



NJ VICTIMS OF CRIME COMPENSATION OFFICE

FY 2020 REPORT

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New Jersey Office of the Attorney General

Victims of Crime Compensation Office

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, the 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 2020, VCCO's staff consisted of 30 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 sustained a severe long-term or life-long injury as a result of the offense, the maximum award increases up to an additional \$35,000.

Under VCCO's Federal and State mandates, the 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, the 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 benefits sought by claimants.



GURBIR S. GREWAL
Attorney General

Victims of Crime Compensation Office (continued)

Fiscal Year 2020

In Fiscal Year 2020, the world was faced with an unprecedented pandemic caused by the COVID-19 virus. Many New Jerseyans suffered serious illnesses or lost loved ones. On March 9, 2020, a Public Health Emergency was declared by Governor Phil Murphy in an attempt to save lives and to stop the spread of COVID-19 in our State.

During the pandemic, the VCCO continued to provide assistance to New Jersey crime victims without disruption in services through remote telework. A call center was created for victims to submit their applications via telephone if they were unable to fax, mail, or apply online. Temporary COVID-19 measures were initiated to help vulnerable victims by using alternative methods to determine income and support payments. Staff obtained income information from the Department of Labor for claimants when that information could not be obtained from their employer due to COVID-19 related business closures or when loss-of-support documentation could not be provided. Instead of closing claims for lack of documentation, staff focused their time on contacting victims by phone to help them obtain the information needed in order to provide assistance – especially victims in emergent need.

In addition to meeting the needs of crime victims, the VCCO successfully reduced its active caseload and the time it takes to process claims. By the end of FY 2020, eighty-five percent of new claims, ninety-two percent of emergency claims, and ninety-eight percent of supplemental claims were being processed within thirty days after the necessary information was received. In FY 2020, VCCO awarded over \$12 million in compensation to New Jersey residents.

Looking ahead to FY 2021, there are significant changes and new benefits added to our governing statute scheduled to take effect on August 1, 2020 that are designed to be more victim friendly. The VCCO recognizes the challenges many victims face and it is our goal to make sure that services are made

New Jersey Office of the Attorney General

Victims of Crime Compensation Office (continued)

available to meet the needs of all victims. None of these changes would have been possible without the support of Attorney General Gurbir Grewal, Special Advisor for Victim Services Elizabeth Ruebman, and this Administration and their vision to ensure that all victims are eligible to receive needed services and are treated with fairness, compassion, and respect.

The VCCO is committed to serving crime victims and their families. The 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 assistance. Please do not hesitate to contact the VCCO - we are here to help.

About vcco

VCCO's Mission

The 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, the VCCO is mindful of the special needs of those victimized by crime and their right to be treated with fairness, compassion and respect. Per New Jersey law, the VCCO is a payer of last resort and victims must first exhaust other resources.

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 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 law in New Jersey.

1998: 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 non-profit 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 for processing open claims.

About **VCCO** (continued)

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 of community events by over 70%.

2017: The VCCO continued enhancing its online case processing system. With the latest improvement, claimants who did not file a claim online 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.

Application

Claim applications are available in English and Spanish and can be obtained directly from the 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 non-profit 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 the 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. The VCCO staff are available to assist victims/claimants and their families during the application process. Please contact the office to schedule an appointment.



The Victims of Crime Compensation Office

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

Fax: 973-648-3937

E-mail: njvictims@njvictims.org

Web: www.njvictims.org

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 the 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.

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, the VCCO may provide compensation to claimants who incur unforeseen expenses resulting from being a crime victim. The following are notable expenses for which the 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 the VCCO's receipt of an application, the claim is opened and given a claim number. An acknowledgment 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 or claimant 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 the 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, the case investigator will communicate with police and prosecutorial personnel and secure related information from the courts. The supervisor 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, 2) securing insurance benefit statements, and 3) 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 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, where the claimant and VCCO present their respective positions.
- The VCCO is represented by the 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 the 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.

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
- Threats to do Bodily Harm

What You Need to File

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

Outreach and Training

The VCCO continues to make community outreach and training a top priority. The outreach and training group, comprised of the VCCO staff, continues to serve victims and raise awareness of the VCCO and its services. As committed public servants, the VCCO recognizes our social responsibility and continuously seeks new ways to ensure services are made available to meet the needs of all victims. In FY 2020, new legislation was passed that would enable the VCCO to provide more services to a larger array of victims of crime. Outreach materials were updated in preparation for the upcoming changes.

The onset of the COVID-19 pandemic presented some challenges. During quarantine, the VCCO trainings switched to a virtual format. Moving forward, a majority of trainings will be conducted virtually allowing the VCCO to provide more trainings without the geographic limitations of traditional in-person trainings.

Outreach Materials Distributed - FY 2019					
	Claim Application	Informational Brochure	Tri-Fold Card	Business Card	Poster
English	575	2,100	300	270	48
Spanish	225	1,000	0	0	28
Total	800	3,100	300	270	76

*Note: All Outreach materials are downloadable from the VCCO Website.
Distribution of physical materials was limited due to the COVID shutdown.*

Outreach and Training (continued)

Outreach Events:

In FY 2020, the VCCO participated in thirty training and community events throughout the state including:

- Essex County Family Justice Center, Newark
- New Jersey Victim Assistance Academy, Rutgers School of Social Work, Vineland
- Department of Labor at Princeton University, Princeton
- Jersey City Medical Center, Jersey City
- New Jersey Hospital Based Violence Intervention Program (NJHVIP), virtual training
- Legal Service of New Jersey, Edison
- Union County College LGBTQ Community Health and Wellness, Cranford
- Governor's State Latino – Resource Fair, New Brunswick
- New Jersey Office of the Attorney General/Division of Criminal Justice Human Trafficking Task Force event, Trenton
- Stand Out Against Domestic Violence at Rowan College of South Jersey, Vineland
- Six National Night Out Events, Newark, Maplewood, Bordentown, Linden, Asbury Park, and Rahway
- Governor's Advisory Council Against Sexual Violence (GACASV), quarterly meeting, Lawrenceville

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

The Annual Crime Victims Rights week ceremony at the Robert J. Hughes Justice Complex was canceled in April 2020 due to the pandemic.



VCCCO Staff

Acting Executive Director

Mary Ellen Bonsper

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*

Investigators

Craig DiFiore, *Acting 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

Telisa Chambers

Jason Delpeche

Michael Habib

Guilherme Jamarino

Ken Thomas

Audeliz Vergel

Michelle Williams

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

Marianela Caraballo-Soto

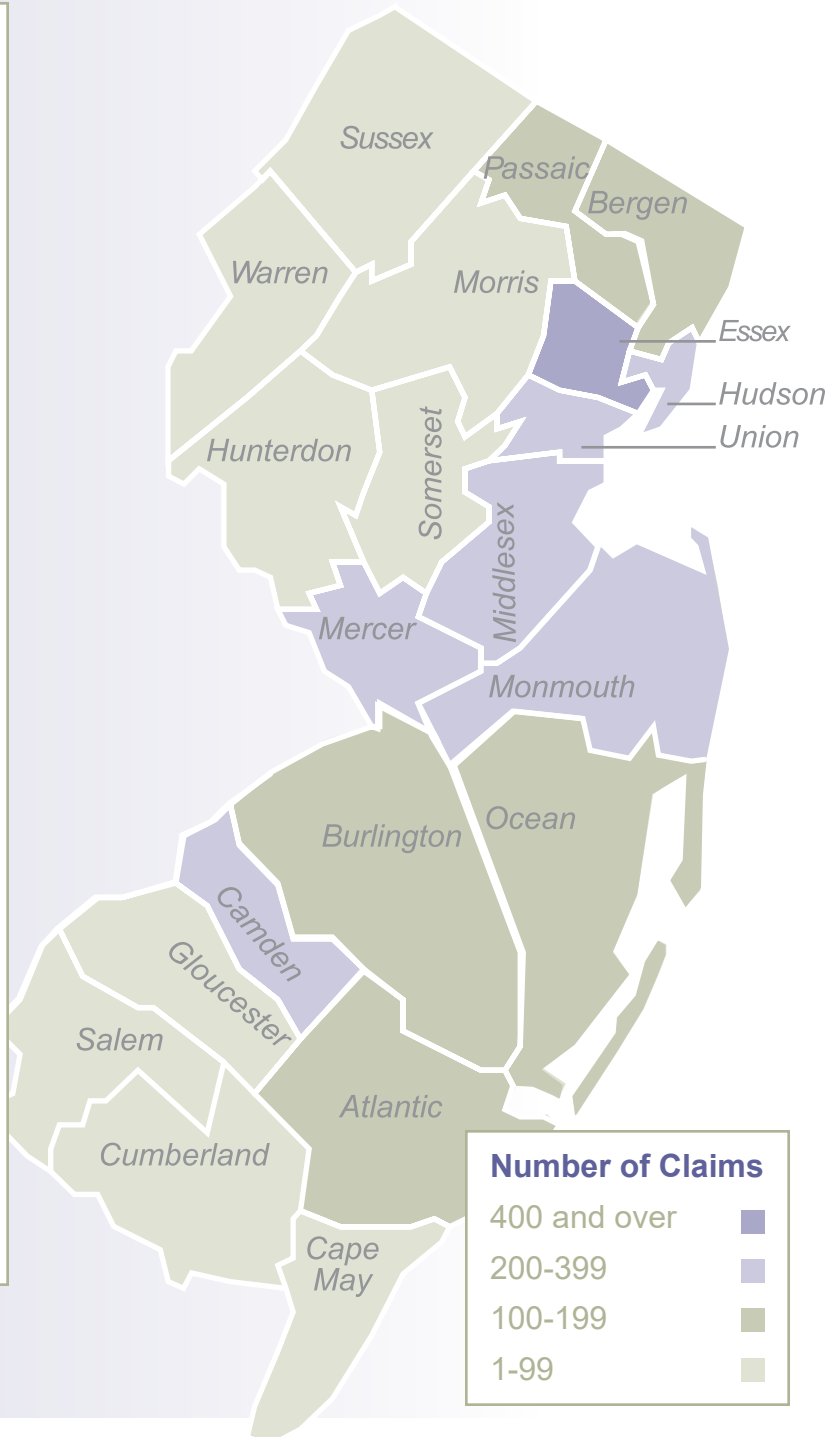
Cherdahne Mincy

Enrique Lillo

Appendix – FY 2020 Statistics

FY 20 Claims Received by County

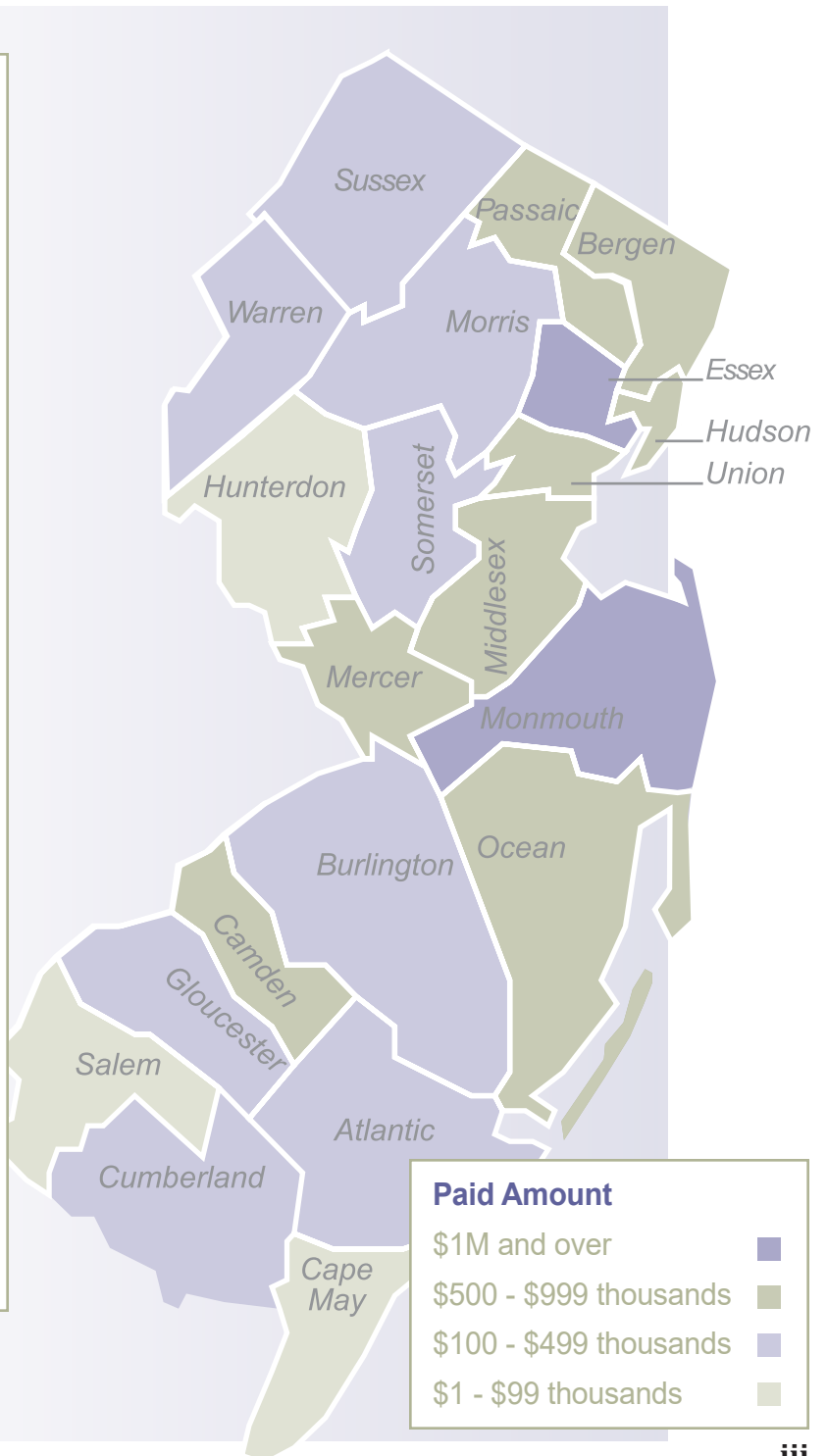
County	Claims	Percentage
Essex	996	26.48%
Camden	338	8.98%
Monmouth	294	7.81%
Mercer	260	6.91%
Union	256	6.80%
Middlesex	237	6.30%
Hudson	205	5.45%
Passaic	186	4.94%
Ocean	166	4.41%
Bergen	119	3.16%
Burlington	110	2.92%
Atlantic	108	2.87%
Gloucester	84	2.23%
Cumberland	82	2.18%
Morris	60	1.59%
Salem	54	1.44%
Somerset	51	1.36%
Sussex	29	0.77%
Warren	27	0.72%
Cape May	19	0.51%
Hunterdon	14	0.37%
Out-Of-State	25	0.66%
Unknown	42	1.12%
Total	3,762	



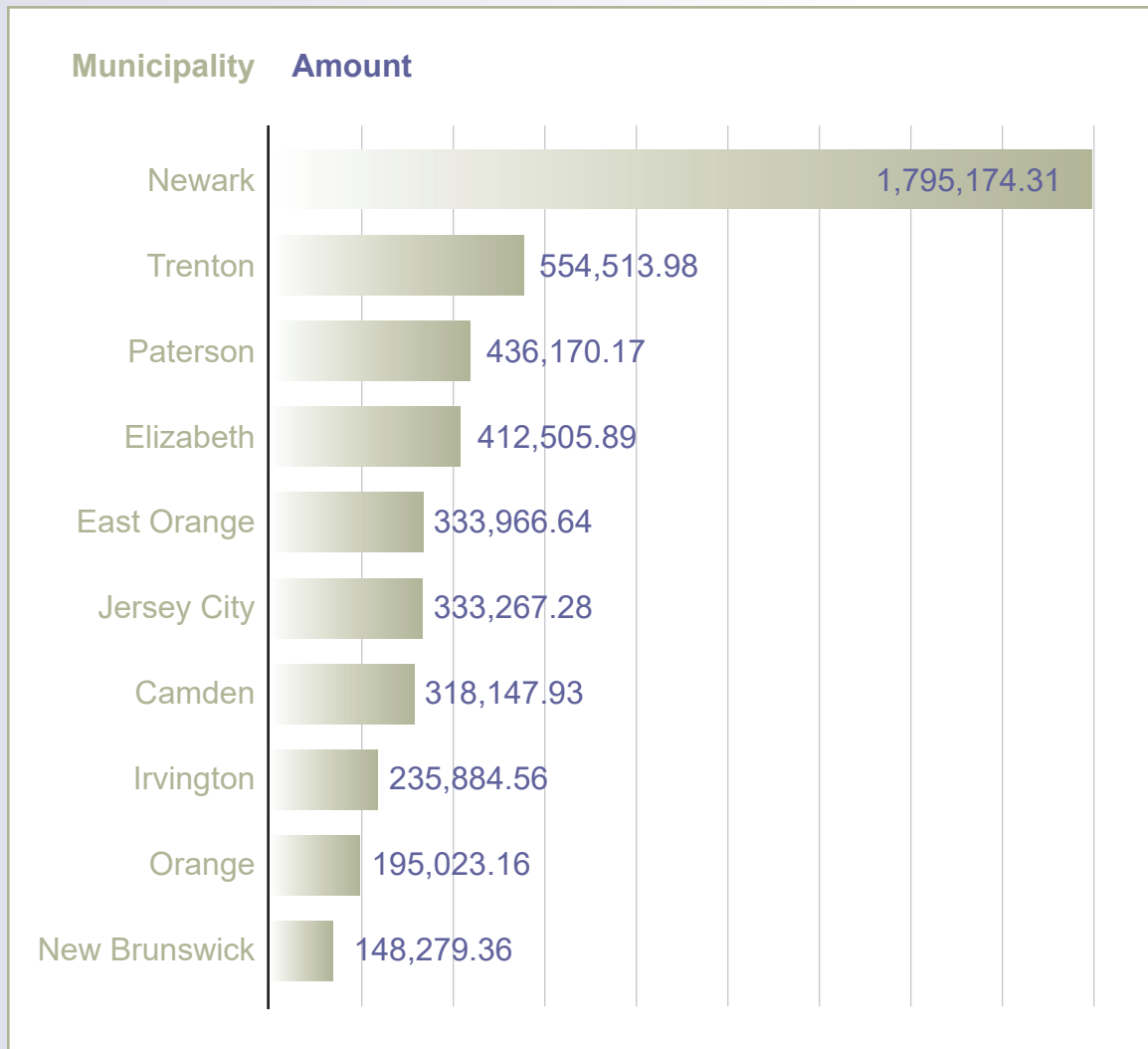
FY 20 Claims & Dollar Amounts

awarded per county

County	Claims	Paid
Essex	747	2,946,746.14
Monmouth	215	1,002,211.76
Union	217	938,440.33
Middlesex	202	920,599.80
Camden	209	806,083.96
Mercer	166	786,811.32
Passaic	148	704,793.89
Hudson	162	588,744.17
Ocean	130	537,092.71
Bergen	111	502,827.26
Atlantic	74	377,151.04
Burlington	70	336,275.89
Somerset	50	261,222.51
Gloucester	49	259,501.93
Morris	45	210,341.57
Warren	26	183,511.71
Cumberland	49	176,090.17
Salem	25	108,641.72
Sussex	28	108,562.01
Cape May	9	50,157.74
Hunterdon	15	37,697.41
Out-Of-State	5	32,836.56
Unknown	32	208,243.12
Total	2,784	\$12,084,584.72

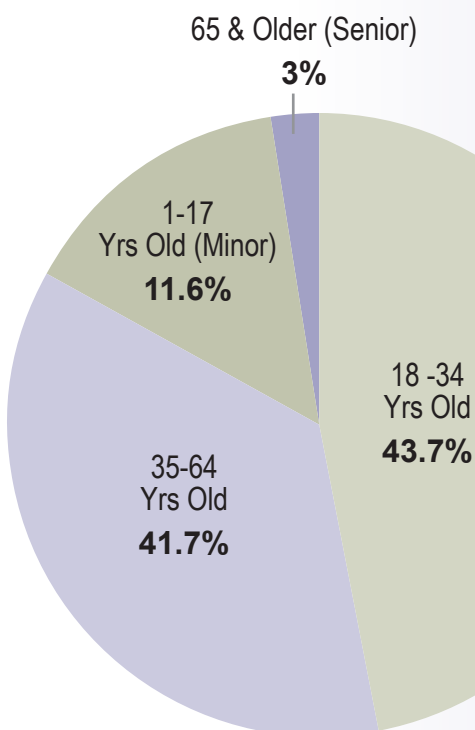
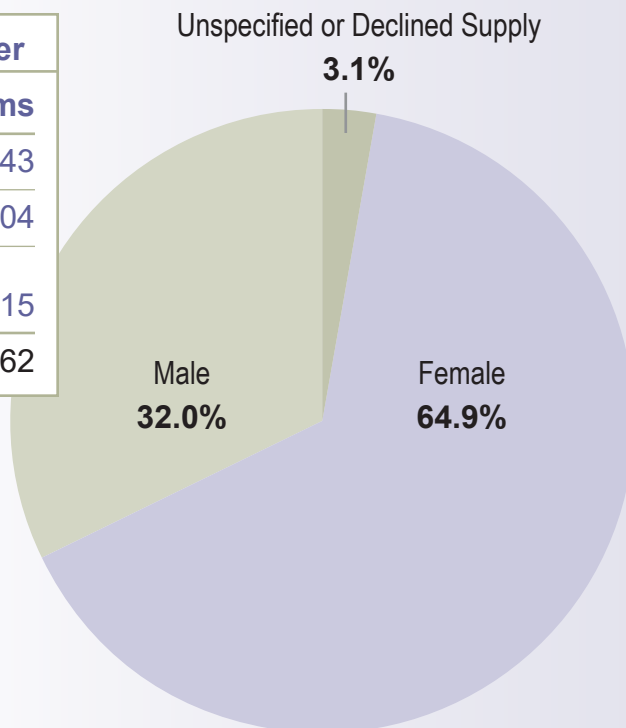


FY 20 **Top Ten Municipalities** in Claim Payments



FY 20 Demographics

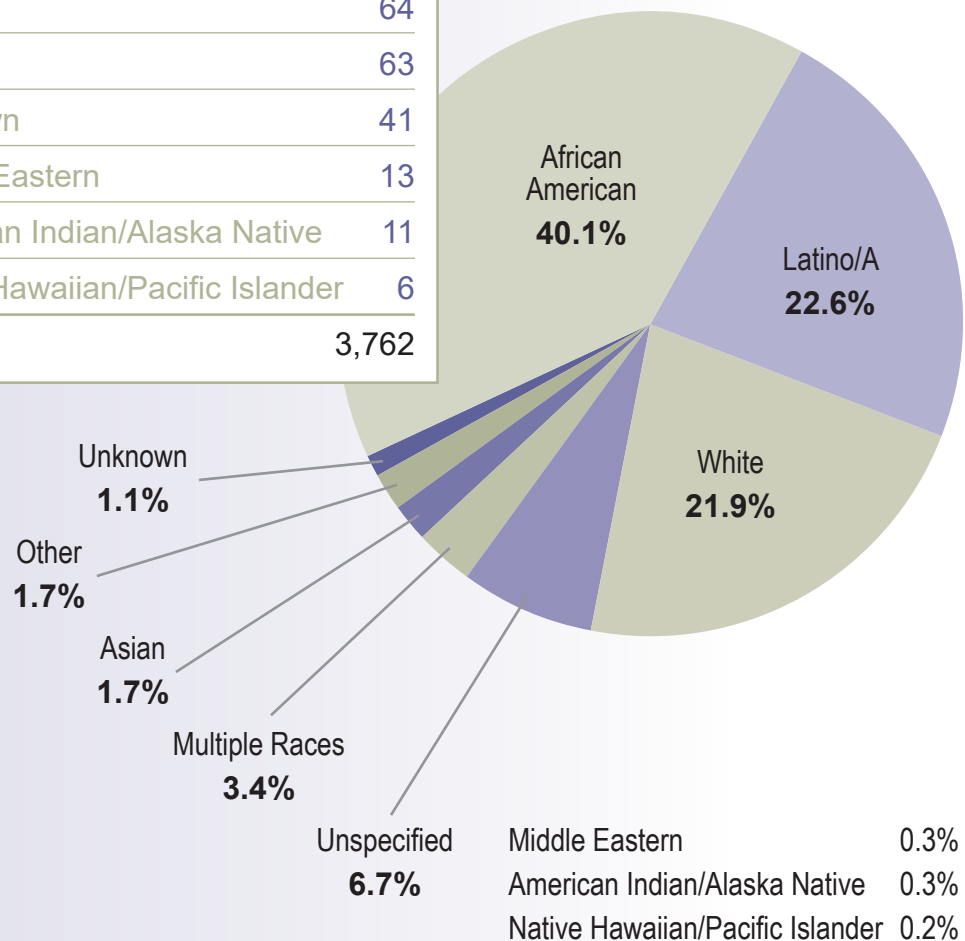
Claims Received by Gender	
Gender	Claims
Female	2,443
Male	1,204
Unspecified or Declined Supply	115
Total	3,762



Claims Received by Age Group	
Age Range	Claims
1-17 Yrs Old (Minor)	438
18 -34 Yrs Old	1,645
35-64 Yrs Old	1,569
65 & Older (Senior)	110
Total	3,762

FY 20 Demographics (continued)

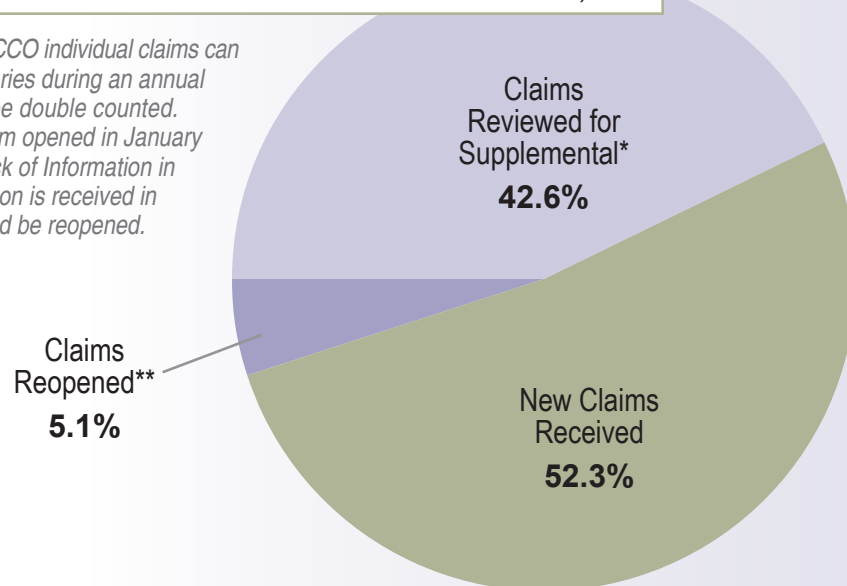
Claims Received By Race	
Race	Claims
African American	1,509
Latinx	849
White	825
Unspecified	253
Multiple Races	128
Asian	64
Other	63
Unknown	41
Middle Eastern	13
American Indian/Alaska Native	11
Native Hawaiian/Pacific Islander	6
Total	3,762



FY 20 Total Annual Activity

Total Annual Activity	
New Claims Received	3,762
Claims Reviewed for Supplemental*	3,062
Claims Reopened**	367
Total	7,191

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.

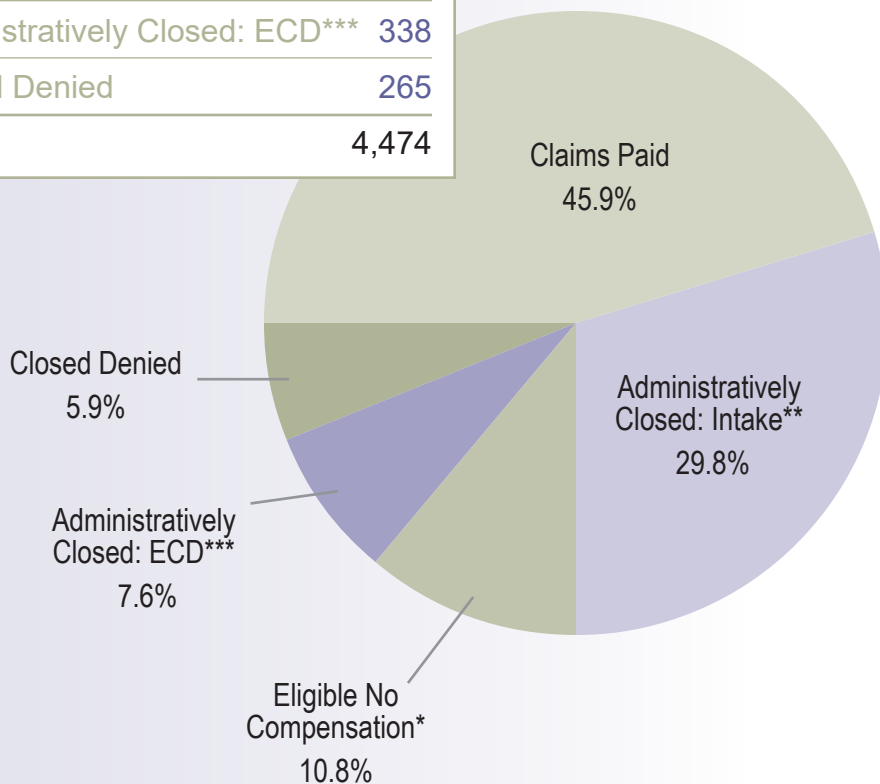


* Claims having additional expenses submitted after initial payment(s), e.g. ongoing counseling.

** Claims previously denied or ruled ineligible where new information has been submitted and payment may now be considered.

FY 20 Claims Disposition

Original Claims Disposition	
Claims Paid	2,054
Eligible No Compensation*	485
Administratively Closed: Intake**	1,332
Administratively Closed: ECD***	338
Closed Denied	265
Total	4,474



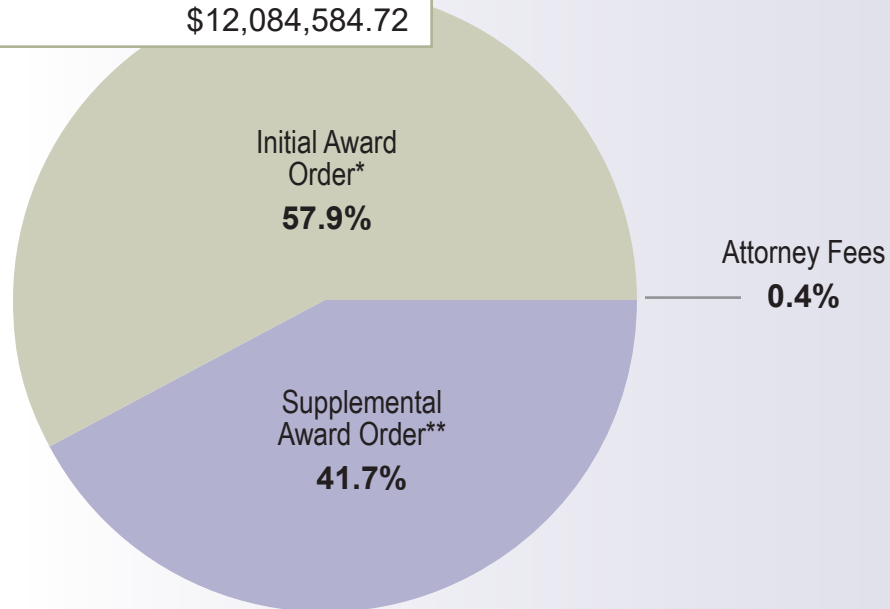
* Claims filed but deemed ineligible due to statutory regulations.

** Claims closed within the Intake unit during initial examination of the claim.

*** Claims closed within the Eligibility/Compensation Determination (ECD) unit after further examination of the claim.

FY 20 Awards Analysis

Type of Award	Amount
Initial Award Order*	7,001,655.24
Supplemental Award Order**	5,038,489.96
Attorney Fees	44,439.52
Total	\$12,084,584.72



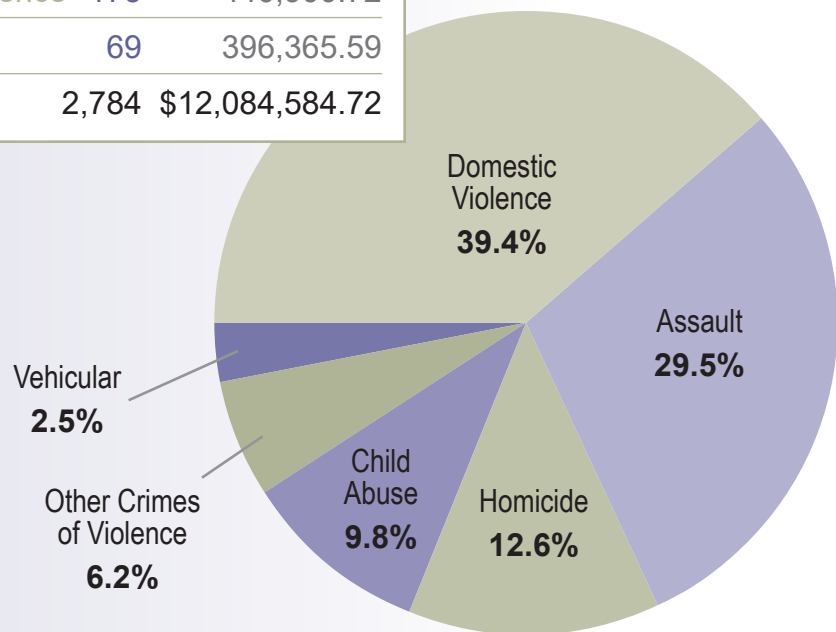
* An Initial Award Order is the first payment award made to a claimant who is the victim of a compensable crime.

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

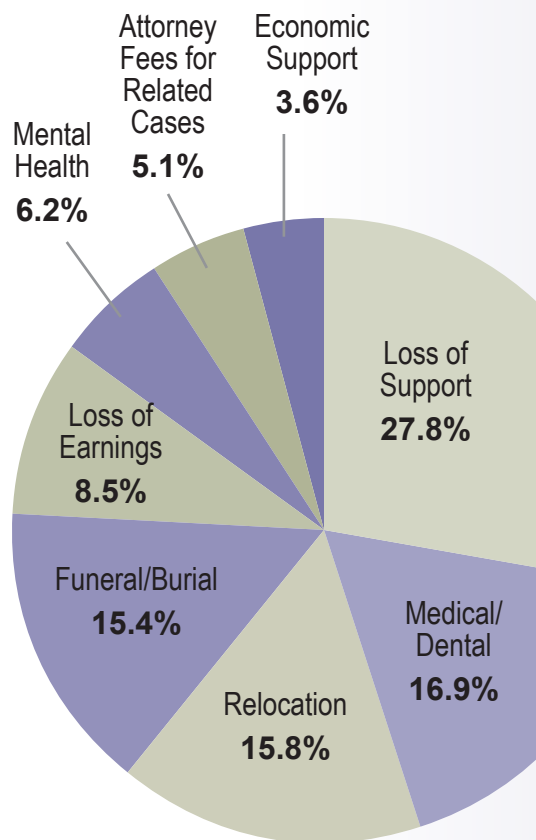
FY 20 Analysis of Crime Types

by Number of Claims & Awards

Crime Type	Claims	Amount
Domestic Violence	1,097	4,936,846.93
Assault	820	2,994,723.52
Homicide	352	2,308,576.77
Child Abuse	273	1,007,171.19
Other Crimes of Violence	173	440,900.72
Vehicular	69	396,365.59
Total	2,784	\$12,084,584.72



FY 20 Award Amount by Provider Type



Provider Type	Amount
Attorney Fees for Related Cases	612,968.92
Attorney Fees for VCCO Claims	47,690.47
Crime Scene Cleanup	29,248.17
Economic Support	438,685.89
Emergency	14,631.66
Funeral/Burial	1,856,909.67
Loss of Earnings	1,027,923.32
Loss of Support	3,356,913.32
Medical/Dental	2,047,955.34
Mental Health	745,105.07
Relocation	1,904,484.13
VCCO Assessments*	300.00
Miscellaneous**	1,768.76
Total	\$12,084,584.72

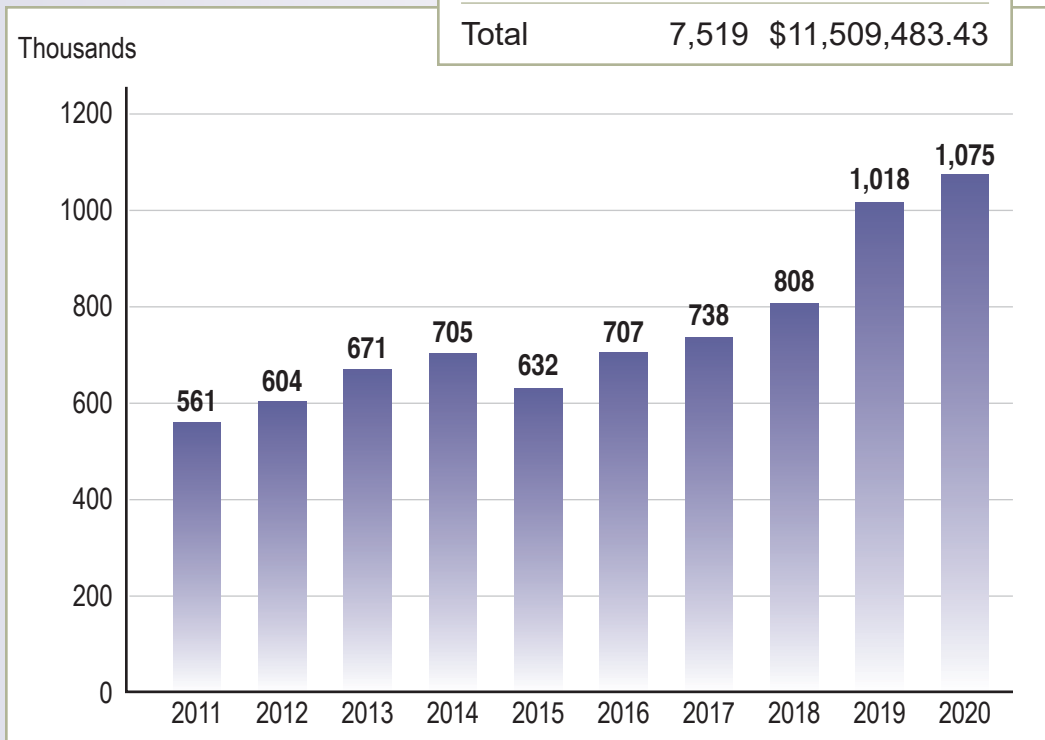
Attorney Fees for VCCO Claims	0.4%
Crime Scene Cleanup	0.2%
Emergency	0.1%
VCCO Assessments*	>0.0%
Miscellaneous**	>0.0%

* Payments applied toward outstanding court assessments.

** Payments unable to be applied to specific category.

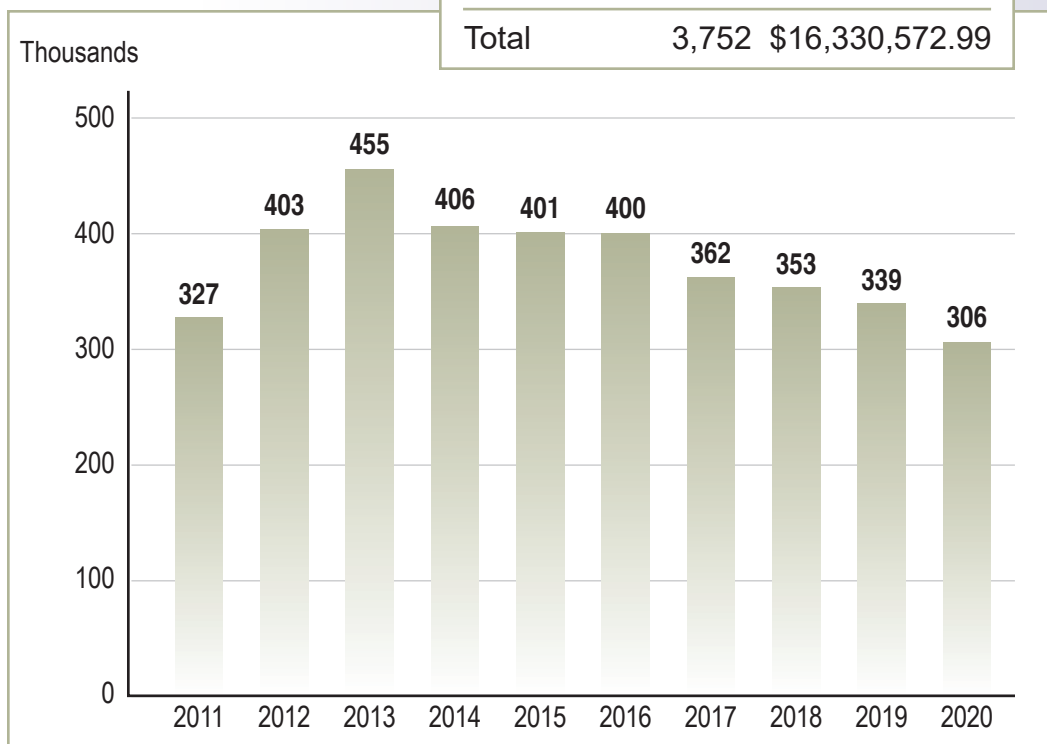
Relocation Payment Analysis

Year	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	1,018	1,749,353.28
2020	1,075	1,843,906.91
Total	7,519	\$11,509,483.43

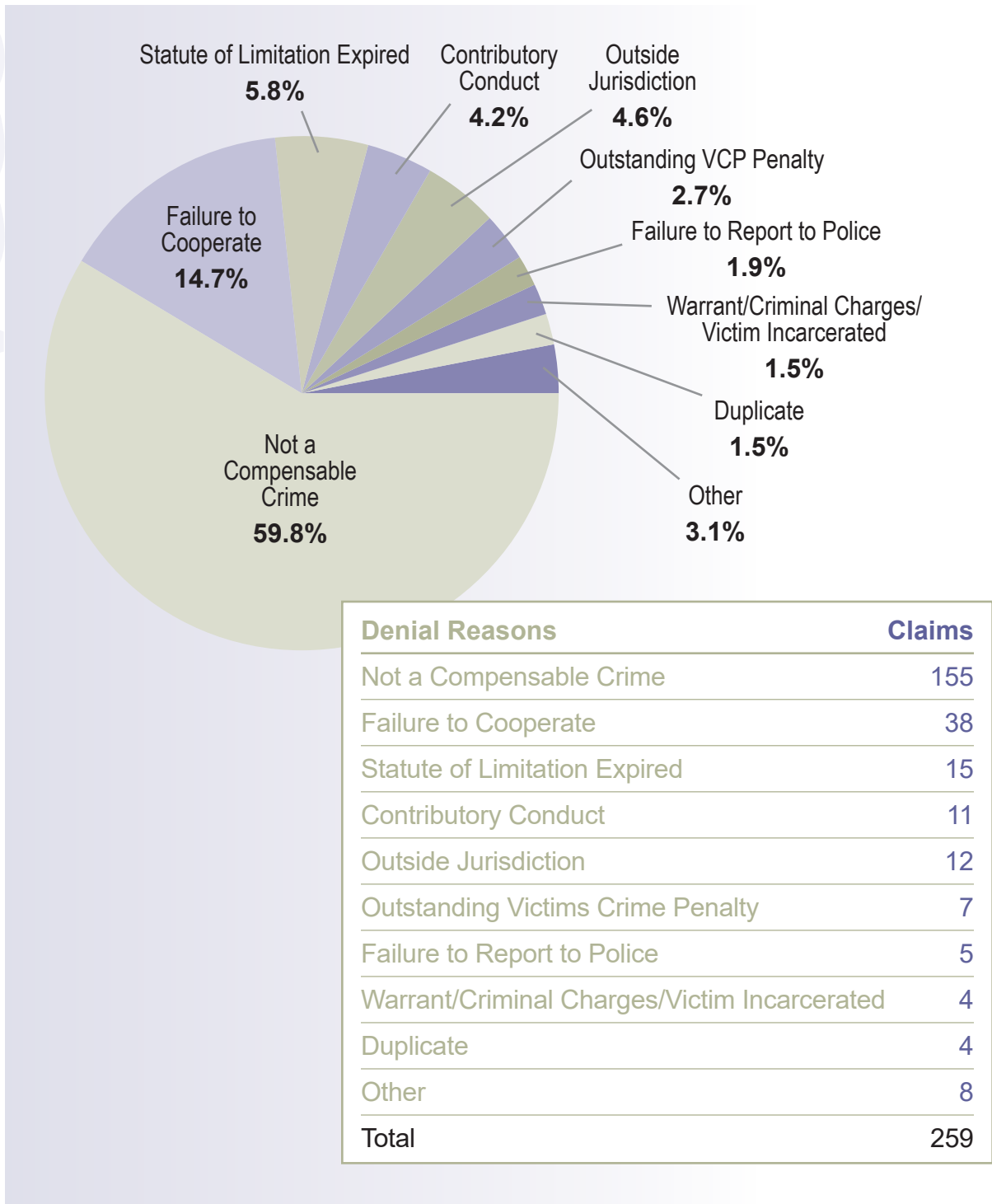


Funeral Payment Analysis

Year	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
2020	306	1,841,455.59
Total	3,752	\$16,330,572.99



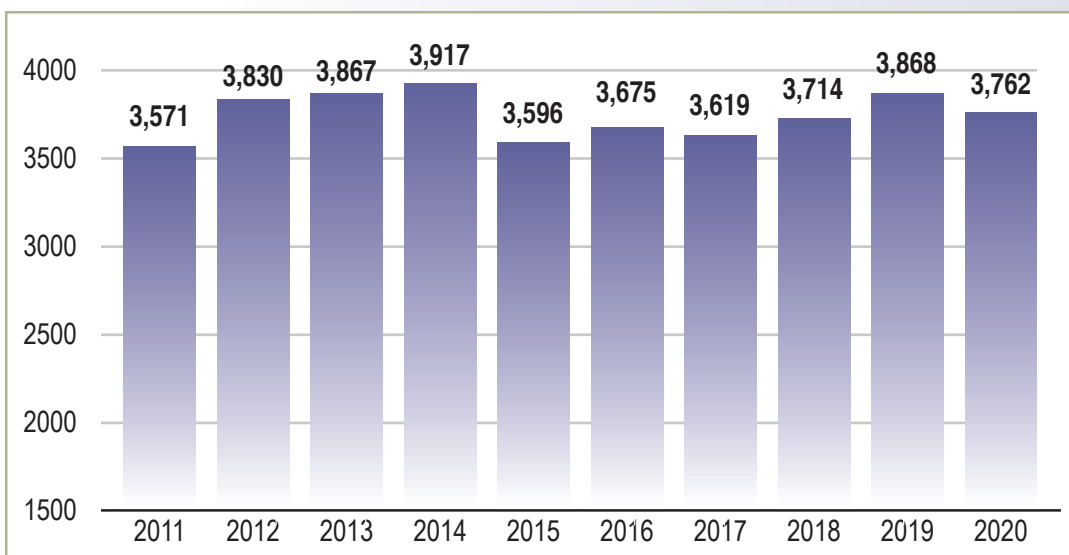
FY 20 Common Reasons for Denial



Historical Overview

of Claims Received FY 2009 - 2020

Year	Claims
2011	3,571
2012	3,830
2013	3,867
2014	3,917
2015	3,596
2016	3,675
2017	3,619
2018	3,714
2019	3,868
2020	3,762
Total	37,419

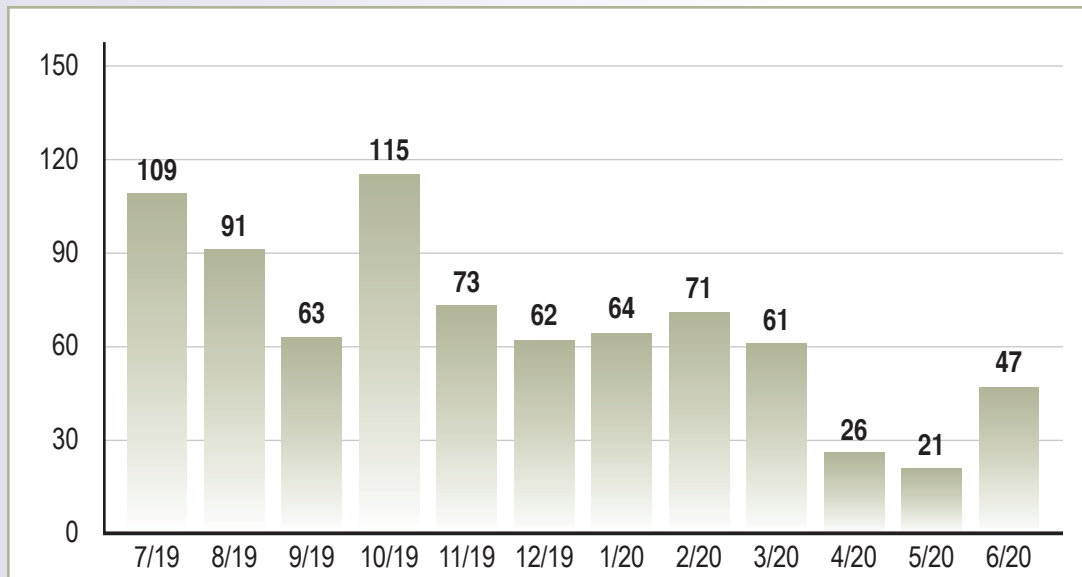


FY 20 New Claims Submitted Online

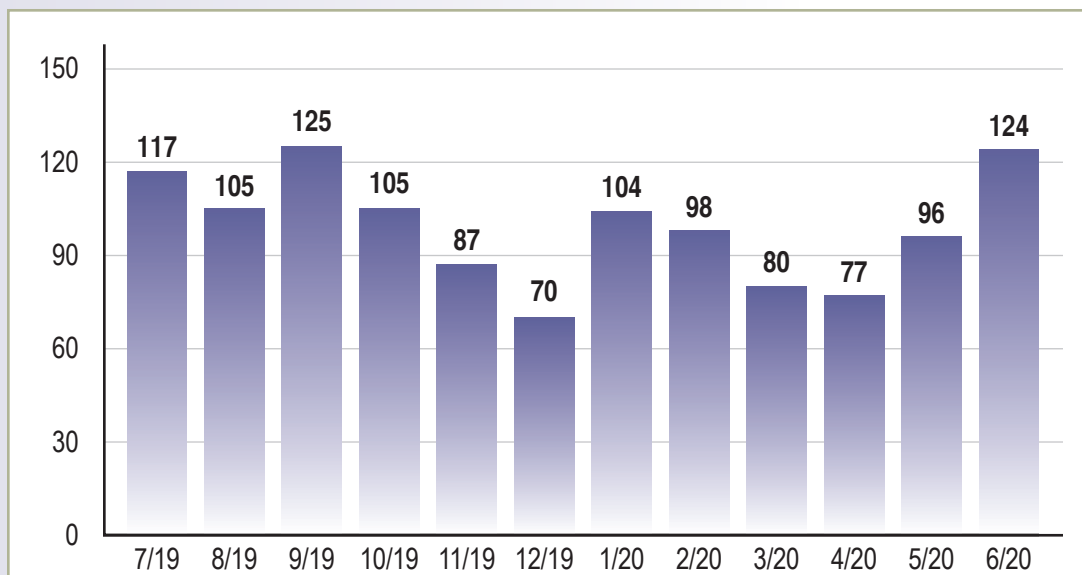
by Victim Witness Advocates and the Public

	7/19	8/19	9/19	10/19	11/19	12/19	1/20	2/20	3/20	4/20	5/20	6/20	Total
VWA	109	91	63	115	73	62	64	71	61	26	21	47	803
Public	117	105	125	105	87	70	104	98	80	77	96	124	1,188

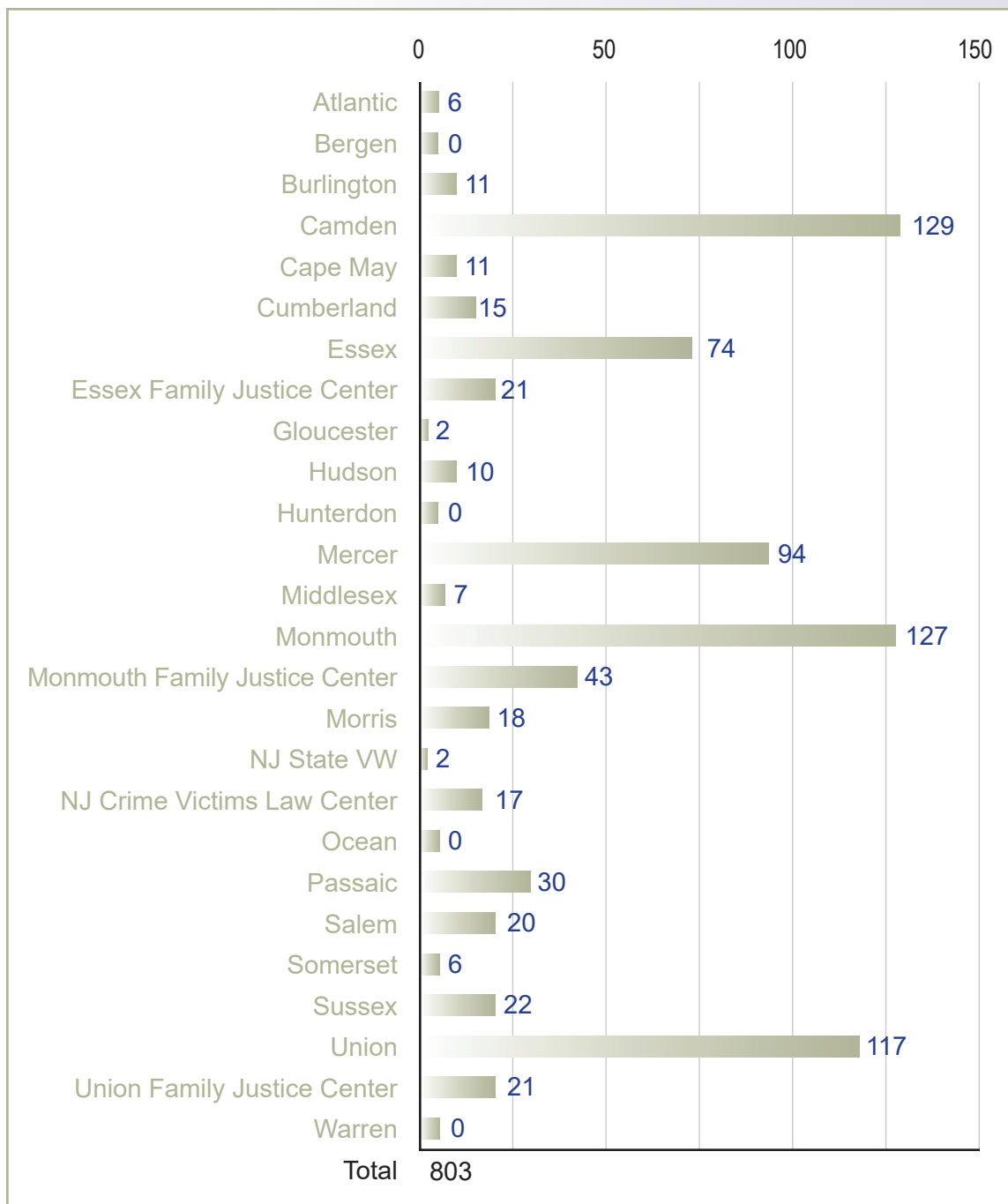
By VWA



By Public



FY 20 New Victim Advocate Claims Submitted Online



FY 20 Turn Around Time for Filing and Assigning Claims

Time Between Crime & Victim Filing a Claim

	Claims	Percentage
Less than 1 Month	1,446	38.4%
Between 1 Month and 6 Months	1,449	38.5%
Between 6 Months and 1 Year	377	10.0%
Between 1 Year and 2 Years	239	6.4%
Between 2 Years and 5 Years	151	4.0%
More than 5 Years	100	2.7%
Total	3,762	

Time Between Claim Filed & Assignment to Investigator

Less than 1 Month	1,343	59.6%
Less than 2 Months	310	13.8%
Less than 3 Months	174	7.7%
Less than 4 Months	144	6.4%
Less than 5 Months	161	7.1%
Less than 6 Months	64	2.8%
More than 6 Months	58	2.6%
Total	2,254	

Time Between Claim Filed & Assignment to Investigator

Emergency Claims Only

Less than 1 Month	691	69.6%
Less than 2 Months	121	12.2%
Less than 3 Months	61	6.1%
Less than 4 Months	46	4.6%
Less than 5 Months	29	2.9%
Less than 6 Months	24	2.4%
More than 6 Months	21	2.1%
Total	993	

FY 20 Turn Around Time for Case Processing

Standard Claims

	Claims	Percentage
Less than 1 Month	1,049	57.3%
Less than 2 Months	184	10.0%
Less than 3 Months	146	8.0%
Less than 4 Months	166	9.1%
Less than 5 Months	221	12.1%
Less than 6 Months	65	3.5%
More than 6 Months	1	0.1%
Total	1,832	

Emergency Claims

Less than 1 Month	932	81.6%
Less than 2 Months	102	8.9%
Less than 3 Months	35	3.1%
Less than 4 Months	30	2.6%
Less than 5 Months	34	3.0%
Less than 6 Months	8	0.7%
More than 6 Months	1	0.1%
Total	1,142	

Supplemental Claims*

Less than 1 Month	2,224	79.1%
Less than 2 Months	457	16.3%
Less than 3 Months	114	4.1%
Less than 4 Months	11	0.4%
Less than 5 Months	2	0.1%
More than 6 Months	3	0.1%
Total	2,811	

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

FY 20 Resources

Revenue

Revenue Source Amount	Amount
Court Penalties	2,702,953.38
Criminal Disposition Penalties	202,969.92
Commissary	2,615,054.31
Sex Crime Treatment	201,374.49
Restitution	275,786.86
VCCO Dept of Corrections Restitution	224,506.40
Claims - Victims of Crime	(3,372,000)
Total Revenue	2,850,645.36

Federal VOCA Grant

Federal Fiscal Year	
FY 2016	415.01
FY 2017	7,593.19
FY 2018	578,941.74
FY 2019	3,117,617.19
Total Federal VOCA Grant	3,704,567.13

State Appropriation

Claims - Victims of Crime	3,372,000.00
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Carry Forward

FY 2019 Carry Forward	8,024,213.62
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TOTAL FY 2020 RESOURCES	\$17,951,426.11
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FY 20 Expenditures

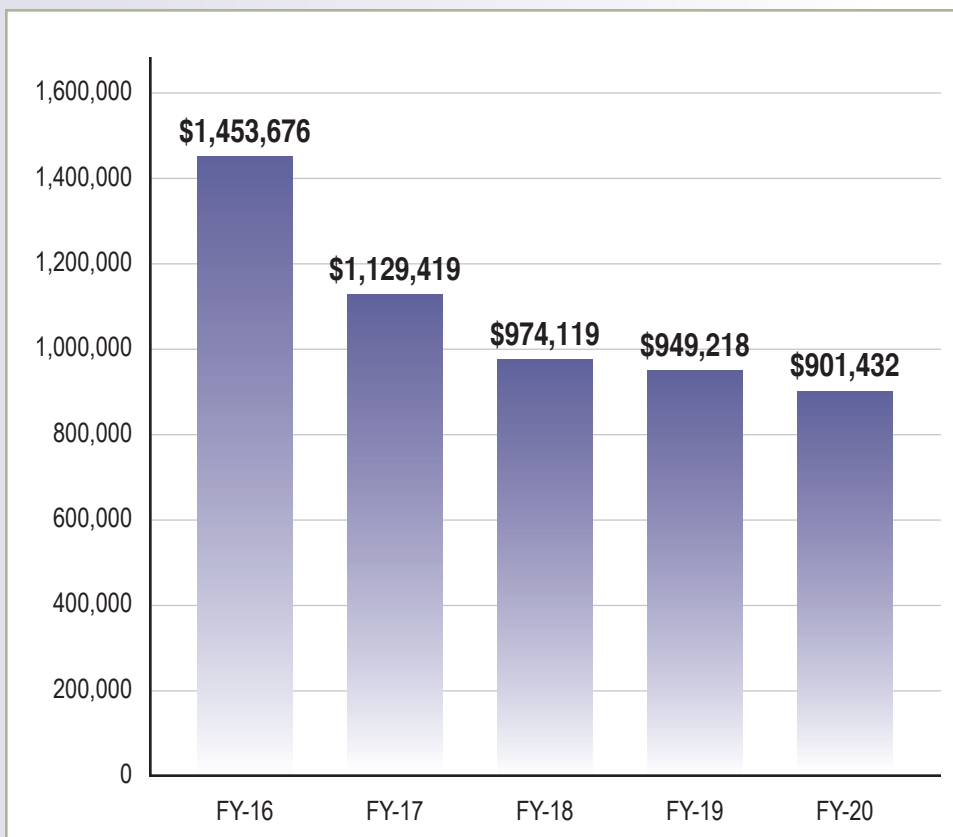
Salaries & Operations	Amount
Salaries and Wages	1,996,958.24
Material and Supplies	45,776.07
Services Other than Personnel	448,222.14
Maintenance and Fixed Charges	21,818.30
Information Technology	40,184.14
Total Salaries & Operations	2,552,958.89
State & Federal Claims	
State Claims	4,068,839.06
VCCO- Dept of Corrections Restitution	4,105,847.98
Federal Claims - FY16 VOCA Grant	415.01
Federal Claims - FY17 VOCA Grant	7,593.19
Federal Claims - FY18 VOCA Grant	578,941.74
Federal Claims - FY19 VOCA Grant	3,117,617.19
Total State & Federal Claims	11,879,254.17
Total FY 2020 Expenditures	\$14,432,213.06

Savings Achieved

Through 3rd Party Review of Medical Bills

Continuing through Fiscal Year 2020, 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 \$1,000,000.00 was saved in Fiscal Year 2020.

Fiscal Year	Review Savings Amount	Review Fee	Net Savings
FY16	\$1,468,960	\$15,284	\$1,453,676
FY17	\$1,142,859	\$13,440	\$1,129,419
FY18	\$986,495	\$12,376	\$974,119
FY19	\$958,890	\$9,672	\$949,218
FY20	\$912,584	\$11,152	\$901,432



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

Outreach Business 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

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

Or submit your request using our online request form at www.njvictims.org





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