

Slide #89

How long does it take for a victim to receive a payment? The shortest time and the longest time?

The below reflects the time from DCVC application received to DCVC forwarding for SCEIS payment.

Issues such as delays by the victim/claimant or other matters outside DCVC handling. This information is updated to completely answer questions from the subcommittee. Handling time is monitored to determine our staff efficiency.

IQ is not configured as a payment or claims processing system.

Processing Time to First Payment (in Days)

Year	Shortest Processing Time	Longest Processing Time	Average Processing Time
FY 2017	1	1225	150
FY 2018	9	1370	147
FY 2019	13	1403	116
FY 2020	10	1154	143
FY 2021	5	617	163

Slide #90 and #91

How long does it take for Intake to process a claim?

Intake Processing Time (in Days)

Year	# of Claims Measured	Shortest Processing Time	Longest Processing Time	Average Processing Time
FY 2017	2763	0	532	55
FY 2018	3095	0	909	65
FY 2019	3054	0	388	27
FY 2020	2383	0	413	19
FY 2021	2239	0	445	41

Variables which may affect the time for Intake to process a claim:

No signature from the victim/claimant. (Application will be returned to victim/claimant)

No incident report.

Sections 1, 2 and 4 are not completed. (Application will be returned to victim/claimant)

How many applications does Intake process each month?

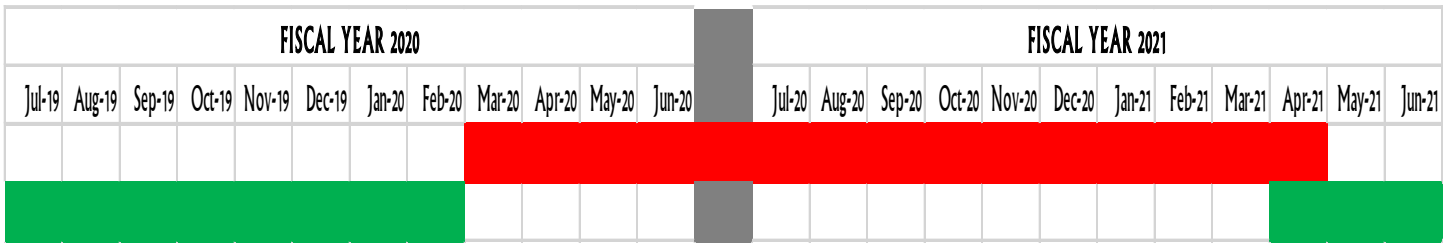
222 applications per month (average for FY 2021)

(This was manually generated in an excel spreadsheet since IQ does not track this information.)

Slide #118

Why did claims payout decrease from FY 2020 – FY 2021?

During those fiscal years, the majority of SC State government employees worked remotely for at least 13-14 months. See chart.




According to DCVC Managers below are reasons for the decline in the number of claims paid during this time period:

- The volume of victim/claimant applications were not submitted to the agency at the same level prior to the pandemic.
- DCVC financial constraints limited payouts. (*Caps were placed on hospital payouts, negotiations ceased and approval for extraordinary funding requests were not awarded.*)
- Staff was not fully equipped to work from home.
- Victim advocates who assist with filing applications were also on COVID protocols.

Slide #99

The HLOC requested a copy of the Restitution Task Force survey. It is an online survey. Below is the link as well as “snapshots of the survey” for someone who is an advocate in Corrections. The answer to a few of the questions dictate which survey the individual will take -

[Evaluating Restitution in South Carolina \(healthsciencessc.org\)](https://healthsciencessc.org)

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Evaluating Restitution in South Carolina

You are invited to participate in a survey conducted by South Carolina's Restitution Task Force. The survey itself is being administered by Dr. Christi Metcalfe, an Associate Professor in the Department of Criminology and Criminal Justice at the University of South Carolina and a volunteer member of the Restitution Task Force. The Victim Services Coordinating Council (VSCC) in the Office of the Attorney General sponsors the Task Force and is sponsoring this research study. The purpose of the study is to assess your perceptions of restitution practices in South Carolina.

If you agree to participate, the survey should take 10-15 minutes to complete. You will be asked questions about potential barriers in the restitution system, as well as your views on possible improvements to the existing system. Your participation in the study will aid in our understanding of restitution methods and practices in South Carolina. Your responses to the survey will remain anonymous.

Participation in this study is voluntary. You are free to not participate or to stop participating at any time, for any reason, without negative consequences. In the event that you decide to stop the survey, the information you have already provided will be stored anonymously.

If you have any questions about your participation in the study, I can be contacted at cmetcalf@mailbox.sc.edu or (803) 777-6532. Concerns about your rights as a research subject should be directed to, Lisa Johnson, Assistant Director, Office of Research Compliance, University of South Carolina, 1600 Hampton Street, Suite 414D, Columbia, SC 29208, (803) 777-6670, lisaj@mailbox.sc.edu.

By proceeding to the next page, you are giving consent to participate.

[Next Page >>](#)

[Save & Return Later](#)

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Job Information

Please select the sector in which you work.

- Clerk of Court
- Judicial Office
- Solicitor's Office
- Probation and Corrections Advocacy (e.g., advocate under SCDC, SCDPPPS, SCDJJ)
- Probation Agent
- System-Based Advocacy (e.g., advocate under law enforcement, pretrial intervention representative, a Solicitor's office, a detention center, SLED, DJJ)
- Non-Profit Organization

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How many years have you worked in this role?

- 0 to 2 years
- 3 to 5 years
- 6 to 10 years
- 11 to 20 years
- 21 or more years

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Do you work for the state, specific counties, or specific circuits? Please check all that apply.

- State
- Specific counties
- Specific circuits

In which of the following areas do you have experience? Please select all that apply.

- Requesting restitution (e.g., victim assistance with requests, formal requests)
- Ordering restitution
- Collecting restitution
- Disbursing restitution
- None

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Restitution Training

In the past 5 years, have you received any professional development or training related to restitution?

- Yes
 No

[reset](#)

[<< Previous Page](#)

[Next Page >>](#)

[Save & Return Later](#)

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The following questions are related to your role in *requesting restitution*.

In what kinds of cases do you assist with requesting restitution? Please select all that apply.

- Juvenile cases
- Adult misdemeanor cases
- Adult felony cases
- Other

How do you assist with requesting restitution? Please select all that apply.

- Giving victim impact forms to victims
- Collecting documentation from victims to substantiate the request
- Making restitution recommendations to the court on behalf of the victim
- Notifying victims of their right to restitution
- Providing explanations to victims about the process
- Calling an expert witness to confirm the value of losses through an affidavit and/or subpoena for a restitution hearing
- Submitting an affidavit to the court
- Ensuring orders of restitution are uploaded to all caseloads
- Requesting restitution from the clerk's office
- Other, please specify

[<< Previous Page](#)

[Next Page >>](#)

[Save & Return Later](#)

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How much do you agree or disagree with the following reasons that requests for restitution are not granted by the court?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
The victim's ability to collect through other means is often overestimated.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
The justice system is not focused on the importance of restitution to victims.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
Restitution requests are not handled uniformly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
There is a lack of victim input in court sentencing processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
The offender's inability to pay.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset

<< Previous Page

Next Page >>

Save & Return Later

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In your experience, how often do the following circumstances create a barrier for victims applying for restitution?

	Never	Rarely	Sometimes	Often	Always	
The victim is unable to provide documentation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
The documentation provided by the victim cannot be verified.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
The victim is not notified of his/her right to restitution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
The victim has tried to receive restitution before, and the defendant failed to pay.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
The victim is intimidated by the defendant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
The victim failed to follow through.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
The victim was not notified enough in advance of a plea agreement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset

<< Previous Page

Next Page >>

Save & Return Later

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The following questions are related to your role as a *probation or corrections advocate*.

Thinking about the victims you worked with over the past 12 months, what percent of these victims had restitution ordered by the court? Please fill-in a number between 0 and 100 percent.

In a given week, how often are you contacted (e.g., phone calls, messages) by victims regarding restitution?

- Never
- 1 time
- 2-3 times
- 4-5 times
- More than 5 times

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In your experience, how often do victims report failing to have their right to restitution enforced?

- Never
- Rarely
- Sometimes
- Often
- Always

[reset](#)

[<< Previous Page](#)

[Next Page >>](#)

[Save & Return Later](#)

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In your experience, how important or unimportant are the following factors in influencing requests for restitution?

	Very important	Important	Neither important nor unimportant	Unimportant	Very Unimportant	N/A
The offender's ability to pay.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> reset
The offender's family obligations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> reset
The type of sentence imposed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> reset
The offender's priors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> reset
The offender's employment status.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> reset
The victim impact statement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> reset
The type of offense.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> reset
The extent of injuries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> reset

<< Previous Page

Next Page >>

Save & Return Later

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Resize font:
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In your experience, how often do the following circumstances create a barrier to having restitution ordered for victims?

	Never	Rarely	Sometimes	Often	Always	
The restitution request is not brought before the court by the solicitor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
The court fails to consider the restitution request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
The misconception that someone who is represented by a public defender does not have the ability to pay restitution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
The solicitor fails to meet and/or consider the victim's request for restitution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
The solicitor believes the jail time punishment is sufficient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
The court believes the jail time punishment is sufficient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
Restitution is not included in the plea agreement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset

<< Previous Page

Next Page >>

Save & Return Later

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The following questions ask about your general perceptions of the restitution system in South Carolina.

How satisfied or dissatisfied are you with the current restitution system for victims in South Carolina?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

reset

<< Previous Page

Next Page >>

Save & Return Later

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In your experience, how often do the following circumstances create a barrier to victims receiving restitution?

	Never	Rarely	Sometimes	Often	Always
The court fails to order restitution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The court vacates restitution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is limited legislative and/or judicial support due to views regarding "debtors prisons."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fines, fees, and assessments are ordered to be collected before restitution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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<< Previous Page

Next Page >>

Save & Return Later

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How much of a problem are each of the following in South Carolina?

	Not a problem	A small problem	A problem	A large problem	A very large problem	
Requesting restitution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
Collecting restitution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
Enforcing restitution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset

<< Previous Page
Next Page >>

Save & Return Later

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Currently in South Carolina, how effective or ineffective is restitution in achieving the following goals?

	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	N/A
Deterring future crime.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rehabilitating offenders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Punishing offenders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensating victims.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<< Previous Page
Next Page >>

Save & Return Later

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How much do you support or oppose the following methods to improve restitution in South Carolina?

	Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose	
Creating a centralized repository of restitution information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
Changing state law to make restitution mandatory.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
Developing regional restitution centers to encourage and enforce the payment of restitution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset
Increasing training to criminal justice personnel about the ordering, collecting, and enforcing of restitution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	reset

[<< Previous Page](#) [Next Page >>](#)

[Save & Return Later](#)

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We would like you to share your thoughts about restitution in South Carolina.

Please identify what you view as the primary barriers to requesting, ordering, collecting, and/or disbursing restitution in your line of work.

Expand

Please share any other suggestions for improving restitution in South Carolina.

Expand

If you have any additional comments about restitution in South Carolina, please include them here.

Expand

[<< Previous Page](#)

[Next Page >>](#)

[Save & Return Later](#)

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The survey is almost done. We have a few remaining questions for statistical purposes.

What is your sex?

- Male
- Female
- Prefer not to answer

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What is your age?

- 20 to 30 years old
- 31 to 40 years old
- 41 to 50 years old
- 51 to 60 years old
- 61 to 70 years old
- 71 to 80 years old

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What racial or ethnic group best describes you?

- White
- Black
- Hispanic/Latino
- Asian
- Native American
- Middle Eastern
- Mixed Race
- Other

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What is the highest level of education you have completed?

- No high school degree
- High school graduate
- Some college, but not degree (yet)
- 2-year college degree
- 4-year college degree
- Postgraduate degree

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Close survey

Thank you for participating in the survey! Your feedback is greatly appreciated.