

# VIRGINIA VICTIMS FUND

*Helping Innocent Victims of Crime*

OFFICIALLY CRIMINAL INJURIES COMPENSATION FUND

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**FISCAL YEAR 2018  
ANNUAL REPORT**



A division of the Virginia Workers' Compensation Commission

# ABOUT THE Criminal Injuries Compensation Fund

Citing the Commonwealth's "moral responsibility" to provide financial assistance to victims of crime, the Criminal Injuries Compensation Fund (the Fund), was established by the Virginia General Assembly in 1977 to pay unreimbursed expenses of innocent victims of crime who suffered physical or emotional injury or death (§ 19.2-368.1, Code of Virginia). In 2008, the Fund also established the Sexual Assault Forensic Exam Payment Program (SAFE) as the result of changes to § 19.2-165.1 of the Code of Virginia, which tasked the Fund with payment of expenses associated with forensic evidence collection for victims of sexual assault in the Commonwealth. The Fund is administered by the Virginia Workers' Compensation Commission.

For forty one years, the Fund has assisted victims of crime and their families by easing the financial burden that crime often creates, providing relief in the form of reimbursement for medical expenses, lost wages, funeral expenses, relocation, counseling costs and other "necessary and reasonable" expenditures incurred by the victim. Since its inception, the Fund has processed over 52,000 claims from Virginia victims of violent crime.

The Fund is funded by court fees, assessments on offenders and restitution. The monies awarded to victims of crime in conjunction with compensation claims are not funded through state tax dollars. Additionally, the Fund receives federal grant funds from the Victims of Crime Act (VOCA) to supplement monies available to victims of violent crime. VOCA funds are generated by court fines at the federal level. The Fund's SAFE Program receives General Fund monies via dollars designated to the Supreme Court of Virginia to reimburse for sexual assault evidence collection expenses.

In order for a victim to meet the Fund's eligibility requirements for crime victim compensation, they must meet the following eligibility requirements:

- the crime must occur in Virginia or against a Virginia resident in a state, country, or territory that does not have a compensation program
- the crime must be reported to law enforcement within 120 hours unless good cause for the delay can be shown
- a claim must be filed with the Fund within one year of the occurrence of the crime unless good cause exists for not doing so
- the claim must have a minimum value of \$100
- the victim must fully cooperate with law enforcement and must not have engaged in illegal activity or contributed to his or her injuries in any way

Apprehension and conviction of the offender are not prerequisites for a crime victim's eligibility. By law, the Fund is the payer of last resort, assisting victims with expenses that are not covered by any other source. While the Fund does consider

claimants' collateral resources, assistance from the Fund is not income-based. The statutorily designated maximum payout amount is \$25,000 for crimes occurring after July 1, 2007 and \$15,000 for crimes occurring prior to July 1, 2007.

Under the policies and guidelines of the SAFE Program, the Fund pays for forensic evidence in sexual assault cases regardless of the victim's involvement with the criminal justice system, as in accordance with state and federal law.

To address as many compensable expenses as possible, the Fund negotiates bills with medical providers on behalf of claimants. The Fund has established standing negotiation agreements with over 1,900 medical providers. These memoranda of agreements, as required by a 2010 amendment to Code of Virginia § 19.2-368.3, further require that health care providers accept payment from the Fund as payment in full without billing the patient for any remaining balances. While, the SAFE program has a separate memoranda of agreement on file with all hospitals that have forensic programs; the Fund continually works to increase memoranda of agreements with pharmacies.

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# IN FY 2018

## THE FUND PROVIDED

**\$2.3 MILLION**

A total of \$2,334,462 awarded to crime victims & their families

**\$1.9 MILLION**

A total of \$1,941,579 used for forensic evidence collection in sexual assault cases

**4,102**

Total number of expenses awarded

## FUND UPDATES

The Fund experienced several notable changes during the past year, including:

- In November 2017, the Virginia Workers' Compensation Commission consolidated all of its Richmond offices into one location, including the Fund, relocating all Richmond offices to 333 E. Franklin Street in downtown Richmond.
- Ms. Cassandra Bullock became the Fund's new director in May 2018, following the retirement of the former director, Mr. Jack Ritchie.
- Significant enhancements were made to the Fund's Provider WebFile (Provider Portal) database. This system was previously only available to medical providers, however, non-medical providers, such as funeral homes, will now be able to access the system. This access allows providers to check the status of their outstanding accounts and submit documentation on pending claims.
- The U.S. Department of Justice (DOJ) of the Inspector General completed an audit of two Victims of Crime Act victim compensation formula grants awarded to the Virginia Workers' Compensation Commission and administered by the Fund. DOJ concluded that the Fund used the grant awards appropriately to provide financial support for crime victims. There were no significant issues with the Fund's financial management of the awards or with the Fund's process to compile its annual certifications of program-related dollar amounts.

**VVF**

Easing the financial burdens of individuals and families impacted by violent crime



## FISCAL YEAR INFORMATION

### VIRGINIA VICTIMS FUND

FY	NEW CLAIMS RECEIVED	NEW CLAIMS APPROVED	*SUPPLEMENTAL AWARDS	CLAIMS DENIED	EXPENSES APPROVED
<b>2018</b>	1,760	969	388	305	2,006

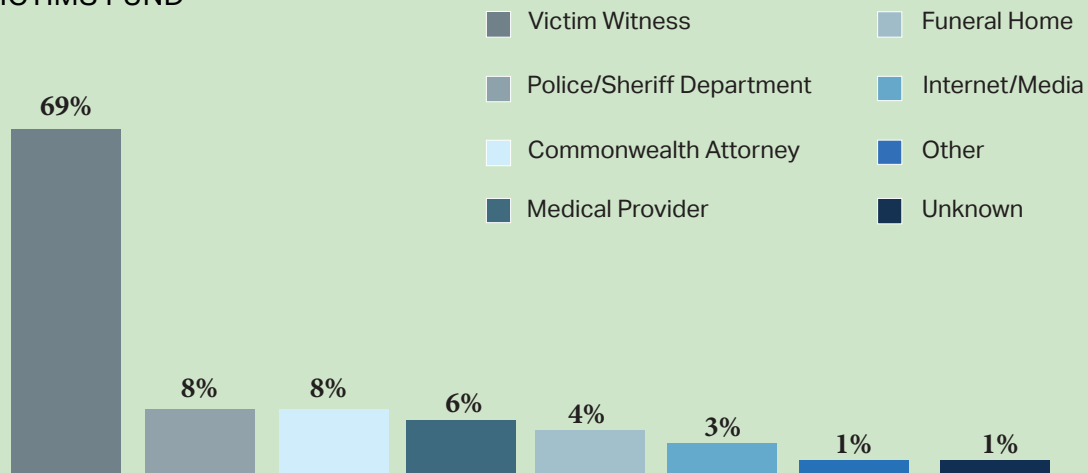
### SAFE

FY	NEW CLAIMS RECEIVED	NEW CLAIMS APPROVED	*SUPPLEMENTAL AWARDS	EXPENSES APPROVED
<b>2018</b>	1,960	1,380	197	2,096

\* Supplemental awards occur when additional expenses are approved on previously approved claims.

## REFERRAL SOURCE

### VIRGINIA VICTIMS FUND



# FINANCIAL INFORMATION

## REVENUE FOR FY 2018 (VVF)

• Restitution .....	\$228,386.55
• Tax Debt Set-Offs .....	\$152,472.61
• VVF In-House Collections .....	\$116,060.10
• Private Collections Agency .....	\$3,753.22
• Court Costs .....	\$1,885,000
• VOCA Grant .....	\$1,991,000

**\$697,332.34**  
Unclaimed  
Restitution

## RESTITUTION & COLLECTIONS

Comparison to FY 2017

- ↑ **10%** Incoming Payments on Compensation Claims
- ↓ **12%** Unclaimed Restitution

## ADMINISTRATIVE COSTS

**\$2.7 Million**

Expenses for employee salaries, supplies, materials, equipment and contractual services

## COLLECTIONS ACTIVITY

**6,950**

incoming payments

**586**

tax set-offs processed

# VVF- BY THE NUMBERS



## VIRGINIA VICTIMS FUND (VVF)

### Victim Compensation Claim Information

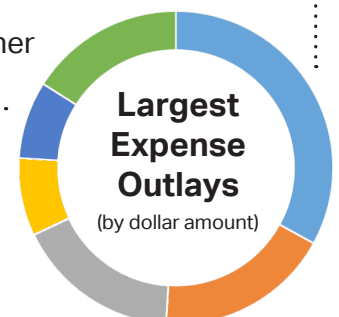


- **34%** Assault (non-domestic)
- **18%** Assault (domestic)
- **18%** Homicide
- **7%** Child Sexual Assault
- **4%** Hit and Run
- **19%** Other

### Five Largest Expenses Paid for Claims

Funeral Expenses .....	\$766,208.68
Physicians Expenses .....	\$413,148.13
Hospital Expenses .....	\$387,942.03
Wage Loss .....	\$183,064.13
Transportation .....	\$175,009.85

- **33%** Funeral Expenses
- **18%** Physicians Expenses
- **17%** Hospital Expenses
- **8%** Wage Loss
- **8%** Transportation
- **16%** Other



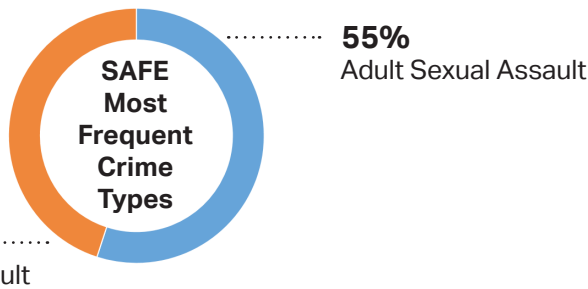
# SAFE- BY THE NUMBERS

## SAFE Sexual Assault Forensic Examination PAYMENT PROGRAM

### SEXUAL ASSAULT FORENSIC EXAM (SAFE) PAYMENT PROGRAM

#### SAFE Claim Information

SAFE offers evidence collection at no cost to victims of rape or sexual assault. The SAFE Program receives General Fund monies via dollars designated to the Supreme Court of Virginia to reimburse for sexual assault evidence collection expenses.



#### DOLLAR AMOUNT PAID FOR EXPENSES



Hospital Expenses  
**\$1,100,444.90**



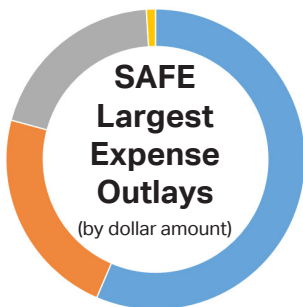
Prescription Expenses  
**\$442,353.14**



Physician Expenses  
**\$395,893.09**



Transportation Expenses  
**\$2,887.72**



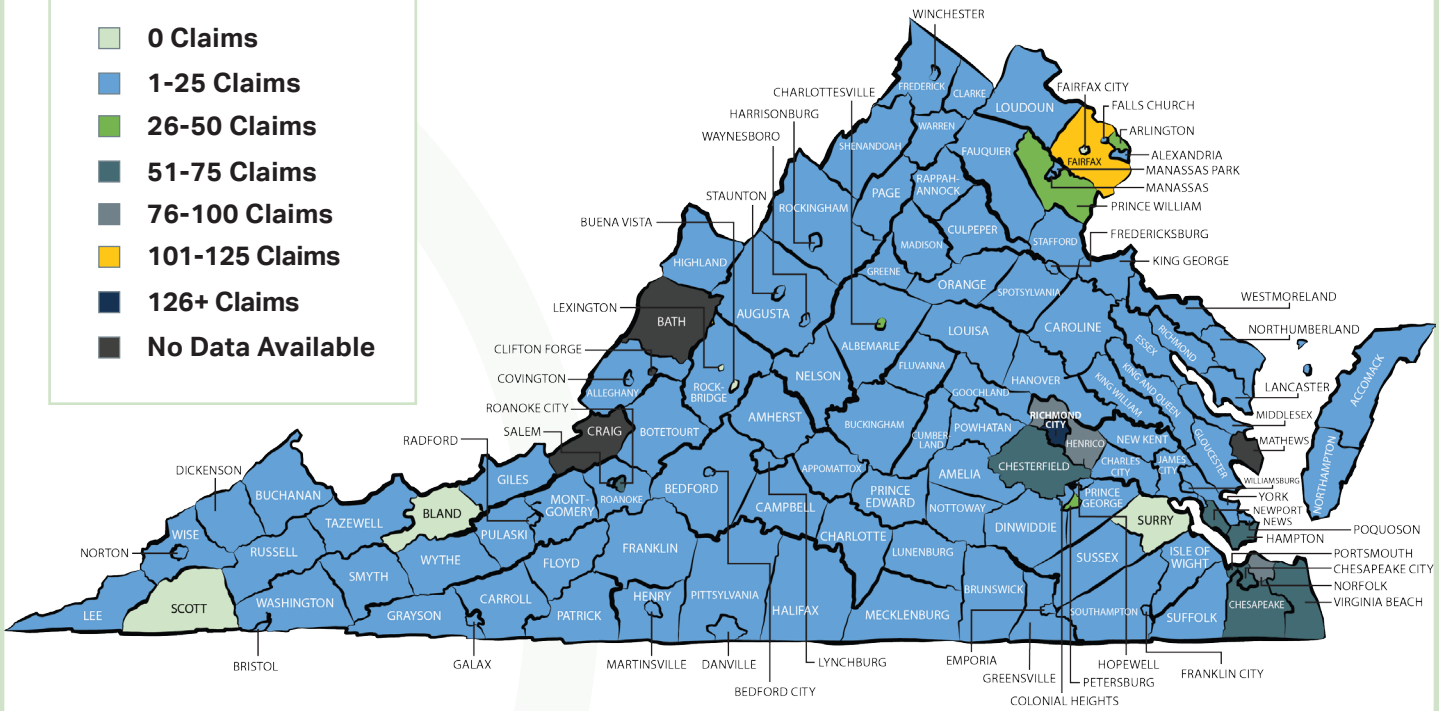
- 57% Hospital Expenses
- 23% Prescription Expenses
- 20% Physicians Expenses
- >1% Transportation



# CLAIM COUNT BY COUNTY

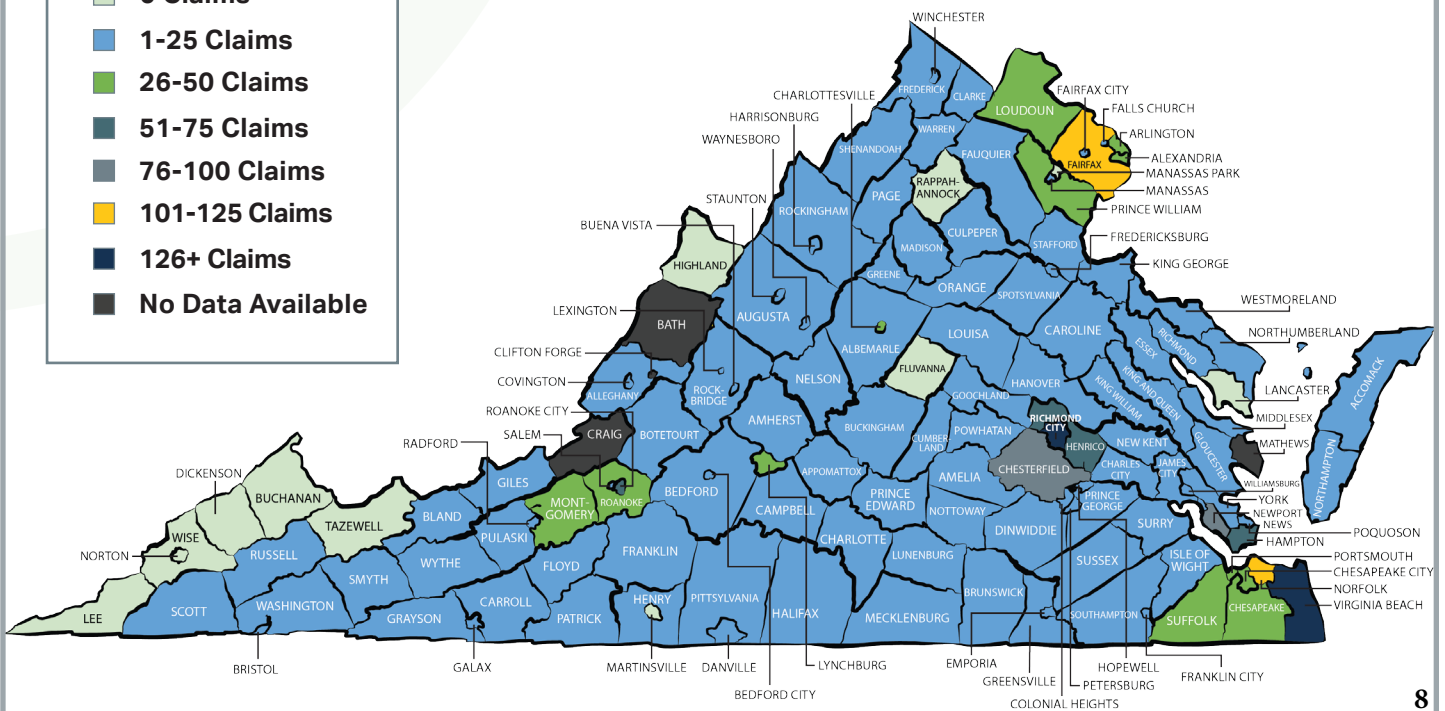
## Virginia Victims Fund Claim Count by County

- 0 Claims
- 1-25 Claims
- 26-50 Claims
- 51-75 Claims
- 76-100 Claims
- 101-125 Claims
- 126+ Claims
- No Data Available



## SAFE Claim Count by County

- 0 Claims
- 1-25 Claims
- 26-50 Claims
- 51-75 Claims
- 76-100 Claims
- 101-125 Claims
- 126+ Claims
- No Data Available



# Customer Service

15,812

Incoming Calls

1,620

Email Inquiries from Claimants & Advocates

930

Email Requests from Medical Providers

12,470

VVF Website Visitors

## INITIATIVES + WORKGROUPS

The Fund was involved in the following initiatives and workgroups during FY 2018:

- Central Virginia Start by Believing Taskforce
- Domestic Violence in Later Life Taskforce
- Vision 21: Linking Systems of Care for Children Youth Initiative
- Central Virginia Victim Services Coalition
- Steering Committee for the Sexual Assault Kit Initiative Project
- Supreme Court of Virginia Work-group for Improving the Restitution Process
- Department of Criminal Justice Services' Restitution Brochure Workgroup
- International Association of Chiefs of Police (IACP) and Office for Victims of Crime (OVC) National Workgroup

## TRAINING + OUTREACH + COLLABORATION

### TRAINING + OUTREACH

Training events provided by the Fund in FY 2018 included:

- The Intersection of Violence Conference
- Action Alliance Emerging Trends Conference
- Virginia Coalition for the Prevention of Elder Abuse
- DCJS's Campus Safety & Violence Prevention Conference
- Virginia Association of Chiefs of Police Conference
- Investigative and Legal Advocacy Training for Intimate Partner and Sexual Violence
- Crisis Response Training

**85 trainings provided to 7,500 allied professionals**

### COLLABORATION

The Fund continues to maintain membership and participation with:

- National Association of Crime Victim Compensation Boards
- Virginia Sexual and Domestic Violence Action Alliance
- International Association of Forensic Nurses
- Virginia Association of Chiefs of Police
- Virginia Victim Assistance Network

### SPECIAL RECOGNITION

The Fund presented the 13th Annual Victim/Witness Assistance Program of the Year award to Alexandria's Victim Witness Assistance Program.

### CRISIS RESPONSE

In FY 2018, the Fund responded on-site to mass-casualty incidents in Charlottesville and Arlington. Staff assisted with filing compensation claims and accessing other needed resources in collaboration with the victim/witness assistance program.

## THE WAY FORWARD FOR FISCAL YEAR 2019

Victims of violent crime face a myriad of concerns as they struggle to regain control of their lives and recover both physically and emotionally. The Fund remains dedicated to playing a role in that recovery by assisting Virginia victims in dealing with the financial burdens that often accompany victimization. While **paying out over 4.2 million dollars in FY 2018 in compensation and SAFE claims**, the Fund continues its work helping victims, holding offenders fiscally accountable and collaborating with a wide variety of service providers (law enforcement, medical professionals, court services staff, etc.) to best serve the needs of claimants. The Fund continues to ensure the Fund's viability by aggressively pursuing offenders for repayment and continued implementation of cost-cutting and collections-enhancing measures.

During the 2018 Session of the Virginia General Assembly, legislation was passed adding to the duties of the Fund effective July 1, 2018. House Bill 483 and Senate Bill 562 requires the Fund to “identify and locate victims for whom restitution owed to such victims has been deposited into the Fund and collect and disburse such unclaimed restitution to such victims”. Efforts have already begun to ensure the Fund meets the added responsibilities.

Also, looking ahead to FY 2019, the Fund will continue outreach efforts to increase awareness of its programs and services and also strengthen the overall response to victims of crimes. With the increase of federal Victims of Crime Act Victim Assistance funds, the Fund will look at ways to effectively manage the impact on submission and processing compensation claims.

Efforts to serve Virginia's victims of violent crime continue unabated as we look toward the future. Staff remains committed to maximizing operational capacity and looking for ways to streamline internal processes, collaborate with community partners in new and innovative ways, and advocate for victims of crime. **Above all else, the Fund will zealously maintain its tradition of providing assistance to victims of crime with compassion, efficiency, and fairness.**

## WAYS TO CONNECT



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