Message From The Executive Director

This past year, the New Jersey Victims of Crime Compensation Office (Agency) continued its commitment to providing quality services to innocent victims of crime by awarding $9.7 million to those victims. This was made possible by the hard work of the Agency’s dedicated staff, by the commitment of the Department of Law & Public Safety and the efforts of the Division of Criminal Justice to provide the necessary resources to the Agency. Indeed, the Department created a Task Force of employees who were temporarily assigned to the Agency to provide assistance in expediting the victims’ claims. The Task Force members made tremendous contributions to the Agency and carried out our mission to assist those who were victimized, by providing quality and exceptional services.

The Agency’s commitment to providing high-quality services in a compassionate environment was further advanced by several initiatives. First, an internal policy was adopted to expand the Priority Case category to claims involving all domestic violence, sexual assault and child victims. Then, the Agency initiated a three-year plan to upgrade its case processing system. This upgrade will expand online access to the Agency’s services, permitting victims to file claims online, allowing vendors to track payments and enabling the staff to electronically track the status of cases and the receipt of documentation. Next, the Agency entered into collaborative efforts with the Department of Corrections and the Judiciary to ensure that restitution payments are properly credited to the individual victims’ claims. The Agency also implemented protocols for properly tracking emergency claims and monitoring their disposition. Finally, the Agency completed a revision of its retention procedures so that cases that are maintained in storage can be retrieved, reopened and quickly processed.

Efforts were redoubled to educate and train service providers, municipal courts, civic and faith-based groups, legal services agencies and law enforcement agencies. Outreach materials were distributed to libraries, municipalities, police departments and hospitals. Further, the Agency worked diligently with the Victims of Crime Compensation Review Board to expedite the appeal process for claimants.

The Agency recognizes that its most valuable resource is its human resource - the staff. Thus, the Agency will provide advanced training for the staff to ensure that victims are served efficiently, effectively and compassionately. Managers and Supervisors will work hand-in-hand with the staff to re-examine old practices and modify procedures to enhance services. We are committed to tracking national trends and issues in order to keep pace with new developments in the field of victim services. As always, the staff’s goal is to compassionately provide resources to the State’s most vulnerable citizens, innocent victims of crime.
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## FY 11 Claims Received by County

<table>
<thead>
<tr>
<th>County</th>
<th>Claims Received</th>
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<tr>
<td>Atlantic</td>
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<td>Bergen</td>
<td>130</td>
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<td>Burlington</td>
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<tr>
<td>Camden</td>
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<tr>
<td>Cape May</td>
<td>31</td>
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<tr>
<td>Burlington</td>
<td>58</td>
</tr>
<tr>
<td>Camden</td>
<td>412</td>
</tr>
<tr>
<td>Cape May</td>
<td>31</td>
</tr>
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<td>Cumberland</td>
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</tr>
<tr>
<td>Essex</td>
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</tr>
<tr>
<td>Gloucester</td>
<td>56</td>
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<tr>
<td>Hudson</td>
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<td>Hunterdon</td>
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<tr>
<td>Mercer</td>
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<td>Middlesex</td>
<td>153</td>
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<tr>
<td>Monmouth</td>
<td>165</td>
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<tr>
<td>Morris</td>
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<tr>
<td>Ocean</td>
<td>109</td>
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<tr>
<td>Passaic</td>
<td>167</td>
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<tr>
<td>Salem</td>
<td>32</td>
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<tr>
<td>Somerset</td>
<td>31</td>
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<tr>
<td>Sussex</td>
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<td>Union</td>
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<td>Warren</td>
<td>26</td>
</tr>
<tr>
<td>Out of State / Unknown</td>
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<td><strong>Total</strong></td>
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## FY 11 Claims and Dollar Amount Paid for each county

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<th>County</th>
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<td>78</td>
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<tr>
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<td>25</td>
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<td>Cumberland</td>
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<td>$206,423.09</td>
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<tr>
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<tr>
<td><strong>Total</strong></td>
<td>2,431</td>
<td><strong>$9,755,579.75</strong></td>
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Claims Received By Gender

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<th>Gender</th>
<th>Claims</th>
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<td>Female</td>
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<tr>
<td>Male</td>
<td>1991</td>
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<td>Total</td>
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Claims Received By Age Group

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<th>Age Group</th>
<th>Claims</th>
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<tbody>
<tr>
<td>Minor 1-17 Yrs Old</td>
<td>502</td>
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<tr>
<td>18 - 34 Yrs Old</td>
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<td>35 - 64 Yrs Old</td>
<td>1254</td>
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<td>Senior 65 and Over</td>
<td>84</td>
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<td>Total</td>
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### Claims Received by Race

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<tr>
<td>African American</td>
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<td>Latino</td>
<td>834</td>
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<td>Native American</td>
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<td>Caucasian</td>
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<td>Other</td>
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<td><strong>Total</strong></td>
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### FY 11 Total Annual Activity

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<th>Description</th>
<th>Number</th>
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<td>New Claims Received</td>
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<tr>
<td>Claims Reopened</td>
<td>328</td>
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<tr>
<td>Claims Reviewed for Supplemental</td>
<td>1322</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>5221</strong></td>
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</table>

Caveat - because our individual claims can fall in various categories during an annual period, claims can be double counted. Example: A new claim opened in January can be closed for lack of information in April; when information is received in June, the claim would be reopened.
Original Claims Disposition

<table>
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<tr>
<th>Original Claims Disposition</th>
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<tr>
<td>Claims Paid</td>
<td>1797</td>
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<tr>
<td>Eligible No Compensation</td>
<td>168</td>
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<tr>
<td>Administratively Closed</td>
<td>1144</td>
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<tr>
<td>Closed Denied</td>
<td>707</td>
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<tr>
<td>Total Claims Concluded</td>
<td>3816</td>
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- Claims Paid: 47.1%
- Administratively Closed: 30%
- Eligible No Compensation: 4.4%
- Closed Denied: 18.5%
Awards Analysis

<table>
<thead>
<tr>
<th>Awards Analysis</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Original Orders</td>
<td>$5,806,727.93</td>
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<tr>
<td>Supplemental Awards</td>
<td>$3,925,905.69</td>
</tr>
<tr>
<td>Attorney Fees</td>
<td>$22,946.13</td>
</tr>
<tr>
<td>Total Amount Award</td>
<td>$9,755,579.75</td>
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</tbody>
</table>

Supplemental Awards 40.3%

Original Orders 59.5%

Attorney Fees 0.2%
**FY 11 Approved Claims by Crime Type Percentage Analysis**

- **Assault**: 62.5% (2,465 claims, $6,498,233.20)
- **Homicide**: 11.4% (452 claims, $1,684,700.17)
- **Sexual Assault**: 15.7% (618 claims, $846,945.90)
- **Child Abuse**: 5.9% (231 claims, $295,295.55)
- **Vehicular**: 2.6% (104 claims, $279,072.15)
- **Robbery**: 0.8% (33 claims, $56,400.26)
- **Other***: 1.1% (42 claims, $94,932.52)

*Grand Total: 3,945 claims, $9,755,579.75

*Other - Included: Kidnapping, Arson, Stalking, Burglary, Tampering with a Cosmetic, Drug or Food Product, Miscellaneous

**Approved Claims by Crime Type and Award Amount**

- **Assault**
  - Physical Assault: 1,755 claims, $5,153,388.05
  - Domestic Violence: 675 claims, $1,310,165.81
  - Terroristic Threats: 20 claims, $20,870.70
  - Harassment: 15 claims, $13,808.64

- **Homicide**: 452 claims, $1,684,700.17

- **Sexual Assault**
  - Physical Assault: 21 claims, $14,295.16
  - Sexual Assault: 210 claims, $281,000.39

- **Child Abuse**
  - Physical Assault: 21 claims, $14,295.16

- **Vehicular**: 104 claims, $279,072.15

- **Robbery**: 33 claims, $56,400.26

- **Other***: 42 claims, $94,932.52

*Grand Total: 3,945 claims, $9,755,579.75
FY 11 Award Amount by Crime Type Percentage Analysis

<table>
<thead>
<tr>
<th>Crime Type</th>
<th>Percentage</th>
<th>Award Amount</th>
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<tbody>
<tr>
<td>Assault</td>
<td>66.6%</td>
<td>$6,498,233.20</td>
</tr>
<tr>
<td>Homicide</td>
<td>17.2%</td>
<td>$1,684,700.17</td>
</tr>
<tr>
<td>Sexual Assault</td>
<td>8.7%</td>
<td>$846,945.90</td>
</tr>
<tr>
<td>Child Abuse</td>
<td>3%</td>
<td>$295,295.55</td>
</tr>
<tr>
<td>Robbery</td>
<td>0.6%</td>
<td>$56,400.26</td>
</tr>
<tr>
<td>Vehicular</td>
<td>2.9%</td>
<td>$279,072.15</td>
</tr>
<tr>
<td>Other*</td>
<td>1%</td>
<td>$94,932.52</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td></td>
<td><strong>$9,755,579.75</strong></td>
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</table>
FY 11 Award Amount by Provider Type

- **Attorney Criminal Rights**: 0.3%
- **Attorney Private**: 0.2%
- **Crime Scene Clean-Up**: 0.1%
- **Emergency**: 0.3%
- **Funeral/Burial**: 13.1%
- **Medical/Dental**: 51%
- **Mental Health**: 7.3%
- **Economic Support**: 27.7%

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<tr>
<th>Provider Type</th>
<th>Pay Amount</th>
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<td>Attorney Criminal Rights</td>
<td>$30,691.33</td>
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<tr>
<td>Attorney Private</td>
<td>$22,946.13</td>
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<td>Crime Scene Clean-Up</td>
<td>$11,785.29</td>
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<td>Economic Support</td>
<td>$2,696,331.61</td>
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<tr>
<td>Emergency</td>
<td>$30,264.19</td>
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<tr>
<td>Funeral/Burial</td>
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<tr>
<td>Medical/Dental</td>
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<tr>
<td>Mental Health</td>
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<td>VCCO Assessments</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$9,755,579.75</strong></td>
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Economic Support Included:
- Domestic Serv./Child Care/ Home Health Assistance
- Home/Auto Modifications/ Medical Equipment
- Loss Of Earnings/ Loss Of Support
- Relocation Services
- Stolen Cash
- Transportation (All)
## Restitution, Subrogation Report for FY 2011

### Restitution, Subrogation Report For FY-2011

<table>
<thead>
<tr>
<th>Month</th>
<th>Year</th>
<th>Restitution</th>
<th>Civil Suit</th>
<th>Refund</th>
<th>Others</th>
<th>Total</th>
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<tr>
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<td>2010</td>
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<td>26,767.98</td>
<td>1,807.00</td>
<td>1,020.00</td>
<td>54,772.32</td>
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<td>August</td>
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<td>12,885.22</td>
<td>8,996.90</td>
<td>7,988.19</td>
<td>2,090.90</td>
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<td>14,374.02</td>
<td>17,412.50</td>
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<td>December</td>
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<td>12,450.58</td>
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<td>January</td>
<td>2011</td>
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<td>4,240.00</td>
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<td>February</td>
<td>2011</td>
<td>23,232.17</td>
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<td>20.00</td>
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<td>31,427.59</td>
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<td>3,537.03</td>
<td>49,489.01</td>
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<td>1,425.00</td>
<td>54,451.04</td>
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<td>May</td>
<td>2011</td>
<td>27,753.66</td>
<td>39,175.46</td>
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<td>67,023.96</td>
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<td>June</td>
<td>2011</td>
<td>20,976.49</td>
<td>23,794.94</td>
<td>1,942.92</td>
<td>5,000.00</td>
<td>51,714.35</td>
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<td>TOTAL</td>
<td>FY-2011</td>
<td>234,461.74</td>
<td>233,678.95</td>
<td>27,466.34</td>
<td>18,045.74</td>
<td>$513,652.77</td>
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## FY 11 Revenue

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<tr>
<th>Revenue Source</th>
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<td>VCCO NET</td>
<td>$5,039,190</td>
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<td>Criminal Disposition Penalties</td>
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<td>Commissary</td>
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<td>Sex Crime Treatment</td>
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<td>Donations</td>
<td>20</td>
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<td>Restitution</td>
<td>232,325</td>
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<td><strong>Total Revenue</strong></td>
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## Federal Grants

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<th>Federal Fiscal Year</th>
<th>Grant Periods:</th>
<th>Amount</th>
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<tr>
<td>FFY 2009 ARRA Stimulus</td>
<td>3-1-09 through 9-30-12</td>
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<tr>
<td>FFY 2009</td>
<td>10-1-08 through 9-30-12</td>
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<td>FFY 2010</td>
<td>10-1-09 through 9-30-13</td>
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<td>FFY 2011</td>
<td>10-1-10 through 9-30-14</td>
<td>2,955,000</td>
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<td><strong>Total Grants Available</strong></td>
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## FY 11 State Appropriations

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<th>Direct State Services</th>
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<td>Salaries and Wages</td>
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<tr>
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<td>Services Other Than Personnel</td>
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<td>Maintenance and Fixed Charges</td>
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<td>Outreach Program</td>
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<td>State Claims</td>
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<tr>
<td><strong>Total Appropriations</strong></td>
<td><strong>$4,053,000</strong></td>
</tr>
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</table>

## Total FY 11 Revenues

**$20,850,807**
# FY 2011 Expenditure Summary

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SALARIES &amp; OPERATIONS</strong></td>
<td></td>
</tr>
<tr>
<td>Salaries and Wages</td>
<td>$2,059,259.21</td>
</tr>
<tr>
<td>Material and Supplies</td>
<td>45,555.58</td>
</tr>
<tr>
<td>Services Other Than Personnel</td>
<td>140,934.08</td>
</tr>
<tr>
<td>Maintenance and Fixed Charges</td>
<td>22,785.46</td>
</tr>
<tr>
<td>Capital Additions, Improvements and Equipment</td>
<td>$59,766.25</td>
</tr>
<tr>
<td><strong>Total Salaries &amp; Operations</strong></td>
<td>$2,328,300.58</td>
</tr>
<tr>
<td><strong>STATE &amp; FEDERAL CLAIMS</strong></td>
<td></td>
</tr>
<tr>
<td>State Claims (Direct Payments to Victims)</td>
<td>$6,102,386.72</td>
</tr>
<tr>
<td>ARRA Stimulus Federal Claims - Grant Year &quot;09</td>
<td>66,977.06</td>
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<tr>
<td>Federal Claims - Grant Year &quot;09&quot;</td>
<td>3,377,509.90</td>
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<tr>
<td>Federal Claims - Grant Year &quot;10&quot;</td>
<td>0.00</td>
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<tr>
<td>Federal Claims - Grant Year &quot;11&quot;</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>Total State &amp; Federal Grants</strong></td>
<td>$9,546,873.68</td>
</tr>
<tr>
<td><strong>TOTAL FY 11 EXPENDITURES</strong></td>
<td>$11,875,174.26</td>
</tr>
</tbody>
</table>
Claims Received FY 2001 - 2011

2001: 2,043
2002: 2,814
2003: 2,853
2004: 3,301
2005: 3,707
2006: 4,194
2007: 3,990
2008: 4,110
2009: 3,646
2010: 3,305
2011: 3,571
**Benefits in a Nutshell**

**Crimes Covered**
- Aggravated Assault
- Murder
- Manslaughter
- Burglary
- Robbery
- Sexually Related Crimes
- Kidnapping
- Acts Constituting Domestic Violence
- Drug and Food Tampering
- DWI
- Carjacking
- Hit & Run
- Eluding a Police Officer
- Human Trafficking
- Bias Crimes

**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 3 Months
- File Claim Application with NJ VCCO within 2 Years

**Benefits Provided**
- $25,000 Maximum

**Mental Health Counseling**
- Homicide Survivor- $12,500
- 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-30 Sessions
- Medical Supplies and/or Other Prescription Drugs
- Medical Related Transportation

**Loss of Earnings or Financial Support**
- Maximum Amount-$600/Week
- Loss of Support- 48 Months
- Loss of Earnings- Direct Victim-104 Weeks
- Permanent Disability- Direct Victim-60 Months
- Loss of Earnings- Secondary Victim-$7,000 to Care for Primary Victim

**Others**
- Funeral Cost-$5000
- Transportation to Funeral- $200/Person or $1,000 Total
- Crime Scene Cleanup- $2,000
- Relocation Expenses- $2,500
- Domestic Help- $50/Day not to exceed $6,500 Total
- Child Care/Day Care Services- $6,500
- Victims’ Rights Attorney Fees (Criminal Matter)- $125/Hr with a $1,000 Maximum
- Attorney Fees for Representing Victims in VCCO Claim (Up to 15% of the Award)

**Others**
- Supplemental $35,000 for Rehabilitative Services Only

**Catastrophic Injuries**
- Supplemental $35,000 for Rehabilitative Services Only
**Intake Phase:**
Upon 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 immediately. All applications are screened for denial on procedural basis, including expiration of time for filing, non-compensable crimes or outstanding warrants.

**Bill Review:**
Bills are screened for the proper name and address, federal tax I.D. number, CPT (Current Procedural Terminology) codes & date of service. Any missing information and collection notices are returned to the provider/claimant with a letter stating the need for an itemized bill, where applicable. Once all the information is gathered, bills are entered into the VCCO’s Claims Processing System. The bills are then forwarded to the appropriate unit for processing of the claim.

**Eligibility Phase:**
Upon receipt of the police report and the bills, the claim is assigned to an investigator for eligibility determination. The assigned investigator will review all the circumstances surrounding the incident including communicating with police and prosecutorial personnel and securing related information from the courts. The investigator will make a recommendation either that the claim is eligible for compensation or to deny pursuant to statutory/regulation mandates. His/her superior will review recommendation and either approve it, reject it or ask for additional information.

**Compensation Phase:**
Once determined 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 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) administration for approval in New Jersey Comprehensive Financial System (Treasury System).

Claimants do not receive a payment voucher; their payments are processed the day after the Order is signed.
Eligibility

Eligibility Criteria

■ An application for compensation may be filed by (1) the victim; (2) a dependent of a deceased victim; (3) an authorized person acting on behalf of the victim; or (4) any other person who has demonstrated an eligible expense for which they have become responsible for due to the victimization.

■ The claim must be filed within two years of the crime, but may be considered after two years if the VCCO determines that "good cause" existed for the delayed filing.*

■ The victim suffered bodily injury or death as a result of the criminal actions of another or the victim needs mental health counseling because of emotional trauma resulting from a violent crime.

■ The crime must be reported to the police within three months after it occurs, but may be considered if reported to the police after three months if the VCCO determines that good cause existed for the delay.*

■ The crime must occur in New Jersey (residency not required), or the victim must be a New Jersey resident who was injured 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 prosecutor’s office; however, eligibility is not dependent upon conviction or prosecution of the offender.

■ The claimant was not the offender or an accomplice of the offender. An award may not be made to another person if the award would unjustly benefit the offender or accomplice.

■ The victim must be an “innocent victim” of a crime, which means that the VCCO must consider whether the victim’s conduct contributed to the injuries suffered.

*Effective March 2012, the time in which to file an application has been extended from two years to three years and the time in which a victim/claimant must file a police report has been extended from three months to nine months.
Compensation Criteria

Compensable Crimes*

The VCCO may order the payment of compensation for personal injury or death that resulted from the commission or attempt to commit any of the following offenses:

- Aggravated assault
- Threats to do bodily harm
- Lewd, indecent or obscene acts
- Indecent acts with children
- Kidnapping
- Murder
- Manslaughter
- Bias crimes
- Aggravated sexual assault, sexual assault, aggravated criminal sexual contact, criminal sexual contact
- Any other crime involving violence including domestic violence
- Burglary (personal property loss or damage will not be compensated)
- Tampering with a cosmetic, drug or food product
- Driving a vehicle, commercial or private, or boat while under the influence of alcohol or narcotics
- Theft of an automobile, eluding a law enforcement officer or unlawful taking of a motor vehicle where injuries to the victim occur in the course of the offender operating the automobile

*It should be noted that simple assault is not a compensable crime.

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 $12,500 for a direct victim and up to 24 sessions not to exceed $7,000 for immediate family members.
- Loss of support for dependents in homicide cases and from offender in domestic violence cases. Maximum of $600 per week not to exceed 48 months.
- Loss of earnings for direct victims up to $600 per week not to exceed 24 months.
- Funeral expenses of up to $5,000.
- Limited transportation costs for funerals and medical treatment.
- Limited domestic service up to $6,500 for child care, day care and after school care costs.
- Crime Scene Cleanup expenses up to $2,000.
- Relocation expenses up to $2,500 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 you are at least 60 years old or determined to be disabled and meet financial guidelines.
- Attorneys are limited to receiving fees that are set by statute.
- Catastrophic Benefits – Supplemental $35,000 for rehabilitative services only.
Bill Entry Process

Bills Submitted by Claimants / Providers

Screen Bills for CPT Codes, Federal Tax ID, Date of Services & Provider’s Information

- Is All Information Provided?
  - Yes → Bills Forwarded to Intake Unit or Investigator Unit
  - No → Request for Additional Information

- Is Provider in State Treasury List?
  - Yes → Bill Information Entered Into Case Processing Systems
  - No → Fax Vendor Maintenance Form to State Treasury
Intake Processing

Application Received

- Is Application Complete?
  - Yes ➔ Information Obtained Verbally or Application Returned to Claimant
  - No ➔ Application is Entered & Claim Number is Generated

Application is Entered & Claim Number is Generated

- Does Claim Have a Procedural Bar?
  - Yes ➔ Claim expedited for Denial
  - No ➔ Is Emergency Assistance Requested?
    - Yes ➔ Call is Made to Verify & Ask for Necessary Documents
    - No ➔ Request Letters Are Sent to Claimant & Third Party

Request Letters Are Sent to Claimant & Third Party

- Has Requested Information Been Received?
  - Yes ➔ Claims Assigned to Investigator Unit (See “Case Processing” on next page)
  - No ➔ Has Second Request Been Sent?
    - Yes ➔ Sent Second Request
    - No ➔ Administratively Closed
Case Processing

Claim Assigned to Investigator

Reviewed for Eligibility

Q Need More Information?  Y → Requests Additional Information

N

Q Eligibility Determined?  N → Order to Denial for Review

Y

Q Compensation Information Needed?  Y → Request Additional Information

N

Q Are Losses Verified?  Y

N

Determined Eligible but no compensable losses  Order to Pay for Review
## FY 11 In Take Processing Statistics

### Time Required to Obtain Sufficient Documentation for Initial Eligibility Determination

<table>
<thead>
<tr>
<th></th>
<th>Claims</th>
<th>Claims %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 Month</td>
<td>810</td>
<td>42%</td>
</tr>
<tr>
<td>Less than 2 Months</td>
<td>413</td>
<td>21%</td>
</tr>
<tr>
<td>Less than 3 Months</td>
<td>278</td>
<td>14%</td>
</tr>
<tr>
<td>Less than 4 Months</td>
<td>187</td>
<td>10%</td>
</tr>
<tr>
<td>Less than 5 Months</td>
<td>145</td>
<td>8%</td>
</tr>
<tr>
<td>Less than 6 Months</td>
<td>78</td>
<td>4%</td>
</tr>
<tr>
<td>More than 6 Months</td>
<td>19</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1930</strong></td>
<td></td>
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</table>

### Time Between Date of Incident and Filed Claim with VCCO

<table>
<thead>
<tr>
<th></th>
<th>Claims</th>
<th>Claims %</th>
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<tr>
<td>Less than 1 Month</td>
<td>1,153</td>
<td>32%</td>
</tr>
<tr>
<td>More than 1 Month and less than 6 Months</td>
<td>1,633</td>
<td>46%</td>
</tr>
<tr>
<td>More than 6 Months and less than 1 Year</td>
<td>396</td>
<td>11%</td>
</tr>
<tr>
<td>More than 1 Year and less than 2 Years</td>
<td>255</td>
<td>7%</td>
</tr>
<tr>
<td>More than 2 Years and less than 5 Years</td>
<td>90</td>
<td>3%</td>
</tr>
<tr>
<td>More than 5 Years</td>
<td>44</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3,571</strong></td>
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### FY2011 Walk In Stats

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<tr>
<th></th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assigned Claims</strong></td>
<td>63</td>
<td>52</td>
<td>79</td>
<td>61</td>
<td>43</td>
<td>63</td>
<td>67</td>
<td>62</td>
<td>65</td>
<td>46</td>
<td>66</td>
<td>74</td>
<td><strong>741</strong></td>
</tr>
<tr>
<td><strong>New Applications</strong></td>
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<td>79</td>
<td>65</td>
<td>64</td>
<td>40</td>
<td>43</td>
<td>39</td>
<td>37</td>
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<td>42</td>
<td>41</td>
<td>73</td>
<td><strong>622</strong></td>
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<tr>
<td><strong>Case Processing</strong></td>
<td>41</td>
<td>45</td>
<td>65</td>
<td>51</td>
<td>61</td>
<td>45</td>
<td>31</td>
<td>40</td>
<td>29</td>
<td>37</td>
<td>64</td>
<td>95</td>
<td><strong>604</strong></td>
</tr>
</tbody>
</table>

**Total**: **1967**
Frequently Asked Questions

How much compensation can I receive?
Compensation benefits may be awarded up to a maximum of $25,000 per claim and an additional $35,000 in catastrophic benefits.

Who is eligible?
A victim of a crime who has sustained personal injury, mental trauma or death, a surviving spouse, parent/guardian, child or other relative dependent for support upon a victim of a crime who died as a direct result of such crime, or a person injured while trying to prevent a crime or while assisting a police officer in making an arrest.

What will the Agency pay for?
- Relocation
- Funeral
- Psychological counseling
- Loss of support or earnings
- Hospital, physician and physical therapy

What losses are not covered?
- Property damage or loss, except crime scene cleanup
- Pain and suffering

How can I get help to file an application?
Law enforcement agencies, your County Office of Victim/Witness Advocacy or call the VCCO at 1-877-658-2221.

What factors can disqualify an applicant?
- A victim whose behavior contributed to the crime and injuries suffered
- A victim who was engaged in illegal activity at the time of the crime
- An offender or an accomplice of the offender
- Anyone in prison for a crime when the incident occurred
- A victim of a motor vehicle or boating accident except those listed under Crimes for Which Compensation is Available
- A victim of a motor vehicle or boating incident where the victim knew, or had reason to believe, the vehicle or vessel was being operated by the offender while under the influence of alcohol or narcotics
- A victim who is a non-resident of New Jersey and the crime incurred in a location other than New Jersey
- Failure to file a police report
- Failure to cooperate with law enforcement

Is the VCCO the primary payer of my crime related expenses?
No, the Victims of Crime Compensation Office is the payer of last resort. The VCCO will award compensation for the balance of crime-related expenses not reimbursed first from other sources such as medical insurance or disability benefits.
How do I apply for compensation?

Applications are available from the 21 county prosecutors’ offices through their respective Victim/Witness Coordinator. The Coordinators will assist crime victims in filling out the claim form.

You can also download an application from the VCCO’s Web site at www.njvictims.org or call 973-648-2107 for assistance.

How long does it take to receive benefits?

It depends upon the amount and length of time the claimant and/or providers take to supply information. By statute N.J.S.A. 52:4B-18, the VCCO will make its determination regarding the application within six months of acknowledgement by the VCCO of receipt of the completed application and any and all necessary supplemental information.

Does VCCO handle some matters as emergencies?

Yes, emergency claims are usually paid within 30 days. The VCCO may grant an emergency award based on financial hardship, urgent medical problems or for health or safety reasons.

Does the agency provide translation services?

Yes, the VCCO can arrange for translation services to assist you in processing your claim. Please call ahead for an appointment to ensure the services of a Spanish translator. Applications are available in Spanish.

Will the agency pay if the crime occurred outside New Jersey?

Yes. However, you must first exhaust your claim in the jurisdiction where the crime occurred. Each of the 50 states and Washington, DC have a victim compensation program.
Common Reasons For Denial

There are many reasons that the Victims of Crime Compensation Office may deem a claim as ineligible. Listed below are some of the most common reasons a claim may be denied.

- Open warrants/Pending criminal charges/Victim is incarcerated.  
  N.J.A.C. 13:75-1.7 (l)

- Outstanding VCCO Penalties.  
  N.J.A.C. 13:75-1.7 (k)

- Failure to cooperate with law enforcement.  
  N.J.A.C. 13:75-1.6 (e)

- Contributory conduct.  
  N.J.A.C. 13:75-1.6 (e)

- Non-Compliance with VCCO statute of limitations.  
  N.J.A.C. 13:75-1.5 (a) and N.J.A.C. 13:75-1.5 (b)

- Non-compensable crimes.  
  N.J.S.A. 52:4B-11

The reasons listed above do not encompass all of the reasons a claim may be denied. Each claim filed with the Victims of Crime Compensation Office is reviewed on a case-by-case basis.
Most Common Issues Raised on Appeals

The most common issues raised on appeals are: Contribution and late filings.

**Contribution:**

**NJAC 13:75-1.6(e)**
The VCCO reserves the right to consider any circumstances it deems to be relevant, including, but not limited to, provocation, consent, participation in an illegal activity or behavior on the part of the victim which directly, or indirectly, contributed to his or her injury or death, the prior case history of the victim which may also include matters pertaining to the victim's medical history, and whether the victim cooperated with reasonable requests of law enforcement authorities or showed a compelling health or safety reason why they could not cooperate.

**Late filing:**

**NJAC 13:75-1.5(a)**
All claims must be filed within two years after the date of the incident upon which the claim is based or, if after that date, upon determination by the VCCO that good cause exists for the delayed filing.

**NJAC 13:75-1.5(b)**
The incident must have been reported to the police within three months of its occurrence or the date from which the claimant had knowledge or reason to believe that a crime had occurred.
Victims of Crime Compensation
Review Board
FY 2011 Hearing Results

*Top row, left to right: Marsetta Lee, Richard Gill, Kathy Yuill, John Holl.*
*Bottom row, left to right: Megan Harris, Phillip Rav, Rita Carr-Volpe, Leslie Smith, Olga Bradford.*

<table>
<thead>
<tr>
<th>Decision</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reversed</td>
<td>5</td>
</tr>
<tr>
<td>Remanded for Additional Info</td>
<td>3</td>
</tr>
<tr>
<td>Upheld</td>
<td>24</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>32</strong></td>
</tr>
</tbody>
</table>

*VCCO*
The Outreach and Training Group (OTG) continued its mission to inform and educate the service providers, victim advocates, civic and faith based groups, law enforcement and legal service providers.

Outreach materials were delivered by VCCO staff members in their home counties, to police departments, municipal courts, service agencies, senior housing and other public venues.

To increase public awareness, OTG trained and presented on more than 25 occasions. This included legal and in-house training seminars, community affairs, conferences, health fairs, law enforcement and civic events. The VCCO website, www.njvictims.org, also serves as an excellent resource guide. The website features a Frequently Asked Questions page, which provides information that can expedite claims processing.

### Outreach Materials Distributed - FY 2011

<table>
<thead>
<tr>
<th>Language</th>
<th>Claim Application</th>
<th>Informational Brochure</th>
<th>Tri-Fold Card</th>
<th>Miranda Warning Card</th>
<th>Small Poster</th>
<th>Large Poster</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>15,400</td>
<td>17,790</td>
<td>15,560</td>
<td>5,030</td>
<td>86</td>
<td>78</td>
</tr>
<tr>
<td>Spanish</td>
<td>11,760</td>
<td>12,160</td>
<td>10,715</td>
<td>2,640</td>
<td>51</td>
<td>51</td>
</tr>
</tbody>
</table>
Working Groups & Committees*

**Annual Report Committee**
Brian Penn, Coordinator
James R. Casserly
Winston Tsang

**SOPs & Policies**
John Holl, *Coordinator*
Mary Ellen Bonsper, *Coordinator*
Craig DiFiore
Tobi Footman
Richard Gill
Peter Kobylarz
Brian Penn
Melissa Verardi

**Website & Brochures**
Brian Penn
Margaret Pillar
Mimi Rosenshein
Winston Tsang
Kathy Yuill

**Penalty Revenue Committee**
James R. Casserly, *Coordinator*
Doug Brooks
Elizabeth Lucano
Peter Kobylarz
Brian Penn

**Regulations/Statutes**
John Holl, *Coordinator*
Mary Ellen Bonsper
Craig DiFiore
Richard Gill
Peter Kobylarz

**Strategic Plan for Comprehensive CP Tracking**
James R. Casserly, *Coordinator*
Jeff Zuber, *Coordinator*
Mary Ellen Bonsper
Craig DiFiore
Richard Gill
Peter Kobylarz
Mimi Rosenshein
Winston Tsang
Melissa Verardi

**Appeals**
Richard Gill, *Coordinator*
John Holl
Jayne McNee
Kathy Yuill

**Outreach & Awareness**
Sharon Koch, *Coordinator*
Tom Cicalease
Peter Kobylarz
Elizabeth Lucano
Maggie Miranda
Jessica Morejon
Tabitha Otero
Ramona Peterson
Ken Thomas
Winston Tsang
Michelle Williams

**National Crime Victims’ Rights Week**
James R. Casserly
Craig DiFiore
Richard Gill Sharon Koch
Jayne McNee
Ramona Peterson
Melissa Verardi

*Executive Director Marsetta Lee serves as ex officio member of all committees.*
Mission Statement

The New Jersey Victims of Crime Compensation Office provides compensation to innocent victims of violent crime for some expenses they suffer 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.

Crime Victims Constitutional Amendment
(N.J. Constitution, article 1, section 22.)

A victim of a crime shall be treated with fairness, compassion and respect by the criminal justice system. A victim of a crime shall not be denied the right to be present at public judicial proceedings except when, prior to completing testimony as a witness, the victim is properly sequestered in accordance with law of the Rules Governing the Courts of the State of New Jersey. A victim of a crime shall be entitled to those rights and remedies as may be provided by the Legislature. For the purposes of this paragraph, “victim of a crime” means: a) a person who has suffered physical or psychological injury or has incurred loss or damage to personal or real property as a result of a crime or an incident involving another person operating a motor vehicle while under the influence of drugs or alcohol, and b) the spouse, parent, legal guardian, grandparent, child or sibling of the decedent in the case of a criminal homicide.

The Legislature finds and declares that crime victims and witnesses are entitled to the following rights.

a. To be treated with dignity and compassion by the criminal justice system;
b. To be informed about the criminal justice process;
c. To be free from intimidation;
d. To have inconveniences associated with participation in the criminal justice process minimized to the fullest extent possible;
e. To make at least one telephone call provided the call is reasonable in both length and location called;
f. To medical assistance if, in the judgment of the law enforcement agency, medical assistance appears necessary;
g. To be notified if presence in court is not needed;
h. To be informed about available remedies, financial assistance and social services;
i. To be compensated for their loss whenever possible;
j. To be provided a secure but not necessarily separate, waiting area during court proceedings;
k. To be advised of case progress and final disposition;
l. To the prompt return of property when no longer needed as evidence;
m. To submit a written statement about the impact of the crime to a representative of the county prosecutor's office which shall be considered prior to the prosecutor's final decision concerning whether formal criminal charges will be filed; and

n. To make, prior to sentencing, an in-person statement directly to the sentencing court concerning the impact of the crime. This statement is to be made in addition to the statement permitted for inclusion in the pre-sentence report by N.J.S.A. 2C:44-6. In any homicide prosecution the victim's survivor may display directly to the sentencing court at the time of this statement a photograph of the victim taken before the homicide.
Executive Director
Marsetta Lee

Deputy Director
AAG John Holl

Administration
James R. Casserly, Manager
Margaret Pillar, Manager
Elizabeth Lucano
Michele Maraviglia
Jayne McNee
Daisy Quiles

Information Technology
Jeff Zuber, Manager
Winston Tsang

Intake
Melissa Verardi, Manager
Brian Penn, Supervisor, Grants Manager
Zuanette Cabrera
Tom Cicalese
Gerriann DeCicco
Rosemarie de Vera
Vanessa Gomez
Marvette Jones
Jessica Morejon
Tabitha Otero

Task Force
Denele Byrne
Telisa Chambers
Tara Harris
Tim Herron
James Rodriguez

Bill Entry
Mimi Rosenshein, Supervisor
Tanny Kyak
Gloria Rueda

Supervisors of Investigators
Mary Ellen Bonsper
Craig DiFiore
Richard Gill
Peter Kobylarz

Investigators
Tobi Footman, Sr. Investigator
Sharon Kindness, Sr. Investigator
Jacqueline Sierchio, Sr. Investigator
Doug Brooks
Maggie Miranda
Ramona Peterson
Mark Roff
George Smith
Ken Thomas
Michelle Williams
Kathy Yuill
# Information/Speaker Request Form

## PERSONAL INFORMATION

<table>
<thead>
<tr>
<th>Name:</th>
<th>E-mail:</th>
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<tr>
<th>Provider, Organization, Association:</th>
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<tr>
<th>Phone:</th>
<th>Fax:</th>
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<th>Address:</th>
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<th>Shipped to Address:</th>
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## MATERIAL REQUESTED

### Application Request:

- [ ] YES  
- [ ] NO  

### Number of Applications:

- [ ] 1  
- [ ] 5  
- [ ] 10  
- [ ] 25  
- [ ] 50  
- [ ] 100  
- [ ] 200

### Miranda Card Request:

- [ ] YES  
- [ ] NO  

### Number of Miranda Cards:

- [ ] 1  
- [ ] 5  
- [ ] 10  
- [ ] 25  
- [ ] 50  
- [ ] 100  
- [ ] 200

### Poster Request:

- [ ] YES  
- [ ] NO  

### Number Posters:

- [ ] 1  
- [ ] 5  
- [ ] 10  
- [ ] 25  
- [ ] 50  
- [ ] 100  
- [ ] 200

### Brochures Request:

- [ ] YES  
- [ ] NO  

### Number of Brochures:

- [ ] 1  
- [ ] 5  
- [ ] 10  
- [ ] 25  
- [ ] 50  
- [ ] 100  
- [ ] 200

## SPEAKER REQUESTED

- [ ] YES  
- [ ] NO  

Day:  
Time:  

Fax to: 973.648.3937, Mail to: VCCO, 50 Park Place, Newark NJ 07102  
or submit your request using our online form at [www.njvictims.org](http://www.njvictims.org)