

# ANNUAL REPORT

CALIFORNIA VICTIM  
COMPENSATION BOARD

FISCAL YEAR 2018-2019

ANNUAL REPORT FISCAL YEAR 2018-2019

California Victim Compensation Board

*The California Victim Compensation Board provides financial assistance to victims of crime.*

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**Gavin Newsom**  
Governor of California

## BOARD MEMBERS



**Marybel Batjer**

Secretary of the Government Operations Agency and Board Chairperson

Governor Edmund G. Brown, Jr. appointed Marybel Batjer as Secretary of the California Government Operations Agency in June 2013. Batjer has directly served four governors in two states in various roles, including chief of staff, cabinet secretary, undersecretary and chief deputy director. She also held key advisory roles in two U.S. presidential administrations, serving at the National Security Council and at the Pentagon in various positions over 12 years. Prior to her appointment, Batjer was the vice president of public policy and corporate social responsibility for a large entertainment company.



**Betty T. Yee**

California State Controller and Board Member

State Controller Betty Yee serves as an ex officio member of the board. In her duties as California's chief fiscal officer, she is a member of numerous commissions and financing authorities; including the California Franchise Tax Board and California Board of Equalization and the boards of CalPERS and CalSTRS. Elected in November 2014, Yee has more than 30 years of experience in public service, specializing in state and local finance and tax policy in the legislative and executive branches of state government.



**Curtis Hill**

Former Sheriff, San Benito County and Board Member

Curtis Hill was appointed to the California Victim Compensation Board in 2018. Hill was acting executive officer at the Board of State and Community Corrections in 2014 and a legislative advocate and strategic business consultant at Warner and Pank LLC from 2011 to 2012. Hill served as the sheriff of San Benito County from 1999 to 2010 and served in several positions in the San Benito County Sheriff's Department from 1976 to 1999, including as undersheriff, sergeant, investigator and deputy sheriff.

## CalVCB Executive Officer



**Julie Nauman**

Executive Officer of the California Victim

Since 2008, Julie Nauman has led CalVCB as its Executive Officer. Prior to joining CalVCB, Nauman held a number of executive level positions in California state government. Known for her expertise in public policy and land use planning, she held the position of principal-in-charge of a multi-state private consulting firm. In 2016, Nauman was elected the second vice president of the National Association of Crime Victim Compensation Boards (NACVCB).



# FROM THE EXECUTIVE OFFICER

On behalf of the California Victim Compensation Board (CaIVCB), I am pleased to share our annual report for fiscal year 2018 – 2019. During this fiscal year, CaIVCB received nearly 53,000 applications, and provided approximately \$62 million in compensation to victims and survivors of crime, a nine percent increase over last year.

The most exciting development for CaIVCB this year was the introduction of our online portal for applicants and service providers, part of our ongoing goal to optimize technology to help victims and survivors.

In October 2018, we launched the first phase of the CaIVCB online portal — a place for service providers to search for application numbers, view application and bill status, upload bills and documents, and communicate with CaIVCB Customer Service. Then, in April 2019, we launched the second phase of the portal — the online application. CaIVCB Online allows crime survivors and those assisting them to apply for compensation online from a smartphone, tablet or computer. CaIVCB Online is available in English and Spanish, 24 hours per day seven days a week.

This year we also embarked on an important collaboration with the Governor's Office of Emergency Services (Cal OES), California's state Victims of Crime Act (VOCA) and Violence Against Women Act (VAWA) grant administrators, to author a strategic plan for victim services in California. A year in the making, the plan envisions a California where all people impacted by crime have the resources they need to recover and heal. Released in early August 2019, the plan is available in the News and Announcement section on our website: [victims.ca.gov](http://victims.ca.gov).

We were saddened this year, yet again, by numerous instances of mass violence. Over twelve people were shot at the Borderline Bar and Grill in Thousand Oaks in November 2018. On the last day of Passover, in April 2019, a gunman opened fire in the Chabad of Poway synagogue, and in July a gunman killed three, including two children, and wounded 17 people at the Gilroy Garlic Festival. As we responded to help those survivors, we also continued to assist survivors of the Route 91 Harvest Festival Shooting in Las Vegas in 2017, and the 2015 terrorist attack in San Bernardino. Nearly \$2.9 million of the funds awarded this year — five percent — went to victims and survivors of mass violence. This year, CaIVCB received an \$8 million grant from the Office for Victims of Crime Antiterrorism Emergency Assistance (AEAP) Program to help cover costs related to the Las Vegas shooting and to provide ongoing support to victims of that crime.

This year we were privileged to work closely with many organizations working on behalf of crime victims in California – the California Crime Victim Assistance Association, Crime Survivors for Safety and Justice, the Crime Victims Assistance Network, and Youth Alive, to name just a few.

We appreciate our dedicated staff and community partners for their continued commitment and service to victims and survivors of crime.

Sincerely,



Julie Nauman  
CaIVCB Executive Officer

# Vision, Mission, & Core Values

## CALIFORNIA VICTIM COMPENSATION BOARD

### Vision

The Victim Compensation Board is viewed as a national leader in victim compensation.

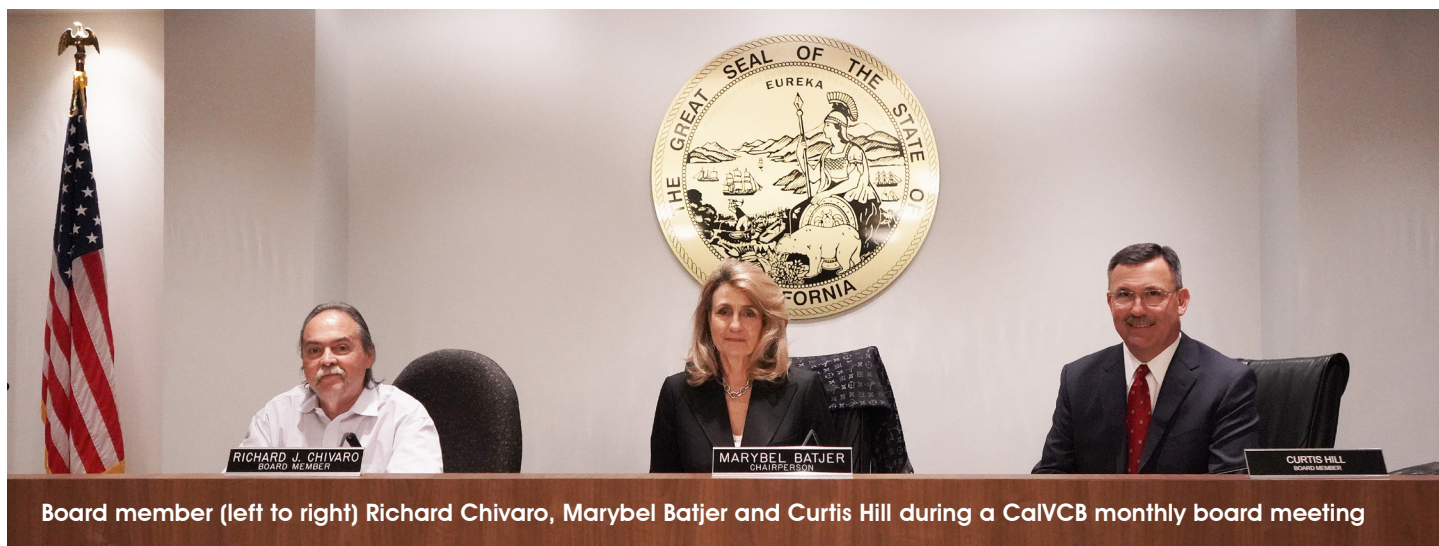
### Mission

The Victim Compensation Board provides financial assistance to victims of crime.

### Core Values

Dedication | Collaboration | Innovation | Respect | Integrity

# Overview



Board member (left to right) Richard Chivaro, Marybel Batjer and Curtis Hill during a CaIVCB monthly board meeting

## Overview of CaIVCB

The primary mission of the California Victim Compensation Board (CaIVCB) is to administer the Victim Compensation Program, which provides financial assistance to crime victims.

Help is available to crime victims, family members, and their loved ones to cover unforeseen expenditures such as medical and dental bills, counseling expenses, funeral and burial expenses, income loss and more.

CaIVCB is supported through the State Restitution Fund. The Fund receives monies from restitution fines and orders, penalty assessments levied on persons convicted of crimes and traffic offenses as well as federal matching grant funds from the Victims of Crime Act (VOCA). CaIVCB is not supported by taxpayer dollars.

CaIVCB also administers the Restitution Recovery Program, Claims of Erroneously Convicted Felons, the Good Samaritan Program and the Missing Children Reward Program. CaIVCB is housed under the Government Operations Agency.

## History

California was the first state in the nation to have a victim compensation program and has served as a leader in the field for over fifty years. California established the Victim Compensation Program in 1965 and has been helping victims and survivors since inception.

In 1967, the program was transferred to the Board of Control, which also housed the Government Claims Program (GCP), a program that processes claims for damages against the state.

In 2001, the Board of Control was renamed the Victim Compensation and Government Claims Board (VCGCB).

On July 1, 2016, GCP was transferred to the Department of General Services. VCGCB then became the California Victim Compensation Board or CaIVCB.





CalVCB staff gathered in support of Denim Day, April 24, 2019

# Crime Victim Compensation Program

**CalVCB is dedicated to helping victims and their families recover from violent crime.**

Anyone who experiences violent crime in California, or California residents who become victims while in another state or country, may be eligible for assistance. Adults must apply within three years of the crime. Minor victims must apply by their 24th birthday. If the application is based on specified crimes involving sex with a minor, a victim may file at any time prior to their 28th birthday.

Survivors of crime victims who have died, persons who are legally dependent upon the victim for financial support, and members of a victim's family may also qualify for assistance. This may include parents, grandparents, siblings, spouses, children or grandchildren of the victim.

**Crimes covered include:**

- Assault
- Child Abuse
- Domestic Violence
- Drunk Driving
- Elder Abuse
- Hate Crimes
- Homicide
- Human Trafficking
- Online Harassment
- Robbery
- Sexual Assault
- Stalking
- Terrorism
- Vehicular Manslaughter



# What's Covered

## Covered Expenses

CalVCB can help pay for:

- Medical and Dental Treatment
- Counseling
- Income Loss
- Funeral and Burial
- Relocation
- Home or Vehicle Modifications
- Residential Security
- Crime-Scene Clean Up
- Job Training

The program covers costs including insurance copays, deductibles and other out of pocket expenses that victims encounter as a result of a violent crime. CalVCB is the payor of last resort and can only reimburse victims for crime-related expenses if there are no other sources of reimbursement.

In some cases, there are limits to what CalVCB can cover. For more information visit: [www.victims.ca.gov/victims/coverage.aspx](http://www.victims.ca.gov/victims/coverage.aspx)

## Emergency Financial Assistance

CalVCB can provide crime victims with emergency financial assistance in certain situations. Victims can apply for an emergency award where hardship may occur or their personal safety is at risk.

## Expenses Not Covered by CalVCB

Some expenses cannot be reimbursed by CalVCB. These include:

- Expenses not related to the crime
- Expenses paid by insurance, workers' compensation or another source of reimbursement
- Expenses for lost, stolen or damaged property, except medical equipment such as wheelchairs, walkers, eyeglasses, hearing aids, dentures and prosthetic devices.

## Appeals

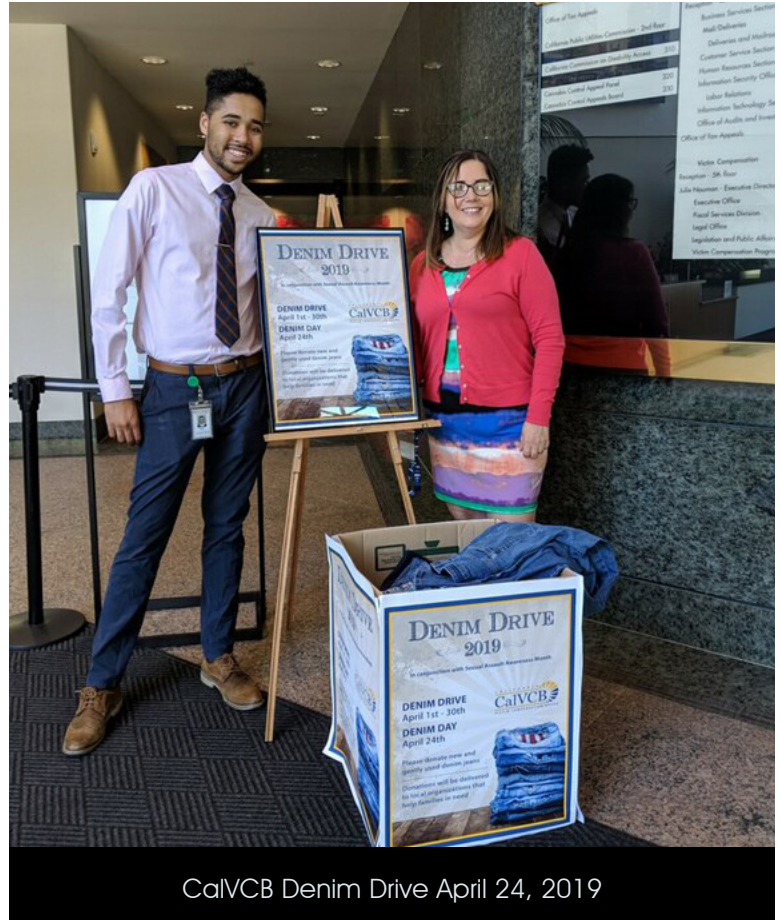
All applicants have the right to file an appeal. Appeals are held on the written record, or by phone, or in person. Applicants may also file a request for reconsideration with the Board or a Petition for a Writ of Mandate in a local Superior Court. In fiscal year 2018-2019, CalVCB received 621 appeals and 118 requests for reconsideration, totaling 739. Hearing officers conducted 149 administrative hearings.

## Child Witness to a Violent Crime

Children who witness a crime, and who are not direct or derivative victims, may be eligible for some CalVCB assistance. The Board may reimburse the cost of outpatient mental health counseling, up to 30 session hours or \$5,000, for any minor who suffers emotional injury as a direct result of witnessing, seeing, or hearing a violent crime, if the minor was in close physical proximity to the victim when the crime occurred.

# How We Help Victims

NEW APPLICATIONS BY TYPE OF CRIME (FISCAL YEAR 2018-2019)	
Arson	88
Assault	21,748
Child Abuse	9,676
DWI/DUI	979
Homicide	4,931
Kidnapping Other	625
Kidnapping Human Trafficking	158
Other Vehicular	1,295
Robbery	2,288
Sexual Assault	4,508
Stalking	250
Criminal Threats	4
Other*	6,423
<b>Total Applications</b>	<b>52,973</b>



CalVCB Denim Drive April 24, 2019

\* 6,483 applications are not yet determined, not covered or are for other crime types

AVERAGE APPLICATION PROCESSING TIME					
Fiscal Year	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Days	46	42	46	76	55

In an effort to improve a number of business processes, including data reporting, CalVCB updated our technology. These changes caused a temporary increase in application processing time during fiscal Year 2017-2018 as staff learned the new system. Starting in December 2017, CalVCB embarked on a coordinated effort to reduce average processing times, which led to significant improvements. In the last quarter of fiscal year 2017-2018, average processing time decreased to an average of 52 days, and the overall average continued to decline as processing times began to normalize over the course of fiscal year 2018-2019.

COMPENSATION PAID BY EXPENSE TYPE						
FISCAL YEAR	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	
Crime Scene Clean-up*	—	—	\$42,919	\$42,513	\$42,054	0.1%
Dental	\$961,926	\$1,026,797	\$1,513,439	\$1,660,769	\$2,097,913	3.4%
Funeral & Burial	\$6,486,650	\$8,662,773	\$11,587,369	\$11,815,432	\$11,436,026	18.5%
Home Modification*	—	—	\$121,360	\$27,393	\$105,721	0.2%
Income Support Loss	\$7,116,650	\$7,591,113	\$8,005,185	\$11,189,576	\$12,941,539	20.0%
Medical	\$12,596,909	\$9,738,848	\$7,642,579	\$8,428,091	\$10,314,881	17.6%
Mental Health	\$20,655,268	\$20,813,301	\$18,927,909	\$18,092,511	\$18,438,485	29.8%
Rehabilitation	\$145,876	\$257,398	—	—	\$1,623	0.0%
Relocation	\$3,549,692	\$4,050,049	\$4,275,616	\$4,783,221	\$5,555,218	9.0%
Residential Security*	—	—	\$325,015	\$459,958	\$646,477	1.0%
Vehicle Purchase / Modifications*	—	—	\$559,337	\$773,273	\$301,517	0.5%
<b>TOTAL</b>	<b>\$51,512,972</b>	<b>\$52,140,278</b>	<b>\$53,000,729</b>	<b>\$57,272,739</b>	<b>\$61,881,454</b>	<b>100%</b>

\*Starting in fiscal year 2016-2017, CalVCB began tracking expenses for four new categories. Three of those categories (Crime-Scene Clean up, Home Modification and Residential Security) formerly comprised the Medical category. Vehicle Purchase/Modification was previously a part of Medical expenses.

## WHO WE HELPED

CalVCB helps direct victims, families and others impacted by crime, referred to as derivative victims.

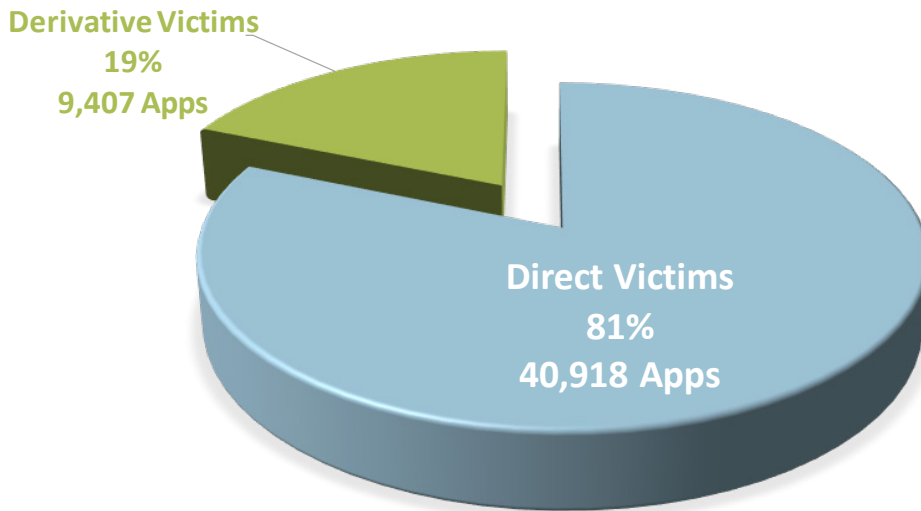
**Direct victims** include anyone who suffers an injury, threat of injury or death as a result of a violent crime.

**Derivative victims** include family members and others impacted by crime such as:

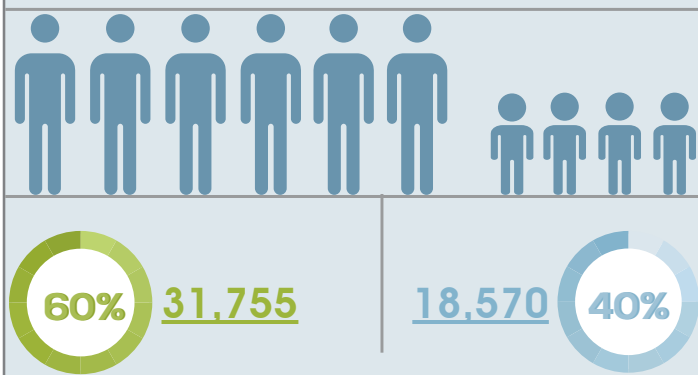
- The parent, grandparent, sibling, spouse, child or grandchild of the victim
- Persons living in the household of the victim
- A person who had previously lived in the household of the victim for at least two years
- Any person who voluntarily pays or assumes payment for the expenses of a deceased victim



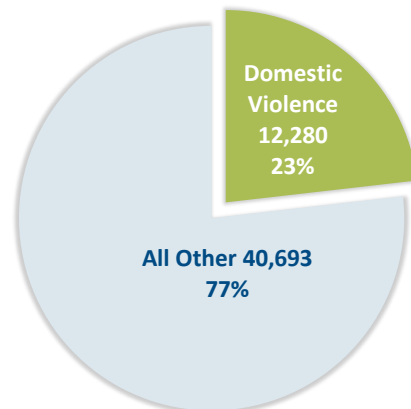
### APPLICATIONS RECEIVED BY APPLICANT TYPE



### Applications received from adults and minors:

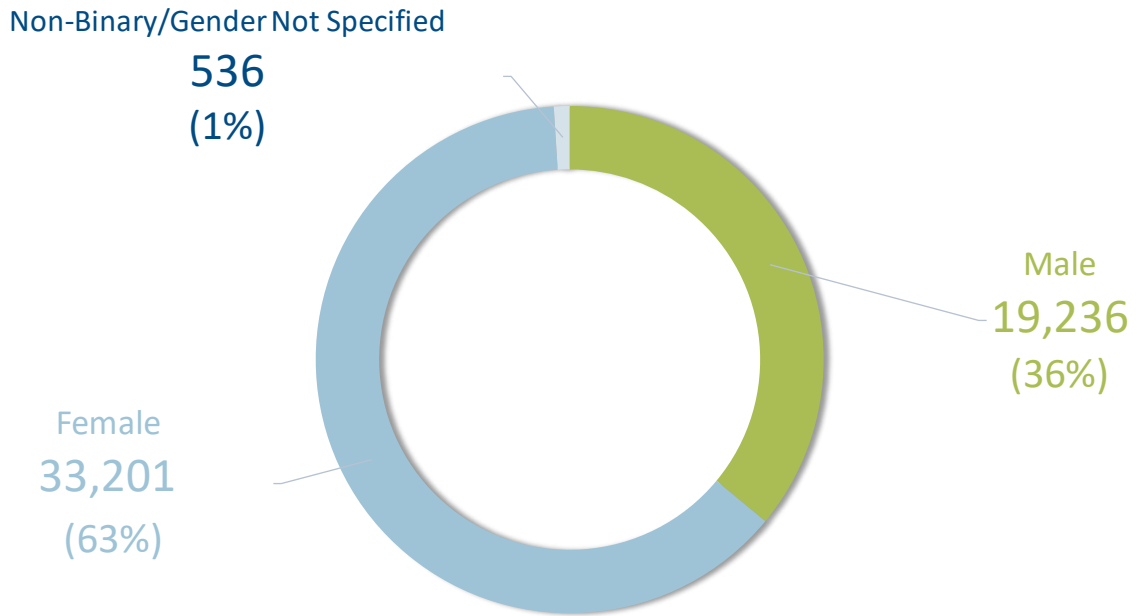


### APPLICATIONS RECEIVED FROM DOMESTIC VIOLENCE VICTIMS



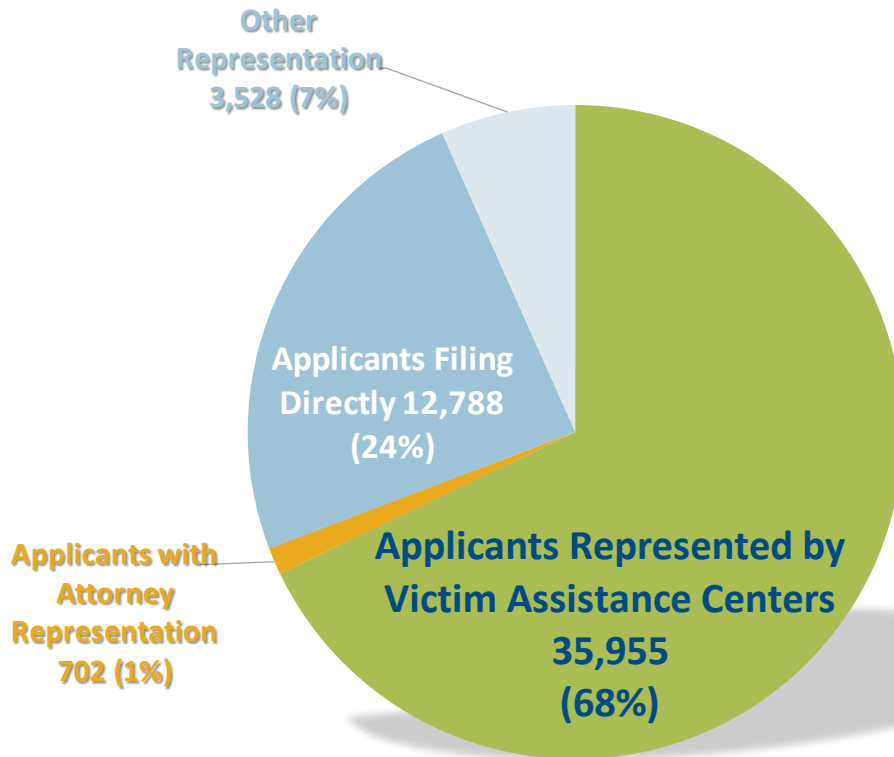


## APPLICATIONS RECEIVED BY GENDER



CalVCB and California Department of Social Services discussion on Domestic Violence Awareness Month during Facebook Live event on October 24, 2018

## APPLICATION REPRESENTATION



VICTIM COMPENSATION PAYMENT HISTORY	
Fiscal Year	Total Compensation Paid
1965-70	\$365,701
1970-80	\$28,017,894
1980-90	\$298,351,000
1990-00	\$783,068,000
2000-10	\$861,465,703
2010-11	\$95,827,326
2011-12	\$70,422,451
2012-13	\$61,992,437
2013-14	\$61,077,637
2014-15	\$51,512,972
2015-16	\$52,140,278
2016-17	\$53,000,729
2017-18	\$57,272,739
2018-19	\$61,881,454
<b>TOTAL</b>	<b>\$2,536,396,321</b>



Staff exhibiting at the CalVCB booth on Native American Day September 28, 2018

COMPENSATION PAID AND APPLICATIONS RECEIVED BY COUNTY PER FISCAL YEAR						
County	Compensation					Apps Received
	FY 2014-2015	FY 2015-2016	FY 2016-2017	FY 2017-2018	FY 2018-2019	FY 2018-2019
<b>Alameda</b>	\$3,175,408	\$2,756,979	\$3,004,097	\$2,969,576	\$3,290,010	2,517
<b>Alpine</b>	\$20	\$1,215	\$3,458	\$2,993	\$2,668	7
<b>Amador</b>	\$28,700	\$37,153	\$23,846	\$29,431	\$63,453	75
<b>Butte</b>	\$662,384	\$531,380	\$456,841	\$471,546	\$436,757	616
<b>Calaveras</b>	\$31,456	\$19,738	\$37,724	\$49,410	\$58,738	101
<b>Colusa</b>	\$61,230	\$21,834	\$34,617	\$32,447	\$28,368	62
<b>Contra Costa</b>	\$1,325,465	\$1,438,709	\$1,179,048	\$1,025,480	\$1,413,903	1,160
<b>Del Norte</b>	\$11,810	\$21,336	\$25,033	\$9,021	\$43,540	30
<b>El Dorado</b>	\$188,912	\$333,014	\$196,020	\$262,402	\$301,214	251
<b>Fresno</b>	\$999,717	\$1,070,286	\$1,201,008	\$1,320,038	\$1,591,942	1,579
<b>Glenn</b>	\$24,763	\$32,625	\$45,013	\$57,590	\$21,450	88
<b>Humboldt</b>	\$282,060	\$312,855	\$196,625	\$188,050	\$206,150	230
<b>Imperial</b>	\$150,482	\$66,645	\$61,662	\$190,437	\$102,421	121
<b>Inyo</b>	\$5,809	\$3,109	\$3,821	\$10,147	\$6,511	15
<b>Kern</b>	\$696,543	\$692,341	\$873,191	\$1,064,676	\$904,135	538
<b>Kings</b>	\$167,770	\$160,481	\$223,593	\$320,482	\$125,525	519
<b>Lake</b>	\$166,866	\$125,794	\$138,653	\$85,014	\$164,432	142
<b>Lassen</b>	\$13,511	\$17,019	\$7,482	\$23,669	\$52,044	41
<b>Los Angeles</b>	\$18,993,499	\$19,008,112	\$19,798,611	\$21,233,985	\$21,181,490	14,126
<b>Madera</b>	\$247,133	\$150,998	\$121,956	\$127,342	\$139,508	199
<b>Marin</b>	\$330,597	\$400,500	\$326,672	\$190,282	\$288,245	230
<b>Mariposa</b>	\$19,758	\$15,779	\$20,856	\$24,446	\$6,816	5
<b>Mendocino</b>	\$92,324	\$148,606	\$53,583	\$69,496	\$163,960	73
<b>Merced</b>	\$314,702	\$296,557	\$235,315	\$275,369	\$342,511	478
<b>Modoc</b>	\$50,459	\$26,833	\$15,889	\$14,143	\$4,846	15
<b>Mono</b>	\$8,626	\$4,700	\$12,202	\$4,274	\$0	2
<b>Monterey</b>	\$645,315	\$750,754	\$748,948	\$636,939	\$538,632	861
<b>Napa</b>	\$197,231	\$186,113	\$135,547	\$133,659	\$103,929	145
<b>Nevada</b>	\$99,389	\$168,485	\$85,875	\$108,688	\$198,169	69
<b>Orange</b>	\$2,590,748	\$2,989,651	\$2,631,522	\$2,316,379	\$2,844,878	1,740
<b>Placer</b>	\$468,762	\$685,584	\$537,156	\$607,845	\$753,414	698
<b>Plumas</b>	\$88,234	\$6,764	\$9,808	\$6,182	\$8,064	4
<b>Riverside</b>	\$1,775,396	\$1,556,119	\$1,751,701	\$2,025,056	\$2,091,308	1,727

COMPENSATION PAID AND APPLICATIONS RECEIVED BY COUNTY (CONTINUED)						
County	Compensation					Apps Received
	FY 2014–2015	FY 2015–2016	FY 2016–2017	FY 2017–2018	FY 2018-2019	FY 2018-2019
Sacramento	\$1,729,186	\$2,103,719	\$2,587,202	\$2,181,943	\$3,032,946	1,673
San Benito	\$112,182	\$56,942	\$67,735	\$98,644	\$127,352	196
San Bernardino	\$1,748,483	\$2,109,755	\$2,763,574	\$2,781,277	\$3,071,083	2,817
San Diego	\$2,871,148	\$3,095,640	\$2,834,531	\$2,694,207	\$2,834,594	2,197
San Francisco	\$1,612,070	\$1,731,121	\$1,483,868	\$1,582,188	\$1,814,162	1,265
San Joaquin	\$1,300,008	\$1,173,256	\$1,429,764	\$1,407,075	\$1,819,424	2,792
San Luis Obispo	\$430,011	\$416,231	\$424,208	\$396,149	\$662,215	527
San Mateo	\$446,253	\$471,916	\$248,984	\$367,849	\$357,486	567
Santa Barbara	\$721,253	\$695,348	\$625,167	\$524,634	\$623,965	705
Santa Clara	\$2,197,346	\$2,013,255	\$1,663,359	\$1,600,441	\$1,595,233	2,706
Santa Cruz	\$606,480	\$372,510	\$361,965	\$471,998	\$600,023	416
Shasta	\$309,750	\$421,757	\$386,969	\$367,165	\$453,487	795
Sierra	\$0	\$0	\$2,505	\$1,441	\$1,300	4
Siskiyou	\$65,113	\$74,125	\$49,807	\$22,021	\$29,220	45
Solano	\$538,691	\$435,894	\$591,093	\$526,980	\$531,435	538
Sonoma	\$326,665	\$381,445	\$271,071	\$268,253	\$300,987	576
Stanislaus	\$350,795	\$361,370	\$383,035	\$450,459	\$465,750	447
Sutter	\$144,546	\$189,361	\$171,685	\$145,401	\$143,345	261
Tehama	\$77,507	\$93,860	\$76,095	\$172,742	\$174,912	188
Trinity	\$15,122	\$7,849	\$8,819	\$13,166	\$41,207	36
Tulare	\$472,290	\$378,699	\$537,535	\$424,549	\$481,731	436
Tuolumne	\$114,119	\$73,248	\$78,160	\$42,257	\$118,606	113
Ventura	\$682,574	\$688,118	\$658,194	\$669,414	\$807,771	701
Yolo	\$218,069	\$219,271	\$289,194	\$256,356	\$298,433	395
Yuba	\$206,427	\$243,212	\$253,776	\$288,542	\$329,667	543
Non-CA, Other	\$301,807	\$294,308	\$555,060	\$3,631,122	\$3,686,086	3,570
<b>TOTAL</b>	<b>\$51,512,972</b>	<b>\$52,140,278</b>	<b>\$53,000,729</b>	<b>\$57,272,739</b>	<b>\$61,881,454</b>	<b>52,973</b>



# CaIVCB Online Portal

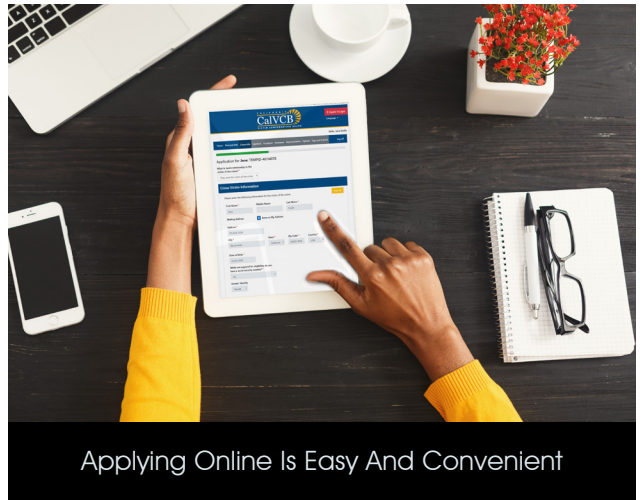
## Help Is Available Online

Fiscal Year 2018-2019 saw the debut of CaIVCB Online, a secure online portal for applicants and service providers. The applicant portion of the portal enables applicants to apply for compensation online, submit bills for reimbursement and check the status of their applications or payments, and is available in English and Spanish. The portal also has a section for providers to search for application numbers, submit bills and check on the status of payments.

The provider portal went live on October 1, 2018, and the applicant portion of the portal went live on April 4, 2019.

The online portal also ensures that applicants can stay safe when creating an online account and applying for compensation. The "Quick Escape" button can be used when a victim needs to exit the CaIVCB Online site quickly.

CaIVCB has received positive feedback from applicants and those assisting crime survivors who have applied online. It takes only about 10-15 minutes to apply. Most have applied online using their smartphones. The online application is self-explanatory, and most find it user-friendly. Future enhancements to the system will include a portal for victim advocates, and a portal for law enforcement agencies to upload crime documentation.



Applying Online Is Easy And Convenient



SCAN TO APPLY

***In the first three months the portal was open to applicants, over 1,100 applications were submitted online.***

# OUTREACH AND PARTNERSHIPS

## Raising Awareness

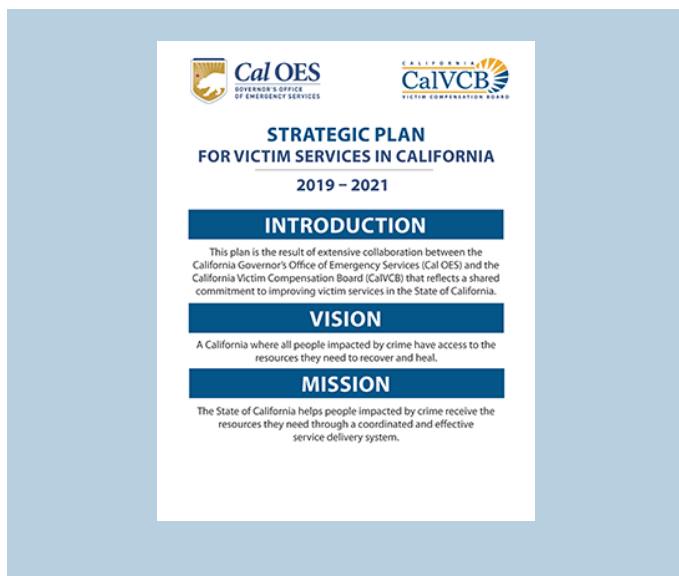
This was an incredibly busy year for CalVCB, with many efforts to strengthen partnerships and reach out to victims, survivors, advocates and service providers. Throughout the course of the year, CalVCB:

- Attended 31 workshops and conferences
- Conducted 45 trainings reaching 1,850 advocates
- Held 25 forums for mental health providers
- Distributed 124,000 publications

## CalVCB/Cal OES Joint Strategic Plan

CalVCB and the Governor's Office of Emergency Services (Cal OES), California's state VOCA and VAWA administrators, developed a strategic plan for victim services in California. A year in the making, the plan envisions a California where all people impacted by crime have the resources they need to recover and heal.

The strategic plan reflects the shared commitment of the two agencies to raising awareness and improving delivery of crime victim's services across the state. Released in early August 2019, the plan is available on our website: [victims.ca.gov](http://victims.ca.gov).



## National VOCA Assistance and Compensation Administrators Conference

In August, CalVCB staff were featured presenters at the National VOCA Assistance and Compensation Administrators Conference, giving presentations on a number of topics including technology, compensation eligibility, restitution and mental health treatment.

## Social Media

CalVCB conducted a social media advertising campaign to share information with victims of the Las Vegas mass shooting and to encourage them to apply for assistance. The campaign ran from April 1, 2019 to June 30, 2019, utilizing Facebook, Google Adwords, and YouTube. The campaign reached over 112,000 people on Facebook, 160,000 on GoogleAds and had over 65,000 video impressions on YouTube.



[facebook.com/CaliforniaVictimCompensationBoard/](https://facebook.com/CaliforniaVictimCompensationBoard/)



[twitter.com/HelpingVictims](https://twitter.com/HelpingVictims)



[youtube.com/CaliforniaVCP](https://youtube.com/CaliforniaVCP)

## National Crime Victims' Rights Week

In April, during National Crime Victims' Rights Week, CalVCB participated in the Survivor's Speak 2019 event hosted by Crime Victims for Safety and Justice, a community-based organization for crime victims. CalVCB staff shared information, participated in roundtable discussions and conducted a claims clinic assisting survivors with applying for compensation.



Crime Victims' Rights Week event 2019 at the State Capitol



### OFFICE OF THE GOVERNOR

April 7-13, 2019

#### **Crime Victims' Rights Week**

Crime leaves a lasting impact on any person touched by it. Each year, California and the nation observe Crime Victims' Rights Week to show support for victims and survivors, and to recognize their right to be heard and to be treated with fairness, dignity and respect.

This week, we celebrate the energy, perseverance and commitment that launched the victims' rights movement, inspired its progress and continue to advance the cause of fairness and justice. It is also an opportunity to recommit to ensuring that all victims of crime are offered culturally and linguistically accessible services in the aftermath of crime.

Many victims and survivors of violent crime face tremendous physical, emotional and financial trauma and need the support of victim services to recover. California has been a national leader in victim services since 1965, when our state established the first victim compensation program in the nation. Since its inception, the victim compensation program has provided almost \$2.5 billion dollars to assist victims of violent crime.

California is committed to providing the support victims of crime need in their journey toward recovery. I thank all the victim advocates in organizations across the state for their tireless work to help survivors face their grief without fear of judgment, and ensure they are understood, heard and respected.

Sincerely,

Gavin Newsom

GOVERNOR GAVIN NEWSOM • STATE CAPITOL • SACRAMENTO, CALIFORNIA 95814 • (916) 445-2841

On April 8, 2019 Governor Gavin Newsom issued a proclamation declaring April 7 – 13, 2019 as California Crime Victims' Rights Week.

# MASS VIOLENCE RESPONSE

Throughout this fiscal year, CalVCB worked closely with federal, state and county partners to respond to mass violence events in our State. Our Mass Violence Response Team traveled to impacted communities, providing assistance, training and sharing best practices. Nearly \$2.9 million was paid to victims and survivors of these tragic events.

## California Response

CalVCB, the University of Oregon Police Department, and the Oregon Department of Justice hosted the national third annual Leave No Victim Behind training conference on Best Practices for Mass Violence Response, September 5-7, 2018 at the University of Oregon in Eugene. The nation's leading experts on mass violence response and those who have responded to mass violence incidents discussed best practices, lessons learned and effective collaborations between law enforcement and victims' services. Presenters also provided insightful information on underserved crime victims and tribal communities.

Speakers included responders to large-scale mass violence events such as the Route 91 Harvest Festival concert shooting in Las Vegas, the First Baptist Church shooting in Sutherland Springs, Texas, the Marjory Stoneman Douglas High School shooting in Parkland, Florida, the shooting at Santa Fe High School in Texas, the Red Lake Reservation High School shooting in Minnesota and the shooting at the Pathway Home, the Veteran's Home in Yountville, California. The opening keynote speaker was Samantha Fuentes, a shooting survivor of the Marjory Stoneman Douglas High School shooting.

In addition, training sessions on the federal Office for Victims of Crime mass violence response toolkit and best practices for creating local integrated crisis response plans with County emergency management partners were also presented.

Conference attendees included law enforcement, victim service providers, first responders, community based organizations, campus officials, crisis response teams, emergency management professionals and behavioral health specialists.

## Las Vegas Response

On the night of October 1, 2017, a shooter opened fire on a crowd of concertgoers at the Route 91 Harvest music festival on the Las Vegas Strip in Nevada.

Among the approximately 24,000 ticket holders, 65 percent were California residents. More than 600

The University of Oregon Police Department,  
the California Victim Compensation Board and  
the Oregon Department of Justice present

## MASS VIOLENCE RESPONSE CONFERENCE

**LEAVE NO VICTIM BEHIND III**  
BEST PRACTICES FOR MASS VIOLENCE RESPONSE  
TRIBAL COMMUNITIES  
COMMUNITY PARTNERSHIPS

To register and for more conference information, visit:  
<https://center.uoregon.edu/uosafety/2018/registration/>

September 5-7, 2018  
University of Oregon  
Eugene, Oregon








were injured in the attack. Thirty five of the 58 killed were from California.

In February 2018, CaIVCB received a grant for more than \$8.3 million from the U.S. Department of Justice Office for Victims of Crime (OVC) Antiterrorism and Emergency Assistance Program (AEAP). The funding will provide continuing assistance to victims and family members of the attack that occurred at the Route 91 Harvest Festival in Las Vegas on October 1, 2017.

A portion of the funds awarded through this federal grant will reimburse CaIVCB for benefits already paid to Route 91 victims and benefits that will be paid to survivors in the future. In addition, the award will fund support groups and outreach for survivors throughout California as well as anniversary and memorial events.

To date, CaIVCB has received nearly 3,500 applications for assistance and paid out over \$5.4 million in benefits for mental health treatment, income loss, burial costs and other crime-related expenses.

### Borderline Bar & Grill, Thousand Oaks Response

On the night of November 7, 2018, a mass shooting occurred at the Borderline Bar & Grill in Thousand Oaks, when an assailant opened fire in the crowded bar. Twelve people lost their lives, including one individual who had survived the Route 91 Harvest Festival concert shooting in Las Vegas.

The Ventura County District Attorney’s Office asked CaIVCB’s Mass Violence Response Team for assistance. Staff were deployed to the Family Assistance Center in Thousand Oaks to meet with victims and assist with compensation applications. In December, victim and service provider forums were held in partnership with the federal Office for Victims of Crime, Training and Technical Assistance Division who provided a traumatic stress specialist to speak at the forums. The forums were well attended.

In fiscal year 2018-2019, CaIVCB received nearly 300 applications related to the shooting in Thousand Oaks and paid out over \$151,000 in compensation.

### Chabad House, Poway Response

On Saturday, April 27, 2018 a mass shooting occurred at the Chabad House in Poway during service for the last day of Passover. One person was killed and three others shot. The San Diego District Attorney’s office was part of the immediate response and CaIVCB was later asked to meet with the victims and provide

follow-up services. CaIVCB partnered with the federal Office for Victims of Crime, Training and Technical Assistance Division who provided a traumatic stress specialist to speak at the forums. The forums provided an opportunity for victims to share about their experiences and needs and for staff to provide education on the impact of trauma and available resources. CaIVCB’s Mass Violence Response Manager also provided guidance on short and long-term recovery to the Chabad House leadership team. Over 60 applications have been received for this incident, paying out over \$12,000 in compensation.



California Can Help Survivors of the Las Vegas Shooting  
 42,593 views • Published on Jan 30, 2018

California Victim Compensation Board  
 361 subscribers

Survivors of the Las Vegas shooting can apply for help with medical bills, medications, counseling, co-pays, income loss and more at <https://victims.ca.gov/victims/howto...>

1-800-777-9229  
 victims.ca.gov  
 CALIFORNIA  
**CaIVCB**  
 VICTIM COMPENSATION BOARD

Impacted by the Route 91 Attack?  
 We Can Help.

2 1 SHARE SAVE ...

SUBSCRIBE

<https://youtu.be/ePZUbKEcSOW>



Anita Ahuja of CaIVCB with Rabbi Yisroel Goldstein at the Chabad House

# Additional Board Functions

## Restitution Recovery Program

To assist in maintaining the health of California's Restitution Fund, CalVCB's Restitution Recovery Program collects Board-ordered restitution payments and reimbursement from third-party recovery sources, including workers' compensation claims, insurance settlements, civil lawsuits, and probate estates. CalVCB partners with prosecutors, probation officers, and the courts to facilitate the imposition of restitution fines and orders against criminal offenders. CalVCB also partners with the Department of Corrections and Rehabilitation and the Franchise Tax Board's Court-Ordered Debt Program to enable timely and complete collection of restitution fines and orders from criminal offenders.

### In fiscal year 2018-2019, CalVCB's Restitution Recovery Program collected:

- \$795,563 from third party recovery sources
- \$394,268 from probate estates
- \$57,359,509 from fines and orders collected by our county partners and the California Department of Corrections and Rehabilitation
- \$2,988,330 from fines and orders collected through the Franchise Tax Board

## Claims of Erroneously Convicted Felons

Under California Penal Code sections 4900 through 4906, a person erroneously convicted of a felony and incarcerated in a California state prison may file a claim for pecuniary loss with CalVCB. The claim must be filed within two years after judgment of acquittal, pardon granted, or release from custody.

The person filing the claim must prove by a preponderance of the evidence that they did not commit the crime or the crime never took place, and that they suffered injury as a result of the incarceration. If the claim is granted, the Board will make a recommendation for a legislative appropriation in the amount of \$140 for each day of incarceration served after conviction. Penal Code section 851.865

mandates the Board recommend to the legislature that an appropriation be made and the claim paid for claimants who obtain declarations of factual innocence.

During fiscal year 2018–2019, the Board granted five claims and denied six claims. The five granted claims were approved for a total of \$3.4 million in compensation. A total of 26 applications were received in the fiscal year, of which 16 were rejected outright for lack of jurisdiction. Not all of the remaining 10 were resolved during this time period. Currently, there are 11 active claims, at various stages, pending for the Board's consideration.

## Good Samaritan Program

The Good Samaritan Program, created in 1965 as part of CalVCB, is to compensate those who suffered an injury or loss while in the act of preventing a crime, apprehending a criminal, helping a public safety officer, rescuing a victim or providing help after an incident where the victim's life is in immediate danger.

A qualifying Good Samaritan can receive up to \$10,000 for medical and dental expenses, mental health treatment, loss of income or support, funeral and burial costs and property damage. Private citizens may apply to CalVCB for the Good Samaritan program within a year of the incident. CalVCB requires a state or local public safety or law enforcement agency to provide a statement verifying the facts of the incident and role of the Good Samaritan.

## Missing Children Reward Program

The Missing Children Reward Program provides financial assistance to local law enforcement and other parties involved in the recovery of missing children in California. The program can provide up to \$500 to apply toward rewards based on a recommendation of the Department of Justice.

# TRAUMA RECOVERY CENTERS

## Funding

Every year, CalVCB awards grants to trauma recovery centers (TRCs) in California. Funding for the TRC program comes from the Restitution Fund and Safe Neighborhoods and Schools Act (SNSA) Fund.

## UCSF TRC Model

A TRC is a community resource that provides mental health and case management services to victims of crime, their families and loved ones. CalVCB uses the University of California, San Francisco Trauma Recovery Center (UCSF TRC) Model when it selects and implements TRCs. As stated in the UCSF TRC Manual (Boccellari & Wiggall, 2017), the model was developed to “provide safety net services for survivors of violent crime who were not likely to engage in existing mainstream mental health or social services. An additional goal was to develop a new model of clinically effective and cost effective care for underserved survivors of violence, combining assertive outreach, clinical case management, assistance with law enforcement, and trauma-informed therapy to deal with the emotional wounds of interpersonal violence” (p.3). Their clients include individuals who are: homeless, juveniles, immigrants, disabled and those who have complex psychological issues.

## Grants Awards

CalVCB awarded grants to three TRCs during fiscal year 2013/2014, which has since increased to 14 grants. The program has grown each year since inception, both in the number of TRCs implemented and in the dollar amount available to award. TRCs have served nearly 8,000 victims.

The Board currently provides funding to the following 14 organizations that provide much needed services, including mental health treatment, to crime victims in California:

CURRENT GRANT CYCLES		
AGENCY	COUNTY	AMOUNT AWARDED
<b>Alameda County Family Justice Center</b>	Alameda	\$1,377,391
<b>Alternative to Domestic Violence</b>	Riverside	\$750,000
<b>CSU Long Beach TRC</b>	Los Angeles	\$2,079,800
<b>Downtown Women's Center</b>	Los Angeles	\$702,680
<b>Partnerships for Trauma Recovery</b>	Alameda	\$870,034
<b>Safe Harbor-UCLA Medical Center</b>	Los Angeles	\$1,939,500
<b>San Diego TRC/Chadwick Center</b>	San Diego	\$1,076,226
<b>San Francisco TRC</b>	San Francisco	\$1,947,868
<b>Solano Courage Center</b>	Solano	\$936,843
<b>South Los Angeles TRC</b>	Los Angeles	\$1,226,061
<b>Special Service for Groups</b>	Los Angeles	\$1,234,444
<b>Stockton TRC/Fathers and Families of San Joaquin</b>	San Joaquin	\$1,851,665
<b>Strength United/CSU Northridge</b>	Los Angeles	\$679,717
<b>UC Davis</b>	Sacramento	\$829,171
<b>TOTAL</b>		<b>\$17,501,400</b>



## Trauma Recovery Centers

### Alameda County Family Justice Center

The Alameda County Family Justice Center (ACFJC), in partnership with La Familia Counseling Services (LFCS) and Youth ALIVE (YA), is the trauma recovery center for Alameda county. The ACFJC TRC provides evidence-based and culturally-competent mental health treatment and case management.

<http://www.acfjc.org/>

### Alternatives to Domestic Violence

Alternatives to Domestic Violence (ADV) provides trauma-focused, evidence-based services to victims of domestic violence in a culturally and linguistically-sensitive manner. In addition to serving victims of domestic violence, ADV provides services to survivors of all types of violent crimes in Western Riverside County since 1978.

<https://alternativestodv.org/>

### Downtown Women's Center

The Downtown Women's Center (DWC), located in the region of Los Angeles (LA) with the largest concentration of homeless in California, partners with Peace Over Violence (POV), located in downtown LA as well as Pasadena to form the DWC TRC. DWC and POV have 85 years of combined experience providing comprehensive trauma-informed care to underserved populations impacted by crime.

<https://www.downtownwomenscenter.org/>

### Long Beach TRC

As the Long Beach TRC, California State University at Long Beach (CSULB) Community Clinic and Dignity Health's St. Mary's Medical Center provide comprehensive, evidence-based mental health services to victims of crime and their families to address trauma and its consequences.

<http://www.csulb.edu/college-of-education/long-beach-trauma-recovery-center>

### Partnerships for Trauma Recovery

Partnerships for Trauma Recovery (PTR) in Berkeley at the Mosaic Healing Center provides direct psychological and psychosocial trauma-informed care for refugee, asylee, and asylum seeking populations residing across the Bay Area, to address the social and emotional effects of violent crime. PTR utilizes a culturally aware and trauma-informed approach to bring healing to international survivors of human rights abuses.

<https://traumapartners.org/>



### Safe Harbor-UCLA Medical Center

Harbor-UCLA Medical Center in Los Angeles partners with the Los Angeles County Department of Health Services to establish the Safe Harbor Trauma Recovery Center (SHTRC) to ensure centralized and enhanced coordination of services. SHTRC provides an evidence-based approach for victims of crime and will use a holistic approach for the coordination of care, leveraging the expertise and infrastructure of established organizations to provide a continuum of care for victims of crime and their families.

<http://www.harbor-ucla.org/>

### San Diego TRC/Chadwick Center

The Chadwick Center for Children and Families at Rady Children's Hospital (RCH) in San Diego partners with the San Diego Family Justice Center to operate a multi-site TRC. This center enhances existing mental health, outreach and advocacy services that support families at Chadwick Center offices in central San Diego, North County, and in South Bay.

<https://www.centerforchildren.org/resources/radys-chadwick-center/>

### San Francisco TRC

UC San Francisco operates the San Francisco TRC (SF TRC) at San Francisco General Hospital in downtown San Francisco to serve victims of violent crime who experience the aftermath of interpersonal violence. The SF TRC was the first trauma recovery center in California, created in 2001. The SF TRC developed a model of care for victims of violent crime that combines evidence-based mental health services and case management along with assistance with law enforcement, medical care, and victim services to help victims deal with the emotional wounds and practical impact of interpersonal violence.

<http://traumarecoverycenter.org/>

### Solano Courage Center

Solano Courage Center (SCC) partners with Child Haven and the Solano Office of Family Violence Prevention to provide a trauma-informed comprehensive system of care. Located



## Trauma Recovery Centers Continued

inside the Solano Family Justice Center, SCC operates within a multi-disciplinary center and collaborates with partner agencies to achieve a comprehensive and appropriate response to the needs of victims of violence and their families.

<http://www.solanotrc.org/>

### South Los Angeles TRC

St. Francis Medical Center partners with Southern California Crossroads to operate the South Los Angeles TRC (SLA TRC) to promote healing and to centralize and coordinate services and resources for crime victims, combining the expertise of key service providers to help mitigate the long-term physical, mental and emotional trauma associated with violent crime.

<https://www.socalcrossroads.org/trauma-recovery-center>

### Special Services for Groups

Special Service for Groups (SSG) is a community-based program that assists survivors of violent crime with overcoming their victimization with the help of therapeutic, psychiatric, psychological, case management, and collaborative services.

<http://www.ssg.org/>

### Stockton TRC/Fathers and Families of San Joaquin

Fathers and Families of San Joaquin (FFSJ) operates the Stockton Trauma Recovery Center in

the heart of downtown Stockton. FFSJ offers services to at-risk populations and trauma victims since 2003. FFSJ utilizes a comprehensive model of trauma-informed care that supports victims of crime, provides mental health services, increases access to Victim Restitution Funds. FFSJ expanded their service area with a new satellite office and began providing therapeutic services at El Dorado Elementary School as part of their Healing Schools Initiative.

<http://ffsj.org/services.php>

### Strength United/Northridge

Strength United (SUN), an auxiliary of California State University-Northridge, partners with Journey Out and Loved Ones Victim Services to provide comprehensive, coordinated, and culturally competent mental health care and social services in four locations across its service areas to victims of crime.

<https://www.csun.edu/eisner-education/strength-united/contact-us>

### UC Davis

The UC Davis Trauma Recovery Center (UCD) in Sacramento provides a culturally-sensitive, empowering, and sustainable trauma program. UCD is within walking distance of the UC Davis Medical Center, a level one trauma center, the Sacramento County Primary Care Center, and the Behavioral Health Center. UCD provides expanded evidence-based trauma treatment services, clinical case management, advocacy, and community-based outreach to a wide range of children and families who have been the victims of violent crime

<https://health.ucdavis.edu/medicalcenter>



# Legislation

## New Legislation To Support Victims and Survivors of Crime

CalVCB collaborates with the administration and the state government to introduce legislation that will assist with victim services and compensation based upon changes in need that occur over time.

The following bills were signed into California state law in Fiscal Year 2018–2019:

### **SB 1232 (Bradford) - Application Filing Period**

This bill extended the filing period for an application with CalVCB from age 21 for a crime against a minor to age 24 for any victim under age 21.

**Signed 8/20/18, Effective 1/1/19 (Chapter 983, Statutes of 2018)**

### **AB 1639 (Garcia) - Gang Affiliation**

This bill required CalVCB to include in its outreach to law enforcement agencies the duty of law enforcement officers to inform victims about the availability of victim compensation. The bill also required CalVCB to make available to law enforcement one hour of training annually on victim compensation and accompanying materials. The bill further required CalVCB to affirm certain aspects of existing law in its outreach efforts and in training made available to law enforcement to include that CalVCB does not deny applications on the basis of gang affiliation or on the basis of immigration or documentation status.

**Signed 9/30/18, Effective 1/1/19 (Chapter 161, Statutes of 2018)**







[victims.ca.gov](http://victims.ca.gov)

1-800-777-9229

[info@victims.ca.gov](mailto:info@victims.ca.gov)

P.O. Box 3036 Sacramento, CA 95812

