The background features a large, faint, circular seal of the Office of the Attorney General of South Carolina. The seal contains the text "OFFICE OF THE ATTORNEY GENERAL" at the top and "STATE OF SOUTH CAROLINA" at the bottom, with a central emblem depicting a figure holding a scale and a sword.

CRIME VICTIM SERVICES

2022 Presentation for House Legislative Oversight Committee



Alan Wilson
Attorney General

B.J. Nelson
Director

In preparing the Deliverable Group presentations, some data provided in the original Program Evaluation Report has been corrected. The presentations will reference the corrected data, and the Program Evaluation Report will be updated once the Deliverable Group presentations are concluded.



Alan Wilson
Attorney General

B.J. Nelson
Director

History & Overview



2017 Act No. 96

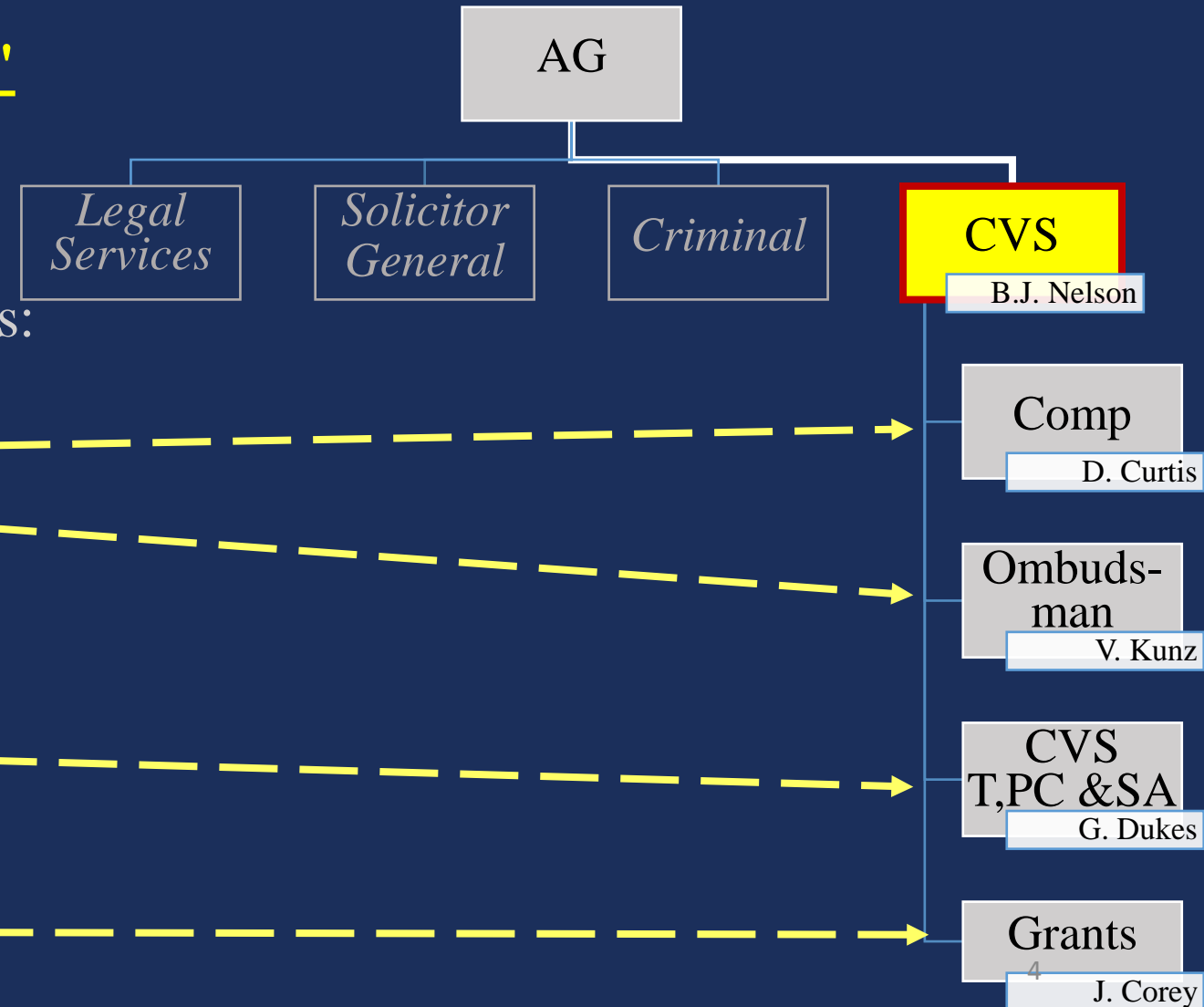
Alan Wilson
Attorney General

B.J. Nelson
Director

“South Carolina Crime Victim Services Act”

to restructure and consolidate Victim Services...to create the Office of the Attorney General, **South Carolina Crime Victim Services Division**...and to create four divisions:

- State Office of Victim Assistance and renamed **“Crime Victim Compensation”**
- South Carolina **Crime Victim Ombudsman**
- Office of Victim Services Education and Certification moved from the Crime Victim Ombudsman and re-established as the **“Crime Victim Services Training, Provider Certification, and Statistical Analysis”**
- and Justice Programs under DPS which administers certain grants to become **“Crime Victim Assistance Grants”**



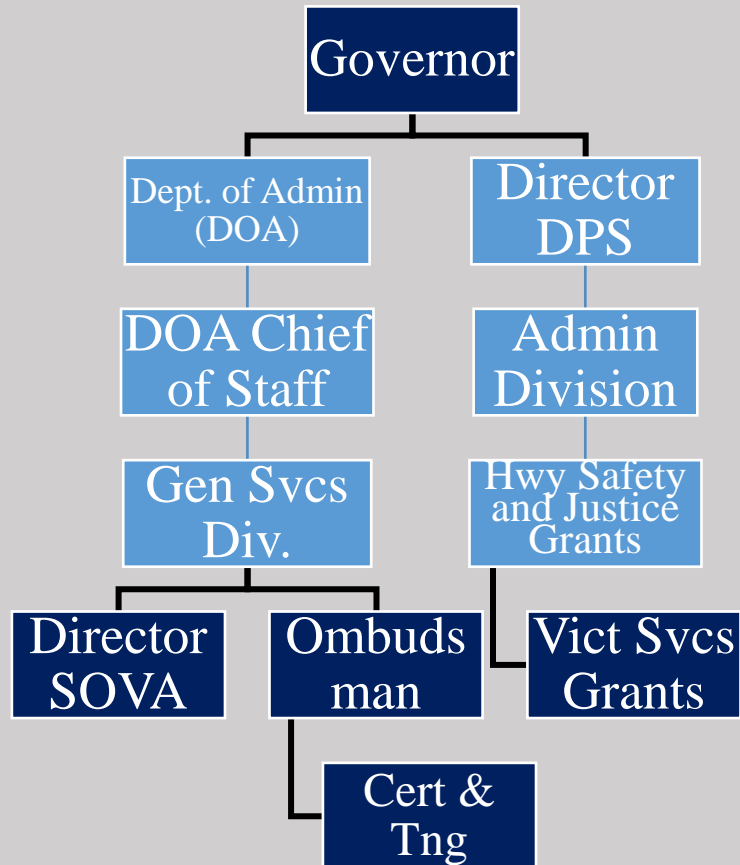


CRIME VICTIM SERVICES

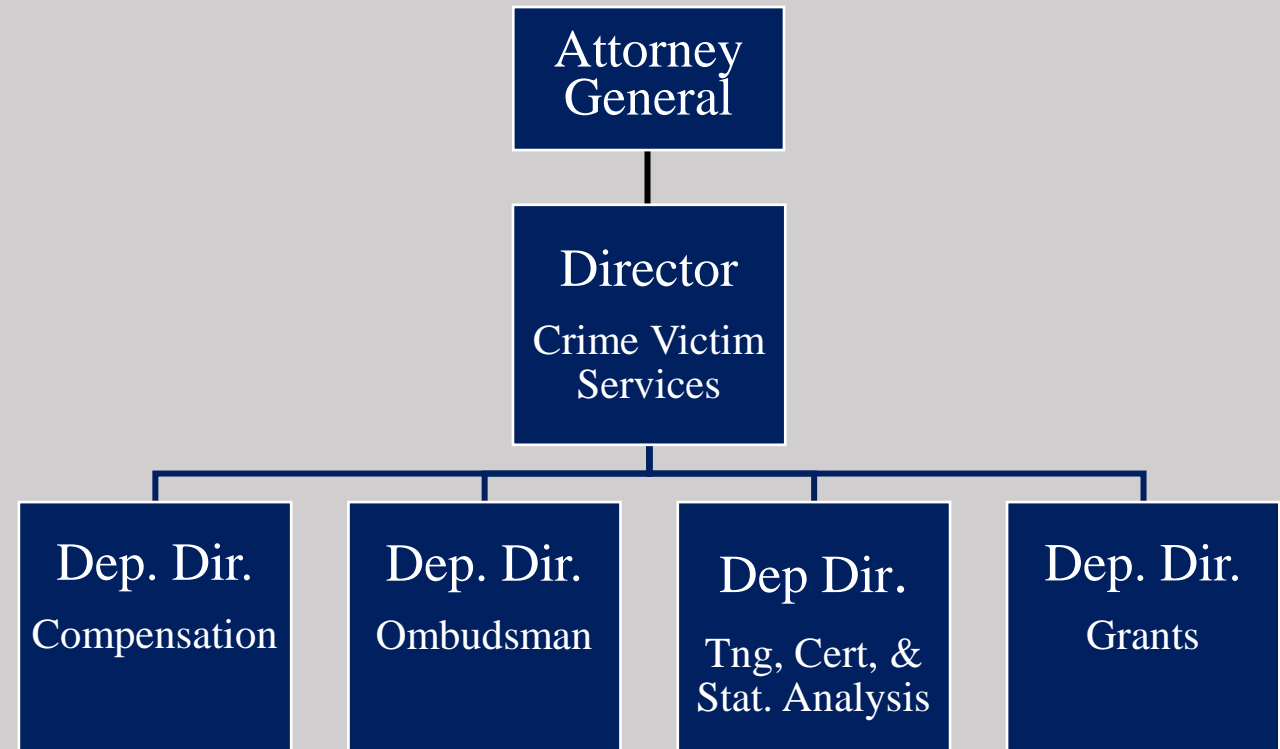
Alan Wilson
Attorney General

B.J. Nelson
Director

Pre-State Reorganization:



Post Consolidation under OAG:



Victim Services Coordinating Council

- Created in 2013, SC Code § 16-3-1410
- Required to meet at least 4 times per year
- Receive suggested policy and procedural improvements from the Attorney General's Department of Crime Victim Services Training, Provider Certification, and Statistical Analysis and Department of Crime Victim Compensation
- Staffed by Crime Victim Services Division (e.g., agendas and minutes for quarterly meetings and coordinating council activities)

Victim Services Coordinating Council

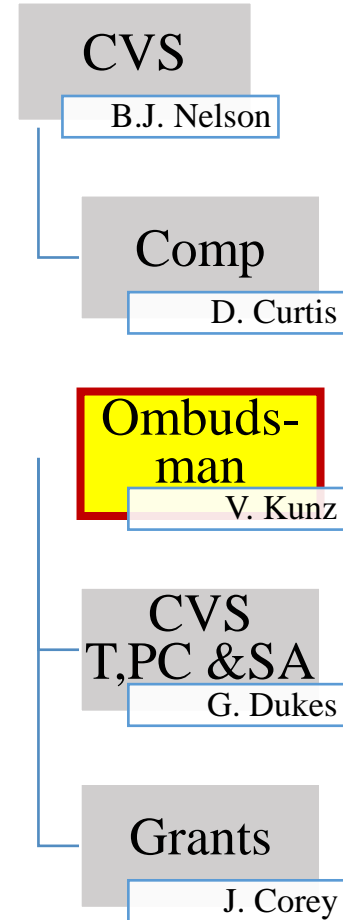
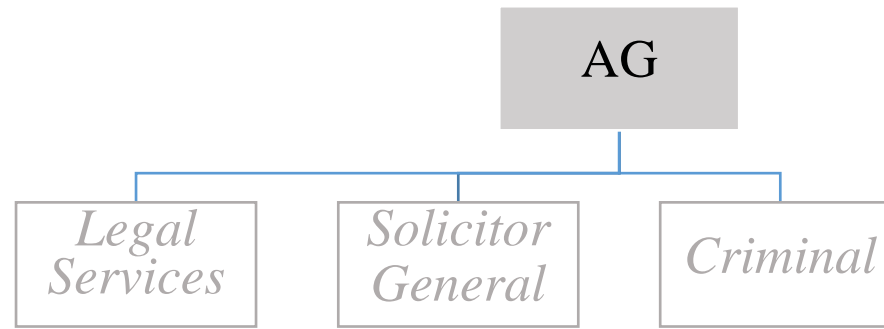
22 Members of the Council

- Attorney General's Crime Victim Services Division
 - Director or designee (chair)
 - Deputy Directors (added in 2017)

Following individuals or their designee

- Attorney General
- PPP Director
- SCDC Director
- DJJ Director
- Prosecution Coordination Commission Director
- Sheriffs' Association Director
- Police Chiefs Association President
- Jail Administrators' Association President
- Solicitors' Advocate Forum President
- Law Enforcement Victim Advocate Association President
- S.C. Coalition Against Domestic Violence and Sexual Assault Director

- 3 representatives appointed by the State Office of Victim Assistance for a term of two years for each of the following categories:
 - University or campus services
 - Statewide child advocacy organization; and
 - Crime victim; and
- 3 at-large seats elected upon two-thirds vote of the other eighteen members of the Victim Services Coordinating Council for a term of two years
 - 1 must be a crime victim
 - 2 must be representatives of community-based nongovernmental organizations.



Crime Victim Ombudsman Section

Veronica Kunz



Sections of Crime Victim Services

Alan Wilson
Attorney General

B.J. Nelson
Director

Crime Victim Ombudsman

Provide responses and investigations to citizens and criminal justice community members that submit requests to resolve individual questions/issues and promote systemic improvements in agencies related to rights of crime victims to assure crime victim rights are protected at all stages of the criminal justice process

Training, Provider Certification, and Statistical Analysis

Provide training and certification to those interacting with crime victims to assure crime victim rights are protected at all stages of the criminal justice process

Provide research/ analysis of criminal justice data to policymakers to keep them apprised of issues relevant to crime victims

Crime Victim Assistance Grants

Provide federal and state financial assistance grants to government and non-government agencies that submit applications to help with expenses for projects that provide direct services to crime victims in South Carolina (e.g., victim advocacy, residential shelters, forensic exams)

Crime Victim Compensation

Provide state financial compensation to eligible crime victims that submit applications to help with expenses directly resulting from a crime that are not covered by other payment sources

Crime Victim Ombudsman

Mission

To ensure that victims of crime are served equitably and treated fairly by the state criminal justice system and victim service organizations.

*One of 11 states in country with Ombudsman (see handout)

How they accomplish the mission

(SC Code Section 16-3-1620 (B))

- Refer crime victims to the appropriate element when services are requested or are necessary
- Act as a liaison between elements of the justice systems, victim assistance programs, and victims
- Review and attempt to resolve complaints against justice system or victim assistance programs within the state's jurisdiction

Personnel

	Turnover	Number of Employees	
		Leave unit during year	In unit at end of year
2016-17		0	0
2017-18	29%	1	3
2018-19	0%	0	3
2019-20	0%	0	3

Note: During FY 2018, one employee left due to personal reasons. Due to the section's small staff size, the loss of one employee resulted in a significant turnover rate.

Exit interviews or surveys conducted?

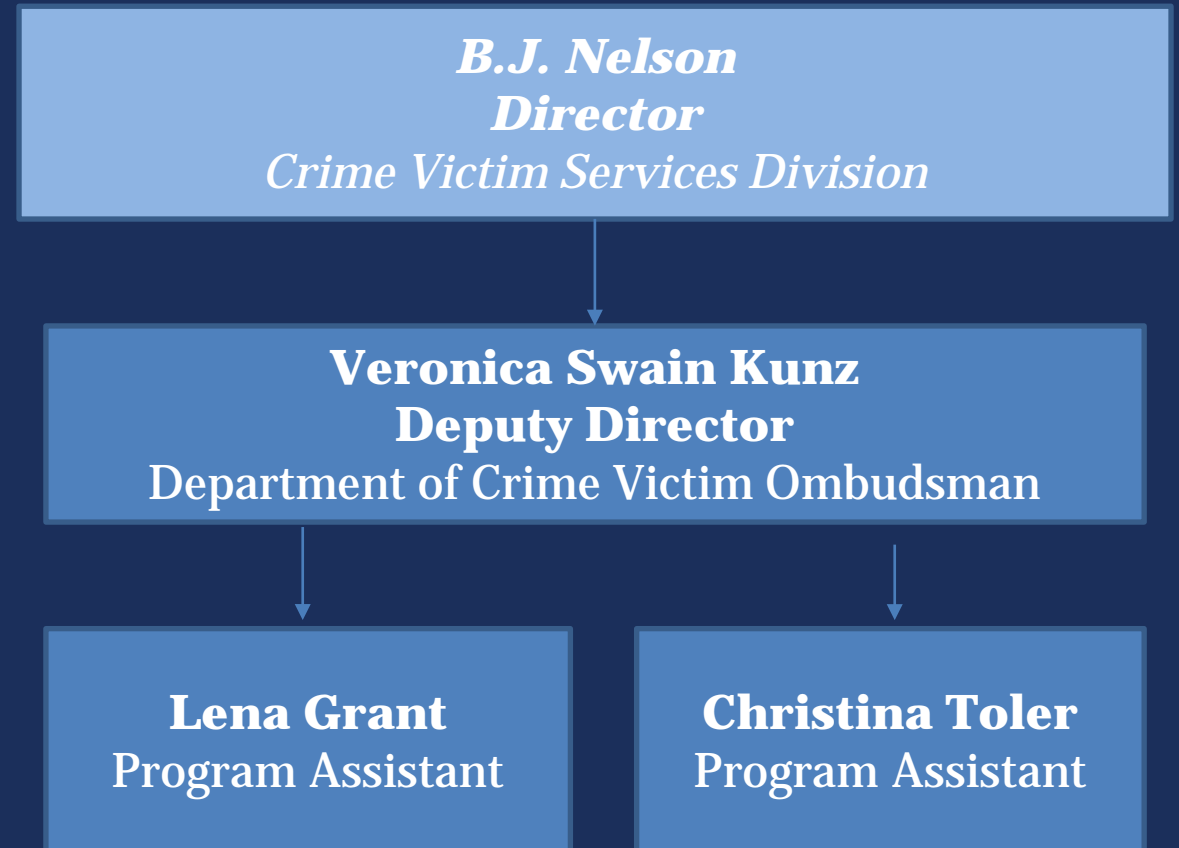
2016-17	No
2017-18	Yes
2018-19	No
2019-20	No

Employee satisfaction tracked?

2016-17	No
2017-18	Yes
2018-19	No
2019-20	No

Crime Victim Ombudsman

Departures	Continuing Employees	Additions
	Veronica Swain Kunz (FTE)	
	Lena Grant Program Assistant (FTE)	
	Christina Toler Program Assistant (FTE)	





Alan Wilson
Attorney General

B.J. Nelson
Director

Who is involved?

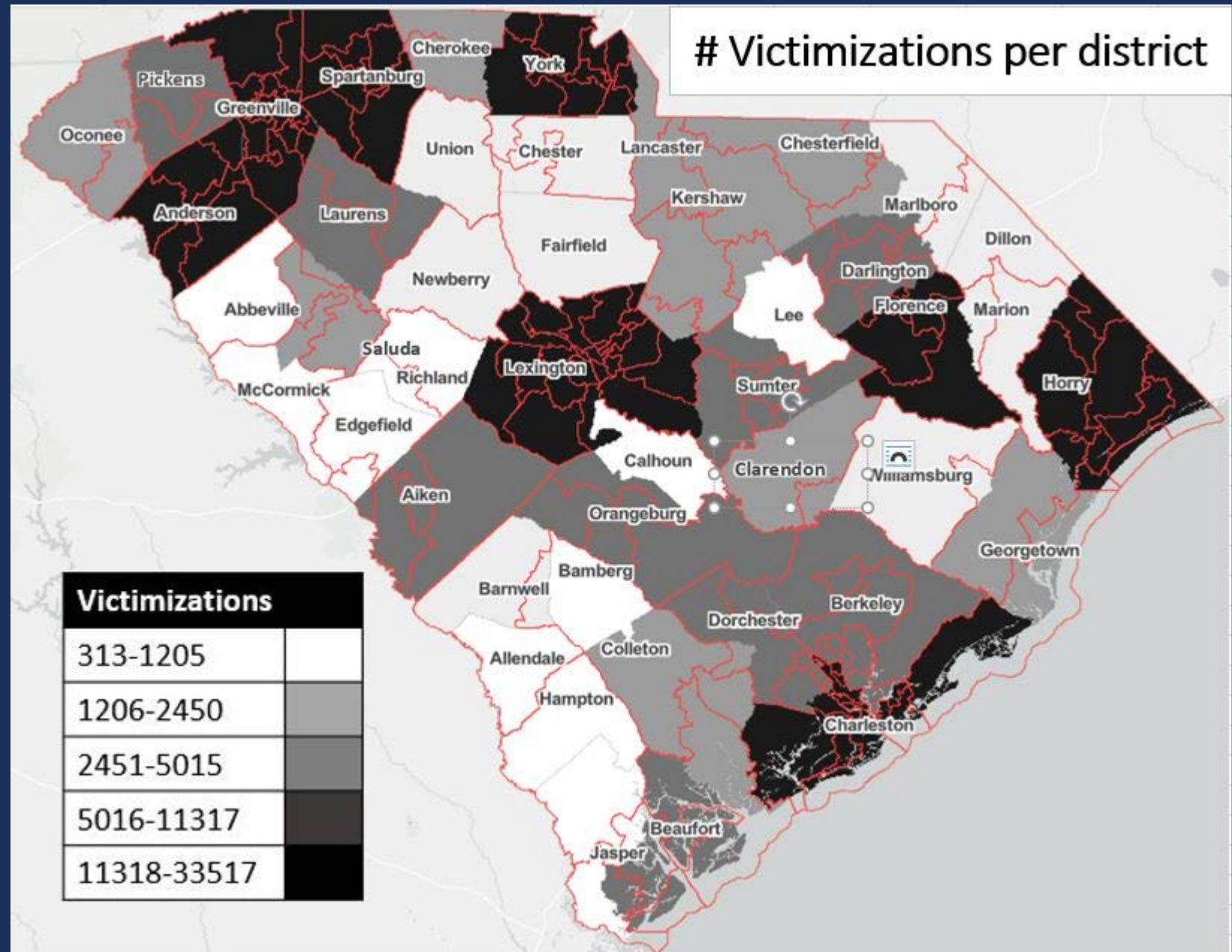
Who is a victim?

An individual who

- suffers **direct or threatened**
- ***physical, psychological or financial harm***
- as a result of the commission or attempted commission of a crime.

Victim also includes:

- victim's **spouse, parent or child** or
- **the lawful representative** of a victim who is
 - Deceased
 - a minor
 - Incompetent
 - physically or psychologically incapacitated



Individuals on whom victims rely

Law Enforcement:

All Sheriffs' Departments
All City and Town Police Departments
State Law Enforcement Division
SC Highway Patrol
Public college and university law enforcement agencies

Solicitor:

All Solicitors and their staff
All City Prosecutors and their staff

Courts:

All Circuit, Magistrate and Municipal Judges, their clerks and staff

Detention Center / Jail:

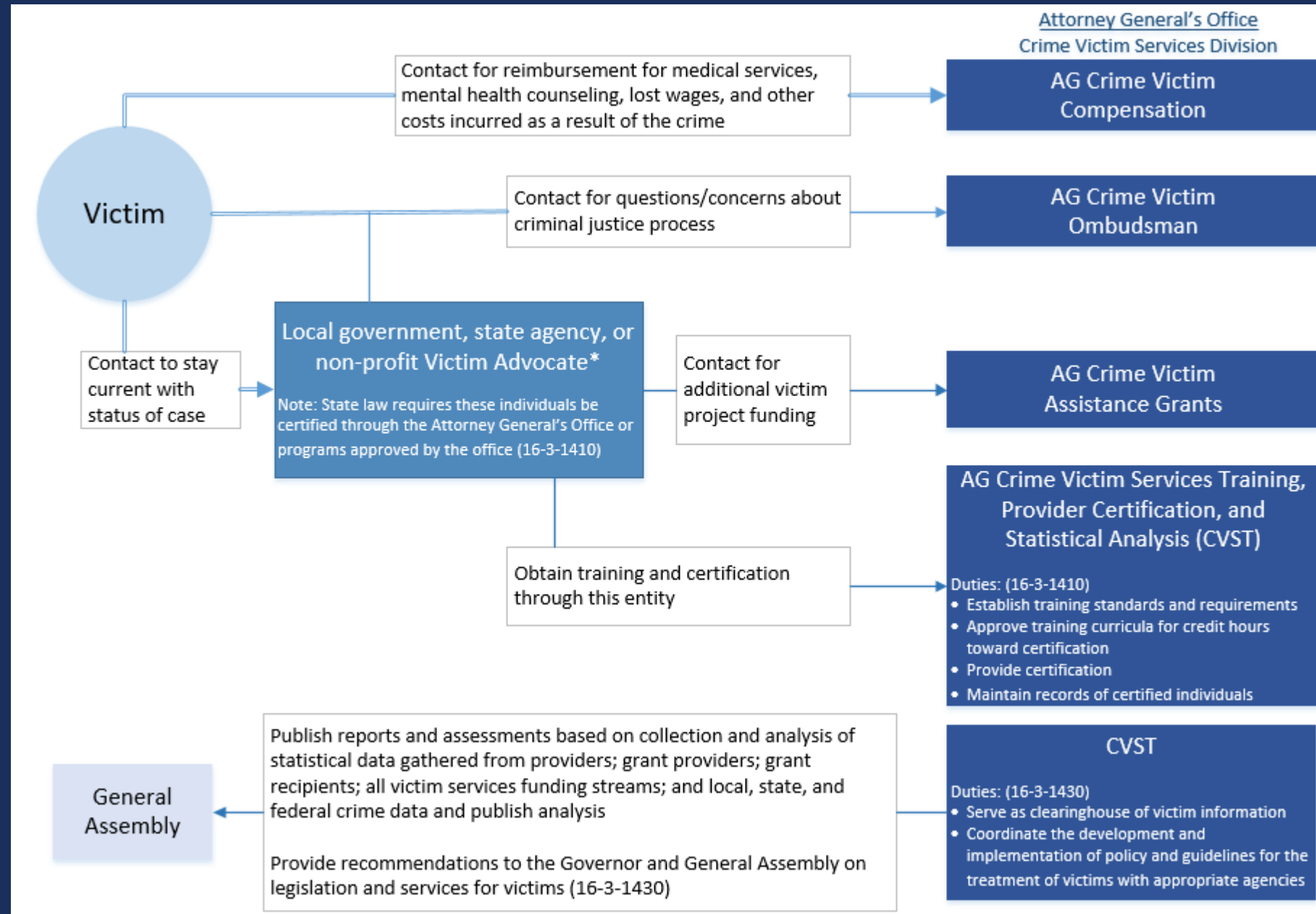
All Detention Center/Jail staff charged with notifying crime victims about offenders' releases/transfers/escapes

State Agency:

Any state agency mandated by law to provide victim services, i.e., Attorney General's Office, SCDC, SCDPPS, DJJ, and Juvenile Parole Board.

Other:

All non-profit agencies that provide victim services; therapists, attorneys, etc.





Alan Wilson
Attorney General

B.J. Nelson
Director

Associated Services

The next slides only contain information on services that are associated with this section of the agency.

Does law require it:

No

Assoc. Law(s):

Purpose (as understood by agency):

To increase the ability of individuals to understand victims' rights to provide adequate assistance to crime victims

Customers:

Crime victims, criminal and juvenile justice system, victim service programs, public

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

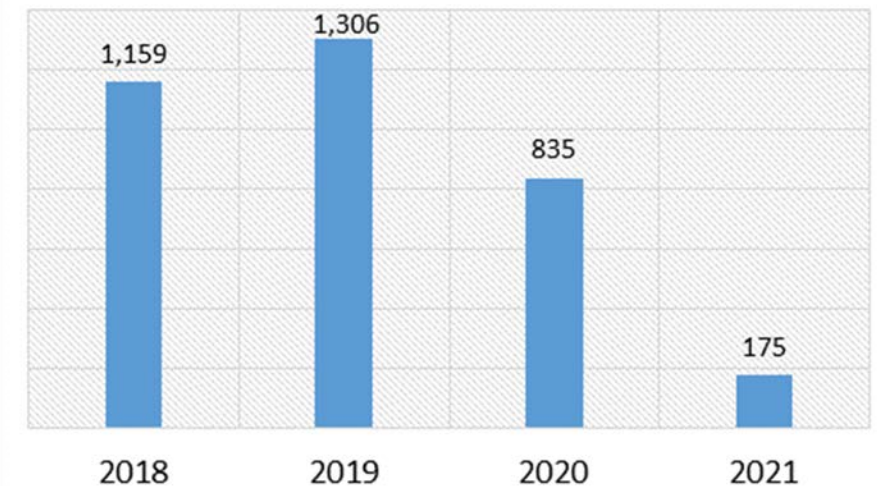
Agency Service #249

Train criminal justice professionals, victim service providers and others about victims' rights and statutes

Training events include:

- Victims' Rights Week Conference
- Charleston School of Law
- Judicial Conferences
- Solicitor's Conference
- SC Law Enforcement Victim Advocate Conference
- Solicitor Advocate Core Training
- Orangeburg Annual Core Training
- Continuing Legal Education (CLEs)
- Child Advocacy Centers
- Court "Notifiers" (on site and online)
- Detention center "Notifiers" (on site and online)
- Dept. of Juvenile Justice caseworkers
- Juvenile Arbitration Boards
- Law enforcement on-site trainings

OMBUDSMAN TRAININGS
Number of People Trained



Does law require it:

Yes

Assoc. Law(s):

Section 16-3-1630

Purpose (as understood by agency):

To inform the state about that status of implementation of victims' rights and services.

Customers:

Governor, General Assembly, elements of the criminal and juvenile justice systems, and victim assistance programs

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #248

Prepare an annual report for the Governor and General Assembly

Where is the report?

- Reports for fiscal years 2011-12 through 2018-19 are available on the agency website
- All other reports are in the State Library

What type of information is in the report?

- Referral Cases and Statistics
- Assist Cases and Examples
- Criminal Justice System Assists
- Data: Types of Crimes in Assist Cases
- Formal Complaint Cases
- Allegations in Formal Complaints
- Formal Complaint Dispositions and Examples
- Formal Crime Victim Ombudsman Training and Outreach

Agency Service #244

REFER crime victims to the appropriate element of the criminal and juvenile justice systems or victim assistance programs, or both, when services are requested by crime victims or are necessary as determined by the ombudsman

- Basic level of assistance
- Typically involves talking with an individual, explaining services available to them and providing them with contact number to local service providers to call for additional help

Does law require it:

Yes

Assoc. Law(s):

Section 16-3-1620 (B)(1)

Customers:

Crime victims, victim service providers, public

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Purpose (as understood by agency):

In recognition of the civic and moral duty of victims of and witnesses to a crime to cooperate fully and voluntarily with law enforcement and prosecution agencies, and in further recognition of the continuing importance of this citizen cooperation to state and local law enforcement efforts and to the general effectiveness and the well being of the criminal and juvenile justice systems of this State, and to implement the rights guaranteed to victims in the Constitution of this State, the General Assembly declares its intent, in this article, to ensure that all victims of and witnesses to a crime are treated with dignity, respect, courtesy, and sensitivity; that the rights and services extended in this article to victims of and witnesses to a crime are honored and protected by law enforcement agencies, prosecutors, and judges in a manner no less vigorous than the protections afforded criminal defendants; and that the State has a responsibility to provide support to a network of services for victims of a crime, including victims of domestic violence and criminal sexual assault.

Does law require it:

Yes

Assoc. Law(s):

Section 16-3-1620 (B)(2)

Customers:

Crime victims, criminal and juvenile justice system, victim service programs

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Purpose (as understood by agency):

Same as previous service

Agency Service #245

ASSIST by acting as a liaison between elements of the criminal and juvenile justice systems, victim assistance programs, and crime victims when the need for liaison services is recognized by the ombudsman

- Next level of assistance
- More in-depth than a referral
- May involve performing research, writing letters, and organizing meetings

Note: Includes assisting crime victims and those in the criminal justice system (e.g., law enforcement officers, solicitors, victim advocates)

Does law require it:

Yes

Assoc. Law(s):

Section 16-3-1620 (B)(3)

Customers:

Crime victims, criminal and juvenile justice system, victim service programs

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Purpose (as understood by agency):

Same as previous service

Agency Service #246

REVIEW and attempt to resolve FORMAL COMPLAINTS against elements of the criminal and juvenile justice systems or victim assistance programs, or both, made to the ombudsman by victims of criminal activity within the state's jurisdiction

Formal Complaints: Initial Review Process

- Formal complaints are submitted online.
 - Complaints are regularly submitted by people who are not victims (i.e., people alleging “wrongful arrests”) or about non-criminal issues (i.e., civil lawsuits, issues from out of state.)
 - Those cases are listed as “**DISMISSED.**”
- Crime Victim Ombudsman reviews complaints to verify they contain allegations by S.C. crime victims regarding victims’ rights violations.

Agency Service #247

Make formal inquiries to manage victim complaints

1. Forward victim complaints to person, program, or agency against whom allegations are made and conduct an inquiry
2. Request and receive information pertinent to the inquiry
3. Issue a report, verbally or in writing, to the complainant and object of the complaint
4. Make recommendations to assist all parties
5. Review actions taken as the result of the recommendations

Does law require it:

Yes

Assoc. Law(s):

Section 16-3-1630

Customers:

Crime victims, criminal and juvenile justice system, victim service programs

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Purpose (as understood by agency):

Same as previous service

Victims Rights Violations Enforcement

Do entities follow CVO's recommendations?

Approximately 75% of the time → Yes (not tracked)

“Agencies that are the subject of the complaint shall respond regarding actions taken, **IF ANY**, as a result of the ombudsman’s recommendations.”

S.C. Code §16-3-1630

S.C. Constitution, Art. I Sec. 24 (B)

Nothing in this section creates a civil cause of action ... against any public employee, public agency, the State, or any agency responsible for the provision of services ...

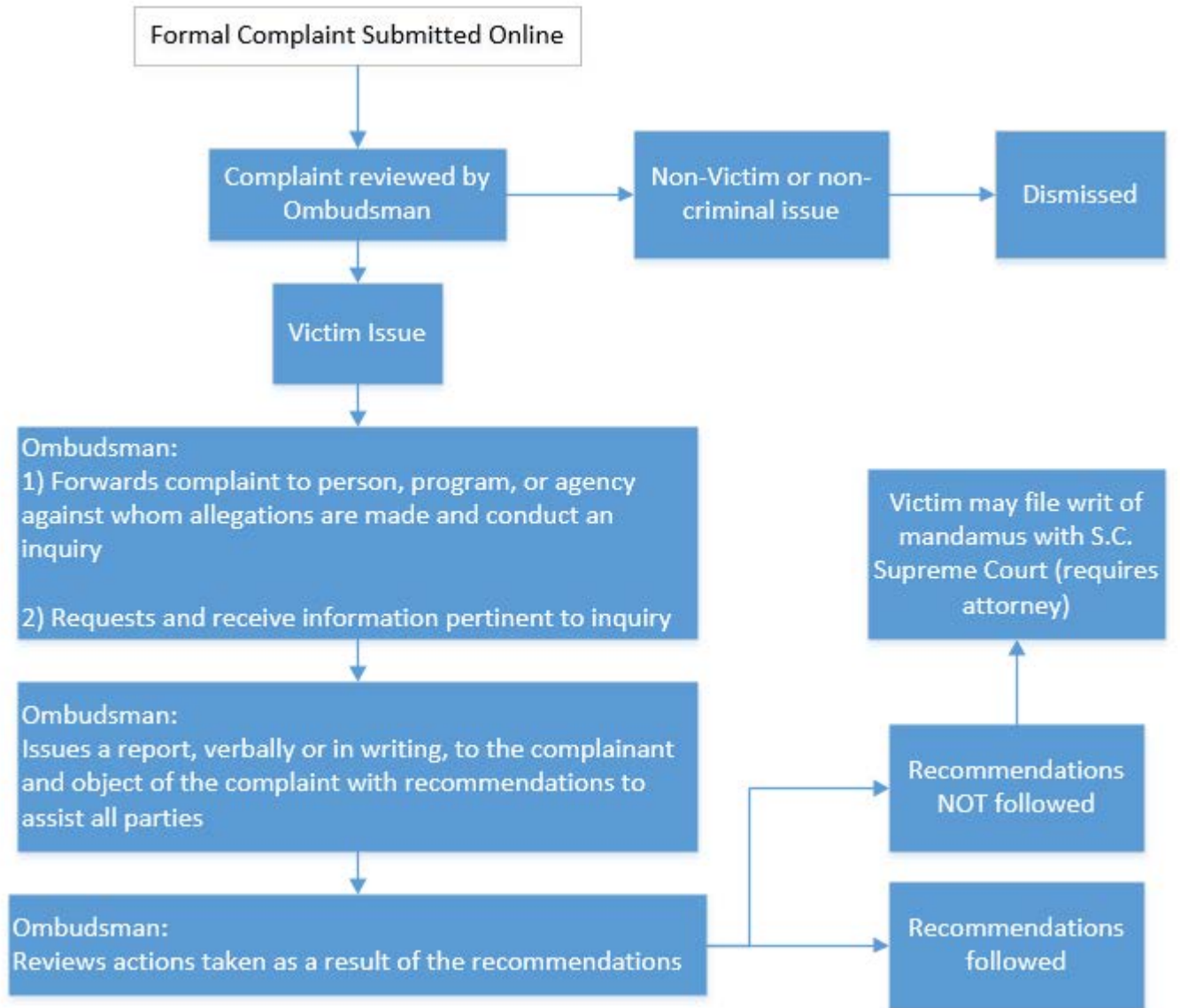
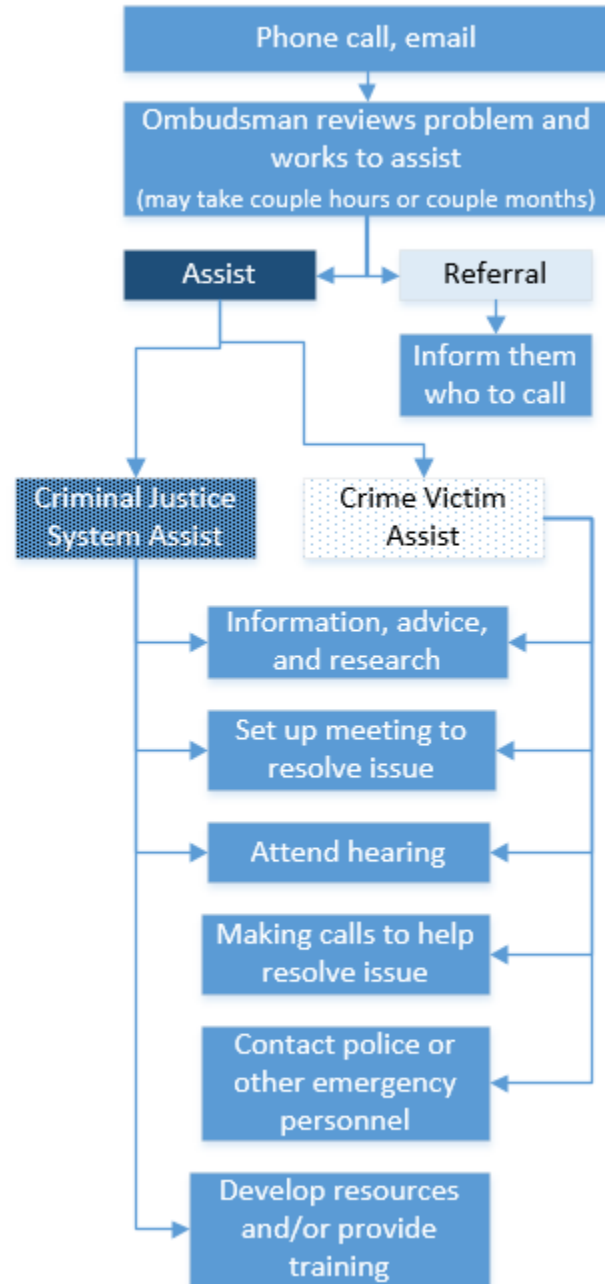
The rights created in this section may be subject to a writ of mandamus issued by the Supreme Court

A willful failure to comply with a writ of mandamus is punishable as contempt.

Problems with Writs:

- Victim needs attorney
- Mandamus is narrow, difficult to use
- “Ministerial duty” is not always clear in some Constitutional rights

Ombudsman Service Process Summary





Alan Wilson
Attorney General

B.J. Nelson
Director

Associated Performance Measures

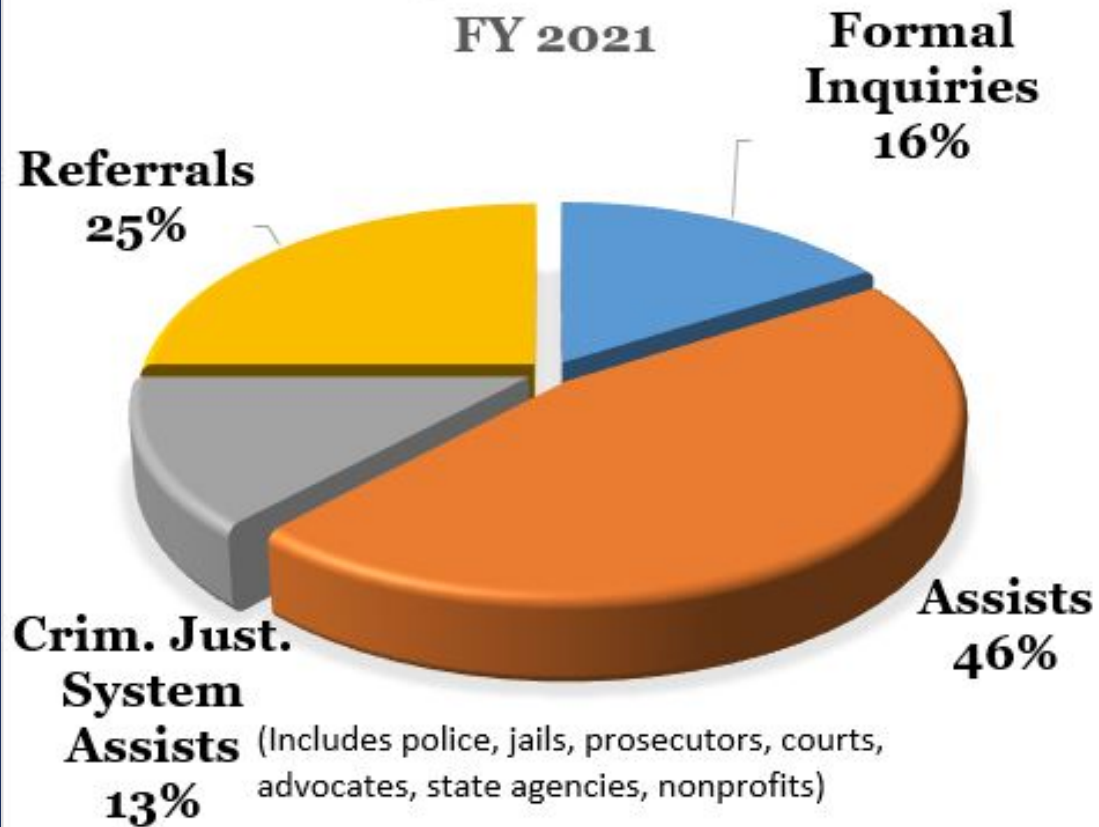
The next slides only contain information on performance measures that are associated with services covered earlier in this presentation.

Types of Cases and Caseload

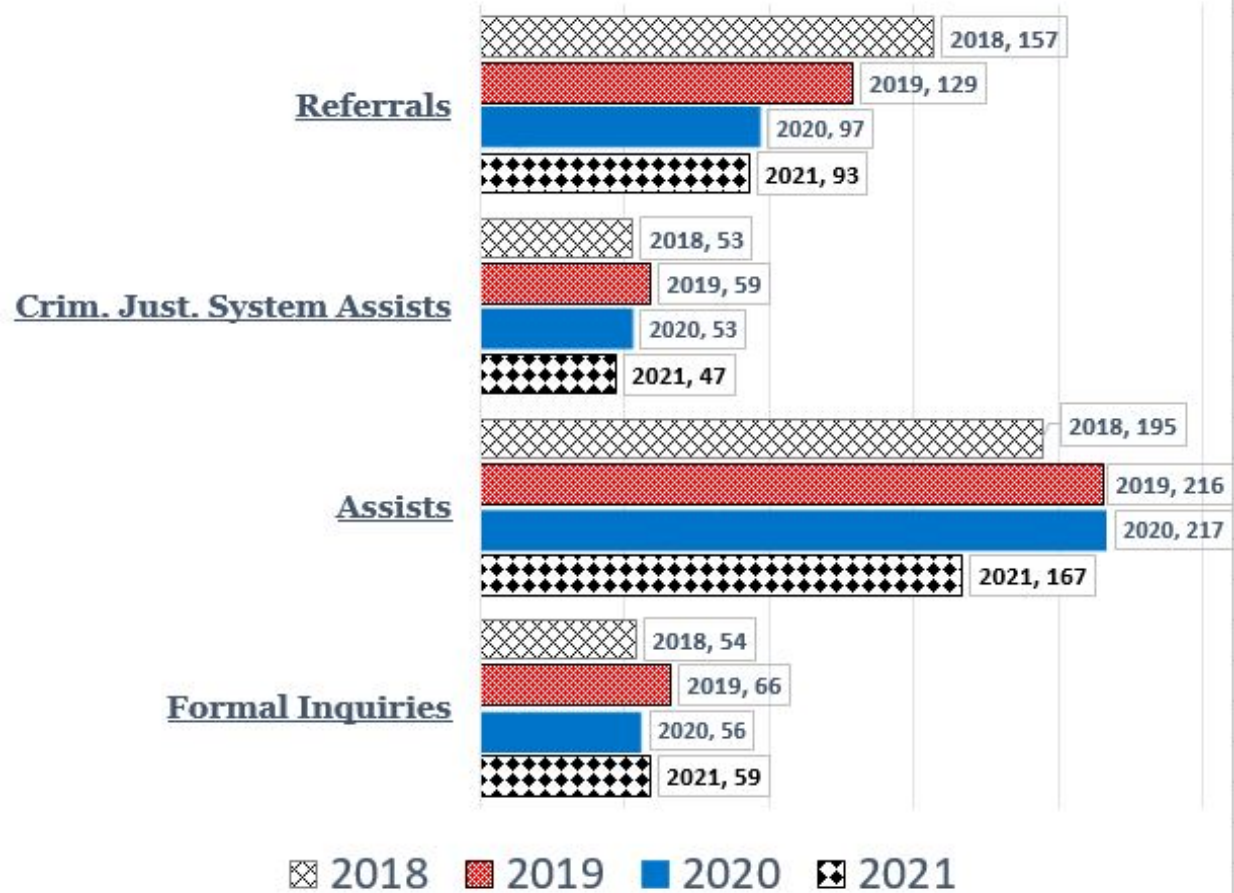
TYPES OF CASES

366 CASES

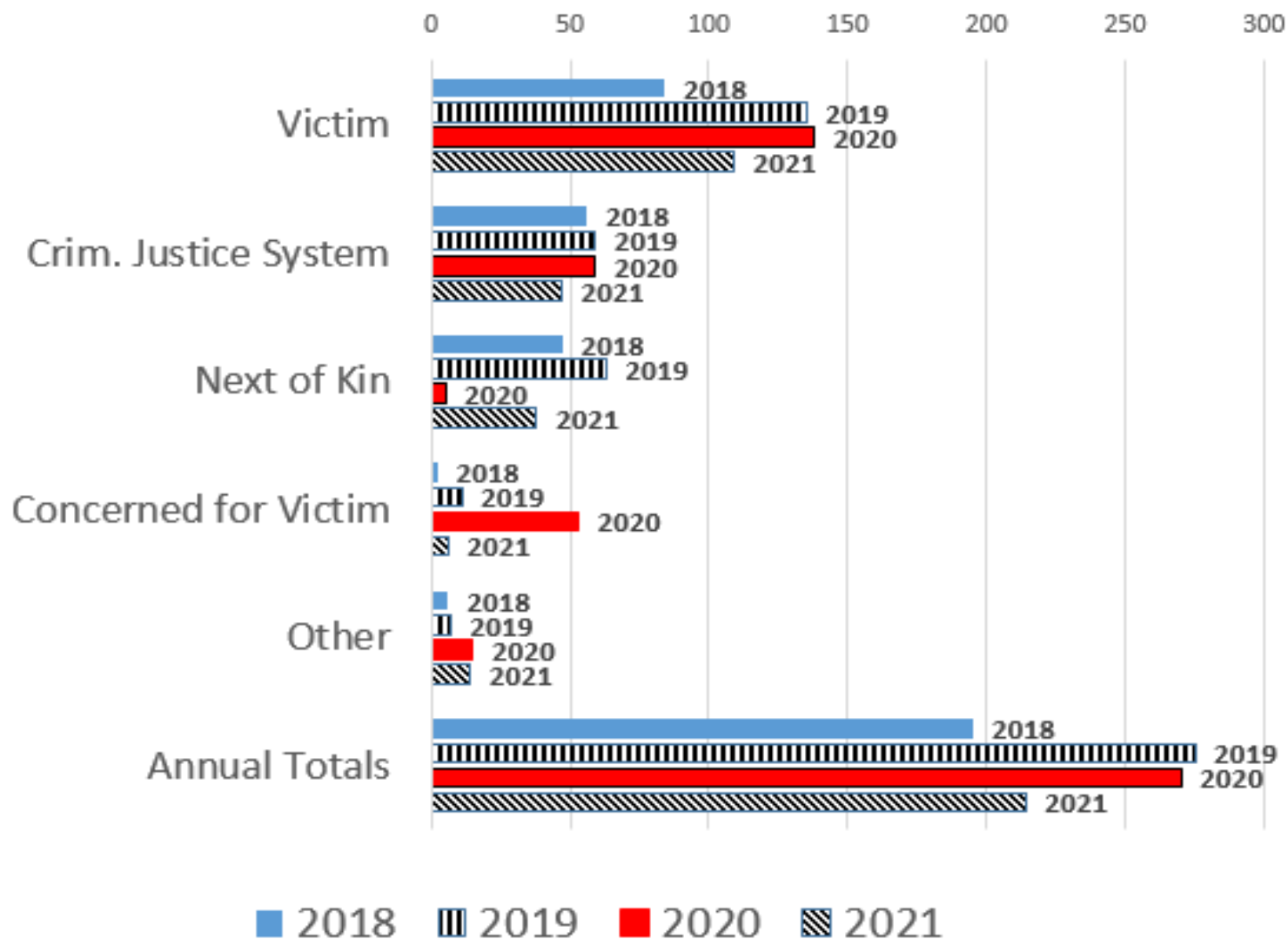
FY 2021



CVO Caseload Analysis Updates FY 2021



Who Called for Assistance? (CVO Assist Cases)

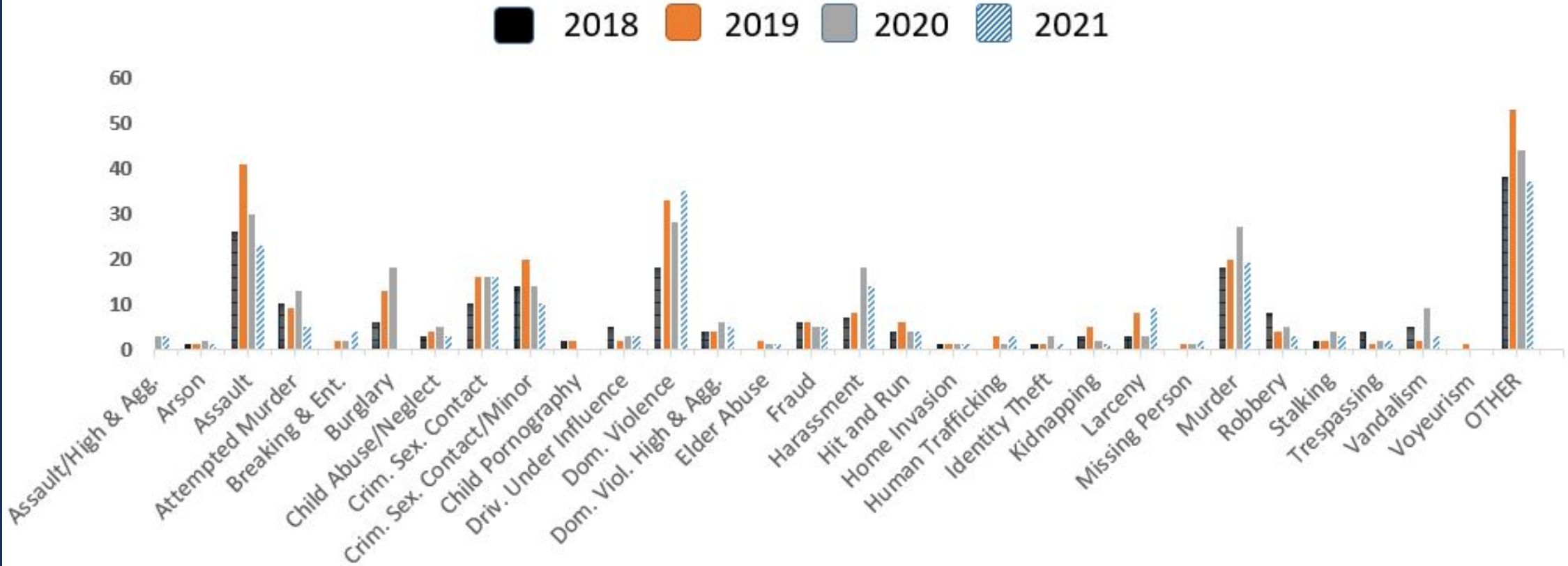


Assist Cases

“Other” includes anyone other than the above; i.e., lawyers, teachers, students, offenders, people with non-criminal legal issues, therapists, advocates from other states

Assist Cases

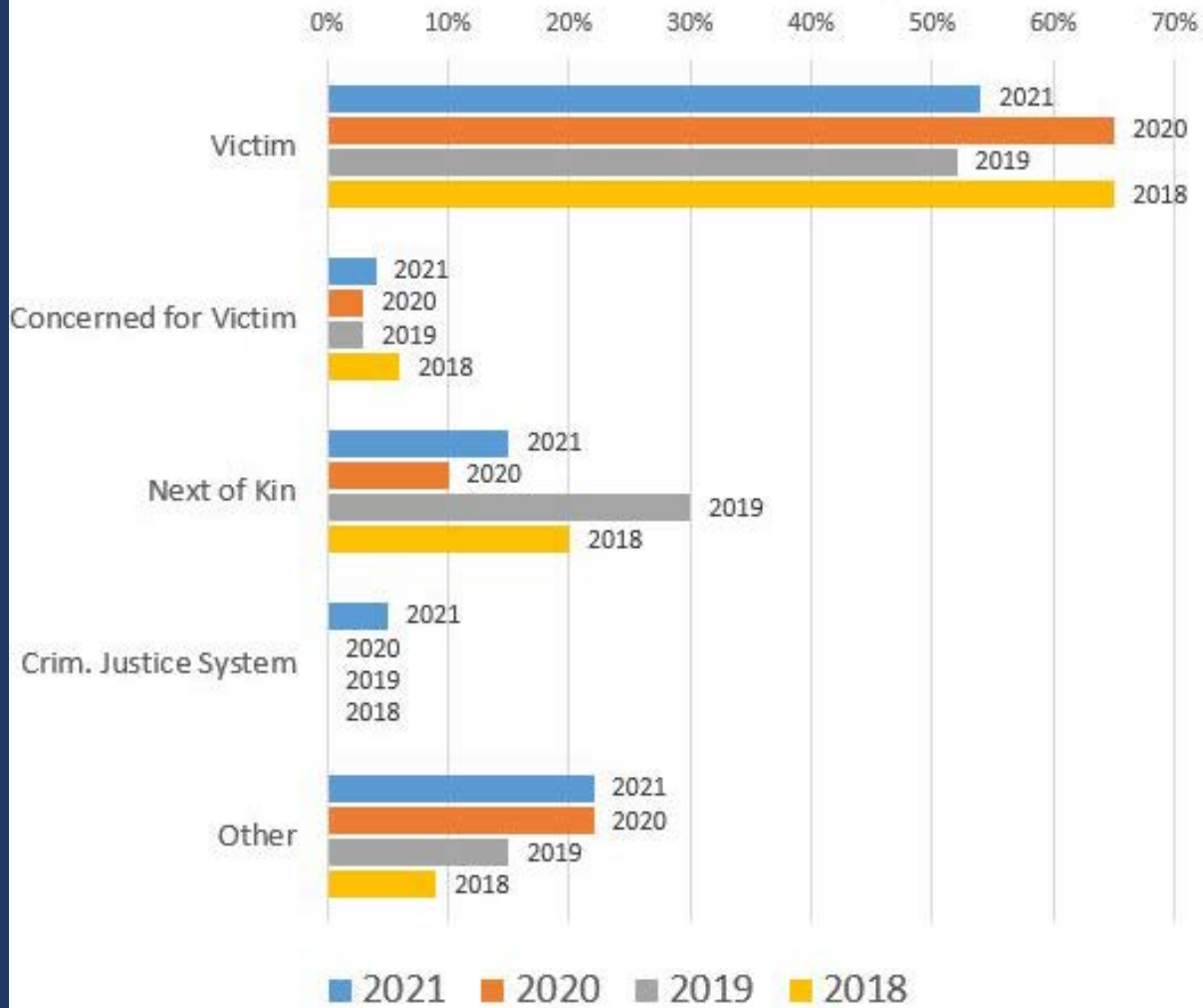
TYPES OF CRIMES - ASSIST CASES



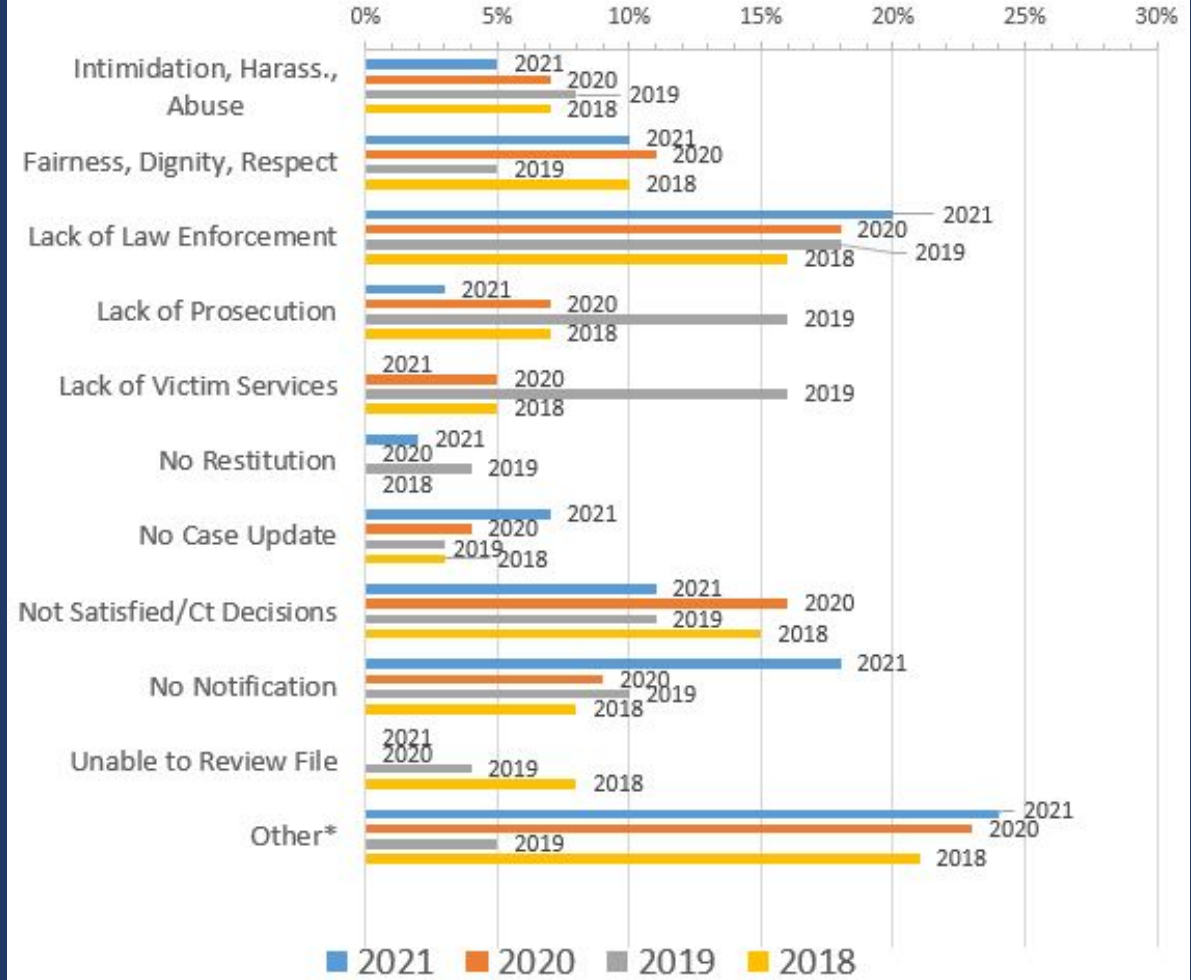
“Other” indicates either a general request from the victim services’ community about “all crimes,” or from someone who has a non-criminal legal issue or who is not referring to any specific type of crime.

Formal Complaints

Who Submitted a Formal Complaint?



Allegations in Formal Complaints



“Other” includes people with non-criminal issues, people with issues from other states, defendants, attorneys, members of the criminal justice / victim services systems, therapists, students

“Other” includes submissions that do not allege a crime, complainant is not a victim, or a general complaint not naming a particular entity



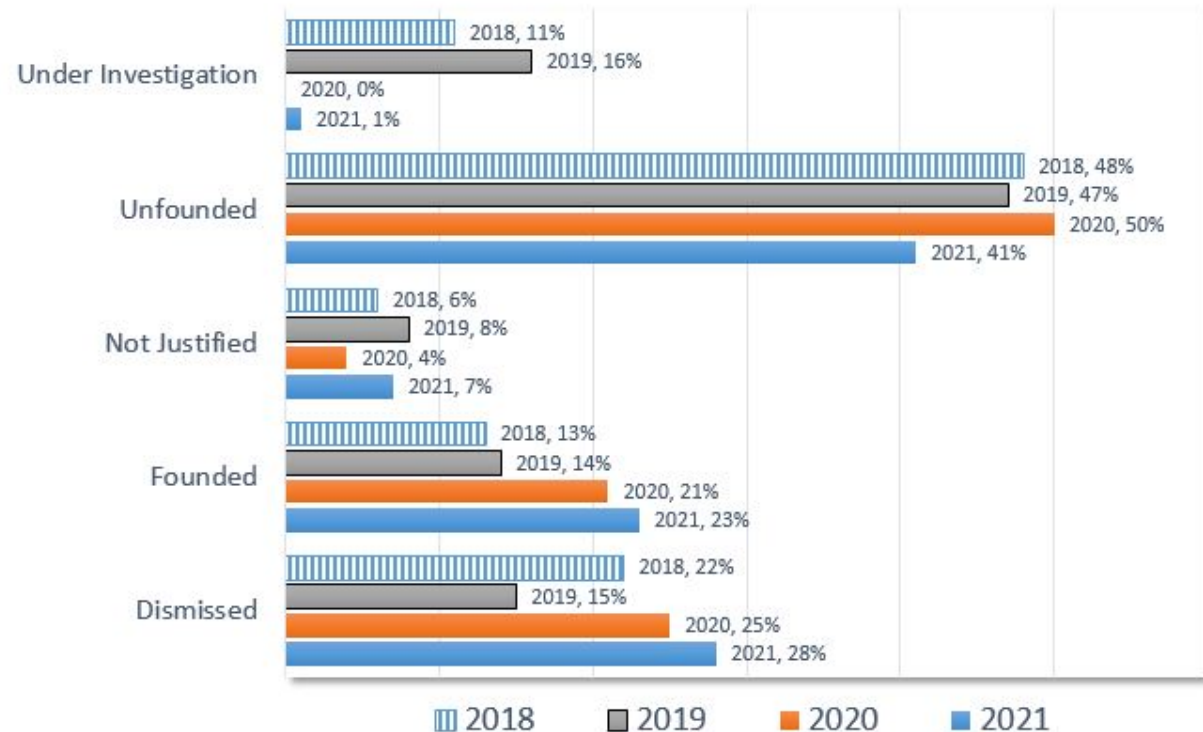
Crime Victim Ombudsman

Alan Wilson
Attorney General

B.J. Nelson
Director

Guidelines for Dispositions

Dispositions in Formal Cases



- **Founded** = Reported acts or part of the reported acts occurred
- **Unfounded** = Acts did not occur or the acts did occur but were within the scope of authority for that individual, agency or entity
- **Not Justified** = Insufficient evident to prove or disprove the reported acts occurred
- **Dismissed** = Case was withdrawn due to lack of victim participation

Formal Complaints by County

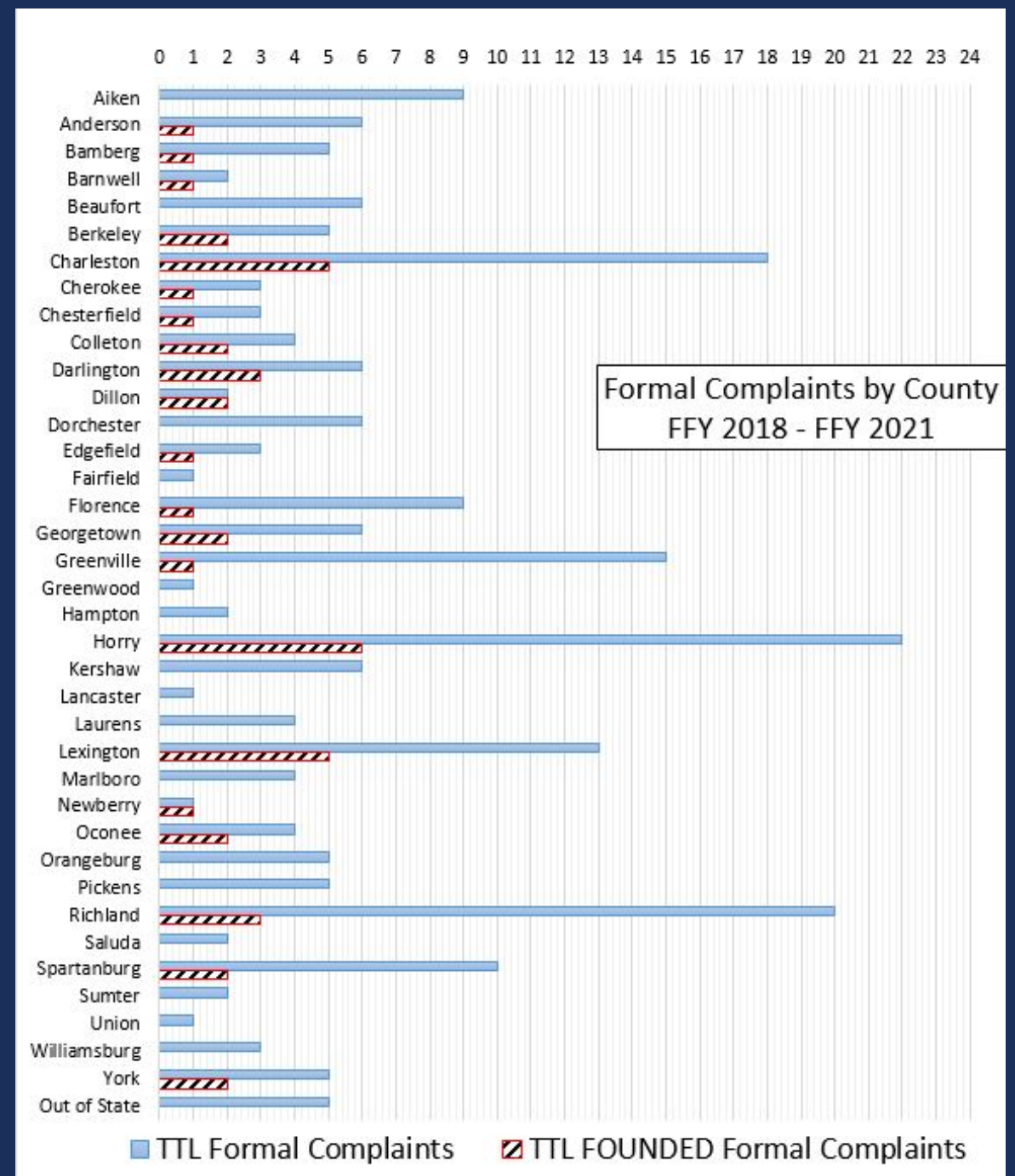
Number of Formal Complaints submitted per county

“FOUNDED” disposition in Formal Complaints per county

After inquiries are conducted, CVO makes a finding and makes recommendations for improvement.

Statute states: “Agencies that are the subject of the complaint shall respond, within a reasonable time, to the ombudsman regarding actions taken, if any, as a result of the ombudsman’s report and recommendations.”

If violation is severe and agency refuses to comply with recommendations, CVO refers victim to attorneys to seek other remedies (Writ of Mandamus, potential civil action)





Alan Wilson
Attorney General

B.J. Nelson
Director

Associated Successes and Concerns

The next slides only contain information on services that are associated with this section of the agency.

Successes

- Online Complaint Form to simplify the process to file a Formal Complaint alleging a victims' rights violation in order to serve the public in a more efficient manner.
- 2-hour online training entitled, "SC Victims' Bill of Rights and Victim and Witness Services Statutes" to address need for more accessible training for Victim Service Providers (VSPs) working in courts and detention centers across the state
- Victim Satisfaction Survey (posted on our website) in an ongoing effort to improve services to our constituents. Feedback from victims is shared during weekly staffing meetings where staff receives ongoing training by the Deputy Director to improve efficiency and maintain a positive relationship with all constituents.

Successes (cont.)

Resolution of source for section's budget

- CVO was established in 1994; \$125k listed in line item in state budget
- Received proviso for \$241k from DCVC Compensation Fund.
- Received \$59k from state general fund last year FY2022 (starting July 1, 2021) to fill budget shortfall.
- \$241k request in this year's budget (passed by House).
- If passed by Senate, state budget will fully fund CVO.
- Necessary because funding from the Compensation Fund reduces funds for victims' injuries, etc.

Concerns

Address Confidentiality Program (ACP)

S.C. ranks in top 5 states in strength of legal rights and services for crime victims

S.C. ranks consistently in top 10 states in deaths due to domestic violence

38 states have ACPs

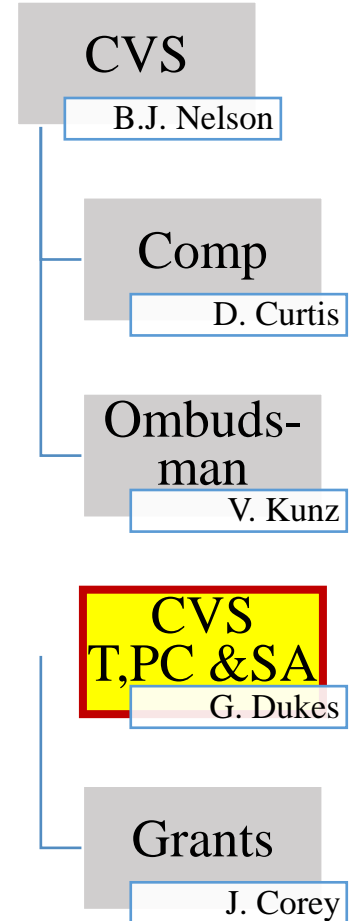
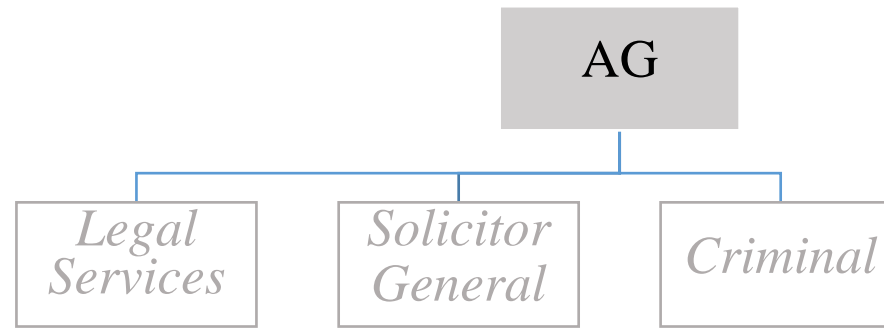
H. 3485 introduced 1/2021 (Robinson, J.L. Johnson)

What does it do? Protects the location of victims of domestic and sexual violence, stalking and human trafficking forced to flee abusive and dangerous situations.

How? Victims receive mail at a confidential address, while keeping their actual address undisclosed. Substitute the agency's address for the victim's physical address on public records.

Why? Reduce the number of deaths due to DV
Consistent with SC overall guiding principles re services for crime victims; protection from potential lawsuits

Where? AG's Division of Crime Victim Services
1 FTE, IT/phone, postage, admin. costs
Model = North Carolina (most programs are similar)



Training, Provider Certification & Statistical Analysis Section

Ginger Dukes



Sections of Crime Victim Services

Alan Wilson
Attorney General

B.J. Nelson
Director

Crime Victim Ombudsman

Provide responses and investigations to citizens and criminal justice community members that submit requests to resolve individual questions/issues and promote systemic improvements in agencies related to rights of crime victims to assure crime victim rights are protected at all stages of the criminal justice process

Training, Provider Certification, and Statistical Analysis

Provide training and certification to those interacting with crime victims to assure crime victim rights are protected at all stages of the criminal justice process

Provide research/ analysis of criminal justice data to policymakers to keep them apprised of issues relevant to crime victims

Crime Victim Assistance Grants

Provide federal and state financial assistance grants to government and non-government agencies that submit applications to help with expenses for projects that provide direct services to crime victims in South Carolina (e.g., victim advocacy, residential shelters, forensic exams)

Crime Victim Compensation

Provide state financial compensation to eligible crime victims that submit applications to help with expenses directly resulting from a crime that are not covered by other payment sources



Training, Provider Certification & Statistical Analysis

Alan Wilson
Attorney General

B.J. Nelson
Director

Mission:

To further professionalize the field of victim services through ensuring proper training, certification of victim services providers, and analysis of relevant statistical data.

First of its kind in the nation



Training, Provider Certification & Statistical Analysis

How they accomplish the mission

- Provide oversight of training, education, and certification of victim assistance programs;
- Work with the Victim Services Coordinating Council (VSCC), promulgate training standards and requirements;
- Approve training curricula for credit hours towards certification;
- Provide victim service provider (VSP) certification;
- Maintain records of certified victim service providers;
- Collect and analyze statistical data, publish analysis, needs assessments, and reports*

See §16-3-1410 for formal requirements

**This new provision allows analysis and increases potential grant opportunities.*

Background

- Register all Victim Service Providers (VSPs are individuals)
- Certify continuing education
- Review all submitted trainings and documentation to ensure standards are met
- Manual checks of VSP statuses in IQ database, hindering productivity of limited staff



Training, Provider Certification & Statistical Analysis

Departures

Tara Martin

Statistician (FTE)
August 2020

Kim Hamm

Deputy Director (FTE)

Current Employees

Fabienne Bolet

Administrative Coordinator
(FTE)

Additions

Zach Glendening

Statistician (FTE)
July 2021





Training, Provider Certification & Statistical Analysis

	Turnover	Number of Employees	
		Leave unit during year	In unit at end of year
2016-17		Unit did not exist	
2017-18	0%	0	2
2018-19	0%	0	3
2019-20	33%	1	2
2020-21	33%	1	3

Exit interviews or surveys conducted?

2016-17	No
2017-18	No
2018-19	No
2019-20	No

Employee satisfaction tracked?

2016-17	No
2017-18	Yes
2018-19	No
2019-20	No



Alan Wilson
Attorney General

B.J. Nelson
Director

Who is involved?

Training, Provider Certification & Statistical Analysis

Key Terms

Government Notifier/Support Staff (VSPN)

Where employed:

- Summary court
- Detention center

Job Duties include:

- Providing notification to crime victims

Training Requirements:

- Continuing → 2-hour approved training every other calendar year

Government Victim Service Provider (VSP)

SC Code Section 16-3-1420(1a)

Where employed:

- Local government (Police Departments, Sheriff's Offices)
- State agency (Solicitors, SC Department of Corrections, SC Probation, Parole and Pardon Services, SC Department of Juvenile Justice)

Job Duties include:

- Provide victim assistance

Training Required:

- Initial → 15 hrs. of core training in first year employed
- Continuing → 12 hrs. of approved education every calendar year (VSPs can carry forward up to 12 hours of continuing education each calendar year)

Training, Provider Certification & Statistical Analysis

Key Terms

Non-Profit Victim Service Provider (VSP) and Human Trafficking (VSP-HT)

SC Code Section 16-3-1420(1b)

Where employed:

- State recognized Non-Governmental Organization (NGO) whose mission is in victim services
 - Incorporated in, holds a certificate of authority in, or is registered as a charitable organization in S.C.
 - Mission is victim assistance or advocacy
 - Privately funded or receives funds from federal, state, or local governments to provide services to victims

Job Duties include:

- VSP Provide victim assistance
- VSP-HT must provide direct services to victims of human trafficking and recognized member of regional human trafficking taskforce or otherwise approved

Training Required: (Same as Government VSP)

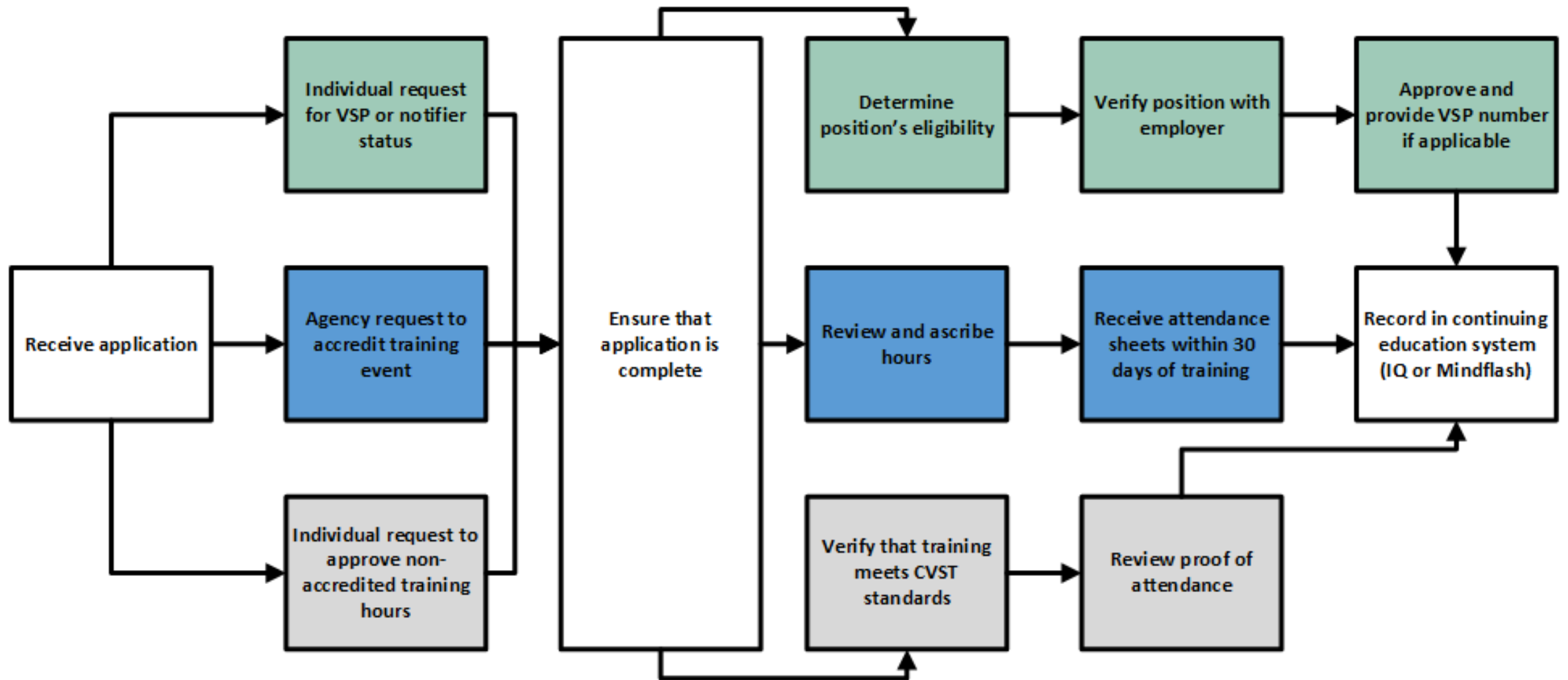
- VSP Initial → 15 hrs. of core training in first year employed
- VSP-HT Initial → 15 hrs. of specialized core training in human trafficking in first year employed
- Continuing → 12 hrs. of approved continuing education required each calendar year (VSPs can carry forward up to 12 hours of continuing education each calendar year)

Summary of who must participate in training and certification

Type	Category	Description	Positions Included
Summary Court or Detention Center	Notifier / Support Staff	<ul style="list-style-type: none"> Any S.C. Summary Court (i.e., Municipal Court or Magistrate’s Court) or Detention Center (i.e., City or County Jail) 	Positions that provide notifications to crime victims as mandated by law
Local Government or State Agency (other than summary court or detention center)	Victim Service Provider (VSP)	<ul style="list-style-type: none"> Any local government or state agency 	Any position that provides victim assistance as mandated by S.C. law
Non-Profit	Victim Service Provider (VSP)	<ul style="list-style-type: none"> Mission is victim assistance or advocacy Incorporated in, holds a certificate of authority in, or is registered as a charitable organization in, S.C. Privately funded or receives funds from federal, state, or local governments to provide services to victims 	Any position that provides victim assistance



CVST CERTIFICATION AND ACCREDITATION PROCESS





Alan Wilson
Attorney General

B.J. Nelson
Director

Associated Services

The next slides only contain information on services that are associated with this section of the agency.

Does law require it:

Yes

Assoc. Law(s):

Section 16-3-1410(B)

Purpose (as understood by agency):

To define training standards and requirements for victim service provider certification and continuing education

Customers:

Victim Services Coordinating Council,
Victim service providers

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #234

Promulgate training standards and requirements in cooperation with the Victim Services Coordinating Council (VSCC)

- Research was collected from continuing education programs
- A committee was formed of victim provider agencies
- The 15-hour core training was reviewed and updated to VSP 2.0
- VSCC approved and voted on changes in 2019

Does law require it:

Yes

Assoc. Law(s):

Section 16-3-1410(B)

Purpose (as understood by agency):

To ensure all training curricula meet department standards and requirements in order to issue credit hours for certification

Customers:

Agencies seeking training approval

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #233

Review and approve training curricula for credit hours toward certification

- Sponsoring agencies submit an accreditation application with attachments
- Information is reviewed to ensure standards are met
- The application is either approved or denied

Does law require it: Yes

Purpose (as understood by agency):

To provide a mechanism to register and track all victim service provider certifications each year for compliance with program standards and requirements.

Assoc. Law(s):

Section 16-3-1410(B)

Customers:

Registered victim service providers

Assoc. Law(s):

Section 16-3-2020(H)

Customers:

Registered Human trafficking specialized victim service providers

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #235

Oversee certification and training of victim service providers (VSPs)

- Provide victim service provider certification
- Provide notifier/support staff certification
- Certify continuing education
- Maintain records of certified victim service providers

Agency Service #236

Oversee specialized service provider certification

- Certify human trafficking specialized service providers according to criteria established by the Human Trafficking Task Force

Does law require it:

No

Assoc. Law(s):

Section 16-3-1430(A)

Purpose (as understood by agency):

To provide training, technical assistance, awareness, and other resource support regarding victim services to victim service providers and policymakers

Customers:

Victim servicer providers and policymakers

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #239

Provide information, training, and technical assistance to state and local agencies and groups involved in victim assistance

- Provide agencies with information on Certification and Accreditation
- Provide technical assistance to establish a core training based on VSP 2.0
- Train sponsoring agencies on creating required reports for tracking of CE hours

Does law require it:

Yes

Assoc. Law(s):

Section 16-3-1410(B); Section 16-3-1430(A)

Purpose (as understood by agency):

To serve as a hub for pertinent victim services data to educate and inform policymakers, service providers and the general public

To provide relevant victim services data analysis to educate and inform policymakers, service providers, and the general public.

Customers:

General public, victim services community, policymakers

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #237:

Collect and analyze statistical data from the following:

- Victim Services Community
- State and Federal grant partners
- Grant recipients
- Victim services funding streams
- Local, state, and federal crime data

Agency Service #238:

Publish analysis, needs assessments, and reports

Agency Service #241:

Serve as a clearinghouse for victim information

Does law require it:

No

Assoc. Law(s):

Section 16-3-1430(A)

Purpose (as understood by agency):

To increase public awareness of victim service programs in South Carolina

To make informed recommendations, supported by data collected, to the Governor and General Assembly on victim services needs

To support in development and implementation of relevant victim services projects

Customers:

General public, victims of crime;
Governor and General Assembly;
Victim service provider agencies

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #242:

Develop ongoing public awareness and programs to assist victims

- Website: <https://www.scag.gov/crime-victim-services/>
 - Missions and contact information
 - Common forms and organizational contacts
- Brochures
 - Distributed at trainings, meetings, and conferences

Agency Service #240:

Provide recommendations to the Governor and General Assembly on needed legislation and services for victims

Agency Service #243:

Coordinate the development and implementation of policy and guidelines to victim service provider agencies in their services to victims.



Alan Wilson
Attorney General

B.J. Nelson
Director

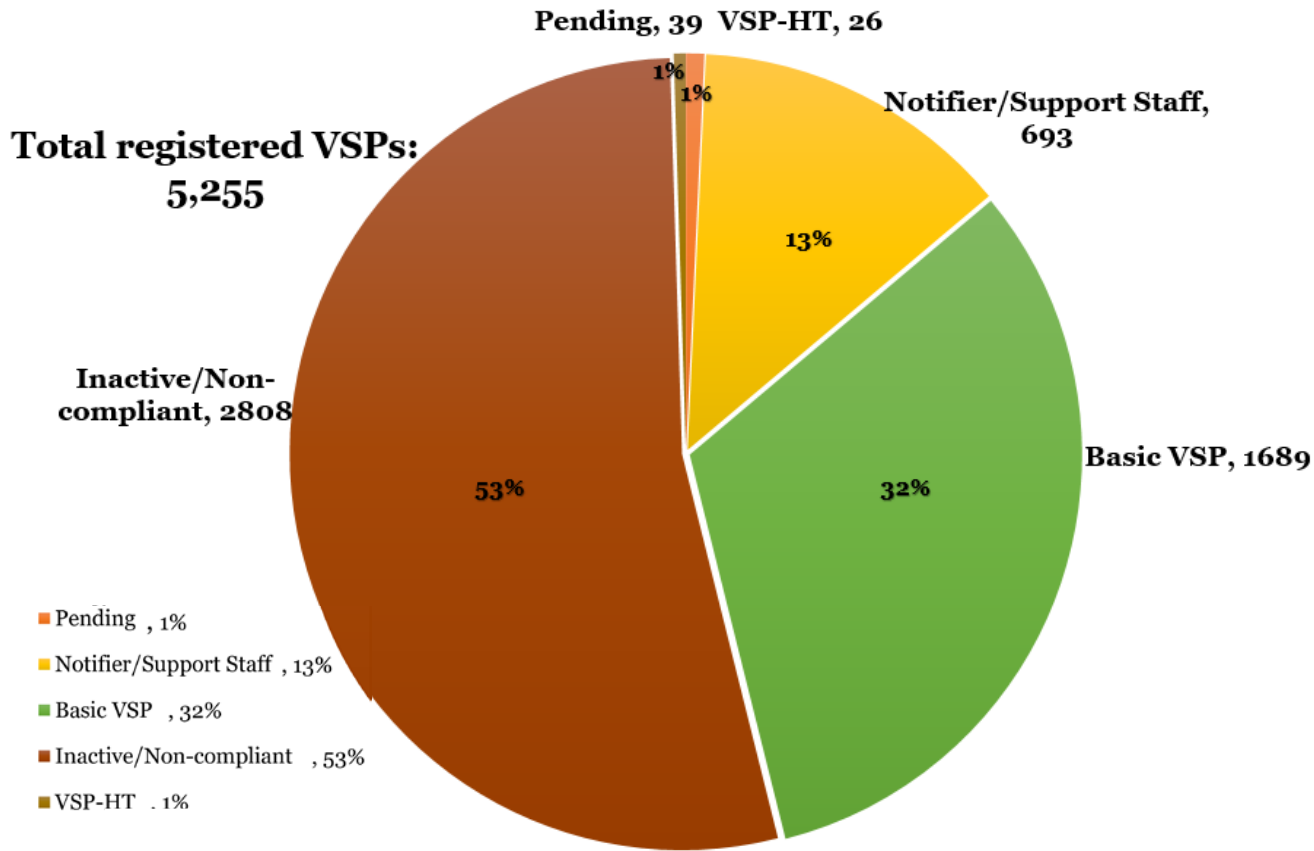
Associated Performance Measures

The next slides only contain information on performance measures that are associated with services covered earlier in this presentation.

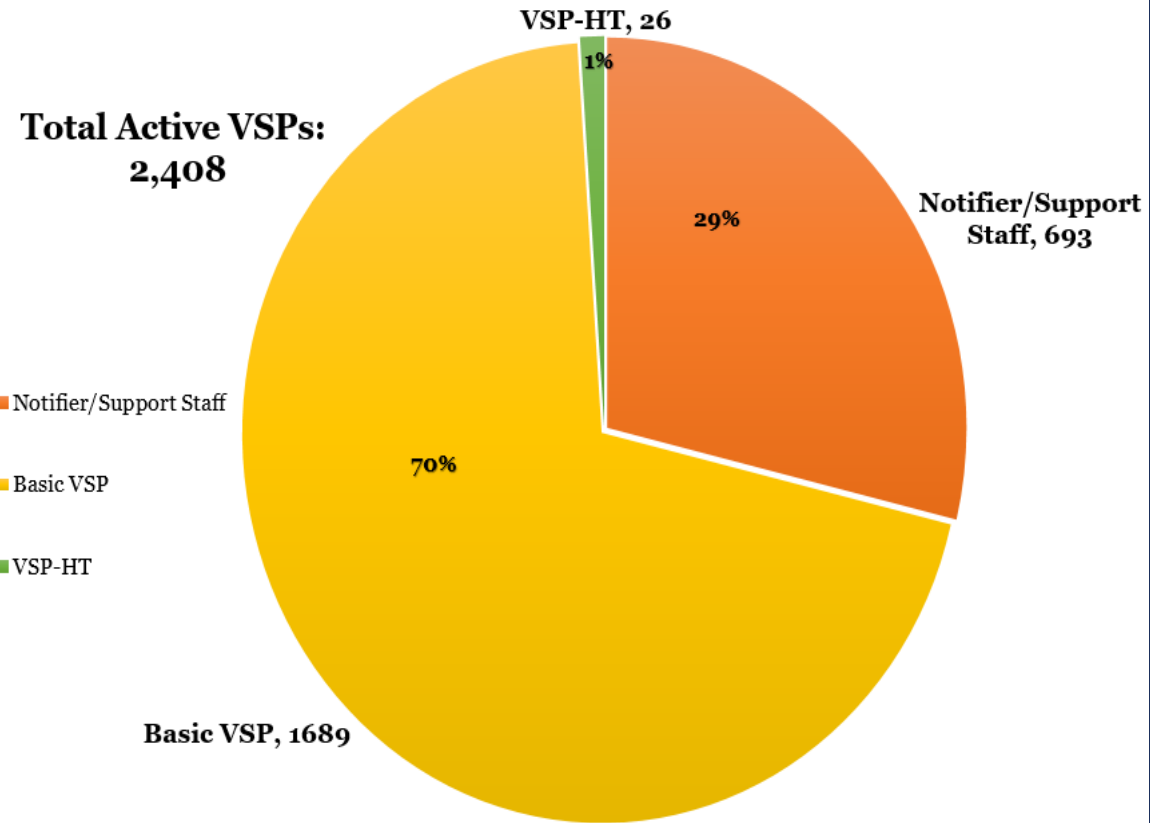
5,255 Victim Service Providers (VSPs) and Notifiers

(registered in IQ through 12/31/2020)

VSP Status through CY 2020



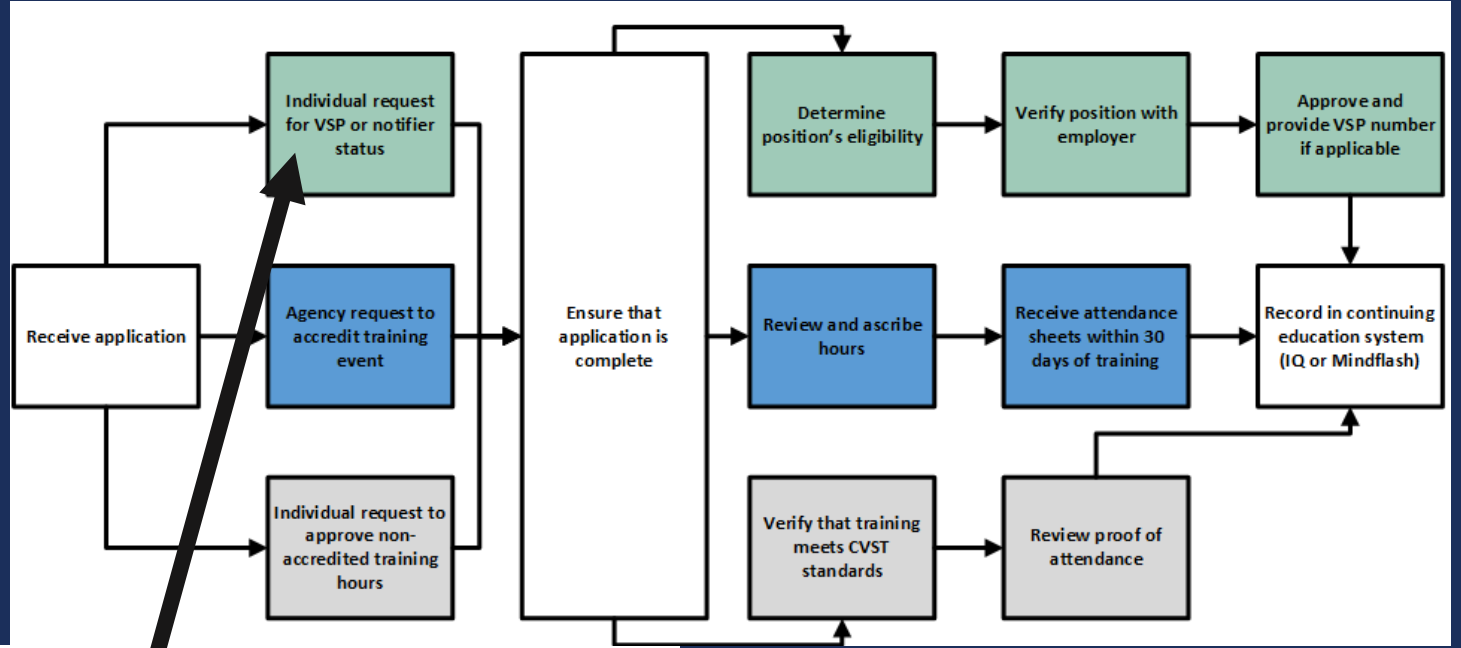
Active VSPs through CY 2020



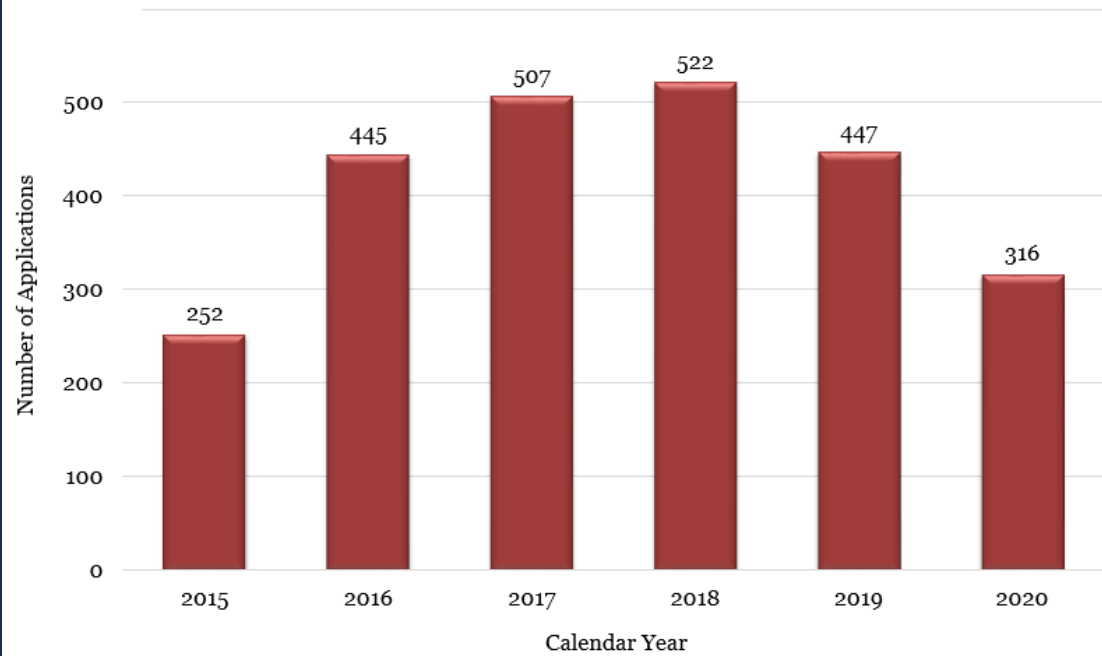
Number registered over 6 years

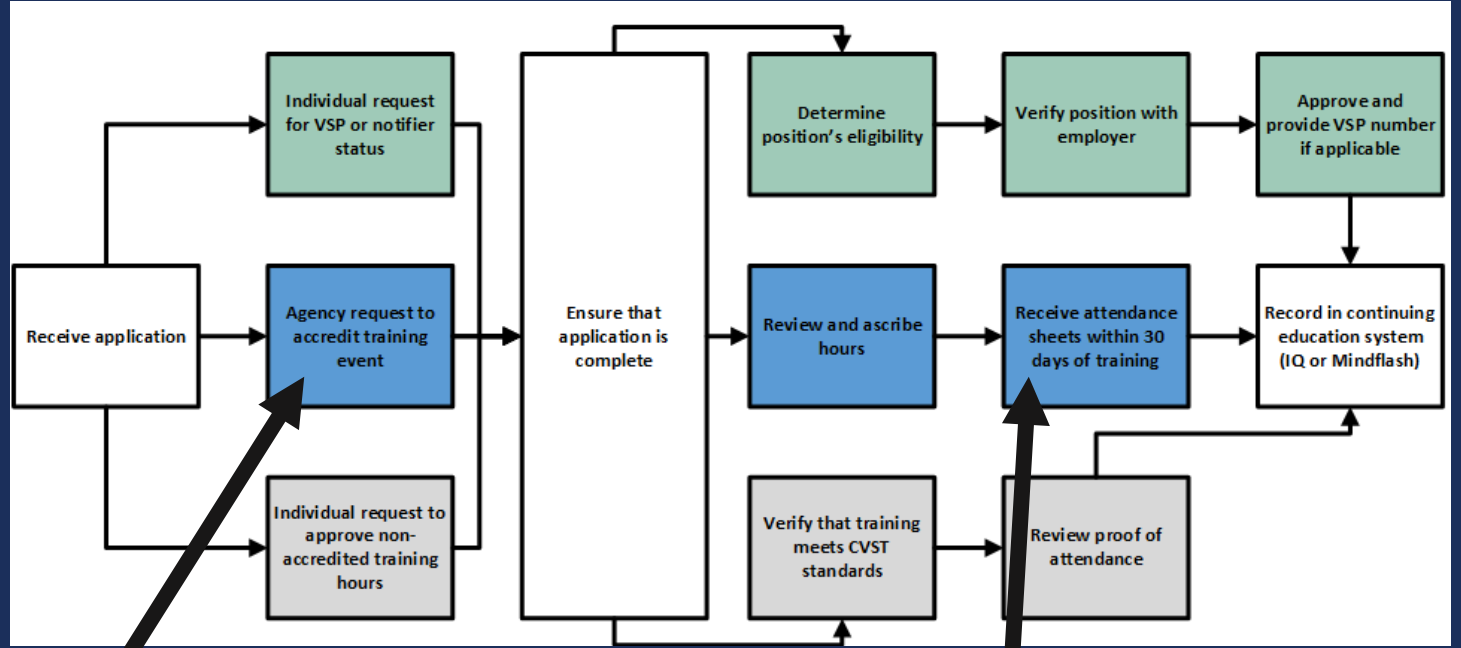
Current Victim Service Provider (VSPs) and Notifiers by Employment

Employment	Active VSPs (VSP & VSP-HT)	Notifiers (VSPN)
State Agencies	212	
Solicitors' Offices	213	
Nonprofit Employees & Volunteers	1,094	
County & Municipal Agencies		427
Federal Agencies	6	
Detention Centers & Jails		227
Summary Courts		543

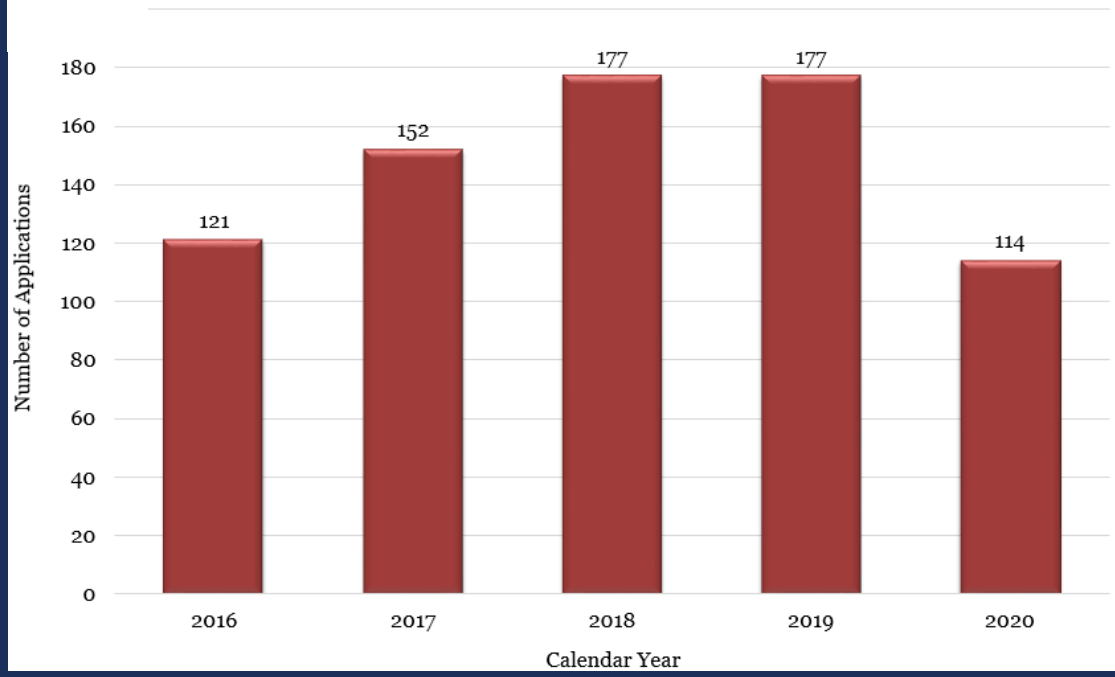


New VSP Applications by Year

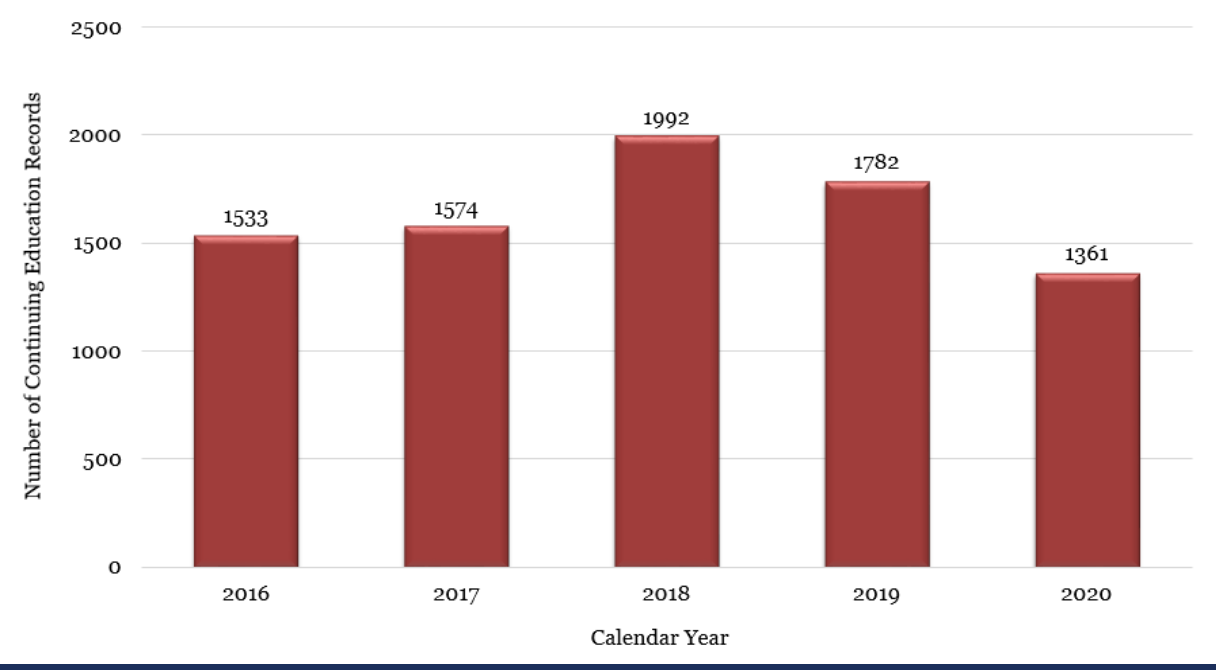


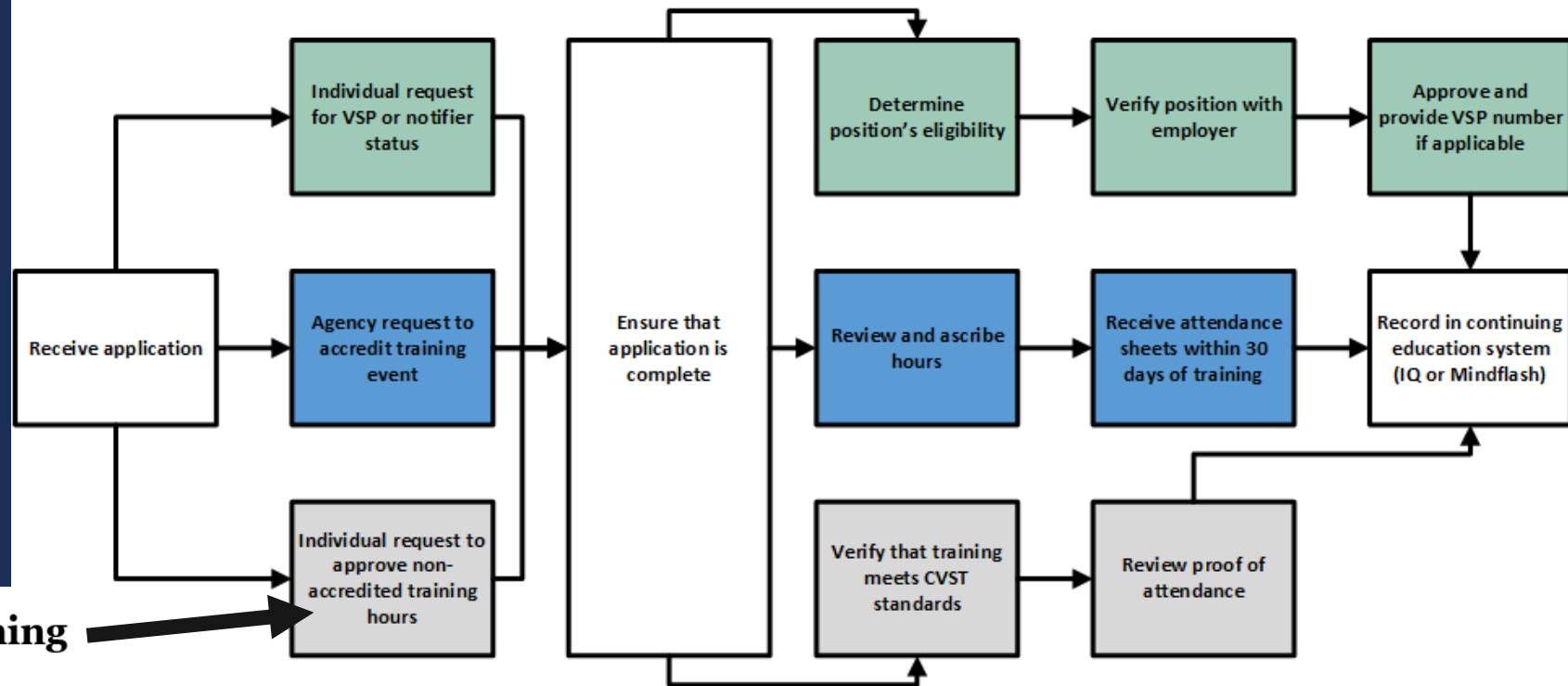


New Training Applications

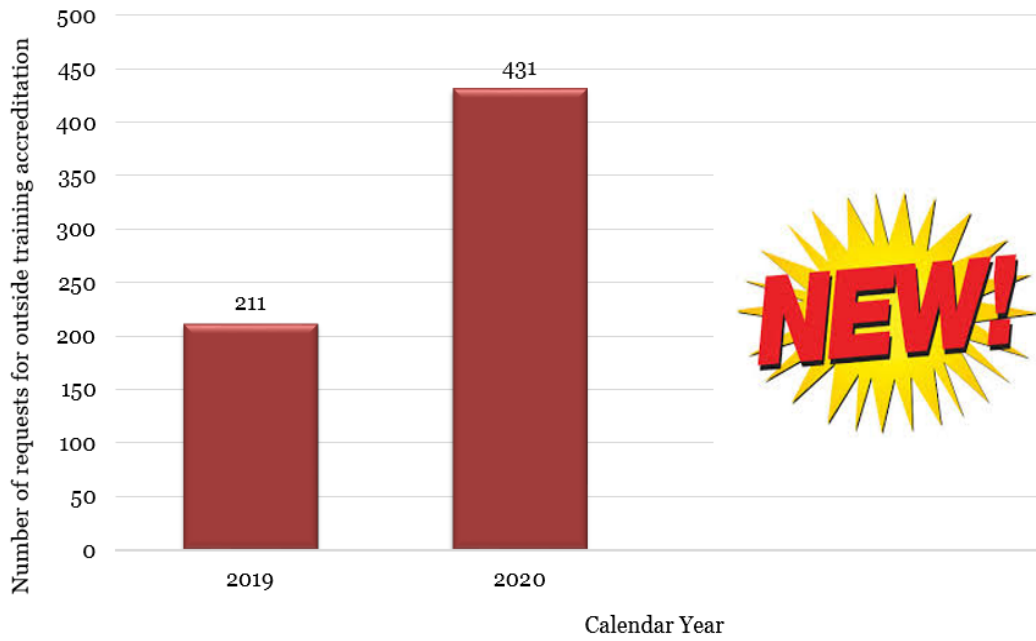


New Continuing Education Records Created





New requests for outside training accreditation





Alan Wilson
Attorney General

B.J. Nelson
Director

Associated Successes and Concerns

The next slides only contain information on services that are associated with this section of the agency.



Alan Wilson
Attorney General

Training, Provider Certification & Statistical Analysis

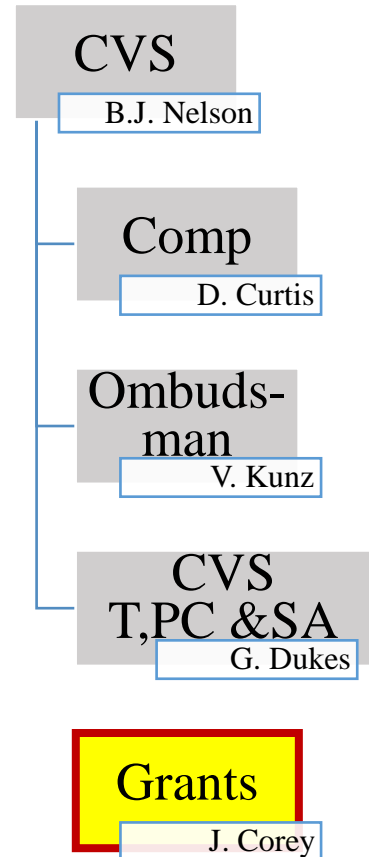
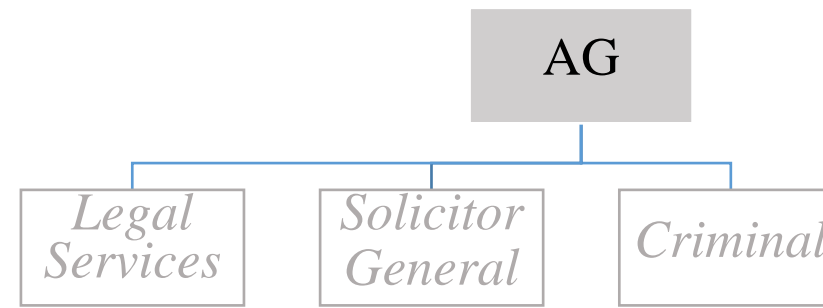
B.J. Nelson
Director

Successes

- Quickly adapted to virtual training environment to meet the needs of the field
- Coordinated to provide 6 iterations of 100% virtual basic core training during the COVID-19 pandemic.

Concerns

- IQ data system continues to be inefficient and insufficient for training, provider certification, and statistical analysis



Crime Victim Assistance Grants Section

B.J. Nelson



Sections of Crime Victim Services

Alan Wilson
Attorney General

B.J. Nelson
Director

Crime Victim Ombudsman

Provide responses and investigations to citizens and criminal justice community members that submit requests to resolve individual questions/issues and promote systemic improvements in agencies related to rights of crime victims to assure crime victim rights are protected at all stages of the criminal justice process

Training, Provider Certification, and Statistical Analysis

Provide training and certification to those interacting with crime victims to assure crime victim rights are protected at all stages of the criminal justice process

Provide research/ analysis of criminal justice data to policymakers to keep them apprised of issues relevant to crime victims

Crime Victim Assistance Grants

Provide federal and state financial assistance grants to government and non-government agencies that submit applications to help with expenses for projects that provide direct services to crime victims in South Carolina (e.g., victim advocacy, residential shelters, forensic exams)

Crime Victim Compensation

Provide state financial compensation to eligible crime victims that submit applications to help with expenses directly resulting from a crime that are not covered by other payment sources



Crime Victim Assistance Grants

Alan Wilson
Attorney General

B.J. Nelson
Director

Mission

To provide for the administration of grant funds to governmental and non-profit agencies for the support and enhancement of **direct services to victims of crime.**

Applicable Laws

- Federal Victims of Crime Act (VOCA) 1984- Public Law 98-473
- Federal Violence Against Women Act (VAWA) 1994 – Title IV of the Violent Crime Control and Law Enforcement Act, Public Law No. 103-322. 108 Statute 1796
- S.C. Omnibus Criminal Justice Improvements Act 1986 – S.C. Code Section 23-3-40

How we accomplish our mission

- Grant funds help provide victims services such as:
 - Victim Advocacy
 - Forensic Nurse Examiners
 - Human Trafficking
 - Residential Shelters
 - Emergency Assistance
- Positions at governmental and non-profit organizations paid with grant funds:
 - FY 2020: 772 (645 full time / 127 part time)
 - FY 2021: 702 (530 full time / 172 part time)



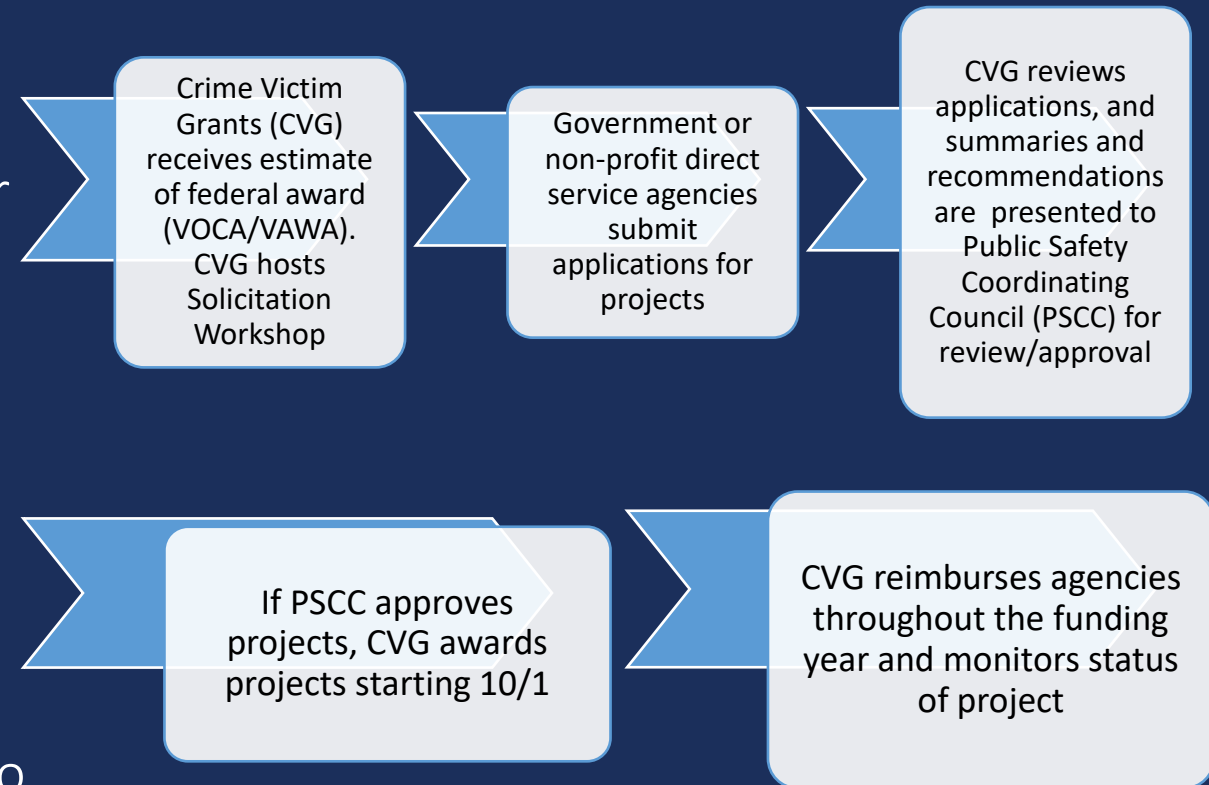
Crime Victim Assistance Grants

Alan Wilson
Attorney General

B.J. Nelson
Director

SC Code Section 16-3-1095:

- Apply for and administer federal grant funds under VOCA & VAWA (*Victims of Crime Act and Violence Against Women Act*)
- Administer SVAP (*State Victims Assistance Program*)
- Solicit grant funding proposals from governmental entities and non-profits
- Review proposals and present recommendations to the Public Safety Coordinating Council (PSCC)*
- Oversee the proper administration of sub-grants and provide technical assistance to projects.



*See next slide



Crime Victim Assistance Grants

Alan Wilson
Attorney General

B.J. Nelson
Director

Public Safety Coordinating Council

Purpose:

- Administers certain responsibilities of the Department of Public Safety and coordinate certain activities between the department, the Office of the Attorney General, the South Carolina Law Enforcement Division and municipal and county law enforcement agencies.

Duties related to AG's Office include:

- In collaboration with AG's Department of Crime Victim Assistance grants, establish process to solicit and administer fund disbursement for Victims of Crime Act grants, the Violence Against Women Act grants, the State Victim's Assistance Program grants and all other crime victim service funding as provided by law, including, but not limited to, the authority to solicit for federal formula or discretionary grant awards and foundation funding.

Members include:

- Governor or designee (chair)
- Senate Judiciary Committee Chair or designee
- House Judiciary Committee Chair or designee
- SLED Chief
- DPS Director
- Attorney General or designee;
- Sheriff appointed by the Governor
- Municipal police chief appointed by the Governor
- Victim representative appointed by the Governor
- Victim with a documented history of victimization appointed by the Attorney General

*See, S.C. Code Section 23-6-500



Crime Victim Assistance Grants Personnel

Alan Wilson
Attorney General

B.J. Nelson
Director

	Turnover	Leave unit during year	Exit interviews conducted	In unit at end of year	Satisfaction tracked
2016-17		0	No	0	No
2017-18	19%	2	No	11	Yes
2018-19	18%	2	Yes	12	No
2019-20	44%	4	Yes	7	No

Note:

FY 2020

- 1 left for employment with another state agency
- 3 left the division because the Office restructured the financial portion of Crime Victim Assistance Grants to fall under the Finance Section of the Administration Division

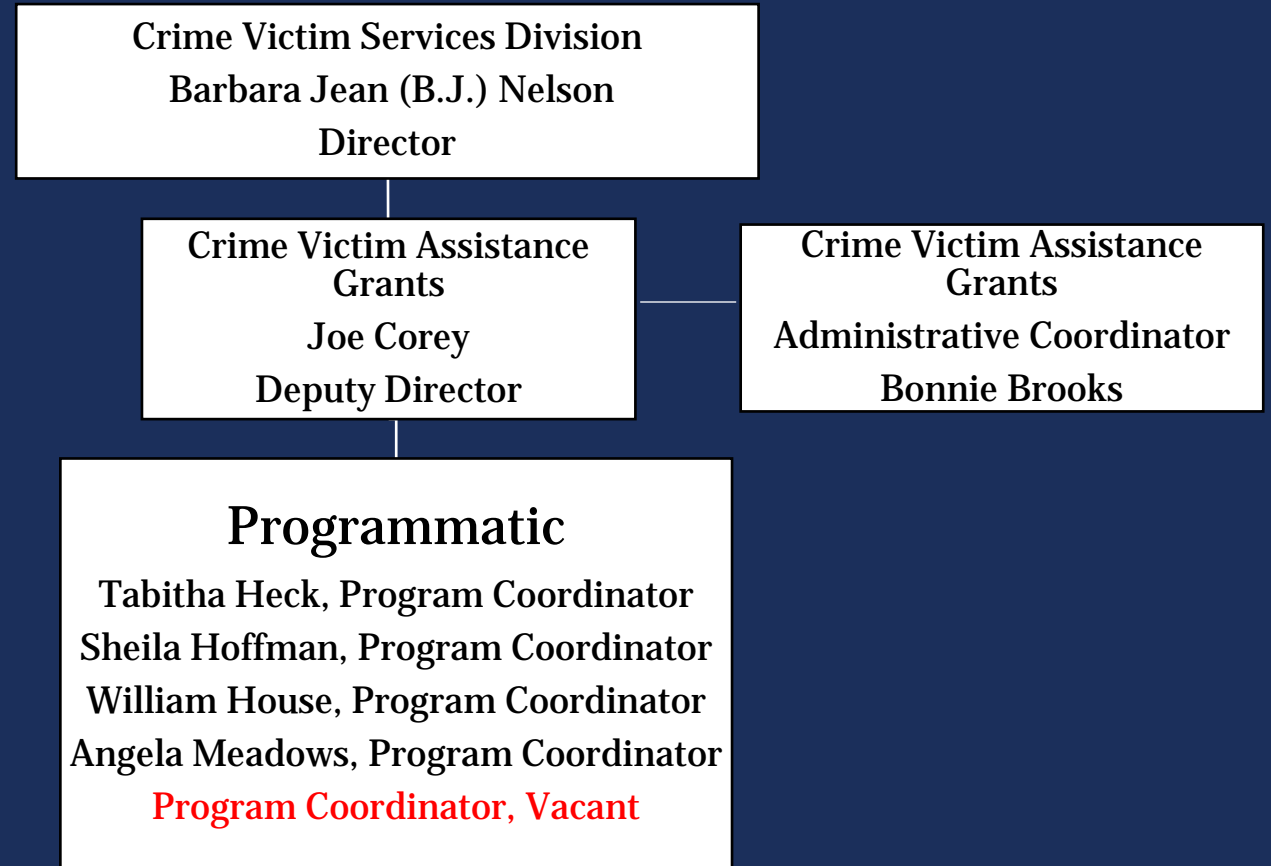


Crime Victim Assistance Grants Personnel

Alan Wilson
Attorney General

B.J. Nelson
Director

Departures	Current Employees	Additions
<p>Barbara Jean (BJ) Nelson (new CVS Director)</p> <p>Ginger Dukes (new CVST Deputy Director)</p>	<p>Joe Corey (FTE)</p> <p>Bonnie Brooks (FTE)</p> <p>Sheila Hoffman (FTE)</p> <p>William House (FTE)</p> <p>Angela Meadows (FTE)</p> <p>Tabitha Heck (FTE)</p>	<p>Angela Meadows (effective December 17, 2021)</p> <p>Tabitha Heck (effective Feb. 17, 2022)</p>





Alan Wilson
Attorney General

B.J. Nelson
Director

Associated Services

The next slides only contain information on services that are associated with this section of the agency.

Funding Distribution

Victims of Crime Act (VOCA)

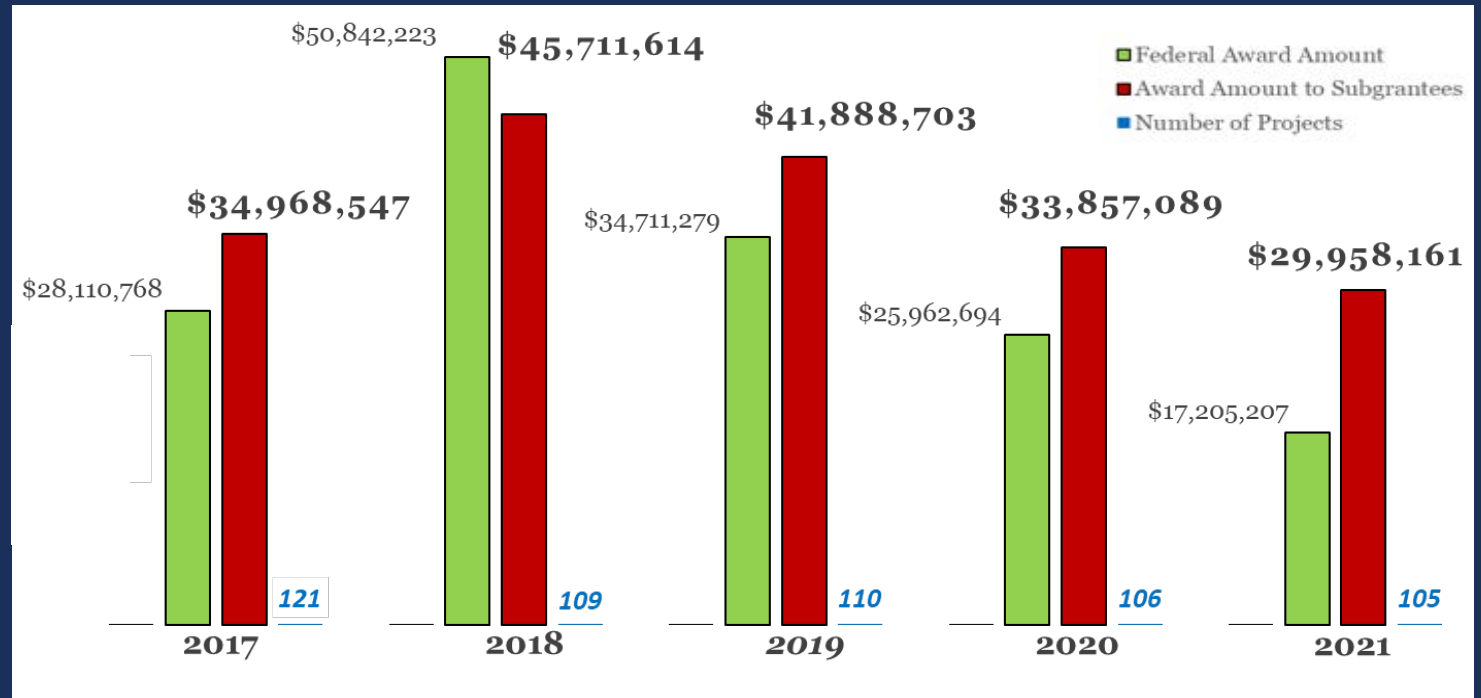
Total amount in applications approved at CVG level for S.C. projects

Federal FY 2020: \$33,857,089

Federal FY 2021: \$29,958,161

Program Priority Areas

- Sexual Assault
- Spousal Abuse
- Child Abuse and Neglect
- Underserved Victims of Violent Crime



Agency Service #213 - S.C. Code Section 16-3-1095

Customers: Criminal justice government agencies and non-profits

Funding Distribution

Violence Against Women Act (VAWA)

Total amount in applications approved at federal level for S.C. projects

FY 2020: \$2,430,659

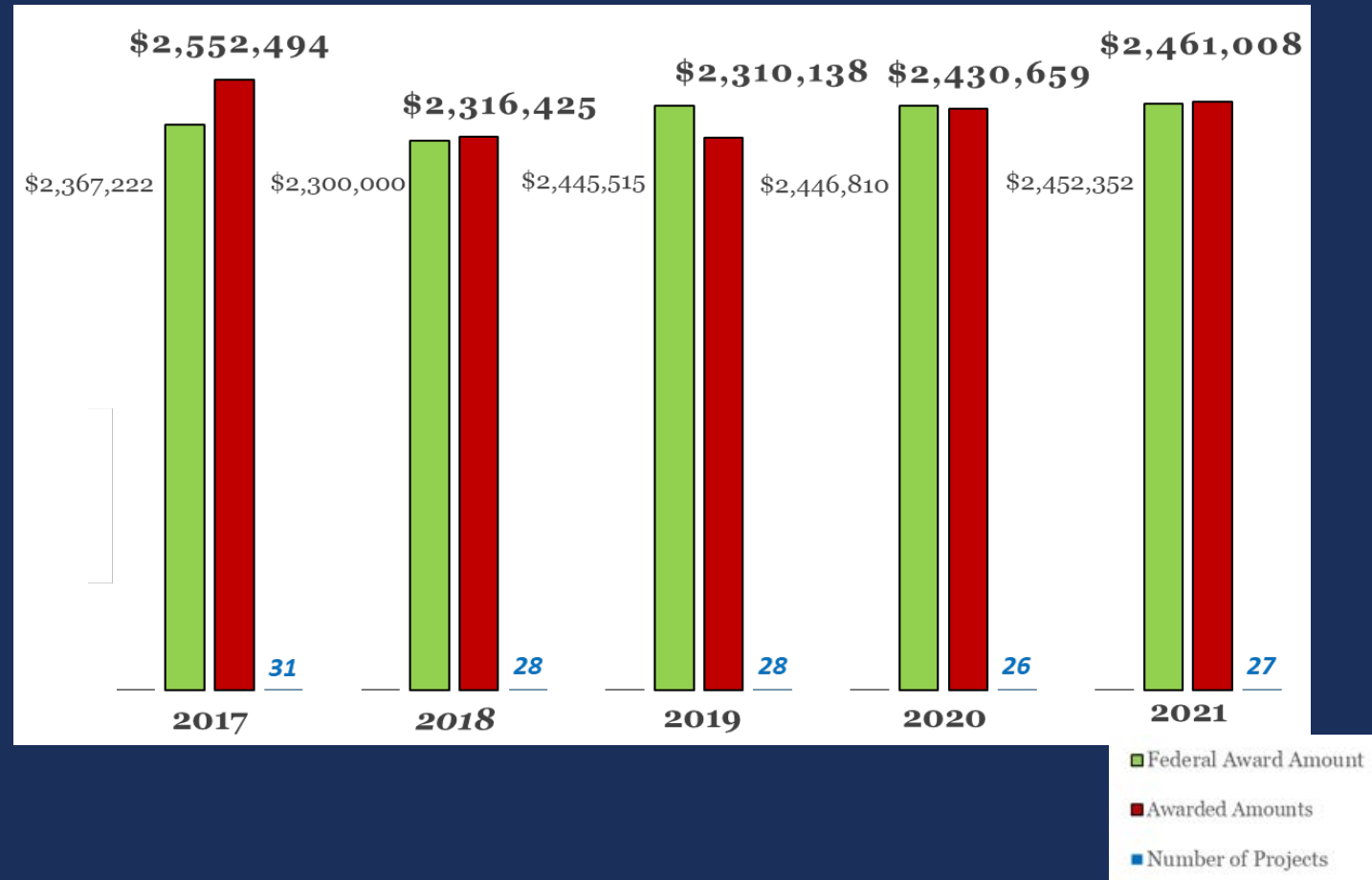
FY 2021: \$2,461,008

Program Priority Areas

Projects that primarily focus on female victims of

- Domestic Violence
- Sexual Assault
- Dating Violence
- Stalking over the age of 11

Note: There are 20 priority purpose areas Pursuant to 34 U.S.C. 10441(b) (See "VAWA Priority Purpose Areas" in meeting packet)



Agency Service #214 - S.C. Code Section 16-3-1095

Customers: Criminal justice government agencies and non-profits

Funding Distribution

State Victims Assistance Program (SVAP)

Source:

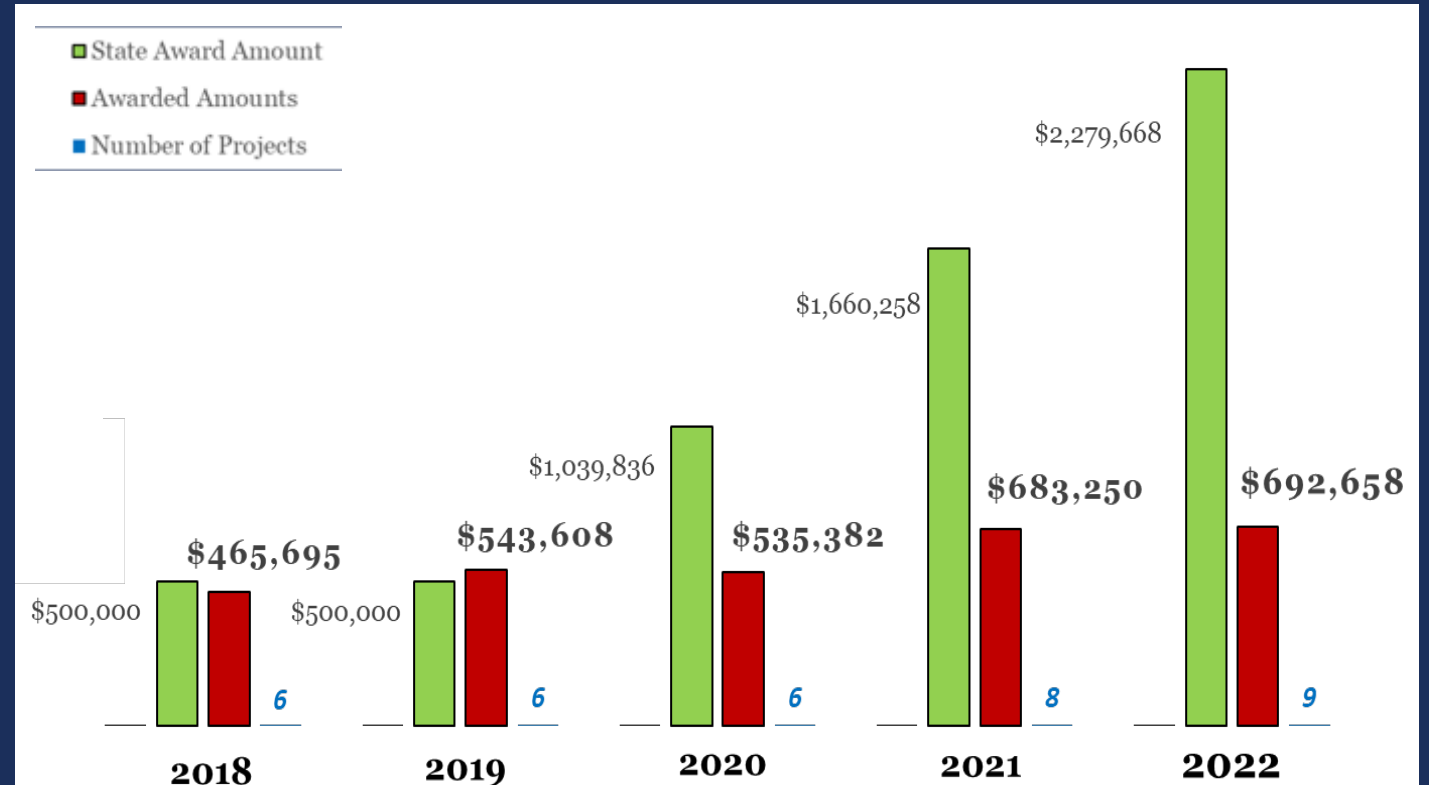
- Other funds garnished from SCDC inmate work-release pay
- Act 141 Recovery Funds

Total amount in applications approved for S.C. projects

- FY 2021: \$683,250
- FY 2022: \$692,658

Program Priority Areas

- Sexual Assault
- Spousal Abuse
- Child Abuse and Neglect
- Underserved Victims of Violent Crime
- Training



Agency Service #215 - S.C. Code Section 16-3-1095

Customers: Criminal justice government agencies and non-profits

Crime Victim Assistance Grants

Funding Sources

Victims of Crime Act (VOCA)

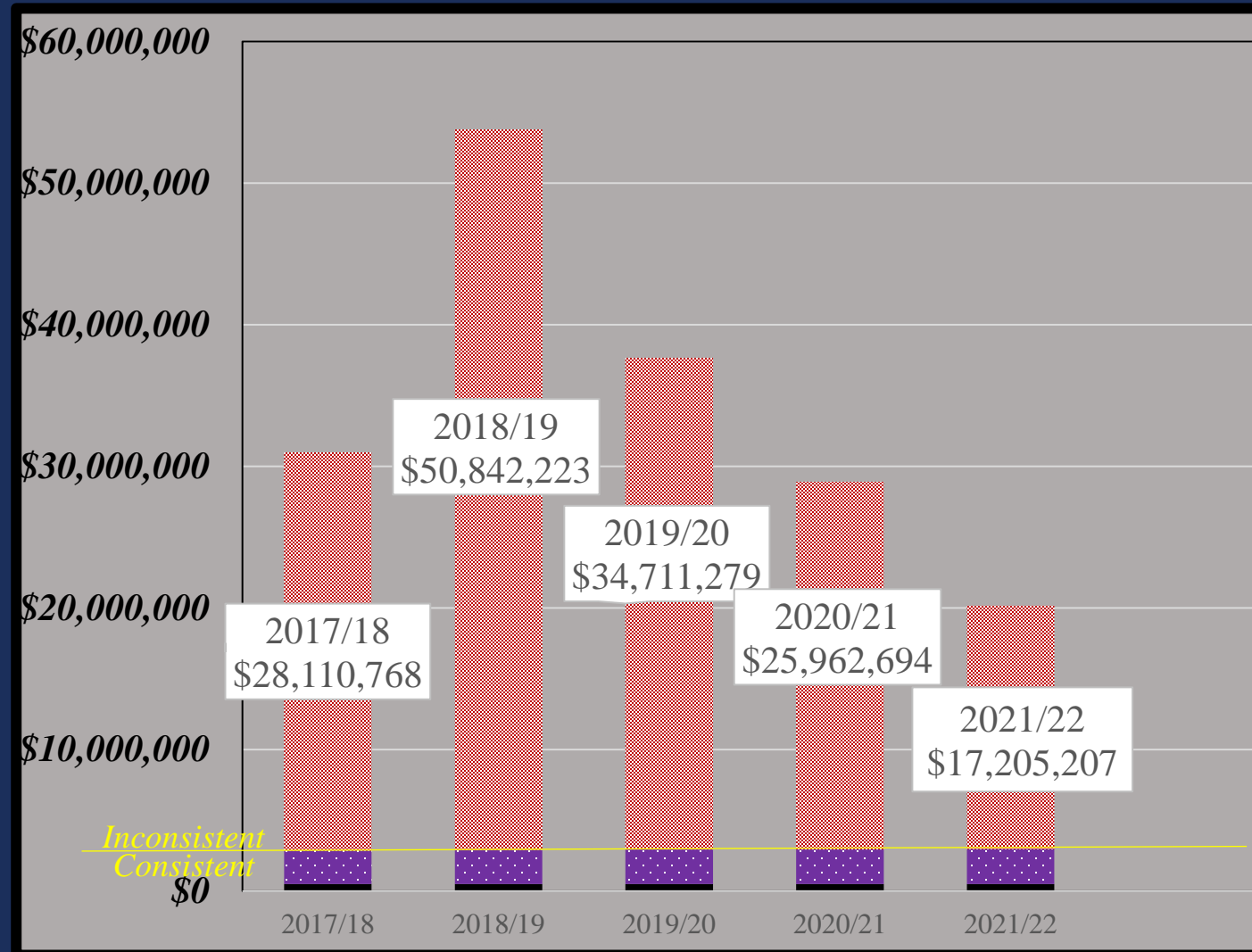
- *Source:* Federal Fines, Fees, and Assessments
- *Stability:* Fluctuates greatly
- *Law:* 1984, Public Law 98-473

Violence Against Women Act (VAWA)

- *Source:* Federal Appropriation
- *Stability:* Stable and consistent
- *Law:* 1994, Title IV of the Violent Crime Control and Law Enforcement Act, Public Law 103-322

State Victim Assistance Program (SVAP)

- *Source:* Other funds from SCDC inmate work release pay; and solicitation of grant funding from governmental entities and non-profits
- *Stability:* Stable and consistent
- *Law:* 1986, Omnibus Criminal Justice Improvements Act; 2017, S.C. Crime Victim Services Act



Does law require it:

Yes

Assoc. Law(s):

Section 16-3-1095

Purpose (as understood by agency):

Establish a process to administer all other crime victim service funding as provided by law, including, but not limited to, the authority to solicit for federal formula or discretionary grant awards and foundation funding.

Customers:

Criminal justice agencies and non-profits

Agency Service #216

Administer other crime victim service funding –

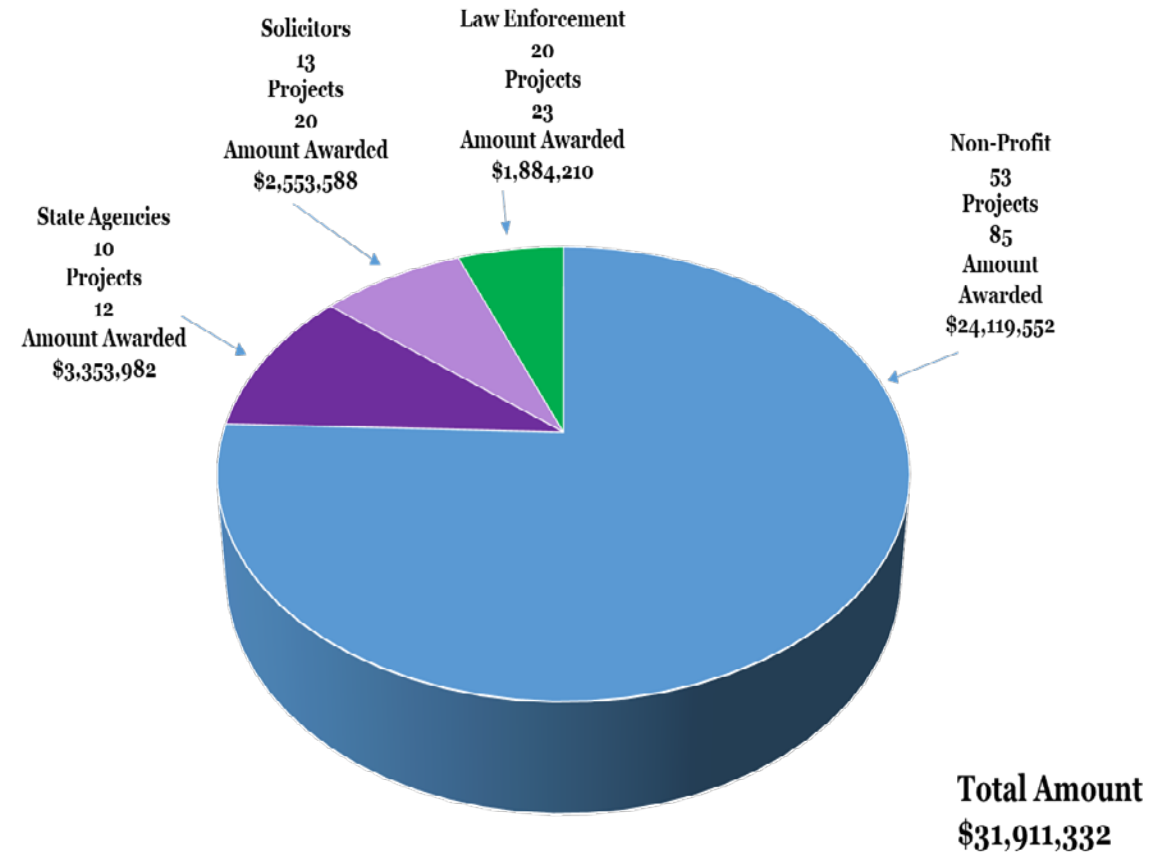
FFY2019 – Federal Technology Grant:

U.S. Department of Justice, Office of Victim Crimes, Victim Notification Project to the SC Department of Corrections -
\$600,000

Crime Victim Assistance Grants

2021 Grants and Customers	Non-profit	State Agencies	Solicitors	Law Enforcement
Amount applied for	\$25.2 M	\$3.3 M	\$2.8 M	\$1.9 M
Amount Approved	\$24.1 M	\$3.3 M	\$2.5 M	\$1.9 M
Number of Entities	53	10	13	20
Avg. amount per entity	\$455,085	\$335,398	\$196,429	\$94,210
Number of projects	85	12	20	23
Avg. amount per project	\$283,759	\$279,498	\$127,679	\$81,922

CRIME VICTIM ASSISTANCE COMBINED GRANTS APPROVED IN 2021





Alan Wilson
Attorney General

B.J. Nelson
Director

Associated Successes and Concerns

The next slides only contain information on services that are associated with this section of the agency.

Crime Victim Assistance Grants

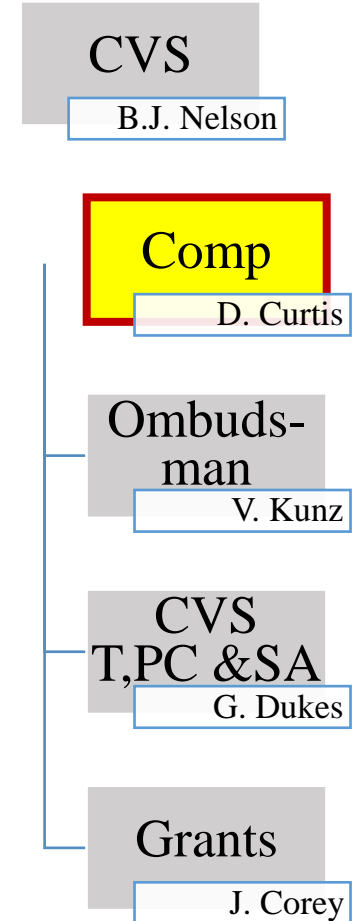
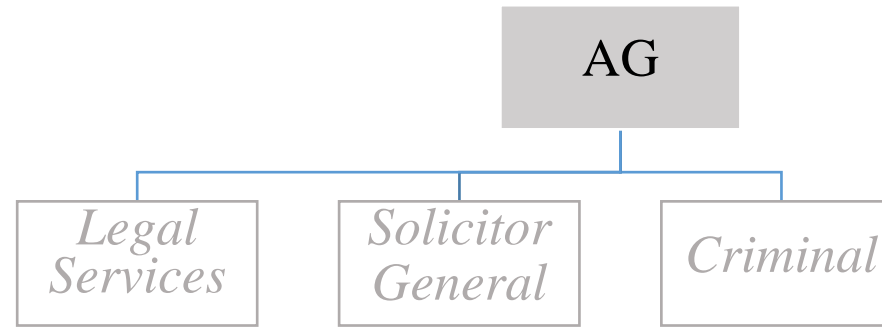
SUCSESSES

- 148 applications were reviewed and processed successfully
- Due to COVID-19, the 2021 and 2022 Solicitation and Implementation Workshops were held via Go To Webinar for participants

Crime Victim Assistance Grants

CONCERNS

- Although the agency's grants system is functional, there is continual development occurring for improvements and enhancements to support staff and subrecipients.
- Any further reduction in Federal FY2022 VOCA funds (and subsequent future funds) by Congress



Crime Victim Compensation Section

Debbie Curtis



Sections of Crime Victim Services

Alan Wilson
Attorney General

B.J. Nelson
Director

Crime Victim Ombudsman

Provide responses and investigations to citizens and criminal justice community members that submit requests to resolve individual questions/issues and promote systemic improvements in agencies related to rights of crime victims to assure crime victim rights are protected at all stages of the criminal justice process

Training, Provider Certification, and Statistical Analysis

Provide training and certification to those interacting with crime victims to assure crime victim rights are protected at all stages of the criminal justice process

Provide research/ analysis of criminal justice data to policymakers to keep them apprised of issues relevant to crime victims

Crime Victim Assistance Grants

Provide federal and state financial assistance grants to government and non-government agencies that submit applications to help with expenses for projects that provide direct services to crime victims in South Carolina (e.g., victim advocacy, residential shelters, forensic exams)

Crime Victim Compensation

Provide state financial compensation to eligible crime victims that submit applications to help with expenses directly resulting from a crime that are not covered by other payment sources



Crime Victim Compensation

f/k/a: State Office of Victim Assistance (SOVA)

Alan Wilson
Attorney General

B.J. Nelson
Director

Mission

To minimize the impact of crime in South Carolina by providing financial compensation to eligible crime victims and their families.

How they accomplish the mission

- Claims processing to reimburse individual victims & families for losses sustained as the result of crime.
- Outreach & training to promote the availability of compensation for eligible crime victims.
- Work with direct service agencies who make victims aware of compensation and help them with the application process.

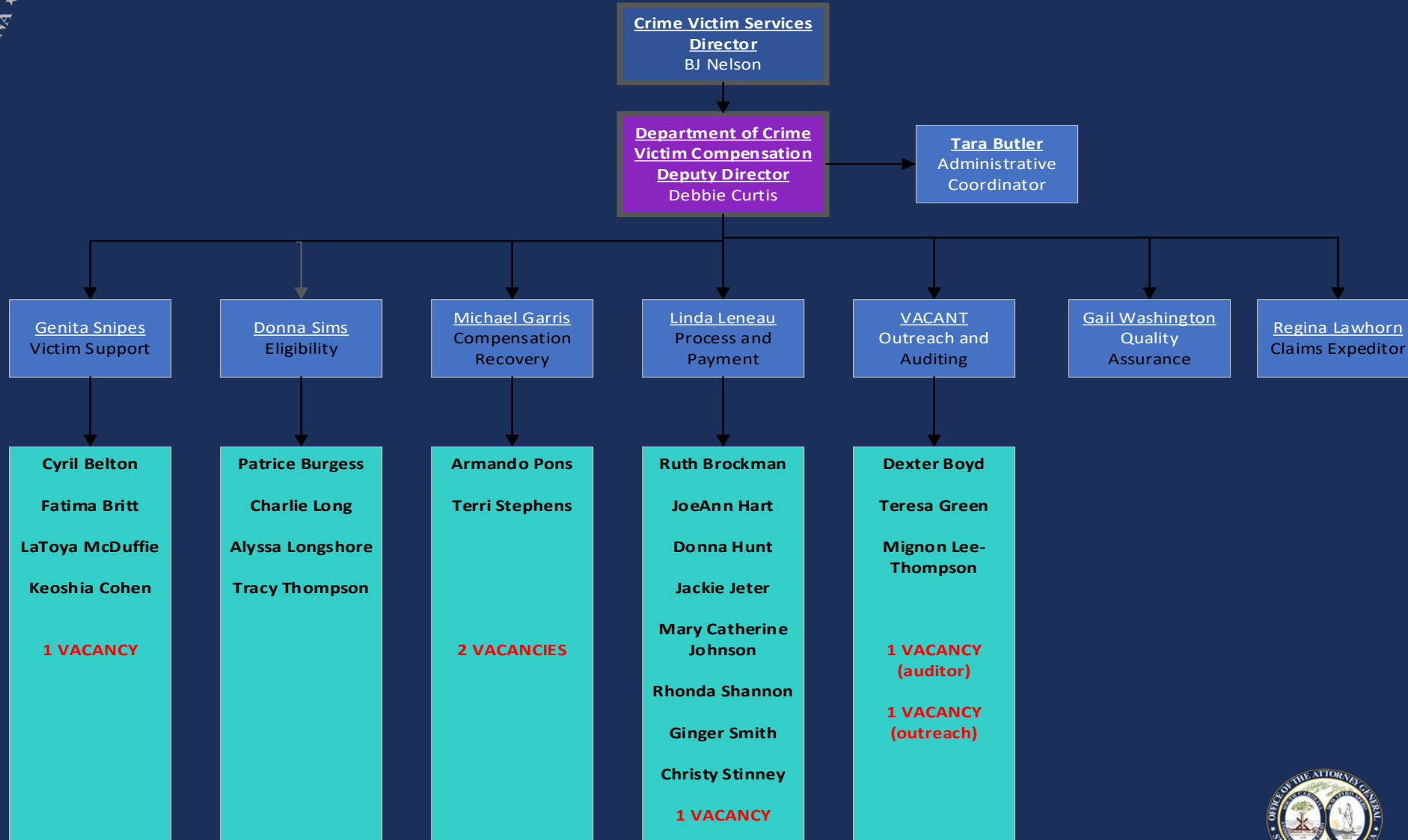


Crime Victim Compensation

f/k/a: State Office of Victim Assistance (SOVA)

Alan Wilson
Attorney General

B.J. Nelson
Director





Crime Victim Compensation

f/k/a: State Office of Victim Assistance (SOVA)

Alan Wilson
Attorney General

B.J. Nelson
Director

2022 UPDATES

Departures	Current Employees	Additions
<ul style="list-style-type: none">Ethel Ford, Assistant Deputy DirectorApril Staten, Outreach CoordinatorCandida Wright, Program Coordinator	8 Sections 30 Employees	<u>Debbie Curtis, Deputy Director</u> <u>Mary Catherine Johnson, Insurance Analyst</u>

- 3 Departures
- 7 Vacancies



Crime Victim Compensation

f/k/a: State Office of Victim Assistance (SOVA)

Alan Wilson
Attorney General

B.J. Nelson
Director

Turnover	Number of Employees	
	Leave unit during year	In unit at end of year
2016-17	0	0
2017-18	4	38
2018-19	4	38
2019-20	6	33

This section comprises most of the Crime Victim Services Division's FTEs. It includes initial processing, eligibility determination, processing claims, payment, recovery, and oversight. The system is dependent upon limited fiscal resources.

Exit interviews or surveys conducted?

2016-17	No
2017-18	Yes
2018-19	Yes
2019-20	Yes

Employee satisfaction tracked?

2016-17	No
2017-18	Yes
2018-19	No
2019-20	No

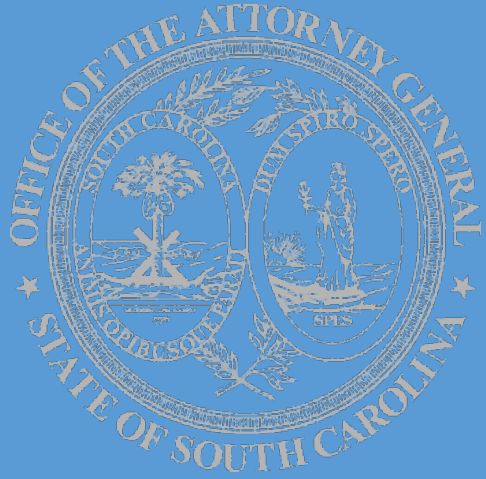


Alan Wilson
Attorney General

B.J. Nelson
Director

Associated Services

The next slides only contain information on services that are associated with this section of the agency.



DCVC



Claims Processing



Auditing



Training



Outreach



Crime Victim Services Compensation

Alan Wilson
Attorney General

B.J. Nelson
Director

What DCVC pays for:

Up to a total of \$15,000 for:

Medical and Dental Services
Counseling Services
Lost Wages/Loss of Support
Funeral/Burial Expenses

What DCVC does not pay for:

- Property damage
- Property replacement costs
- Non-criminal related traffic offenses
- Pain and suffering
- Relocation expenses

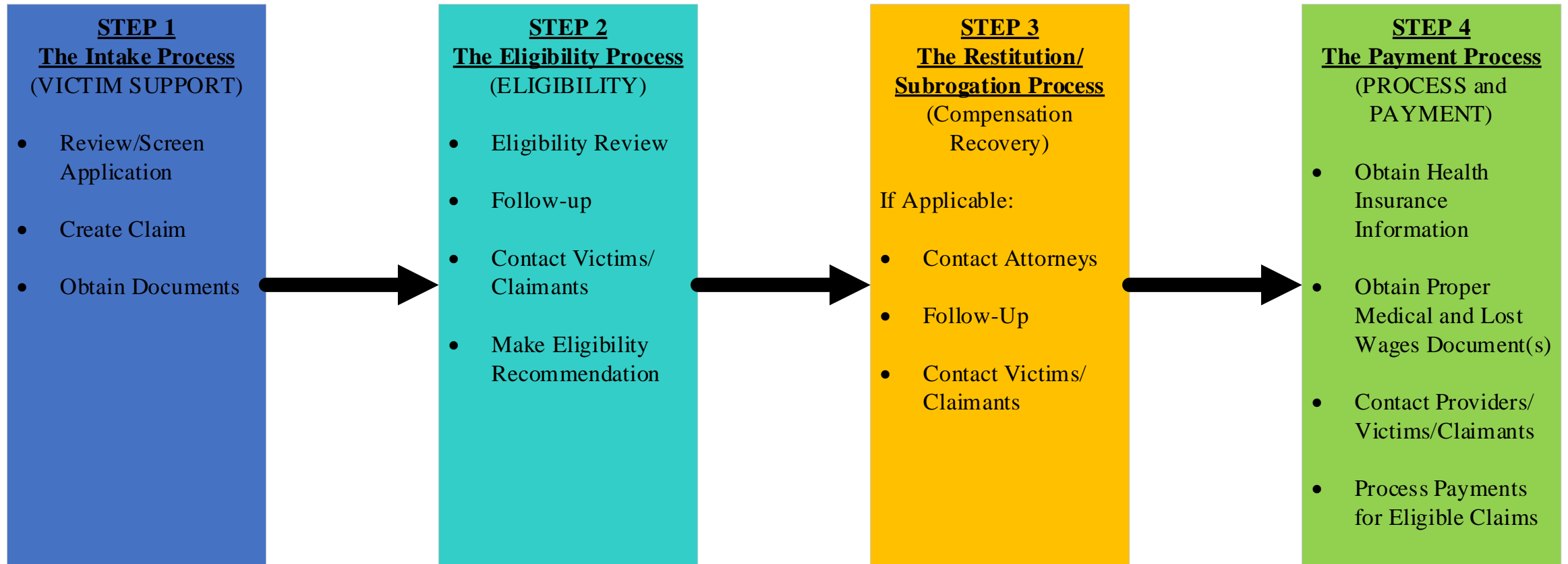
PAYER OF LAST RESORT:

Private insurance, Medicaid, law suits & other third party payers are first exhausted.

Support Victims Balanced with Fiscal Limitations & Accountability

4 Step Claims Process

(Receipt of application to first payment)



Does law require it:
Yes
Assoc. Law(s):
Section 16-3-1110 Et Seq.
Purpose (as understood by agency):
To receive all of the statutorily required elements for a claim to be considered.
Customers:
Crime Victims/Claimants

Agency Service #217 Receive Applications

Receive applications for Victim Compensation Program. This is the first step in providing compensation to crime victims.

- Applications are available online (fillable PDF) and via mail and/or email upon request
- Applications are received via mail, fax, email and/or walk-in

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Does law require it:

Yes

Assoc. Law(s):

Section 16-3-1110 Et Seq.

Purpose (as understood by agency):

Claims may be specifically rejected under law for lack of signature, crime happened out of state or lacking sufficient identifying information. They may also be rejected for non-compliance with other issues. It is this sectional responsibility to ensure all information is complete for further processing. Once the process is complete, forward claims with all of the statutorily required elements to Eligibility Services.

Customers:

Crime victims/Claimants, law enforcement personnel

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #218 Process Claims; Intake

Once applications* are received, they are reviewed to ensure they meet the following criteria:

- Sections 1, 2 and 4 are completely filled out
- An incident report is attached to the application
- Application is signed by the claimant

(Each application is manually entered into the DCVC database)

*See portions of application on next slides

DCVC: Crime Victims' Compensation Application

Rev. 08/21

Department of Crime Victim Compensation, Edgar A. Brown Bldg., 1205 Pendleton St., Rm. 401, Columbia, SC 29201 . 1.800.220.5370 or 803.734.1900

Use a separate application for each person. Incomplete or unsigned applications will not be accepted.

SECTION 1 Person Receiving Services

Victim or family member requesting assistance.

Check one: Mr. Mrs. Ms. Full Legal Name of Individual Receiving Services/Benefits

Social Security # (last 5 digits) - Date of Birth Sex: Male Female

The Person Receiving Services is the Victim *(as identified on the incident report upon which this claim is based)*

OR the Victim's Spouse Parent Sibling Child Other

Check services requested: Medical Counseling Lost Wages / Support Burial Other

Please call a local victim advocate or DCVC if you need help with completing this form.

SECTION 2 Victim Information

The Victim is the same person listed as a victim on the law enforcement incident report.

Check one: Mr. Mrs. Ms. Name as it appears on the incident report

Social Security # (last 5 digits) - Date of Birth Victim is: Deceased Incompetent
 Under 18 Disabled

Home Mailing Address (City, State, Zip)

E-Mail Address Contact #(s) *(i.e. work, cell, fax)*

(For statistical purposes only and is optional) Sex: Female Male

Race: Caucasian African American Hispanic Native American Asian or Pacific Islander Other

SECTION 3 Claimant Information**Complete only if: The Claimant is the adult assuming responsibility for the crime-related bills and/or the adult that has physical custody of a minor.**Check one: Mr. Mrs. Ms.

Full Legal Name

Relationship to Victim

Social Security # (last 5 digits)

 -

Date of Birth

Home Mailing Address
(City, State, Zip)

E-Mail Address

Contact #(s)

*(i.e. work, cell, fax)***SECTION 4 Crime Information****Complete this section in its entirety and attach a copy of the law enforcement incident report.**If law enforcement was not contacted, an incident report was not written within 48 hours of the crime, or if you are not filing this claim with DCVC within 180 days of the crime, please explain why:

Date of Crime

Date Reported

Law Enforcement Agency

Address
of Crime

City

State

Incident
Report #

Name(s) of Offender(s)

Was suspect arrested?

Yes NoType of Crime and
Injury Sustained:Relationship of
Offender(s) to Victim

Warrant #(s)

Has the case gone to court?

Yes

No

Please indicate the type of court:

Magistrate

Municipal

General Sessions

PTI

Family Court

How much restitution was ordered:

None

\$

Amount Ordered

\$

Amount Paid to Date

Does law require it:

Yes

Assoc. Law(s):

Section 16-3-1110 Et Seq.

Purpose (as understood by agency):

To determine eligibility of claims under the laws governing Crime Victim Compensation of state funds.

Customers:

Crime victims/Claimants, Law enforcement personnel

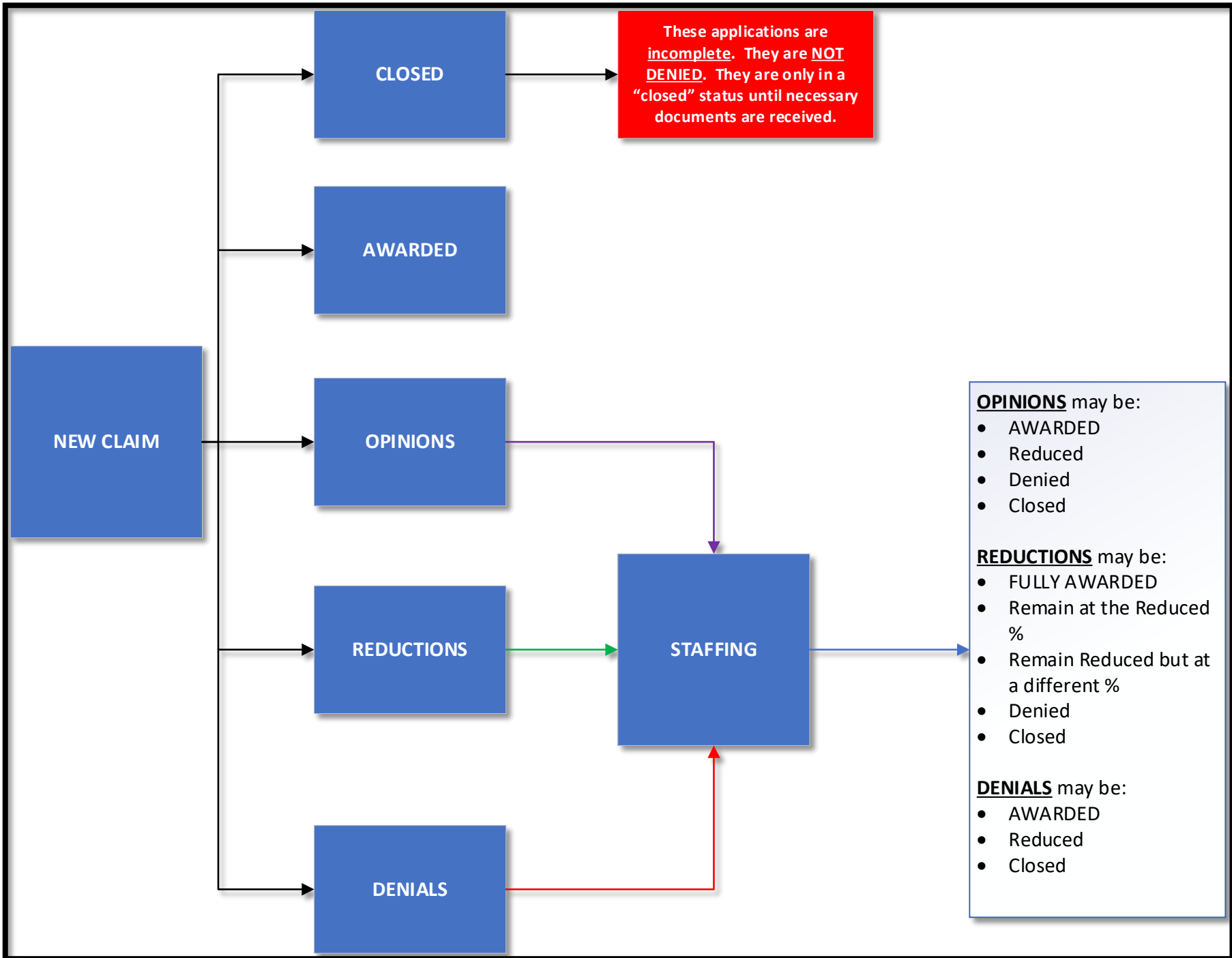
Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #219 Determine Claims' Eligibility

Eligibility Criteria:

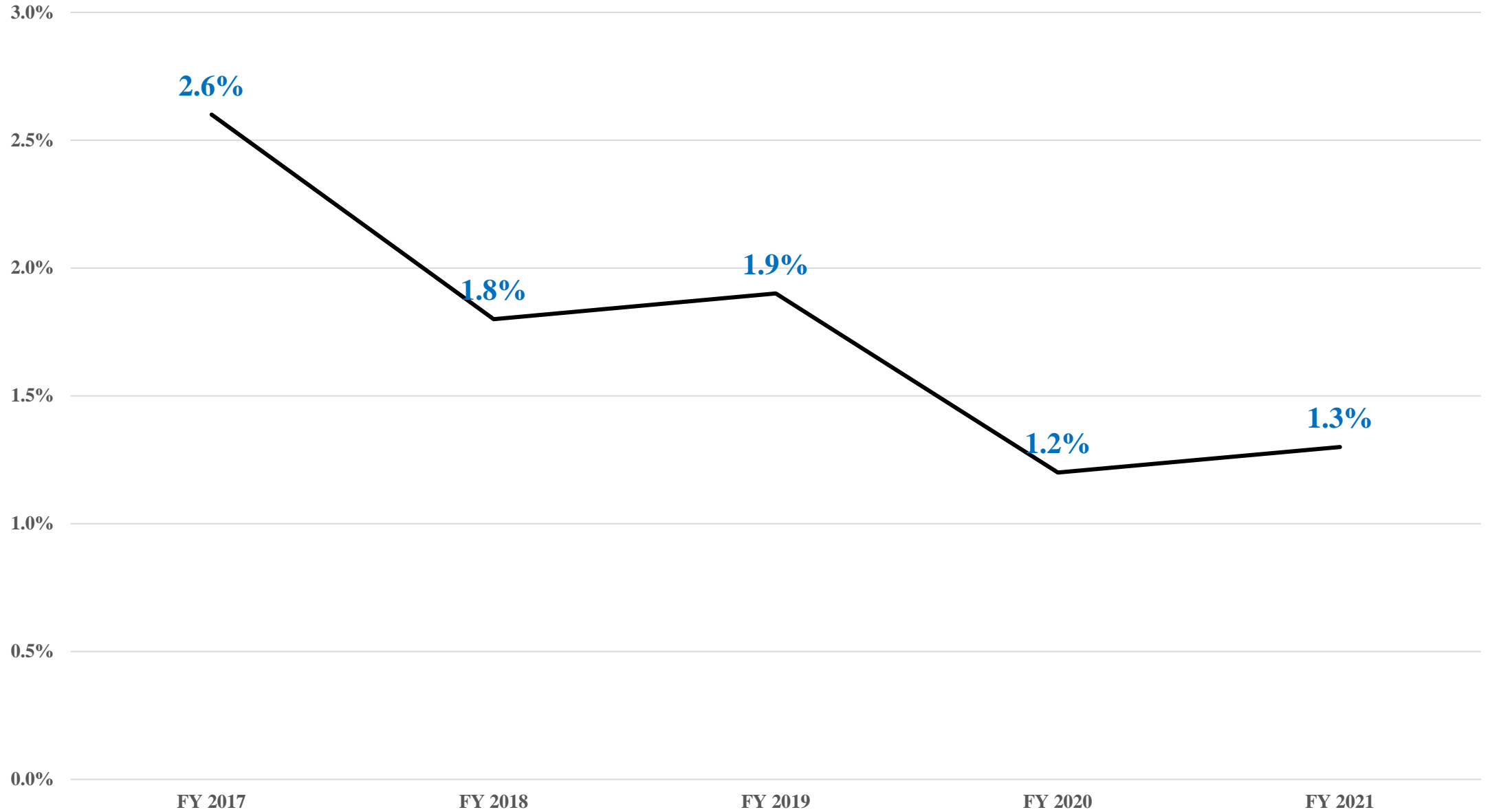
- Crime must occur in South Carolina
- Victim must sustain direct injury (physical and/or psychological)
- Victim must cooperate with law enforcement
- Crime must be reported within 48 hours (can be waived)
- Claim must be filed within 180 days of the incident (can be waived)
- If claim is not filed within 4 years of the incident, it is denied

Pursuant to statute, contributory conduct by the victim is also considered in eligibility determination.





% Ineligible Claims



Does law require it:

Yes

Assoc. Law(s):

Section 16-3-1250; Section 16-3-1260;
Section 16-3-1270

Purpose (as understood by agency):

Due to DCVC's position of payer of last resort, the staff ensures other sources of funds are exhausted before expending DCVC's funds.

Customers:

Crime victims/Claimants, Law enforcement personnel

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #224

Oversee Restitution and Subrogation

- Compensation recovery department
- Recover compensation funds through restitution
- Recover compensation funds through subrogation

Save funds due to Agency payer of last resort status

SECTION 8 Civil Action InformationHave you hired a lawyer to settle with insurance or file a lawsuit? Yes No

If yes, please provide: Name of Lawyer

Mailing
Address

Phone #

SECTION 9 Referral Source Information Solicitor LEVA Hospital/Dr. Counselor Other

Name/Title of Professional Assisting with Application

Phone #

Fax #

Agency/Office

Mailing Address

County

Referral's Email Address

SECTION 10 Legal Authorization & Signature**This document is in compliance with the HIPAA guidelines.**

I understand that I am responsible for all bills and the compensation program is designated to pay certain costs not covered by another source. Submitting this application does not entitle me to benefits. I authorize the Department of Crime Victim Compensation (DCVC) to request, obtain, and release any information or records to determine the eligibility of my claim or to obtain restitution for a period not to exceed the full processing of this application. I further understand that there is a potential for me to no longer be protected by the Privacy Rule, and that I have the right to revoke this authorization in writing at any point I so desire. I agree to repay DCVC if I receive money from another source, up to the amount paid on my behalf. This includes any payment I may receive from the offender, any insurance policy or settlements, judgments, or civil law suits. I authorize DCVC to request and obtain any information including settlement disbursements, negotiated medical bills, and all other records related to subrogation from myself or representatives acting on my behalf.

I agree to notify DCVC of any changes, such as address or phone numbers, to maintain accuracy in the processing of this claim. Incomplete or unsigned applications will not be accepted.

This information I have provided is true and correct to the best of my knowledge under penalty of law (§16-3-1280).

Original Signature of Victim/Claimant**Date**

[Legal representative must sign if the Victim is under 18, legally declared incompetent or deceased]

Print Name of Above Victim/Claimant



Victim Restitution Task Force

- History of Task Force
- Current Status
- Related House Legislative Oversight Committee Finding/Recommendations from study of PPP

Members of the Task Force include representatives from the following agencies:

Attorney General's Office

- Division of Crime Victim Compensation
- Crime Victim Ombudsman
- Crime Victim Services

Department of Probation, Parole and Pardon Services

Department of Corrections

Department of Juvenile Justice

Court Administration

Prosecution Coordination Commission

Richland County Magistrate Court

Clerks of Court Association

University of South Carolina

SC Victim Assistance Network

Does law require it:

Yes

Assoc. Law(s):

Section 16-3-1110 Et Seq.

Purpose (as understood by agency):

Payments made to claimants and providers after determination of payer of last resort status.

Customers:

Crime victims/Claimants and victim service providers

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #220

Process payments

Processing Steps:

- Review for proper documentation related to request, i.e. itemized invoice
- Review claim to ensure requests are compensable
- Review and analyze claim to determine if other payors involved, i.e. health insurance for hospital bills
- Audit payment for final authorization and send to SCEIS

Types of Payments and Processing Times:

- To Victims/Claimants (Special Payments): 7-10 days
- To Providers: 7-14 days (DCVC Processing Services to SCEIS)

Agency Service #225

Administer the Sexual Assault Program (SAP): Sexual Assault Protocol, Child Maltreatment Protocol (Chronic) and the Forensic Interview Protocol (FIP)

Sexual Assault Program (SAP)

- Adult and child victims who report to the Emergency Department for an initial rape exam. (Evidence Collection)
- Law Enforcement referral mandatory for child victims.
- Adult victims (18 or older) may report anonymously and receive services.

Child Maltreatment Protocol (Chronic)

- Sexual and/or Physical Forensic Exam.
- Must be referred by Law Enforcement to a Child Advocacy Center (CAC).
- Incident Report must have child listed as a victim.

Forensic Interview Program (FIP)

- Must be referred by Law Enforcement to a Child Advocacy Center (CAC).
- Interview must be conducted by certified forensic interviewers.
- Incident Report must have child listed as a victim.
- Sexual and/or Physical Abuse

DCVC is the sole guarantor of payment for SAP.

Payment for services not covered by SAP must file a claim through the compensation program.

Claims Processing

Does law require it:

Yes

Assoc. Law(s):

Section 16-3-1350

Purpose (as understood by agency):

DCVC is the primary payer of forensic cost for adult victims of sexual assault and child maltreatment forensic claims. Therefore, DCVC processes and pays claims from all entities performing these services at no cost to the victims.

Customers:

Crime victims, providers

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Does law require it:

Yes

Assoc. Law(s):

Section 16-3-1140

Purpose (as understood by agency):

DCVC provides claimants who are denied benefits the right to appeal to the DCVC Advisory Board.

Customers:

Crime victims/claimants

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #223 Manage Appeals

Victims/Claimants whose claims were denied have the right to appeal this determination by requesting a review by the Crime Victim Advisory Board.

The victim/claimant may request one of the following from the Board:

- *Hearing: **Appears** before the SC Crime Victim Advisory Board and request to speak on behalf of their appeal.*
- *Review: **Does not appear** before the SC Crime Victim Advisory Board but requests the Board to review the claim and appeal application.*

After the hearing or review, the Board may:

- Uphold the denial.
- Overturn the denial and award the claim in full.
- Overturn the denial and reduce the award.

Does law require it:

Yes

Assoc. Law(s):

Section 14-1-211.6

Purpose (as understood by agency):

DCVC Audit staff conduct audits to ensure compliance by municipalities and other entities regarding Act 141 statutory provisions.

Customers:

Municipalities, counties, non-profits and other entities

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #227 Oversee Act 141 Funds

Audit SC Municipalities, Counties and Non-Profit(s) who receive Act 141 Funds.

Auditing Team reached a 11-year milestone by recouping \$2,085,169.53 back into local victim assistance accounts.

\$1,243,620.50 collected from audits

\$841,549.03 collected from budget reviews

Auditing

Does law require it:

Yes

Assoc. Law(s):

Section 14-1-211.6

Purpose (as understood by agency):

DCVC Audit staff track funds recouped through Act 141 Audits.

Customers:

Municipalities, counties, non-profits and other entities

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #228 Oversee Act 141 Funds

Track funds recouped through audits.

Audits are conducted as a result of:

- 1) Complaints.
- 2) Budget reviews reveal red flag issues.
- 3) Follow up on completed audits by the State Auditor's office that have victim services recommendations.



Auditing

Does law require it:

Yes

Assoc. Law(s):

Section 14-1-211.6

Purpose (as understood by agency):

DCVC Audit staff conduct budget reviews to ensure compliance by municipalities and other entities regarding Act 141 statutory provisions.

Customers:

Municipalities, counties, non-profits and other entities

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #229 Oversee Act 141 Funds

Budget Reviews

- 1) Conducted annually.
- 2) SC Municipalities, Counties and Non-profit(s) who receive Act 141 monies are subject to review.

Auditing

Does law require it:

Yes

Assoc. Law(s):

Section 14-1-211.6

Purpose (as understood by agency):

DCVC Audit staff track funds recouped through Act 141 budget reviews.

Customers:

Municipalities, counties, non-profits and other entities

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #230 Oversee Act 141 Funds

Track funds recouped through budget reviews.

- Monies recouped are deposited back into the victim assistance accounts.

Proviso 59.15

- Entities must spend 90% of victim assistance funds.
- If the municipality or county does not spend at least 90%, then they can only carry forward \$25,000 or 10% of what was collected in the prior fiscal year, whichever is greater.

Auditing

Does law require it:

Yes

Assoc. Law(s):

Section 14-1-211.5

Purpose (as understood by agency):

DCVC Audit staff shall offer training and technical assistance to each municipalities and counties on Act 141 funds.

Customers:


Municipalities, counties, non-profits and other entities

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #231

Oversee Act 141 funds

Offer training and technical assistance to each municipality and county annually on the acceptable use of Act 141 funds.



Training

Does law require it:

Yes

Assoc. Law(s):

Section 16-3-1120(A)

Purpose (as understood by agency):

DCVC staff educates advocates and allied professionals about the benefits and services provided by the Agency.

Customers:

Victim advocates, law enforcement personnel, victim service providers, and victims/claimants...

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #221

Outreach

Develop and administer a plan for informing the public of the availability of benefits and services and educate on the procedures for filing compensation claims.

Outreach Events

- City of Columbia Annual Mayor's Walk Against Domestic Violence
- Youth Symposium, City of Blackville Police Department
- York County Victim Services Fair

Outreach

Does law require it:

Yes

Assoc. Law(s):

Section 16-3-1120(A)

Purpose (as understood by agency):

DCVC staff trains advocates and allied professionals about the benefits and services provided by the Agency.

Customers:

Victim advocates, law enforcement personnel, victim service providers, and victims/claimants...

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #222

Outreach

Conduct trainings and disseminate publications to victim advocates, law enforcement personnel, victim service providers, victims and the community.

Trainings

- DCVC Basic Core Course
- HIV nPEP (non-Occupational Post Exposure Prophylaxis) Program
- Sexual Assault Program
- Lost Wages
- Compensation Recovery

Training

Does law require it:

Yes

Assoc. Law(s):

Proviso 59.10

Purpose (as understood by agency):

DCVC distributes excess compensation funding to all 16 Solicitor's Offices in the state to provide victim services.

Customers:

Solicitor's offices

Note: Number of customers served, units provided, and cost per unit will be updated after the presentation

Agency Service #232

Distribute Victim/Witness Program Funds

\$650,000 distributed equally to the 16 Judicial Circuit Solicitor Offices, quarterly.

\$10,156.25 per quarter, per circuit

\$40,625.00 per year, per circuit

(Note: In FY2021, SCCPC provided the Combined Statewide Solicitor Victim Services Financial and Programmatic Report to the SC Attorney General)



Alan Wilson
Attorney General

B.J. Nelson
Director

Associated Performance Measures

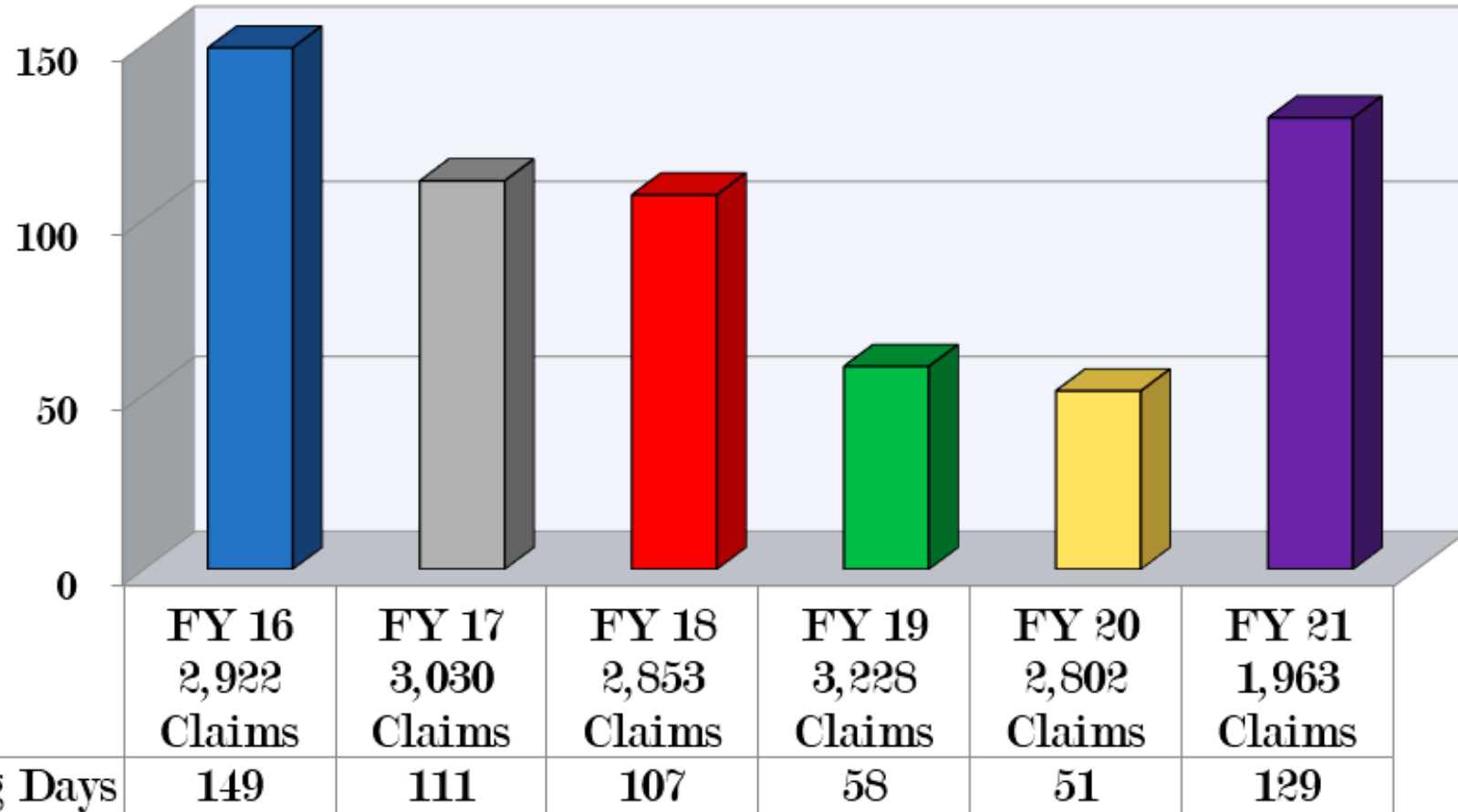
The next slides only contain information on performance measures that are associated with services covered earlier in this presentation.

Claims Received & Payments Made

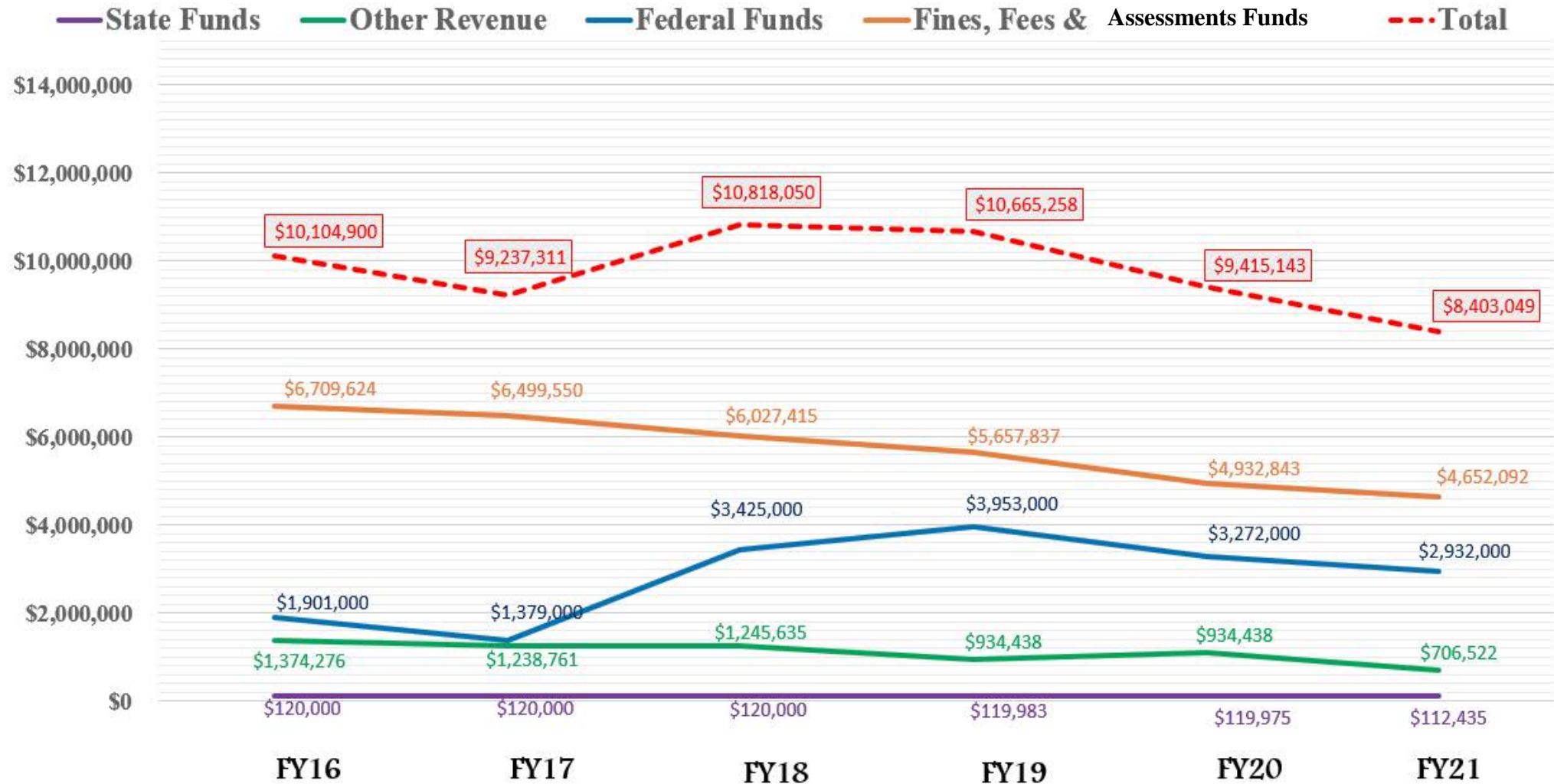
Type of Claims	FY 17	FY 18	FY 19	FY20	FY21
Claims Received	8,627	7,967	9,113	7,092	5,881
Number of Payments Made	8,933	8,123	9,363	8,211	4,595

- | | | | | |
|---|---|-----------------|-----------------|--------------|
| | | Eligible | Received | |
| • Compensation Claims (FY21) | | 2,127 | 2,608 | |
| • Sexual Assault Forensic Claims (FY21) | + | <u>2,631</u> | + | <u>3,273</u> |
| | | 4,758 | | 5,881 |
- Claims Approval Rate (FY21) **81%***

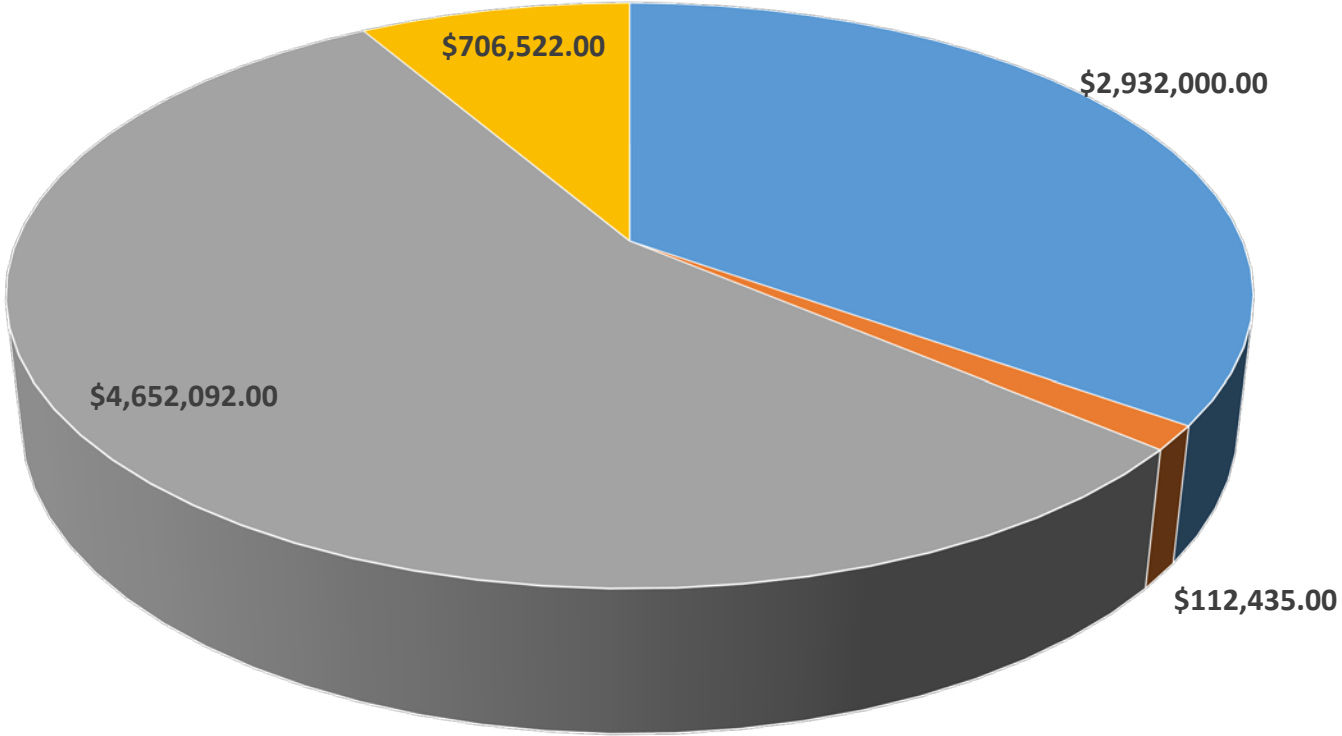
Average Eligibility Processing Time For Claims



Revenue

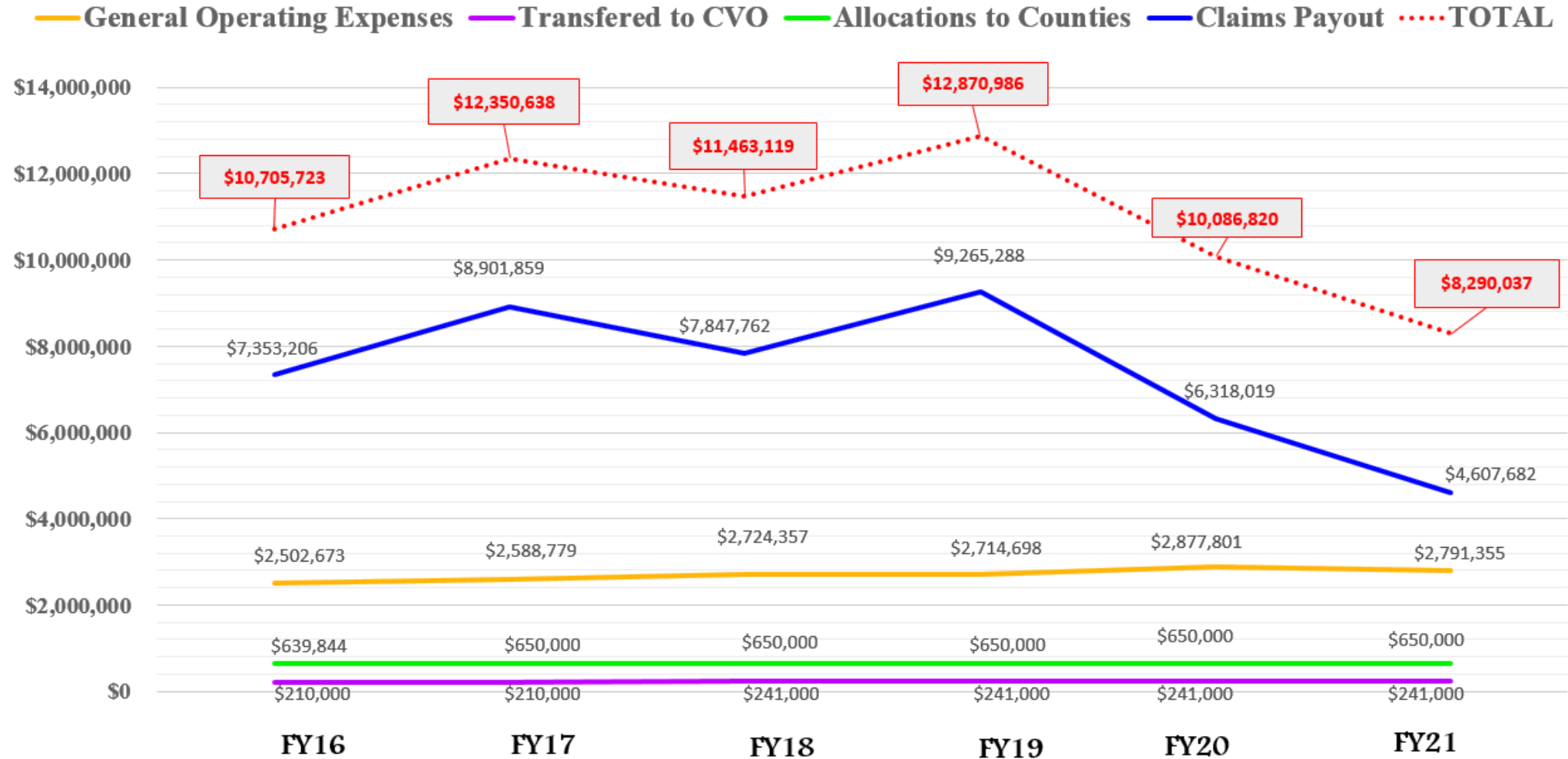


Funding Sources FY 2021

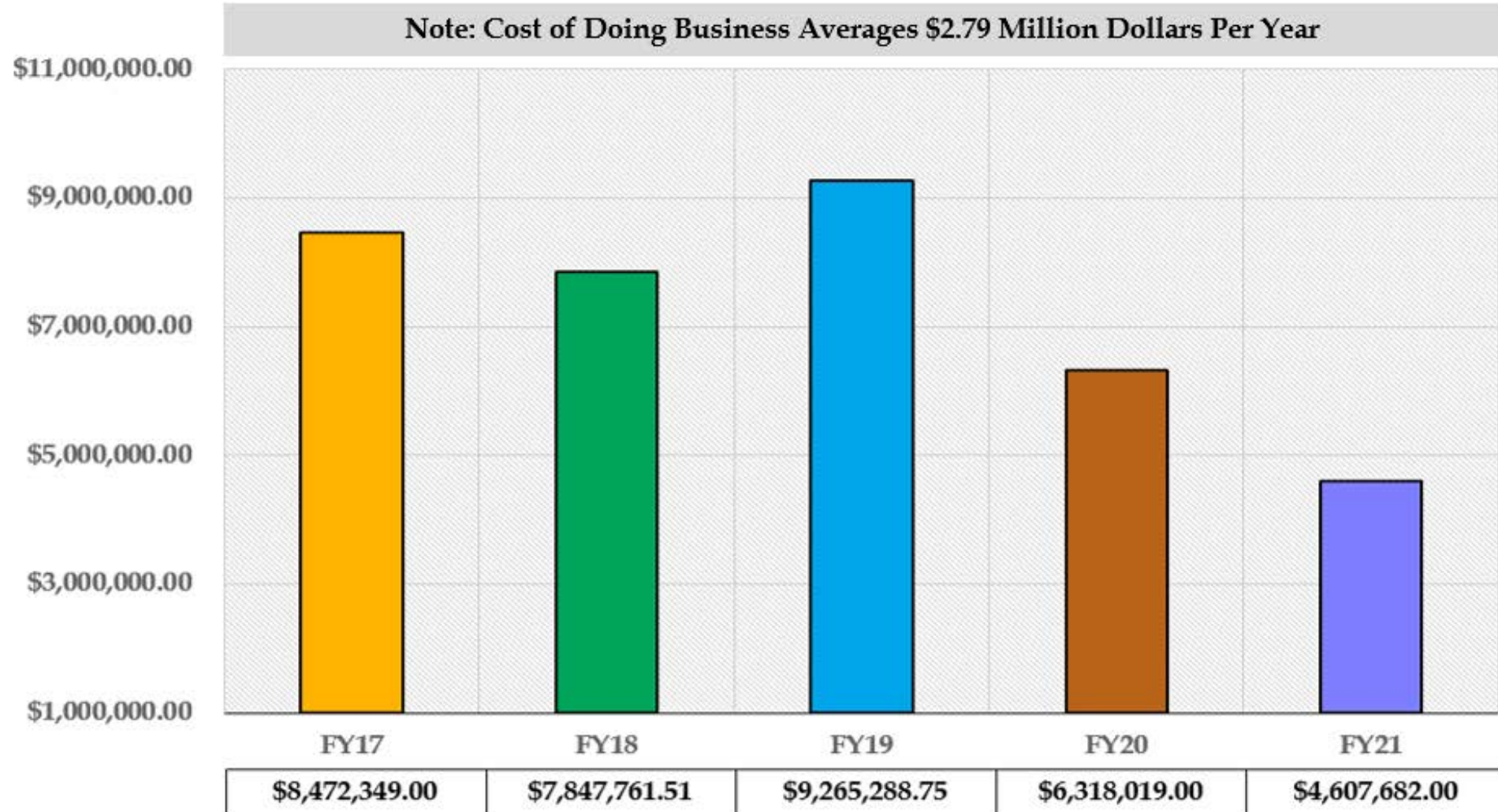


■ Federal ■ State ■ Fines, Fees & Assessments ■ Other

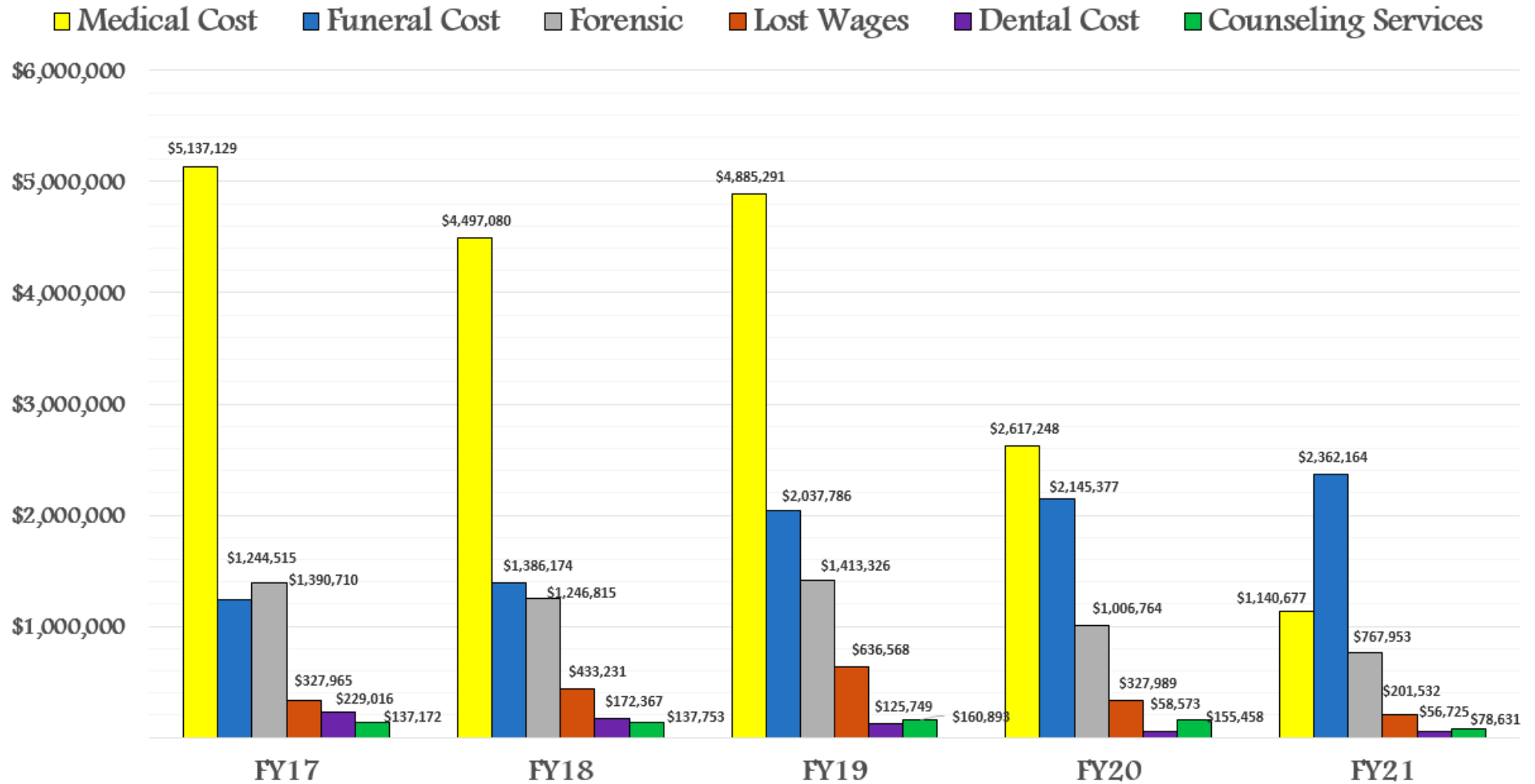
Expenditure Breakdown



Money Paid On Claims

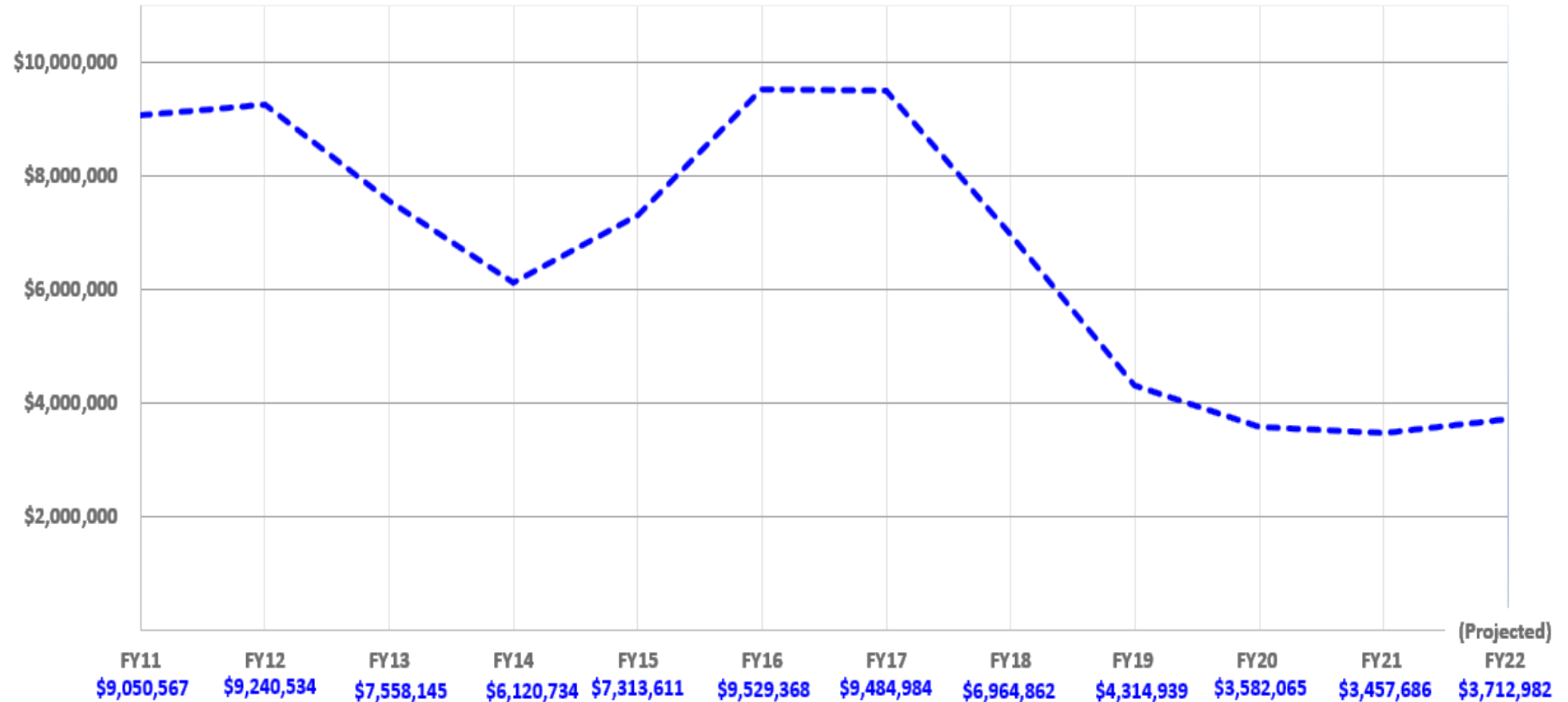


Compensation Claims Payout



Beginning Carry Forward

--- TOTAL





Alan Wilson
Attorney General

B.J. Nelson
Director

Associated Successes and Concerns

The next slides only contain information on services that are associated with this section of the agency.



Alan Wilson
Attorney General

Crime Victim Compensation

B.J. Nelson
Director

SUCCESSSES

- \$3.2 Million Recurring Appropriation from the General Assembly for DCVC.
- The federal VOCA Fix legislation passed the week of July 19, 2021.
- DCVC will begin receiving 75% federal reimbursements on our state expenditures up from 60%. Estimated \$1.9M next year.
- We will no longer be penalized for restitution recovery by OVC or have to deduct this from state expenditures. Estimated \$381K.



Crime Victim Compensation

Alan Wilson
Attorney General

B.J. Nelson
Director

CONCERNS

- DCVC completed writing the Request for Proposal (RFP) for a new victim compensation and sexual assault claims management system. The RFP is now under review by the State Procurement's Information Technology Management Office (ITMO).