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VICTIMS OF CRIME PROGRAM

Coordinator's 2010 Biennial Report

This report is presented for submission to the Legislature pursuant NRS 217.250, which requires the Board of Examiners to report to the Legislature when it meets on a biannual basis. This section provides:

NRS 217.250 Reports. The Board shall prepare and transmit biennially to the Legislature a report of its activities, including:

4. The amount of compensation awarded;
2. The number of applicants;
3. The number of applicants who were denied compensation; and
4. The average length of time taken to award compensation, from the date of receipt of the application to the date of the payment of compensation.

VOCP Activity

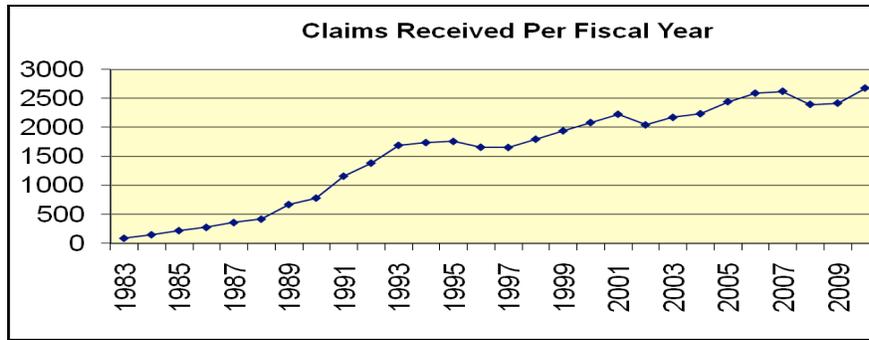
During FY 2010 (July 1, 2009 to June 30, 2010) the VOCP received **2,665** new applications, approving **2089** victims for assistance. This is 311 more applications received and 389 more claims approved than in FY 2009.

During FY 2010 the VOCP closed 2,813 files after providing those victims all available benefits they qualified for, and paid all of their known crime related bills. ***No victim was left with any crime related expenses when their claims were closed.***

During FY 2010 the VOCP satisfied **\$36,529,314.89** in approved victim hospital and medical bills, mental health counseling, lost wages, crime scene cleanup, relocation costs, and other crime related expenses. This is **\$12,334,470.22** more than in FY 2009.

With one or two exceptions every medical provider, or other vendor, accepted every reduced VOCP payment in *full satisfaction* of every crime related expense, submitted by approved victims during the fiscal year. After VOCP bill review and cost containment policies were applied, these claims were satisfied with **\$7,951,236.41** of VOCP adjusted fee schedule payments, which was \$383,711.86 less than paid out in FY 2009. This means victims received the equivalent of **\$28,578,078.48** of *additional* assistance over the actual VOCP expenditures during FY 2010.

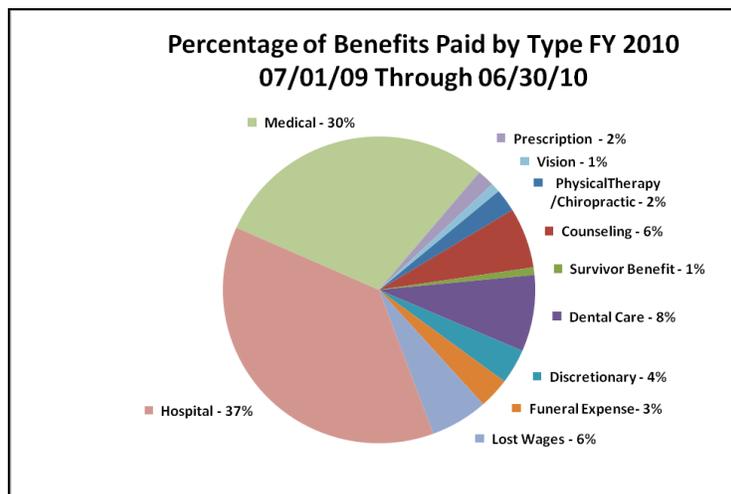
Caseload Growth Since 1983



The VOCP has seen caseload growth similar to the population growth in Nevada over the last two decades. In the last couple of years, for the first time in recent history, the population has ceased to grow at record rates. However the demands on the VOCP have continued to grow. *In spite of this growth the VOCP has the same number of staff today as it did in 1989*, when the VOCP was established as a state agency, rather than being operated from the state budget office. This is in large part because the VOCP has contracted much of our claims payment processing, and case management system to private contracts over the last 15 years, rather than expand the VOCP staff.

Summary of Benefits Paid

Although 91.46% of all bills received from victims consisted of hospital and medical bills, these bills represent just 67% of all victim payments in FY 2010. Hospital bills are paid pursuant to fee schedules and BOE policies, which allow for reductions to allow for the payment of other benefits. The VOCP satisfied more than \$33 million in hospital and medical billings with just over \$5 million in fee-scheduled payments. The remaining 33% of VOCP payments were made to satisfy other critical needs of the victim, such as lost wages, counseling, dental care for victims whose teeth and jaws are injured during the crime, relocations, crime scene cleanup, etc.



Impact of Cost Containment Policies

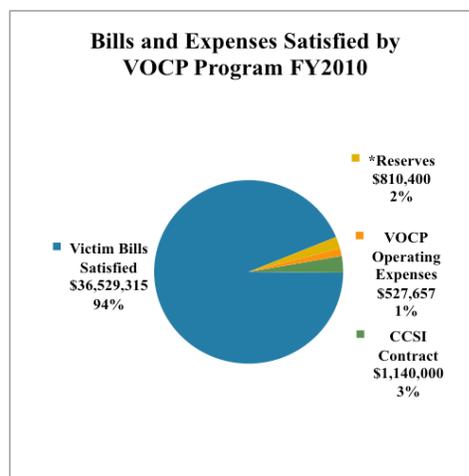
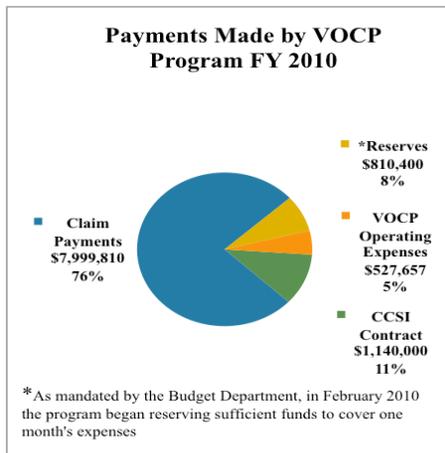
As the following chart shows the VOCP satisfied **\$36,529,314.89** in victim medical bills and claims for **\$7,951,236.41** of available funding in FY 2010. Cost containment policies adopted by the BOE pursuant to NRS 217.130 and NRS 217.150 allowed the VOCP to effectively extend benefits by an additional **\$28,578,078.48** during this fiscal year.

Payment Amounts by Type for FY 2010				
Type of Expense	Number of Bills	Total Victim Bills Submitted	Amount Saved by Bill Review	Amount Paid to Providers
Medical - Hospital	1752	28,942,923.14	25,967,564.44	2,975,358.70
Medical - Other	4753	4,468,338.83	2,116,759.63	2,351,579.20
Dental	464	861,545.03	227,237.00	634,308.03
Counseling	2891	653,982.57	146,304.00	507,678.57
Lost Wages	528	462,463.12	357.81	462,105.31
Discretionary*	374	295,775.98	3,243.77	292,532.21
Funeral Expense	112	264,131.74	11,439.56	252,692.18
Chiropractic	386	156,740.47	43,439.12	113,301.35
Vision	163	91,393.49	13,674.32	77,719.17
Prescription	1053	143,460.34	2,513.62	140,946.72
Survivor Benefits	43	64,342.40	0.00	64,342.40
Physical Therapy	262	124,217.78	45,545.21	78,672.57
Total Payments	12781	\$36,529,314.89	\$28,578,078.48	\$7,951,236.41

*Discretionary include: emergency relocations, crime scene clean up, childcare, mileage, etc.

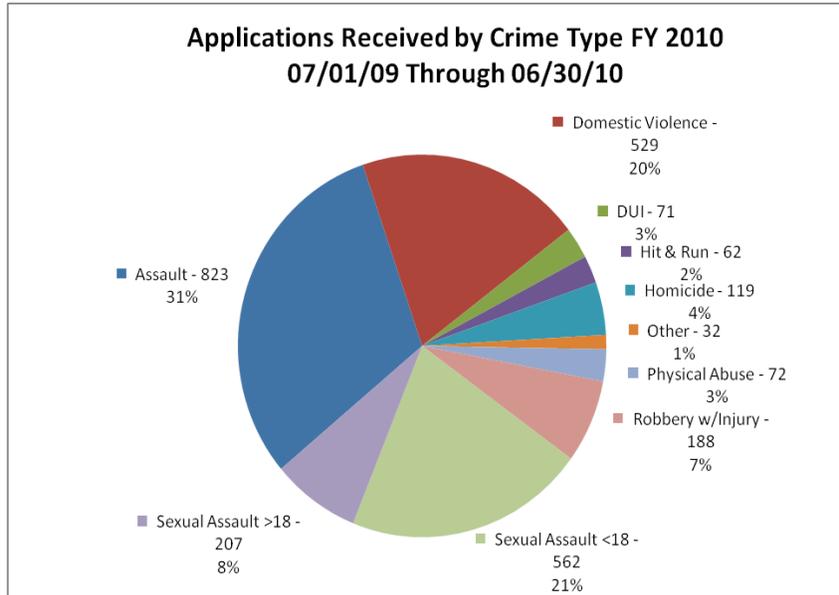
Program Administrative Costs as Compared to VOCP Benefits Provided

The next two charts show the percentage of costs of the VOCP and its contractor CCSI as compared to actual claim expenditures, and as compared to the total value of claims satisfied for the victims during FY 2010.



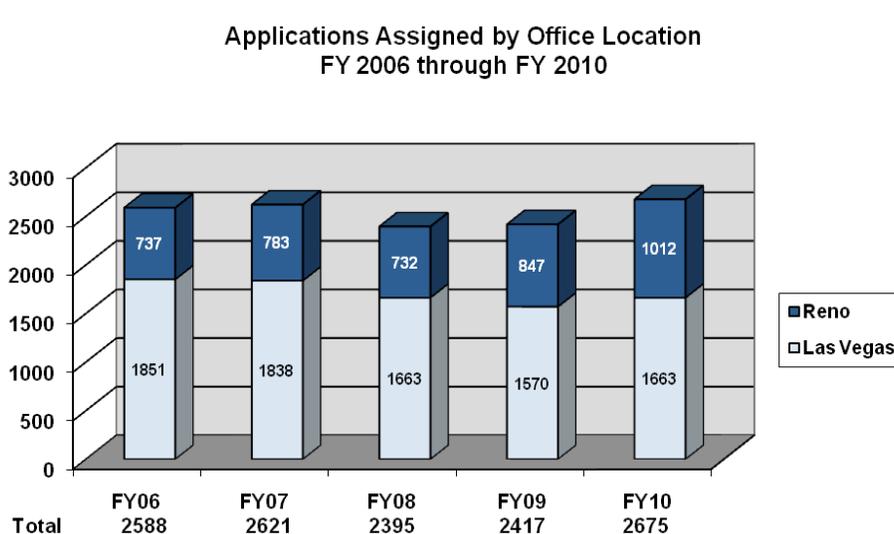
Summary of Applications Received

The VOCP received **2,665** new applications during FY 2010. The following chart shows the number and percentage of applications received by crime type.



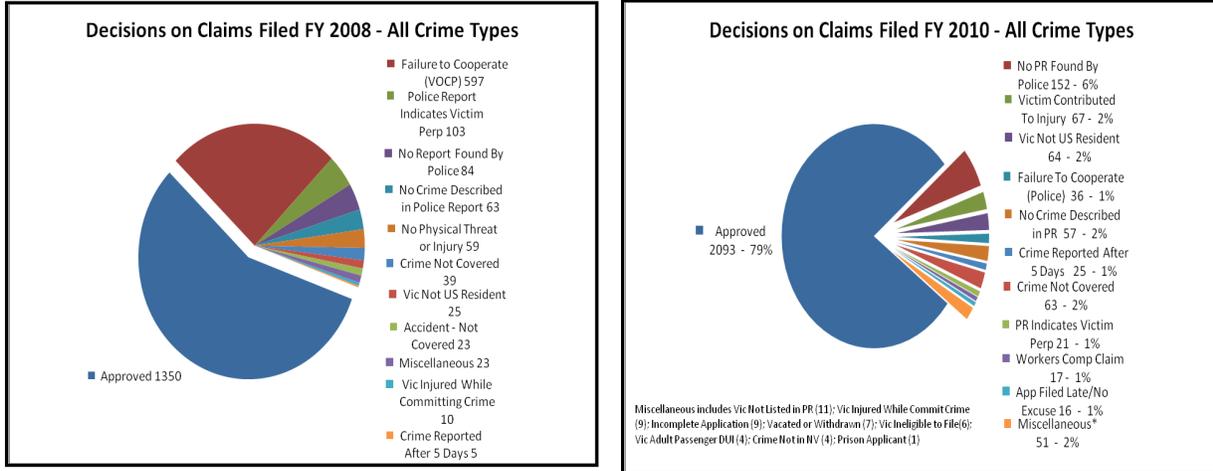
Applications Assigned by Office Location

During FY 2010 the VOCP assigned **2,675** claims to Compensation Officers (note: the number of cases assigned will differ from new applications received during the FY because there is some database overlap from FY to FY). The Las Vegas office received **1,663** applications and the Reno office received **1,012** applications. The following chart shows the number of applications assigned by office since FY 2006.



Applications Approved and Denied

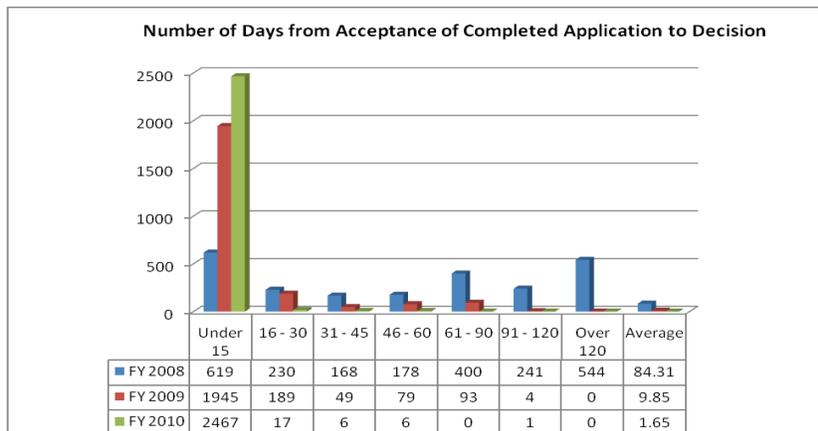
The following charts show the number of applications approved and denied for FY 2008 and FY 2010 with the reason for denial shown by total numbers and percentages. In FY 2008, 57% of applications were approved and 43% were denied. In FY 2010 78% of applications were approved and only 21% were denied.



Improvements to Claims Management System

During the FY 2010 the VOCP updated its claims management system, VOC-NET, to automate the process of requesting a police report, when an application is submitted without one. This has saved an average of 16.32 days per application. Combined with the slight improvement in police agencies providing police reports, and changed procedures streamlining the application process, the VOCP has reduced the time it takes to approve an application from an average of 84 days in FY 2008, to 24 days in FY 2010, when the application is submitted *without* a police report.

As the following chart shows, claim decisions are made within 1.65 days of receipt of a completed application and police report.

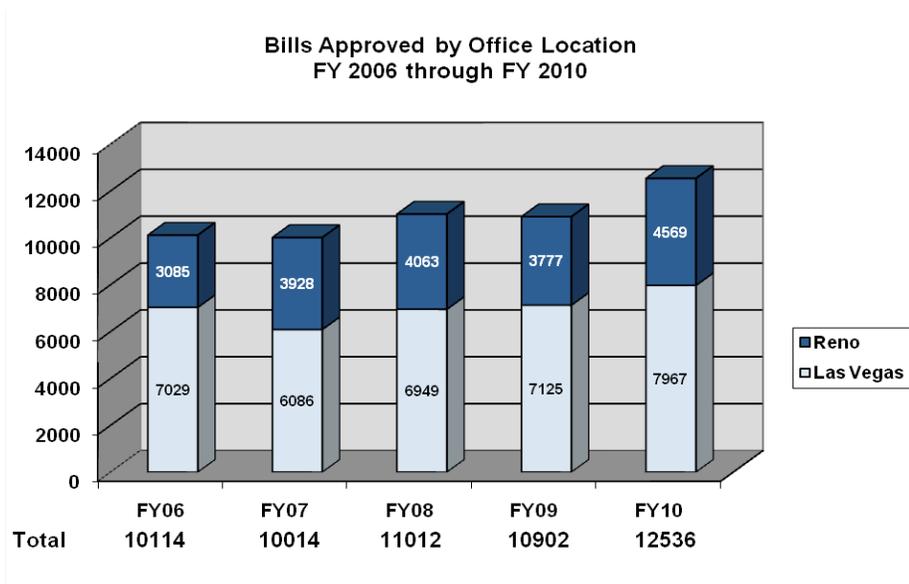


Bills Processed by Office Location

One of the most important activities of the VOCP is processing and paying the victim’s medical bills, counseling bills, lost wages, and other benefits. The VOCP pays all outstanding medical bills, counseling bills, and other crime expenses incurred after claim acceptance, *weekly*.

The VOCP pays all emergency room and other pre-acceptance claims by the end of each FY quarter. *Virtually all approved emergency room or other pre-acceptance claims are paid no later than 90 days from receipt by the VOCP.*

As the following chart shows, the number of medical and other bills has continued to increase over the last four fiscal years. This chart shows the number bills processed, by office location, each year since FY 2006.



Summary of Impact of 2009 Legislative Changes

AB 283: Catastrophic Injury Claims

The Nevada Legislature passed important victim legislation in 2009. AB 283 raised the statutory claim cap from \$50,000 up to \$150,000 for catastrophic injury claims. Since passage, the VOCP has approved 12 claims as catastrophic, spending an average of \$60,615.72 per claim.

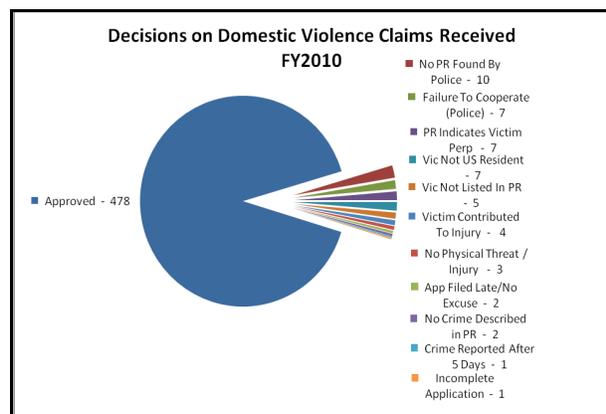
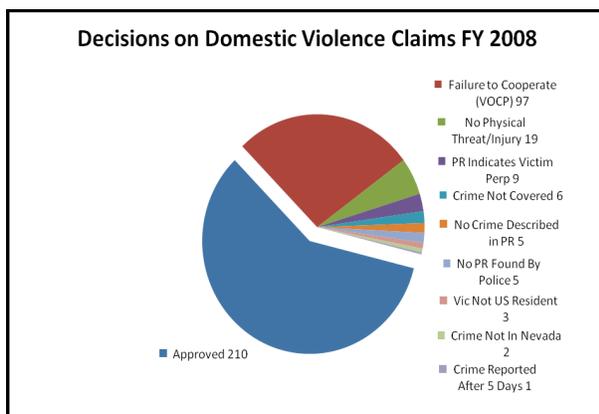
The increased claim limits have helped save the life of a domestic violence victim who needed special medication to recover from a bone infection after surgery for her injuries. Increasing the claim limit for catastrophic injuries has made a critical difference in the treatment and quality of life for 3 victims who were rendered paraplegics because of their crime injuries. The additional funding authority helped 1 victim retain his sight, and

assisted 3 victims with obtaining prosthetics. The VOCP was also able to help 3 victims obtain treatment that improved their basic quality of life, by surgically rebuilding jaws and faces destroyed during the crime. In one case we were able to authorize extra life-saving surgical care to a victim suffering from a gunshot wound to the abdomen.

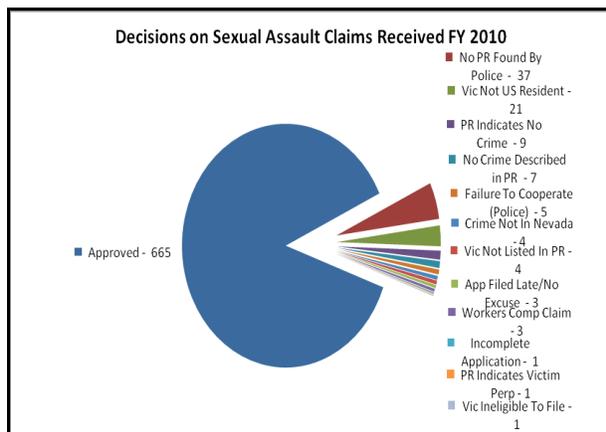
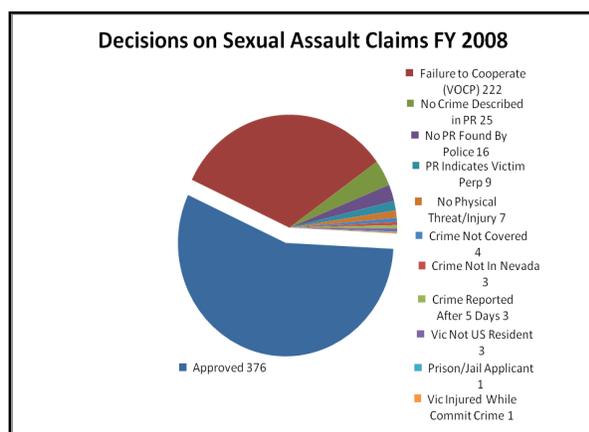
Not one victim has been denied assistance or received reduced benefits to provide these extra benefits to victims with catastrophic claims.

AB 116: Domestic Violence and Sexual Assault Claims

Last session contributory conduct considerations were eliminated as a basis for claim denial in domestic violence and sexual assault claims. This, combined with improved application procedures has dramatically increased the acceptance of these claims over previous years. The following charts show the acceptance rate and reasons for denial in FY 2008 and FY 2010. In FY 2010 only 49 claims were denied, while 478 claims were approved. Compare this to FY 2008 where 147 claims were denied and only 210 were approved.



This next charts show the acceptance rate and reasons for denial in sexual assault claims in FY 2008 and FY 2010. In FY 2010 96 claims were denied, while 665 claims were approved. Compare this to FY 2008 where 294 claims were denied and only 376 were approved.



AB 116: Timely Police Reports

AB 116 was passed, requiring law enforcement agencies to provide police reports within 10 days of our written request. Prior to this law it took law enforcement an average of 23.72 days to provide a police report. This average has been reduced by an average of 3.79 days to a current average of 19.93 days.

Amending NRS 217.260

Unfortunately, legislation to correct confusing claim payment language in NRS 217.260, failed to make it through the 2009 legislative process. We have submitted another bill draft to update the language for the 2011 legislative session. Although the VOCP complies with all the provisions of NRS 217, the language of this particular statute has caused unnecessary confusion and needs to be updated.

The VOCP will continue efforts to update NRS 217.269 during the 2011 legislative session.

Conclusion

FY 2010 presented several challenges for the VOCP resulting in some notable accomplishments by the VOCP staff and its contractor CCSI.

In FY 2010 the VOCP satisfied 12,781 bills totaling **\$36,529,314.89** in claims; resolved with **\$7,951,236.41** of VOCP expenditures. This is more than In FY 2009, when the VOCP resolved \$24,194,844.67 in victim claims with \$8,383,521.36 of VOCP expenditures.

The VOCP had fewer revenues to pay victim claims because of a new policy requiring a 30-day reserve be maintained. This was funded with \$810,400.00 during FY 2010. In spite of this the VOCP still resolved \$16,121,333.02 more in victim claims with \$383,711.86 less available funding than the previous year.

In FY 2010 the VOCP satisfied more victim claims than ever before. With the cooperation of innumerable medical providers, particularly the hospitals, the VOCP helped *every* approved victim pay *every* crime related expense before their claims were closed.