

# **NJ Victims of Crime Compensation Office**

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## **FY 2018 Report**



# **New Jersey Office of the Attorney General**

## **Victims of Crime Compensation Office**

### **Forward**

#### **INTRODUCTION**

The mission of the Victims of Crime Compensation Office (VCCO) is to provide financial reimbursement to crime victims for out of pocket expenses resulting from their victimization. In carrying out its mission, VCCO is mindful of the special needs of crime victims and their right to fairness, compassion, dignity and respect when seeking VCCO benefits. In Fiscal Year 2018, VCCO's staff consisted of 31 dedicated full-time employees available to serve all New Jersey crime victims.

A victim seeking VCCO benefits may receive a maximum award of up to \$25,000. If a victim's injury is catastrophic, meaning the victim has lost permanent use of a bodily function, the maximum award increases up to an additional \$35,000.

Under VCCO's federal and State mandates, VCCO is the "payer of last resort" — meaning a claimant must exhaust all other reimbursement options available to them (i.e., insurance benefits, workers' compensation benefits, charity care benefits, etc.) prior to making a claim (N.J.S.A. 52:4B-12 and 19; N.J.A.C. 13:75-9.1). However, VCCO has the authority to make emergency awards if it determines that the claimant is likely eligible for compensation, has no other means to receive emergency funds, and will suffer undue hardship if such funds are not available. (N.J.S.A. 52:4B-10.1). Generally, funeral and relocation expenses are the most frequently requested VCCO emergency benefits sought by claimants.

#### **FISCAL YEAR 2018**

In Fiscal Year 2018, VCCO employees continued to serve New Jersey crime victims with fairness, compassion, dignity and respect. In keeping with its mission to reimburse and assist crime victims and their families, VCCO provided over \$8.9 million in compensation benefits to New Jersey residents. This represents an increase of approximately \$600,000 from FY 2017.

In recognizing the growing financial needs of crime victims, VCCO adopted regulatory amendments that increased the monetary caps for the most requested VCCO benefits. The amendments, adopted in February 2018, increased the mental health counseling benefit from \$12,500 to \$20,000, the funeral expense benefit from \$5,000 to \$7,500, the relocation benefit



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

from \$2,500 to \$3,000 and the attorney fee benefit from \$1,000 to \$3,000. In FY 2018, VCCO provided its highest benefit awards to New Jersey residents in Newark (\$1.8 million in total awards), Elizabeth (\$457,500 in total awards), Jersey City (\$382,150 in total awards), Trenton (\$297,700 in total awards) and Camden (\$269,600 in total awards).

In addition to increasing the benefit awards payable to crime victims, VCCO made community outreach and training a top priority for FY 2018. VCCO increased public awareness of its benefits and services by: conducting 19 VCCO trainings throughout the State; attending 14 community and victims' rights events; setting up 27 VCCO table displays at various community events; and providing VCCO staff as speakers at five victims' rights events. As a result, VCCO increased its community outreach efforts by over 60% from FY 2017.

Additionally, in an effort to provide information about VCCO services to those who first encounter crime victims, VCCO completed three large mailing campaigns designed to inform hospitals, law enforcement agencies and senior citizen organizations about VCCO services. In FY 2018, VCCO emailed educational literature to: 575 New Jersey law enforcement agencies; 112 New Jersey Hospitals and Medical Centers; and various Senior Centers and affiliated organizations in each of New Jersey's 21 counties.

Looking ahead to FY 2019, VCCO secured a federal grant to update its case tracking system. The new system allows claimants to upload required documents, check the status of their application in real time, and provides a phone application where claimants can access their VCCO files via smartphone. VCCO anticipates that these improvements will help expedite claim processing and make it easier for claimants to file VCCO applications.

VCCO is committed to serving crime victims and their families. VCCO staff is ready, willing and able to assist those affected emotionally, financially and/or physically by a crime. If you or someone you know has been the victim of a crime, please contact VCCO, we are here to help.

# 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.

## Funding/Revenue Resources

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 Department of Corrections (DOC) facilities.

## Historical Snap Shot

- ♦ **1971:** The Violent Crime Compensation Board (VCCB) was established 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 organized as a quasi-judicial three-commissioner board.
- ♦ **1981:** The number of Commissioners was increased to five, with three of the five required to be attorneys licensed to practice in New Jersey.
- ♦ **1995:** The name was changed to Victims of Crime Compensation Board, regarded as a criminal justice agency with the goals of obtaining criminal history records and penalties.
- ♦ **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.
- ♦ **2008:** Through Governor Corzine's Reorganization Plan No. 001-2008, the VCCA was relocated to the Office of the Attorney General and renamed the Victims of Crime Compensation Office (VCCO), as it remains today.
- ♦ **2013:** The VCCO implemented electronic filing, an innovation which allowed victims to file applications from their homes and upload necessary documents. Government and nonprofit agencies representing victims can also utilize this convenient process.
- ♦ **2014:** The office deployed online tracking for providers, which reduces the volume of telephone calls to staff and allows more time spent processing open claims.
- ♦ **2015:** Due to 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 4.5 months to an average of 2.5 months.
- ♦ **2016:** The office implemented a major outreach initiative, increasing the number events over 70%. Events included reaching out to domestic violence victim advocacy programs and to the Latino community.
- ♦ **2017:** The office continued enhancing the VCCO online case-processing system. With the latest improvement, claimants who did not file a claim online now have the capability to access the system to obtain claim status and prior correspondence.
- ♦ **2018:** The office created a bilingual investigative unit where Spanish-speaking claimants are assigned to a bilingual investigator to better serve victims by preventing a language barrier. Regulatory CAPs were also increased for various benefits, including counseling, relocation, funeral expenses, transportation costs, and attorney fees.

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# Program Overview

## 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 a 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, 25 Market Street

7th Floor, West Wing

Trenton, NJ 08625

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

Monday, 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 reasonably 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 \$20,000 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 not to exceed 5 years.
- Funeral expenses of up to \$7,500.
- Limited transportation costs for funerals and medical treatment.
- Child care, day care and after school care costs up to \$6,500.
- 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.
- Crime scene cleanup expenses up to \$4,000.
- Relocation expenses up to \$3,000 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.
- Attorney fees at \$200 per hour, up to \$3,000.
- 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\*\*
- 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.*

*\*\* Personal property loss can not be compensated but crime scene clean up, relocation, counseling, and other benefits can be provided.*

# 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 supplements (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, non-compensable crimes or outstanding warrants issued for a claimant. It is important to note that victims cannot receive assistance simply for being a victim of a crime. In order to have a claim reviewed, there must be an actual expense, such as a medical bill or moving costs.

## **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.

# Appeals 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 - \$20,000
- 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 - \$7,500
- Transportation to Funeral - \$500/Person or \$3,000 Total
- Crime Scene Cleanup - \$4,000
- Relocation Expenses - \$3,000
- Domestic Help not to exceed \$6,500 Total
- Child Care/Day Care Services - \$6,500
- Victims' Rights Attorney Fees (Criminal Matter) - \$200/Hr with a \$3,000 Maximum
- Attorney Fees for Representing Victims in VCCO Claim (Up to 15% of the VCCO Award)

# Community Outreach and Training

In 2018, VCCO continued to make community outreach and training a top priority. During the 2018 calendar year, VCCO continued to serve victims and raise awareness of the Office and its services. As a member of the 9/11 memorial committee, VCCO arranged for the transportation of surviving family members to New York City’s 2018 – 9/11 memorial service. Additionally, VCCO’s Deputy Director was the keynote speaker at five victims’ rights events.

Further, in order to increase public awareness of VCCO’s compensation benefits, the Office led and participated in a variety of community events. These events included, but were not limited to, the following: 19 training courses lead by VCCO staff, 14 community and victims’ rights events, 27 VCCO table displays, and three large mailing campaigns designed to inform hospitals, law enforcement agencies, and senior citizens about VCCO’s services. In total, VCCO emailed literature to: senior centers and affiliated organizations in each of New Jersey’s 21 counties, 575 New Jersey law enforcement agencies, and 112 New Jersey Hospitals and Medical Centers.

<b>Outreach Materials Distributed - FY 2018</b>						
	<b>Claim Application</b>	<b>Informational Brochure</b>	<b>Trifold Card</b>	<b>Miranda Warning Card</b>	<b>Small Poster</b>	<b>Large Poster</b>
<b>English</b>	7450	6650	1750	25	15	5
<b>Spanish</b>	6500	6350	1400	0	10	5
<b>TOTAL</b>	13950	13000	3150	25	25	10

# Crime Victims' Rights Week

## 2018 Ceremony

In April 2018, The Division of Criminal Justice's State Office of Victim Witness Advocacy and the Victims of Crime Compensation Office sponsored an event promoting victims' rights in honor of National Crime Victims' Rights Week (April 8 - 14). The event brought together crime victims, advocates, members from the law enforcement community and supporters to pay tribute to the outstanding achievements of individuals and organizations dedicated to rebuilding the lives of crime victims and their families.



AAG Veronica Allende, Counsel to the Director of Criminal Justice, presided over the event, which included remarks from Attorney General Gurbir S. Grewal that highlighted the importance of the Victims of Crime Compensation Act of 1984 and acknowledged the hard work of victim service providers and law enforcement in assisting victims.

Acting Essex County Prosecutor Robert B. Laurino was the keynote speaker for this year's event. His message focused on the progress of victims' justice in the criminal system since the 1970's by providing details of how the system has changed through the years.

The theme for the 2018 event: "Expand the Circle, Reach All Victims," featured a panel discussion detailing the importance of inclusion in victim services and the need to employ strategies to ensure greater access to services for harder-to-reach victims. Patricia Teffenhart, Executive Director of the New Jersey Coalition Against Sexual Assault (NJ CASA), moderated the panel discussion which was comprised of six panelist:

1. Navneet Bhalla, Interim Executive Director, Manavi, Inc.;
2. Nate Burkhardt, Community Engagement Specialist, Newark Community Street Team;
3. Steven Fishbein, Deputy Assistant Director, Office of Treatment and Recovery Support, Division of Mental Health and Addiction Services;
4. Dr. Alice Foulkes-Garcia, Supervisor, Office of Rehabilitative and Treatment Services, Juvenile Justice Commission;
5. Steven Lewis, Coordinator, Financial Abuse and Advocacy Specialist Team, Office of the Public Guardian for Elderly Adults; and
6. Robin Parker, Executive Director, Beyond Diversity Resource Center.



The panel engaged in an illuminating discussion that emphasized the challenges victim advocates face in reaching victims across cultural and economic groups, while providing recommendations to make victim services accessible to all victims.

Trenton Central High School's band ensemble, as well as, the Visual & Performance Arts Drama Club provided entertainment for the event. The band ensemble played various selections, including "Wakeup Everybody," by Harold Melvin and the Blue Notes, while the drama club performed various skits highlighting issues surrounding teen dating and domestic violence.

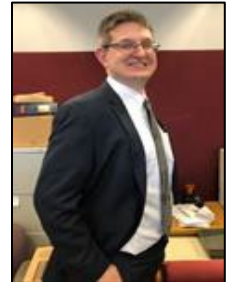
During the event, the Office of the Attorney General present "Excellence Awards" to four individuals from across the state for their firm commitment to ensuring crime victims receive respect and justice from the criminal system. The deserving award winners are highly esteemed in their fields for their dedication in helping victims, survivors and families navigate the criminal justice system.

***Dr. Juanita Johnson-Brooks, Clinical Director, PEI Kids, received the Crime Victims' Rights Award.*** The Crime Victims' Rights Award reflects the 2018 National Crime Victims' Rights Week theme: "Expand the Circle: Reach All Victims." Dr. Johnson-Brooks received this award for the innovative and inclusive services her organization provides to victims.



***Amy Congdon, Victim-Witness Coordinator, Burlington County Prosecutor's Office received the Endurance Award.*** This award honors a Victim Witness Coordinator and/or staff member who consistently set the standard for excellence by going above and beyond to assist victims and prosecuting teams.

***DAG Joseph Remy, Financial & Computer Crimes Bureau, NJ Division of Criminal Justice received the Gladiator Award.*** This award recognizes an Assistant Prosecutor or Detective who has demonstrated extraordinary commitment and zeal to ensure that the criminal justice system treat victims with compassion and dignity during the prosecution process.



***Melissa Verardi, VCCO-Intake Supervisor, Victims of Crime Compensation Office received the Ronald W. Reagan Award.*** This award honors President Ronald Reagan for his compassion, vision and commitment to crime victims' rights. This Award honors an individual or agency that has: 1) shown a consistent commitment to victims' rights and services; 2) employed extraordinary efforts in the delivery of services; and 3) advocated for victims via policies, protocols, legislation and other measures.

The 2018 Crime Victims' Rights Week event also provided an array of resource materials to help inform victim service providers of the various organizations committed to serving victims. In short, the event embodied the State's commitment to serve crime victims with compassion, dignity and respect.

# VCCO Staff



## **Executive Director**

AAG Alvin Ricardo Little

## **Deputy Director**

AAG Louise T. Lester

## **Administration**

Michele Maraviglia

Jessica Morejon

Daisy Quiles

Winston Tsang, *IT Staff*

Jeff Zuber, *IT Staff*

## **Intake**

Melissa Verardi, *Manager*

Jacqueline Botticello

Gerriann DeCicco

Vanessa Gomez

Elizabeth Lucano

Tabitha Otero

Marjorie Scarder

## **Bill Entry**

Mimi Rosenshein, *Supervisor*

Zuanette Cabrera

## **OAG Support Staff**

Joseph Cordoma, *OAG IT*

Maria Lugo, *OAG HR*

James Casserly, *OAG Fiscal*

Kadeidra Robinson, *OAG Budget*

## **Investigators**

Mary Ellen Bonsper, *Chief of Investigators*

Craig DiFiore, *Deputy Chief of Investigators*

Richard Gill, *Supervisor*

Ramona Peterson, *Supervisor*

Jacqueline Sierchio, *Supervisor*

Kathy Yuill, *Supervisor*

Maggie Miranda, *Bilingual Supervisor*

Tobi Footman, *Sr. Investigator*

Leana Allen

Doug Brooks

Dalisha Carmichael

Telisa Chambers

Jason Delpeche

Michael Habib

Ken Thomas

Audeliz Vergel

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

Cherdahne Mincy

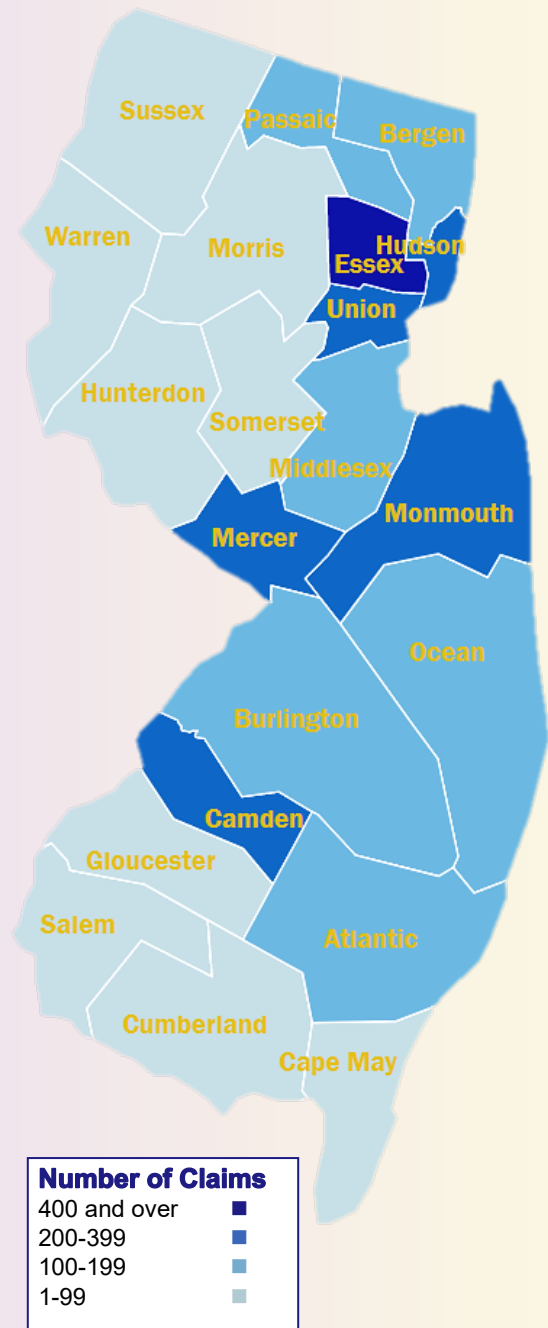


# **Appendix: FY 2018 Statistics**

# Claims Received by County

**FY 18**

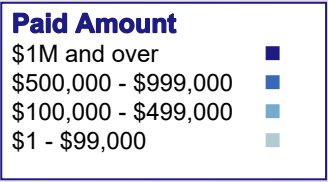
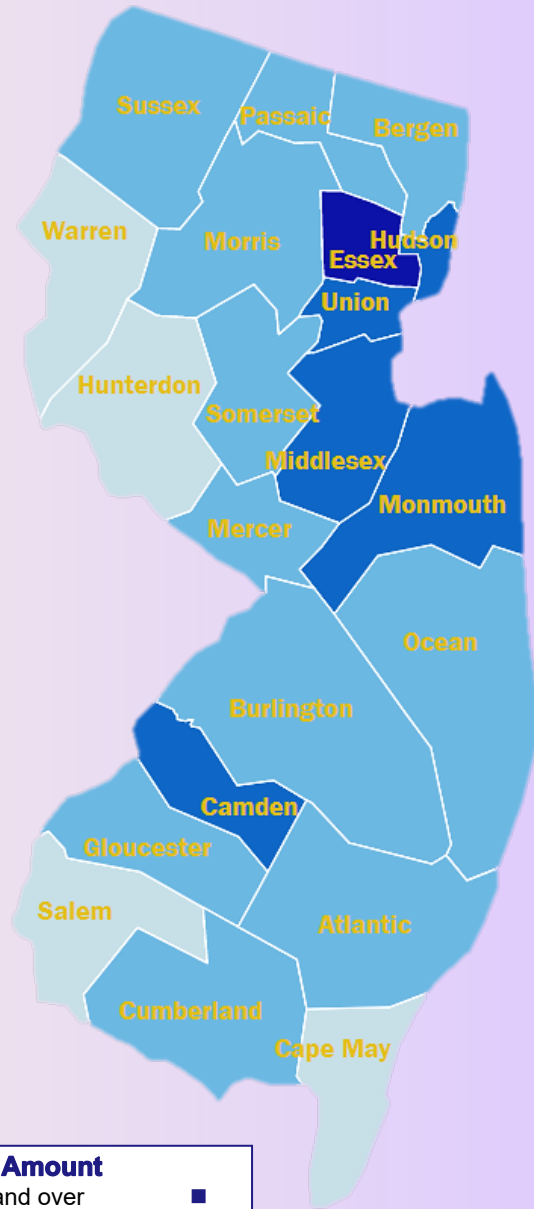
COUNTY	CLAIMS	PERCENTAGE
Essex	1,109	29.86%
Camden	392	10.55%
Union	288	7.75%
Mercer	266	7.16%
Monmouth	241	6.49%
Hudson	205	5.52%
Middlesex	191	5.14%
Passaic	158	4.25%
Burlington	120	3.23%
Ocean	112	3.02%
Atlantic	109	2.93%
Bergen	101	2.72%
Cumberland	93	2.50%
Gloucester	82	2.21%
Morris	51	1.37%
Somerset	42	1.13%
Salem	35	0.94%
Sussex	30	0.81%
Cape May	25	0.67%
Warren	25	0.67%
Hunterdon	12	0.32%
Out-of-State	27	0.73%
<b>TOTAL</b>	<b>3,714</b>	



# Claims & Dollar Amounts Awarded per County

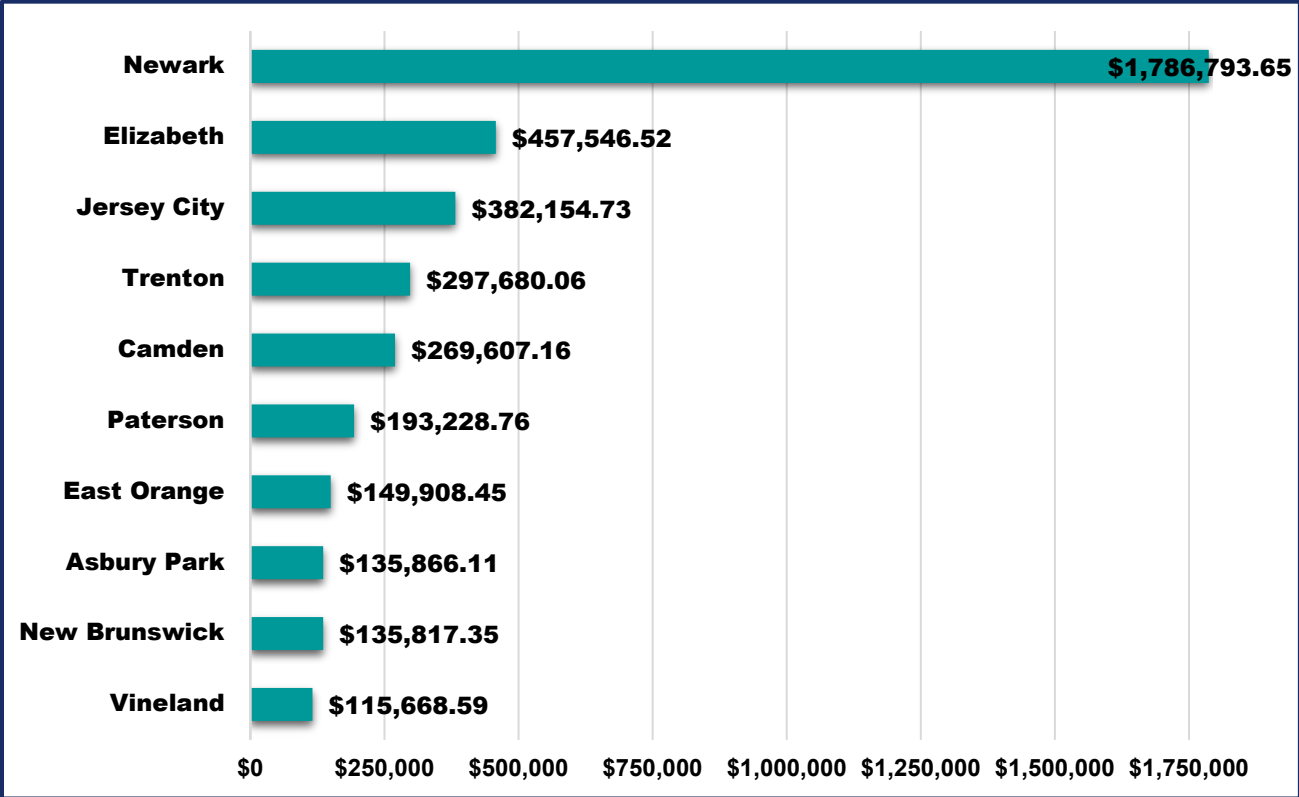
**FY 18**

COUNTY	CLAIMS	AMOUNT PAID
Essex	600	\$2,505,264.13
Monmouth	174	\$790,113.10
Union	185	\$762,304.21
Middlesex	148	\$580,856.95
Hudson	145	\$547,721.36
Camden	156	\$514,283.89
Burlington	95	\$455,941.60
Mercer	134	\$433,511.11
Passaic	115	\$426,467.59
Bergen	102	\$405,910.44
Ocean	93	\$350,509.20
Atlantic	57	\$225,782.11
Cumberland	52	\$190,678.48
Morris	41	\$174,202.77
Somerset	42	\$129,128.30
Gloucester	39	\$118,799.68
Sussex	29	\$114,640.04
Warren	18	\$71,416.36
Cape May	16	\$47,262.80
Salem	12	\$46,189.01
Hunterdon	10	\$45,757.69
Out-of-State	4	\$13,766.15
<b>TOTAL</b>	<b>2,267</b>	<b>\$8,950,506.97</b>



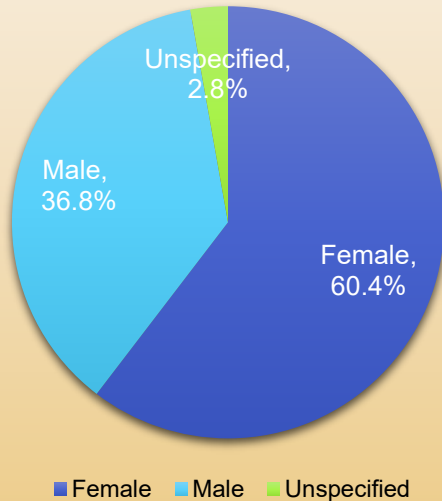
# Top Ten Municipalities in Claim Payments

**FY 18**



# Demographics: Gender & Age **FY 18**

## CLAIMS BY GENDER



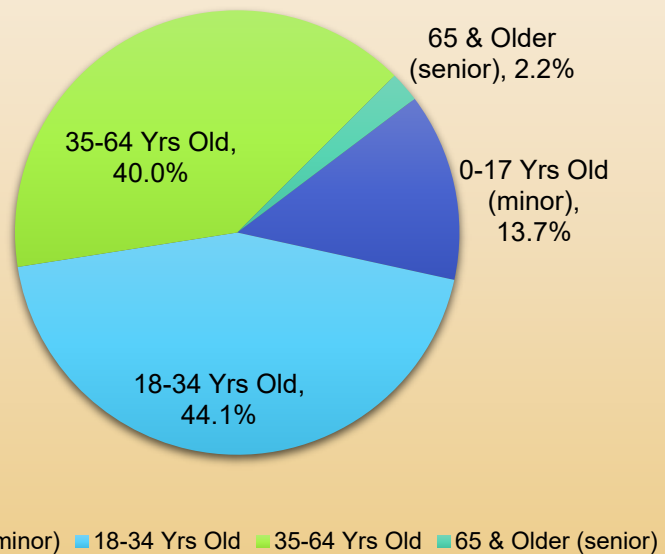
## CLAIMS RECEIVED BY GENDER

Gender	Claims
Male	1,367
Female	2,244
Unspecified	103
<b>TOTAL</b>	<b>3,714</b>

## CLAIMS RECEIVED BY AGE GROUP

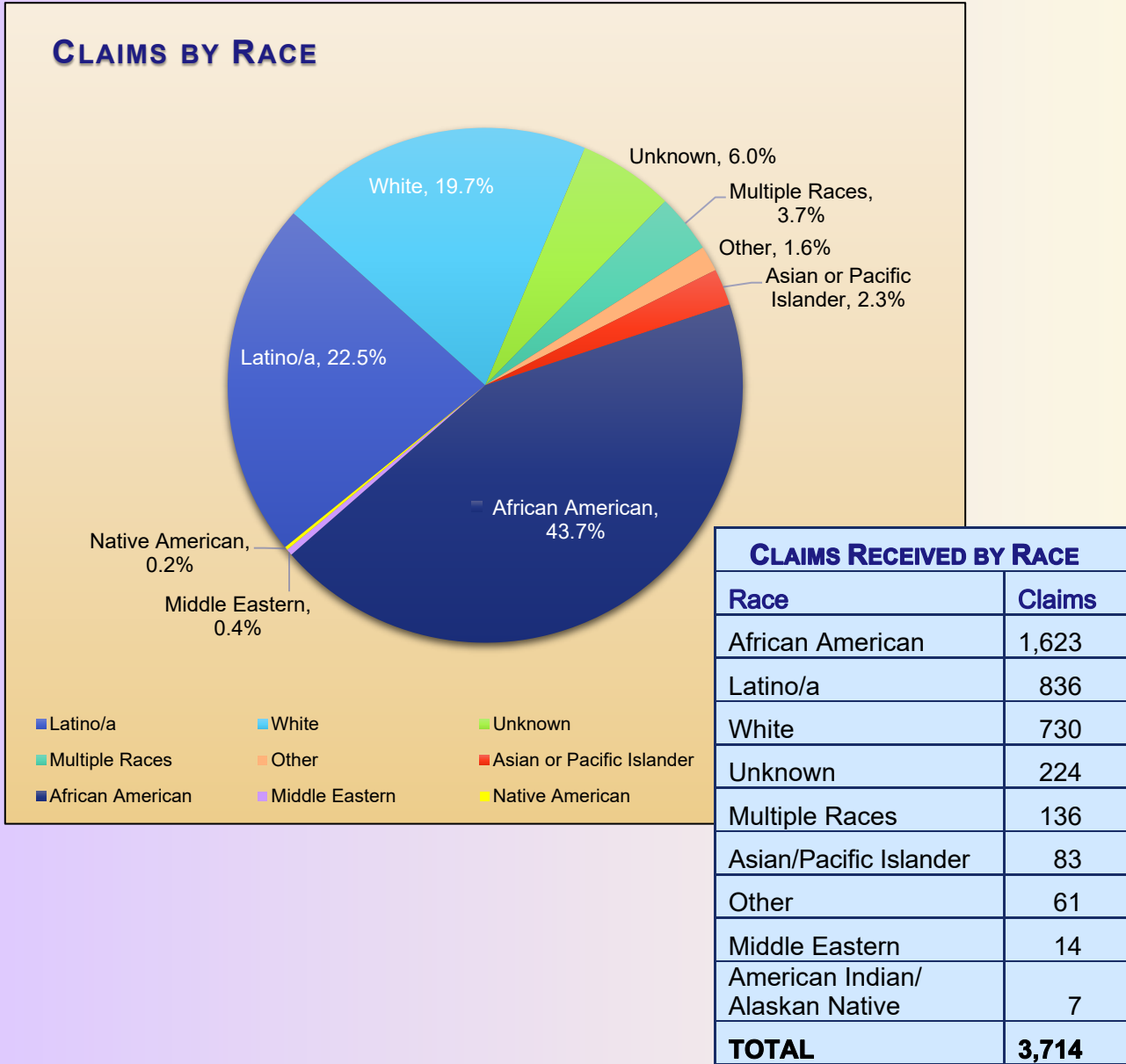
Age Group	Claims
0 to 17 (minor)	510
18 to 34	1,641
35 to 64	1,482
Unspecified	81
<b>TOTAL</b>	<b>3,714</b>

## CLAIMS BY AGE GROUP



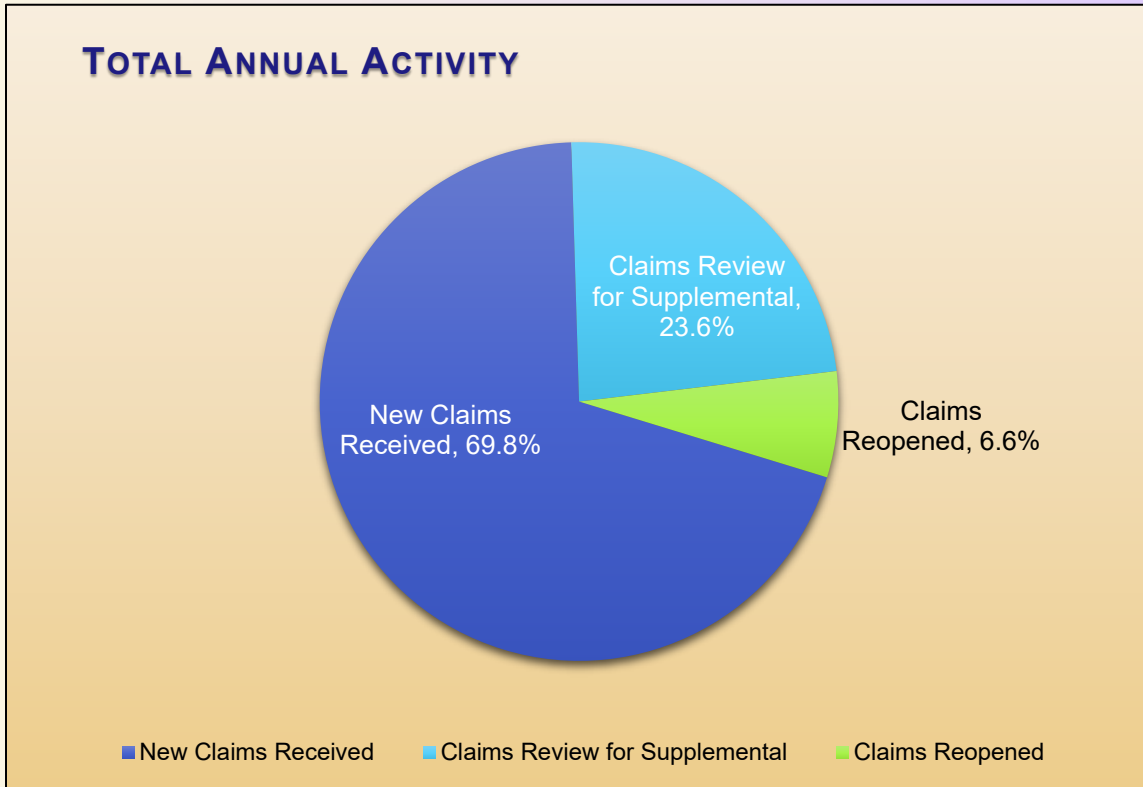
# Demographics: Race

**FY 18**



# Total Annual Activity

**FY 18**

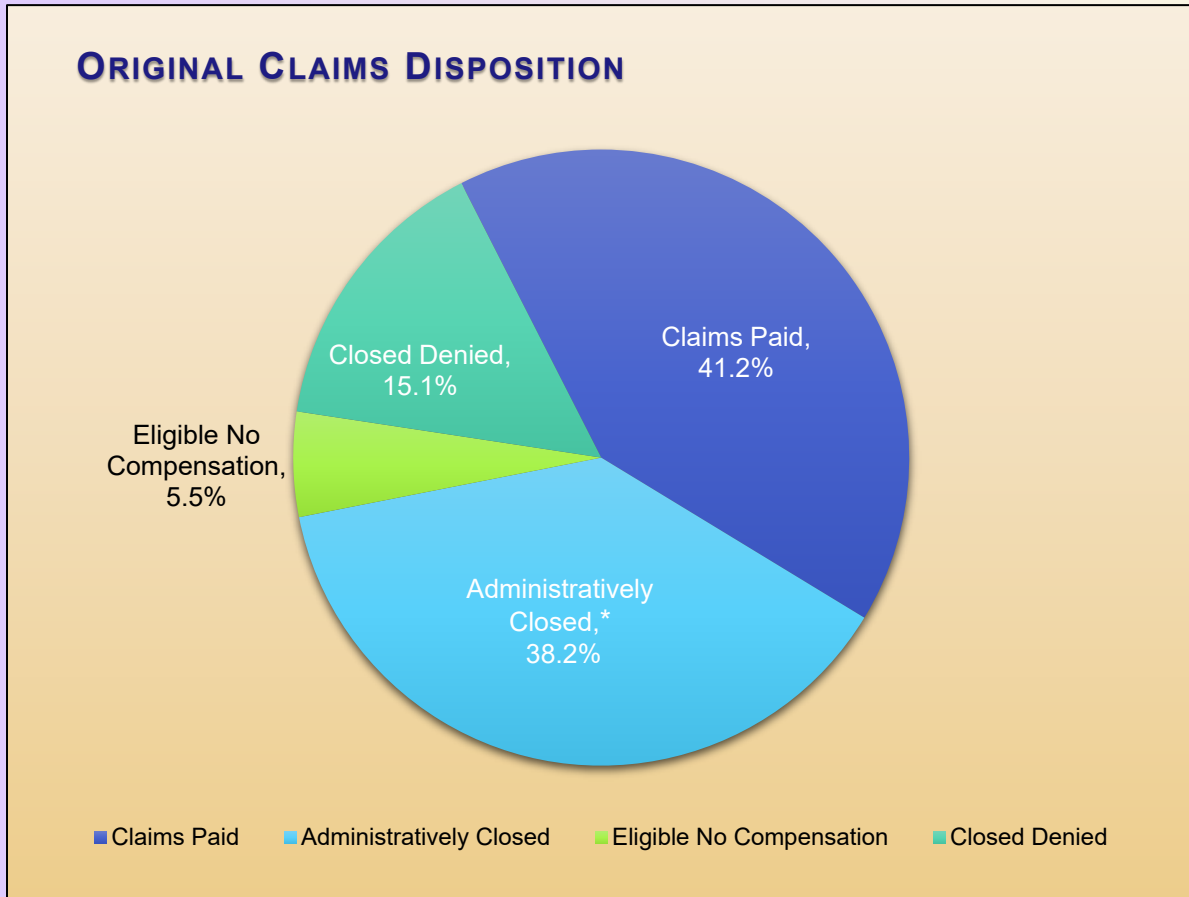


<b>TOTAL ANNUAL ACTIVITY</b>	
New Claims Received	3,714
Claims Reviewed for Supplemental	1,254
Claims Reopened	351
<b>TOTAL</b>	<b>5,319</b>

**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.*

# Original Claims Disposition

**FY 18**

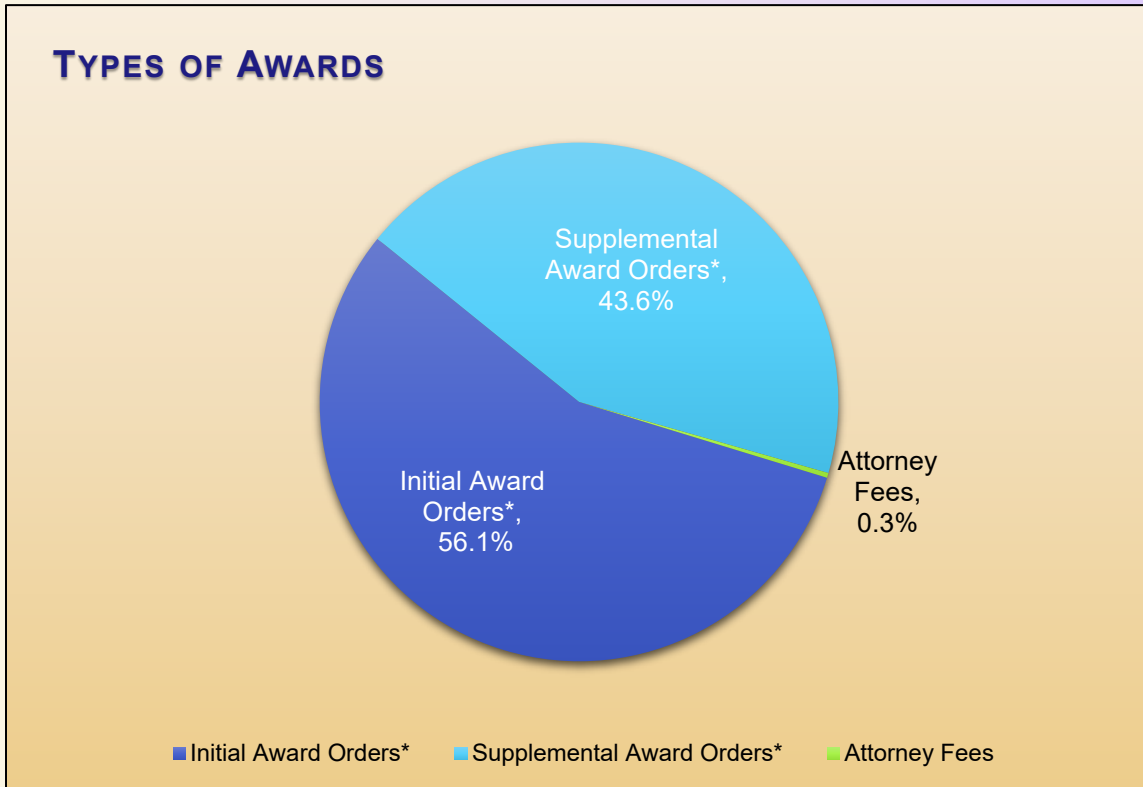


<b>ORIGINAL CLAIMS DISPOSITION</b>	
Claims Paid	1,656
Eligible No Compensation	221
Administratively Closed: Intake*	1,514
Administratively Closed: ECD*	24
Closed Denied	609
<b>TOTAL</b>	<b>4,024</b>

*\* 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.*

# Awards Analysis

**FY 18**



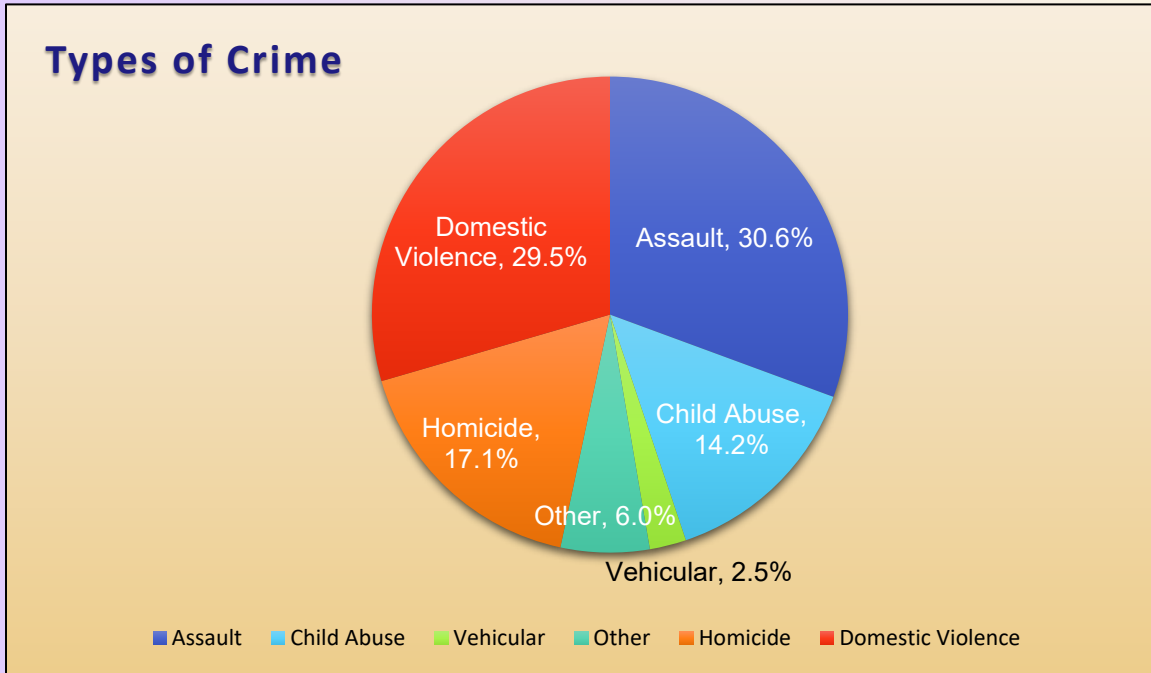
<b>AWARDS ANALYSIS</b>	
<b>Type of Award</b>	<b>Amount</b>
Initial Award Order*	\$5,023,442.31
Supplemental Award Order**	\$3,901,494.71
Attorney Fees	\$25,569.95
<b>TOTAL</b>	<b>\$8,950,506.97</b>

\* *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.*

# Analysis of Crime Types by Number of Claims & Awards

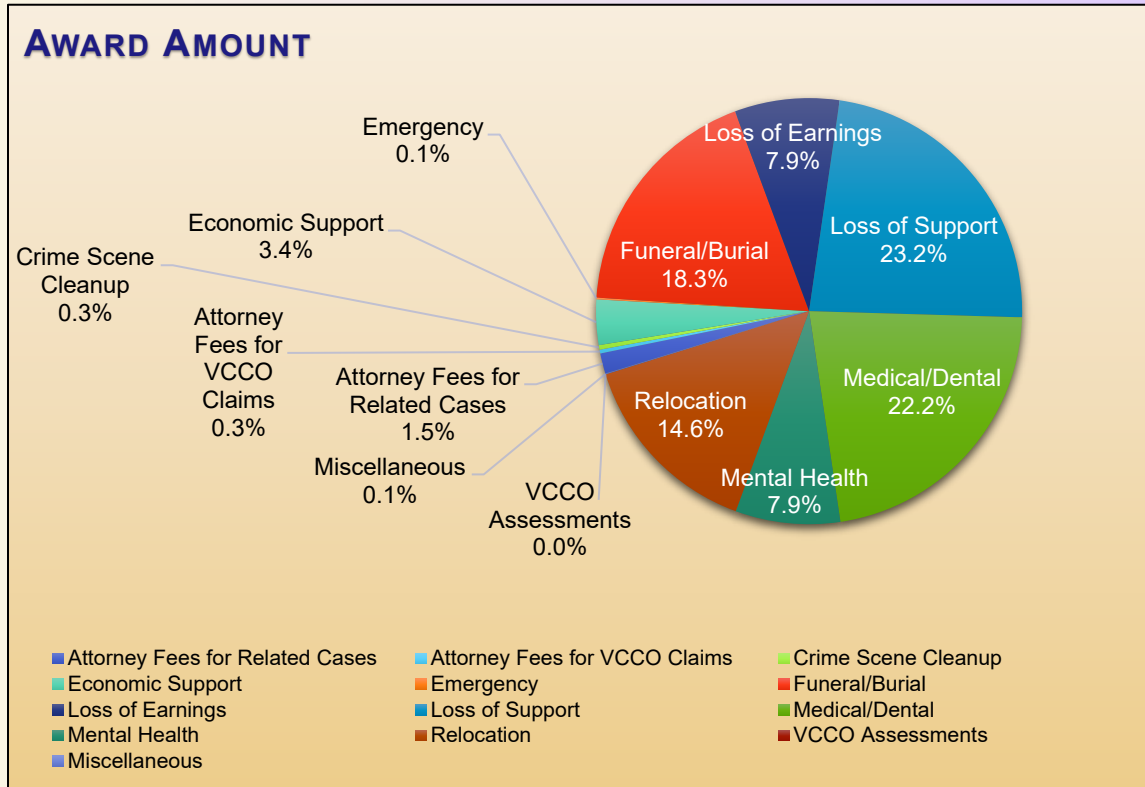
**FY 18**



<b>CRIME TYPE</b>	<b># OF CLAIMS</b>	<b>AMOUNT</b>
Assault	691	\$2,517,518.91
Domestic Violence	666	\$2,459,177.47
Homicide	387	\$2,160,718.96
Child Abuse	321	\$1,095,733.27
Other Crimes of Violence	146	\$441,049.43
Vehicular	56	\$276,308.94
<b>TOTAL</b>	<b>2121</b>	<b>\$8,950,506.98</b>

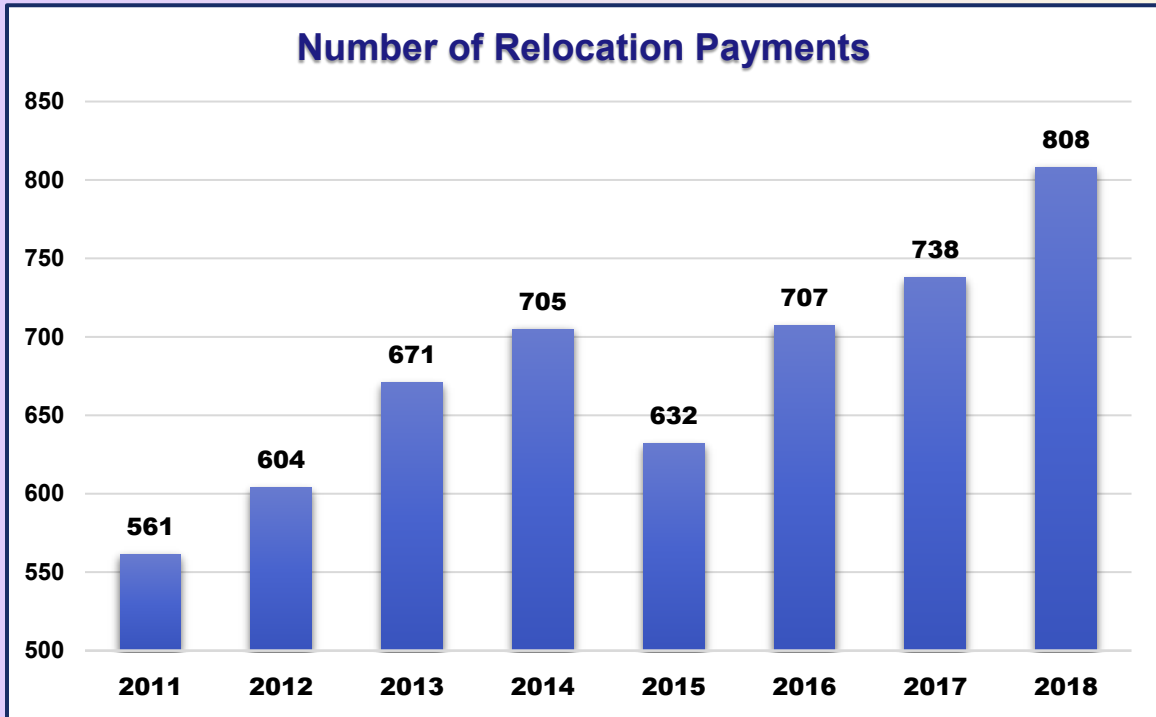
# Award Amount by Provider Type

**FY 18**



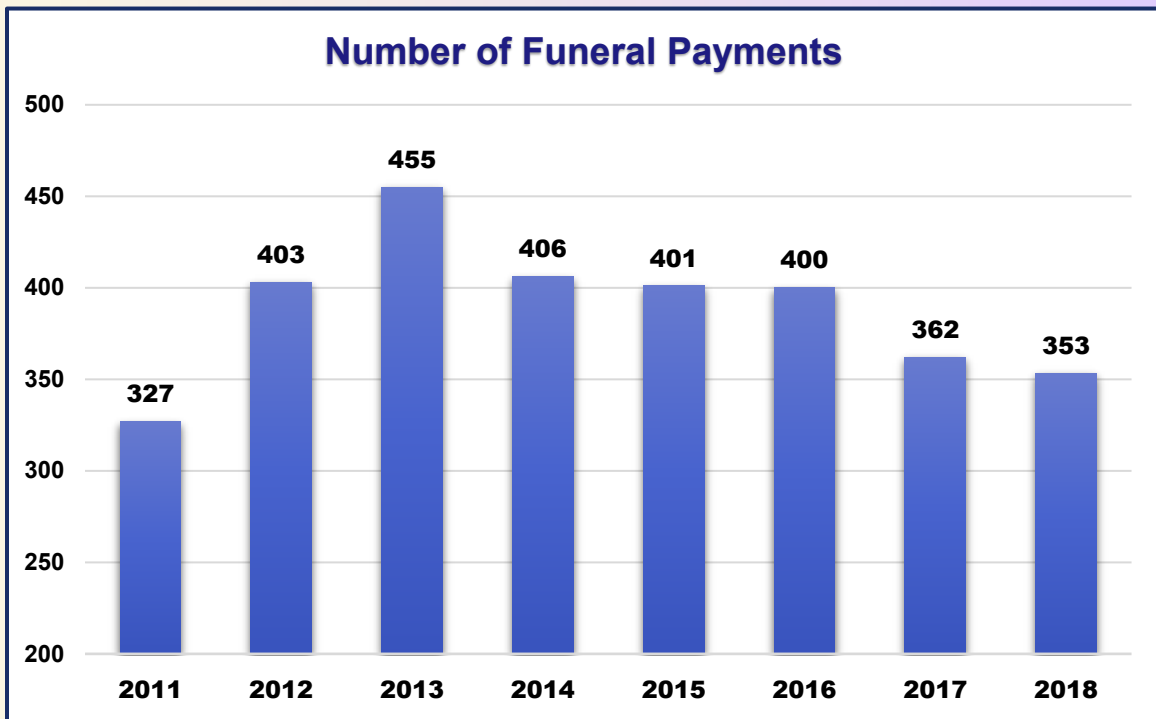
<b>AWARD AMOUNT BY PROVIDER TYPE</b>	
Attorney Fees for Related Cases	\$137,816.77
Attorney Fees for VCCO Claims	\$25,569.95
Crime Scene Cleanup	\$30,929.29
Economic Support	\$307,486.32
Emergency	\$11,928.14
Funeral/Burial	\$1,641,277.57
Loss of Earnings	\$710,407.14
Loss of Support	\$2,073,821.06
Medical/Dental	\$1,985,521.25
Mental Health	\$711,184.49
Relocation	\$1,307,887.87
VCCO Assessments	\$482.00
Miscellaneous	\$6,144.01
<b>TOTAL</b>	<b>\$8,950,455.86</b>

# Relocation Payment Analysis



YEAR	# OF CLAIMS	AMOUNT
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
2018	808	\$1,307,887.87
<b>TOTAL</b>	<b>5,426</b>	<b>\$7,916,223.24</b>

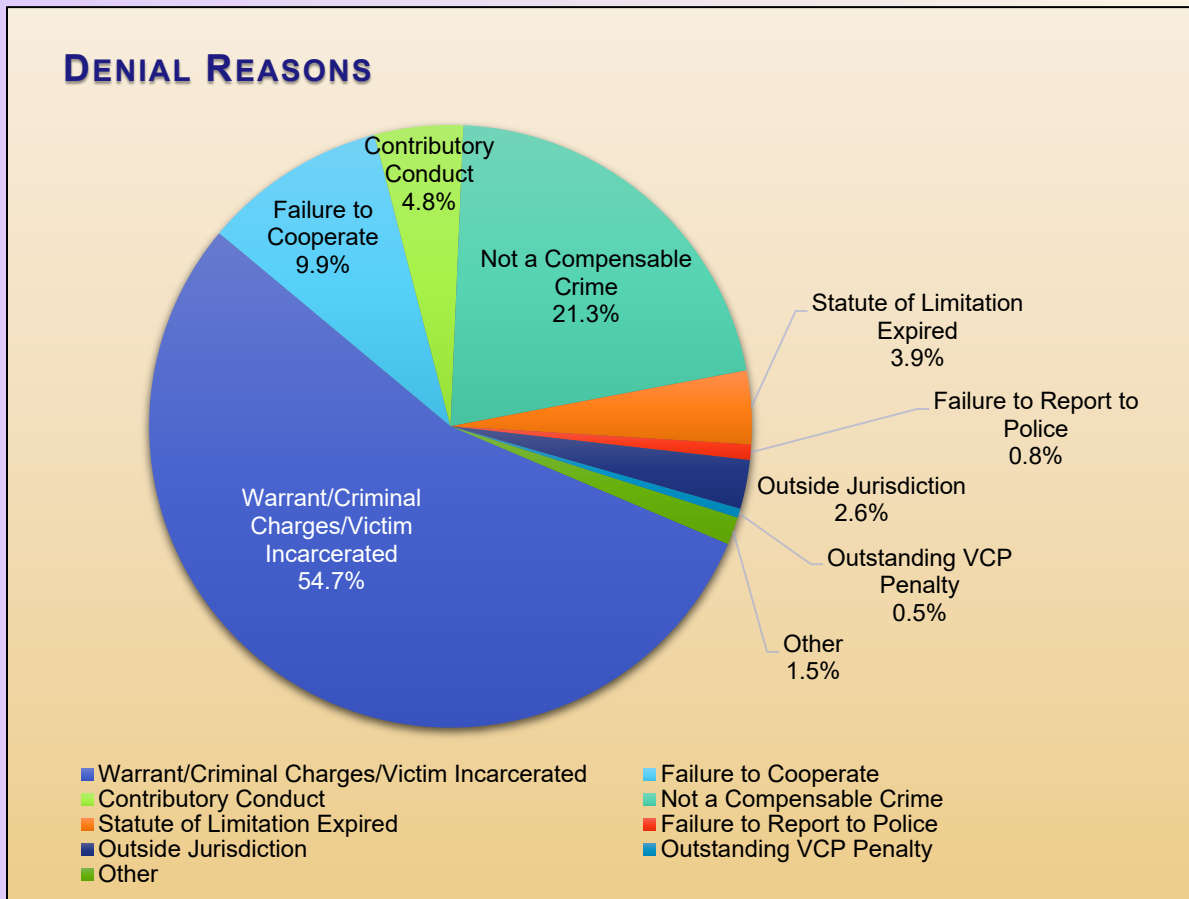
# Funeral Payment Analysis



YEAR	# OF CLAIMS	AMOUNT
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
2018	353	\$1,628,376.16
<b>TOTAL</b>	<b>3107</b>	<b>\$12,574,195.62</b>

# Common Reasons for Denial

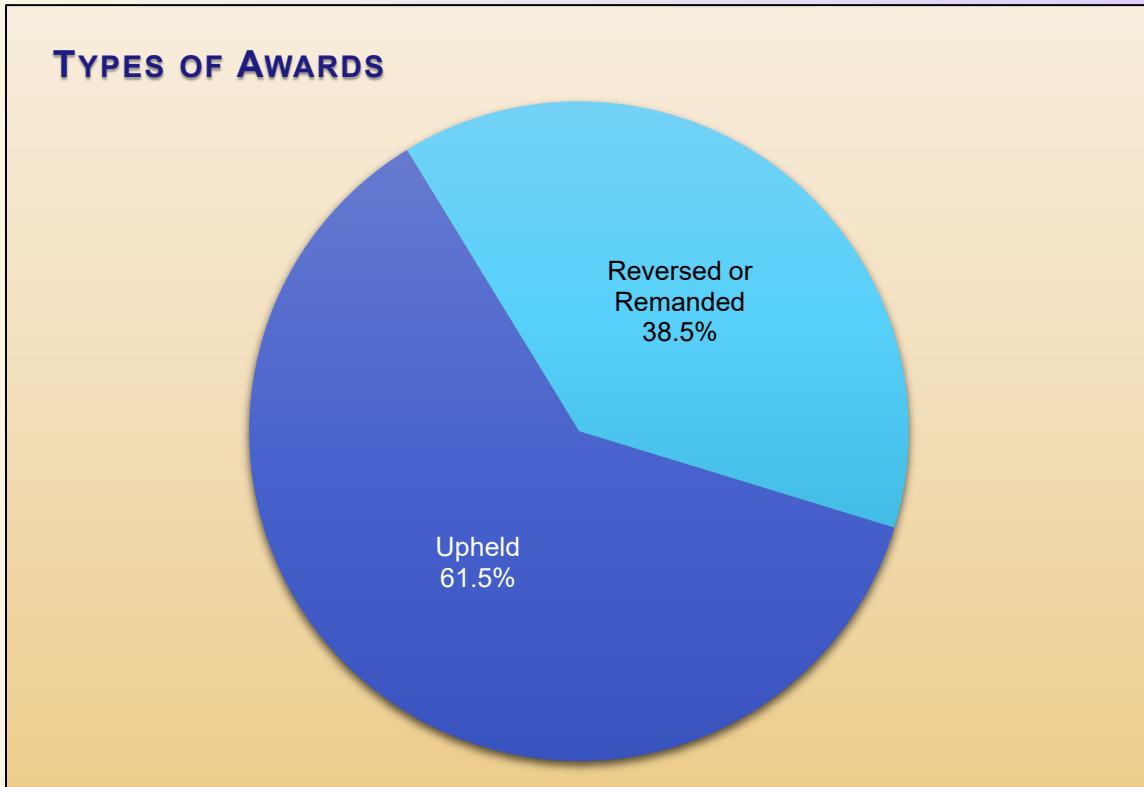
**FY 18**



<b>DENIAL REASONS</b>	<b>NUMBER OF CLAIMS</b>
Warrant/Criminal Charges/Victim Incarcerated	333
Not a Compensable Crime	130
Failure to Cooperate	60
Contributory Conduct	29
Statute of Limitation Expired	24
Outside Jurisdiction	16
Other	9
Failure to Report to Police	5
Outstanding VCP Penalty	3
<b>TOTAL</b>	<b>609</b>

# Hearing Results

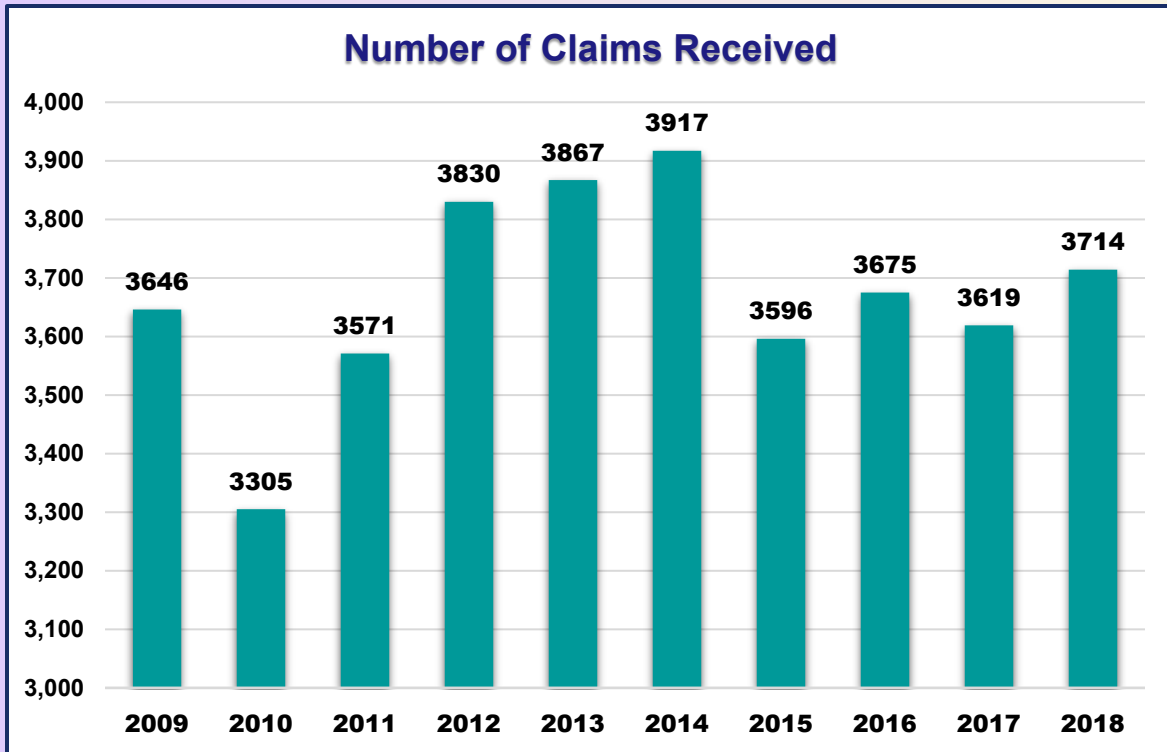
**FY 18**



<b>CLAIMS</b>		
Upheld	8	61.5%
Reversed or Remanded	5	38.5%
<b>TOTAL</b>	<b>13</b>	

# Historical Overview of Claims Received

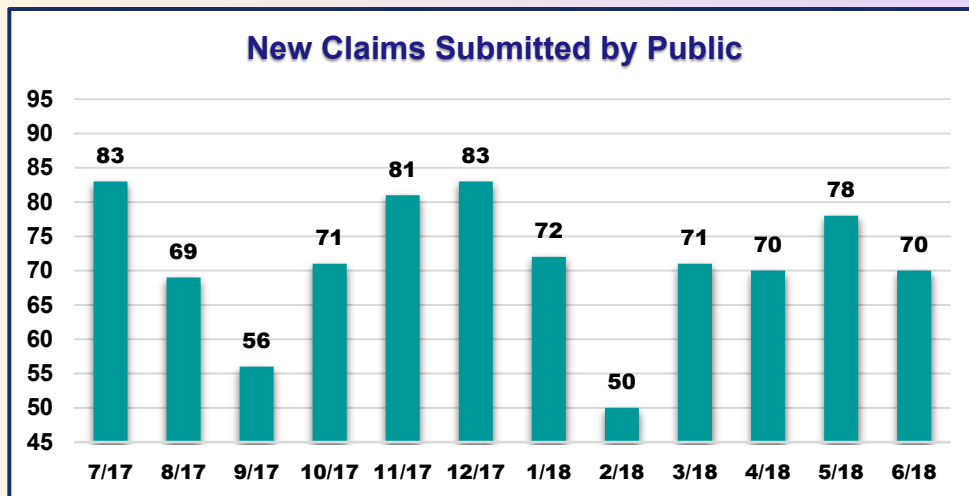
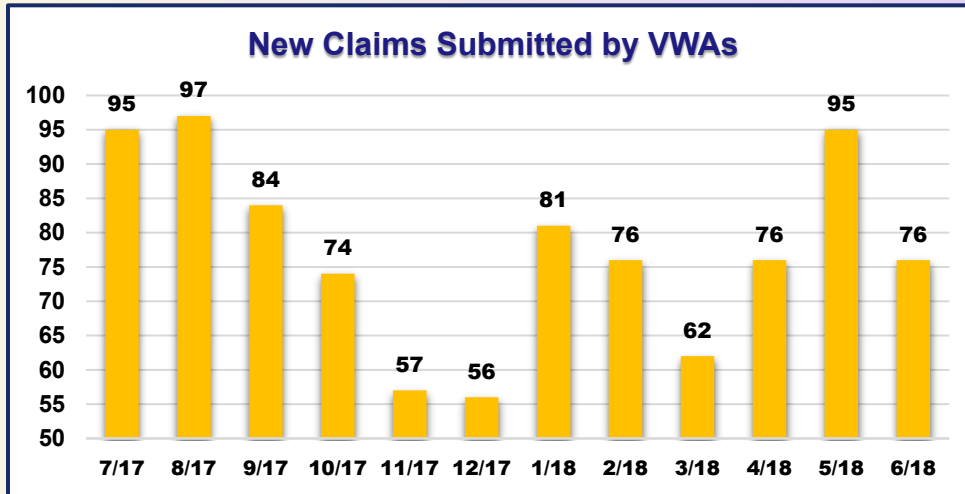
**FY 18**



YEAR	# OF CLAIMS
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
2018	3,714
<b>TOTAL</b>	<b>36,740</b>

# New Claims Submitted Online by Victim-Witness Advocates and the Public

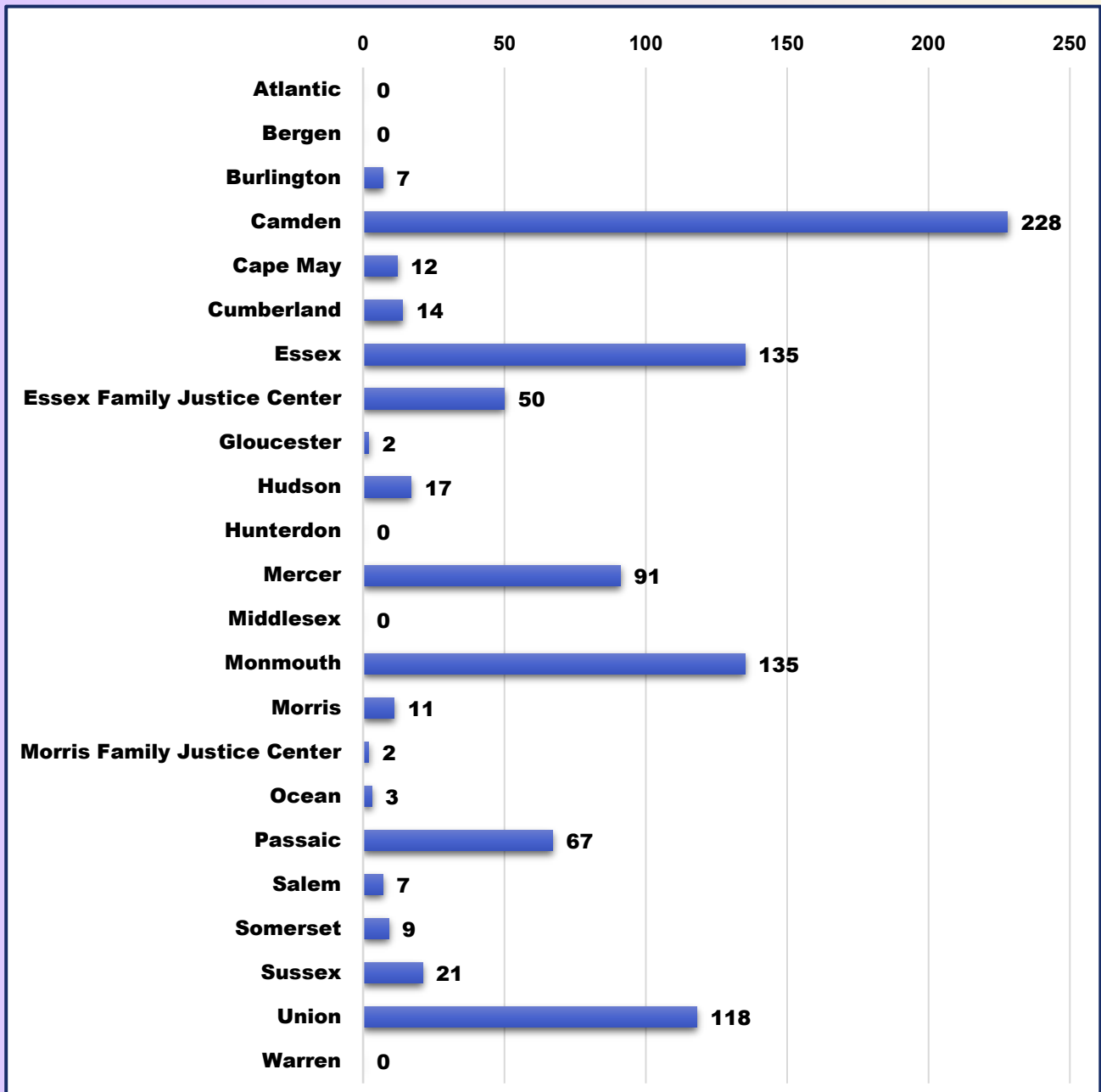
**FY 18**



	7/17	8/17	9/17	10/17	11/17	12/17	1/18	2/18	3/18	4/18	5/18	6/18	Total
<b>VWA</b>	95	97	84	74	57	56	81	76	62	76	95	76	929
<b>PUBLIC</b>	83	69	56	71	81	83	72	50	71	70	78	70	854

# New Victim Advocate Claims Submitted Online

**FY 18**



**Total Claims: 929**

# Walk-In Statistics

**FY 18**

	<b>INVESTIGATOR ASSIGNED WALK-INS</b>	<b>CASE PROCESSING INTAKE WALK-INS</b>	<b>INVESTIGATOR ASSIGNED WALK-INS</b>	<b>INTAKE COVERING FOR INVESTIGATORS</b>	<b>TRENTON OFFICE</b>	<b>TOTAL</b>
<b>Jul '17</b>	51	43	27	14	6	141
<b>Aug '17</b>	45	67	25	25	6	168
<b>Sept '17</b>	48	35	17	24	9	133
<b>Oct '17</b>	59	75	15	24	6	179
<b>Nov '17</b>	40	44	27	17	8	136
<b>Dec '17</b>	34	39	18	24	4	119
<b>Jan '18</b>	45	50	23	25	3	146
<b>Feb '18</b>	32	42	33	31	3	141
<b>Mar '18</b>	39	56	30	30	7	162
<b>Apr '18</b>	40	42	35	34	4	155
<b>May '18</b>	32	45	29	27	10	143
<b>Jun '18</b>	41	34	21	21	8	125

# Turnaround Time for Filing and Assigning Claims

**FY 18**

## TIME BETWEEN CRIME & VICTIM FILING A CLAIM

	<u>Claims</u>	<u>Percentage</u>
Less than 1 Month	1389	37.4%
Between 1 Month and 6 Months	1489	40.0%
Between 6 Months and 1 Year	368	9.9%
Between 1 Year and 2 Years	234	6.3%
Between 2 Years and 5 Years	159	4.3%
More than 5 Years	77	2.1%
<b>Total</b>	<b>3,714</b>	

## TIME BETWEEN CLAIM FILED & ASSIGNMENT TO INVESTIGATOR

	<u>Claims</u>	<u>Percentage</u>
Less than 1 Month	1296	58.9%
Less than 2 Months	296	13.4%
Less than 3 Months	144	6.5%
Less than 4 Months	122	5.5%
Less than 5 Months	100	4.5%
Less than 6 Months	172	7.8%
More than 6 Months	71	3.2%
<b>Total</b>	<b>3,714</b>	

## TIME BETWEEN CLAIM FILED & ASSIGNMENT TO INVESTIGATOR

### \* EMERGENCY CLAIMS ONLY\*

	<u>Claims</u>	<u>Percentage</u>
Less than 1 Month	567	65.4%
Less than 2 Months	133	15.3%
Less than 3 Months	49	5.7%
Less than 4 Months	37	4.3%
Less than 5 Months	31	3.6%
Less than 6 Months	18	2.1%
More than 6 Months	32	3.7%
<b>Total</b>	<b>934</b>	

# Turnaround Time for Case Processing

**FY 18**

## STANDARD CLAIMS

	<u>Claims</u>	<u>Percentage</u>
Less than 1 Month	705	47.5%
Less than 2 Months	236	15.9%
Less than 3 Months	101	6.8%
Less than 4 Months	100	6.7%
Less than 5 Months	182	12.3%
Less than 6 Months	131	8.8%
More than 6 Months	28	1.9%
<b>Total</b>	<b>1,483</b>	

## EMERGENCY CLAIMS

	<u>Claims</u>	<u>Percentage</u>
Less than 1 Month	605	67.1%
Less than 2 Months	160	17.8%
Less than 3 Months	31	3.4%
Less than 4 Months	26	2.9%
Less than 5 Months	36	4.0%
Less than 6 Months	35	3.9%
More than 6 Months	8	0.9%
<b>Total</b>	<b>901</b>	

## SUPPLEMENTAL CLAIMS\*

	<u>Claims</u>	<u>Percentage</u>
Less than 1 Month	1,730	73.3%
Less than 2 Months	426	18.0%
Less than 3 Months	149	6.3%
Less than 4 Months	42	1.8%
Less than 5 Months	6	0.3%
Less than 6 Months	4	0.2%
More than 6 Months	4	0.2%
<b>Total</b>	<b>2,361</b>	

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

## REVENUE

<u>Revenue Source</u>	<u>Amount</u>
Court Penalties	\$4,118,129
Criminal Disposition Penalties	\$392,286
Commissary	\$2,580,544
Sex Crime Treatment	\$156,824
Restitution	\$245,831
Claims - Victims of Crime	(\$3,372,000)
<b>Total Revenue</b>	<b>\$4,121,614</b>

## FEDERAL VOCA GRANT

<u>Federal Fiscal Year</u>	<u>Amount</u>
FY 2014	\$237,959
FY 2015	\$647,146
FY 2016	\$3,566,062
<b>Total Federal VOCA Grant*</b>	<b>\$4,451,167</b>

## STATE APPROPRIATION

	<u>Amount</u>
Claims - Victims of Crime	<b>\$3,372,000</b>

## CARRY FORWARD

	<u>Amount</u>
FY 2017 Carry Forward	<b>\$3,028,049</b>

**TOTAL FY 2018 RESOURCES** **\$14,972,830**

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

# Expenditures

**FY 18**

## SALARIES & OPERATIONS

	<u>Amount</u>
Salaries and Wages	\$2,145,666
Material and Supplies	\$43,394
Services Other than Personnel*	\$864,518
Maintenance and Fixed Charges	\$19,129
Information Technology	\$81,122
<b>Total Salaries &amp; Operations</b>	<b>\$3,153,829</b>

## STATE & FEDERAL CLAIMS\*\*

	<u>Amount</u>
State Claims	\$4,371,248
State Claims (Sex Crimes Treatment Fund)	\$96,689
Federal Claims - FY14 VOCA Grant	\$112,948
Federal Claims - FY15 VOCA Grant	\$643,811
Federal Claims - FY16 VOCA Grant	\$3,566,062
<b>Total State &amp; Federal Claims</b>	<b>\$8,790,758</b>

**TOTAL FY 2018 EXPENDITURES      \$11,944,587**

\* Includes FY 2014 VOCA grant funds in the amount of \$125,000; FY 2015 \$3,335.

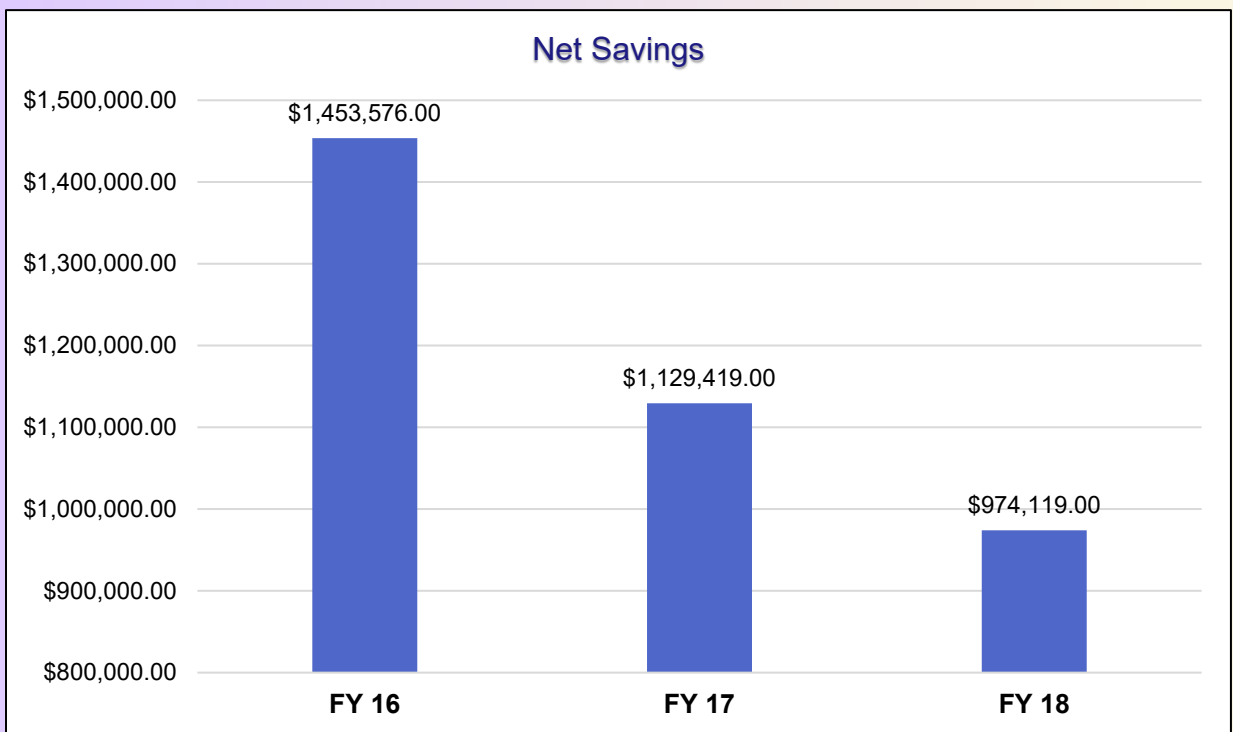
\*\* These claim expenditure amounts are not equivalent to the amounts that were awarded to victims and other claimants. An award amount represents the value of benefits received by victims and other claimants, while the claim expenditure amounts reflect the portion of those awards that have been paid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

# Savings Achieved

## *through Third-Party Review of Medical Bills*

Continuing through Fiscal Year 2018, 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, nearly \$1 million was saved in Fiscal Year 2018.

FISCAL YEAR	REVIEW SAVINGS AMOUNT	REVIEW FEE	NET SAVINGS
FY 16	\$1,468,960	\$15,284	\$1,453,576
FY 17	\$1,142,859	\$13,440	\$1,129,419
FY 18	\$986,495	\$12,376	\$974,119



# VCCO Information Request

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## CONTACT INFORMATION

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Name:

E-mail:

Provider, Organization, Association:

Phone Number:

Fax Number:

Shipping Address:

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## MATERIAL REQUESTED

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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

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

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## SPEAKER REQUESTED

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Date:

Time:

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Submit form via:

Fax — (973) 648-3937

Mail — VCCO, 50 Park Place, 5th Floor, Newark, NJ 07102

Online — [www.njvictims.org](http://www.njvictims.org)