

Victim Compensation

Consideration for service providers and first responders:

- Crime Victim Compensation (CVC) can be utilized for compensable crimes only. And can only assist with statutorily allowed losses. If you are unsure if CVC is a resource please contact the CVC Administrator directly.
- CVC policies may change after a criminal incident. Policies may be unique to the crime incident. Stay connected to your CVC Administrator so that you can stay informed about changes in policies and services that they provide.
- Have victims call the program directly for information or to get information on their claim.
- CVC may have trouble determining if someone is a victim, a family or a witness and may need your assistance in establishing the relationship of the applicant to the crime.
- Remember to keep CVC involved in your planning and community meetings, even after the incident. CVC may need to work with other agencies to provide comprehensive services and coverage of needs. Your CVC administrator is utmost authority on CVC benefits and limitations. It will also be helpful, as the payer of last resort, for CVC to know where donations and money will be filtered and for what services. And they will be communicating with many persons affected by the incident; CVC should stay well informed about what other programs can help victims with.

Consideration for CVC Administrators

- As busy as you might be, stay connected in planning and community meetings, even after the incident. CVC will need to work with other agencies to provide comprehensive services and coverage of needs. You are the utmost authority on CVC benefits and limitations. It will also be helpful, as the payer of last resort, to know where donations and money will be filtered and for what services. And you will be communicating with many persons affected by the incident; CVC should stay well informed about what other programs can help victims with.
- CVC may have trouble determining if someone is a victim, a family or a witness. Maintaining a healthy relationship with LE to access this information. Victim and witness lists are often a work in progress after a mass incident.
- Depending on the possible financial impact of the crime, you may be working with DCJ and receiving additional federal funding. If your additional funding is a regular federal VOCA grant, DCJ might not request special tracking. However, it may be helpful to decipher the financial impact of the incident by using specialized crime codes and payment codes in CCVC. If you have received a special federal grant (specific to the incident) you should be tracking the payments separately. You can do this by establishing special crime codes and payment codes in CCVC.

- Again, depending on the scope of the crime, you may need to employ temporary help. You might have access to additional salary money from the District Attorney's budget or from a specialized federal grant. Talk to DCJ regarding the availability of additional administrative funds. Remind the DA that your workload may increase tremendously, even if there is no criminally filed case, and outline what services CVC can provide so that the DA has an accurate idea of CVC responsibilities and additional workload.
- Keep reminding people about CVC services:
 - The DA can issue a press release to publically educate the community and victims about the services that CVC can assist with.
 - The First Judicial District noted that victims were given applications (of a different color) two days after the incident. They did additional follow-up mailings. This was important because many victims didn't remember receiving an application immediately after the incident. Consider doing an initial mailing, mid-year mailing and 1 year anniversary mailing.
 - Keep first responders and service providers informed about the volume (or lack thereof) of applications, obstacles you might be facing (getting medical docs), etc.
- Call on help if you need it. There are 21 CVC Administrators in the state that will be willing to help you. You already know that you can call any of them with questions. But you can also call and ask for in person assistance. This is faster, for immediate help, than training someone how to use CCVC. Let them lighten the immediate burden and do some of the more routine tasks, so that you can focus on meeting the needs of your community.
- Use the tools available to you. As recommended during the preplanning section, read Amy Greer's, "Crime Victim Compensation and Columbine Tragedy" report, NACVCB's, and "Manager's Guidebook." Though nothing has been written yet, Wendy Buter may issue a CVC report outlining their response to the Aurora Century 16 shooting.
- Take care of yourself and your staff. A mass criminal incident will have a profound impact on you and your program. Recognize the impact and act accordingly.