

**Agency Programs/Activities: Inventory and Key Data  
Crime Victims Board**

Relation to Core Mission (H/M/L)	Program/Activity	Spending Category (SO, ATL, CAP)	3/31/09 FTEs (All Funds)	General Fund Disbursements (\$000s)				State Special Revenue Funds Disbursements (\$000s)				Capital Projects Funds Disbursements (\$000s)			
				2006-07 Actual	2007-08 Actual	2008-09 Plan	2009-10 Projected	2006-07 Actual	2007-08 Actual	2008-09 Plan	2009-10 Projected	2006-07 Actual	2007-08 Actual	2008-09 Plan	2009-10 Projected
H	Compensation	SO ATL	72.7	3,539	3,649	4,116	4,237	707 19,641	439 19,182	458 19,765	380 20,765				
H	Victim and Witness Program (Grants)	SO ATL	14.3					5,302	6,127	6,400	6,400				
H	Administration	SO	9.2	439	460	520	536								
M	Advocacy	ATL	3.1												
L	Training	SO	1						23	25	26				
L	Research & Publication	SO	0.5					28	29	30	31				
L	Nat'l CV Rights Week	SO			2	13	15								
L	Statewide Conference	SO							88	5	85				

Crime Victims Board  
**PROGRAM INFORMATION SHEET**

**Program:** Compensation to innocent victims of crime

**Mandate:**

Article 22 of the executive law governs the operation of the Board and authorized payments to innocent victims of crime. In addition, federal appropriations for compensation are governed by the federal Victims of Crime Act (VOCA).

**Mandated Funding Level:**

None; however, as awards are made payments to victims necessarily follow.

**Brief Description/History/Background:**

New York State's compensation program began in 1966 with enactment of Article 22 of the Executive Law. Funding for compensation comes from both State (Criminal Justice Improvement Account) and federal (VOCA) dollars. CVB provides significant financial relief to innocent victims of crime and their families. Claimants may be compensated for their out-of-pocket losses associated with the crime, including but not limited to: medical and funeral expenses, loss of earnings or support, crime scene clean-up, the cost to repair or replace items of essential personal property, reasonable court transportation, counseling expenses, moving expenses and the costs of residing at or using the services of a domestic violence shelter. Traditionally, the Crime Victims Board has been the payor of last resort. The Forensic Rape Exam Direct Reimbursement Program (FRE) is the only exception to the "payor of last resort" criteria, which has been the underlying premise of the Board. Enacted in 2003, the FRE program allows for the direct payment to authorized health care providers who conduct forensic rape exams. Work of the Additional Medical and Vocational Rehabilitation Unit falls under compensation. Payments for medical bills for ongoing claims continue to increase as our baseload of cases with positive awards grow.

**Issues:**

The Board has been focusing its efforts on improving its internal operations, such that victims' claims can be processed in a more timely, efficient and consistent manner, through implementation of its Business Process Improvement Project (BPIP). The agency is in the midst of implementing its new computer system, Claims Assistant. To-date, Essential Personal Property claims, FRE claims, Personal Injury and Death claims, and the Additional Medical Unit claims have been rolled out onto Claims Assistant. All claims on the old manual system have been migrated to the new system and legal functions will soon be on the system as well. It is anticipated that eventually CVB will realize comparable reductions in processing time for personal injury and death claims as those that were achieved by processing essential personal property claims on Claims Assistant. The Additional Medical unit processes bills associated with claims that are entitled to ongoing support for medical costs related to the crime, after investigation is complete and a positive award rendered. With automation of this function, it is anticipated that the six-month current backlog will be reduced or eliminated as claims are processed in a more timely manner. Again, payments to victims are likely to speed up towards the end of this fiscal year and certainly in the next fiscal year. Consequently, we anticipate that there may be a corresponding increase in payments to victims under our local assistance appropriation for the Payments to Victims Program. The Board has worked tirelessly this year to increase awareness of the Crime Victims Board and its services to victims. As required by

Chapter 173 of the laws of 2006, police officers are required to provide all victims of crime with an information card on CVB; we have worked with the Division of Criminal Justice Services to promote full implementation of this law. In addition, CVB has revised and reissued its poster and distributed it to hospitals and law enforcement agencies across the State, as required by statute. National Crime Victims Right Week and the NYS Crime Victims Board were advertised more vigorously this year than any other year in recent memory. Our goal has been to ensure that the State's innocent victims of crime received more and better information about the services CVB could provide to help them at this traumatic time in their lives. It is important to recognize that through anticipated improvements in claims processing time and increased awareness of CVB and the services it provides, there is the potential for increased local assistance spending for crime victims. We are closely monitoring spending under this program and expect to see an increased impact over the next few months, particularly as staff becomes more proficient on our new system. However, it should be noted that the federal government reimburses the State 60% of most payments to victims spending from two years prior; therefore, any increased spending in payment to victims increases our federal compensation award two years later. In the short term though, any increased spending in payment to victims beyond the amount of our federal award must be absorbed by the Criminal Justice Improvement Account.

**Population Served:**

The State's innocent victims of crime and their families.

**Performance Measures:**

Processing time by claims type and for all claims is reported each month in the Crimstat report produced by the Division of Criminal Justice Services. CVB has not provided data in recent months as we have been in the midst of rolling out our new claims processing system. We are hopeful that we can begin reporting processing times in August. An internal committee has been formed to develop performance measures beyond processing time; the work of this committee is underway.

Crime Victims Board  
**PROGRAM INFORMATION SHEET**

**Program:** Victim and Witness Program

**Mandate:**

One of CVB's powers and duties contained in section 631-a of article 22 of the Executive Law is to make grants to local crime victim service programs. In addition, federal Victim of Crime Act funds support the agency's grant activities, as such, administration and operation of these grant programs are dictated by the rules and regulations for Victims of Crime Act (VOCA) funds.

**Mandated Funding Level:**

Federal dollars for VOCA Victim and Witness programs are formula driven and, thus, vary year-to-year depending upon both revenues to the federal account and other outlays from the fund. Contracts with local Victim Assistance Programs (VAP's) are funded by a combination of federal (80%) and State (20%) dollars. Federal funding is dependent upon congressional approval. The Criminal Justice Improvement Account supports the State's share of these contracts. In October, CVB will begin the third year of a three-year contact with 193 victim assistance programs. These contracts have two one-year renewal options.

**Brief Description/History/Background:**

Beginning in fiscal year 1981-82, CVB has been provided with additional State funding to award grants to local community-based programs across the State for the purpose of establishing victim/witness service delivery systems. Beginning in fiscal year 1986-87, the Board also received federal VOCA funds for this same purpose. Currently, CVB funds approximately 193 Victim Assistance Programs that provide direct services to victims in every county in the State. These programs provide a variety of services that include but are not limited to: rape crisis centers, child advocacy centers, domestic violence programs, sexual assault programs, hotlines, and general victim advocacy. CVB's Grants Unit audits and monitors the work of the VAPs and also provides continuing technical assistance and support to the VAPs it oversees. In addition, this unit is also responsible for organizing the operations of the Board's Advisory Council (supported fully with federal dollars) and the State's bi-annual Statewide Victim Assistance Conference, which are mandated by section 623 (14) and 623 (17) respectively of Article 22.

**Issues:**

The contract papers necessary to begin the third year of the three-year grant have been issued to the VAPs and are due to be returned to CVB shortly. Despite the current year reductions to both the State local assistance appropriation and our federal award for the Victim and Witness program, the agency can honor its third year commitments. Any changes to the State's 20% commitment for these contracts would require contract amendments, which would be a labor intensive and time consuming process for arguably minimal savings.

**Population Served:**

Through the efforts of the 193 community-based programs CVB funds, thousands of the State's innocent victims of crime are receiving critical direct victims' services.

**Performance Measures:**

None currently. The Grants Unit has formed a working committee to develop performance standards.

Crime Victims Board  
**PROGRAM INFORMATION SHEET**

**Program:** Administration

**Mandate:**

Article 22 of the Executive Law lists 22 powers and duties of the Board. One of these includes to appoint a secretary, counsel, clerks and such other employees and agents as it may deem necessary, fix their compensation within the limitations provided by law and prescribe their duties.

**Mandated Funding Level:**

None

**Brief Description/History/Background:**

The Board has an FTE level of 103. Beyond those employees devoted 100% to compensation or grants, the agency has 9.2 positions which support overall agency operations. Functions supported by these staff include: management information systems, file room and records management, fleet, inventory control, business office and budgeting, internal controls, reception and telecommunications. These critical state operations functions, which support staff activities in three separate offices, are necessary to ensure that the agency can meet its primary mission of providing compensation to victims and funding direct services to victims through its VAPs.

**Issues:**

The Crime Victims Board operates with a very small support staff, particularly when one considers that this small group supports staff in three separate offices and has little to no redundancy at current staffing levels. If a position is vacated, the responsibilities of that position must be absorbed by another staff member who already has a job that requires all his or her time to complete.

**Population Served:**

The agency as a whole and indirectly innocent victims of crime.

**Performance Measures:**

None

Crime Victims Board  
**PROGRAM INFORMATION SHEET**

**Program:** Advocacy

**Mandate:**

On July 5, 1979, the Board's role was expanded and designated by the Legislature to be the advocate for crime victims' rights, needs and interests in New York State.

**Mandated Funding Level:**

Our contractual obligation with the CVB advocate program is currently \$199,865. This amount will increase in federal fiscal year 2008-09 to \$206,105.

**Brief Description/History/Background:**

CVB advances victim advocacy by formulating legislation, subsequently enacted, which not only has protected and extended the rights of crime victims but also expanded the services and assistance available to them. CVB has created and distributed the Rights of Crime Victims pamphlet to District Attorney offices throughout the State. In 2006, legislation was enacted which requires District Attorney's to report how many of these pamphlets they distributed annually. To support its advocacy role, CVB has a staff member serving as a victim advocate in each of its three offices. These positions are supported through a VOCA grant.

**Issues:**

3.10 positions are supported through a CVB contract under the Victim and Witness Assistance Program. In the absence of these federal dollars and this contract, these positions could not be funded and the direct victim advocacy work could not be performed by the agency.

**Population Served:**

Innocent victims of crime in NY, local law enforcement agencies and district attorney offices throughout the State.

**Performance Measures:**

None at this time. We have formed working committees to develop performance measures for each major function of the agency. We are considering emergency award processing time and number of "recovered claims."

Crime Victims Board  
**PROGRAM INFORMATION SHEET**

**Program:** Training

**Mandate:**

None.

**Mandated Funding Level:**

None.

**Brief Description/History/Background:**

CVB has long recognized that the agency was in need of a training position. This position is responsible for: internal training of staff on our new claims processing system, development of staff training plans, coordinating staff training, offering certain training programs to staff and delivering training to our victim assistance programs. The position was recently created and filled.

**Issues:**

None

**Population Served:**

CVB staff and victim service providers.

**Performance Measures:**

None at this time.

Crime Victims Board  
**PROGRAM INFORMATION SHEET**

**Program:** Research and publications

**Mandate:**

One of the Board's mandated duties under Article 22 of the Executive Law is to promote and conduct studies, research, analysis and investigation of matters affecting the interests of crime victims. Another mandated duty under Article 22 includes rendering an Annual Report to the Governor and Legislature each year by December first. Under Article 22, the Board must also print and distribute victim notification cards, a poster and the Rights of Crime Victim pamphlet.

**Mandated Funding Level:**

None

**Brief Description/History/Background:**

The Crime Victims Board employs a part-time researcher for purposes of conducting studies and investigation of matters affecting the interests of crime victims. This position is also responsible for the production of the Annual Report and plays an integral role in the publication of many of our primary documents, such as the victim notification card, the poster and the Rights of Crime Victims pamphlet.

**Issues:**

As a small agency, we have little redundancy. The position supporting this function performs all of this work under the direction of the Executive Director. In times of fiscal or programmatic crisis these functions become less critical and staff is redeployed to other more critical functions. For instance, during the World Trade Center crisis the Annual Report was not produced. It took a number of years to reinstitute the production of the annual report and in fiscal year 2005, a multi-year report was produced so that the agency could again produce the report annually.

**Population Served:**

The Crime Victims Board staff, the public and innocent victims of crime.

**Performance Measures:**

The timely production of the Annual report.



Crime Victims Board  
**PROGRAM INFORMATION SHEET**

**Program:** National Crime Victims Rights Week

**Mandate:**

Section 631 (11) of Article 22 states that the Board has the duty to coordinate state programs and activities relating to crime victims. Participation in National Crime Victims Rights' Week (NCVRW) events is one important method for fulfilling this obligation.

**Mandated Funding Level:**

None.

**Brief Description/History/Background:**

In 1981 President Reagan declared the first National Crime Victims' Rights Week. This national remembrance is a time to pay tribute to victims and survivors of crime and those who serve them, and to reflect upon the many accomplishments that have been made across the Country to advance victims' rights and services. In 2008, CVB made a concerted effort to have a more visible role in NCVRW events around the State. CVB hosted two victim events, the Chairwoman spoke at numerous events around the State, a publicity campaign was released in Buffalo and Manhattan and our website had a special calendar of NCVRW events around the State. This was a significant change from past practice.

**Issues:**

None

**Population Served:**

Victims, law enforcement agencies, the public, victim service providers, allied professionals and district attorney offices.

**Performance Measures:**

None at this time.

Crime Victims Board  
**PROGRAM INFORMATION SHEET**

**Program:** Statewide Conference

**Mandate:**

One of the Board's mandated duties under Article 22 of the Executive Law is to sponsor conferences relating to the problems of crime victims.

**Mandated Funding Level:**

None. However, a conference account (SRO) funded through conference fees supports the conference such that the conference is self-supporting. In addition, all staff attendance at the conference is funded through federal VOCA dollars.

**Brief Description/History/Background:**

Every two years the CVB sponsors a statewide victim assistance conference. This conference is intended to meet the training needs of professionals from victim service agencies, law enforcement, criminal justice agencies, and representative from allied disciplines. This conference enables the Board to fulfill, in part, its mandate under section 623 (17).

**Issues:**

CVB just entered into a contract with the successful hotel bidder for hosting the conference scheduled for October of 2009. The contract does contain the necessary cancelation clauses should that be necessary.

**Population Served:**

Victim assistance program staff and allied professionals.

**Performance Measures:**

80% of all workshops and session-wide events are rated as above satisfactory by conference attendees.