber-type crimes, victims who do not reside in New Jersey are nonetheless eligible for compensation if the perpetrator was prosecuted in New Jersey.



# Appeal Process

- If a claim is denied or determined eligible with no compensation or limited pay, the claimant has the right to an appeal before the Victims of Crime Compensation Review Board.
- An appeal request may be made by the claimant or his/her attorney upon receipt of the VCCO's written determination. In some cases the claimant may provide new information enabling the VCCO to reverse the denial without the need of an appeal.
- Hearings are throughout the year and hearing dates are listed on the VCCO's website.
- An appeal is scheduled and notification of the appeal date is made at least 15 days prior to the appeal.
- A hearing is held before the Victims of Crime Compensation Review Board. Then 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 Special State Officers who serve without compensation.
- The Review Board considers all of the relevant evidence along with any applicable statutes or regulations and may affirm the denial, overturns the denial, or return the matter to VCCO to obtain additional information necessary to render a decision.
- The Review Board issues a Final Order and Decision on the appeal within three months of the hearing date.
- If the VCCO's decision is overturned by the Review Board, the Office processes the claim accordingly.
- An appeal of the Review Board's Final Order and Decision must be made to the Appellate Division of the New Jersey Superior Court within 45 days of receiving the Review Board's Final Order and Decision.

# 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

## Catastrophic Injuries

- Supplemental \$35,000 for Rehabilitative Services Only

## 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 - \$5,000
- 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 \$3,000 Maximum
- Attorney Fees for Representing Victims in VCCO Claim (Up to 15% of the Award)

# Outreach and Training

In 2017, VCCO made community outreach and training a top priority to increase public awareness about VCCO's compensation benefits. VCCO staff provided on-site training or attended community outreach events in several counties throughout the State. As a result, VCCO increased its community outreach and training efforts by 73% from 2016. One notable example of VCCO's community outreach efforts is VCCO's attendance at public "roundtable" discussions hosted by the Newark Community Street Team (NCST). The NCST is an organization focused on improving the lives of Newark's South Ward residents by facilitating a dialog among residents, community leaders and law enforcement. VCCO Director Little has attended NCST's public discussions and has had the opportunity to explain VCCO's benefits, policies and practices to those in attendance. VCCO will continue to expand outreach efforts in 2018.

## Outreach Materials Distributed - FY 2017

	Claim Application	Informational Brochure	Tri-Fold Card	Miranda Warning Card	Small Poster	Large Poster
English	7,850	7,700	2,150	50	20	10
Spanish	6,750	6,500	1,550	50	17	7
Total	14,600	14,200	3,700	100	37	17

# Crime Victims' Rights Week 2017 Ceremony



*Trenton Central High School Drama Club –  
Ms. Christina Forshey, Drama Club Director  
(photo not shown)*







*Trenton Central High School Orchestra –  
Mr. Joseph Pucciatti, Orchestra Director*

On April 7, 2017, SOVWA and VCCO hosted the Division of Criminal Justice's Annual National Crime Victims' Rights Week Awards Ceremony at the Richard J. Hughes Justice Complex in Trenton, New Jersey. The event brought together crime victims, crime victim advocates, victim services organizations and law enforcement to celebrate and recognize the outstanding achievements of individuals and organizations dedicated to rebuilding the lives of crime victims and their families.

The Master of Ceremony for the 2017 Crime Victims' Rights Week program was Assistant Attorney General Elie Honig, the Director of the Division of Criminal Justice. The program included opening remarks and the reading of Governor Chris Christie's Crime Victims' Rights Week Proclamation by Assistant Attorney General Little, Executive Director of the VCCO, as well as a Crime Victims' Rights Week message delivered by Attorney General Christopher Porrino.

The theme for the 2017 event was "Strength, Resilience and Justice" and featured two panel discussions that focused on the issues surrounding domestic violence. Both panel discussions were moderated by Jane Shivas, Executive Director of the New Jersey Coalition to End Domestic Violence. The first panel discussion, entitled "Domestic Violence from Various Cultural Perspectives," explored the cultural, emotional, economic and psychological impact that domestic violence has on its victims and their families. The panel was comprised of four panelists: Roxana Herrera, Domestic Violence Advocate – LaCasa De Don Pedro; Wafaa Saad, Certified Social Worker, Executive Director W.A.F.A.A. Organization; Prashanti Vasagiri, Advocate and Legal Program Coordinator, Manavi, Inc.; and Rose Williams,



*1st Row Elie Honig, Director NJ Division of Criminal Justice, Donna Roman, Filmmaker/Director and President of Blue Force Films, Roxanne Herrera, Domestic Violence Advocate, La Casa De Don Pedro, Rose Williams, Executive Director, Harambe Social Services, Inc., Jennifer Stonerod, Deputy Attorney General, Chief of Staff, New Jersey Division of Criminal Justice, Christopher S Porrino, New Jersey Attorney General, Prashanti Vasagiri, Advocate and a Legal Advocacy Program Coordinator, Manavi, Inc., Jane Baldwin Shivas, Executive Director, NJ Coalition to End Domestic Violence, David Sabo, State Office of Victim Witness Advocacy, Division of Criminal Justice, Department of Law & Public Safety; 2nd Row: Alvin Ricardo Little, VCCO Executive Director.*



*Left to Right: AAG Alvin Ricardo Little, VCCO Executive Director; Jacqueline Simonson, VW Coordinator Atlantic County Prosecutor's Office; Lori Craig, VW Coordinator, Warren County Prosecutor's Office; Rita Carr-Volpe, VW Coordinator, Cumberland County Prosecutor's Office; Kathi Whitman, VW Coordinator, Camden County Prosecutor's Office; NJ Attorney General Christopher S Porrino; Susan Meyer, VW Coordinator Mercer County Prosecutor's Office; Carol Froberg, VW Coordinator, Ocean County Prosecutor's Office; Diane Johnson, VW Coordinator, Middlesex County Prosecutor's Office; Maria Reynolds, MA Victim-Witness Coordinator, Union County Prosecutor's Office; Donna Pasquariello, VW Coordinator, Morris County Prosecutor's Office; Elie Honig, Director, NJ Division of Criminal Justice.*





*VCCO Staff: (Left to Right: 1st Row) Doug Brooks, Ricardo Carabelli, Kathy Yuill, Tobi Footman, Tabitha Otero, Elizabeth Lucano, Jessica Morejon, Leana Allen, Ramona Peterson, Alvin Ricardo Little. (Left to Right 2nd Row) Michael Habib, Mary Ellen Bonsper, Craig DiFiore, Telisa Chambers, Jason Delpeche, Dalisha Carmichael, Richard Gill.*

Chief Executive Officer, Harambe Social Services, Inc. This spirited and engaging discussion illuminated the multi-faceted issues that surround domestic violence.

The second panel discussion, entitled “Domestic Violence from the Law Enforcement and Prosecutorial Perspectives,” delved into the various challenges law enforcement officers and prosecutors face when handling domestic violence matters. The panel was comprised of three panelists: Donna Roman Hernandez, Victim Survivor, Advocate, Producer and Writer; Dave Sabo, Division of Criminal Justice, State Office of Victim Witness Advocacy; and Jennifer Stonerod, Assistant Attorney General, Chief of Staff, New Jersey Division of Criminal Justice. Each of the panelists shared their experiences when handling the various legal, cultural and psychological issues arising from domestic violence cases.

Everyone in attendance – including the panelists – gained new insights about the dangers and challenges that stem from domestic violence. But the program panelists weren’t the only event participants who helped those in attendance better understand this particular crime. A troupe of talented young actors from Trenton Central High School’s Drama Club performed a series of original skits on the subject, and each skit illustrated a different way in which domestic violence is manifested. Through these performances, attendees were alerted to, or were reminded of, the fact that domestic violence comes in a variety of forms, including, physical abuse, financial abuse and control, sexual abuse, emotional abuse, and even coercion over immigration status. In addition to the drama club, Trenton Central High School’s orchestra performed throughout the ceremony. Their musical selections provided a vibrant acoustical backdrop for a contemplative but festive event.



**Christopher Kuberiet**  
*First Assistant Prosecutor*  
*Middlesex County Prosecutor's Office*



**Dawn Solari, Esq.**  
*Counsel for Victims Services*  
*SAFE in Hunterdon*

In addition to the panel discussions and the dramatic performances, the program also included the presentation of the Office of the Attorney General's Excellence Awards for Victims' Justice. Attorney General Porrino and Director Honig presented awards to the following recipients:

■ **Gladiator Award**

**Christopher Kuberiet**, *First Assistant Prosecutor, Middlesex County;*

■ **Crime Victims' Rights Award**

**Dawn Solari, Esq.**, *Counsel for Victim Services, SAFE, Hunterdon County;*

■ **Endurance Award**

**Jackie Simonson**, *Atlantic County Victim Witness Coordinator; and*

■ **Ronald W. Reagan Award**

**Michele Lefkowitz, Esq.**, *Director of Legal Programs for Partners for Women and Justice.*





**Michele Lefkowitz, Esq.**  
*Director of Legal Programs  
 Partners for Women and Justice*



**Jacqueline Simonson**  
*Coordinator - Atlantic County  
 Prosecutor's Office - Office  
 of Victim/Witness Advocacy*

The Crime Victims' Rights Week program was a great success due to the efforts of VCCO's and SOVWA's committed staff members. DAG Kara Webster of SOVWA was particularly instrumental in organizing a well-attended and uplifting event. The event reflected the State's commitment to providing compassionate and effective services to crime victims and their families. It also highlighted the bravery and resolve of many of New Jersey's crime victims, and the individual and collective efforts of numerous individuals throughout New Jersey whose dedication and actions help crime victims, their families and their communities be strengthened and stay resilient in the quest for victim justice and healing.



## VCCCO Staff

### Executive Director

Alvin Ricardo Little

### Deputy Director

Louise T. Lester

### Administration

Michele Maraviglia

Jessica Morejon

Daisy Quiles

Winston Tsang, *IT Staff*

Jeff Zuber, *IT Staff*

### Intake

Melissa Verardi, *Manager*

Audeliz Acevedo

Jacqueline Botticello

Gerriann DeCicco

Vanessa Gomez

Elizabeth Lucano

Tabitha Otero

Marjorie Scarder

### Bill Entry

Mimi Rosenshein, *Supervisor*

Zuanette Cabrera

Tanny Kyak

### 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

Tom Cicalese

Jason Delpeche

Michael Habib

Maggie Miranda

Ken Thomas

Michelle Williams

### Temporary Staff

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

Denise Beachem

Marianela Caraballo-Soto

Gabriela de la Lanza Banos

Kamilah Eden

Connie Logan

### OAG Support Staff

Joseph Cordoma, *OAG IT*

Maria Lugo, *OAG HR*

James Casserly, *OAG Fiscal*

Kadeidra Robinson, *OAG Budget*



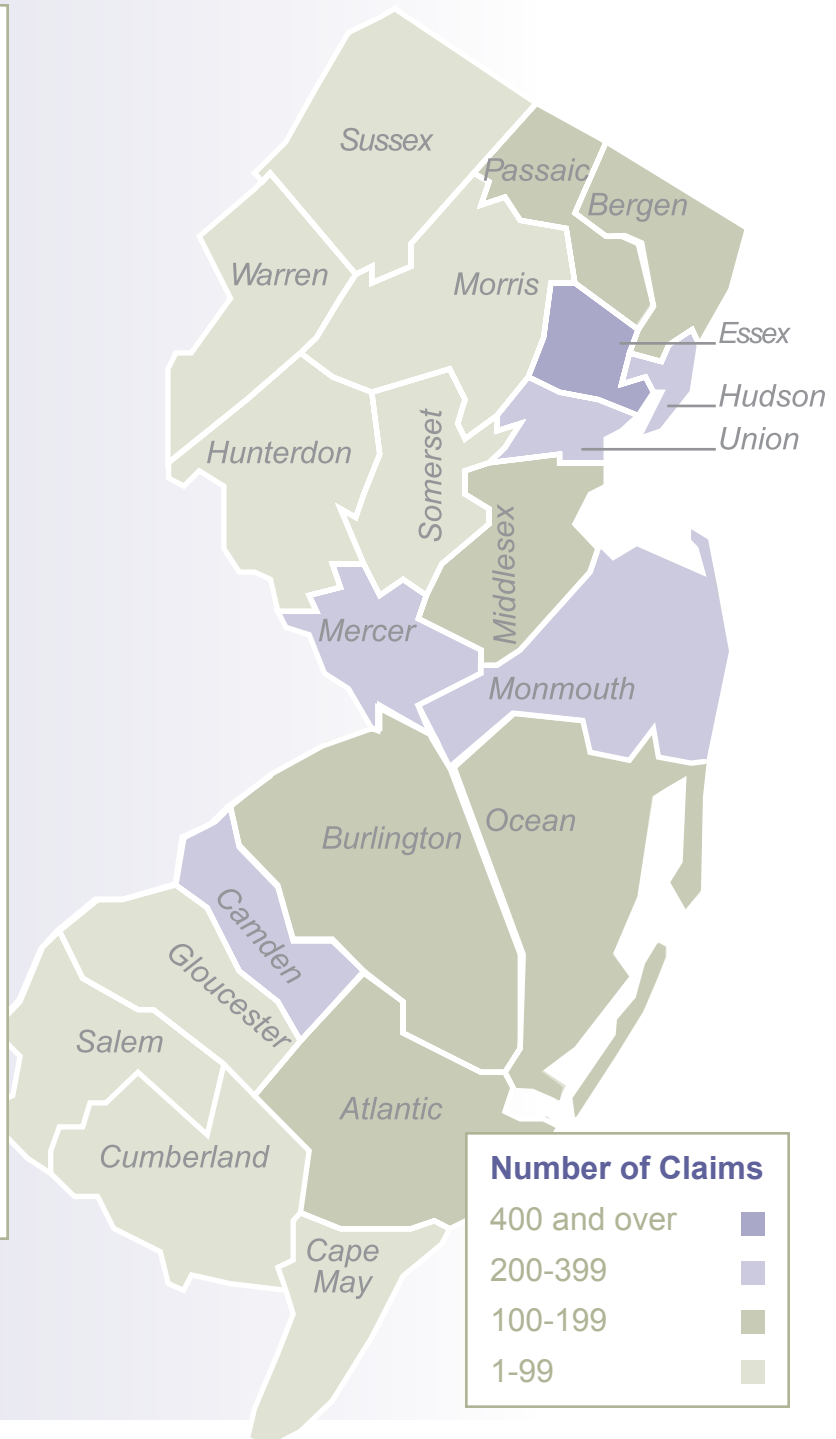


# Appendix – FY 2017 Statistics

# FY 17 Claims Received

## by County

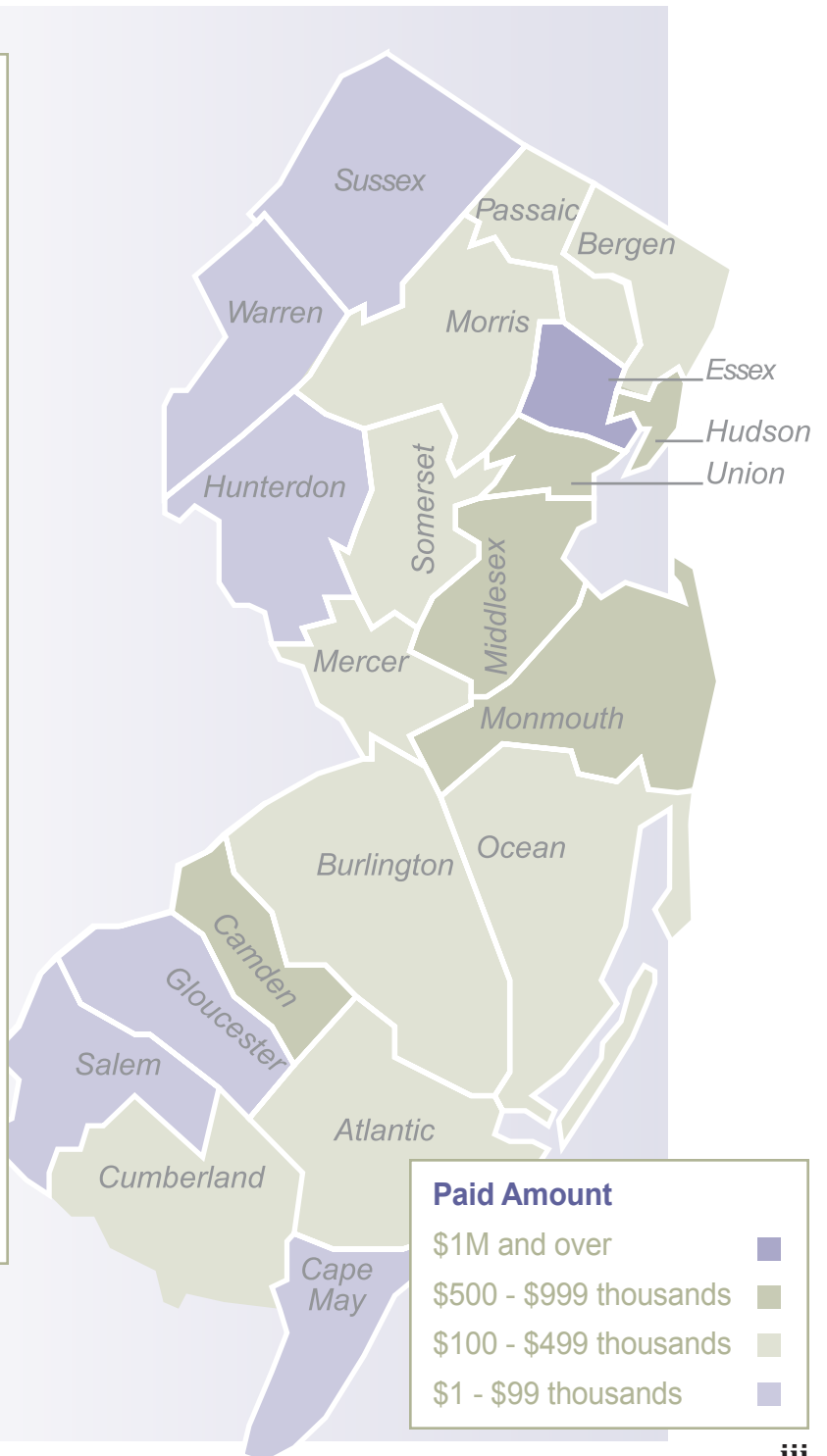
County	Claims	Percentage
Essex	1,124	31.1%
Camden	334	9.2%
Union	308	8.5%
Hudson	258	7.1%
Mercer	240	6.6%
Monmouth	215	5.9%
Middlesex	196	5.4%
Passaic	172	4.8%
Burlington	115	3.2%
Bergen	114	3.2%
Ocean	110	3.0%
Atlantic	105	2.9%
Cumberland	81	2.2%
Gloucester	50	1.4%
Somerset	47	1.3%
Morris	42	1.2%
Sussex	32	0.9%
Salem	23	0.6%
Cape May	13	0.4%
Hunterdon	13	0.4%
Warren	12	0.3%
Out -Of-State	15	0.4%
<b>Total</b>	<b>3,619</b>	



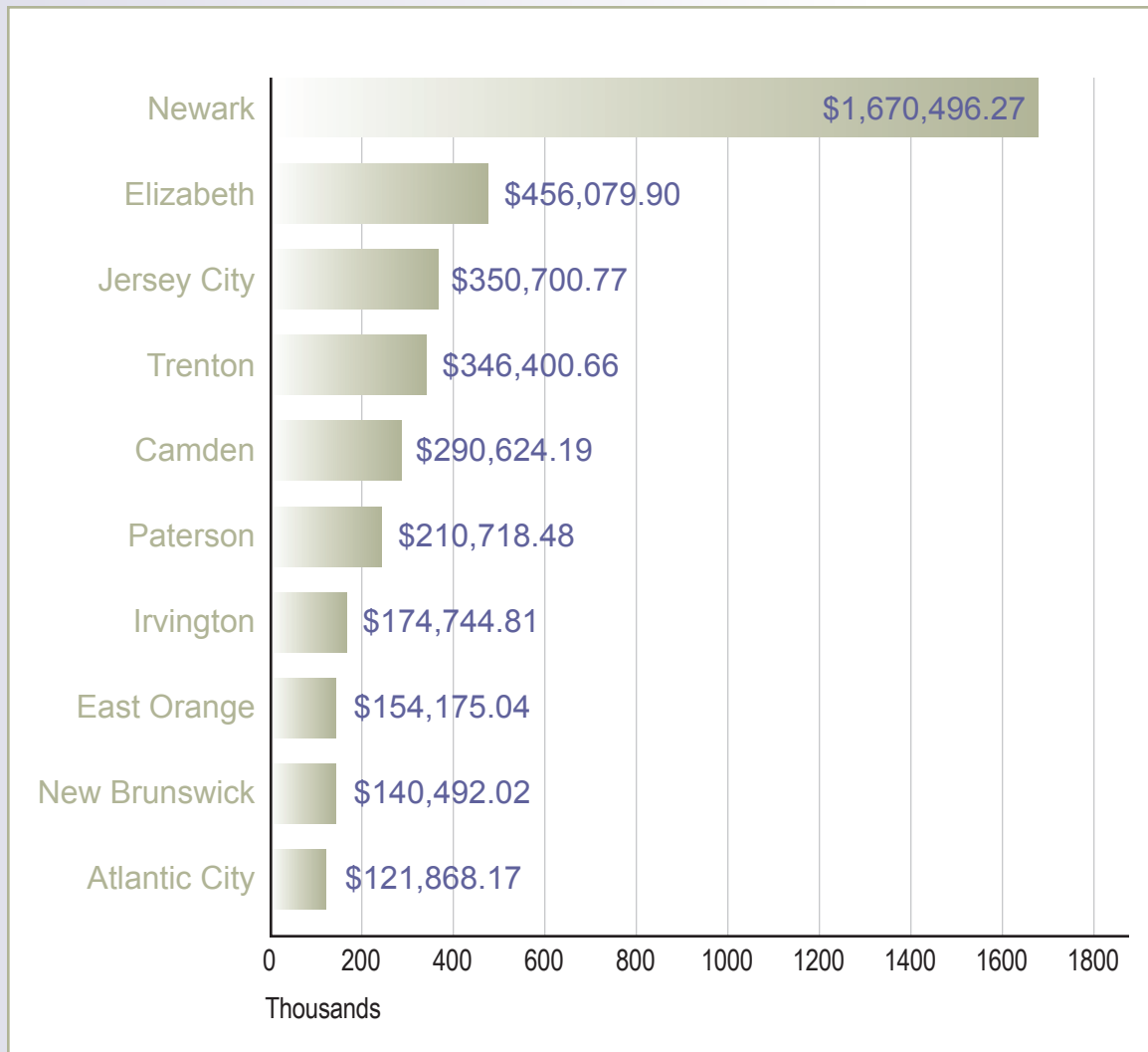
# FY 17 Claims & Dollar Amounts

## awarded per county

County	Claims	Paid
Essex	590	\$2,289,818.71
Union	181	\$753,027.52
Middlesex	156	\$678,623.50
Camden	168	\$606,755.89
Hudson	154	\$589,915.43
Monmouth	155	\$510,800.68
Mercer	130	\$443,273.80
Passaic	121	\$423,335.78
Bergen	99	\$363,365.29
Ocean	91	\$305,813.85
Burlington	61	\$251,279.94
Atlantic	64	\$187,431.47
Morris	43	\$183,673.56
Somerset	40	\$175,037.12
Cumberland	42	\$134,333.91
Gloucester	25	\$94,370.98
Sussex	34	\$81,729.64
Salem	14	\$78,528.46
Warren	16	\$72,570.26
Hunterdon	13	\$48,067.81
Cape May	16	\$35,561.11
Out-Of-State	3	\$5,774.63
<b>Total</b>	<b>2,217</b>	<b>\$8,313,089.34</b>



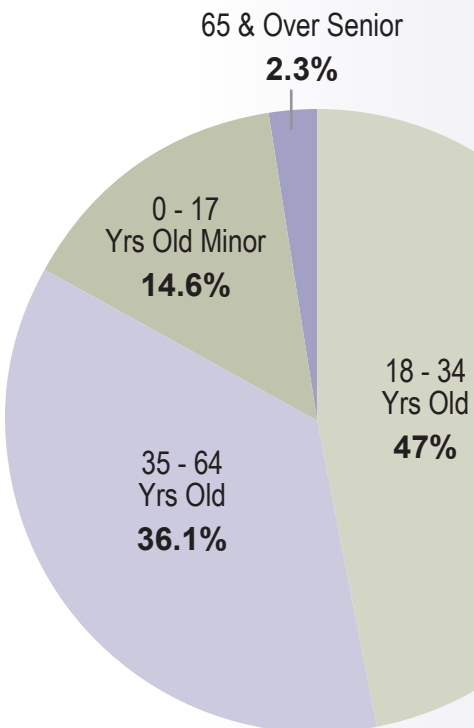
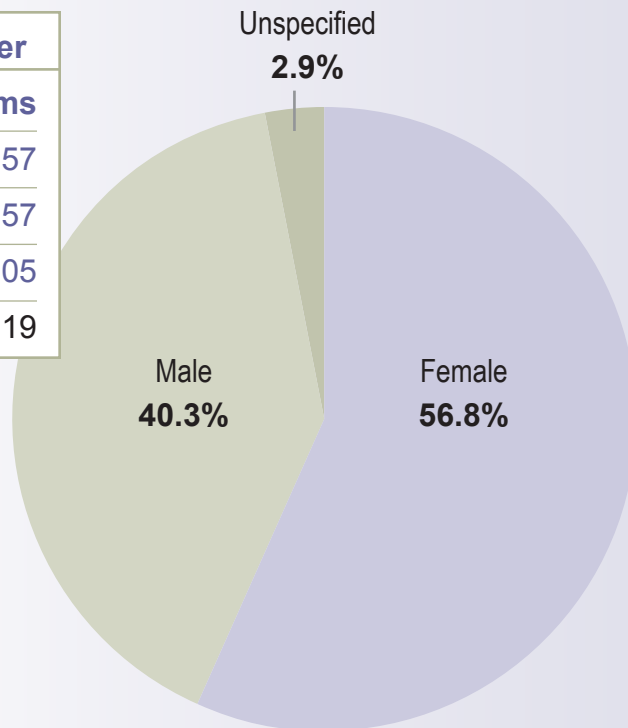
# FY 17 Top Ten Municipalities in Claim Payments





# FY 17 Demographics

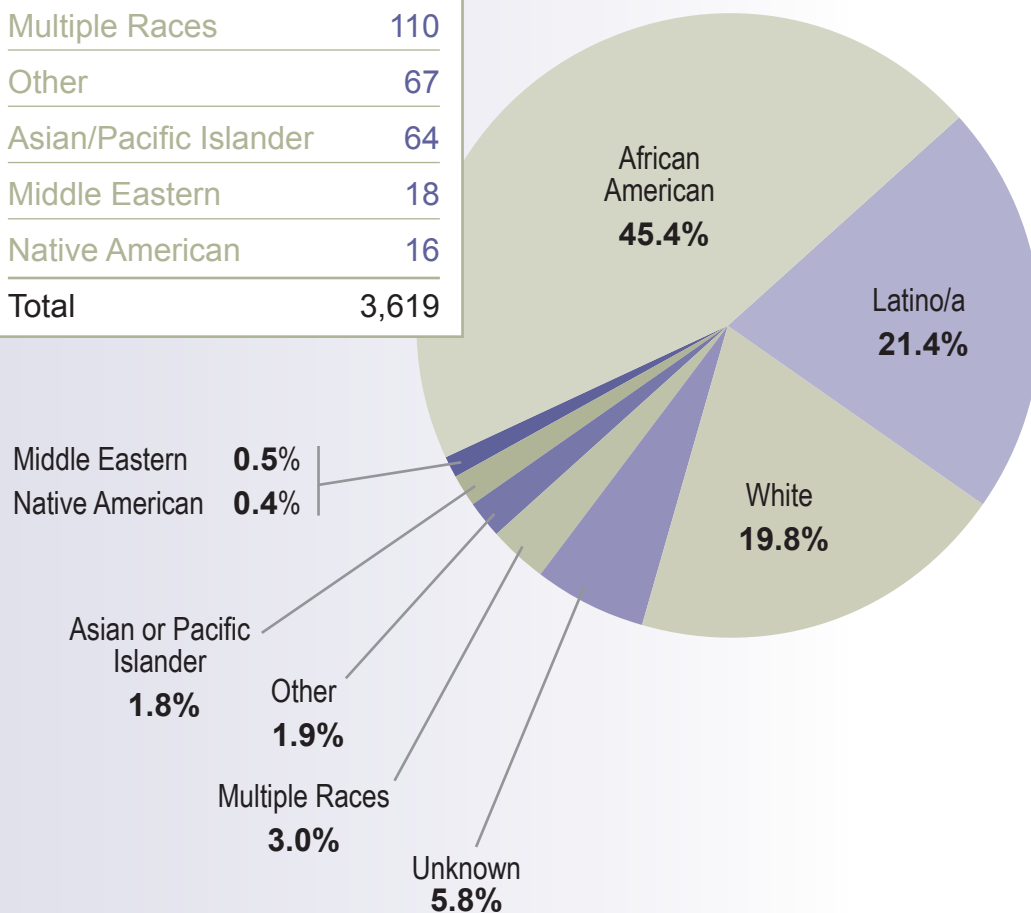
Claims Received by Gender	
Gender	Claims
Male	1,457
Female	2,057
Unspecified	105
Total	3,619



Claims Received by Age Group	
Age	Claims
0 to 17	529
18 to 34	1,700
35 to 64	1,308
65 and over	82
Total	3,619

# FY 17 Demographics (continued)

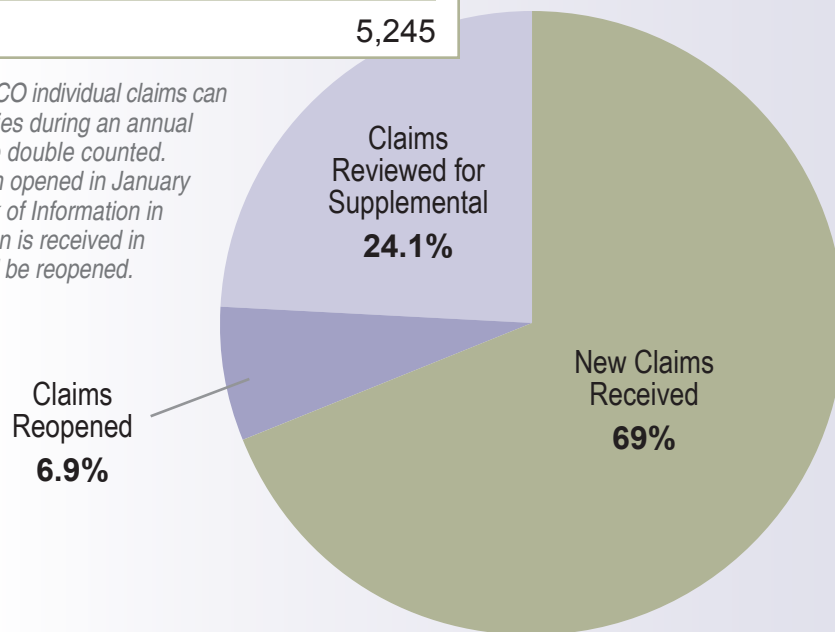
Claims Received by Race	
Race	Claims
African American	1,644
Latino	774
White	717
Unknown	209
Multiple Races	110
Other	67
Asian/Pacific Islander	64
Middle Eastern	18
Native American	16
Total	3,619



# FY 17 Total Annual Activity

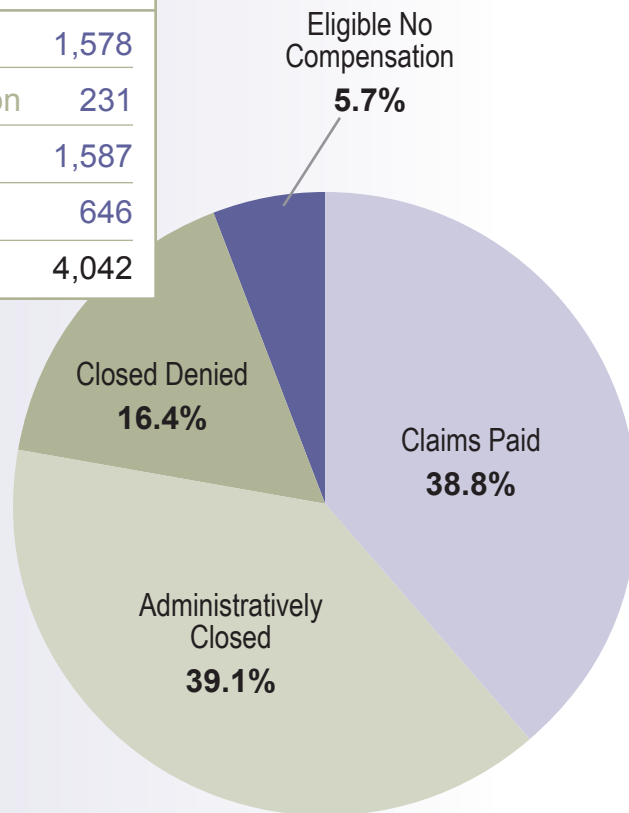
Total Annual Activity	
New Claims Received	3,619
Claims Reopened	364
Claims Reviewed for Supplemental	1,262
Total	5,245

*Caveat - Because VCCO individual claims 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.*



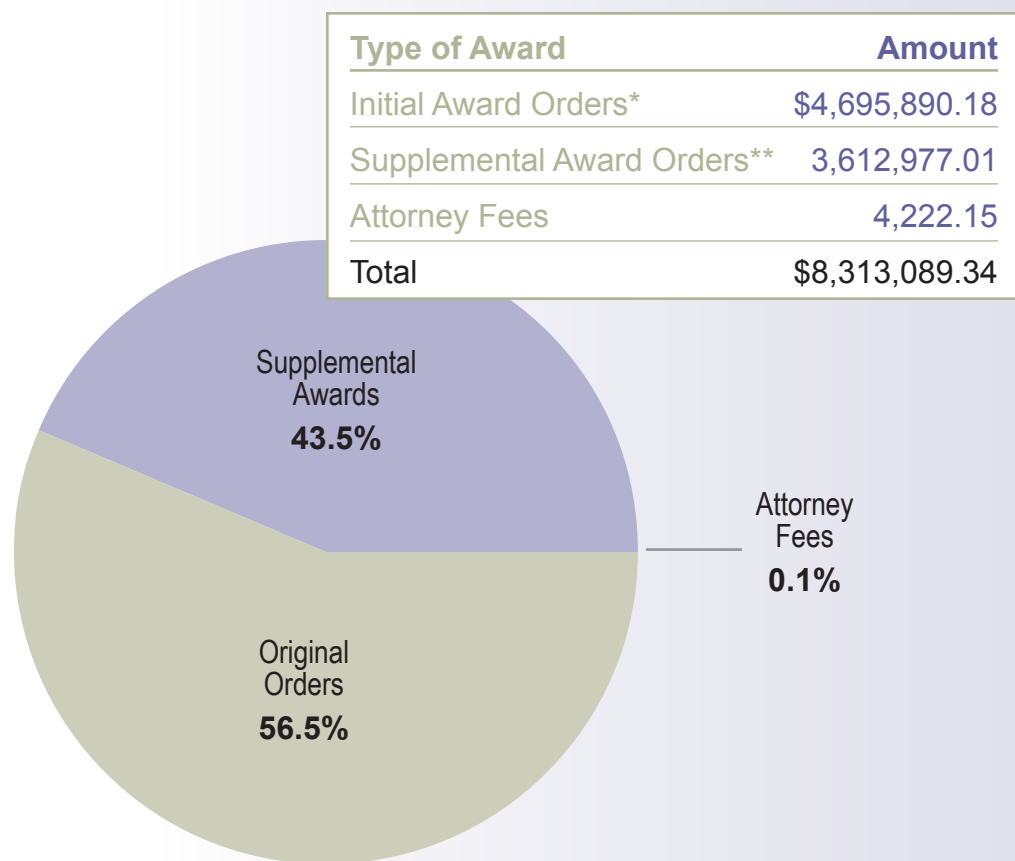
# FY 17 Claims Disposition

Original Claims Disposition	
Claims Paid	1,578
Eligible No Compensation	231
Administratively Closed*	1,587
Closed Denied	646
Total	4,042



\* Administratively closed claims are claims that are closed without further investigation because:  
(1) The claimant is ineligible for compensation; or (2) The claimant is deemed ineligible for compensation until the claimant complies with a statutory or regulatory requirement.

## FY 17 Awards Analysis



\* An Initial Award Order is the first payment award made to a claimant who is the victim of a compensable crime.

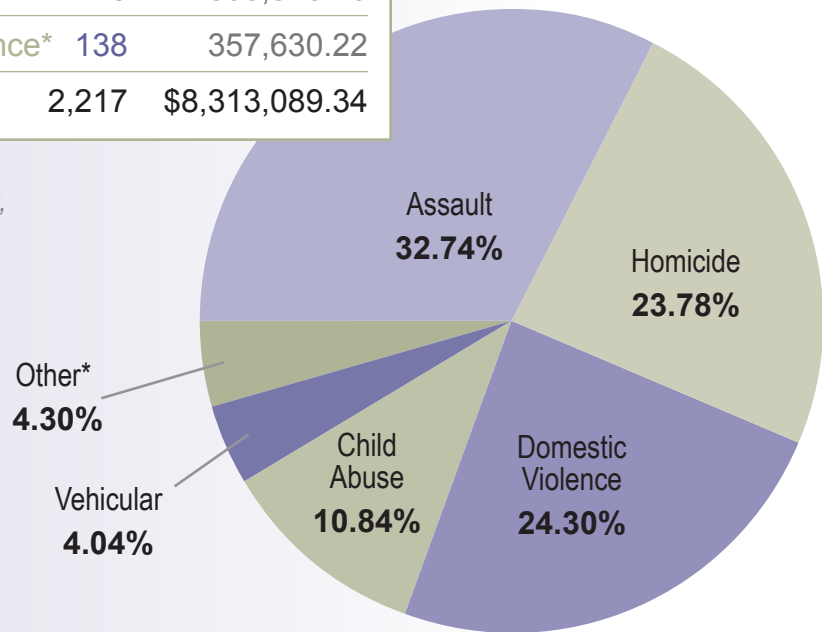
\*\* A Supplemental Award Order is an additional payment made to a claimant after the initial payment.

# FY 17 Analysis of Crime Types

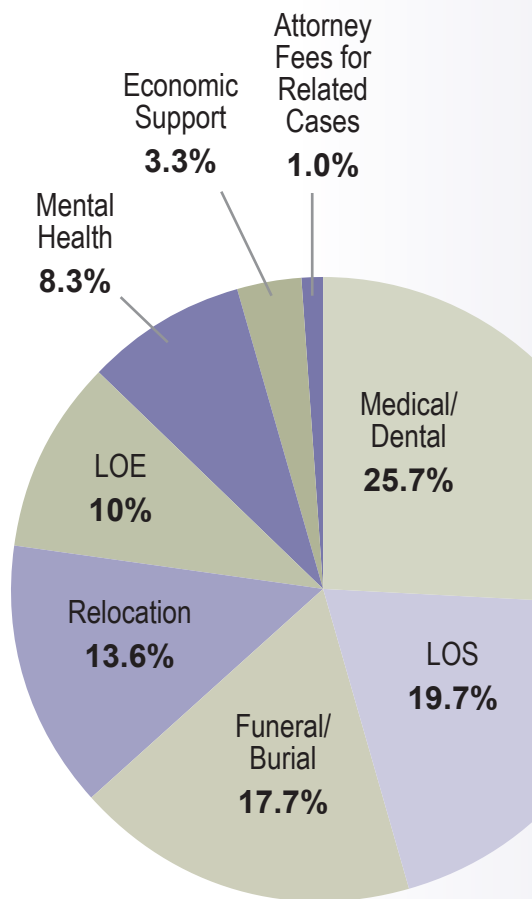
## by Number of Claims & Awards

Crime Type	Claims	Amount
Assault	761	\$2,721,849.54
Homicide	377	1,977,002.51
Domestic Violence	596	2,020,012.58
Child Abuse	297	901,024.29
Vehicular	48	335,570.20
Other crimes of violence*	138	357,630.22
<b>Totals</b>	<b>2,217</b>	<b>\$8,313,089.34</b>

*\*Other crimes of violence include:  
Arson, Bias, Burglary, Kidnapping,  
Lewd, Indecent or Obscene Act,  
Robbery, Stalking, Tampering,  
Threats to do bodily harm and  
Miscellaneous.*



# FY 17 Award Amount by Provider Type



## Award Amount by Provider Type

Attorney Fees for Related Cases	\$84,206.35
Attorney Fees for VCCO Claims	4222.15
Crime Scene Cleanup	20,561.37
Economic Support	278,435.62
Emergency	30,214.82
Funeral/Burial	1,469,876.11
Loss of Earnings	830,775.03
Loss of Support	1,639,790.99
Medical/Dental	2,133,800.58
Mental Health	691,109.06
Relocation	1,128,993.26
VCCO Assessments	760.00
Miscellaneous	344.00
<b>Total</b>	<b>\$8,313,089.34</b>

Crime Scene Cleanup	0.2%
Emergency	0.4%
Attorney Fees for VCCO Claims	>0.0%
VCCO Assessments	>0.0%
Miscellaneous	>0.0%

# Relocation Payment Analysis

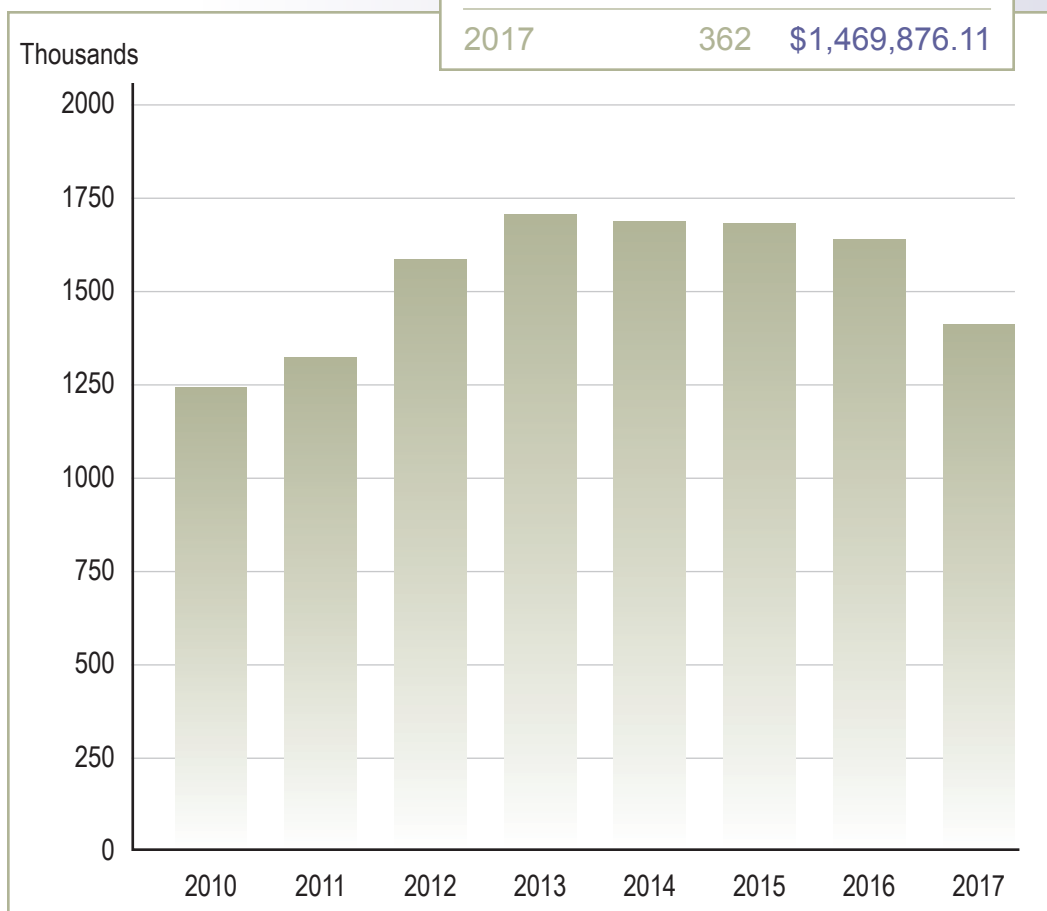
Year	Payments	Amount
2010	405	\$488,359.23
2011	561	\$621,570.00
2012	604	\$749,537.84
2013	671	\$970,658.89
2014	705	\$1,054,436.78
2015	632	\$965,757.43
2016	707	\$1,117,381.17
2017	738	\$1,128,993.26





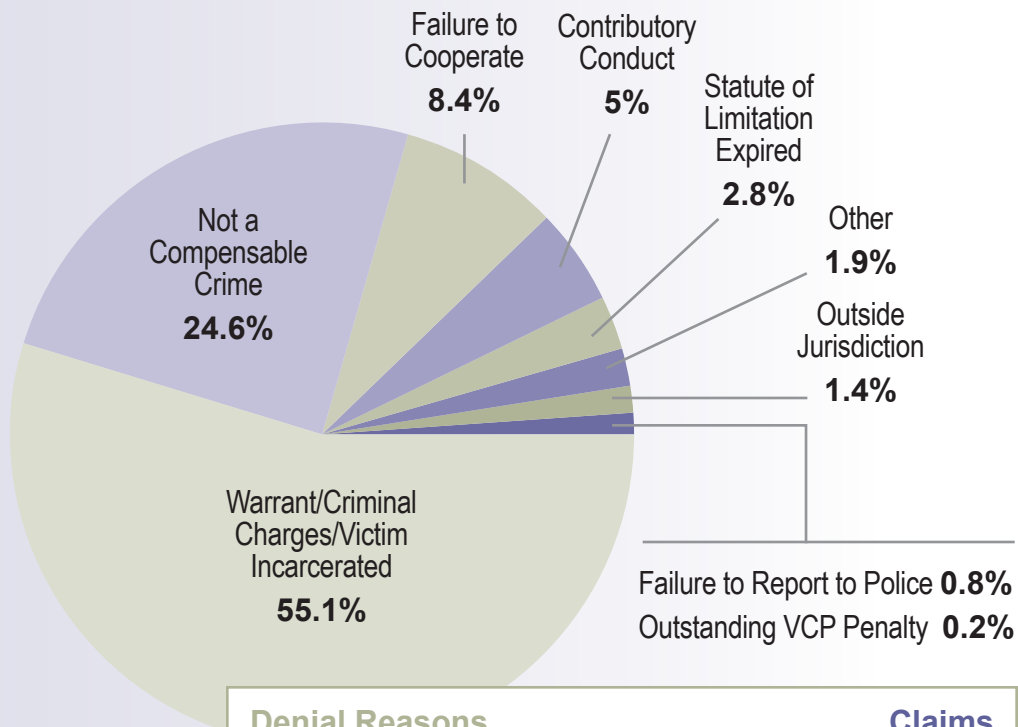
# Funeral Payment Analysis

Year	Payments*	Amount
2010	317	\$1,248,834.73
2011	327	\$1,285,441.66
2012	403	\$1,563,475.97
2013	455	\$1,731,313.18
2014	406	\$1,641,419.36
2015	401	\$1,641,080.51
2016	400	\$1,613,212.67
2017	362	\$1,469,876.11



\* Payment includes funeral travel expenses.

# FY 17 Common Reasons for Denial

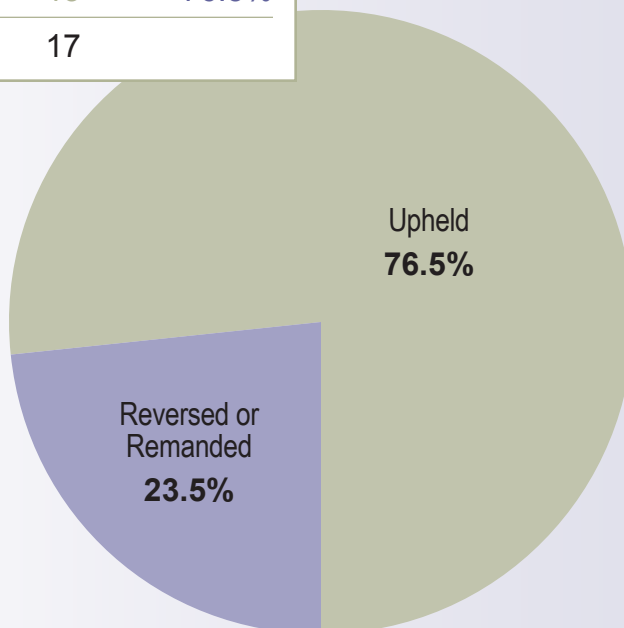


Denial Reasons	Claims
Warrant/Criminal Charges/Victim Incarcerated	356
Outstanding VCP Penalty	1
Failure to Cooperate	54
Contributory Conduct	32
Not a Compensable Crime	159
Statute of Limitation Expired	18
Failure to Report to Police	5
Outside Jurisdiction	9
Other	12
Total	646

# FY 17 Hearing Results

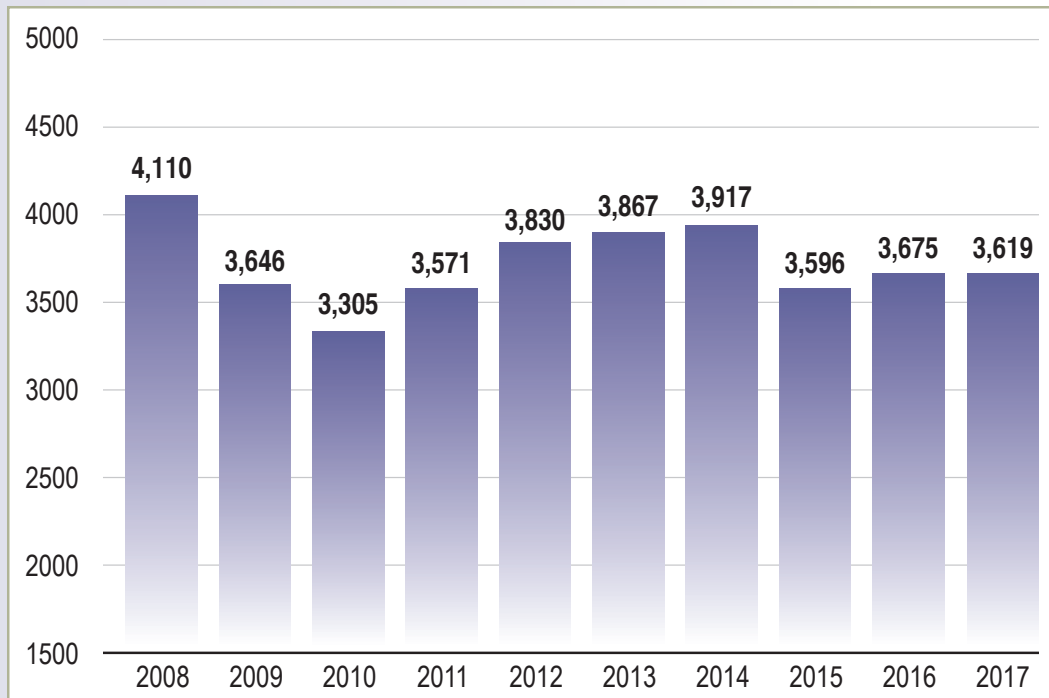
## Statistics

	Claims	Percentage
Reversed or Remanded	4	23.5%
Upheld	13	76.5%
Total	17	



# Historical Overview

## of Claims Received FY 2008 - 2017



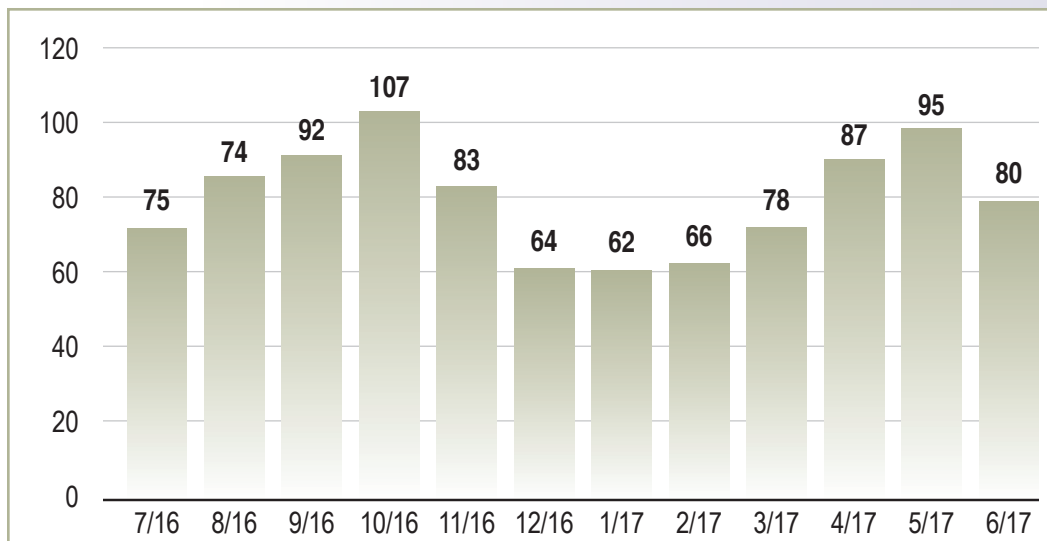
Fiscal Year	Claims
2008	4,110
2009	3,646
2010	3,305
2011	3,571
2012	3,830
2013	3,867
2014	3,917
2015	3,596
2016	3,675
2017	3,619

# FY 17 New Claims Submitted Online

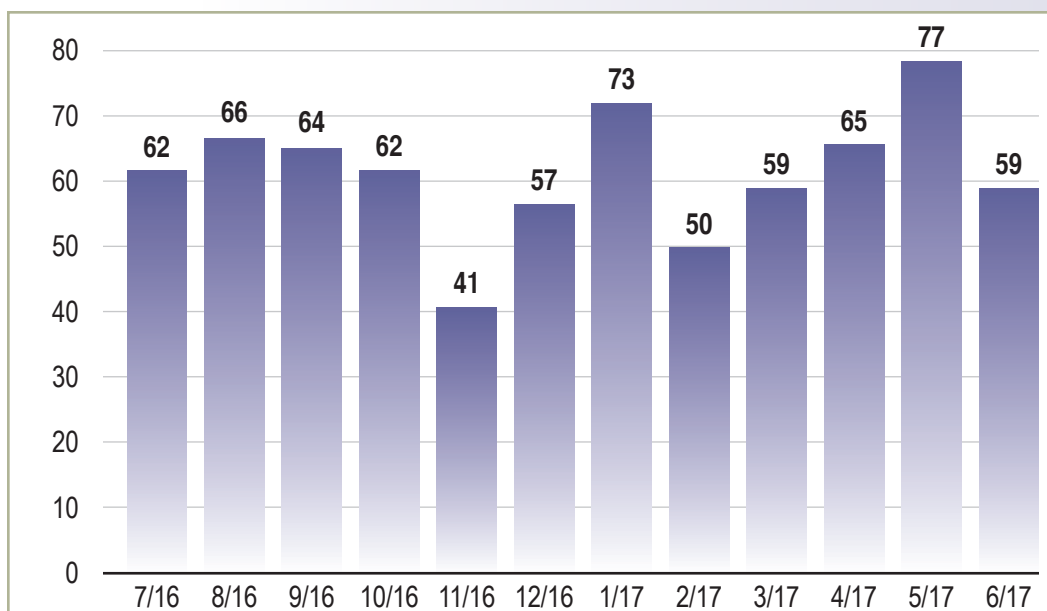
## by Victim Witness Advocates and the Public

	7/16	8/16	9/16	10/16	11/16	12/16	1/17	2/17	3/17	4/17	5/17	6/17	Total
<b>VWA</b>	75	74	92	107	83	64	62	66	78	87	95	80	963
<b>Public</b>	62	66	64	62	41	57	73	50	59	65	77	59	735

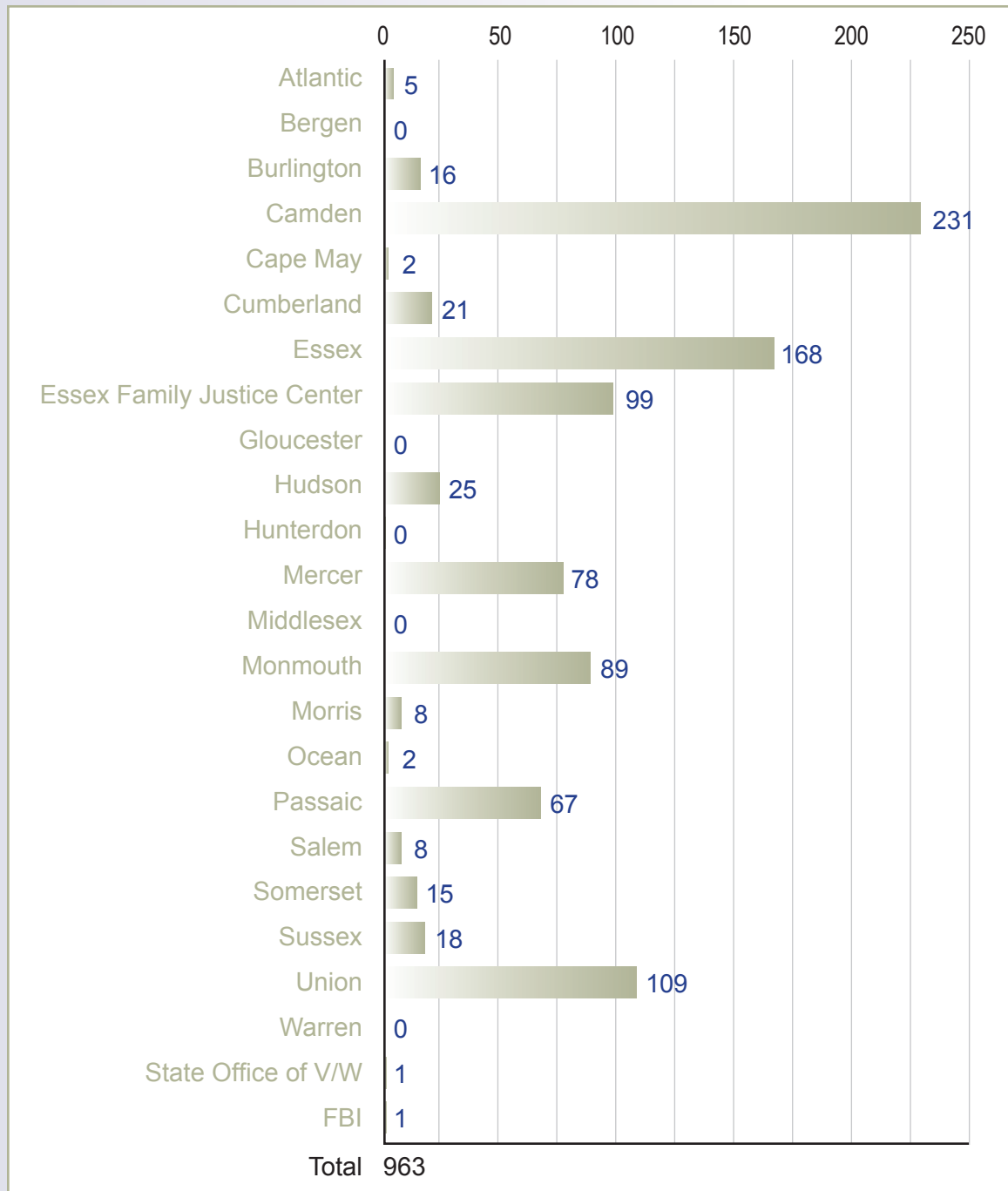
By VWA



By Public



# FY 17 New Claims Submitted Online by Victim Advocates



# FY 17 Walk-In Statistics

FY 2017 Walk-In Statistics: July 2016 - June 2017													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
New Walk Ins	33	62	43	39	29	31	32	27	34	46	39	44	459
Case Processing Intake Walk-Ins	33	68	52	58	45	47	33	29	26	41	38	43	513
Investigator Assigned Walk-Ins	20	29	24	16	18	19	24	24	21	24	17	20	256
Intake Covering for Investigators	14	18	23	31	18	22	21	17	16	34	29	22	265
Trenton Office	4	4	8	7	7	6	2	4	5	4	2	9	62
<b>Total</b>	<b>104</b>	<b>181</b>	<b>150</b>	<b>151</b>	<b>117</b>	<b>125</b>	<b>112</b>	<b>101</b>	<b>102</b>	<b>149</b>	<b>125</b>	<b>138</b>	<b>1,555</b>

# FY 17 Turn Around Time for Filing and Assigning

## Time Period Between Crime & Victim Filing a Claim

	Claims	Percentage
Less than 1 Month	1,383	38.21%
Between 1 Month and 6 Months	1,461	40.37%
Between 6 Months and 1 Year	347	9.59%
Between 1 Year and 2 Years	202	5.58%
Between 2 Years and 5 years	153	4.23%
More than 5 Years	73	2.02%
<b>Total</b>	<b>3,619</b>	

## Time Period Between Claim Filed & Assignment to Investigator\*

Less than 1 Month	1,201	54.17%
Less than 2 Months	332	14.98%
Less than 3 Months	175	7.89%
Less than 4 Months	158	7.13%
Less than 5 Months	148	6.68%
Less than 6 Months	107	4.83%
More than 6 Months	96	4.33%
<b>Total</b>	<b>2,217</b>	

## Time Period Between Claim Filed & Assignment to Investigator

### Emergency Claims Only

Less than 1 Month	494	60.47%
Less than 2 Months	122	14.93%
Less than 3 Months	73	8.94%
Less than 4 Months	47	5.75%
Less than 5 Months	34	4.16%
Less than 6 Months	14	1.71%
More than 6 Months	33	4.04%
<b>Total</b>	<b>817</b>	

\* Most claims are only assigned to Investigators for eligibility determination when sufficient documentation has been received and that includes police reports, medical reports, explanation of benefits reports, etc.



# FY 17 Turn Around Time for Case Processing

## Standard Claims

	Claims	Percentage
Less than 1 Month	696	48.91%
Less than 2 Month	233	16.37%
Less than 3 Month	150	10.54%
Less than 4 Month	115	8.08%
Less than 5 Month	122	8.57%
Less than 6 Month	101	7.10%
More than 6 Month	6	0.42%
<b>Total</b>	<b>1,423</b>	

## Emergency Claims

Less than 1 Month	589	73.72%
Less than 2 Month	104	13.02%
Less than 3 Month	30	3.75%
Less than 4 Month	26	3.25%
Less than 5 Month	25	3.13%
Less than 6 Month	23	2.88%
More than 6 Month	2	0.25%
<b>Total</b>	<b>799</b>	

## Supplemental Claims\*

Less than 1 Month	1,949	78.81%
Less than 2 Month	388	15.69%
Less than 3 Month	116	4.69%
Less than 4 Month	16	0.65%
Less than 5 Month	2	0.08%
Less than 6 Month	0	0.00%
More than 6 Month	2	0.08%
<b>Total</b>	<b>2,473</b>	

\* One claim will be counted multiple times if a claim is closed and then an approved supplemental claim is made.

# FY 17 Resources

## Revenue

Revenue Source	Amount
Court Penalties	\$4,273,760
Criminal Disposition Penalties	321,743
Commissary	2,523,607
Sex Crime Treatment	156,454
Restitution	237,296
Claims - Victims of Crime	(3,372,000)
<b>Total Revenue</b>	<b>\$4,140,860</b>

## Federal VOCA Grant

Federal Fiscal Year	
FY 2014	\$1,098,741
FY 2015	1,736,462
<b>Total Federal VOCA Grant*</b>	<b>\$2,835,203</b>

## State Appropriation

Claims - Victims of Crime	3,372,000
<b>Total State Appropriation</b>	<b>\$3,372,000</b>

## Carry Forward

FY 17 Carry Forward	\$3,411,721
<b>Total Carry Forward</b>	<b>\$3,411,721</b>

<b>Total FY 17 Resources</b>	<b>\$13,759,784</b>
------------------------------	---------------------

\* Federal VOCA grants listed are equal to the amount spent in FY 2017, inclusive of amounts on certain administrative costs.

# FY 17 Expenditures

## Salaries & Operations

Salaries and Wages	2,212,858
Material and Supplies	54,216
Services Other Than Personnel*	633,103
Maintenance and Fixed Charges	18,588
Information Technology	34,478
<b>Total Salaries &amp; Operations</b>	<b>\$2,953,243</b>

## State & Federal Claims\*\*

State Claims	5,086,001
State Claims (Sex Crimes Treatment Fund)	84,674
Federal Claims - FY14 VOCA Grant	1,096,218
Federal Claims - FY15 VOCA Grant	1,736,462
<b>Total State &amp; Federal Claims</b>	<b>\$8,003,355</b>
<b>Total FY17 Expenditures</b>	<b>\$10,956,598</b>

\* Includes FY2014 VOCA grant funds in the amount of \$2,523.

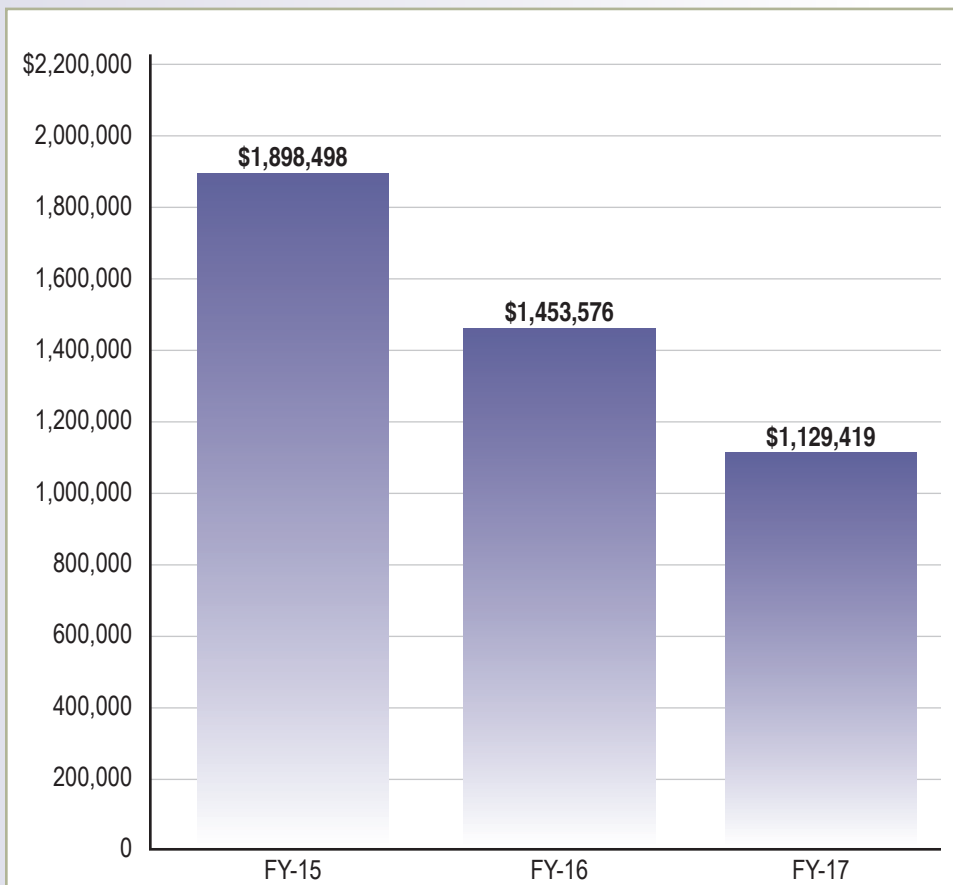
\*\* These claim expenditure amounts are not equivalent to the amounts that were awarded to victims and other claimants. An award amount represents the value of benefits received by victims and other claimants, while the claim expenditure amounts reflect the portion of those awards that have been paid out to claimants and service providers.

# Savings Achieved

## Through 3rd Party Review of Medical Bills

Continuing through Fiscal Year 2017, the Victims of Crime Compensation Office contracted with a bill review service to ensure that submitted bills are deemed “reasonable and customary” for the services provided. As a result, over \$1.1 million was saved in Fiscal Year 2017.

Fiscal Year	Review Savings Amount	Review Fee	Net Savings
FY 15	\$1,921,986	\$23,488	\$1,898,498
FY 16	\$1,468,960	\$15,284	\$1,453,576
FY 17	\$1,142,859	\$13,440	\$1,129,419



# VCCO Information Request

## CONTACT INFORMATION

Name:

E-mail:

Provider, Organization, Association:

Phone Number:

Fax Number:

Shipping Address:

## MATERIAL REQUESTED

Application Request: ☐ English ☐ 1 ☐ 5 ☐ 10 ☐ 25 ☐ 50 ☐ 100

☐ Spanish ☐ 1 ☐ 5 ☐ 10 ☐ 25 ☐ 50 ☐ 100

Brochure Request: ☐ English ☐ 1 ☐ 5 ☐ 10 ☐ 25 ☐ 50 ☐ 100

☐ Spanish ☐ 1 ☐ 5 ☐ 10 ☐ 25 ☐ 50 ☐ 100

Tri-Fold Information Card Request: ☐ English ☐ 1 ☐ 5 ☐ 10 ☐ 25 ☐ 50 ☐ 100

☐ Spanish ☐ 1 ☐ 5 ☐ 10 ☐ 25 ☐ 50 ☐ 100

Large (39"X26") Poster Request: ☐ English ☐ 1 ☐ 5 ☐ 10

☐ Spanish ☐ 1 ☐ 5 ☐ 10

Small (24"X18") Poster Request: ☐ English ☐ 1 ☐ 5 ☐ 10

☐ Spanish ☐ 1 ☐ 5 ☐ 10

## SPEAKER REQUESTED

Date:

Time:

Fax to **973-648-3937**. Mail to VCCO, 50 Park Place, 5th Floor, Newark, NJ 07102

Or submit your request using VCCO's online request form at [www.njvictims.org](http://www.njvictims.org)





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**VICTIMS OF CRIME COMPENSATION OFFICE**

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