

# **NJ Victims of Crime Compensation Office**

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## **FY 2019 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 2019, VCCO's staff consisted of 33 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 expedited 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 expedited benefits sought by claimants.

#### **FISCAL YEAR -2019**

In Fiscal Year 2019, 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 \$11.1 million in compensation benefits to New Jersey residents. This represents an increase of approximately \$ 2,200,000 from FY 2018. This dramatic increase is primarily due to the FY2018 regulatory amendments that increased maximum awards.



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

VCCO continued to make community outreach and training a top priority for FY 2019. VCCO increased public awareness of its benefits and services by: conducting 27 VCCO trainings throughout the State; attending 12 community and victims' rights events; setting up 32 VCCO table displays at various community events; and providing VCCO staff as speakers at three victims' rights events. As a result, VCCO increased its community outreach efforts by over 13% from FY 2018. These efforts included the initiation of a pilot program at the Jersey City Municipal Court, which provided undeserved victims with education of VCCO services, benefits, and guidance on the application process.

As a member of the 9/11 Memorial Committee, the VCCO assisted surviving family members with transportation to attend New York City's 2019 9/11 Memorial Service.

Looking ahead to FY 2020, VCCO has secured a federal grant to update its case processing system. The new system will allow claimants to upload required documents, check the status of their application in real time, and will provide 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, you may qualify for reimbursement, so 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 particular expenses they incur 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. Per state law, VCCO is a payer of last resort and victims must first exhaust other resources.

### 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 Department of Law and Public Safety 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 VCCO 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 VCCO 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 VCCO continued enhancing its 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 VCCO created a bilingual investigative unit where Spanish-speaking claimants are assigned to a bilingual investigator to better serve victims by preventing a language barrier. The caps were also increased under regulation for various benefits, including counseling, relocation, funeral expenses, transportation costs, and attorney fees.
- ♦ **2019:** The VCCO was awarded a federal grant for IT modernization of its case-processing system, which includes proposed enhancements to on-line filing and applicant access.



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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. Additionally, under state law, every police station and place of emergency medical care must make information booklets, pamphlets and any other pertinent information available, including blank applications, relating to the availability of crime victims' compensation benefits.

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, such as funeral and medical expenses, which they have incurred on behalf of the victim, or have become responsible for 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 or believed to have occurred, 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.
- No compensation shall be awarded if compensation to the victim proves to be substantial unjust enrichment to the offender.
- The victim or claimant must not have open warrants or active criminal charges.

*\* Good cause can include, but is not limited to, instances where the victim or the victim’s dependents are not appropriately informed of VCCO benefits, where a crime induced incapacity prevents the timely filing of a claim, or where victims have demonstrated a mentally induced incapacity. For victims under 18 years old, the filing deadline 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 and 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.

# 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
- Bereavement Benefits-2 weeks

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

# 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 notable 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.

## 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. Their superior will review the recommendation and either approve, deny 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.

# 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 their 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 held throughout the year and hearing dates are listed on 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, where the claimant and VCCO present their respective positions.
- The VCCO is represented by has legal counsel at the appeal. Claimants also have the right to be represented by an attorney-at-law duly licensed to practice in the State of New Jersey or qualified to make such appearance pursuant to the Rules governing the Courts of New Jersey.
- 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, overturn 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 claim is processed 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.

# Community Outreach and Training

In 2019, VCCO continued to make community outreach and training a top priority, while continuing to serve victims and raise awareness of VCCO services.

VCCO initiated a pilot program at the Jersey City Municipal Court to reach underserved victims by increasing the staff’s knowledge of VCCO services and providing crime victims information about VCCO benefits and the application process. As a member of the 9/11 Memorial Committee, VCCO arranged for the transportation of surviving family members to New York City’s 2019 9/11 Memorial Service.

Further, in order to increase public awareness of VCCO’s compensation benefits, led and participated in a variety of community events, including but not limited to, the following: 27 training courses led by VCCO staff, 12 community and victims’ rights events, 32 VCCO table displays, and 3 speaking engagements.

<b>Outreach Materials Distributed</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>	7411	12725	7414	25	420	161
<b>Spanish</b>	4797	7459	5162	0	366	197
<b>TOTAL</b>	12208	20184	12576	25	786	358

# Crime Victims' Rights Week

## 2019 Ceremony

Every year, the State Office of Victim-Witness Advocacy and the Victims of Crime Compensation Office of the New Jersey Division of Criminal Justice co-host the annual Crime Victims' Rights Week event. The 2019 event was held on April 11 at The College of New Jersey. The 2019 National Theme was: "Honoring Our Past. Creating Hope for the Future." The theme emphasized the historical landmarks of the past and focused its attention on the future expectations of the victims' rights movement.

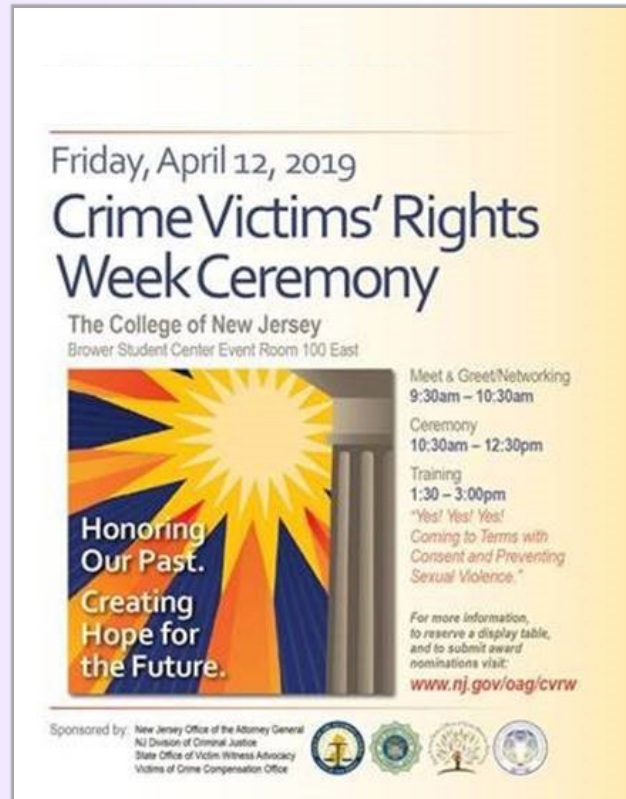
AAG Veronica Allende, Director of the Division of Criminal Justice, presided over the event, which included remarks from Attorney General Gurbir S. Grewal. Attorney General Grewal emphasized the importance of victim services and resources, including the role of VCCO, service providers, and law enforcement, who all assist victims in seeking justice. The event featured a panel discussion, two keynote speakers, an award ceremony, exhibitors, and entertainment provided by Trenton Central High School's Visual and Performance Arts Academy Orchestra.

The panel discussion was moderated by Pamela Jacobs, JD, Executive Director of the NJ Coalition to End Domestic Violence (NJCEDV). The panelists included: Rob Baran (NJ Coalition Against Sexual Assault (NJCASA)), Wil DuBose (NJCEDV), and Jonel Vilches (Office for Violence Prevention & Victim Assistance, Rutgers University). The panel discussion entitled "Men of Strength," explored the evolution of the male role in victims' services and the importance of male engagement in fostering attitude changes about violence.

Jeffrey Bucholtz, Director of We End Violence, was a keynote speaker and Workshop Instructor, who delivered a message that inspired hope and the need for fostering a collaborative and safe culture for victims and survivors. After the ceremony, Mr. Bucholtz provided training on identifying cultural myths, violence prevention, and building alliances. The second keynote speaker was filmmaker, writer and activist - Byron Hurt. From a social justice viewpoint, he delivered insight about victimization and exposure to violence in films.

The event also recognized four deserving individuals who were the recipients of the OAG Excellence Awards for Victims' Justice. Award winners were as follows:

### Endurance Award



*Pamela Johnson, Executive Director, Jersey City Antivoilence Coalition Movement)*

**Gladiator Award**

*Timothy Savage, Detective, NJ Division of Criminal Justice*

**Ronald W. Reagan Award**

*Catholic Charities – Diocese of Trenton*

**Crime Victims' Rights Award**

*Helen Archontou, Chief Executive Officer, YMCA Bergen County*

These individuals have consistently raised standards by demonstrating extraordinary commitment, endurance, hope, and assurance while delivering services to victims.

The event was attended by over 150 stakeholders from law enforcement communities, victim-witness advocates, medical/mental health professionals, and allied professionals, that gathered together to not only strengthen victim/survivors, but to support their recovery and promote awareness of services and criminal justice procedures. As such, there were 12 organizations from various government and non-profit sectors who provided direct services as well as distributed over 1,000 resource materials and promotional giveaways. The purpose of this event reaffirmed the challenges and the ongoing commitment to ensuring victims' justice.

# VCCO Staff



## **Executive Director**

AAG Louise 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

Connie Logan

## **Bill Entry**

Zuanette Cabrera

Denise Beachem

## **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

Guilherme Jamarino

Ken Thomas

Audeliz Vergel

Michelle Williams

## **Temporary Staff**

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

Marianela Caraballo-Soto

Gabriela de la Lanza Banos

Kamilah Eden

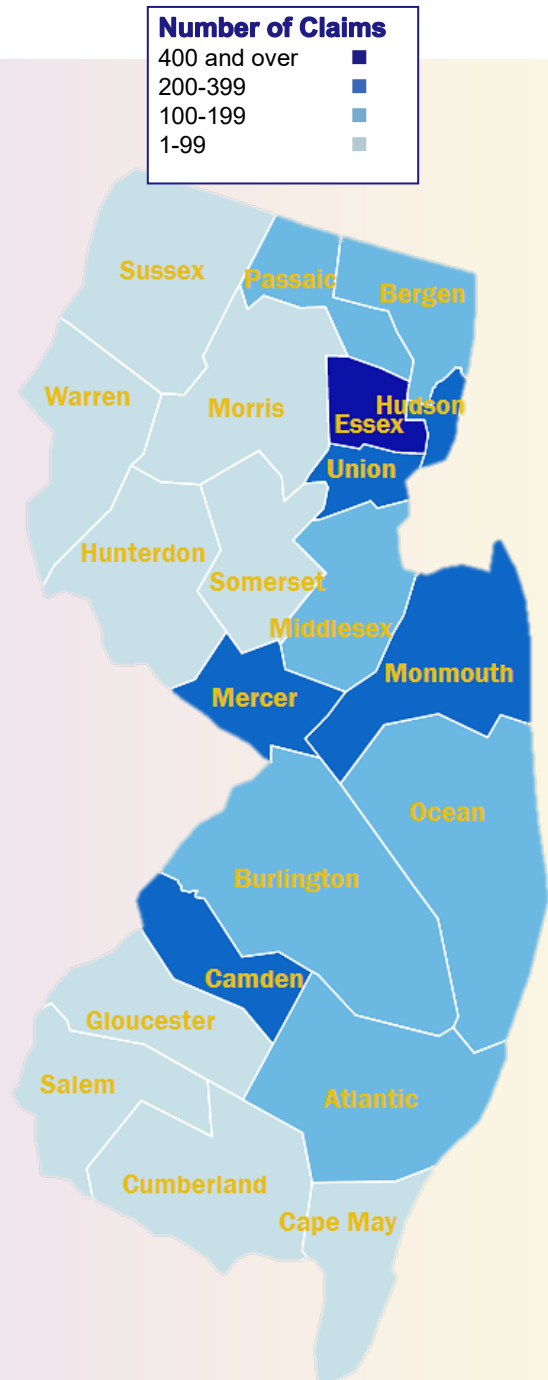
Cherdahne Mincy

# **Appendix: FY 2019 Statistics**

# Claims Received by County

**FY 19**

COUNTY	CLAIMS	PERCENTAGE
Essex	1,111	28.72%
Camden	401	10.37%
Union	308	7.96%
Mercer	285	7.37%
Monmouth	256	6.62%
Hudson	220	5.69%
Middlesex	221	5.72%
Passaic	201	5.20%
Ocean	129	3.34%
Burlington	122	3.15%
Atlantic	111	2.87%
Bergen	110	2.84%
Cumberland	82	2.12%
Gloucester	75	1.94%
Somerset	45	1.16%
Morris	41	1.06%
Salem	35	0.90%
Warren	31	0.80%
Sussex	27	0.70%
Cape May	19	0.49%
Hunterdon	15	0.39%
Out-of-State	23	0.59%
<b>TOTAL</b>	<b>3,868</b>	

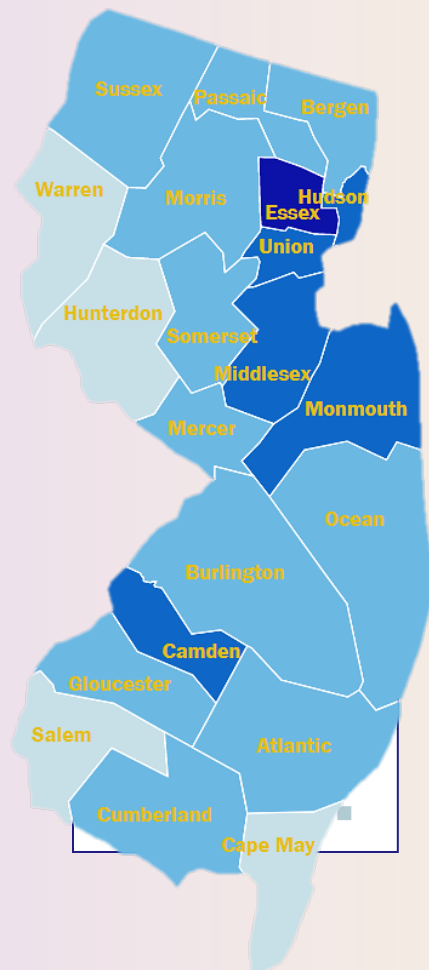


## Claims & Dollar Amounts

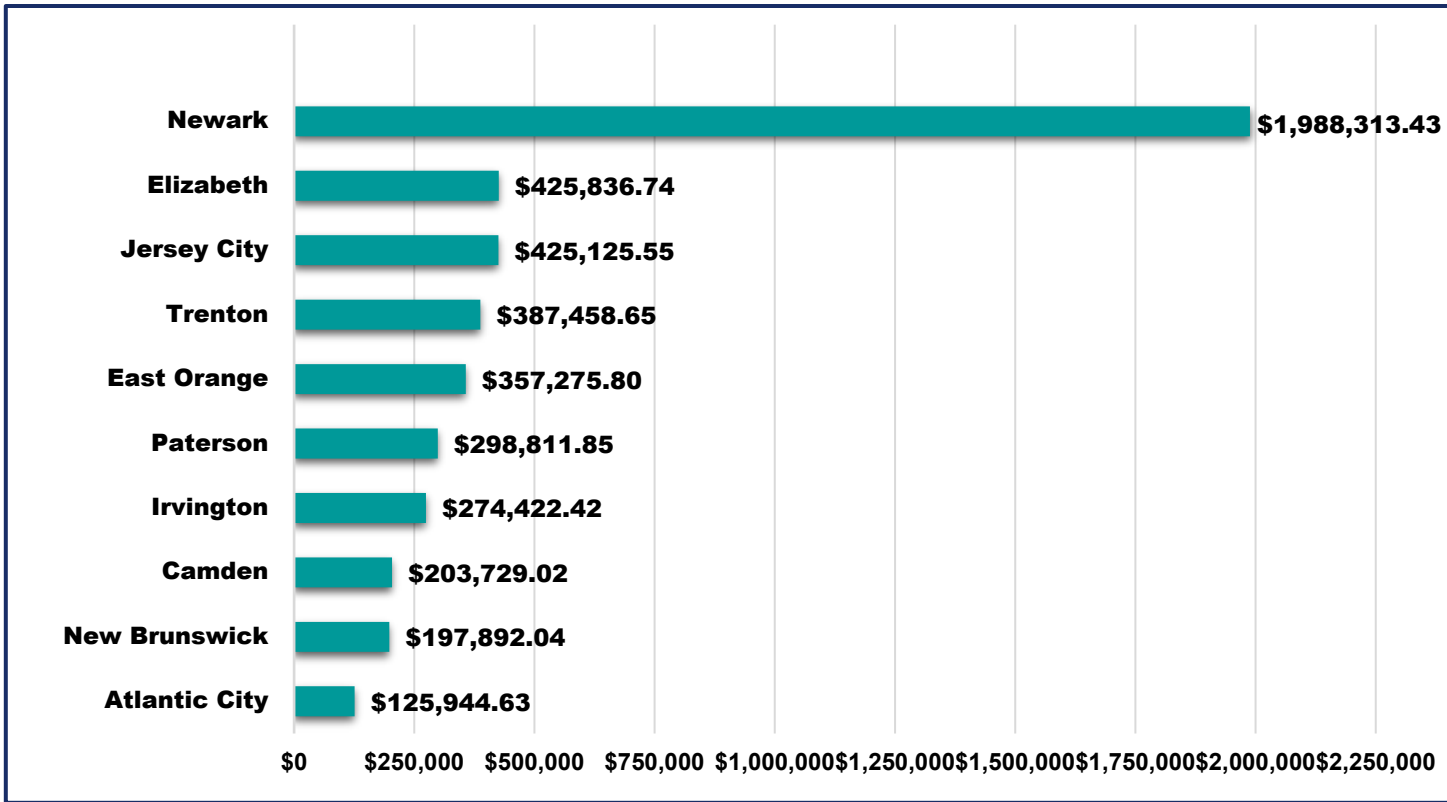
# Awarded per County

**FY 19**

COUNTY	CLAIMS	AMOUNT PAID
Essex	700	\$3,131,061.68
Monmouth	218	\$912,114.90
Union	209	\$912,425.80
Essex	158	\$736,964.95
Essex	142	\$646,260.20
Essex	192	\$736,336.30
Essex	95	\$446,058.60
Essex	177	\$684,485.70
Essex	114	\$721,850.14
Essex	115	\$397,661.33
Essex	105	\$390,504.17
Essex	66	\$275,057.00
Essex	52	\$225,101.10
Essex	49	\$184,105.80
Essex	38	\$140,183.30
Essex	52	\$245,991.00
Essex	29	\$64,298.33
Essex	21	\$88,695.77
Essex	13	\$36,592.08
Essex	13	\$49,090.78
Essex	14	\$58,689.74
Essex	3	\$11,635.78

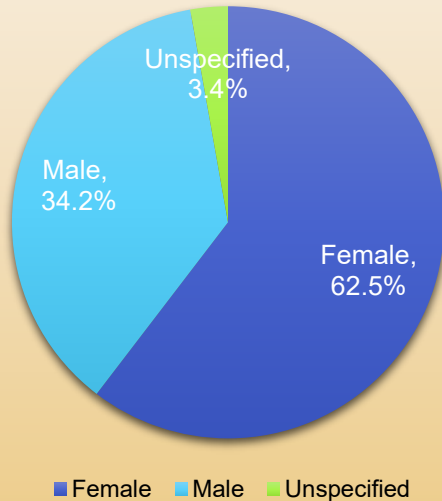


## Top Ten Municipalities in Claim Payments



# Demographics: Gender & Age **FY 19**

## CLAIMS BY GENDER



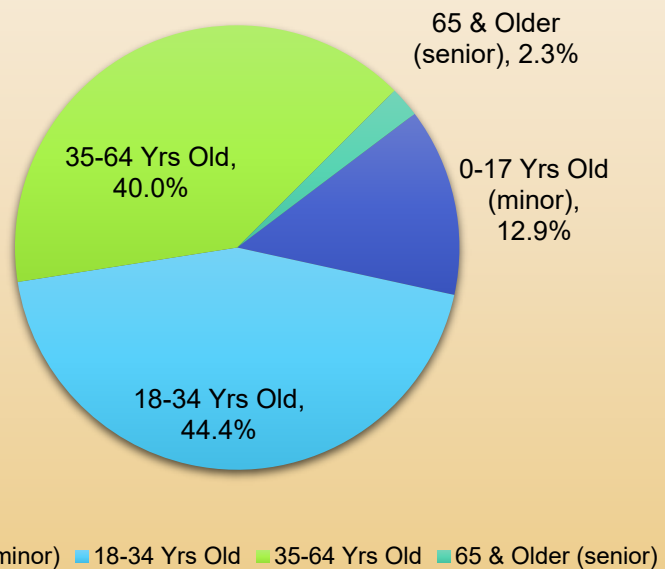
## CLAIMS RECEIVED BY GENDER

Gender	Claims
Male	1322
Female	2,416
Unspecified	130
<b>TOTAL</b>	<b>3,868</b>

## CLAIMS RECEIVED BY AGE GROUP

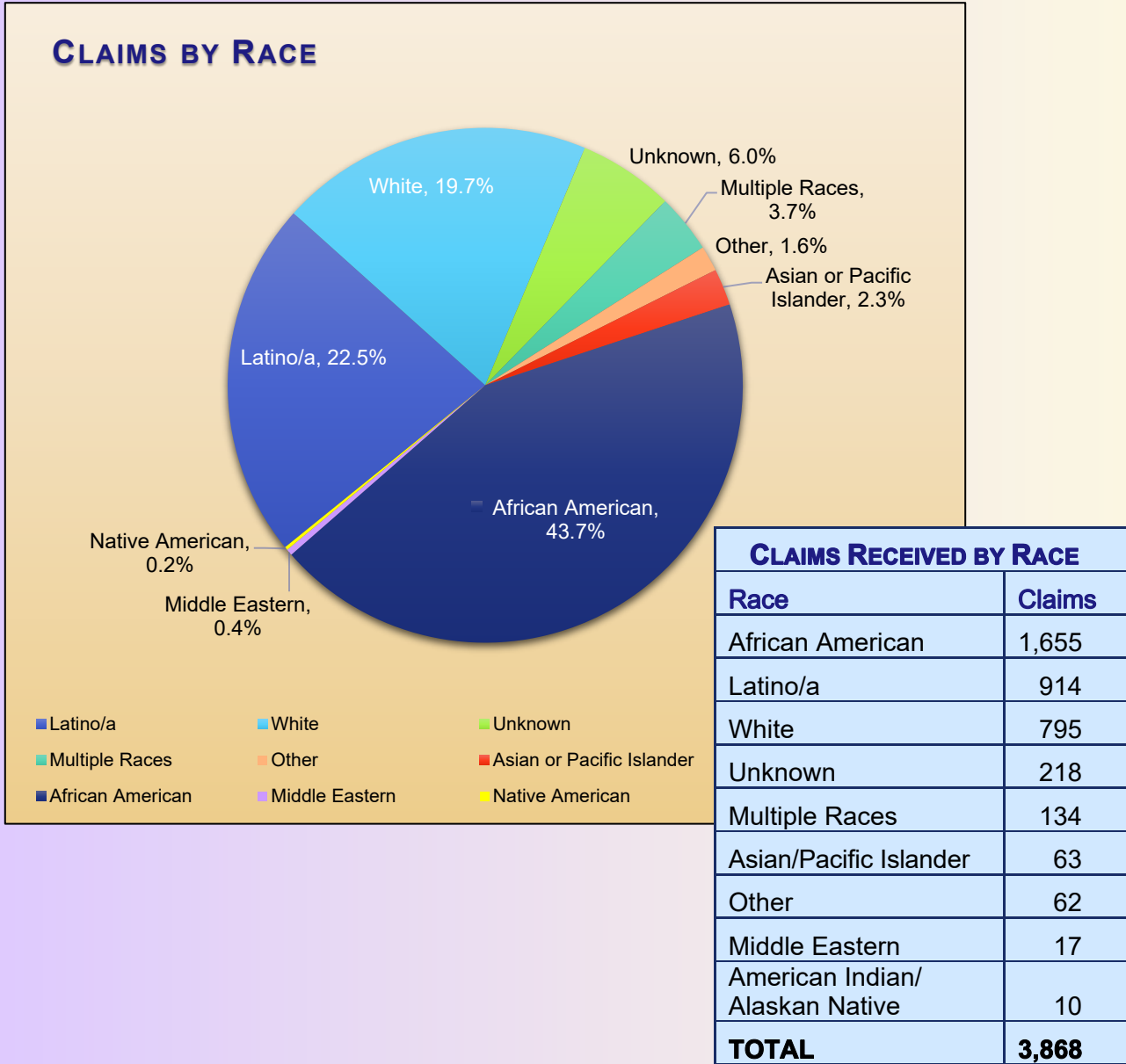
Age Group	Claims
0 to 17 (minor)	498
18 to 34	1,716
35 to 64	1,565
Unspecified	89
<b>TOTAL</b>	<b>3,868</b>

## CLAIMS BY AGE GROUP



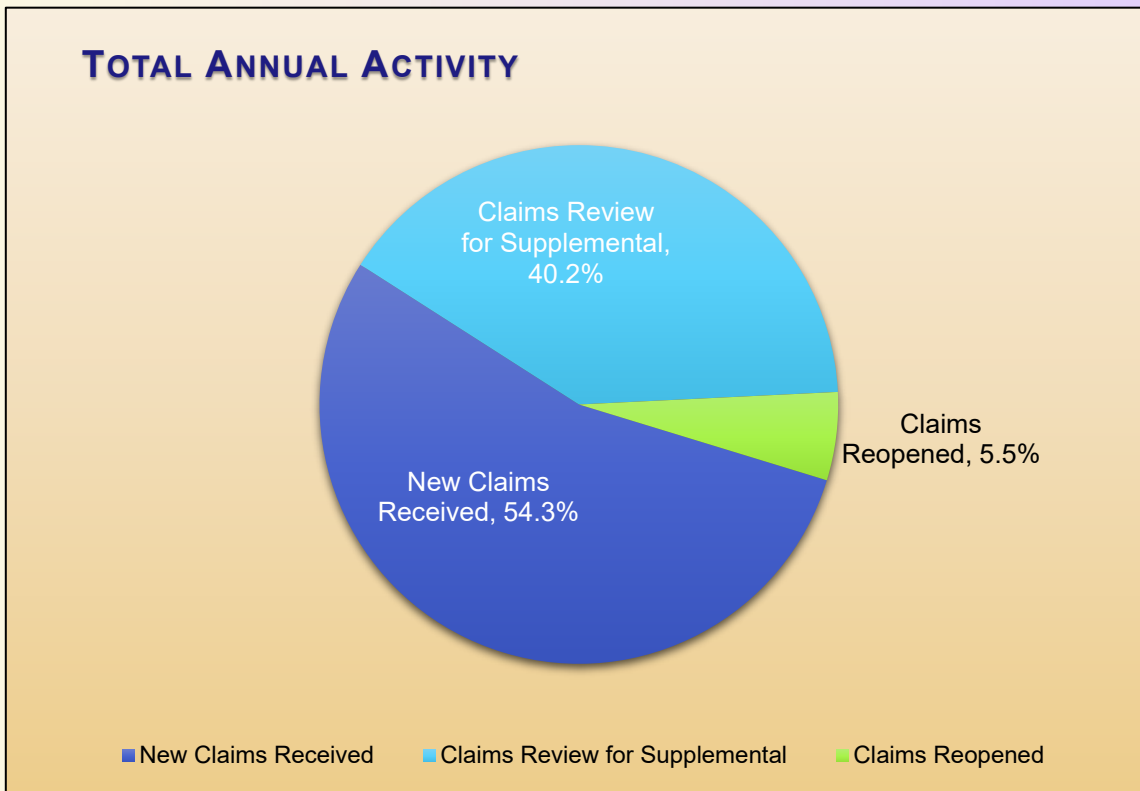
# Demographics: Race

**FY 19**



# Total Annual Activity

**FY 19**

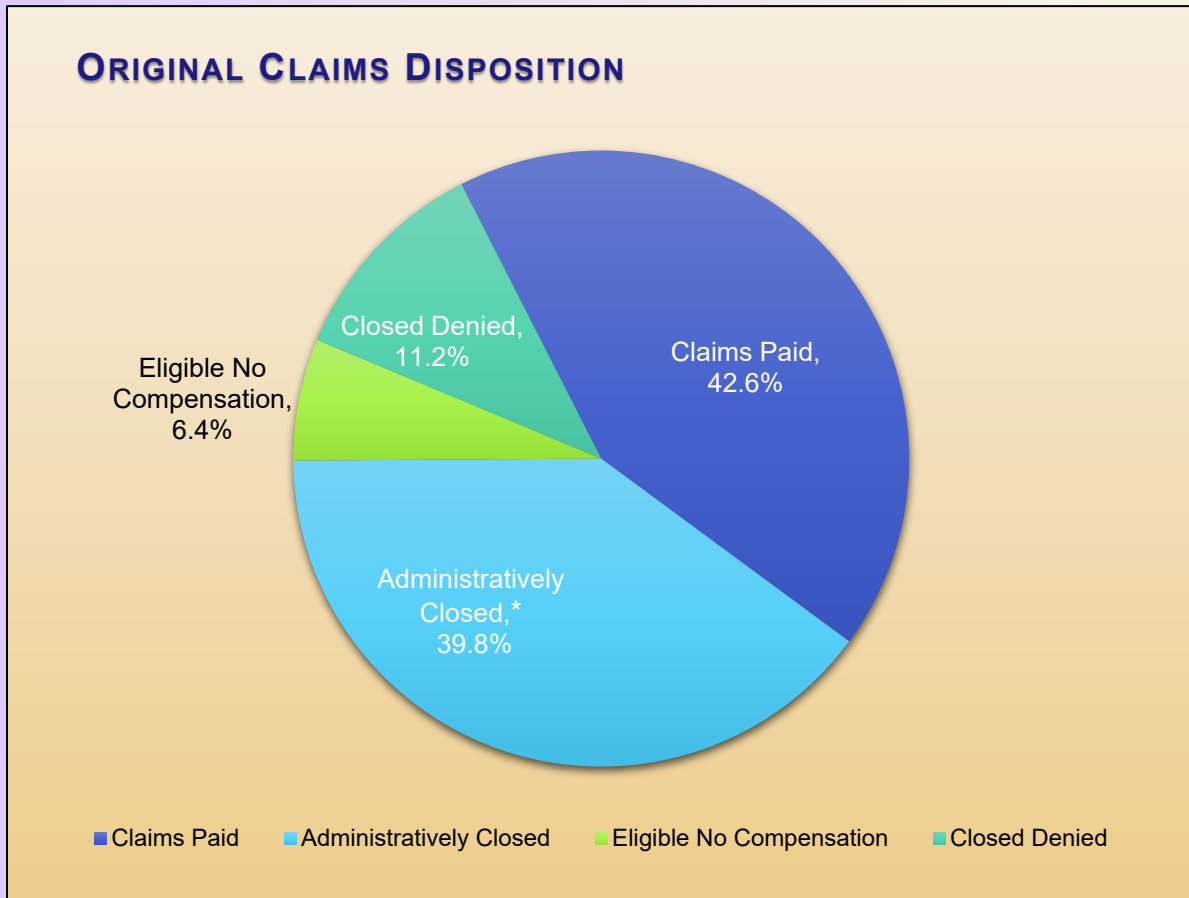


<b>TOTAL ANNUAL ACTIVITY</b>	
New Claims Received	<b>3,868</b>
Claims Reviewed for Supplemental	2,860
Claims Reopened	391
<b>TOTAL</b>	<b>7,119</b>

**Caveat:** Because VCCO individual claims can fall in various categories during an annual period, claims may 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 19**

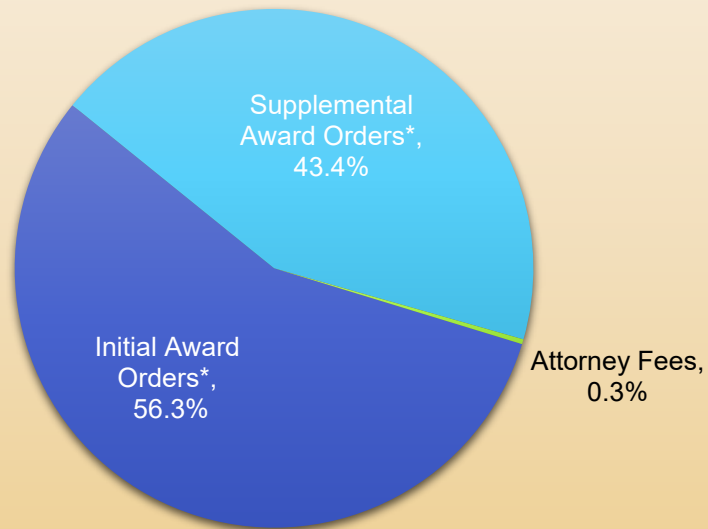


ORIGINAL CLAIMS DISPOSITION	
Claims Paid	1,888
Eligible No Compensation	284
Administratively Closed: Intake*	1,702
Administratively Closed: ECD*	61
Closed Denied	496
<b>TOTAL</b>	<b>4,431</b>

*\* 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

## TYPES OF AWARDS



■ Initial Award Orders\*   ■ Supplemental Award Orders\*   ■ Attorney Fees

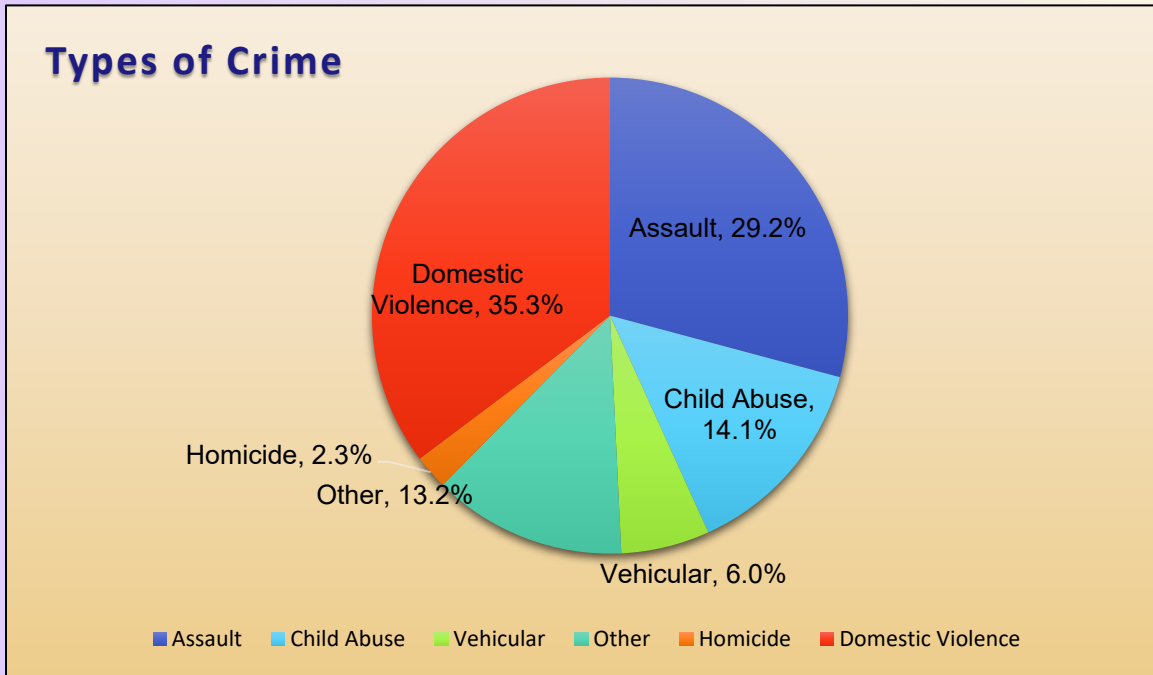
AWARDS ANALYSIS	
Type of Award	Amount
Initial Award Order*	\$6,242,450.40
Supplemental Award Order**	\$4,818,278.03
Attorney Fees	\$34,436.02
<b>TOTAL</b>	<b>\$11,095,164.45</b>

\* An **Initial Award Order** is the first payment 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

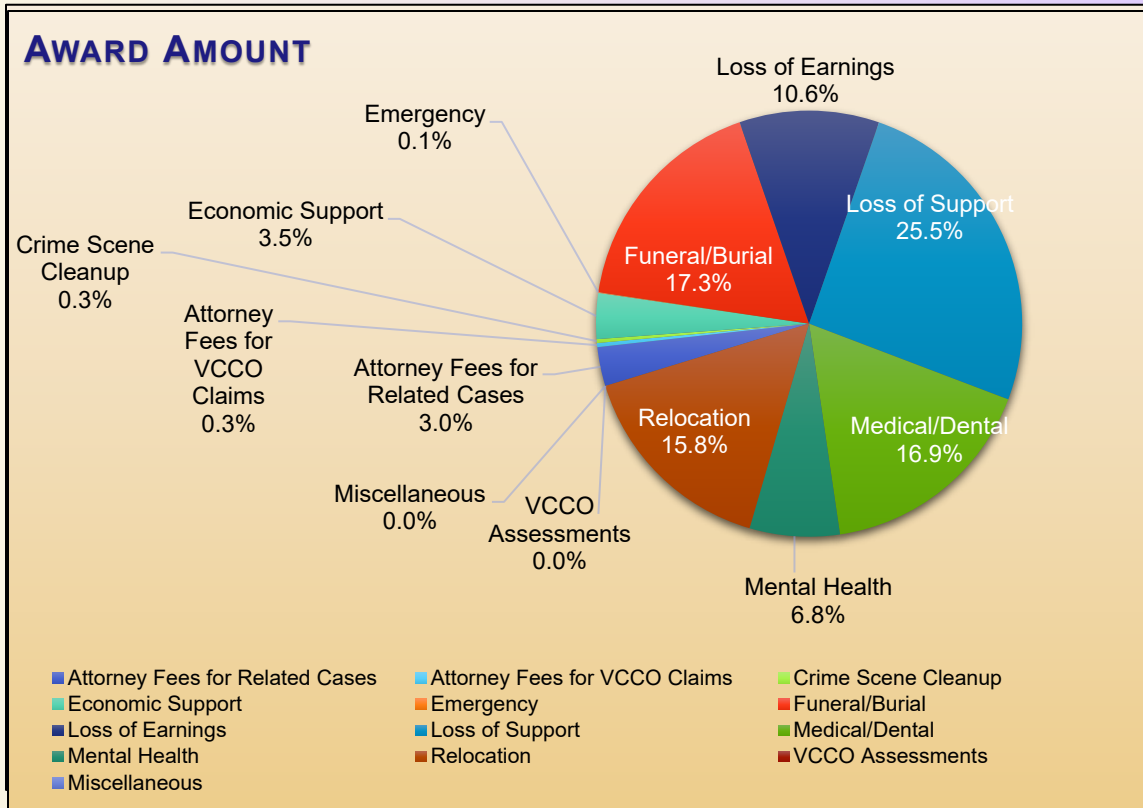
**FY 19**



CRIME TYPE	# OF CLAIMS	AMOUNT
Domestic Violence	908	\$4,042,076.53
Assault	751	\$2,706,036.04
Homicide	362	\$2,298,826.71
Child Abuse	339	\$1,302,132.24
Other Crimes of Violence	155	\$431,941.11
Vehicular	60	\$314,971.82
<b>TOTAL</b>	<b>2575</b>	<b>\$11,095,164.45</b>

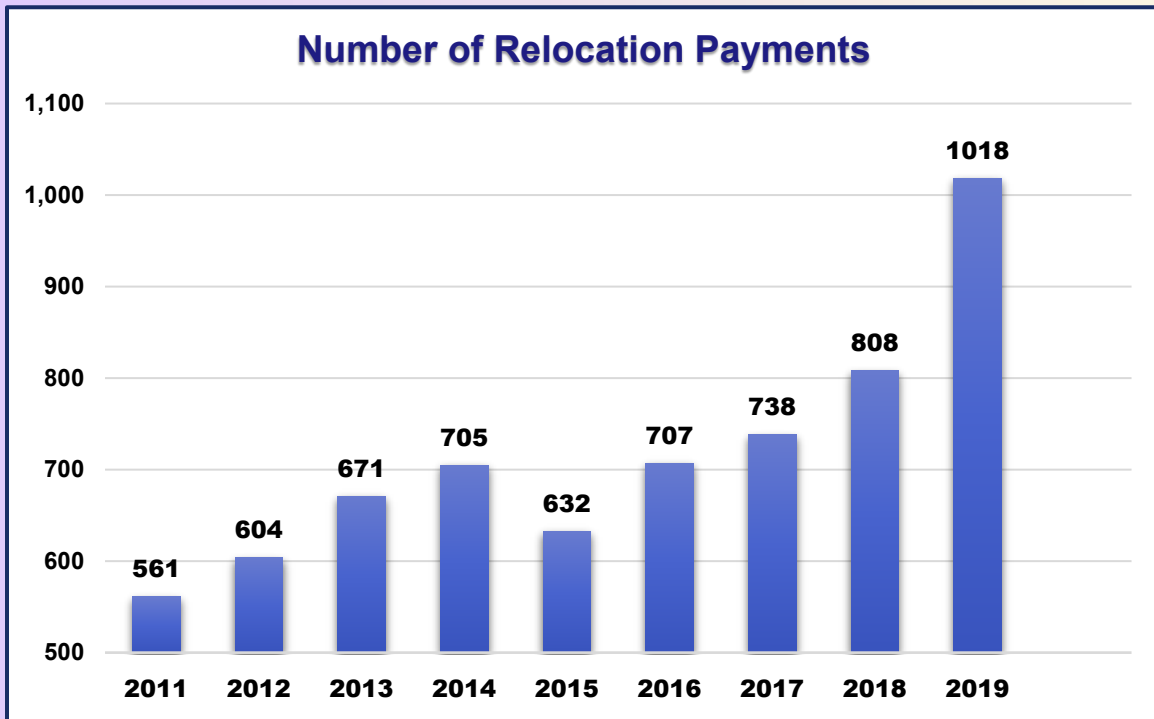
# Award Amount by Provider Type

**FY 19**



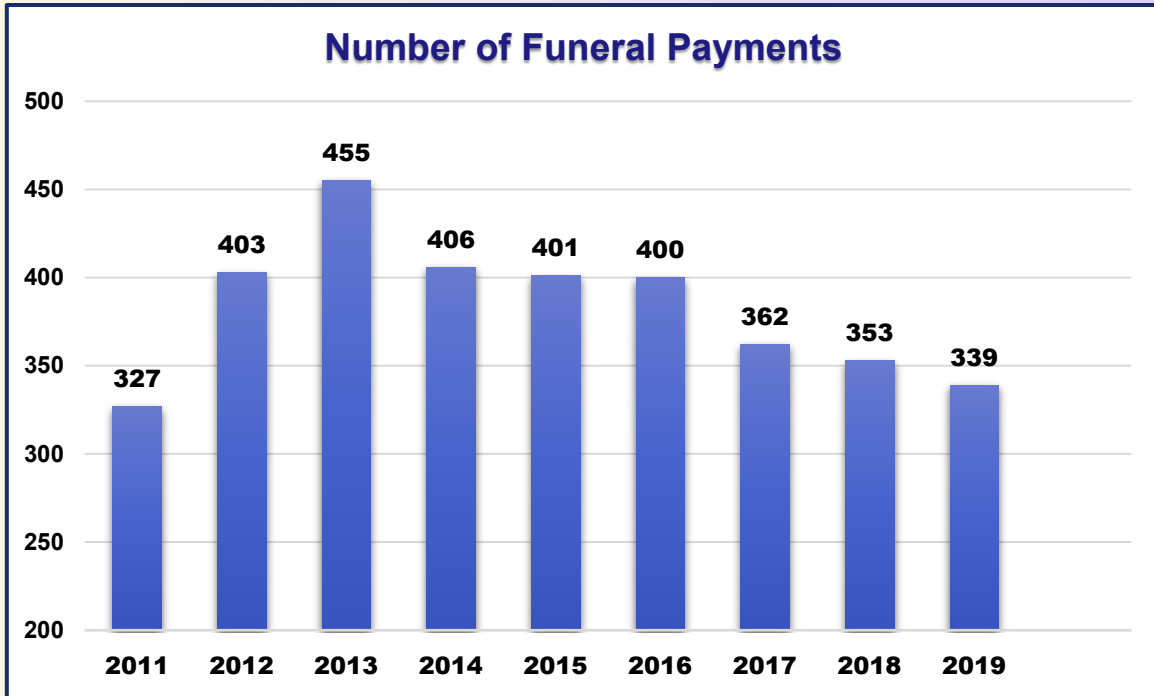
<b>AWARD AMOUNT BY PROVIDER TYPE</b>	
Attorney Fees for Related Cases	\$ 328,495.08
Attorney Fees for VCCO Claims	\$ 34,436.02
Crime Scene Cleanup	\$ 32,411.10
Economic Support	\$384,974.53
Emergency	\$ 6,492.95
Funeral/Burial	\$ 1,924,918.39
Loss of Earnings	\$ 1,176,507.34
Loss of Support	\$ 2,825,336.26
Medical/Dental	\$ 1,874,022.03
Mental Health	\$ 757,848.43
Relocation	\$ 1,749,353.28
VCCO Assessments	\$179.00
Miscellaneous	\$ 190.04
<b>TOTAL</b>	<b>\$ 11,095,164.45</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
2019	1018	\$1,749,353.28
<b>TOTAL</b>	<b>5,426</b>	<b>\$9,665,576.52</b>

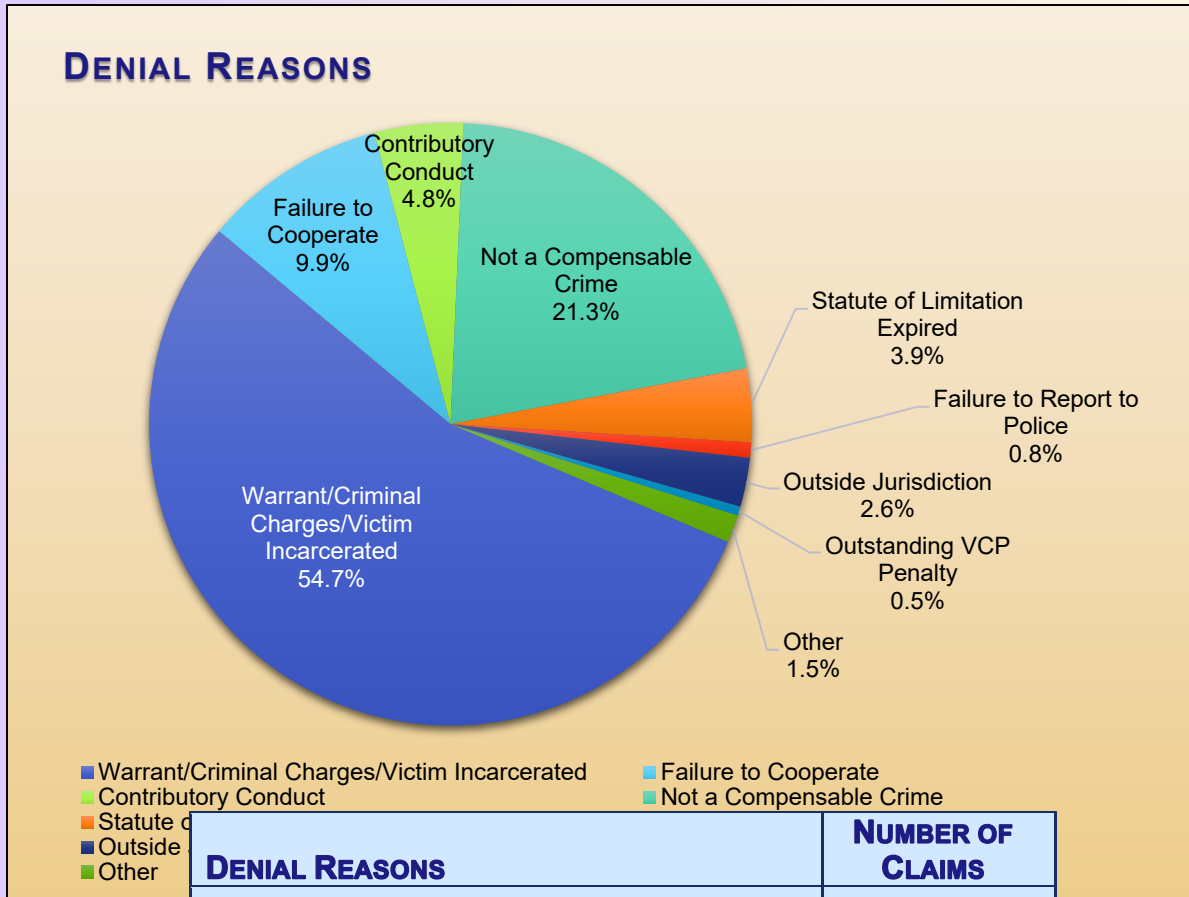
# Funeral Payment Analysis



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
2019	339	\$1,914,921.78
<b>TOTAL</b>	<b>3446</b>	<b>\$14,489,117.40</b>

# Common Reasons for Denial

**FY 19**

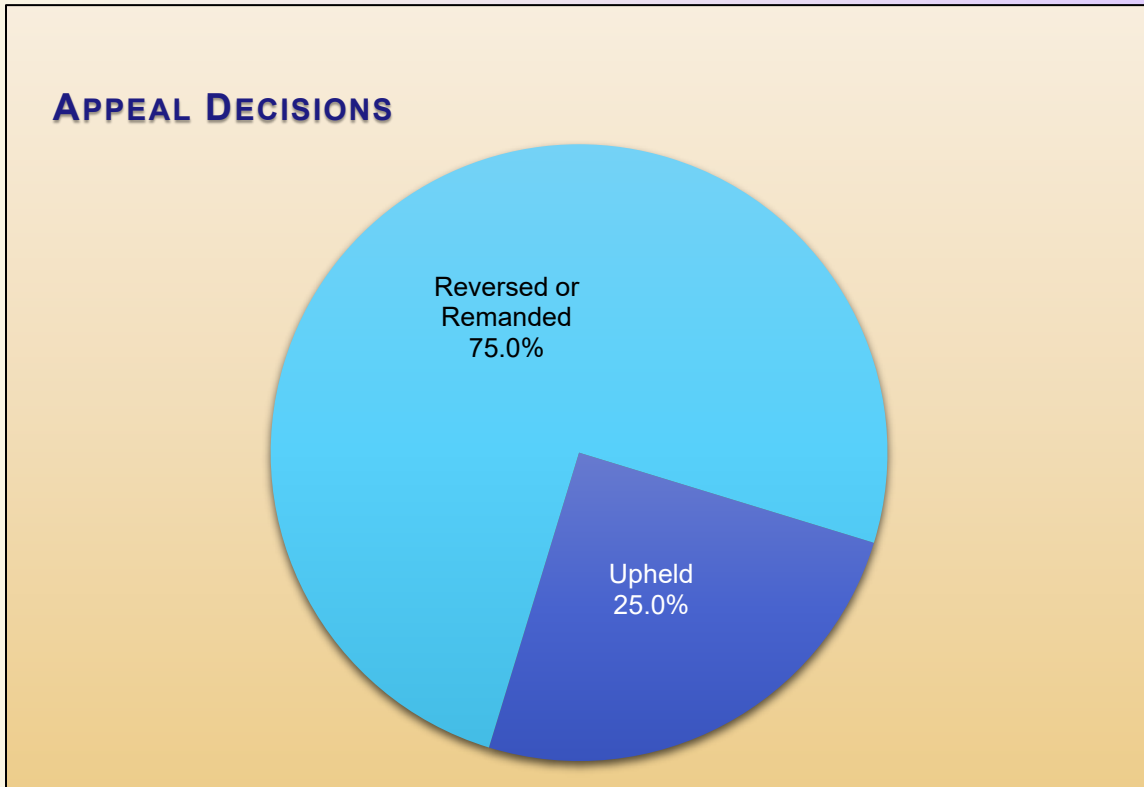


- Warrant/Criminal Charges/Victim Incarcerated
- Failure to Cooperate
- Contributory Conduct
- Not a Compensable Crime
- Statute of Limitation Expired
- Failure to Report to Police
- Outside Jurisdiction
- Outstanding VCP Penalty
- Other

DENIAL REASONS	NUMBER OF CLAIMS
Warrant/Criminal Charges/Victim Incarcerated	290
Not a Compensable Crime	127
Failure to Cooperate	25
Contributory Conduct	13
Outside Jurisdiction	10
Statute of Limitation Expired	6
Failure to Report to Police	4
Outstanding VCP Penalty	2
Other	19
<b>TOTAL</b>	<b>496</b>

# Hearing Results

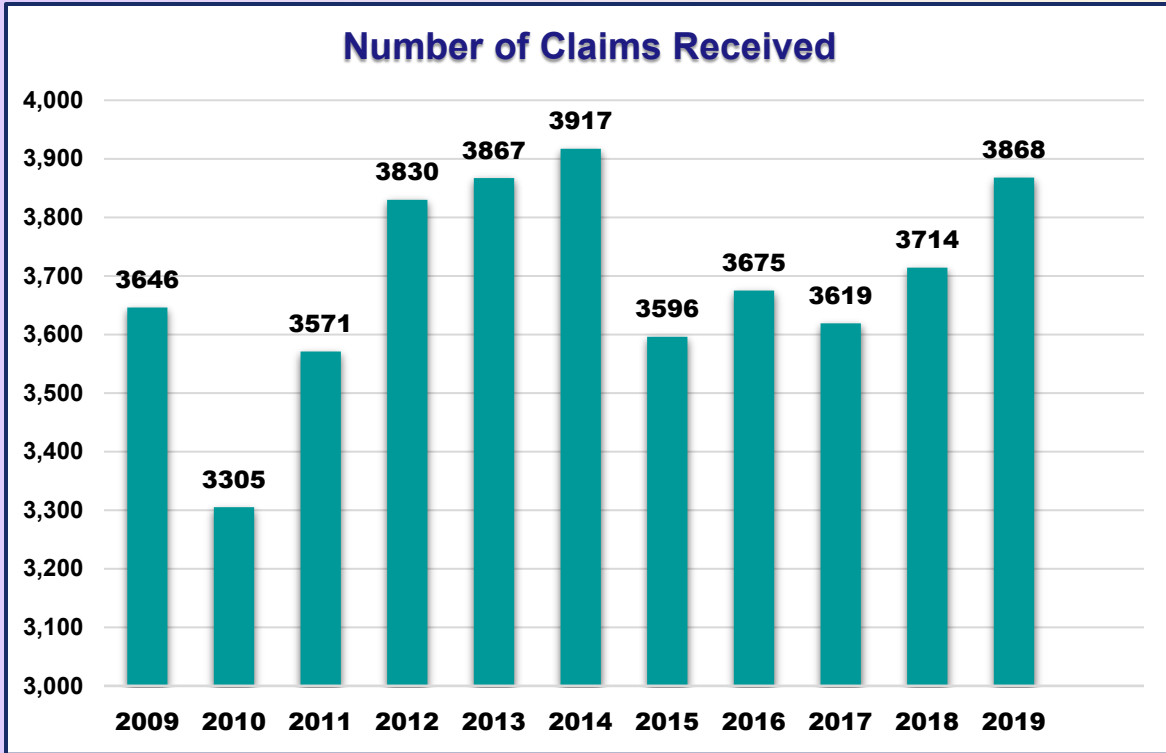
**FY 19**



	<b>CLAIMS</b>	
Upheld	2	25%
Reversed or Remanded	6	75%
<b>TOTAL</b>	<b>8</b>	

# Historical Overview *of Claims Received*

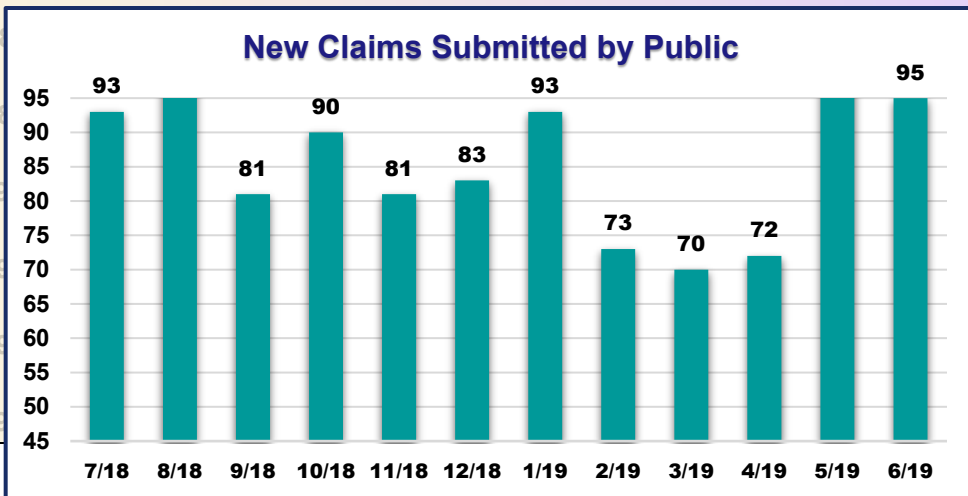
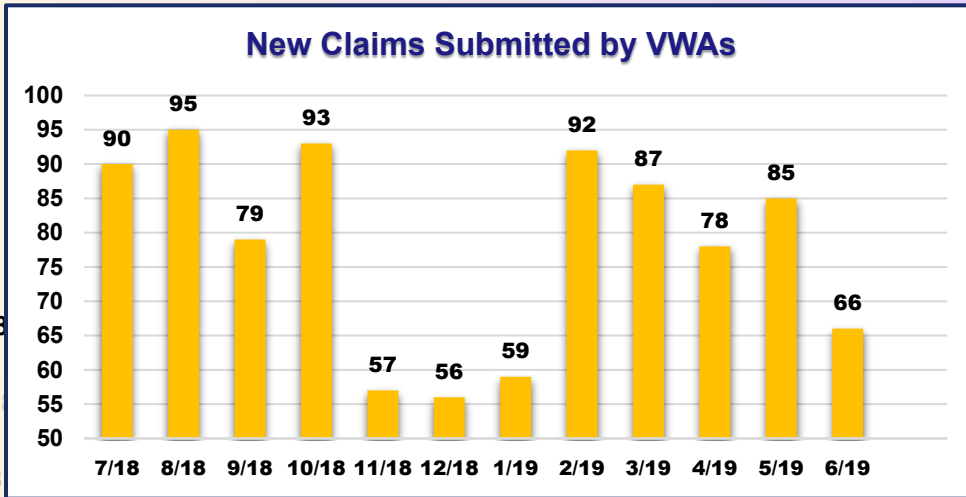
**FY 19**



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

**FY 19**

Jul '18  
Aug '18  
Sept '18  
Oct '18  
Nov '18  
Dec '18  
Jan '19  
Feb '19  
Mar '19  
Apr '19



	7/18	8/18	9/18	10/18	11/18	12/18	1/19	2/19	3/19	4/19	5/19	6/19	Total
<b>VWA</b>	90	95	79	93	57	56	59	92	87	78	85	66	937
<b>PUBLIC</b>	93	100	81	90	81	83	93	73	70	72	102	95	1033

## Walk-In Statistics



# Turnaround Time for Filing and Assigning Claims

**FY 19**

## TIME BETWEEN CRIME & VICTIM FILING A CLAIM

	<u>Claims</u>	<u>Percentage</u>
Less than 1 Month	1,487	38.4%
Between 1 Month and 6 Months	1,494	38.6%
Between 6 Months and 1 Year	372	9.69.9%
Between 1 Year and 2 Years	256	6.6%
Between 2 Years and 5 Years	169	4.4%
More than 5 Years	90	2.3%
<b>Total</b>	<b>3,868</b>	

## TIME BETWEEN CLAIM FILED & ASSIGNMENT TO INVESTIGATOR

	<u>Claims</u>	<u>Percentage</u>
Less than 1 Month	1,305	52.8%
Less than 2 Months	343	13.9%
Less than 3 Months	191	7.7%
Less than 4 Months	197	8.0%
Less than 5 Months	237	9.6%
Less than 6 Months	65	2.6%
More than 6 Months	132	5.3%
<b>Total</b>	<b>2,470</b>	

## TIME BETWEEN CLAIM FILED & ASSIGNMENT TO INVESTIGATOR

### \* EMERGENCY CLAIMS ONLY\*

	<u>Claims</u>	<u>Percentage</u>
Less than 1 Month	623	60.0%
Less than 2 Months	167	16.1%
Less than 3 Months	73	7.0%
Less than 4 Months	58	5.6%
Less than 5 Months	47	4.5%
Less than 6 Months	18	1.7%
More than 6 Months	53	5.1%
<b>Total</b>	<b>1,039</b>	

# Turnaround Time for Case Processing

**FY 19**

## STANDARD CLAIMS

	<u>Claims</u>	<u>Percentage</u>
Less than 1 Month	917	54.2%
Less than 2 Months	225	13.3%
Less than 3 Months	149	8.8%
Less than 4 Months	98	5.8%
Less than 5 Months	204	12.1%
Less than 6 Months	84	5.0%
More than 6 Months	14	0.8%
<b>Total</b>	<b>1,691</b>	

## EMERGENCY CLAIMS

	<u>Claims</u>	<u>Percentage</u>
Less than 1 Month	836	78.0%
Less than 2 Months	119	11.1%
Less than 3 Months	32	3.07.0%
Less than 4 Months	22	2.1%
Less than 5 Months	45	4.2%
Less than 6 Months	12	1.1%
More than 6 Months	6	0.6%
<b>Total</b>	<b>1,072</b>	

## SUPPLEMENTAL CLAIMS\*

	<u>Claims</u>	<u>Percentage</u>
Less than 1 Month	2,186	76.4%
Less than 2 Months	521	18.2%
Less than 3 Months	124	4.3%
Less than 4 Months	22	0.8%
Less than 5 Months	4	0.1%
Less than 6 Months	2	0.1%
More than 6 Months	1	0.0%
<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	\$3,524,136.32
Criminal Disposition Penalties	\$299,419.76
Commissary	\$2,662,505.70
Sex Crime Treatment	\$179,728.73
Restitution	\$218,047.72
Claims - Victims of Crime	(\$3,372,000)
<b>Total Revenue</b>	<b>\$3,511,838.23</b>

## FEDERAL VOCA GRANT

<u>Federal Fiscal Year</u>	<u>Amount</u>
FY 2015	\$391.70
FY 2016	\$981,173.47
FY 2017	\$2,546,447.00
FY 2018	\$2,789,483.00
<b>Total Federal VOCA Grant</b>	<b>\$6,317,495.17</b>

## STATE APPROPRIATION

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

## CARRY FORWARD

	<u>Amount</u>
FY 2018 Carry Forward	<b>\$3,267,993</b>

**TOTAL FY 2019 RESOURCES\*    \$16,469,326.40**

*\* Total FY 2019 resources amount does not include funds from DOC restitution account totaling \$1,609.36.*

# Expenditures

**FY 19**

## SALARIES & OPERATIONS

	<u>Amount</u>
Salaries and Wages	\$1,984,184
Material and Supplies	\$100,741
Services Other than Personnel	\$663,546
Maintenance and Fixed Charges	\$25,198
Information Technology	\$32,734
<b>Total Salaries &amp; Operations</b>	<b>\$2,806,403</b>

## STATE & FEDERAL CLAIMS

	<u>Amount</u>
State Claims	\$4,265,424
State Claims (Sex Crimes Treatment Fund)	\$74,398
Federal Claims - FY15 VOCA Grant	\$392
Federal Claims - FY16 VOCA Grant	\$979,381
Federal Claims - FY17 VOCA Grant	\$2,546,375
Federal Claims - FY18 VOCA Grant	\$2,789,483
<b>Total State &amp; Federal Claims</b>	<b>\$10,655,453</b>

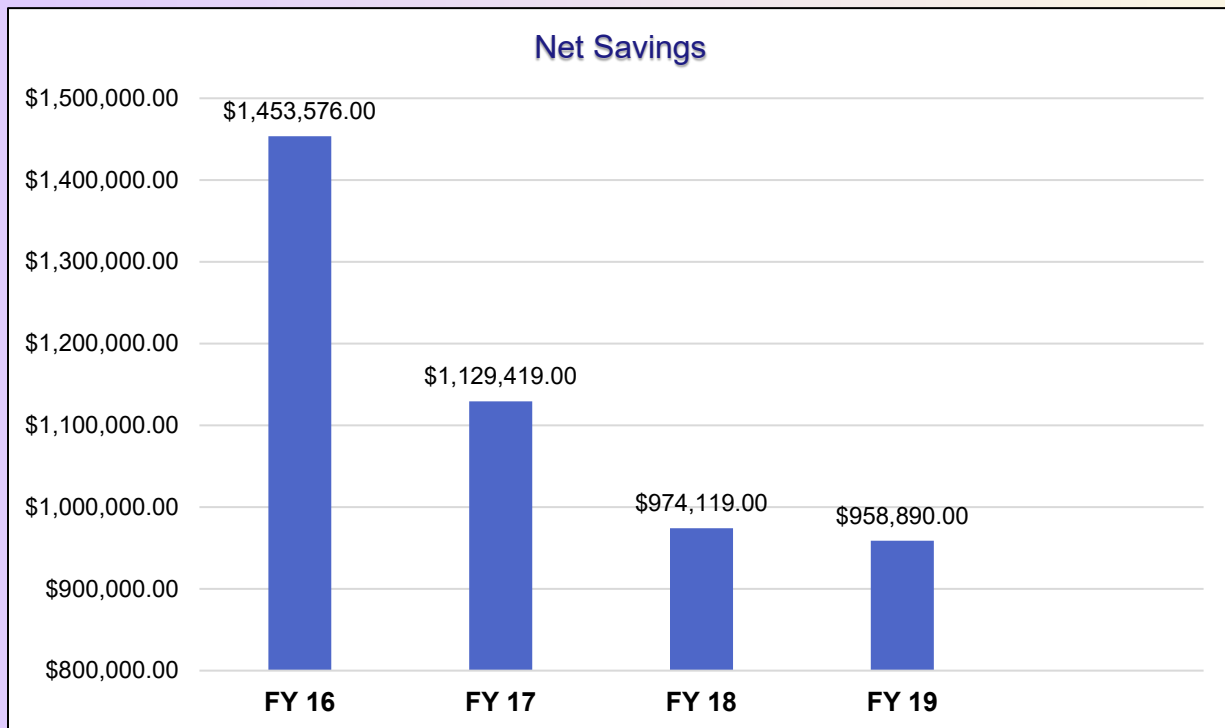
**TOTAL FY 2019 EXPENDITURES** **\$13,461,856**

# 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 2019.

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
FY 19	\$1,521,337	\$9,672	\$958,890



# 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

---

Date:

Time:

---

*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)