

Crime Victims Compensation in Maryland: Accomplishments and Strategies for the Future

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Report to the Maryland Governor's Office of Crime
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Abstract

The Maryland Governor's Office of Crime Control and Prevention commissioned the Urban Institute to undertake a comprehensive review of the state's Criminal Injuries Compensation Board (CICB), whose mission is to provide financial assistance to victims and survivors of violent crime with offender-based revenues – not tax dollars. The goal of this work was to identify program accomplishments and areas for further development, and recommend specific steps that should be taken to improve program policies, operations, and services to clients. This report reviews CICB regulations, policies, and performance statistics, and compares Maryland's compensation program with national indicators to identify strengths and areas for improvement. We also reviewed over 300 claim files, surveyed over 100 claimants to obtain the clients' perspectives, and surveyed over 100 victims of violent crime to identify barriers to filing claims. We conclude that the Board has overcome past difficulties to a great extent and is now providing very good services to claimants. Claimants were on the whole quite satisfied with the claim process and outcome. However, despite high approval rates and benefit levels, many claimants still incur out-of-pocket expenses or go without needed services because of financial constraints. Further, many victims who would likely be eligible for compensation do not learn of it, and so they do not apply. We recommend a number of specific steps the CICB or the state legislature can take to expand its reach to new clients, meet claimants' needs more fully, serve clients more efficiently, fund program expansion, and monitor and evaluate program developments.

Executive Summary

The Maryland Governor's Office of Crime Control and Prevention asked the Urban Institute to undertake a comprehensive review of the state's Criminal Injuries Compensation Board (CICB), a part of the Department of Public Safety and Correctional Services. The goal of our work was to identify program accomplishments and areas for further development, and recommend specific steps that should be taken to improve program policies, operations, and services to clients. This work was conducted in coordination with the National Center for Victims of Crime's review of direct victim services across the state.

The CICB provides financial assistance to victims and survivors of violent crime. There were about 42,000 violent crimes reported to law enforcement in Maryland in 2000, and victims suffer many different types of consequences that are financial or can be addressed with financial resources. Using revenues generated from fees paid by federal and state criminal offenders – not tax dollars – the CICB compensates physically injured victims and survivors for crime-related medical/dental costs, mental health counseling, lost wages, loss of support, funeral/burial, and crime scene clean-up expenses. In 2001, the CICB paid \$3,823,787 to 662 claimants, at an average of \$5,776 each.

Claims are subject to a number of federal and state eligibility criteria, including: cooperation with law enforcement authorities (generally reporting to police within 48 hours and cooperating with prosecution); lack of contributory misconduct (victims' illegal behaviors that were causally connected to the crime); minimum threshold of losses (\$100 in unreimbursable expenses or two consecutive weeks out of work); having exhausted all other means of payment (CICB is the payer of last resort); payment caps (a total cap of \$45,000 with caps by categories of expenses as well); and claim filing deadlines (generally within six months of the crime).

Our work analyzed how well the CICB's policies and operational procedures serve victims' and survivors' financial needs. We drew on a variety of information sources, including reviews of CICB policies, documents, and statistics; interviews with CICB personnel and victim advocates; comparisons of Maryland policy and performance measures with national indicators available from a recent national evaluation by the Urban Institute; collection and analysis of claim information from reviews of over 300 CICB case files; and surveys with a representative sample of over 100 compensation claimants and a limited sample of over 100 violent crime victims. We identified a number of areas in which the CICB is functioning well, and suggested a number of steps that could be taken to further improve services to clients.

For victims, their survivors, or those who provided crime-related services to receive compensation, the victim or survivor must learn of compensation, file a claim, and provide verifications that eligibility criteria are met. Claims may be approved in full, partially approved, or denied on any of a number of grounds. Denials can be reconsidered or appealed, very often with favorable outcomes for the claimant.

The Board has clearly overcome a very difficult period in the 1990's of funding and staffing shortages that led to extraordinarily long claim processing times, low payments for lack of funds, and a loss of faith in the program by many victim service providers. The last two years have seen program growth and improvement through increased funding and staffing, and outreach efforts to inform the community about current policies and practices. The number of claims filed and amounts paid out have risen dramatically in recent years. The number of claims filed rose from 1,012 in 2000 to 1,355 in 2002, and the amounts paid rose from \$3.8 million in 2001 to \$5.4 million in 2002. The CICB now pays nearly all claims that are filed (97 percent in our survey sample) and pays benefits about twice the national average. Maryland's payment cap is higher than many other states' caps, which average \$35,000. While average case processing time was about nine months in our survey sample of claims, the Board reports an average time of under four months for claims filed more recently. Board staff are proactive in obtaining verifications for many claims, which helps relieve traumatized victims of this burden. Eligibility criteria subject to judgment calls, such as contributory misconduct, are often interpreted liberally to "err on the victim's side."

However, there are other areas in which CICB requirements and practices are less liberal than those of most other states. Eligibility requirements around police reporting and claim filing deadlines are stricter than most other states, but exceptions are made to avoid inhibiting victims from claiming compensation. The minimum loss requirements are rather stringent, and many other states pay various types of expenses (such as transportation and moving expenses) not allowed by the CICB. Comparisons with national statistics indicate that some types of victims may be underserved, including domestic violence, sexual assault, child abuse, and drunk driving crash victims. In addition, Maryland claimants may be less likely to receive payments for certain types of expenses than victims in other states, such as mental health counseling and economic support (lost wages and loss of support), although payments for medical expenses are relatively high.

Our surveys with compensation claimants and victims who reported violent crimes to the police (most of whom did not file for compensation) provided clients' and potential clients' perspectives on program policies and procedures. We found that claimants were on the whole quite satisfied with the claim process and outcomes, especially those who received more benefits and incurred less out-of-pocket expense. Differences between case outcomes according to our file reviews and claimants' understanding of the outcomes reported in the surveys suggested that surveyed claimants were more likely to report being denied than case files indicated. Claimants may need enhanced communications from CICB on claim outcomes.

Program requirements seem to meet victims' financial needs in some areas, although there are other types of expenses that victims incur but cannot be compensated for under current regulations (such as transportation and relocation expenses). Despite the high approval rates and benefit levels, nearly three-fourths of claimants still incurred an average of over \$400 in

expenses they had to pay themselves, and 41 percent went without needed services because they could not pay for them.

Claimants were most likely to learn of the compensation program from the police, although other sources provided information as well. Two-thirds did not get help with the application process, although few who claimed compensation reported needing help they did not receive (non-claimants may have had a different experience). While findings from the victim survey must be interpreted cautiously, only one-fourth of the victims we surveyed were familiar with the compensation program, although nearly three-fourths had physical injuries and two-thirds incurred an average of over \$500 in out-of-pocket losses, often for the types of expenses eligible for compensation. One-fourth of the victims went without needed services because of financial constraints. Many victims had contact with a variety of service providers after the crime, but none of these were particularly likely to inform them of compensation, indicating the need for continued broad-based outreach by the Board.

We concluded that the CICB provides very good services to those who file for compensation, but that its reach could be expanded to serve additional victims, and even fuller and more efficient services could be provided to claimants. A number of legislative, policy, and procedural steps can make this happen:

- *Meet claimants' needs* more fully by reducing or eliminating the lost work component of the minimum loss requirements; raising the cap for funeral/burial expenses from \$5,000 to at least \$7,500; analyzing the apparent underuse of mental health counseling expenses to identify and address barriers; allowing additional types of expenses such as transportation and moving expenses; and clarifying payer of last resort requirements in regard to life insurance and charitable benefits for fatalities, so survivors can receive more benefits from compensation.
- *Serve clients more efficiently* by continuing to develop innovative practices to streamline verification procedures; reducing the requirement for three Board Members' approval on all claims to one Board Member's approval; and improving communications with clients on claim outcomes, especially those who are being denied benefits.
- *Fund program expansion* by taking steps to maximize the federal allocation through accounting practices and increase revenues from state offenders through more thorough subrogation.
- *Monitor and evaluate program developments* to assess their effectiveness by tracking program performance measures and periodic surveys of claimants. Obstacles to victim surveys should be addressed so that better information can be obtained on awareness and access barriers, in order to guide future outreach activities.

Compensation for Crime Victims in Maryland

The Maryland Governor's Office of Crime Control and Prevention (GOCCP) has shown a strong interest in improving services for victims of crime. This is very important, because crime strikes thousands of Maryland citizens every year. In 2000, nearly 42,000 violent crimes and over 214,000 property crimes were reported to law enforcement agencies (Maryland State Police, 2001). It is likely that at least that many again occurred but were not reported, since half of all violent crimes and about two-thirds of all property crimes go unreported (Bureau of Justice Statistics, 2002). Most of the reported violent crimes occurred in Baltimore City, Prince George's County, and Baltimore County. The violent crimes included 438 murders; 1,608 rapes; 26,201 aggravated assaults; and 13,707 robberies. Nearly 21,000 crimes were violent and non-violent domestic abuse crimes (Maryland State Police, 2001). Crime leaves victims with a range of difficult issues to overcome, some of which are financial or can be addressed with financial resources.

OUR ASSESSMENT OF THE COMPENSATION PROGRAM

As part of its focus on improving crime victim services, GOCCP awarded a Byrne grant to the Urban Institute¹ in April 2002 to assess Maryland's crime victim compensation program and identify policy and practice improvements for the future. Victim compensation can be a very valuable resource for victims to overcome the financial impact of crime. This project was conducted in coordination with the National Center for Victims of Crime's (NCVC) review of victim services throughout the state (NCVC, 2003), also sponsored by GOCCP. The Urban Institute collected information about Maryland's compensation program -- the Criminal Injuries Compensation Board (CICB) -- through a number of means:

- Interviews with the program's Executive Director, Supervisor, and Claims Investigators
- Review of CICB's 2002 Annual Report (CICB, 2002) and website materials (www.dpscs.state.md.us/cicb)
- Analysis of CICB annual performance statistics (www.ojp.usdoj.gov/ovc/fund/sbsmap/ovccpmd1.htm)
- Review of program information provided by the National Association of Crime Victim Compensation Boards (NACVCB, 2002)
- Review of over 300 claim files to select a sample for a telephone survey of claimants, and to become familiar with case processing and working documents

¹ A non-profit, non-governmental "think tank" in Washington, D.C. that does policy analyses and program evaluations to help improve public policies and programs.

- Comparisons of CICB policies and performance with national measures from a recent Urban Institute evaluation of victim compensation and VOCA assistance programs across the nation (Newmark, Bonderman, Smith, and Liner, 2003)
- Interviews with advocates familiar with CICB and focus groups with victims (some of this information was shared by NCVV from their review of victim services)
- Analysis of case information provided by nine law enforcement agencies around the state on violent crimes reported to them, to develop samples for a survey of victims
- A telephone survey of over 100 compensation claimants, in order to assess the clients' perspectives on program policies and operations
- A survey of over 100 victims who reported violent crimes to law enforcement agencies, in order to assess compensation access issues and barriers
- Analysis of statistical data describing the state, each county, and the city of Baltimore²

This report presents all research findings, conclusions and recommendations. We begin with a detailed exposition of what crime victim compensation is, how it works in Maryland, and how Maryland's program compares with state programs across the nation, drawing on many of these sources. We then present the two surveys we conducted with crime victims. We finish with conclusions and recommendations for future developments in policy and operations to improve compensation for victims of crime in Maryland.

THE COSTS OF CRIME

Crime costs, and we all pay a price. Our tax dollars pay for the investigation of the crime, and for the arrest, prosecution, punishment, and treatment of the offender. These costs are enormous, estimated at \$147 billion in 1999 for all levels of government (Gifford, 2002). We also pay in indirect ways. When we buy something at a store or mall that uses security devices or personnel, part of the pricetag pays for those security measures. When an insurance company pays out thousands of dollars for a crime-related claim, all policyholders may see an increase in their premiums. We also pay for crime in less tangible but equally important ways: the anxiety we feel when we're in what we see as a high-risk situation, or the lost opportunity when we forego something we'd like to do or to have because we fear it will make us a target. These costs impact on the quality of life for us all.

No one bears a heavier burden for crime than the victim – the person who is assaulted, the traveler who is struck by the drunk driver, or the grieving survivor of a homicide victim. The victim is a member of society and pays the same price as other members of society, but the victim pays so much more as well. Violent crime has been estimated to cost victims \$426 billion

per year, including tangible and intangible costs (Miller, Cohen, and Wiersema, 1996). Crime can cause physical injuries that result in large bills for medical, dental, and rehabilitation services. Crime can also produce fear, anger, grief, and even shame, and many victims need professional help with these psychological and emotional reactions. When crime kills there are funeral and burial costs, and the loss to the family of the victim's income. Permanent income loss can also result when the victim is not killed but is left totally disabled; catastrophic injuries are not uncommon from car crashes and non-lethal shootings. Victims and those close to them may lose wages from having to miss work during the immediate, traumatic aftermath of the crime; to receive necessary recovery services; to participate in the criminal case against the offender; or to take steps to prevent future victimization, such as moving to a new home. Many victims must also pay to restore, repair, or replace property taken or damaged during the crime. Victims may have to incur numerous other types of expenses as well, depending on how the crime affected them and what they needed to do to recover from it.

PUBLIC FINANCIAL ASSISTANCE FOR CRIME VICTIMS

The earliest public response to victims of crime was the establishment by law of state government programs to compensate victims and families for financial losses caused by crime. The first American program was established in California in 1965; now all 50 states, the District of Columbia, and three of the five territories have these programs. The federal government stepped up to the plate when the Victims of Crime Act (VOCA) was passed in 1984. VOCA established the Crime Victims Fund (CVF), which is funded entirely by fines, fees, penalties, and other costs imposed on federal criminal offenders – not by tax dollars. CVF funds are allocated annually to states to help support victim compensation programs, among a number of other uses. As of FY 2003, the federal allocation is based on 60 percent of a compensation program's expenditure of state funds two years previously. That is, a state that spent \$1 million in state funds in 2001 will receive a \$600,000 federal allocation in 2003. This means that compensation programs receive 37 percent of their funds from the federal resource and 63 percent from state sources. Prior to FY 2003, the federal payout formula was 40 percent of state expenditures, so compensation programs across the nation are seeing a significant increase in support with this year's federal allocation.

Federal Regulations

The CVF is administered by the Office for Victims of Crime (OVC), also created by VOCA, in the U.S. Department of Justice. OVC issues guidelines for the use of federal compensation funds by state programs. OVC guidelines, most recently updated in 2001, provide that:

- Federal funds are to be used for medical/dental expenses, mental health counseling, economic support (lost wages and loss of support), funeral/burial expenses, and crime scene clean-up expenses.

² These data were collected from the Maryland Office of Tourism, the Maryland Department of Planning, the Economic Research Service, the U.S. Census Bureau, and the Uniformed Crime Reporting Program of the Maryland State Police.

- Federal funds are to be used for expenses resulting from violent crimes with injury,³ and for certain counseling expenses incurred by victims of property crimes, but may not be used for property expenses.
- State compensation programs must promote victim cooperation with the reasonable requests of law enforcement authorities (as defined by the state).
- State compensation programs may not deny compensation to a victim because of his or her familial relationship or cohabitation with the offender, except to prevent unjust enrichment of the offender.
- Compensation must be available to victims of federal crimes, to residents of other states who are victimized in a given state, and to state residents who are victimized in another state, territory, or possession that does not have a compensation program. Because of a new OVC program for victims of international terrorism, states are no longer required to provide compensation to these victims.
- State compensation programs have the year of award plus the following three years to obligate federal funds.
- State compensation programs may use up to five percent of the federal award for administrative purposes.
- State compensation programs may not use federal funds to supplant state funds otherwise available for crime victim compensation.

MARYLAND’S CRIMINAL INJURIES COMPENSATION BOARD

Maryland’s legislature created the nation’s fourth state-sponsored victim compensation program, called the Criminal Injuries Compensation Board (CICB), in 1968. See Appendix A for the legislation governing the Board. The CICB is administratively housed in the executive-branch Department of Public Safety and Correctional Services (DPSCS). The Department is primarily concerned with creating safe communities by providing detention of arrestees, incarceration of offenders, and parole and probation services for released offenders. DPSCS also provides crime prevention and criminal information services, as well as assistance to crime victims through the CICB, the Correction Division’s Victim Services program, and the Division of Parole and Probation’s Office of Victim Services.

The CICB’s basic mission is to serve crime victims by assisting with their crime-related financial expenses, as allowed by program legislation and regulations. State victims’ rights legislation includes the right to compensation, and directs law enforcement officers to provide victims with a brochure explaining this and other rights. The CICB has five Board Members who are appointed by the Secretary of the DPSCS, approved by the Governor, and confirmed by the Senate. Board Members serve five-year terms, and no more than four may be from the same political party. The State Board of Victim Services Coordinator has responsibilities for

³ The meaning of “injury” is defined by each state; some states require physical injury as an eligibility criterion, while others consider psychological injury to be a qualifying condition.

monitoring, assessing, and making recommendations on compensation program procedures. CICB staff include an Executive Director, a Supervisor, six Claims Investigators, and an Administrative Assistant. The CICB is physically located in Baltimore.

The CICB does not rely on tax dollars. Like the federal funds, the state funds come from offender fees assessed by Circuit and District Courts. The Board currently maintains a reserve of approximately \$3 million, in order to assure that obligations can be met and that the program has a measure of financial stability. Because federal funds have a four-year obligation period but state funds have no such restrictions, the federal funds are generally spent first. This is important to prevent de-obligation and return of funds to the federal government. However, it is also important to maximize expenditure of state funds as much as possible, since federal allocations are based on state spending. The more state dollars that are spent, the more federal dollars will be received, and the more fully victims will be served. Program administration is funded from state sources, so the five percent administrative allowance for federal funds is not used.

State Regulations

Like all other compensation programs, the CICB operates under a number of state-imposed eligibility criteria and requirements for claimants, in addition to OVC's federal guidelines. Some guidelines govern who can receive compensation:

- An *innocent* victim of a crime. "Innocent" is defined as a victim who did not cause, provoke, or participate in the crime where the injury occurred (CICB, 2002). This is commonly known as the "*contributory misconduct*" criterion, and may require difficult judgments by compensation staff. When cases are not clear-cut, the Board's philosophy is to err on the side of the victim, in keeping with its mission of serving crime victims as fully as possible, even when the victim may be less than sympathetic.⁴
- A victim who sustained *physical injury* from the crime, or *psychological injury* needing mental health counseling, according to the legislation (see Appendix A). In practice, however, the CICB has typically required physical injury for compensation eligibility.
- A surviving spouse or child of a homicide victim, anyone who paid or assumed responsibility for the homicide victim's funeral expenses, and anyone who was dependent on support provided by a homicide victim.

⁴ In practice CICB typically requires the victim to be engaged in illegal behavior that is causally connected to the crime to deny the claim. Several examples may be enlightening. In one case, a woman who worked for an escort service was sent to a stranger's apartment late at night. When she knocked on the door, he met her with a knife and stabbed her repeatedly (although not fatally). While it was quite likely that she would have engaged in the illegal act of prostitution had the assault not occurred, her behavior until the point of the assault was perfectly legal, so the claim was paid. In a more difficult example, a man "picked up" a 16-year-old boy, took the boy to his home, gave him alcohol, and made sexual advances. The boy assaulted the man, and the man filed for compensation. The man did commit illegal behavior by giving alcohol to a minor, but the boy did not assault the man because of the drinking. Rather, the boy assaulted the man because of the sexual advances, and, since 16 is the age of consent in Maryland, the man's sexual advances were not illegal. The man's claim was paid.

- A person (and his or her surviving family members) who was killed or injured while trying to prevent a crime, while giving aid to a law enforcement officer performing his or her official duties, or while giving aid to a firefighter being obstructed in the performance of his or her official duties.
- A victim's immediate family members may be eligible for psychological counseling.

Other guidelines define the types of crime eligible for compensation. In addition to "traditional" violent crimes, the crimes of drunk driving and hit-and-run are also compensation-eligible. Legislation effective in 2001 provided that hit-and-run claims did not need to establish intentional infliction of injury to be eligible, and that victims need not demonstrate financial hardship.

Requirements around the expenses eligible for compensation and payments to be made provide that:

- Compensation is the *payer of last resort*. That is, all other sources of payment for crime-related expenses, including private insurance, public benefits, employment-related benefits, civil litigation, restitution, charity, and so on, must be exhausted for compensation to make payments. Since some of these may take years to receive (such as civil awards or restitution orders), CICB will in practice often pay benefits with the understanding that any funds received later for paid expenses will be turned over to CICB (a process known as subrogation).
- *Minimum* losses must reach \$100 in non-reimbursable expenses or at least 14 consecutive days of lost work.
- CICB pays for the *federally-specified expenses* (medical, counseling, economic support, funeral, and crime scene clean-up). In some cases CICB may pay for wheelchair ramps, prosthetic devices, dental work, and eyeglasses when they are needed as a direct result of the criminal injury. Like most states, CICB does not pay for property loss or pain and suffering.
- CICB imposes an *overall cap* of \$45,000 on each claim, with *caps on categories of expenses* as well. Medical expenses are capped at \$45,000; disability (lost wages) at \$25,000; total dependency (loss of support) at \$25,000 and partial dependency (loss of support) at \$17,500; funeral expenses at \$5,000; counseling expenses at \$5,000; and crime scene clean-up expenses at \$250. Lost wages and loss of support are calculated at two-thirds of gross wages, not to exceed \$668 per week.
- CICB can make *emergency awards* of up to \$1000 to claimants facing severe hardship and needing immediate relief to pay for food, utility bills, and rent or relocation expenses.
- CICB can make *supplemental payments* for bills submitted after the original claim has been paid, provided the expenses are directly related to the original injury and the payments caps have not been met.

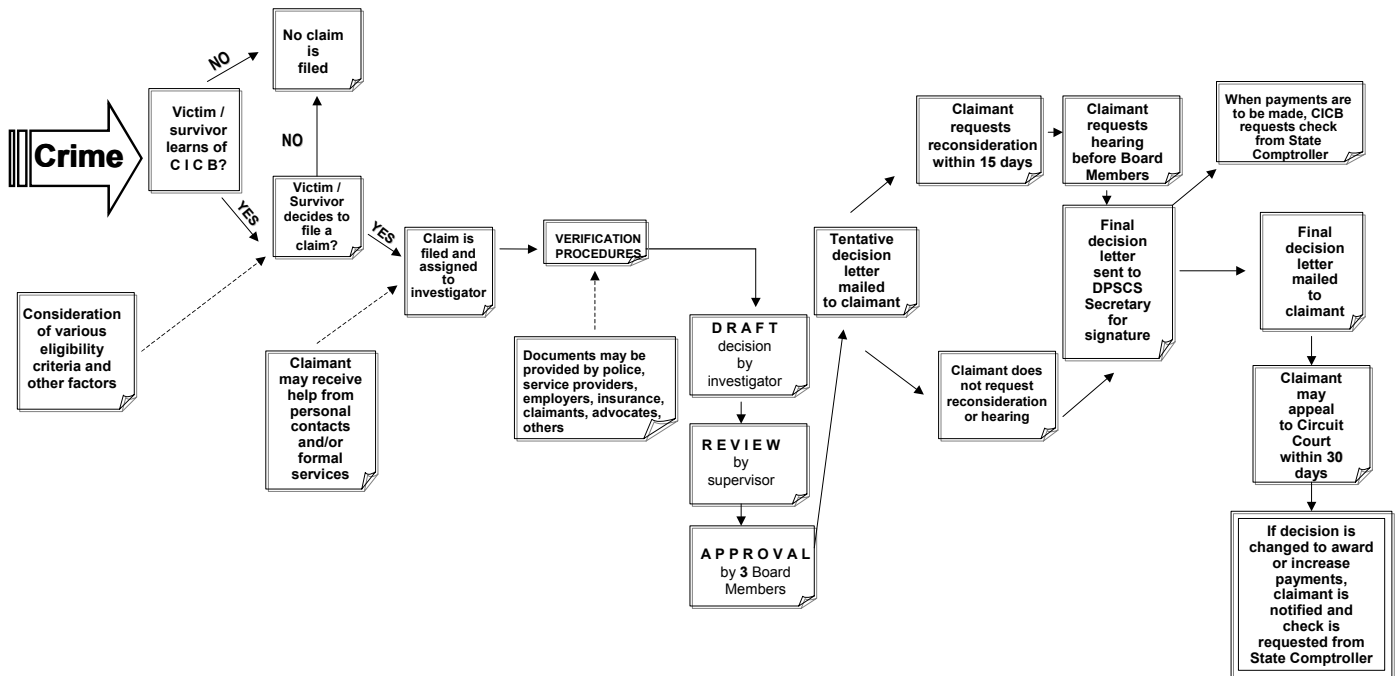
A final set of requirements focus on the victim’s response to the crime:

- Victims must *report the crime to the police within 48 hours*. This is to allow CICB to verify that an eligible type of crime did in fact occur, to allow access to information bearing on other requirements (such as indicators of contributory misconduct that may be present in police reports), and to comply with the federal guideline that compensation programs encourage victims to cooperate with law enforcement. However, recognizing that victims of some crimes may find this to be an overly burdensome requirement, exceptions can be made. CICB may accept a statement of charges, an ex parte court order (such as a protection order in domestic violence cases), or a sexual assault forensic exam in lieu of a police report. The timeline of two days can also be extended.
- The *claim must be filed within 180 days of the crime*. Again, the Board recognizes that this may not always be feasible, and can extend the filing deadline up to two years for good cause. For child abuse, which is usually surrounded with secrecy, the claim may be filed up to two years after the abuse was discovered.

The Claim Process

CICB processes claims according to the flowchart presented in Figure 1.

Figure 1. The Claim Process Flow ch



Learning About Compensation

For a victim or his or her survivors to receive compensation (or have compensation paid directly to service providers such as hospitals, counselors, or funeral homes), the claims process must be set into motion. Since victims' compensation is not a household name in the same way that workers' compensation is, the first and perhaps most difficult hurdle the victim must overcome is to become aware of the program and how it works.

The current Executive Director, appointed in 2001, has emphasized program publicity. Criminal justice personnel, victim advocates, healthcare providers, and others who work directly with victims can be valuable "gatekeepers" for compensation. With a good working knowledge of the program's policies and operations, they can pre-screen potentially eligible claimants, inform them about compensation, and assist them with the application process. The Executive Director has undertaken a number of outreach activities to increase CICB's profile and providers' understanding of it, including training criminal justice personnel, victim service providers, funeral directors, faith-based organizations (including those for Spanish speakers), and hospitals. He has also done public outreach through guest appearances in the media, such as radio shows. This has been an important priority because funding and operational difficulties in the past led many providers to conclude that compensation was more trouble than it was worth, so they did not often refer victims to the program.⁵ Some providers may still have a very imperfect understanding of current compensation policies and procedures.⁶

The success of these outreach efforts, and improved program efficiency from staffing increases and operational enhancements, is reflected in statistics on claims received in recent years. In FY 2000 the CICB received 1,012 claims; in FY 2001, 1,131 claims; and in FY 2002, 1,355 claims were received (CICB, 2002). More detailed information on payout amounts will be provided in a later section.

⁵ Until the early 1990's state funds were provided by legislative appropriations, not offender fees. When a severe budget crisis hit the state, compensation appropriations were eliminated and funding was switched to the current offender fee system. However, this took several years to get up to speed, and the program's budget was decimated. Consequently, many staff positions were lost, claims took over a year to process on average because of staffing shortages, and many eligible claims were not paid for lack of funds. Providers virtually stopped referring victims to compensation because it seemed a waste of time. The program has started to recover in the last several years, with the availability of state funds from offender fees and the hiring of many new staff including the Executive Director.

⁶ For example, the National Center for Victims of Crime (NCVC) conducted a review of victim services in Maryland for the Governor's Office of Crime Control and Prevention (GOCCP). In NCVC's conversations with direct service providers, they heard some providers make statements that showed a lack of understanding of program policies. One provider mentioned that in child abuse cases, but not domestic violence cases, there must be a prosecution following an investigation for compensation to be awarded. In fact, claimants must cooperate with justice agencies, but a prosecution is not required in any cases because CICB realizes that prosecutors may decline to prosecute for many reasons that do not indicate lack of cooperation by the victim.

The program is also becoming better known across the state. Whereas in past years three-quarters or more of the claims came from the city of Baltimore, in 2001 and 2002 about half the claims came from Baltimore and 17 percent came from Prince George's County (CICB, 2002). The remaining claims are spread fairly evenly across the remainder of the state. This pattern is more representative of crime rates across the state.

Filing the Claim

Once a victim becomes aware of compensation, he or she must fill out an application form to start the process. Criminal justice personnel, advocates, and others who work directly with victims should have program materials available. In addition, CICB's website offers summary information about compensation and the application form and instructions. These materials provide information on victim and crime eligibility criteria, the types of expenses paid, payment caps, minimum loss requirements, police reporting requirements, and filing deadlines. The application form requires basic claimant identifiers; summary information about the crime; and information on expenses incurred and benefits requested. See Appendix B for a copy of the website materials.

While the Board's mission is to serve crime victims, it must also comply with program regulations and protect public funds by guarding against ineligible or fraudulent claims. Therefore, a number of documents must be obtained to verify the claim's eligibility. These include a police report (or other document such as a statement of charges) to verify that an eligible type of crime occurred; medical records proving the injury and treatment resulted from the crime; bills documenting expenses incurred; a death certificate and itemized funeral bills where applicable; documentation of income (when lost wages or loss of support is claimed) such as pay stubs, W2 forms, or tax returns; and other documentation as necessary (such as marriage certificates, children's birth certificates, and social security survivor benefits statements for loss of support). These requirements may be formidable to a traumatized victim coping with a new post-crime lifestyle, especially if the victim or survivor does not have assistance with the process.

Help from a victim service provider or someone else who is knowledgeable about compensation can make the difference in whether a claim is filed and how smoothly claim processing goes. NCVC's interviews and focus groups with victims and providers indicated that some see the paperwork requirements as too burdensome for victims, the process as taking too long, and the benefits as unrealistically low compared with the costs of services (e.g., funeral costs). Many victims do not understand the program or how the process works, and do not get useful information or do not get it at a time and in a way that they are able to take it in (given the trauma that often follows crime victimization). Some advocates called for changes in program requirements to serve victims more fully, such as relaxing police reporting requirements and contributory misconduct standards.

Claim Verification

The nuts and bolts of claims processing involves obtaining the necessary verifications to assess a claim's compliance with program regulations and make a decision about payment. Once a case has gotten a preliminary review for basic eligibility criteria and the Administrative Assistant requests the police report, it is assigned a case number and considered a filed claim. It is then assigned to an investigator, who assembles and evaluates the necessary verifications and writes up a preliminary summary and recommendation report.

The application materials state that "YOU MUST PROVE YOUR CLAIM. You are responsible for providing proof that a crime occurred and evidence of non-reimbursed medical expenses. Failure to do so will delay processing your claim. FAILURE TO COOPERATE WITH THE BOARD AND ITS AGENTS OR FAILURE TO KEEP THE BOARD INFORMED OF A CHANGE OF ADDRESS WILL RESULT IN AN AUTOMATIC ORDER OF DENIAL."

Despite this rather strong statement, CICB does take proactive steps in the verification process. The Administrative Assistant routinely requests police reports from law enforcement agencies when claims are first received. Claims Investigators may also take the initiative in obtaining necessary verifications. For example, they may mail employment verification requests to employers themselves, and follow up with a phone call when their verification requests are not returned in a timely manner. They can also electronically query the Department of Labor's employment database. When police reports are not provided quickly, they can access DPSCS's automated criminal history database to obtain them. They also have subpoena power to obtain police reports when necessary. Estimates of how often proactive verification procedures are used will be provided in the next chapter.

Case processing time, an important measure of program effectiveness and an important factor for victims, has improved dramatically in recent years. Several years ago cases took an average of over a year to process. Average case processing is now 110 days, with a goal of 90 days by the end of FY 2003 (CICB, 2002).

CICB implemented a new automated case tracking system in December 2002. This system should increase efficiency and speed case processing, but its initial implementation required a learning curve. Consequently case processing time may be somewhat slower for cases active during this period, and investigators' caseloads have risen from about 65 cases in 2002 to about 100 cases in early 2003.

Some victim advocates have observed areas for improvement in claim processing efficiency. One advocate noted that it would be helpful for CICB to process the components of a claim separately, rather than making a decision on the entire claim at one time, so that some payments can be made more quickly. For example, if a claim involves both medical bills and lost wages, it would be very helpful to victims if they could receive their lost wage benefit (assuming all requirements for that portion of the claim are met) without having to wait for hospital bills to

come in to verify the medical benefit. It would also be helpful, this advocate noted, if investigators provided updates on the claims process to service providers with outstanding bills, so they would know the status. Another advocate felt that investigators could be more proactive in the verification process, taking more responsibility for requesting and following up on verifications.

Claim Decision-Making

Once the verification process is complete, the investigator drafts the decision using a standard format that has two major sections, Findings of Fact and Conclusions and Recommendations. The Findings of Fact summarizes the type, date, and location of the crime; victim demographics; the claim filing date; and the type and amount of expenses. The Conclusions and Recommendations specifies whether and how much should be paid. The decision document is based on a Report of Investigation template, which includes information on these factors and on the claimant's attorney; the offender; a checklist for verifying compliance with the various eligibility criteria and requirements; and a worksheet for verifying lost earnings or loss of support claims.

The Supervisor reviews the decision documents and attaches them to the case files for review and approval by the Board Members.⁷ Once three Board Members have signed off, a copy of the decision, called the tentative letter, is mailed to the claimant along with an explanation of the appeals option. Claimants have 15 days to request a reconsideration, or else the letter is forwarded to the DPSCS Secretary to countersign. This becomes the final letter that is mailed to the claimant to notify him or her of the decision and the amount of the award, if any. When the final letter is sent to the claimant, CICB also sends a check request (when payment is to be made) to the State Comptroller's Office in Annapolis. The Comptroller's Office issues checks directly to claimants or service providers.

Claimants who are not satisfied with the decision have three layers of appeal. They begin by requesting a reconsideration of the tentative decision by the Board Members within 15 days of receiving the tentative letter. The Executive Director reviews these requests and forwards any new information presented by claimants to the Board Members. The next step for claimants dissatisfied with the outcome of the reconsideration is to request a hearing on the tentative decision before the Board Members. The third layer of appeal is made to the Circuit Court within 30 days of the final CICB decision. Obviously, appeals are less frequent at each successive stage. In our survey sample of 104 claimants, eight had requested a reconsideration. The Board reports annual averages of six requests for hearings and three appeals to Circuit Court.

The Board began mailing brief claimant surveys with the decision letters in July 2002. These surveys solicit client feedback on the compensation process and outcomes. However, the

⁷ Prior to a procedural change implemented in late 2001/early 2002, Board Members were responsible for writing up the decision document.

number of returned surveys is currently insufficient to allow for any meaningful interpretation of the information.

HOW DOES MARYLAND'S PROGRAM COMPARE WITH OTHER STATES' PROGRAMS?

The Urban Institute recently completed an extensive evaluation of state compensation programs across the nation (Newmark, Bonderman, Smith, and Liner, 2003). The approach used in this study helped frame the issues and methods for our analysis of Maryland's program. Some of the findings can be compared with information on the CICB to see where the CICB stands on key policy and performance indicators, in comparison with the nation as a whole. We also obtained information from the National Association of Crime Victim Compensation Board's (NACVCB) 2002 Program Directory.

Table 1 presents a summary of the CICB's major policies along with a summary of other states' and territories' policies. This information shows that Maryland's program is similar to many other state programs in management policies. Most states rely on offender fees for state revenues, and about half do not use the federal administrative allowance.

The CICB's eligibility criteria and other requirements are sometimes more liberal than other states' requirements, but at other times they are more restrictive. The CICB is more liberal than many other states on both construction of contributory misconduct and payment caps.

Many states will deny a claim for contributory misconduct when the victim was engaged in illegal activity such as prostitution, drug-related activity, gang-related activity, or illegal possession of guns – even if the victim's illegal behavior was not causally connected to the crime, but was just occurring in conjunction with the crime. CICB practices indicate a liberal interpretation of this requirement, in which victims' illegal behavior must be causally connected to the crime to justify denying the claim (see an earlier footnote giving case examples).

The CICB's payment cap is also relatively generous, at \$45,000 overall. Across the nation the average cap is \$35,000; this ranges a good deal, from \$5,000 to \$180,000. Two states have no overall cap, although they may impose caps on some categories of expenses. Only 14 states have overall caps higher than Maryland's \$45,000.

The Board's practice that crimes must have physical injury is restrictive compared with other states. Some other states will pay for crimes with psychological but not physical injuries, or for crimes with physical injuries not severe enough to require medical treatment (but with other types of expenses).

The CICB's police reporting timeline and claim filing deadline are much stricter than those of other states. Nearly every other state allows more time for these procedures – 43 allow more time for police reporting, and 45 allow more time for filing the claim. The most common police

reporting timeline in other states is 72 hours (although five to seven days or more is fairly common), and the most common claim filing deadline is one year. However, CICB, like other states programs, does allow exceptions for both requirements.

The Board's policies on payment thresholds and types are less generous than many other states' policies. Only 11 other states impose minimum losses; only three of these require two weeks' lost wages. Losses for unreimbursable expenses in these other states range from \$25 to \$200, but Maryland's \$100 is the most common amount among the 12 states (including Maryland) that have minimum loss requirements.

The CICB pays few expenses other than those specified in federal guidelines; these are medical devices or medically-necessary modifications and may be considered to fall under the federal category of medical expenses. In contrast, many other states pay various other types of expenses. These include the claimants' expenses for travel to receive necessary services or participate in the criminal case (75 percent of other states); attorneys' fees for compensation-related services (66 percent); replacement services, such as someone to do housekeeping or child care the victim can no longer do (51 percent); relocation costs when the victim needs to move to avoid being victimized again or intimidated (42 percent); some property losses, usually security measures, replacement of items seized as evidence, or replacement of stolen cash benefits (11 percent); and pain and suffering (6 percent).

The Board seems in step with other states' programs on payer of last resort requirements, which all states require although some may make exceptions in some cases. The CICB is among the majority of states that offer emergency awards issued quickly to meet pressing needs.

Table 1. Compensation Policies

Program Policy	Maryland's CICB Policy	Other States' Policies
<i>Program Management Policies</i>		
Source of state funds	Offender fees	70% of other states also use only offender fees; the others use a mix of offender fees and appropriations, or only appropriations
Use of federal administrative allowance	None	About half the states make extensive use of the allowance, while the other half do not use it ⁸
<i>Claim Eligibility Criteria and Other Requirements</i>		
Injury	Must have physical injury; sexual assault and child abuse are always considered to have physical injury	Some states define injury as psychological, or allow crimes with physical injuries not needing medical treatment
Payer of last resort	Yes	All states impose this requirement, but some waive it when insurance claims are invasive violation of confidentiality
Police reporting	Within 48 hours; waivers are allowed	43 states allow more than 48 hours, 8 states allow 48 hours, 1 state allows less, and 2 states have no set timeline. The most common is 72 hours, maximum is 1 year with extensions for various circumstances.
Claim filing deadline	Within 180 days; waivers are allowed	45 states allow more than 180 days, 6 states allow 180 days, 1 state allows less for notice of intent to file, and 2 states have no set deadline. The most common is 1 years, maximum is 3 years with extensions for various circumstances.
Contributory misconduct	Victim's illegal behavior must be causally connected to the crime	States vary on causal connection, depending on the type of illegal behavior (drugs, prostitution, illegal guns, gang activity) ⁹
Minimum losses	\$100 unreimburseable expenses or 14 consecutive days out of work	11 other states have minimum losses, usually \$100. Minimums range from \$25 to \$200. Only 3 other states specify minimum time out of work, always 2 weeks.
Types of expenses paid	Beyond the federally specified expenses, CICB may pay for wheelchair ramps, prosthetic devices, dental work, and eyeglasses when needed as a direct result of the crime	40 states pay travel expenses 35 pay attorneys' fees 27 pay replacement services 22 pay relocation costs 6 pay some property losses 3 pay pain and suffering
Payment caps	\$45,000 overall plus categorical caps	Average overall cap is \$35,000, ranging from \$5,000 to \$180,000. 2 states have no overall cap. 14 states have caps higher than \$45,000
Emergency awards	\$1,000 for emergency needs for food, rent, utility bills	41 other states also make emergency awards

Sources: Newmark et al., 2003 and NACVCB, 2002.

⁸ According to Urban's 1999 national survey of all state compensation administrators; this may have changed in more recent years.

⁹ According to Urban's 1999 national survey of all state compensation administrators; this may have changed in more recent years.

We also have data on various performance measures for CICB, which can be compared with national indicators; see Figures 2 and 3. These comparisons suggest ways in which the CICB is functioning particularly well, and ways in which it might be expanded.

As shown in Figure 2, Maryland's federal allocation of nearly \$1.6 million for 2002 is about 2.5 times higher than the median¹⁰ allocation of \$630,000 for all states in 2002. This seems quite large for a state of moderate size. Although Maryland is about mid-range in population size (its rank is 19th), it has a high crime rate (4th in the nation). This may explain why its federal allocation is higher than one might expect given its population size: it spends a relatively large amount of state dollars on victim compensation because its crime rate is so high.

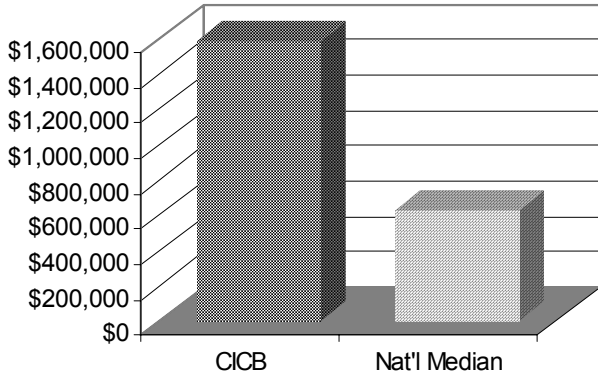
Figure 2 shows that Maryland's payouts are higher than national medians and are growing rapidly. With the federal payout formula increasing by 50 percent for FY 2003 allocations, and with the large increase in overall payouts by the CICB in the last two years (expenditures increased by 42 percent from 2001 to 2002), the immediate future should bring increasing revenues. This would put the Board in a good position to plan service expansion, so that more victims can be served more fully with the additional resources likely to become available.

Compared to other states, Maryland's CICB pays relatively few claims (two-thirds of the national median) but awards much higher amounts for approved claims, on average (over twice the national average payment per claim). See Figure 2. This suggests that victims of crimes may be served more completely in Maryland than is usual, but the program reaches a smaller proportion of victims. For example, relatively few claims for domestic violence crimes are paid – one percent in Maryland compared with an 18 percent average across the nation.

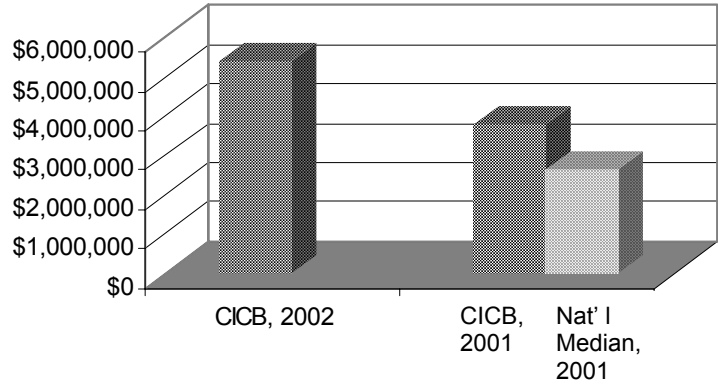
¹⁰ The median is the midpoint, or the point at which half the scores are higher and half are lower. We report medians when means (statistical averages) are skewed by a few very high or very low scores.

Figure 2. Compensation Program Funding and Payment Measures: CICB vs. National Indicators

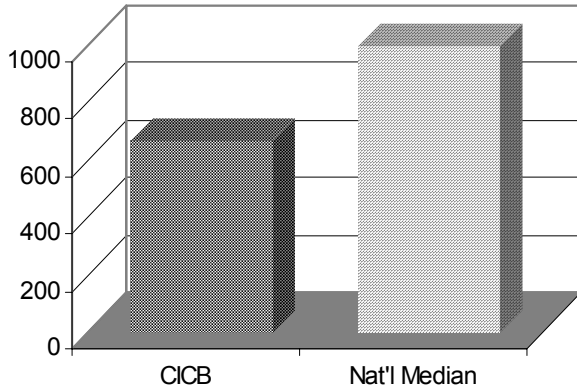
Federal Allocation, 2002



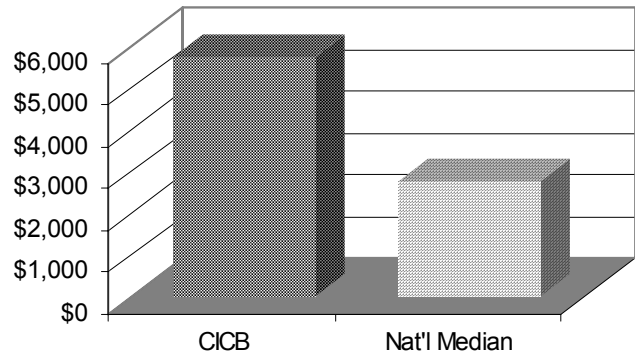
Total Payments



Number of Claims Paid, 2001



Average Payment Per Claim, 2001



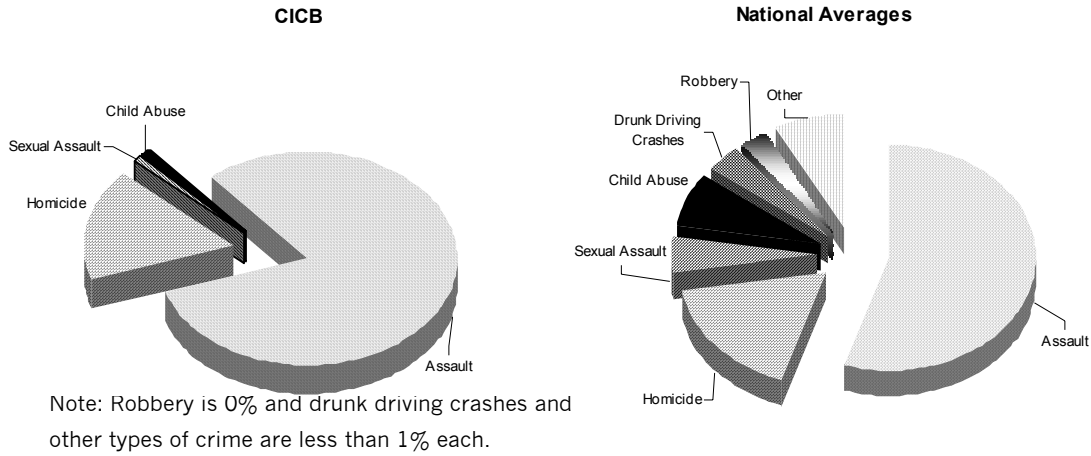
Looking at the breakout of payment amounts by type of crime, as shown in Figure 3, it is clear that the Board places a strong emphasis on assault victims. These figures include both domestic and non-domestic assaults, but it is likely that they are mostly non-domestic assault, since the percentage of domestic violence claims paid is relatively quite low.

Victims of sexual assault, child abuse, drunk driving crashes, and robbery receive smaller proportions of payments in Maryland, compared with other states. This may be due in part to other sources of payment for expenses resulting from some of these crimes. For example, the Department of Health and Mental Hygiene pays most expenses related to sexual assault for the first 90 days. Expenses from drunk driving crashes are often paid by private insurance or by the Maryland Automobile Insurance Fund, when drivers are uninsured. State's Attorney's Offices have funds for paying property losses, which may be the major type of loss suffered by robbery victims.

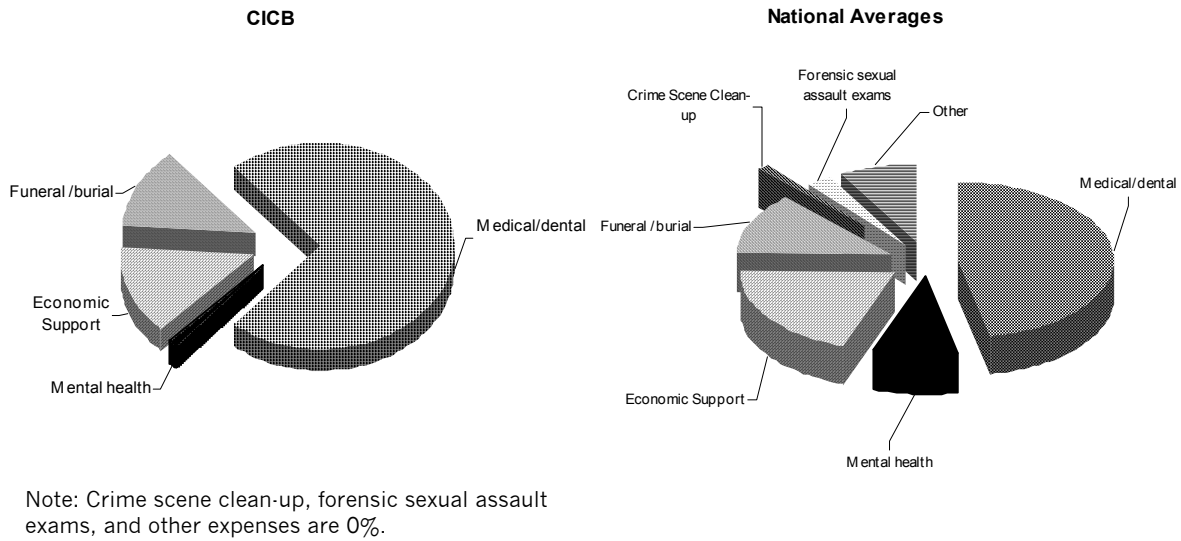
The statistics on payment amounts by types of expenses in Figure 3 show that medical expenses are paid at an unusually high rate, probably in part because of the requirement that compensable claims involve physical injury. There is less emphasis than typical for other states on mental health benefits; perhaps the physical injury requirement eliminates claims for crimes that produced primarily psychological trauma requiring counseling but not medical treatment. Another possible explanation is that counseling is also available free of charge to some victims, or at very reduced rates, through victim service organizations or community mental health centers. Thus at least some victims may not need compensation to access counseling services. Maryland also pays somewhat less in economic support than is typical for states in general.

Figure 3. Compensation Payments by Type of Crime and Type of Expense: CICB vs. National Indicators

Payment Amounts by Type of Crime (2001)



Payment Amounts by Type of Expense (2001)



PLANS FOR FUTURE DEVELOPMENT

The CICB's Executive Director shared information on recent, ongoing, and planned future developments in program legislation, policies, and operations, in interviews during the Spring of 2003. Some developments are designed to expand services, while others are intended to improve operational efficiency.

Developments to Expand Services

A bill has recently been signed into law that allows an additional \$25,000 in economic support for catastrophic injury cases, for a potential of \$50,000 altogether, effective October 1, 2003. This bill also allows the program to reimburse parents who lose wages to care for injured children.

Another way to expand economic support is to clarify payer of last resort requirements to exempt life insurance and charitable benefits, at least up to a certain threshold. For example, if the first \$25,000 in benefits was exempt, the survivors of a homicide victim with a \$25,000 life insurance policy could still receive \$25,000 from CICB (the cap for lost support from a fatality). The survivors of a homicide victim with a \$40,000 policy could receive \$10,000 in compensation, and so on. The Board is currently exploring options for expansion in this direction.

The CICB has been working with domestic violence victim advocates to identify ways in which the program could better serve these victims' needs. The Board has historically interpreted the law enforcement reporting requirement rather strictly, requiring police reporting as well as cooperation with prosecution. More recently, the Board has begun to relax requirements for cooperation with prosecution by domestic violence victims, recognizing that many of these victims find it difficult to cooperate with prosecution for a large number of reasons. The Board is also exploring paying lost wage benefits to domestic violence victims when their victimization prevented them from working but they had a work history.

Another area in which the Board is exploring service expansion is the use of emergency awards. Currently up to \$1,000 can be granted on an emergency (quick turnaround) basis as an advance against an expected award for a particular type of expense. For example, if it is expected that a claimant will receive a lost wage award once claim processing is complete, but he or she has an urgent need for funds to buy food or pay rent, up to \$1,000 can be awarded on an emergency basis and later deducted from the final lost wage award. The Board is now considering ways to expand the use of emergency awards by allowing them to be used for whatever expenses are most pressing to the claimant (including expenses not currently eligible for compensation, such as transportation and relocation expenses), and not deducting these funds from the eventual total award.

While CICB legislation specifies that victims must sustain physical injuries or psychological injuries necessitating mental health counseling to be eligible for compensation, the Board has in

practice typically required physical injury. The Board is currently considering relaxing the physical injury requirement, so that victims who were not physically injured but were placed in reasonable fear of death or serious harm may be eligible for counseling expenses and lost wage benefits.

Developments to Improve Operations

Recent innovations in automation should enhance the claims process and outcomes. An automated case-based tracking system was implemented in December 2002 that should make the process more efficient by eliminating the need for manual calculations by staff. The next step with this system is to have standard case processing documents automatically generated, saving additional staff time.

DPSCS's Parole and Probation Division is planning to implement a new computer system that will make it possible for CICB to access information on restitution, improving subrogation collections. Currently, CICB receives about \$1,000 to \$1,500 per month in subrogated restitution, but some restitution orders may be missed because of the limited way in which the current automated linkage between CICB and Parole and Probation is structured. The computer system rollout is currently on hold indefinitely until the legislature provides the necessary funding.

A Felony Exclusion Rule

A few states have a felony exclusion rule, which prohibits compensation payments to individuals with a felony conviction in their past (not necessarily related to the crime for which compensation is requested). Maryland does not now have such a rule but it has been mentioned as a possible future development. This would serve as an additional eligibility criteria and may disqualify some claimants from eligibility. Felony exclusion rules are a rather controversial issue.

Clients' Experiences with Compensation

Policies and statistics are very informative, but they do not tell the whole story. The primary purpose of compensation is to serve claimants' financial needs as fully and efficiently as possible. No one knows better than claimants how well the program works for them and what improvements in policies and operations could serve them better. We conducted a survey of recent compensation claimants to find out directly from program clients their perspectives on the compensation program.

We surveyed 104¹¹ recent claimants by telephone in the summer of 2002 to learn:

- When, how, and what they learned about compensation
- Their crime-related expenses and how well eligibility criteria matched their financial needs
- How smooth or troubled the process of applying for compensation was for them
- Their perspectives on the outcomes of their claims
- Their satisfaction with the compensation experience

We selected the sample of claimants by randomly choosing 328 cases from a list of 650 claims whose decisions were rendered between July 2001 and May 2002. For those claims, we reviewed CICB case files in detail to collect information on the claimants, crimes, claims, and outcomes. The goal of our sampling was to get a diverse, representative group of all types of claimants, all types of crimes, all types of expenses, and denials as well as approvals. We only sampled claims that had been decided so that claimants could provide reactions to the outcome of the process. We sampled recently-decided claims so that claimants' memories would be fresh and their contact information would be more likely to still be valid.

We completed telephone surveys with 104 of these claimants, which represents about 15 percent of claims decided in that timeframe. The survey took about 15 minutes on average, and participants were paid \$25 for their time. Several interviews were conducted in Spanish, by a Spanish-speaking interviewer using translated materials. The Urban Institute's federally-certified Institutional Review Board for the Protection of Human Subjects approved all research forms and procedures. Voluntary informed consent procedures were used and the confidentiality of all case file review and survey information is strictly protected. Please see Appendix C for further information on sampling and survey methods.

Analyses of possible selection biases at the sampling and survey administration stages indicate that our survey sample was a representative cross-section of recent claimants in general.

¹¹ The obtained sample size slightly exceeded our target sample size of 100 claimants.

Therefore, these results should provide an accurate picture of claimants' experiences and perspectives. The rest of this chapter presents our findings from analyses of CICB case file review data and survey data on claim characteristics; how claimants learn of compensation; how well compensation matches claimants' financial needs; the claims process; outcomes of the compensation claim; and claimants' satisfaction with the compensation experience.

CHARACTERISTICS OF CLAIMS

We collected an extensive amount of information from our reviews of CICB case files. This information is useful for understanding characteristics of the claimants, the victims, the crimes, and the claims process and outcomes. Tables 2 to 5 present summary information on the 104 cases in which the claimants participated in our survey. Since statistical analyses indicated that these cases are no different from the other cases we reviewed but did not survey (see Appendix C), only surveyed case data are presented.

Claimant and Victim Demographics

Table 2 presents statistics on claimants' and victims' personal characteristics. The Board serves claimants of a wide age range who are about equally split between the sexes. African-Americans are disproportionately represented on claimant rolls, since African-Americans are 29 percent of the state's population but 55 percent of claimants. This makes sense since African-Americans are more likely to be victims of crime (Rennison, 2001). Most claimants have lower income levels, which is also unsurprising.¹² Claimants filed for crimes in which they were the victims in about two-thirds of the cases; otherwise claimants were most often the victims' parents (as when the victim was underage or deceased).

Victims were younger than claimants on average, with some as young as five, and were most likely to be males. The racial distribution is very close to that for claimants, which seems reasonable since claimants are usually related to victims. The CICB serves at least some foreign-born victims, although this information was too often missing to allow precise estimates.

¹² Although compensation is not means-tested, it is designed to serve victims who have no other sources of payment for crime-related expenses. Other payment sources are often private or employment-related benefits such as insurance and paid leave. Many lower-paying jobs do not offer these benefits.

Table 2. Demographic Characteristics of Claimants and Victims, from CICB Case File Reviews of 104 Surveyed Cases

<i>Claimant Demographics</i>	
Age	Mean = 41.5, range = 21 to 69
Sex	Men: 52% Women: 48%
Race ¹³	White: 38% African-American: 55% Hispanic: 4% Other: 2%
Family income ¹⁴	Less than \$15,000 per year: 34% \$15,000 - \$25,000: 25% \$26,000 - \$50,000: 22% \$51,000 - \$100,000: 12% More than \$100,000: 4%
Relationship to victim	Claimant and victim are the same person: 69% Claimant is victim's parent: 22% Other relationship: 9%
<i>Victim Demographics</i>	
Age	Mean = 24.6, range = 5 to 56 (for the 32 cases in which victim and claimant were not the same person)
Sex	Men: 72% Women: 28% (only when victim not same person as claimant)
Race	White: 37% African-American: 60% Hispanic: 3% (only when victim not same person as claimant)
Place of birth	U.S.A.: 68% Other: 6% Unknown: 26% (for all victims)

Characteristics of the Crimes

For what kinds of crimes do victims file claims? Table 3 presents information on various crime factors. Data from our surveyed cases indicate that assaults (both domestic and non-domestic) form the bulk of the crimes, followed by homicides. Sexual assaults, robbery, and traffic-related crimes are only a small percentage. About half the crimes occurred in Baltimore, and another one-third occurred in the central and capital (near Washington, D.C.) regions. The few remaining crimes were spread among the western, southern, and eastern shore areas.

The crimes represented in our survey occurred from August 1998 to November 2001. The offender was arrested in about half these cases. Although the relationship between the victim and offender was unknown for a substantial minority of the cases (17 percent), we know that about half the crimes occurred between strangers; one-fifth involved friends or acquaintances; and only a handful involved intimate partners or other family members.

¹³ Not available in CICB case files; from survey.

¹⁴ Not available in CICB case files; from survey.

Table 3. Crime Characteristics, from CICB Case File Reviews of 104 Surveyed Cases

Type of crime	Assault: 71% Homicide: 21% Sexual assault: 5% Robbery: 2% Drunk driving crash: 1% Hit and run: 1% Carjacking: 2% Attempted robbery: 5% ¹⁵
Location of crime	Baltimore City: 51% Central: ¹⁶ 15% Capital region: ¹⁷ 19% Western: ¹⁸ 5% Southern: ¹⁹ 4% Eastern shore: ²⁰ 6%
Date of crime	August 1998 to November 2001
Number of days from crime to police report	Three crimes were reported the day after they occurred; one was reported ten days later; the rest were reported on the same day
Whether offender was arrested	Yes: 45% No: 53% Unknown: 2%
Relationship between victim and offender	Strangers: 51% Friends/acquaintances: 20% Intimate partners: 6% Siblings: 1% Other: 5% Unknown: 17%

Claim Processing

Table 4 presents statistics on claim processing. The claims in our survey sample were filed between July 1999 and December 2001. Claims were generally filed about two months after the crime occurred, ranging from four days to nearly two years after the crime. Seventeen percent of the claims (18/104) were filed more than six months after the crime, which is beyond the standard filing deadline and shows the Board’s willingness to make exceptions.

Claimants found out about compensation from a variety of sources, with no single source being clearly the most common. Information on referral source was not available for over one-fourth of the cases, but for those in which we have the information, the most common sources of information were victim service providers and the police (about one-fourth of cases each). Service providers (those who had provided crime-related services and were due payment) and attorneys referred about 12 to 13 percent of claimants. Prosecutors only referred six percent of claimants; referrals from this source can’t be expected to be very high since only half the offenders were even arrested, let alone prosecuted. It was very rare for claimants to learn of compensation on their own from public awareness materials such as posters or brochures. No claimants reported direct outreach from CICB.

A claim may involve multiple types of expenses. The most common type of expenses claimed was clearly medical expenses, at 70 percent of claims.²¹ The next most common types of claims were lost wages, at 29 percent of claims, and funeral/burial expenses for 21 percent of claims. Loss of support was only claimed in two percent of the cases, perhaps because the deceased victims were not often wage earners. Mental health counseling was only claimed by

¹⁵ Percentages sum to more than 100 because multiple crime types were reported in some cases (e.g., assault and robbery)

¹⁶ Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties

¹⁷ Frederick, Montgomery, and Prince George’s Counties

¹⁸ Allegany, Garrett, and Washington Counties

¹⁹ Calvert, Charles, and St. Mary’s Counties

²⁰ Caroline, Cecil, Dorchester, Kent, Queen Anne’s, Somerset, Talbot, Wicomico, and Worcester Counties

²¹ The 32 cases in which medical expenses were not claimed included 22 homicides, five assaults, four sexual assaults, and one witness to a crime.

seven percent of claimants. No claimants filed for crime scene clean-up expenses or other types of expenses.

File information on our surveyed cases indicates that CICB does a good deal of proactive verification in many claims. Although application materials state that claimants are responsible for proving their claims, in fact Board staff take steps to obtain verification in the majority of cases. While they do contact claimants for verifications in about one-third of the cases, they also request verifications from the police (mainly police reports) and providers of crime-related services (for bills and other documents) in about two-thirds of the claims. Employers are contacted in over one-fourth of the cases, but attorneys or victim advocates are only contacted in about one out of ten cases. State agency records, such as Department of Labor or crime information databases, are only rarely checked by CICB.

The claims in our survey sample took quite a long time to process, averaging 287 days – 9 ½ months – with a median of 290 days. Total case processing time ranged from just over two months to close to two years (21 months). This is calculated as claim filing date to date of the final decision letter, and includes any time spent on reconsideration or hearings (although only eight cases had a reconsideration and none had a hearing). It does not include the time required for the State Comptroller’s Office to issue payment checks.

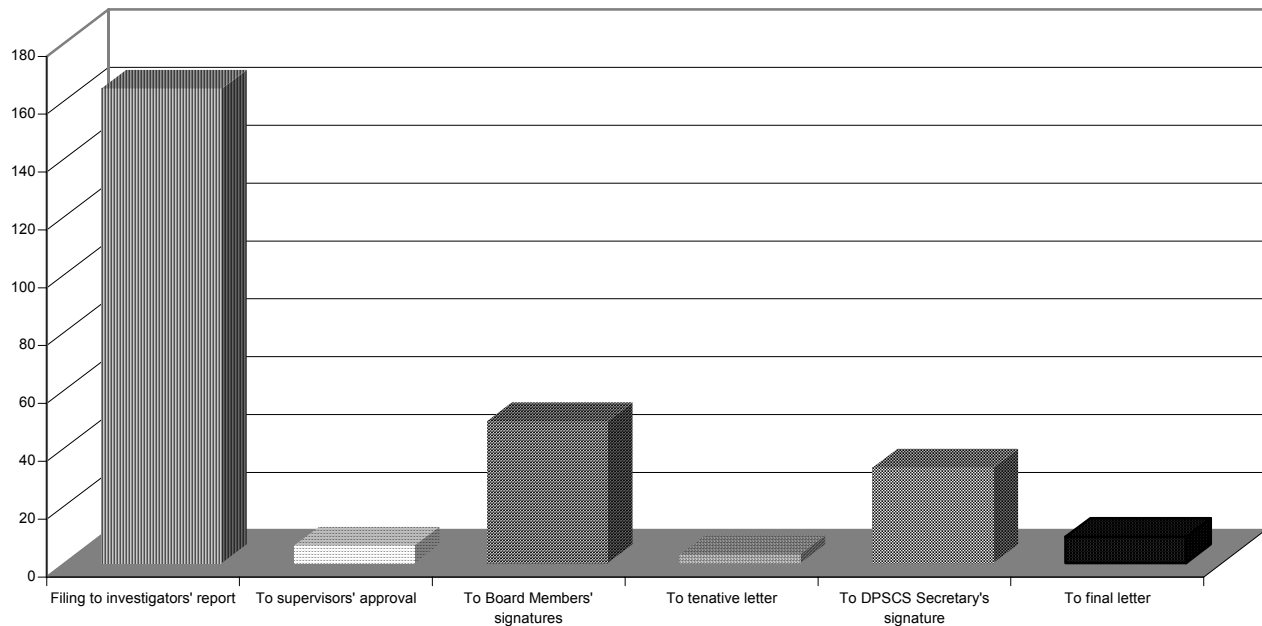
These statistics are well above the Board’s current estimate of an average case processing time of 110 days (CICB, 2002). The difference is probably due to the fact that the claims in our sample were filed as far back as mid-1999, which is well before the Board’s current Executive Director was hired (in January 2001) and staffing was doubled to increase claims processing efficiency.

Statistics on various steps in claim processing are presented to analyze what segments are more and less time-consuming; see Figure 4. Clearly the longest phase is verification, from the time the claim is filed until the investigator drafts the summary report and recommendations. This phase takes about 5 ½ months. The supervisor reviews and approves draft reports pretty quickly (median of six days), but then it takes seven weeks for all three Board Members to sign the report. Once the Board Members have signed off, the tentative letter is mailed to the claimant within a few days. It takes just over a month from sending out the tentative letter to forwarding the final letter to the DPSCS Secretary for approval. This allows time for the claimant to receive the tentative letter and have 15 days to respond if he or she is dissatisfied. The Secretary typically signs and returns the final letter to CICB within a little over a week. It is then forwarded to the claimant, and the Board requests that the Comptroller’s Office mail payment. We will suggest ways to reduce the time required for verification and Board Member approval in the conclusions and recommendations section.

Table 4. Claim Processing Characteristics, from CICB Case File Reviews of 104 Surveyed Cases

Date claim was filed	July 1999 to December 2001
Number of days from crime date to claim filing date	Mean is 117 days, median is 67 days, range is 4 to 721 days, 17% are over 180 days
Source of referral to CICB	Police: 24% Prosecutor: 6% Victim services: 27% Service provider (e.g., hospital): 13% Attorney: 12% Poster/brochure: 1% Other/don't know: 28% ²²
Types of expenses claimed	Medical/dental: 70% of cases Mental health counseling: 7% Lost wages: 29% Loss of support: 2% Funeral/burial: 21% Crime scene clean-up: 0% Other: 0% ²³
Who CICB contacted for verifications	Claimant: 35% Attorney/advocate: 11% Service provider (e.g., hospital): 65% Police: 67% Employer: 28% State agency records: 3% ²⁴
Overall claim processing time:	Mean is 287 days, median is 290 days, range is 67 to 642 days
Filing date to investigator's report	Mean is 164 days, median is 164 days, range is 14 to 368 days
Investigator's report to supervisor's approval	Mean is 9 days, median is 6 days, range is 0 to 154 days
Supervisor's approval to Board Members' signatures	Mean is 60 days, median is 49 days, range is 1 to 212 days
Board Members' signatures to tentative letter	Mean is 5 days, median is 3 days, range is 0 to 40 days
Tentative letter to DPSCS Secretary's signature	Mean is 45 days, median is 33 days, range is 25 to 413 days
Secretary's signature to final letter	Mean is 14 days, median is 9 days, range is 4 to 367 days

Figure 4. Case Processing Steps: Median Time in Days



²² Percentages sum to more than 100 because multiple referral sources were reported in some cases.

²³ Percentages sum to more than 100 because multiple types of expenses were claimed in some cases.

²⁴ Percentages sum to more than 100 because multiple sources may be contacted for verification in some cases.

Claim Outcomes

Table 5 presents statistics on claim outcomes for our survey sample. Nearly all claimants receive at least some payment, and the vast majority receive payment for all expenses they request. All of the few claimants in our survey sample who were dissatisfied with the initial decision and requested a reconsideration received an amended final decision. After amendments, 93 percent of claimants received awards for all expenses they requested, four percent had some of their expenses paid, and only three percent received no benefits. This is an exceptional level of service, and indicates that it is rare for an ineligible claim to be filed, and it is rare for a case to “slip between the cracks” for lack of verifications.

In the few cases that initially received a partial or full denial, the reasons for the denials were often unlikely to leave the claimants with significant bills on their hands. Ten of these 15 claims were denied because collateral sources of payment were available (remember that the CICB is the payer of last resort) or the losses did not meet minimum loss criteria. A possible exception to this is cases in which the requirement for two weeks’ lost wages is not met. Missing even a few days’ wages can be a significant financial hardship for many people.

Award levels are quite high. We have seen from previous comparisons with national data that Maryland’s award levels far exceed average award levels in other states. The average award in these cases was nearly \$9,900 and the midpoint was \$4,772. As we saw in the aggregate statewide statistics, most awards are for medical expenses and the fewest are for mental health counseling. Seventy percent of claims with awards get medical expenses paid, and the median payment amount for medical expenses is about \$3,800. This payment amount is second only to funeral/burial awards, which have a midpoint of about \$4,200. However, only 20 percent of paid claims receive funeral/burial awards. Between one-fourth and one-third of claims were awarded lost wages benefits, at a median of about \$3,500. Only seven of 101 claims with awards included mental health counseling expenses, at a median value of only \$440.

However, few emergency awards are made. Only two percent of claimants received part of their award on an emergency basis. It is possible that claimants rarely requested emergency awards, but it seems quite likely that more may have had emergency needs but not expressed them in their claim.

Table 5. Characteristics of Claim Outcomes from CICB Case File Reviews of 104 Surveyed Cases

Decision in tentative letter	Approval in full: 86% Partial approval: 6% Denial: 9%
Reasons for denials in tentative letter	For the 15 cases with partial approvals or denials: ²⁵ Lack of cooperation with law enforcement: 7% (1/15) Collateral payment sources: 47% (7/15) Losses below minimum thresholds: 20% (3/15) Insufficient verifications provided: 27% (4/15) Contributory misconduct: 7% (1/15)
Claimant satisfied vs. requested reconsideration	Claimant was satisfied: 90% Claimant requested reconsideration: 8%
Amendment granted after reconsideration	All 8 cases in which claimant requested reconsideration were amended
Decision in final letter	Approval in full: 93% Partial approval: 4% Denial: 3%
Amounts of total award:	101 (97%) claimants received an award. Awards ranged from \$123 to \$45,000 (the cap). The mean award was \$9,872 and the median award was \$4,772. 25% of awards were less than \$1,634 and 25% were more than \$14,933.
Amount of medical/dental award	70 claimants received awards ranging from \$55 to \$45,000, with a mean of \$9,131 and a median of \$3,812. 25% of awards were less than \$1,055 and 25% were more than \$11,406.
Amount of mental health counseling award	7 claimants received awards ranging from \$224 to \$2,290, with a mean of \$846 and a median of \$440.
Amount of lost wages award	29 claimants received awards ranging from \$65 to \$25,000, with a mean of \$7,972 and a median of \$3,527.
Amount of loss of support award	One claimant was awarded \$4,817
Amount of funeral/burial award	20 claimants received awards ranging from \$504 to \$30,880, ²⁶ with a mean of \$4,837 and a median of \$4,237.
Amount of crime scene clean-up award	No crime scene clean-up awards were made
Amount of other award	Two claimants received awards for other types of expenses: one received \$200 and the other received \$19,005
Was an emergency award made?	No emergency award: 97% Part of award was on emergency basis: 2%

WHAT DO CLAIMANTS SAY?

Now that we have a detailed understanding of the claims included in our survey sample, we turn to an analysis of the claimants' perspectives on compensation policies, processes, and outcomes. The survey, along with descriptive statistics on each of the survey items, is presented in Appendix D. The script the telephone interviewers followed to contact claimants, explain the study, and obtain informed consent is presented in Appendix E.

The Crime

The survey began with a few questions about the crime, in order to verify or supplement information obtained in CICB case file reviews. As found in the claim files, about two-thirds of claimants were also direct victims of the crime. When someone else had been victimized, the claimant was usually the victim's parent. Nearly three-fourths of victims had faced a weapon

²⁵ Percentages sum to more than 100 because multiple reasons for denial were reported for some cases.

²⁶ The cap for these expenses is \$5,000, but we found amounts in excess of that in some case files.

during the crime, usually a gun. In fact, half of all crimes involved use or threats with a gun. Very few of the crimes occurred in the workplace.

Nearly half the victims knew the offender. Offenders who were the victim's intimate partner were only 14 percent of those known to victims; friends or acquaintances were most common (47 percent), and parent/child, sibling, or other family relationships were the next most frequent type of relationship (19 percent). These findings are in line with information from Board case files.

Learning About Compensation

Information from claimants on how they heard of the compensation program is sometimes similar to case file information, but sometimes different. Claimants were more likely to report learning of compensation from a prosecutor (12 percent in survey, six percent in case files), and more likely to say they had heard of it from a personal connection such as a relative or friend (24 percent in survey, not provided in case files). Only 11 percent of survey respondents reported being told about compensation by victim advocates, counselors, hotline workers, and the like. However, case file reviews indicated that 27 percent of these claimants reported this referral source. It is difficult to pinpoint the source of these discrepancies, but both information sources suggest directions for future outreach efforts by the CICB (to be discussed in the conclusions and recommendations chapter).

Claimants generally reported learning of compensation in a timely manner. Twelve percent knew of it even before the crime was committed; of the rest, 79 percent heard of it within a month of the crime, and another 16 percent heard of it between one month and six months after the crime – for a total of 95 percent of claimants learning about compensation within six months. This is an important milestone because of the six-month claim filing deadline. It seems that claimants who hear of compensation do so within a sufficient period of time to file the claim. Of course, this survey only includes claimants. Many other victims may not file for compensation because they do not learn of it or do not learn of it in time to file a claim (this point will be addressed in the next chapter presenting our survey of victims).

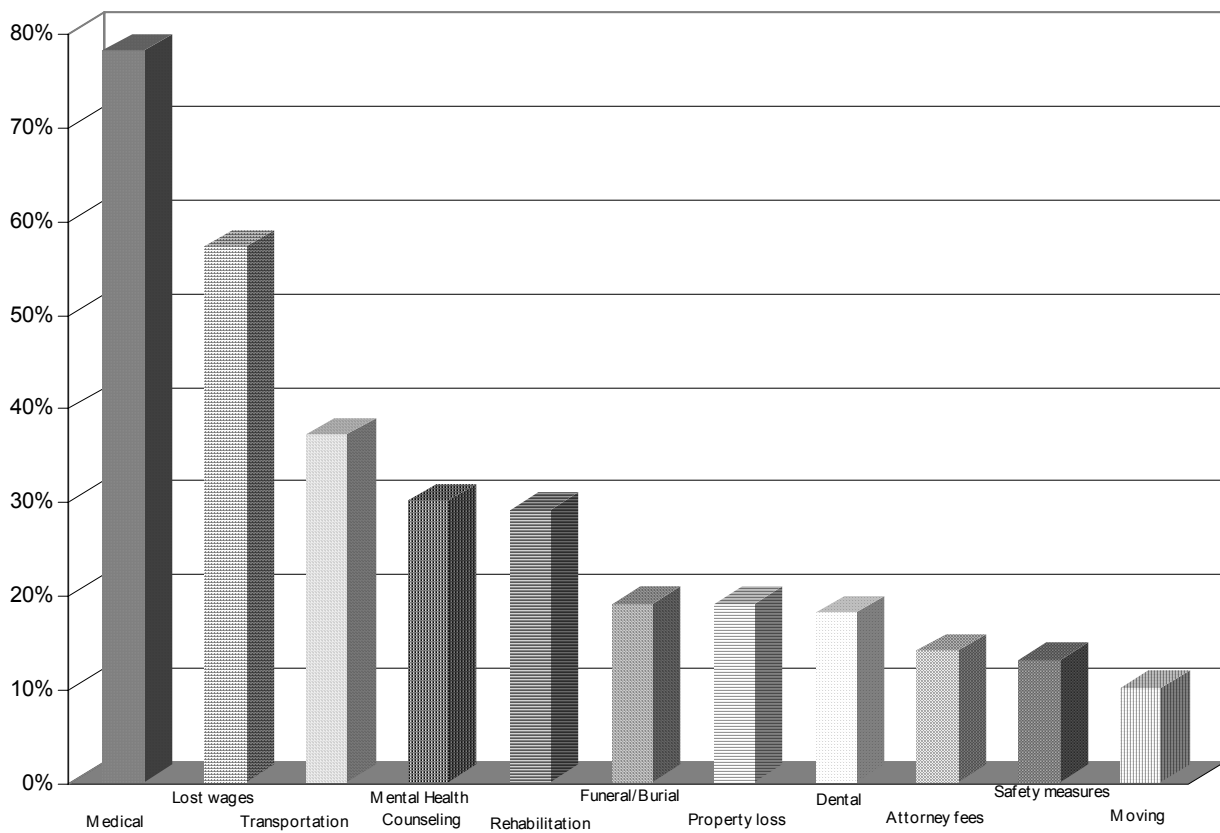
Compensation Policies and Claimants' Needs

We asked claimants a series of questions about what expenses they had from the crime, to assess how well program policies on types of expenses they can pay meet claimants' financial needs. We also asked about out-of-pocket losses, and services that they needed but did not get because they couldn't pay for them.

We found that many of the claimants' most common types of expenses are payable by compensation, but others are not. See Figure 5 for expenses incurred by ten percent or more of claimants. Claimants were most likely to report incurring expenses for medical treatment (78 percent of claimants), and over half the claimants had lost wages. These expenses can be paid by compensation. Over one-third of claimants had transportation expenses, which are not an allowable expense. Thirty percent incurred expenses for mental health counseling, which is

compensation-eligible. Nearly as many (29 percent) paid for rehabilitation services; while this type of expense is not explicitly allowed, it may be classified under medical expenses. Another related type of service is dental treatment, for which 18 percent of claimants incurred bills. CICB can pay funeral/burial expenses, which were incurred by 19 percent of claimants. Finally, a minority of claimants reported incurring other types of expenses, none of which are covered under CICB policies: property loss or replacement (19 percent), attorney’s fees (14 percent), security measures (13 percent), and moving/relocation expenses (ten percent). Other types of expenses were incurred by only a handful of claimants (lost support, crime scene clean-up, and replacement services).

Figure 5. Proportion of Claimants Incurring Different Types of Expenses



Despite the high approval rates and the high payment amounts we found in case file reviews, 71 percent of claimants still reported incurring out-of-pocket expenses even after compensation and all other sources of payment had been received. These expenses ranged from \$100 to \$60,000, with a midpoint of \$438. For half the claimants with these losses, the unpaid expenses were medical bills. One-fourth of claimants with unmet expenses paid out-of-pocket for

transportation expenses or lost wages. The former is not compensation-eligible, and the latter has a rather high minimum threshold (two consecutive weeks out of work), if there are not at least \$100 in unreimbursable bills as well. Fifteen percent of claimants with net losses paid for funeral/burial expenses, suggesting that the \$5,000 categorical cap may be too low to meet some claimants' needs. For ten percent of claimants, their losses were for mental health counseling expenses.

Our final measure of how well Board policies meet claimants' needs asked about services that claimants needed but did not get because they couldn't pay for them. A disturbing 41 percent reported that they did not get help they needed because they couldn't afford it. The types of help they went without were most often medical treatment/devices (31 percent of these claimants); mental health counseling (26 percent); rehabilitation services (14 percent); and dental treatment/devices (ten percent).

Filing for Compensation

Only one-third of the surveyed claimants reported receiving help with the compensation application. By far the most common provider of such help was personal resources: friends, relatives, and the like (38 percent of claimants who were helped). This is somewhat troubling, because these people are unlikely to be any more knowledgeable about compensation policies and procedures than the claimants. Sixteen percent of claimants received help from CICB staff, 14 percent from an attorney they hired (note that CICB does not pay compensation-related attorneys' fees), and 11 percent from victim advocates and prosecutor staff.

Claimants most often received help filling out the application (62 percent of claimants who were helped). Some received explanations of the programs (41 percent), and about one-fourth received help in getting the application form or getting the required documentation.

Nonetheless, only seven percent of all claimants (not just those who got help) said they needed help that they did not receive. This may suggest that application forms and procedures are user-friendly enough that those who need help can usually get it, but most do not need help. Of course, victims who did not file a claim may have a very different story to tell – perhaps they did not file because they did not get the help they needed.

Processing the Claim

Many claimants reported supplying verification materials, either with the initial claim filing or in response to requests by CICB for more documentation. As found in the file reviews, about one-third of the claimants reported that CICB asked them to provide verifications. The most common type of paperwork provided by claimants was proof of expenses; two-thirds of claimants reported providing this with the application, and 41 percent provided it in response to a request from CICB. Claimants were also likely to provide police reports: 41 percent at initial filing and 25 percent in follow up. About one-fourth of claimants provided proof of out-of-

pocket payments for expenses at initial filing or in response to follow-up requests from the Board. Ninety percent of claimants were able to provide all the verifications CICB requested.

The Claim Outcome

Our survey data on the outcome of the claim may indicate that claimants are not always aware of or do not fully understand claim decisions made by the Board. Whereas case files indicated that only three percent of claimants received no awards, ten percent reported in the survey that none of their expenses were paid, and three percent did not know. Nearly half (46 percent) said that only some of their expenses were paid, whereas case file data indicated that only four percent had partial payments. It is possible that they were thinking of all their expenses, claimed and unclaimed, when answering this survey item, since it came immediately after questions about out-of-pocket expenses. Payments were often made directly to service providers, so it is also possible that claimants didn't know for sure because they didn't receive a check but weren't being billed by providers either. All claimants are sent two letters from CICB that explain the decision, but a letter is likely to make less of an impression than a check. It is also possible that some claimants did not receive the letters because they had moved.

Over half our survey sample (54 claimants) said that all or part of their claim had been denied. Of these, two-thirds said they were given no reasons for the denials, when in fact two letters explaining denial reasons are sent to claimants (perhaps some claimants did not receive the letters). However, the few (13) who reported being given reasons also reported reasons in line with those stated in CICB case files: most often collateral sources of payment, sometimes insufficient verifications.

About one-fourth of all claimants said they received information on the appeals process, nearly always in a letter or call from the compensation program. A letter is in fact the typical vehicle for this information. Apparently the rest of the claimants did not receive, understand, or remember the letter.

Satisfaction with the Compensation Program

A final set of questions asked claimants for their opinions on various aspects of the compensation process and outcome. Overall, claimants seemed quite satisfied. Claimants were particularly pleased with the following aspects of the program:

- 90 percent of those with an opinion said the application was easy to fill out
- 80 percent of those with an opinion said the application did not take a long time to fill out
- 87 percent of those with an opinion were clear about what information they needed to provide to CICB
- 83 percent of those with an opinion said the letters they received from the Board were not difficult to read or understand
- 74 percent spoke with someone at CICB; of these:

- 96 percent said the staff person was willing to listen to their questions or concerns
- 83 percent said their questions or concerns were answered by that person
- 75 percent of those who received a call-back from the staff said their call was returned promptly
- 75 percent of those with an opinion said the decision about paying their claim was fair and reasonable
- 87 percent said they would recommend the CICB to a friend who became a crime victim
- 73 percent felt the application process was not more trouble than it was worth
- 92 percent would have reported the crime to the police even if it was not a compensation requirement (note that non-claimants may feel differently)
- 87 percent of those with insurance would have filed a claim with their insurance company even if it was not a compensation requirement (again, non-claimants may feel differently)
- Claimants were less satisfied with these aspects of program services:
 - 52 percent of those with an opinion said the compensation program did not make a decision about paying their claim in a reasonable amount of time
 - 53 percent of those with an opinion said the amount of time it took to receive the payment caused problems for them
 - 38 percent of those with an opinion said it was hard or burdensome to assemble the needed verifications
 - Of those who spoke with a CICB staff member, only 26 percent reported the staff person asking them if they needed referrals to other services. While this is not a core service of a compensation program, and in many cases it may have been unnecessary to ask, providing service referral information can be helpful to some claimants.
- 75 percent of claimants offered suggestions for program improvements. These were most often:
 - Processing claims more quickly (26 percent of those with suggestions)
 - Improving client services and staff attitudes (25 percent)
 - Publicizing the program and explaining how it works better (23 percent)

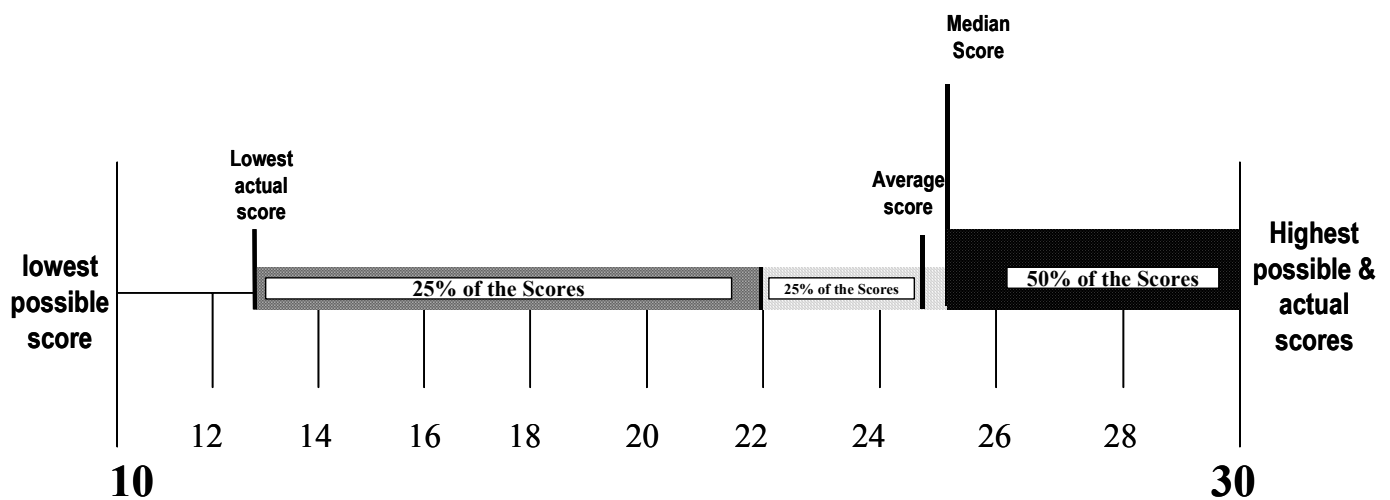
What Makes a Satisfied Client?

We undertook more complex analyses to explore questions of particular interest. We used ten items on client satisfaction to form a scale of overall satisfaction (with item scoring reversed as necessary, so that higher scale scores indicate more satisfaction). Scale scores could range from ten to 30. Scale reliability was acceptable, with a Cronbach's alpha measure of internal consistency at .71. The component items related to whether the application was easy to fill out;

whether it took a long time to fill out; being clear about what information the program required; whether the program's letters were difficult to read or understand; whether it was hard or burdensome to assemble the verifications; whether the program made its decision in a reasonable amount of time; whether the decision was fair and reasonable; whether the amount of time it took to get paid caused problems; whether they would recommend a friend to CICB; and whether the application process was more trouble than it was worth.

Figure 6 shows that scale scores clustered toward the high end of the scale. Scores for 98 claimants²⁷ ranged from 13 to 30. The mean score was 24.4 and the midpoint was 25. Only 25 percent of claimants' scale scores fell below 22. Half the scores were between 25 and 30, which is the top quarter of the scale. These findings indicate that clients were pleased with the compensation experience overall.

Figure 6. Claimants' Scores on Satisfaction Scale



We undertook multivariate analyses to identify the factors associated with greater or lesser degrees of satisfaction. After testing a variety of demographic, crime, claim processing, and claim outcome variables, we found that the less claimants had to pay out of their own pockets, and the more of their expenses the CICB paid, the more satisfied they were.²⁸ Surprisingly, case processing time was not significantly associated with claimant satisfaction, although it was a major source of complaints from individual survey items. Given the high rates and levels of payments, perhaps in the long run payment overshadows delays.

²⁷ We did not compute scale scores for claimants with more than three of the component items missing. For claimants with up to three missing items, we used a mean-score substitution method for the missing items.

²⁸ The multiple regression analysis model was significant at $F(3, 63) = 5.01, p < .004, R^2 = .19$.

Awareness and Access Barriers for Victims

The case file and survey data on compensation claims provide many insights on the compensation process, but because they focus only on people who did file a claim, they leave a good many questions unanswered:

- How widely known is compensation among potentially eligible victims?
- How do they learn of compensation, when do they learn, and what do they learn about it?
- Who tells them of compensation, and from whom do they receive crime-related services but not information on compensation?
- What are the access barriers – why do victims who know about compensation sometimes choose not to file a claim?

We undertook a second survey to address these questions. This survey was designed to reach a broad cross-section of victims who are potentially eligible for compensation. We sampled victims who had reported violent crimes to law enforcement agencies to satisfy compensation eligibility criteria around crime types, injuries, and police reporting. We were able to assess other eligibility criteria through several survey items.

We completed surveys with 104²⁹ victims from July 2002 to February 2003. About one-fourth of these (28 percent) were completed by phone during the summer. The rest were mailed to victims for self-administration and return mailings, from October 2002 to February 2003. We had Spanish translations of all materials, and mailed both English and Spanish versions to victims whose race/ethnicity was indicated as Hispanic/Latino(a) in law enforcement records. Several completed Spanish versions were returned to us. See Appendix F for more information on why the change in survey methods was necessary.

We sampled violent crime victims from the records of nine law enforcement agencies in five counties³⁰ around the state:

- *Allegany County*: Frostburg State University Police Department
- *Baltimore County*: Baltimore County Police Department
- *Charles County*: Charles County Sheriff's Office and State Police Barrack "H" La Plata

²⁹ We had planned to survey 200 victims, but encountered various obstacles in obtaining victim information from law enforcement agencies. See Appendix E for a full discussion.

³⁰ Our goal was to obtain cases from at least several agencies in each of eight jurisdictions (seven counties and the city of Baltimore), but various issues prevented this. See Appendix E.

- *Prince George's County*: Prince George's County Police Department, Greenbelt Police Department, Mt. Rainier Police Department, and University of Maryland – College Park Police Department
- *Wicomico County*: Wicomico County Sheriff's Office

The timeframe for sampled crimes was January to March 2002 or June to September 2002, varying by agency. We asked law enforcement agencies to send us information on all violent crimes against victims age 18 or over reported in that period, including victim's name and contact information; victim demographics; type, date, and location of crime; whether there were physical injuries; and whether an arrest was made. Agencies provided such data as were available.

The survey took about five to ten minutes on average, and participants were paid \$20 for their time. The Urban Institute's federally-certified Institutional Review Board for the Protection of Human Subjects approved all research forms and procedures. Voluntary informed consent procedures were used and the confidentiality of all case file review and survey information is strictly protected. Please see Appendix F for further information on sampling and survey methods.

Analyses of possible selection biases at the sampling and survey administration stages indicate some limitations that must be acknowledged. Our plan was to sample victims from several law enforcement agencies in each of eight jurisdictions selected to bring diversity on region of the state; population density; population demographics; socioeconomic indicators; violent crime rate; and representation on claimant rolls; as well as representing a majority of the state's population and violent crime. We were only able to get samples from agencies in five counties. We were able to obtain samples from major police agencies in two populous counties with relatively high crime rates – Prince George's County and Baltimore County. We surveyed at least some victims from each of the five regions of the state, which brings diversity on density, demographics, and so on. However, we were not able to get victim information from Baltimore City, and that is a substantial deficit since it is a major population center and accounts for over one-third of the state's violent crime.

In addition, our obtained sample size was half what we planned because of difficulties getting victim information from law enforcement agencies. This limited the analyses we could perform and the interpretation of findings. However, analyses comparing survey respondents with sampled non-respondents indicated no differences between the two groups.

In short, the survey findings should be thought of as suggestive but not conclusive, because of sampling limitations we encountered. The rest of this chapter presents our findings from analyses of law enforcement agency data and survey data on victim and crime characteristics; victims' awareness of compensation; how they learn of it; who provides this information; who

serves them after the crime but may not inform them of compensation; and barriers to accessing compensation for those who know of it but do not apply.

WHO ARE THE VICTIMS AND THE CRIMES?

A copy of the mailed version of the victim survey with descriptive statistics inserted is presented in Appendix G. Appendix H provides a formatted version of the mailed survey along with a cover letter, in English and Spanish.³¹ The phone version of the survey is the same except that a few items were added to the mailed version; these are indicated in Appendix G.

The victims who participated in our survey were about equally split between African-American (41 percent) and White (45 percent), with small but some representation of several other racial/ethnic groups. Two-thirds of the victims were between ages 26 and 59, and one-fourth were ages 18 to 25. Only seven percent were over 60. Just over half (52 percent) the respondents were men. Our sample was quite diverse on family income. Nearly half the victims had family incomes up to \$25,000; 29 percent had incomes between \$26,000 and \$50,000; and 17 percent reported incomes from \$51,000 to \$100,000.

The most common type of crime represented in our survey sample was assault, at nearly half (47 percent) of the cases. Robbery victims comprised 19 percent of the sample; traffic crimes (drunk driving, hit-and-run, and carjacking) 20 percent; sexual assault, ten percent; and homicide survivors, seven percent.³² We spoke with the direct victim of the crime in nearly 90 percent of the cases. In 11 cases we spoke with the victim's family member – obviously the eight murders, and three other crimes as well.

The crimes occurred between February 2000³³ and September 2002. The distribution of our survey sample across regions of the state is:

- Western Maryland (Allegany County): 1 percent
- Central Maryland (Baltimore County): 27 percent

³¹ A version of the cover letter and survey was tailored to each county, but was different only in the name of the county and the crime timeframe mentioned on the first page of the survey. Also, some surveys were sent with \$5 bills attached and others were not; see Appendix E for an explanation of the payment system and associated response rates.

³² Some incidents involved multiple types of crime, so the percentages sum to more than 100.

³³ These are crime dates according to victim surveys. Because we didn't want to reference a specific crime in the mailed survey, to protect the victims' privacy, we asked victims to report on the most serious crime they had experienced (see Appendix G). This made it possible for victims completing a mailed survey to reference a different crime than the one in the law enforcement agency's records (unlike the phone survey, when we could discuss the crime in confidence). If this happened, the crime could fall outside our sampling timeframes of January 2002 to March 2002 and June 2002 to September 2002. From comparing law enforcement with victim survey data on crime types and dates, we believe this did happen at least once. Therefore we have used victim survey data on all variables available from both law enforcement records and victim surveys, for the cases administered by mail.

- Southern Maryland (Charles County): 20 percent
- Capital region (Prince George’s County): 45 percent
- Eastern shore (Wicomico County): 7 percent

When we compare this distribution to the distribution of the state’s population and violent crimes in each region, we see that central Maryland is underrepresented in our survey sample because we could not survey victims who reported crimes to the Baltimore City Police Department. Victims from southern Maryland and the capital region were over-represented in our sample because of participation from agencies in these areas.

Nearly all crimes (92 percent) were reported to law enforcement within a week, with 82 percent reported the same day. About half the victims reported that someone had been arrested for the crime; one-third believed no arrest had been made; and 16 percent did not know.

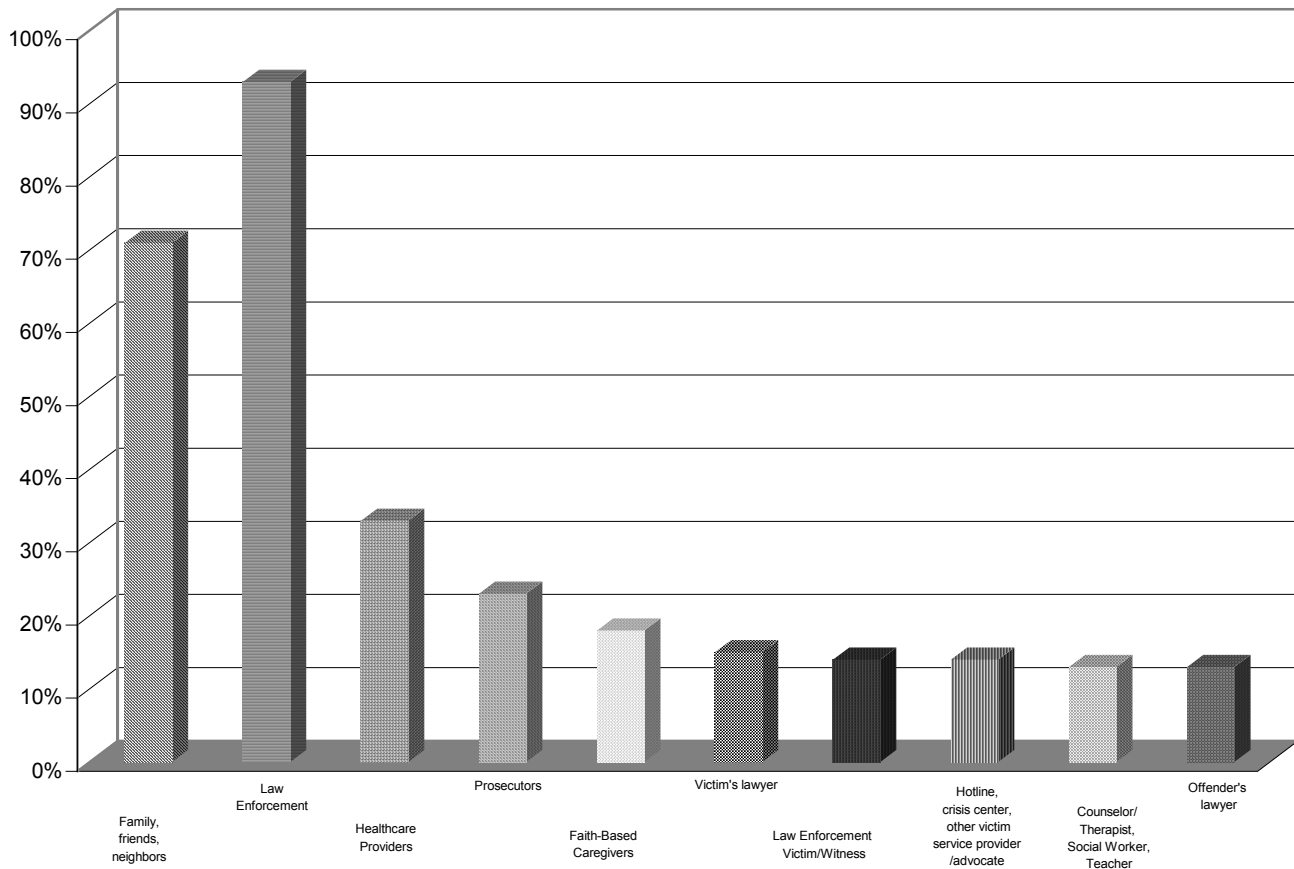
Nearly all (89 percent) of our survey respondents were the direct victim of the crime. The victim had physical injuries in 71 percent of the cases. The crime occurred in the workplace in a minority of the cases (13 percent), and in the victim’s home in nearly one-third of the cases. Forty-one percent of these victims knew the offenders. The offender was the victim’s intimate partner in 38 percent of the crimes; and a friend, neighbor, schoolmate, acquaintance or the like in half (49 percent) of the cases. One-third of the crimes involved the use of or threats with a gun.

CRIME-RELATED SERVICES AND EXPENSES

We presented survey respondents with a long list of people they may have talked with about the crime or because of the crime. This was useful for assessing patterns of service use, and for identifying who may have contact with victims but not share information about compensation, to help CICB target future outreach efforts.

Our findings indicate that many more of these victims turn to personal resources than to professional caregivers. See Figure 7 for help sources accessed by ten percent or more of victims. Nearly three-fourths, 71 percent, talked with family, friends, or neighbors after the crime. Of the professional service providers, the most common contact was law enforcement personnel, at nearly all our respondents (93 percent). This was of course a foregone conclusion, since we sampled cases from police records. One-third had contacted health care providers, and nearly one-fourth had spoken with prosecutors. Nearly one-fifth of the victims had spoken with faith-based caregivers. About equal numbers of victims (13 to 15 percent) had contacted law enforcement-based victim/witness staff, their lawyer, the offender’s lawyer, a hotline or other victim service provider or advocate, or a counselor, social worker, or teacher.

Figure 7. Help Sources Victims Access



What was helpful about these contacts, and what was unhelpful or missing? Most of those who mentioned helpful aspects cited emotional support, understanding, or counseling provided by helpers. Fast emergency responses from police, medical, and fire personnel were also important to victims, as were follow-up police investigative activities. Some victims focused on actions that affected offenders, including arrest, jailing, conviction, and orders to pay restitution. Others appreciated receiving information about how the criminal justice system works and their role and options. One victim mentioned that receiving information about CICB was helpful.

Those who had complaints about services most often mentioned a lack of interest, follow-up, or message of caring from those who served them. Quite a few were disturbed by the lack of sanctions for the offender: no arrest, inadequate punishment, or an offender who was still at large or still had access to guns. Some victims mentioned service gaps from not receiving counseling, safety planning, or assistance with burial procedures that they needed. Some of these needs went unmet because of financial constraints, and some victims complained of unpaid bills and lack of restitution. A few victims felt those who served them after the crime did not coordinate with

each other effectively or were not competent in their work. Two victims said they were harassed, blamed, or accused of lying about the crime.

Many victims reported incurring expenses from the crime, including expenses that were and were not reimbursed. These findings indicate that the types of expenses victims incur are sometimes the types covered by compensation, but that victims still absorb many of these costs themselves. The most common types of expenses were medical treatment and lost wages (both of which are compensation-eligible), at 40 percent of victims. Those with lost wages missed about five days of work, ranging up to seven months. One-fourth of victims incurred transportation expenses and expenses for repairing or replacing property; neither of these types of expenses can be paid by CICB. Other types of expenses occurred, but less frequently. Two-thirds of the victims paid at least some of these expenses out of their own pockets, averaging \$537 and ranging up to \$100,000.

One-fourth of the victims reporting going without needed services because they couldn't pay for them. While the number of cases available for analyses of these data is quite small, we see again that the leading types of unmet service needs were those covered by compensation – medical services and mental health counseling.

VICTIMS' KNOWLEDGE OF COMPENSATION

Just over one-fourth of all victims (29 percent) had heard of compensation before this survey. Again, the number of cases available for analyses of these data is small, but the findings suggest that these victims were most likely to be informed about compensation by law enforcement personnel or victim service providers, although a range of other sources informed victims as well. The large majority (84 percent) of the few victims who knew of compensation found out within a month of the crime, allowing five more months before the claim filing deadline came.

Still, the clear majority (70 percent) of those who were familiar with compensation chose not to file a claim. This was only 21 cases, so interpretation of these data is very speculative, but a number of different reasons for not claiming compensation were provided. Only nine survey respondents had filed claims.

Who is more likely to find out about compensation? We conducted analyses on variables for which sufficient numbers of cases were available to provide meaningful findings. These variables reflect compensation eligibility criteria, contacts with service providers who should be familiar with compensation and make referrals, and victim demographics.

We found that:

- *Victims with physical injuries were more likely to hear about the compensation program than victims without physical injuries.*³⁴ This suggests that service providers may be “pre-screening” victims on this factor, so that those who would not qualify are less likely to be informed. As long as the pre-screeners are up to speed on CICB policies and practices, this can save non-eligible victims disappointment and help service providers and the Board function more efficiently by not spending time on ineligible cases.
- *Victims were no more likely to be aware of compensation if they had out-of-pocket expenses than if they did not.* Perhaps service providers are not often getting information on the financial impact of crime on their clients, so that they can make referrals to the Board when necessary.
- *The few victims who knew of compensation were most often informed by law enforcement personnel or hotlines, victim crisis centers, or similar victim service providers. Some were informed by other sources as well. However, many victims had contacted victim/witness staff in law enforcement agencies or prosecutors’ offices; hotlines, victim crisis centers, or similar victim service providers; prosecutors; counselors; healthcare providers; faith-based providers; or others who meet victims’ crime-related needs, but did not know of compensation. In fact, whether victims made these contacts made no difference in whether they were more or less likely to know about compensation.* Of course, it would not be necessary or appropriate for all providers to inform all victims about compensation because some are not eligible. However, this suggests that outreach efforts should continue to target a broad range of those who serve victims.
- *Victims were equally likely to hear about compensation regardless of their age, race, sex, and income level.* While it is a matter of concern that many potentially eligible victims may not learn of compensation, it is reassuring that victims of certain demographic profiles are not more likely to know about compensation than other victims.

³⁴ $X^2(1) = 4.9, p < .03$.

Conclusions and Recommendations for Future Strategies

Maryland's Criminal Injuries Compensation Board provides very good services to victims who file for compensation. The Board initially approves nine out of ten claims, and because of its responsiveness to claimants who request reconsideration of a denial, virtually all claimants receive benefits in the end. In addition, payment amounts are quite high, relative to other state programs. These findings indicate that the Board receives very few ineligible claims, and that very few claims "slip through the cracks" of the verification process. CICB takes proactive measures to obtain verifications in the majority of cases, although claimants frequently provide documentation themselves as well. Case processing time has been quite lengthy in the past; our sample of claims filed from mid-1999 to the end of 2001 found an average time of over nine months. However, the Board reports that claims filed more recently are averaging 110 days to disposition, a reduction of about 60 percent. In addition, our survey of claimants found that on the whole, claimants are quite satisfied with program services.

The number of claims filed has increased substantially in recent years (by one-third from 2000 to 2002) and state expenditures have risen significantly (by 42 percent from 2001 to 2002). Plans for the future of the Board should focus on continuing the growth trend by expanding its reach to new victims not currently served and providing fuller and more efficient services to claimants. A number of legislative, policy, and procedural changes can make this happen.

EXPANDING TO NEW CLIENTS

Although payment levels are quite high in Maryland, the number of claims paid is rather low in comparison with other states (and considering the state's relative population size and crime rate). It seems that victims of domestic violence may be particularly underserved; only one percent of claims are for domestic-related crimes in Maryland, while the national average is 18 percent. Maryland also serves relatively few sexual assault, child abuse, and drunk driving crash victims, compared with other states, and this should be explored further. Several steps should be taken to make compensation more accessible to these victims and victims of other crimes as well.

Relax the Physical Injury Requirement

Many violent crimes do not produce serious physical injuries requiring medical treatment. However, victims may need financial resources for a number of other crime-related expenses, such as lost wages and counseling. Many states interpret the federal requirement that compensation serve victims with injuries to include psychological or emotional injuries as well as physical injuries, and Maryland's state law requires either physical or psychological injury. The Board has required physical injury in practice, but is now considering moving toward acceptance of psychological injury without physical injury. This would open up compensation

options to many additional victims, and would be an important step toward expanding program services to new clients.

Continue Outreach to Diverse Groups

While the findings from our survey of victims must be interpreted carefully, they suggest that a majority of potentially eligible victims, perhaps in the neighborhood of three-fourths, are not familiar with compensation. Outreach efforts are crucial to expand the program's reach to unserved victims. Many service providers, including law enforcement, prosecution, victim services, health care, and other community groups contact victims. These providers are potentially valuable "gatekeepers" to compensation, pre-screening victims for potential eligibility, telling them about compensation, and helping them with the process. It is vital for these providers to have an accurate understanding of compensation policies and procedures, and access to useful resources.

Since police reporting is an eligibility requirement (with exceptions), virtually all potentially eligible victims will have police contact. Therefore, it makes a lot of sense to target outreach efforts to law enforcement. Well-informed officers who are provided with referral materials (such as brochures or palm cards) are well-situated to make victims aware of this important resource. It is critical for CICB to continue to work with law enforcement agencies across the state to familiarize them with compensation and provide them with referral resources.

However, victims may have only one police contact and that contact is made at a time of great crisis. Victims traumatized by a very recent crime may be in no condition to take in new information about an unfamiliar government program. They may not even be able to keep or organize written materials so they can refer to them later. Therefore it is also crucial to reach a wide variety of other professionals who provide crime-related services. Victim service providers in law enforcement, prosecution, and private non-profit organizations are obvious choices (especially domestic violence, sexual assault, child abuse, and drunk driving programs, to increase claims from these victims). But outreach efforts should continue to go beyond these groups. While the interpretation of findings from our victim survey is admittedly limited, they do suggest that more victims may have contact with health care providers, prosecutors, and faith-based providers than with victim service providers. It is also very important for these groups to be trained on compensation and provided with resource materials so they can make referrals.

Compensation programs in some states also do direct outreach to some victims. By establishing agreements with law enforcement agencies to provide notice of crimes with victims who may be eligible for compensation, the programs can then contact victims directly. Linked automated databases are enormously helpful in this function. Agreements with some of the larger agencies (such as the State Police Highway Patrol, Baltimore City Police Department, and county police departments) to provide information on crimes with injured victims likely to incur expenses (such as drunk driving crashes, hit-and-runs, homicides, and felony assaults) would

probably enable many more victims to be served by compensation if CICB staff did direct outreach.

Explore Access to Compensation by Potentially Underserved Groups of Victims

Maryland serves relatively few victims of domestic violence, sexual assault, child abuse, and drunk driving crashes, compared with other states. Why is this? The physical injury requirement should not be a barrier for sexual assault and child abuse victims since it is waived for them. Are their needs met without compensation (there are other sources of financial support for sexual assault and drunk driving crash victims, as discussed previously)? Or are awareness or eligibility criteria particularly problematic for these victims? Why is this, and what should be done to increase awareness and access? These issues should be explored further so that barriers can be identified and overcome, as CICB is doing with domestic violence victims by relaxing prosecution cooperation requirements and eligibility criteria for lost wage benefits.

Enhance Program Materials

Our review of CICB informational materials, application, and instructions suggested that some modifications may be in order. Although in practice CICB staff take proactive steps in the verification process for the majority of claims, the program materials state rather strongly that victims are responsible for proving their claim and failure to cooperate with the Board will result in an automatic denial. Some victims, especially those filing the claim on their own (about two-thirds of claimants) may find this intimidating and choose not to file a claim. It may be helpful to tone down this language, such as, “We may be able to help get the documents needed to prove your claim, but the more cooperation we get from you or those helping you, the more quickly we can process your claim and the more likely we will be able to make payments.”

While few claimants reported needing help with the application process and not receiving it, it is quite possible that many potential claimants chose not to apply because they did not get needed help. It may be useful for CICB materials to reference specific possible help sources for victims, such as law enforcement- or prosecution-based victim/witness staff or non-profit service providers. Agencies required by state law or VOCA victim assistance funding requirements to assist victims with compensation may be particularly good candidates. Program materials do provide contact information for CICB, but victims may be more willing to contact locally-based groups and these providers may be in a better position to provide assistance.

Only a handful of claimants in our sample received emergency awards; perhaps some are not aware of the option so do not express the need. It may also be helpful for CICB informational materials to state that up to \$1,000 may be available on an emergency basis.

Assure Reporting and Filing Deadlines Do Not Chill Claims

While Maryland’s requirements for timely police reporting and claim filing are stricter than most other states’ requirements, we did not find evidence that they may have eliminated claims. The Board makes exceptions to these requirements; 17 percent of the claims in our sample were

filed after the deadline but were still allowed. Our victim survey suggested that most crimes are reported to police on the same day or very shortly afterwards anyway. This may be why we only found one claim with more than two days between the crime and the police report, but it is also possible that victims who delayed reporting longer than two days did not file claims. CICB informational materials specify deadlines but also note that these requirements may be waived. These requirements could be extended through legislative amendments, or it may be sufficient for the Board to make exceptions as needed, as long as potential claimants and service providers are aware of the exception policy.

MEETING CLAIMANTS' NEEDS MORE FULLY

Although approval rates and payment levels are high in Maryland, nearly three-fourths of the claimants we surveyed reported incurring out-of-pocket losses averaging over \$400. These losses were often the types of expenses paid by compensation (medical, lost wages, funeral/burial, mental health counseling), and were sometimes other expenses as well (such as transportation). Further, 41 percent of claimants went without needed services, such as mental health counseling, because they couldn't pay for it. Changes to eligibility criteria would be important for meeting clients' financial needs more completely.

Reduce or Eliminate the Minimum Requirement for Lost Work

In order to receive benefits, claimants must have incurred at least \$100 in non-reimbursable out-of-pocket expenses or have missed at least two consecutive weeks of work. The lost work requirement is very stringent, and one shared by only three other states. In our survey, half the claimants who missed work did not file for lost wage benefits. Since the average number of days out of work was five (from the victim survey), many of them may not have been eligible if they did not have \$100 or more in bills. Missing even a few days' wages can be a real hardship for many victims. We recommend reducing or eliminating this requirement through legislative amendments to the current codes. This will be particularly important as the physical injury requirement is relaxed, since those without physical injuries may be less likely to have out-of-pocket losses for bills (which are often medical bills).

Raise the Cap for Funeral/Burial Expenses

Payments for the various categories of expenses are not often near the categorical cap. This is not true for funeral/burial expenses, however. The cap is \$5,000, and payments average around \$4,200 to \$4,800. An increase would be helpful to some survivors; some states allow \$7,500 or more for funeral/burial expenses.

Analyze the Use of Mental Health Counseling Benefits

Maryland pays relatively little in these benefits, and quite a few claimants reported going without needed counseling services because they couldn't pay for them. A closer look at why mental health benefits may be underutilized could be instructive. Are claimants unaware of this option? CICB's informational materials do not place much emphasis on these benefits; they're

listed in some parts of the forms but not others. Or do claimants receive these services free through victim service providers or community mental health centers? If so, why do some victims go without these services? What victims need mental health counseling and do not have access to free or reduced-rate services, so are most likely to need compensation for these services?

Allow Additional Types of Benefits

Many states pay additional types of expenses beyond the federally-specified categories, but Maryland only pays the core federal benefits. Our surveys indicated that some victims could benefit from payments for other types of expenses they incur, particularly transportation expenses for crime-related activities such as receiving services and attending criminal proceedings. Victims who feel threatened with repeat victimization, such as domestic violence victims and gang victims, may need benefits to help them move to a new home. The expansion of emergency awards contemplated by CICB – to allow these funds to be used for any type of expense and not to be deducted from the final award – could be helpful to many victims in defraying these expenses. Or new legislation could authorize these types of expenses as compensation-eligible.

Clarify Payer of Last Resort Requirements

As CICB's Executive Director discussed, it would be very helpful to survivors of homicide victims or criminal traffic fatalities to exclude at least some life insurance and charitable benefits from payer of last resort requirements. Currently, such collateral resources in excess of \$25,000 disqualify survivors from receiving any loss of support benefits, and life insurance or charitable benefits under that amount reduce the loss of support award proportionately. In effect, loss of support benefits for qualifying survivors, including all sources, are capped at \$25,000. However, \$25,000 replaces even a low-earning victim's income for a very short period of time, compared with lifetime earning expectancies had the crime not occurred. The higher the threshold for excluding collateral resources from payer of last resort requirements for lost support, the better financial position survivors will be in to rebuild their lives without the victim's income.

SERVING CLIENTS MORE EFFICIENTLY

The Board has overcome a very difficult period in its history and now shows substantial growth in the quality and volume of client services. Our analyses suggest additional steps that should be taken to improve case processing efficiency and reduce processing time even further.

Continue to Streamline Verification Procedures

The most time-consuming phase of claim processing is obtaining the necessary verifications, at an average of over five months in our survey sample. The Board has implemented a number of steps to be more proactive -- relieving the victim of this burden -- and to reduce the time it takes. The automated case tracking system implemented in December 2002 should help to

streamline the process. Additional innovations, such as processing claim components separately so some expenses could be paid before others, would also be helpful.

Reduce the Requirement for Board Members' Approval

The next most lengthy phase of claim processing is obtaining the signatures of three Board Members, which took an average of seven weeks in our survey sample.³⁵ Our observations during file reviews indicated that it was rare for Board Members to question an investigator's findings and recommendations. While procedural changes in late 2001/early 2002 have reduced the amount of time it takes to gain the required three Board Members' approval, case processing time could be shortened even further by reducing the required number of Board Members' signatures to one. There is a precedent for this in that all five Board Members were required to approve each claim under previous regulations. When a Board Member disagrees with the draft decision made by staff, additional Board Members could be brought in to help reach a resolution.

Improve Communications With Claimants Who Are Being Denied

Our claimant survey indicated that many claimants' understanding of the claim outcome is different from outcomes indicated in case records. Claimants were more likely to report denials than their files recorded. While claimants are sent two letters stating the decision and reasons in apparently clear terms, these letters do not seem to always reach or make an impression on claimants. When a claim is approved in full, there is no need for claimants to take further steps. However, it is important for claimants with full or partial denials to understand this and their options. It would be helpful for CICB staff to telephone claimants to discuss the decision, reasons for denials, and reconsideration/appeals options. Since relatively few cases are denied, this may be feasible. At least one state uses "consultative sessions," in which program staff meet in person with homicide survivors whose claims are being denied for contributory misconduct on the victim's part, to help ease the pain and anger survivors may feel and to provide them with an opportunity to discuss their appeals options.

PAYING FOR PROGRAM EXPANSION

If more victims receive more benefits, how will this level of service be funded? There are several indicators that program revenues will rise in the future, and certain steps that could be taken to assure the maximum federal allocation is obtained. Although the state is currently facing budget difficulties, it is important to remember that compensation is supported with offender-generated funds, **not tax dollars.**

³⁵ Prior to late 2001/early 2002, Board Members were responsible for drafting the tentative letter and three Board Members had to approve each draft. New procedures were implemented in that time frame that shifted the responsibility for drafting the tentative letter to CICB staff, in order to shorten the length of time required for the three Board Members' approval. Our cases spanned this time frame, so we compared cases with tentative letters dated in 2001 or earlier with cases whose tentative letters were dated in 2002. We found that the new procedure reduced average processing time for three Board Members' approval by 13 days, but shifted the median (midpoint) from eight weeks to two weeks. Although cases could take up to 400 days under both systems, 75 percent of the

The federal allocation increases by half, from 40 percent to 60 percent of state expenditures, with FY 2003 allocations. This means state programs will have a one-time increase of about 50 percent in federal funds, and allocations will continue at this higher level thereafter. If Maryland's crime rate follows recent national trends toward increases after a long decline, this may mean that state revenues from offender fees will also increase (assuming enforcement practices are not restricted). More state funds and more federal allocations mean more support to serve victims' financial needs.

Steps to Maximize Federal Allocations

Federal funds have a four-year obligation period, while state funds are not time-limited. While it's important to spend federal funds in a timely manner to avoid deobligation, it is also important to assure that the maximum amount of state funds are spent each year to maximize future federal allocations. Accounting practices should carefully consider the right balance to strike, especially in light of the large federal increase this year.

Another way federal revenues might be increased is by using the five percent allowance for administrative activities, rather than using state funds for administration. This way more state funds are available for payments, which will bring more federal funds in subsequent years.

Steps to Maximize Subrogation Revenues

The CICB currently receives about \$1,000 to \$1,500 per month in subrogated restitution payments (when the Board has paid victims for expenses later paid by restitution collections, these collections are turned over to the Board). The Department's new automated database should result in increased subrogation income as the CICB is better able to identify and collect restitution payments, once the legislature provides funding for the system rollout.

MONITORING AND EVALUATING PROGRAM DEVELOPMENTS

It is commendable that GOCCP commissioned this study and that the CICB was a willing participant. As new developments in program policies and operations are implemented, it will be important to track their effects. Our claimant survey provides an accurate picture of claimants' perceptions under current practices, since it included a representative and relatively large proportion of claimants. As the program develops in the coming years, it may be useful to periodically evaluate the effects of innovations on claimants' experiences through surveys of recent claimants, as well as tracking program performance measures.

However, the victim survey was less successful than planned because of difficulties engaging law enforcement agencies in the sampling process. Questions around awareness and access issues for potential claimants were not fully resolved. It would be very useful if sampling barriers could be addressed so that future surveys of victims from law enforcement records could

cases were approved within seven weeks under the new system, whereas it took 12 weeks for 75 percent of the cases to be approved under the old system.

be more inclusive. Alternatively, the National Center for Victims of Crime suggested a periodic household survey on crime victimization (NCVC, 2003). It could be very informative to include compensation-related questions in this survey (Did you report the crime to the police? Did you have out-of-pocket expenses? Did you have injuries? And so on.). More information on awareness and access obstacles will help CICB plan how to reach more claimants and cultivate more eligible claims.

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Appendix B: CICB Website Materials, Including Application and Instructions

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Criminal Injuries Compensation Board (CICB)

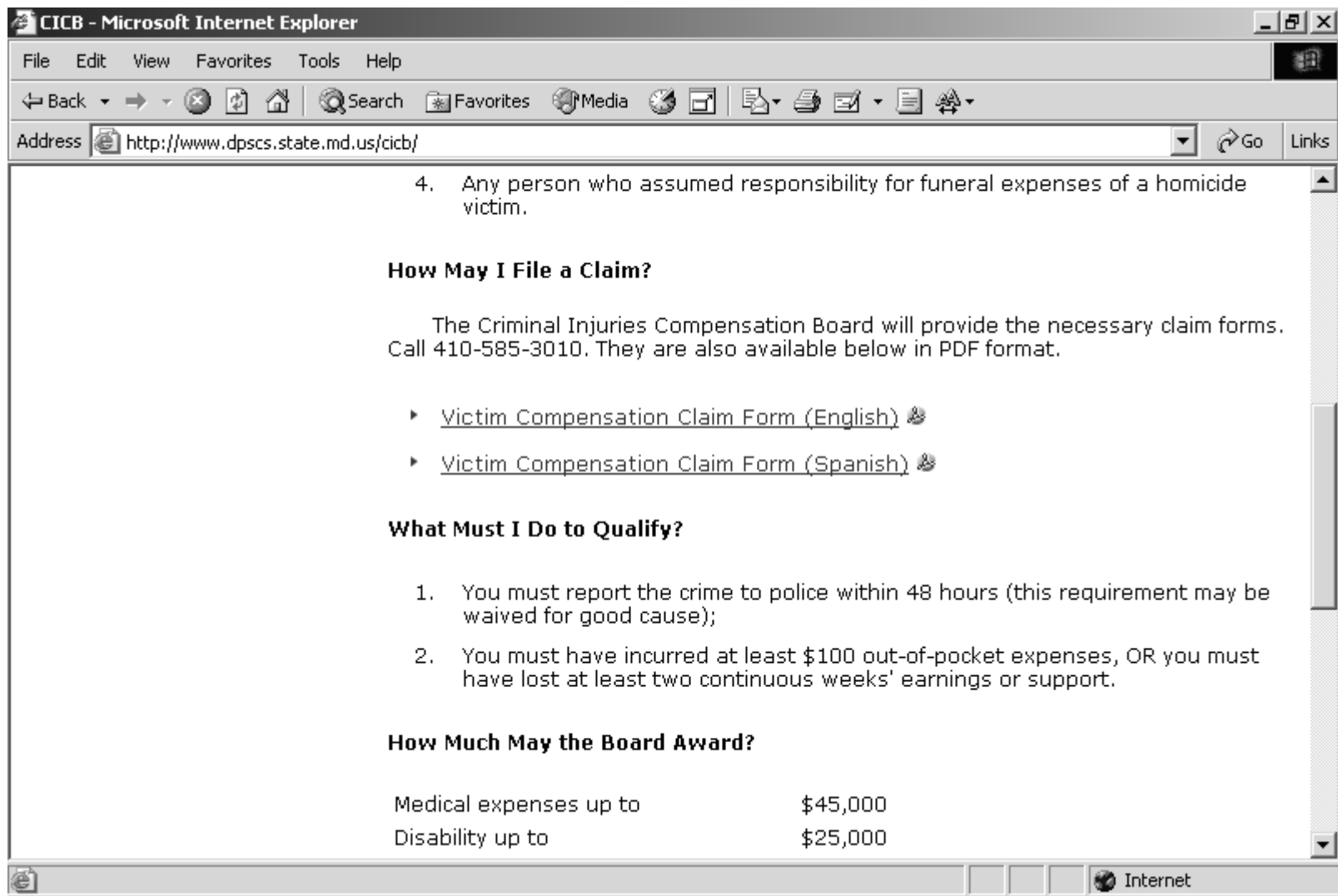
Overview

The Criminal Injuries Compensation Board provides financial assistance for innocent victims of crime. The Board may compensate victims who suffer physical injury for their medical expenses and loss of earnings. In cases of homicide, the Board may assist with funeral expenses and loss of support on the part of the victim's dependents.

Who May File a Claim?

1. A person who suffers physical injury as a result of a crime;
2. A surviving spouse or child of a homicide victim;
3. Any other person dependent for principal support on a homicide victim;

Done Internet





1. You must report the crime to police within 48 hours (this requirement may be waived for good cause);
2. You must have incurred at least \$100 out-of-pocket expenses, OR you must have lost at least two continuous weeks' earnings or support.

How Much May the Board Award?

Medical expenses up to	\$45,000
Disability up to	\$25,000
Psychological Services up to	\$ 5,000
Funeral expenses up to	\$ 5,000
Total dependency	\$25,000
Partial dependency	\$17,000

The maximum allowable award in any claim may not be more than **\$45,000**.

How Soon Must a Claim be Filed?

A claim should be filed within 180 days from the date of the crime or the death of the victim. The time limit may be waived for good cause for up to two years. In cases of child abuse, the claim must be filed within two years after the crime was discovered.

For more information contact the Criminal Injuries Compensation Board at 410-585-3010.

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Criminal Injuries Compensation Board (CICB)

CICB Contact Information

Chairperson: Benjamin R. Wolman, Esq.
Address:
6776 Reisterstown Road, Suite 312
Baltimore, Maryland 21215-2341
Telephone: 410-585-3010
Fax: 410-764-3815

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Crime Victims Assistance



Maryland Criminal Injuries Compensation Board

Who May File A Claim?

1. A person who suffers physical injury as a result of a crime.
2. A surviving spouse or child of a homicide victim.
3. Any other person who is dependent for principal support from a homicide victim.
4. Any person who assumed responsibility for funeral expenses of a homicide victim.

What Must I Do To Qualify?

1. You must report the crime to police within 48 hours. (This requirement may be waived for good cause.)
 2. You must have incurred at least \$100 in out-of-pocket expenses or have lost at least two continuous weeks' earnings.
-

-
3. You may not be eligible for compensation if you caused, provoked or contributed to the incident that caused your injury.
 4. YOU MUST PROVE YOUR CLAIM. You are responsible for providing proof that a crime occurred and evidence of non-reimbursed medical expenses. Failure to do so will delay processing your claim.

FAILURE TO COOPERATE WITH THE BOARD AND ITS AGENTS OR FAILURE TO KEEP THE BOARD INFORMED OF A CHANGE OF ADDRESS WILL RESULT IN AN AUTOMATIC ORDER OF DENIAL.

How Soon Must I File My Claim?

A claim should be filed within 180 days from the date of the crime or the death of a victim. Time limits may be waived for good cause. In cases of child abuse, claims must be filed within two years after the crime was discovered.

The Board is required to deduct from any award amounts you may have received from any other source as a result of the crime.

How Do I File A Claim?

1. All questions must be answered.
2. Type or print with a ballpoint pen.
3. The last page must be signed and dated. If you do not do so, the claim form will be returned to you.
4. If you are under 18 years of age, you must have the claim form completed and signed by your parent or guardian.

THE BOARD CANNOT MAKE AN AWARD FOR PAIN AND SUFFERING OR LOSS OF PERSONAL PROPERTY.

How Much May the Board Award?

Medical Expenses up to	\$45,000	
Disability up to	\$25,000	
Funeral Expenses up to	\$5,000	
Total Dependency up to	\$25,000	
Partial Dependency up to	\$17,500	Counseling up to \$5,000

Crime Scene Clean Up \$250

Some limitations may apply.

The maximum allowable award in any claim is \$45,000.00.

*Maryland
Criminal Injuries Compensation Board*

The Criminal Injuries Compensation Board provides financial assistance for innocent victims of crime. The Board may compensate victims who suffer from physical injury by helping with medical expenses, and by providing payment for part of their lost wages.

In cases of homicide, the Board may assist with funeral expenses and loss of support on the part of the victim's dependents.

*State of Maryland
Department of Public Safety
And
Correctional Services*

Criminal Injuries Compensation Board
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Baltimore, MD 21215
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TTY/TDD 1-800-735-2258
(Maryland Relay Service)
www.dpscs.state.md.us/cicb

Parris N. Glendening
Governor

Kathleen Kennedy Townsend
Lt. Governor

Stuart O. Simms
Secretary

Auxiliary Aids and Services are available upon request to individuals with disabilities.

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office use only _____

Maryland Criminal Injuries Compensation Board
Suite 206, Plaza Office Center ♦ 6776 Reisterstown Road ♦ Baltimore, MD 21215-2340
410-585-3010 or 1-888-679-9347 fax 410-764-3815 www.dpscs.state.md.us/cicb

Application for Crime Victim Compensation

(Please print clearly and fill out both sides in blue/black ink)

Victim: _____ Soc. _____

Sec.# _____
(First) (Middle) (Last)

Address: _____

City and State: _____ Zip Code: _____

Phone: _____

Date of birth: _____ Sex: M ___ F ___

Claimant: _____ Soc. Sec. # _____
(If victim is a minor or deceased)

Address: _____

City and State: _____ Zip Code: _____ Phone: _____

Date of birth: _____ Sex: M ___ F ___ Relationship to Victim: _____

Date of Crime: _____ Time: _____ a.m./p.m.

Location: _____

Name of Offender (if known): _____ Relationship to Offender (if any) _____

Brief description of crime: _____

Date crime was reported to police: _____ Time: _____ a.m./p.m.

If crime not reported within 2 days, explain why: _____

Which Police Department: _____ Complaint No: _____

Has the offender been arrested? Yes/No Has a warrant for arrest been issued? Yes/No

Has prosecution begun? Yes/No Name of Court: _____ Case No: _____

Disposition: _____

Restitution if any and how much paid to date: _____

If applying for lost wages:

Employer's Business Name _____ Contact person/Phone Number _____

Street Address _____ City/State/Zip Code _____

Lost time: From _____ To _____

Do/Did you receive any type of support (sick/annual leave, vacation, disability, workman's comp, etc.)? _____

Description of Injuries: _____

List names of hospitals, doctors, dentists, etc. who gave treatment. (Send copies of all bills if available)

Name	Address	City/State/Zip
_____	_____	_____
_____	_____	_____
_____	_____	_____

In cases of homicide, enclose a copy of the death certificate and itemized funeral bills and provide the following:

Funeral Home	Telephone Number
_____	_____

Address	City	State	Zip Code
_____	_____	_____	_____

Total funeral expenses: _____ Amount paid by claimant: _____
Amount paid by others: _____ Amount still due funeral home: _____

Did you receive any other financial benefits as a result of the death of the victim? Yes/No
If "yes", please describe: _____

Indicate whether the claimant/victim was covered by any of the following:

Medical Insurance	Yes/No	Carrier: _____ Policy No. _____
Medical Asst/Medicare	Yes/No	Account No.: _____
Social Services Benefits	Yes/No	_____
Life Insurance	Yes/No	Carrier: _____ Amount _____
Social Security	Yes/No	Amount payable to survivors (if any) _____
Other	Yes/No	_____

For loss of support for a child, attach a copy of the birth certificate and if applicable, Social Security Survivor Benefits statement. For a spouse, attach a copy of the marriage certificate.

Dependents Name	Date of Birth	Relationship	Guardian (if minor)
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

If applying for lost wages: Income available to claimant/victim (including spouse)

Wages/Salaries \$ _____
Self-employment income \$ _____
Child Support \$ _____
Other _____

Optional:

The following victim information is used for statistical purposes only. It is to be used only to comply with federal regulations.

Race: White Black Hispanic American Indian Asian/Pacific Islander Other
Name of country where born _____

Who referred you? Police Prosecutor Victim Svcs. Hospital Attorney Poster/Brochure Other

Attorney Representation: (Complete only if represented by an attorney for this claim)

Attorney's name (Last, First and Middle)

Phone Number and Fax Number

Address

City

State

Zip Code

The claimant affirms that **no release or compromise** has been or will be given by the claimant to any third party who may be liable in damages to the claimant based on the incident described in this claim. If the claimant receives an award from the Criminal Injuries Compensation Board as a result of this application and later recovers damages or other payments from a third party, the claimant agrees to **repay** to the said Board the amount of such award to the extent of such recovery.

The claimant authorizes any health care provider, employers of the claimant or victim, law enforcement authorities, courts, insurance companies, financial institutions, State or Federal Government agencies, or other persons or organizations having pertinent information to **release** to the Criminal Injuries Compensation Board such information as may be relevant in evaluating this claim. The authorization duration shall be until the completion of all steps in processing and determining a claim, including any appeals to any other agency or court. The claimant also agrees that statistics and information relevant to the claim may be released as needed for reporting, for processing, for response to federal and/or state legislative, executive and/or judicial units consistent with the limitations of law. Claimant specifically waives any requirement that he or she be given notice of any request being made to any information provider.

The claimant consents to the payment of any award for outstanding indebtedness of the claimant arising from this claim to be paid **directly** to health care providers, funeral homes, or attorneys, as appropriate.

I hereby **declare and affirm**, under the penalties of perjury, that the information and statements given in this claim form are true and correct to the best of my knowledge, information and belief.

Signature of claimant _____

Date _____

Appendix C: Claimant Survey Sampling and Survey Methods

SURVEY REPRESENTATIVENESS

For the survey findings to be most useful, the comments of the survey respondents must represent the experiences of Maryland claimants in general. There are two opportunities for *selection biases* to operate – that is, systematic differences between research participants and non-participants *that are related to survey responses*, and therefore taint the extent to which research findings can be generalized to all claimants at large. The first is when the sample is selected from among the larger population of claims, and the second is when the survey is conducted and some sample members cannot be reached or decline to participate. We took precautions to minimize selection biases at each stage, and we conducted analyses to assess the extent to which they may still have occurred.

Sampling Methods

We asked the CICB to generate a list of several hundred of the most recently-determined claims as of the point of our case file review to select the sample, late May to early June 2002. We wanted to sample cases in which a decision had been made, so that claimants could provide their input on the outcome of the claims process. We also wanted to sample recent cases so that claimants' memories would be fresher and their contact information would be more likely to still be valid. Finally, we wanted our sample to include all types of claimants, victims, crimes, claim characteristics, and claim outcomes. All claimants were 18 or older, since adults must file on behalf of underage victims.

The Board provided us with a list of all 650 claims determined between July 2001 and May 2002. From that list we randomly selected 328 claims³⁶ and conducted thorough reviews of CICB paper case files, to collect identifying and contact information on claimants, as well as a variety of variables describing the claimants and victims, the crimes, the claims, and the claim outcomes. Because the sample was randomly selected from a comprehensive list covering a ten-month time period, it is quite reasonable to conclude that no systematic selection biases were likely to have occurred at the sample selection stage.

Survey Methods

Another opportunity for sample selection biases arises when the survey is conducted. Not everyone will be reached for the survey, and not all of those who are reached will choose to participate. We tried to minimize sampling biases by making telephone contact attempts at different times of day (from 10:00 a.m. to 9:00 p.m.) and on all seven days of the week. We made up to ten attempts to reach claimants by phone, and we varied the day/time across calls to a claimant. When we received information from a person or recorded message that the claimant was no longer at that number, we tried to get current contact information by asking the person or checking with telephone information services (www.411.com), then we continued contact

³⁶ We planned to conduct about 100 telephone surveys, so we sampled over 300 claimants since many victim surveys show response rates of around 30 percent.

attempts at the new number. We also trained the telephone interviewers very thoroughly on basic principles of compensation, victimization dynamics, the survey purposes and content, and telephone interviewing techniques; and we provided the interviewers with standard scripts to introduce the study and obtain informed consent. We also trained interviewers on responding to claimants if they became upset during the survey, and providing service referral information when necessary.

Of the 328 claimants we sampled, we were successful in reaching 122, or 37 percent. Of those 122, we conducted surveys with 104, an 85 percent response rate. However, the overall participation rate is only 32 percent (104/328). Clearly, the major barrier was reaching claimants on the phone; once we reached them, it was uncommon for them to decline to participate. This is a common experience for many victim surveys (e.g., Newmark, Bonderman, Smith, and Liner, 2003).

We compared survey respondents with non-respondents to assess what selection biases may have occurred at the survey stage. In short, our analyses indicate that survey respondents and others who were selected for the sample but did not participate were not different on a number of claimant demographics, crime characteristics, claims processing factors, and claim outcome factors.³⁷ These are the factors on which survey respondents and non-respondents did not differ:

- *Claimant/victim demographics*: claimant's sex, victim's sex, victim's race, victim's birthplace (U.S.A. vs. another country), and claimant/victim relationship (same person or not)
- *Crime characteristics*: the type, date, and location (county/Baltimore city) of the crime; date of the police report; whether there was a fatality; whether the offender was arrested; and the relationship between the victim and the offender, if any
- *Claim characteristics*: the referral source, the date the claim was filed, the types of expenses claimed, and the dates of the tentative and final decision letters
- *Claim outcomes*: the decision in the tentative letter (approval/denial), reasons for denials, the decision in the final letter, total award amount, whether the award was on an emergency basis, whether the claimant was satisfied or requested an appeal, and whether an appealed decision was amended

The only variable on which they were different was claimant age: claimants who participated in the survey were 41.5 years old, on average, and those who did not participate were an average age of 38. While this difference does not appear very great, it was statistically significant.³⁸ Both groups, however, included claimants covering a broad and similar age range: the survey respondents ranged from 21 to 69 years old; the non-respondents ranged from 20 to 77 years old.

³⁷ We could only compare survey respondents and non-respondents on variables we had for both groups; these were the variables we collected from CICB case file reviews to select the sample.

³⁸ Logistic regression analyses were significant at $X^2(1) = 5.4, p < .02$. Claimant's age $b = .02$, odds ratio point estimate = 1.02.

The important point about the selection analyses is whether any differences between the two groups are likely to be related to survey responses in a systematic way. That is, is it likely that the survey findings would have been different if non-respondents had participated, because their answers would have been different from respondents' answers on one or more of the survey questions? Given that selection analyses found a statistical difference on only one of many factors; that this factor was age and it's not easy to think of reasons why younger claimants would systematically differ from older claimants on the survey items; and that the actual age difference was only 3.5 years, we believe it is reasonable to assume that selection biases at the sampling stage were trivial.

Therefore, it seems safe to conclude that no important selection biases occurred at the sampling or the survey stages, and that despite survey response rates no higher than usually found in victim surveys, the findings of the claimant survey are quite likely to represent the experiences of recent claimants in general.

Appendix D: Claimant Survey and Descriptive Statistics

Claimant Survey and Descriptive Statistics

First, I have a couple of questions to ask about the crime for which you requested compensation. This is the **<type of crime>** that occurred on **<date of crime>**.

(N = 104)

1. Are you the direct or primary victim of this crime? *Don't ask for homicides or other fatalities, as per coversheet!!*

- | | | | | |
|-----|--------------------------|--------------------------------|-----|----------|
| (1) | <input type="checkbox"/> | Yes <i>Skip to Question #2</i> | 67% | (70/104) |
| (2) | <input type="checkbox"/> | No | 33% | (34/104) |

1a. *If no:* What is your relationship to the direct or primary victim/s? *Check all that apply*

(N = 34)

- | | | | | |
|-----|--------------------------|--|-----|---------|
| (1) | <input type="checkbox"/> | Spouse/partner/significant other | 15% | (5/34) |
| (2) | <input type="checkbox"/> | Claimant is victim's parent/step parent/foster parent/guardian | 65% | (22/34) |
| (3) | <input type="checkbox"/> | Other family member <i>please specify:</i> _____ | 15% | (5/34) |
| (4) | <input type="checkbox"/> | Other <i>please specify:</i> _____ | 3% | (1/34) |
| (9) | <input type="checkbox"/> | Don't know | 0% | (0/34) |

2. Did the offender/s use or threaten to use a weapon during the crime?

- | | | | | |
|-----|--------------------------|---------------------------------------|-----|----------|
| (1) | <input type="checkbox"/> | Yes | 74% | (77/104) |
| (2) | <input type="checkbox"/> | No <i>Skip to Question #3</i> | 19% | (20/104) |
| (9) | <input type="checkbox"/> | Don't know <i>Skip to Question #3</i> | 7% | (7/104) |

2a. *If yes:* What type of weapon? *Check all that apply. Don't include body parts such as fists.*

(N = 77)

- | | | | | |
|-----|--------------------------|---|-----|---------|
| (1) | <input type="checkbox"/> | gun | 65% | (50/77) |
| (2) | <input type="checkbox"/> | knife, razor, or other cutting instrument | 19% | (15/77) |
| (3) | <input type="checkbox"/> | something to hit the victim with or throw at the victim | 12% | (9/77) |
| (4) | <input type="checkbox"/> | other: <i>please specify:</i> _____ | 1% | (1/77) |
| (9) | <input type="checkbox"/> | Don't Know | 4% | (3/77) |

3. Did the crime occur at the place where *you/the victim* worked?

- | | | | | |
|-----|--------------------------|------------|-----|-----------|
| (1) | <input type="checkbox"/> | Yes | 3% | (3/104) |
| (2) | <input type="checkbox"/> | No | 96% | (100/104) |
| (9) | <input type="checkbox"/> | Don't know | 1% | (1/104) |

4. Did you/the victim know the person/people who committed the crime?

- | | | |
|---|-----|----------|
| (1) <input type="checkbox"/> Yes | 42% | (44/104) |
| (2) <input type="checkbox"/> No <i>Skip to Question #5</i> | 47% | (49/104) |
| (9) <input type="checkbox"/> Don't know or skipped <i>Skip to Question #5</i> | 11% | (11/104) |

4a. How did you/the victim know him/her/them? *Check all that apply*

(N = 44)

- | | | |
|--|-----|---------|
| (1) <input type="checkbox"/> husband/wife | 9% | (4/44) |
| (2) <input type="checkbox"/> ex-husband/ex-wife | 5% | (2/44) |
| (3) <input type="checkbox"/> boyfriend/girlfriend | 0% | (0/44) |
| (4) <input type="checkbox"/> ex-boyfriend/ex-girlfriend | 2% | (1/44) |
| (5) <input type="checkbox"/> victim is offender's parent, child, or sibling | 5% | (2/44) |
| (6) <input type="checkbox"/> other family member <i>please specify: _____</i> | 14% | (6/44) |
| (7) <input type="checkbox"/> friend, roommate | 20% | (9/44) |
| (8) <input type="checkbox"/> neighbor, schoolmate, teacher, student, co-worker, supervisor, employee, landlord, tenant | 9% | (4/44) |
| (9) <input type="checkbox"/> acquaintance, someone you see around but don't know personally | 27% | (12/44) |
| (10) <input type="checkbox"/> family connection but not a relative (e.g., ex-wife's new husband, daughter's boyfriend, son's wife, husband's girlfriend, mother's boyfriend, etc.) | 5% | (2/44) |
| (11) <input type="checkbox"/> other <i>please specify: _____</i> | 5% | (2/44) |
| (88) <input type="checkbox"/> refused/no answer | 0% | (0/44) |
| (99) <input type="checkbox"/> don't know, refused | 2% | (1/44) |

5. Was this your first claim for victim compensation?

- | | | |
|----------------------------------|-----|-----------|
| (1) <input type="checkbox"/> Yes | 98% | (102/104) |
| (2) <input type="checkbox"/> No | 2% | (2/104) |

Let's talk about how you found out about the compensation program.

6. Who told you about the compensation program? *Check all that apply. Read responses if needed, and use prompt: Did anyone else tell you about compensation?*

- | | | |
|--|-----|----------|
| (1) <input type="checkbox"/> victim advocate, counselor, therapist, social worker, or hotline operator | 11% | (11/104) |
| (2) <input type="checkbox"/> hospital, doctor, nurse, or other healthcare staff | 11% | (11/104) |
| (3) <input type="checkbox"/> funeral home director or staff | 5% | (5/104) |
| (4) <input type="checkbox"/> police | 25% | (26/104) |
| (5) <input type="checkbox"/> prosecutor | 12% | (12/104) |
| (6) <input type="checkbox"/> judge or clerk at the courthouse | 0% | (0/104) |
| (7) <input type="checkbox"/> attorney you hired | 12% | (12/104) |
| (8) <input type="checkbox"/> relative, friend, co-worker, or someone you know personally | 24% | (25/104) |
| (9) <input type="checkbox"/> learned on your own from public education poster, ads, phone book, Internet, etc. | 3% | (3/104) |

- | | | |
|--|----|---------|
| (10) <input type="checkbox"/> compensation program contacted you | 0% | (0/104) |
| (11) <input type="checkbox"/> someone else (e.g., private detective) | 5% | (5/104) |
| (99) <input type="checkbox"/> don't know | 6% | (6/104) |

7. Did you know about the compensation program before the crime?
- | | | |
|--|-----|----------|
| (1) <input type="checkbox"/> Yes <i>Skip to Question #8</i> | 12% | (12/104) |
| (2) <input type="checkbox"/> No | 88% | (92/104) |
| (9) <input type="checkbox"/> Don't know <i>Skip to Question #8</i> | 0% | (0/104) |

7a. *If no:* When did you first learn about it? Was it . . . *Read responses and check only one*
(N = 92)

- | | | |
|---|-----|---------|
| (1) <input type="checkbox"/> the <i>day/night</i> the crime was committed <i>Skip to Question #8</i> | 7% | (6/92) |
| (2) <input type="checkbox"/> within a week after the crime <i>Skip to Question #8</i> | 47% | (43/92) |
| (3) <input type="checkbox"/> within a month (two to four weeks) after the crime
<i>Skip to Question #8</i> | 25% | (23/92) |
| (4) <input type="checkbox"/> more than a month (more than four weeks) but less than
six months after the crime | 16% | (15/92) |
| (5) <input type="checkbox"/> six to twelve months after the crime | 3% | (3/92) |
| (6) <input type="checkbox"/> more than a year after the crime | 0% | (0/92) |
| (9) <input type="checkbox"/> Don't know <i>Skip to Question #8</i> | 2% | (2/92) |

7b. Did the delay in hearing about it cause you problems in filing your claim?
(N = 18)

- | | | |
|--|-----|---------|
| (1) <input type="checkbox"/> Yes | 33% | (6/18) |
| (2) <input type="checkbox"/> No <i>Skip to Question #8</i> | 61% | (11/18) |
| (9) <input type="checkbox"/> Don't know <i>Skip to Question #8</i> | 5% | (1/18) |

7c. What kinds of problems? Did you have . . . *Read responses and check all that apply*
(N = 6)

- | | | |
|---|-----|-------|
| (1) <input type="checkbox"/> problems getting paperwork together? | 17% | (1/6) |
| (2) <input type="checkbox"/> trouble meeting filing deadlines? | 50% | (3/6) |
| (3) <input type="checkbox"/> other types of problems? (<i>list</i>) | 50% | (3/6) |

Let's turn now to the claim you filed with the compensation program on **<date claim was filed>**.

8. Did anyone help you apply for compensation?
- | | | |
|--|-----|----------|
| (1) <input type="checkbox"/> Yes | 36% | (37/104) |
| (2) <input type="checkbox"/> No <i>Skip to Question #9</i> | 63% | (66/104) |
| (9) <input type="checkbox"/> Don't know <i>Skip to Question #9</i> | 1% | (1/104) |

8a. Who helped you? *Check all that apply. Read responses if needed, and use prompt: Did anyone else help you apply for compensation?*

(N = 37)

(1) <input type="checkbox"/> victim advocate, counselor, therapist, social worker, or hotline operator	11%	(4/37)
(2) <input type="checkbox"/> hospital, doctor, nurse, or other healthcare staff	3%	(1/37)
(3) <input type="checkbox"/> funeral home director or staff	8%	(3/37)
(4) <input type="checkbox"/> police	5%	(2/37)
(5) <input type="checkbox"/> prosecutor	11%	(4/37)
(6) <input type="checkbox"/> judge or clerk at the courthouse	0%	(0/37)
(7) <input type="checkbox"/> attorney you hired	14%	(5/37)
(8) <input type="checkbox"/> relative, friend, co-worker, or someone who know personally	38%	(14/37)
(9) <input type="checkbox"/> compensation program staff	16%	(6/37)
(10) <input type="checkbox"/> someone else <i>please specify:</i> _____	5%	(2/37)
(99) <input type="checkbox"/> Don't know	0%	(0/37)

8b. How did they help you? *Check all that apply. Read responses if needed, and use prompt: Did they give you any other types of help with compensation?*

(N = 37)

(1) <input type="checkbox"/> giving you a compensation application form to fill out	27%	(10/37)
(2) <input type="checkbox"/> explaining the compensation program to you	41%	(15/37)
(3) <input type="checkbox"/> helping you fill out the compensation application	62%	(23/37)
(4) <input type="checkbox"/> giving you a pamphlet or brochure that explained the comp program	8%	(3/37)
(5) <input type="checkbox"/> helping you get the paperwork required in the claim	27%	(10/37)
(6) <input type="checkbox"/> helping you in any other ways (e.g., provided emotional support, mailed in the application, answered questions about requirements)	14%	(5/37)
(9) <input type="checkbox"/> Don't know	3%	(1/37)

9. Was there any help you wanted in completing your application that you did not get?

(1) <input type="checkbox"/> Yes	7%	(7/104)
(2) <input type="checkbox"/> No <i>Skip to Question #10</i>	85%	(88/104)
(9) <input type="checkbox"/> Don't know <i>Skip to Question #10</i>	9%	(9/104)

9a. What type of help did you want? *Check all that apply. Read responses if needed, and use prompt: Did you need any other type of help you didn't get?*

(N = 7)

(1) <input type="checkbox"/> someone to help fill out the form	43%	(3/7)
(2) <input type="checkbox"/> someone to explain the program	43%	(3/7)
(3) <input type="checkbox"/> someone to help gather the needed paperwork	0%	(0/7)
(4) <input type="checkbox"/> someone to help with the program's decision about your claim	14%	(1/7)
(5) <input type="checkbox"/> other <i>specify:</i> _____	0%	(0/7)

Let's talk about the processing of your claim.

10. What paperwork did you first send in with your application? **Check all that apply. Read responses if needed, and use prompt: Did you send in any other type of paperwork?**

(1) <input type="checkbox"/> birth certificates for children and/or marriage certificates for spouse	2%	(2/104)
(2) <input type="checkbox"/> death certificate for victim	12%	(12/104)
(3) <input type="checkbox"/> doctors' certificate of disability or proof of diagnosis or treatment	13%	(14/104)
(4) <input type="checkbox"/> insurance benefits statements (e.g., health insurance, life insurance, car insurance, homeowners' or renters' insurance, etc.)	8%	(8/104)
(5) <input type="checkbox"/> police report	41%	(43/104)
(6) <input type="checkbox"/> proof of expenses (e.g., doctors' bills, funeral/burial bills, time out of work)	67%	(70/104)
(7) <input type="checkbox"/> proof of income (e.g., pay stubs, tax returns, etc.)	16%	(17/104)
(8) <input type="checkbox"/> proof of payments you made (e.g., receipts, canceled checks)	27%	(28/104)
(9) <input type="checkbox"/> statements of other benefits (e.g., unemployment, Social Security, worker's compensation, disability, paid sick or annual leave, etc.)	4%	(4/104)
(10) <input type="checkbox"/> other (e.g., information or photos documenting injuries)	6%	(6/104)
(11) <input type="checkbox"/> none	5%	(5/104)
(99) <input type="checkbox"/> Don't know	12%	(12/104)

11. Did the program ask you for more information?

(1) <input type="checkbox"/> Yes	31%	(32/104)
(2) <input type="checkbox"/> No Skip to Question #12	63%	(65/104)
(9) <input type="checkbox"/> Don't know Skip to Question #12	7%	(7/104)

11a. What additional information did they want? **Check all that apply. Read responses if needed, and use prompt: Did they ask for any other type of information?**

(N = 32)

(1) <input type="checkbox"/> additional information I could provide without sending in more paperwork (e.g., answers to questions)	6%	(2/32)
(2) <input type="checkbox"/> signatures or notarizations	0%	(0/32)
(3) <input type="checkbox"/> birth certificates for children and/or marriage certificate for spouse	0%	(0/32)
(4) <input type="checkbox"/> death certificate for victim	0%	(0/32)
(5) <input type="checkbox"/> doctors' certificate of disability or proof of diagnosis or treatment	6%	(2/32)
(6) <input type="checkbox"/> insurance benefits statements (e.g., health insurance, life insurance, car insurance, homeowners' or renters' insurance, etc.)	6%	(2/32)
(7) <input type="checkbox"/> police report	25%	(8/32)
(8) <input type="checkbox"/> proof of expenses (e.g., doctors' bills, funeral/burial bills, time out of work)	41%	(13/32)
(9) <input type="checkbox"/> proof of income (e.g., pay stubs, tax returns, etc.)	13%	(4/32)
(10) <input type="checkbox"/> proof of payments you made (e.g., receipts, canceled checks)	25%	(8/32)
(11) <input type="checkbox"/> statements of other benefits (e.g., unemployment, Social Security, worker's compensation, disability, sick or annual leave, etc.)	9%	(3/32)
(12) <input type="checkbox"/> other (e.g., information or photos documenting injuries.)	9%	(3/32)

(99) Don't know *Skip to Question #12* 3% (1/32)

11b. Were you able to give it to them? Did you give them . . . *Read the responses & check only one*

(N = 31)

- | | | |
|--|-----|---------|
| (1) <input type="checkbox"/> <u>all</u> the information they requested <i>Skip to Question #12</i> | 90% | (28/31) |
| (2) <input type="checkbox"/> <u>some</u> of the information they requested | 6% | (2/31) |
| (3) <input type="checkbox"/> <u>none</u> of the information they requested | 3% | (1/31) |

11c. Why were you not able to provide all the requested information? *Check all that apply. Read responses if needed, and use prompt: Was there any other reason you didn't provide the information the program requested?*

(N = 3)

- | | | |
|--|-----|-------|
| (1) <input type="checkbox"/> too much trouble/not worth it | 0% | (0/3) |
| (2) <input type="checkbox"/> not able to get the requested information | 67% | (2/3) |
| (3) <input type="checkbox"/> other reason <i>specify:</i> _____ | 0% | (0/3) |
| (9) <input type="checkbox"/> Don't Know | 33% | (1/3) |

Now let's talk about the expenses caused by the crime.

(N=103)¹

Note: statistics represent only YES responses.

12. I am going to read you a list of expenses that may or may not apply to your situation. I have to read the entire list to make sure that we don't miss anything. Please let me know which expenses you had because of the crime. This includes expenses that got paid for by your insurance, compensation, or other sources, as well as expenses that you had to pay yourself without getting paid back. **Read responses and check all that apply**

		Had this expense:		12a. If had expense: Did you request compensation for this expense?			
		1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No		
(1) medical treatment	78% (82/103)	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	91%	(75/82)
(2) dental treatment	18% (19/103)	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	58%	(11/19)
(3) mental health counseling	30% (31/103)	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	14%	(13/31)
(4) rehabilitation services	29% (30/103)	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	1. <input type="checkbox"/> No	2. <input type="checkbox"/> Yes	63%	(19/30)
(5) transportation expenses	37% (38/103)	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	1. <input type="checkbox"/> No	2. <input type="checkbox"/> Yes	18%	(7/38)
(6) funeral/burial expenses	19% (20/103)	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	1. <input type="checkbox"/> No	2. <input type="checkbox"/> Yes	90%	(18/20)
(7) lost wages (when <i>you/the victim</i> couldn't work)	57% (59/103)	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	1. <input type="checkbox"/> No	2. <input type="checkbox"/> Yes	54%	(32/59)
(8) loss of support (when someone whose income others depended on dies or becomes disabled)	2% (2/103)	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	1. <input type="checkbox"/> No	2. <input type="checkbox"/> Yes	50%	(1/2)
(9) crime scene clean up	4% (4/103)	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	1. <input type="checkbox"/> No	2. <input type="checkbox"/> Yes	0%	(0/0)
(10) moving or relocation expenses	10% (10/103)	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	1. <input type="checkbox"/> No	2. <input type="checkbox"/> Yes	30%	(3/10)
(11) replacement services (such as caring for an elderly parent or children previously done by <i>you/the victim</i>)	2% (2/103)	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	1. <input type="checkbox"/> No	2. <input type="checkbox"/> Yes	0%	(0/0)
(12) attorney's fees	14% (14/103)	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	1. <input type="checkbox"/> No	2. <input type="checkbox"/> Yes	29%	(4/14)
(13) repair or replace locks, doors, windows	13% (13/103)	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	1. <input type="checkbox"/> No	2. <input type="checkbox"/> Yes	8%	(1/13)
(14) other property loss or replacement	19% (20/103)	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	1. <input type="checkbox"/> No	2. <input type="checkbox"/> Yes	20%	(4/20)
(15) other <i>specify:</i> _____	17% (17/103)	1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	1. <input type="checkbox"/> No	2. <input type="checkbox"/> Yes	47%	(8/17)

¹ One participant had to go to work and could not complete the remainder of the survey

13. About how much money have you had to pay from your own pocket without being paid back by compensation, restitution, insurance (health, life, car, homeowners, renters, etc.), or other sources?
 \$ _____ *Accept a range or ballpark estimate*

29% (30/103) had no out-of-pocket losses
 71% (73/103) had out-of-pocket losses
 Of these 73: range = \$100-\$60,000
 average = \$4,818
 midpoint = \$437.50

Check here if still waiting to hear about expenses submitted to insurance or if restitution or other possible awards are pending, etc. 8% (8/103)

Skip to Question #14b if the amount in Question 13 is zero.

14a. What were these expenses? *Check all that apply. Read responses if needed, and use prompt: Were there any other expenses you had to pay for yourself?*

(N = 73)

(1) <input type="checkbox"/> medical treatment or devices	52%	(38/73)
(2) <input type="checkbox"/> dental treatment or devices	4%	(3/73)
(3) <input type="checkbox"/> mental health counseling or therapy	10%	(7/73)
(4) <input type="checkbox"/> rehabilitation services	4%	(3/73)
(5) <input type="checkbox"/> transportation-related expenses (e.g., to go to court or to doctors appointments)	23%	(17/73)
(6) <input type="checkbox"/> costs of a funeral or burial (e.g., grave marker, flowers, etc.)	15%	(11/73)
(7) <input type="checkbox"/> lost wages (when the victim couldn't work)	22%	(16/73)
(8) <input type="checkbox"/> loss of support (when someone whose income others depended on dies)	1%	(1/73)
(9) <input type="checkbox"/> professional cleaning of the crime scene	0%	(0/73)
(10) <input type="checkbox"/> moving or relocation expenses	4%	(3/73)
(11) <input type="checkbox"/> replacement services (e.g., such as caring for an elderly parent or children previously done by <i>you/the victim</i>)	1%	(1/73)
(12) <input type="checkbox"/> attorney to help with the compensation application	0%	(0/73)
(13) <input type="checkbox"/> repair or replacement of broken locks, windows, doors, etc.	5%	(4/73)
(14) <input type="checkbox"/> repair or replacement of other property	7%	(5/73)
(15) <input type="checkbox"/> other (e.g., other attorneys' fees, other paid help with compensation application, other legal expenses, van and other property alterations needed because of injuries, special food and other daily living expenses)	18%	(13/73)

14b. Were there services you needed but didn't get because you couldn't pay for them?

(N = 103)

- | | | |
|--|-----|----------|
| (1) <input type="checkbox"/> Yes | 41% | (42/103) |
| (2) <input type="checkbox"/> No, <i>Skip to Question #15</i> | 59% | (61/103) |

14c. What were these services? *Check all that apply. Read responses if needed, and use prompt: Were there any other services you needed but didn't get because you couldn't pay for them?*

(N = 42)

- | | | |
|---|-----|---------|
| (1) <input type="checkbox"/> medical treatment or devices | 31% | (13/42) |
| (2) <input type="checkbox"/> dental treatment or devices | 10% | (4/42) |
| (3) <input type="checkbox"/> mental health counseling or therapy | 26% | (11/42) |
| (4) <input type="checkbox"/> rehabilitation services | 14% | (6/42) |
| (5) <input type="checkbox"/> transportation-related expenses (e.g., to go to court or to doctors' appointments) | 7% | (3/42) |
| (6) <input type="checkbox"/> funeral or burial expenses (e.g., grave marker, flowers, etc.) | 7% | (3/42) |
| (7) <input type="checkbox"/> you needed to take time off work but didn't take it because you couldn't afford to miss paychecks | 0% | (0/42) |
| (9) <input type="checkbox"/> professional cleaning of the crime scene | 0% | (0/42) |
| (10) <input type="checkbox"/> moving or relocation expenses | 2% | (1/42) |
| (11) <input type="checkbox"/> replacement services (e.g., such as caring for an elderly parent or children previously done by <i>you/the victim</i>) | 2% | (1/42) |
| (12) <input type="checkbox"/> attorney to help with the compensation application | 0% | (0/42) |
| (13) <input type="checkbox"/> repair or replacement of broken locks, windows, doors, etc. | 0% | (0/42) |
| (14) <input type="checkbox"/> repair or replacement of other property | 0% | (0/42) |
| (15) <input type="checkbox"/> other (e.g., attorney's representation in civil proceedings) | 12% | (5/42) |

Now I'd like to discuss the decision the compensation program made about paying your claim.

15. Were your expenses paid by the compensation program?

- | | | |
|---|-----|----------|
| (1) <input type="checkbox"/> yes, all of my expenses <i>Skip to Question #16 then #18</i> | 42% | (43/103) |
| (2) <input type="checkbox"/> yes, some <i>Skip to Question #16</i> | 46% | (47/103) |
| (3) <input type="checkbox"/> no, none <i>Skip to Question #17</i> | 10% | (10/103) |
| (9) <input type="checkbox"/> Don't know <i>Skip to Question #18</i> | 3% | (3/103) |

16. Who received the compensation payment? Was payment made . . . *Read responses and check only one*

(N = 90)

- | | | |
|--|-----|---------|
| (1) <input type="checkbox"/> directly to you | 27% | (24/90) |
| (2) <input type="checkbox"/> directly to your service providers | 39% | (35/90) |
| (3) <input type="checkbox"/> both to you and to your service providers | 29% | (26/90) |
| (4) <input type="checkbox"/> other (e.g., son) | 1% | (1/90) |
| (9) <input type="checkbox"/> Don't know / not received yet | 4% | (4/90) |

17. Were you given any reasons why they denied part or all of your claim?

(N = 57)

(1) <input type="checkbox"/> yes	23%	(13/57)
(2) <input type="checkbox"/> no <i>Skip to Question #18</i>	65%	(37/57)
(9) <input type="checkbox"/> Don't know <i>Skip to Question #18</i>	12%	(7/57)

17a. What reason(s) were given? *Read responses if needed, and use prompt: Were there any other reasons compensation didn't pay all or some of the expenses you claimed?*

(N = 13)

(1) <input type="checkbox"/> did not file insurance claims or report the crime promptly to your insurance (health, life, car, homeowners, renters, etc.)	0%	(0/13)
(2) <input type="checkbox"/> did not report the crime promptly to the police	0%	(0/13)
(3) <input type="checkbox"/> did not cooperate with police/prosecutor (but <u>did</u> report to police)	0%	(0/13)
(4) <input type="checkbox"/> missed deadline for filing the compensation claim form	0%	(0/13)
(5) <input type="checkbox"/> did not provide paperwork for the compensation claim promptly	15%	(2/13)
(6) <input type="checkbox"/> expenses were paid by insurance or other sources	46%	(6/13)
(7) <input type="checkbox"/> types of expenses not eligible for compensation	8%	(1/13)
(8) <input type="checkbox"/> no crime occurred or type of crime not eligible for compensation	0%	(0/13)
(9) <input type="checkbox"/> the crime didn't cause physical injury to you	0%	(0/13)
(10) <input type="checkbox"/> you're not eligible for compensation because of your relationship with the victim	0%	(0/13)
(11) <input type="checkbox"/> expenses weren't enough to qualify for compensation	8%	(1/13)
(12) <input type="checkbox"/> <i>you/the victim</i> still living with, or has contact with, offender	0%	(0/13)
(13) <input type="checkbox"/> claim was for more money than the program allows	15%	(2/13)
(14) <input type="checkbox"/> <i>you/the victim</i> contributed to the crime	0%	(0/13)
(15) <input type="checkbox"/> other (e.g., no social security number, daughter's name on proof of payment)	15%	(2/13)
(99) <input type="checkbox"/> Don't know	23%	(3/13)

18. Did anyone explain the appeals process to you?

(1) <input type="checkbox"/> yes	27%	(28/103)
(2) <input type="checkbox"/> no <i>Skip to Question #19</i>	71%	(73/103)
(9) <input type="checkbox"/> Don't know <i>Skip to Question #19</i>	2%	(2/103)

18a. Who explained the appeals process to you? *Read responses if needed, and use prompt: Who else explained the appeals option to you?*

(N = 28)

(1) <input type="checkbox"/> a letter or call from the compensation program	86%	(24/28)
(2) <input type="checkbox"/> a relative, friend, or someone else you know personally	4%	(1/28)
(3) <input type="checkbox"/> your lawyer	0%	(0/28)
(4) <input type="checkbox"/> a victim advocate, counselor, therapist, social workers, or hotline operator	7%	(2/28)
(5) <input type="checkbox"/> someone else <i>specify:</i> _____	4%	(1/28)
(9) <input type="checkbox"/> Don't know	0%	(0/28)

18b. Did you understand the appeals process? Would you say you understood it . . . *Read the responses and check only one*

(N = 28)

(1) <input type="checkbox"/> well	71%	(20/28)
(2) <input type="checkbox"/> somewhat	18%	(5/28)
(3) <input type="checkbox"/> not very well	11%	(3/28)
(9) <input type="checkbox"/> Don't Know	0%	(0/28)

19. Did you request an appeal? *Check only one*

(1) <input type="checkbox"/> yes	9%	(9/103)
(2) <input type="checkbox"/> no <i>Skip to Question #20</i>	91%	(94/103)
(3) <input type="checkbox"/> still thinking about it <i>Skip to Question #20</i>	0%	(0/103)

19a. Did you win the appeal? *Check only one*

(N = 9)

(1) <input type="checkbox"/> yes	56%	(5/9)
(2) <input type="checkbox"/> no	44%	(4/9)
(3) <input type="checkbox"/> have not heard yet	0%	(0/9)

We would like to finish the interview by getting your opinions about the compensation program and how to improve it. *Check only one response per question*

Process of getting compensation

20. Was the application easy to fill out?

(1) <input type="checkbox"/> Yes	73%	(75/103)
(2) <input type="checkbox"/> No	8%	(8/103)
(3) <input type="checkbox"/> No opinion	10%	(10/103)
(8) <input type="checkbox"/> Not applicable (e.g., someone else filled out application)	10%	(10/103)

21. Did the application take a long time to fill out?			
(1) <input type="checkbox"/> Yes		17%	(17/103)
(2) <input type="checkbox"/> No		64%	(66/103)
(3) <input type="checkbox"/> No opinion		9%	(9/103)
(8) <input type="checkbox"/> Not applicable (e.g., someone else filled out application)		11%	(11/103)

22. Were you clear about what information the compensation program needed you to provide?			
(1) <input type="checkbox"/> Yes		81%	(83/103)
(2) <input type="checkbox"/> No		12%	(12/103)
(3) <input type="checkbox"/> No opinion		3%	(3/103)
(8) <input type="checkbox"/> Not applicable		5%	(5/103)

23. Were the letters received from the compensation program difficult to read or understand?			
(1) <input type="checkbox"/> Yes		15%	(15/103)
(2) <input type="checkbox"/> No		73%	(75/103)
(3) <input type="checkbox"/> No opinion		6%	(6/103)
(8) <input type="checkbox"/> Not applicable (e.g., didn't get any letters from the program)		7%	(7/103)

24. Did you speak with someone at the compensation program?			
(1) <input type="checkbox"/> Yes		74%	(76/103)
(2) <input type="checkbox"/> No <i>Skip to Question #25</i>		24%	(25/103)
(9) <input type="checkbox"/> Don't know <i>Skip to Question #25</i>		2%	(2/103)

24a. Was that person willing to listen to your questions and concerns?

(N = 76)

(1) <input type="checkbox"/> Yes		96%	(73/76)
(2) <input type="checkbox"/> No		3%	(2/76)
(3) <input type="checkbox"/> No opinion		1%	(1/76)
(8) <input type="checkbox"/> Not applicable (e.g., didn't have any questions or concerns)		0%	(0/76)

24b. Were your questions and concerns answered by that person?

(N = 76)

(1) <input type="checkbox"/> Yes		83%	(63/76)
(2) <input type="checkbox"/> No		9%	(7/76)
(3) <input type="checkbox"/> No opinion		8%	(6/76)
(8) <input type="checkbox"/> Not applicable		0%	(0/76)

24c. Were you asked if you needed referrals to other services?

(N = 76)

(1) <input type="checkbox"/> Yes	24%	(18/76)
(2) <input type="checkbox"/> No	67%	(51/76)
(3) <input type="checkbox"/> No opinion	9%	(7/76)
(8) <input type="checkbox"/> Not applicable	0%	(0/76)

24d. If you called someone and they had to call you back, did they call you back promptly?

(N = 76)

(1) <input type="checkbox"/> Yes	58%	(44/76)
(2) <input type="checkbox"/> No	20%	(15/76)
(3) <input type="checkbox"/> No opinion	11%	(8/76)
(8) <input type="checkbox"/> Not applicable (e.g., no one had to call me back)	12%	(9/76)

25. Was it hard or burdensome to get all the paperwork together (police reports; bills; insurance statements; proofs of payment; birth, death or marriage certificates, and so on)?

(1) <input type="checkbox"/> Yes	35%	(36/103)
(2) <input type="checkbox"/> No	56%	(58/103)
(3) <input type="checkbox"/> No opinion	6%	(6/103)
(8) <input type="checkbox"/> Not applicable (e.g., claimant didn't gather verifications)	3%	(3/103)

26. Did the compensation program make the decision about paying your claim in a reasonable amount of time?

(1) <input type="checkbox"/> Yes	41%	(42/103)
(2) <input type="checkbox"/> No	45%	(46/103)
(3) <input type="checkbox"/> No opinion	7%	(7/103)
(8) <input type="checkbox"/> Not applicable	8%	(8/103)

27. Was the decision about whether to pay your claim fair and reasonable?

(1) <input type="checkbox"/> Yes	62%	(64/103)
(2) <input type="checkbox"/> No	20%	(21/103)
(3) <input type="checkbox"/> No opinion	9%	(9/103)
(8) <input type="checkbox"/> Not applicable	9%	(9/103)

28. Did the amount of time it took to receive the payment cause any problems for you (such as calls from collection agencies, or not enough money on hand to pay other bills like rent, etc.)?

(1) <input type="checkbox"/> Yes	47%	(48/103)
(2) <input type="checkbox"/> No	42%	(43/103)
(3) <input type="checkbox"/> No opinion	1%	(3/103)
(8) <input type="checkbox"/> Not applicable	9%	(9/103)

29. If a friend became a crime victim, would you recommend they apply for benefits from the compensation program?

(1) <input type="checkbox"/> Yes	87%	(90/103)
(2) <input type="checkbox"/> No	8%	(8/103)
(3) <input type="checkbox"/> No opinion	5%	(5/103)
(8) <input type="checkbox"/> Not applicable	0%	(0/103)

30. Was applying for compensation more trouble than it was worth?

(1) <input type="checkbox"/> Yes	20%	(21/103)
(2) <input type="checkbox"/> No	73%	(75/103)
(3) <input type="checkbox"/> No opinion	7%	(7/103)
(8) <input type="checkbox"/> Not applicable	0%	(0/103)

Requirements for getting compensation

31. If you were not required to report the crime to the police to seek compensation, would you have reported it anyway?

(1) <input type="checkbox"/> Yes	92%	(95/103)
(2) <input type="checkbox"/> No	3%	(3/103)
(3) <input type="checkbox"/> No opinion	1%	(1/103)
(8) <input type="checkbox"/> Not applicable	4%	(4/103)

32. If you were not required to file a claim with your insurance company to seek compensation, would you have filed an insurance claim anyway?

(1) <input type="checkbox"/> Yes	52%	(54/103)
(2) <input type="checkbox"/> No	8%	(8/103)
(3) <input type="checkbox"/> No opinion	5%	(5/103)
(8) <input type="checkbox"/> Not applicable (e.g., don't have insurance)	35%	(36/103)

33. Do you have any suggestions to improve the compensation program to help other victims in the future?

- **75% (77/103)** of participants had suggestions for improvements. Suggestions were as follows:

Process claims more quickly	26%	(20/77)
Improve claimant services, staff attitudes	25%	(19/77)
Publicize programs and explain parameters better	23%	(18/77)
Raise caps and/or lower threshold	4%	(4/77)
Pay pain and suffering	3%	(3/77)
Reduce application requirements (shorten form, extend deadlines)	3%	(3/77)
Get more information on case before denying; explain denials better	3%	(3/77)
Improve record-keeping procedures	2%	(2/77)

Provide direct assistance with application process	1%	(1/77)
Provide emergency funds	1%	(1/77)
Provide attorneys' services for criminal case	1%	(1/77)

Finally, I have a few demographic questions for statistical purposes.

What is your race/ethnicity? **Check only one. If claimant is primary victim, skip to Question #43**

(N = 103)

(1) <input type="checkbox"/> White, not Hispanic or <i>Latino/Latina</i>	38%	(28/103)
(2) <input type="checkbox"/> African-American (Black)	53%	(39/103)
(3) <input type="checkbox"/> Hispanic or <i>Latino/Latina</i>	4%	(3/103)
(4) <input type="checkbox"/> Asian\South Asian (Indian subcontinent)\Pacific Islander	0%	(0/103)
(5) <input type="checkbox"/> Native American\Alaskan native	0%	(0/103)
(6) <input type="checkbox"/> Other <i>specify:</i> _____	3%	(2/103)
(8) <input type="checkbox"/> Refused	1%	(1/103)

If claimant is not the direct or primary victim: What was the victim's race/ethnicity? **Check only one**

(N = 34)

(1) <input type="checkbox"/> White, not Hispanic or <i>Latino/Latina</i>	37%	(11/34)
(2) <input type="checkbox"/> African-American (Black)	60%	(18/34)
(3) <input type="checkbox"/> Hispanic or <i>Latino/Latina</i>	3%	(1/34)
(4) <input type="checkbox"/> Asian\South Asian (Indian subcontinent)\Pacific Islander	0%	(0/34)
(5) <input type="checkbox"/> Native American\Alaskan native	0%	(0/34)
(6) <input type="checkbox"/> Other <i>specify:</i> _____	0%	(0/34)
(8) <input type="checkbox"/> Refused	0%	(0/34)

What was your family income at the time of the crime? Was it... **Read responses and check only one**

(1) <input type="checkbox"/> < \$15,000	34%	(35/103)
(2) <input type="checkbox"/> \$15,000 – \$25,000	25%	(26/103)
(3) <input type="checkbox"/> \$26,000 – \$50,000	22%	(23/103)
(4) <input type="checkbox"/> \$51,000 – \$100,000	12%	(12/103)
(5) <input type="checkbox"/> > \$100,000	4%	(4/103)
(8) <input type="checkbox"/> Refused	3%	(3/103)

Appendix E: Claimant Survey

Telephone Contact Script

Hello, may I please speak with <claimant's first name>?

If temporarily unavailable: When would be a good time for me to call back? Thanks for your help. ***Record date and time on coversheet. Refer to another interviewer if necessary.***

If no longer reachable at this number: Do you know how I could get in touch with <claimant>? Thanks for your help. ***Record new contact information, if available, on coversheet. If new contact information is not available, check the Internet/ call directory assistance and record new information on coversheet.***

If someone other than the claimant answers the phone and wants to know what it's about: I'm offering/paying \$25 for <claimant's> opinions about government services. I have to speak with <claimant> because *he/she* is the person who was selected from this household for the survey. *He/she* was chosen at random and I can't change the list.

When claimant is on the line:

Hi, my name is <first name> and I'm offering/paying \$25 for a 15-minute phone survey on Maryland's crime victims' compensation program. Can I tell you more about the survey?

If claimant says yes, continue.

If claimant says no firmly, politely end the call and record it as a refusal.

If claimant seems hesitant or unsure, say: A little more information may help you decide if you want to participate, and I'd be happy to answer any questions you may have.

If the claimant is concerned about the amount of time the survey will take, state that it takes about 15 minutes and they'll get a \$25 payment for their time.

If it's not convenient to do it right now, offer to contact them at another time and try to make an appointment for a specific date and time. Refer to another interviewer if necessary.

If the claimant is concerned that the information will be shared with the compensation program or others, reassure them that the survey is completely confidential.

The purpose of this survey is to help state government improve the services it offers to victims of crime. Your answers will be kept completely confidential. The only exception is that

I may be required to report if you tell me you plan to commit a crime or hurt yourself. Your participation is voluntary and will not in any way affect your claim for compensation. We respect your safety and privacy, and if at any time you feel uncomfortable continuing with the survey, just let me know and we can stop the survey immediately.

Is this a good time?

If can't do survey now or if survey is interrupted: When can I call you back to <conduct/complete> the survey? ***Record on coversheet, flag as appropriate, and refer to another interviewer if necessary.***

If firm refusal: Thank you for your time.

If yes: Do you have any questions before we begin?

Likely Questions and Answers

- What organization are you with? *I'm working for The Urban Institute in Washington, D.C. They do policy analysis and program evaluations to help improve government services to the public. They have a grant from the Governor's Office of Crime Control and Prevention to do this study.*
- Are you trying to sell me something? *This is **not** a sales call. (Share this information any time you think that the claimant is suspicious.)*
- How do I know this is legitimate? *If you'd like to verify that this survey is legitimate, I can give you a toll-free phone number for the Governor's Office. It's 1-877-687-9004. You can ask to speak with Marce or LouAnn.*
- How did you get my name? *We got the names and phone numbers of several hundred people from Maryland's crime victim compensation program's records. This information is used for research purposes only; we guarantee confidentiality and will never use your name in any of our reports or release your name or any other information about you to anyone outside the research project team.*
- How many people are you surveying? *We're calling several hundred people who applied for compensation in Maryland. The more people who participate in the survey, the more useful our findings will be to the compensation program.*

Appendix F: Victim Survey Sampling and Survey Methods

SURVEY REPRESENTATIVENESS

For the survey findings to be most useful, the comments of the survey respondents must represent the experiences of Maryland crime victims in general. There are two opportunities for *selection biases* to operate – that is, systematic differences between research participants and non-participants *that are related to survey responses*, and therefore taint the extent to which research findings can be generalized to all victims at large. The first is when the sample is selected from among the larger population of victims, and the second is when the survey is conducted and some sample members cannot be reached or decline to participate. We attempted to minimize selection biases at each stage, and we conducted analyses to assess the extent to which they may still have occurred.

Sampling Methods

The purpose of the survey was to assess to what extent *victims who might be eligible for compensation* learned of it, and what if any barriers they encountered in accessing it. Because it seems a moot point as to whether victims who would not be eligible for compensation ever hear of it or not, our sampling methods focused on obtaining a cross-section of potentially eligible victims. We used federal and state eligibility criteria to guide the sample selection process.

There were three eligibility criteria that we could use as bases for sampling: victimization by a violent crime, sustaining a physical injury, and reporting to the police. Two other eligibility criteria were assessed in the survey: having no other sources of payment for crime-related expenses and therefore sustaining out-of-pocket costs (payer of last resort requirement), and meeting minimum loss criteria. Another eligibility factor, contributory misconduct, requires an in-depth assessment by compensation investigators. It would be neither fruitful nor victim-sensitive to raise these sorts of issues in the scope of a brief survey.

Since we focused on violent crimes reported to the police for our sampling base, our strategy involved sampling from police records. Hundreds of law enforcement agencies across the state, including state police barracks, county police departments and sheriffs' offices, town police departments, campus police, park police, and so on, respond to the approximately 42,000 violent crimes reported in a year. Crime-level information including victim identifiers is kept by each agency; only aggregate statistics are sent to the state police for UCR reporting. Our challenge was to select a cross-section of agencies, in a reasonable number, to provide us with a cross-section of victims of violent crimes.

We developed statistical profiles of Baltimore City and each county using data on region of the state, population density and demographics, socioeconomic indicators, crime rates, and

representation on claimant rolls.³⁹ We decided to selected eight jurisdictions that, as a group, would represent diversity on all these factors, and invite every law enforcement agency in each jurisdiction to participate in the study by sending us case-level information (victim's name, contact information, and demographics; date, location, and type of crime; victim's injuries; and whether an arrest was made) on all violent crimes against victims aged 18⁴⁰ or over reported from January to March 2002.⁴¹ We sent letters to law enforcement agency heads in May 2002 explaining the purpose of the study and these sampling criteria. These eight jurisdictions were Baltimore City, Allegany County, Baltimore County, Caroline County, Charles County, Montgomery County, Prince George's County, and Wicomico County. In addition to bringing diversity on the above selection factors, these jurisdictions also represent two-thirds of the state's population and 80 percent of its violent crime.

Seven law enforcement agencies representing four of these jurisdictions were able to comply with our request, and sent us as much of the requested information as was available in their records. Other agencies were unable to participate for several reasons. Some agencies were concerned that releasing identifying victim information would compromise confidentiality. Others did not have adequate resources to compile the requested information. Some agencies had both concerns.

In response to these concerns, we developed an alternative method of survey administration to allow additional agencies to participate and broaden our sampling base. This method required mailing surveys to victims to self-administer and return by mail.

For these agencies, we hired and trained law enforcement agency staff to review agency records to select the sample using our specified criteria. These staff compiled a list of cases including victim name, contact information, and demographics; crime descriptors; and a research identification number. Since this sampling was done in the fall of 2002, the timeframe for crime reporting was June to August or September 2002 for these samples. We supplied the agency staff with pre-assembled, postage-paid mailing envelopes to which they affixed mailing labels and mailed them to victims. Survey materials were marked with the research identification number so we could track response rates in an anonymous fashion. The sampling database was stripped of identifiers by the law enforcement agency staff before it was submitted to Urban staff. This way, no identifying victim information was ever released to Urban by the law enforcement agencies.

³⁹ These data were obtained from the Maryland Office of Tourism, the Maryland Department of Planning, the Economic Research Service, the U.S. Census Bureau, Maryland State Police's Uniform Crime Reporting Program, and CICB's Annual Report.

⁴⁰ Agencies were not comfortable disclosing identifying information on minor victims, nor could we interview minor victims without parental consent and those procedures were outside the study's scope. In addition, some agencies withheld identifying information on sexual assault victims.

⁴¹ This timeframe was chosen in order to sample fairly recent victims whose memories would be fresh and whose contact information would be more likely to still be valid. On the other hand, we did not want to survey victims so soon after the crime that they were still in acute post-crime trauma, and we needed to allow enough time to have passed for them to have had adequate opportunities to learn of compensation if they were going to learn of it.

Between the telephone and mail survey administration methods, we were able to sample victims who reported violent crimes to nine law enforcement agencies in five jurisdictions:

- Allegany County: Frostburg State University
- Baltimore County: Baltimore County Police Department
- Charles County: Charles County Sheriff's Office and State Police Barrack "H" La Plata
- Prince George's County: Prince George's County Police Department, Greenbelt Police Department, Mt. Rainier Police Department, and University of Maryland – College Park
- Wicomico County: Wicomico County Sheriff's Office

We did attempt to work with a number of other agencies to obtain samples through this method, but these attempts were not successful. The victim advocacy staff of the Montgomery County Police Department was willing to participate and was in the process of compiling the sample when an unexpected crisis struck: the sniper shootings of October 2002. Obviously, their resources were more urgently needed to work with victims' family members, and they were not able to complete the sampling within the study's timeframe. While Montgomery County is the most populous jurisdiction in the state, it has a relatively low crime rate and the population is by and large quite affluent. We would have liked to have included it, but its exclusion is probably not a major deficiency since it would be likely to contribute relatively few victims potentially eligible for compensation.⁴² Of course, there are low-income residents in even the most affluent areas.

The major deficiency in the sampling method was the non-participation by the Baltimore City Police Department. Since over one-third of the state's crime occurs there, and it is one of the state's major population centers (following Montgomery, Prince George's, and Baltimore Counties), Baltimore City's exclusion is a serious gap. We attempted to enroll the Baltimore Police Department's participation through a number of routes, but were unsuccessful. They did send us case-level crime information but without victim identifiers, so we could not use this information for the survey.

The other of the eight selected jurisdictions who did not participate was Caroline County. However, we did get a sample from Wicomico County, so the eastern shore region of the state was represented, and the two counties are fairly similar on the other jurisdictional sampling factors (population demographics and so on).

⁴² While low income levels are not required per se for compensation eligibility, compensation is much more likely to serve lower-income victims because of the payer of last resort requirement. Many higher-income victims have employment-related benefits, such as insurance and paid leave, that may meet many of their financial needs.

Survey Methods

We used two methods of survey administration: telephone and mail. About one-fourth of survey respondents participated by phone and the rest by mail. The mailed version of the survey seemed simple for victims to self-administer, since few of them had patterns of answers showing the respondent was unable to follow the survey. The use of different survey administration methods is a potential methodological confound, and statistical analyses showed that some factors differed depending on survey method, while others did not.

Victims who participated by mail and by phone were no different on type of crime; having crime-related out-of-pocket losses; having unmet service needs due to inability to pay; or victims' race, sex, or income level.

However, there were differences on other factors. Victims who responded by mail were more likely to have physical injuries;⁴³ more likely to know of compensation;⁴⁴ and were younger⁴⁵ than victims who responded by phone. There was a confound between law enforcement agency and survey administration method, in that we never tried to make phone contact with victims who reported crimes to certain agencies. Injuries and familiarity with compensation may vary by agency, or other factors may be responsible for the difference. Whatever the explanation, these differences are another reason to be very careful when interpreting the findings.

We conducted telephone surveys with victims who reported crimes to six law enforcement agencies that released victim identifiers to us. The surveys were conducted in July and August 2002, and the crimes occurred from January to March 2002. After screening the information sent by law enforcement agencies to delete crimes with only property damage, cases where no victim was listed, and underage victims that were inadvertently included, we attempted to survey 156 victims. We were only able to reach 47 of these by phone, a 30 percent contact rate. Of the 47 we reached, 29 participated in the survey, a 62 percent response rate. This is an overall participation rate of 19 percent (29/156).

As with the claimant survey, we attempted to maximize the contact rate by making telephone contact attempts at different times of day (from 10:00 a.m. to 9:00 p.m.) and on all seven days of the week. We made up to ten attempts to reach claimants by phone, and we varied the day/time across calls to a claimant. When we received information from a person or recorded message that the claimant was no longer at that number, we tried to get current contact information by asking the person or checking with telephone information services (www.411.com), then we continued contact attempts at the new number. We also trained the telephone interviewers very thoroughly on basic principles of compensation, victimization dynamics, the survey purposes and content, and telephone interviewing techniques; and we

⁴³ $X^2(1) = 7.4, p < .007$.

⁴⁴ $X^2(1) = 4.4, p < .04$.

⁴⁵ $X^2(1) = 14.0, p < .001, b = -.06, \text{odds ratio estimate} = .94$.

provided the interviewers with standard scripts to introduce the study and obtain informed consent. We also trained interviewers on responding to claimants if they became upset during the survey, and providing service referral information when necessary. The service referral information included information on CICB for victims who were unfamiliar with it but interested in it.

We administered the surveys by mail to another 406 victims sampled from three additional law enforcement agencies. These surveys were mailed in October and December 2002. The crime timeframe was January to March 2002 for the October mailing; and June to August or September 2002 for the December mailings. The mailing materials included a cover letter; the survey re-formatted for self-administration; a "Survey Payment Form" for participants to send in their names and addresses to receive payment (the survey itself was anonymous); an insert with CICB contact information that the respondent could keep if he or she was interested in exploring compensation options; and two self-addressed postage-paid envelopes for separate return mailings of the payment forms with names and addresses and the anonymous survey. We received self-administered surveys by return mail from 66 victims, for a 19 percent response rate⁴⁶ (66 of 347 apparently delivered surveys, excluding 59 surveys that were returned by the Post Office as undeliverable). Of course, some of the 347 surveys that were not returned by the Post Office never made it into the victim's hands, either, but we have no way of estimating how many.

We conducted a second wave of survey mailings to increase the sample size. Before sending out these surveys, we attempted to verify the addresses we got from law enforcement agencies through an Internet locator service, CBA/Experian. We sent second-wave surveys to people to whom we had previously mailed a survey only if we obtained a new address from the Internet source. Otherwise, we assumed they received the survey and chose not to participate. We also sent mailings to people we had previously tried to contact by phone but had been unable to reach. When we found a new address in the CBA/Experian database we used it instead of the law enforcement agency's address; otherwise we used the address provided by the law enforcement agency.

We sent out 144 second-wave mailings. Excluding the 32 that were returned by the Post Office, we got an additional nine surveys for an eight percent response rate to this mailing. It is not surprising that this response rate was much lower, since more time had elapsed since the crime and victims may have been more difficult to reach and/or less interested in completing a survey about a distant crime. Our Internet locator service was not as fruitful as we had hoped; we were only able to verify the address provided by the police department or obtain a new

⁴⁶ As an interesting sidelight on survey methods, we randomly selected half the respondents to receive a \$5 bill in the survey mailing, with the instruction that they would receive another \$15 if they returned a completed survey and a "Survey Payment Form." The other half received no cash in the survey package, but the instruction specified they would be paid \$20 for returning completed surveys and payment forms. Thus the total payment was \$20 in both cases. The response rate for mailings with the \$5 bill was 25 percent; the response rate for mailings without the \$5 bill was 13 percent.

address in about half the cases; the others could not be found in CBA's database. In addition, surveys mailed to CBA-verified addresses were just as likely to be returned by the Post Office as undeliverable as surveys mailed to law enforcement-provided addresses, if not more so.

Aggregating across survey administration methods, we compared survey respondents (N=104) with non-respondents (N=458) to assess what selection biases may have occurred at the survey stage. These analyses could only use information we had available for all sample members, the information collected by law enforcement agencies. This included victim age, sex, race, injuries, and fatality; date, type, and location of crime; the law enforcement agency; and whether an arrest was made. None of these analyses found significant differences between the survey participants and the sampled non-participants.

We conclude that while there was a major gap in the sampling because Baltimore City was not included, we were able to include two other major population and crime centers – Prince George's and Baltimore Counties. Although the survey response rates were no higher than is usually found in victim surveys, there were no indications that self-selection factors in survey participation may have biased the results. However, victims who participated by mail were in some regards different from victims who participated by phone. The general conclusion is that interpretation of these data is limited by sampling difficulties that excluded a major jurisdiction.

Appendix G: Victim Survey and Descriptive Statistics

Victim Survey and Descriptive Statistics

Brief Description of the Crime

We'd like to begin with a few questions about the crime you're thinking about when you're completing this survey. These are not detailed questions, but they're important for us to understand your experience as a victim or survivor.

(N=104)

1. What type of crime are you the victim or survivor of? *Please check the box or boxes for all types of crime that occurred in the incident you're thinking of. You can check only one box or you can check more than one box.*

		(N=104) ¹
<input type="checkbox"/>	murder or manslaughter	7% (8/104)
<input type="checkbox"/>	attempted murder or assault with a deadly weapon	15% (16/104)
<input type="checkbox"/>	assault or assault and battery	32% (33/104)
<input type="checkbox"/>	sexual assault or rape	10% (10/104)
<input type="checkbox"/>	robbery	19% (20/104)
<input type="checkbox"/>	carjacking	7% (7/104)
<input type="checkbox"/>	arson	1% (1/104)
<input type="checkbox"/>	kidnapping	4% (4/104)
<input type="checkbox"/>	drunk driving crash	1% (1/104)
<input type="checkbox"/>	hit-and-run	12% (12/104)
<input type="checkbox"/>	other violent crime	2% (2/104)
<div style="display: flex; align-items: center; gap: 10px;"> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <input type="checkbox"/> check here if someone in your family died because of this crime </div> <div style="font-size: 2em;">→</div> </div>		0% (0/104) ²

2. When was the crime committed? *Please give the date of the crime as month/day/year. If it happened more than once over a period of time, please give the date of the most recent time it happened.*

(N=104)¹

_____/_____/_____
 (month) (day) (year)

Range: 2/11/2000³-9/29/2002

¹ This question was only asked in the mailed version of the survey. For the 29 victims participating by phone, this information was taken from law enforcement agency records.

² Percentages sum to more than 100 because multiple types of victimization was reported for some victims.

³ This date is out of our sampling timeframes (1/02-3/02 and 6/02-9/02) because some victims may have completed the mailed survey in reference to a crime other than the one in the police records.

3. Where did the crime occur? *Please give the name of the city, town, county, park, campus, or other place where the crime was committed. If it happened more than once over a period of time, please give the location of the most recent time it happened.*

(N=104)¹

Allegany County	1%	(1/104)
Baltimore County	27%	(28/104)
Charles County	20%	(21/104)
Prince George's County	45%	(47/104)
Wicomico County	7%	(7/104)

4. What is the name of the law enforcement agency that took the report on this crime?

This includes city, town, or county police departments; county sheriff's offices; the state police; park police; campus police; or any other law enforcement authority. Please give the name of the law enforcement agency that took the report on the crime. If the crime happened more than once over a period of time, please give the name of the law enforcement agency it was reported to most recently.

(N=104)¹

Baltimore County Police Department	27%	(28/104)
Charles County Sheriff's Office	17%	(18/104)
Frostburg State University Police Department	1%	(1/104)
Greenbelt Police Department	18%	(19/104)
Mt. Rainier Police Department	3%	(3/104)
Prince George's County Police Department	22%	(23/104)
State Police Barrack "H" La Plata	3%	(3/104)
University of Maryland College Park Police Department	2%	(2/104)
Wicomico County Sheriff's Office	7%	(7/104)

5. When was the crime reported to law enforcement? *Please check one box that best describes how long after the crime occurred that it was reported to law enforcement. If the crime occurred more than once over a period of time, please think of the time from the last time the crime occurred until it was reported*

(N=96)³

<input type="checkbox"/> the <u>same day</u> as the crime	82%	(79/96)
<input type="checkbox"/> not the same day, but <u>within a week</u> of the crime	10%	(10/96)
<input type="checkbox"/> more than a week but <u>less than a month</u> after the crime	4%	(4/96)
<input type="checkbox"/> <u>more than a month</u> after the crime	2%	(2/96)

³ This question was only asked in the mailed version of the survey. For surveys administered by phone, information from police records is provided. In eight of those cases, the two dates necessary to calculate this variable were not both available.

- the crime was never reported to law enforcement **0% (0/96)**
- don't know or don't remember **1% (1/96)**

6. As far as you know, has law enforcement arrested anyone for this crime? *Please check one box that best describes what you know about an arrest. If the crime occurred more than once over a period of time, please tell us what you know about an arrest for the most recent time it was reported to law enforcement.*

(N=75)⁴

- you know that someone has been arrested for the crime **52% (39/75)**
- you know that no one has been arrested for the crime **32% (24/75)**
- you don't know whether anyone's been arrested or not **16% (12/75)**

7. Did the crime happen directly to you, or did it happen directly to someone in your family, or both? *For example, are you the person who was assaulted or who was hit by the drunk driver, or was it someone in your family, or was it both you and someone in your family (for example, if you were in the car together)?*

Please check only one of the following boxes.

- the crime happened directly to you but not to anyone else in your family **89% (93/104)**
- the crime happened directly to someone in your family but not directly to you **11% (11/104)**
- the crime happened directly to both you and someone in your family **0% (0/104)**

Please continue to #8

If yes, please answer

⁴ This question was only asked in the mail version of the survey. The victim's knowledge of arrest status was not available from law enforcement agency databases.

7a. Who is the person or persons in your family that the crime happened directly to? *Please check as many boxes as you need.*

	(N=11)
<input type="checkbox"/> your husband, wife, or other partner/significant other	35% (6/11)
<input type="checkbox"/> your child, stepchild, foster child, or other type of child	100% (11/11)
<input type="checkbox"/> another family member	82% (9/11)

8. Did the direct victim have any physical injuries because of the crime, including even minor injuries as well as more serious ones?

<input type="checkbox"/> yes	71% (74/104)
<input type="checkbox"/> no	29% (30/104)

9. Did the crime occur at the place where the direct victim worked?

<input type="checkbox"/> yes	13% (13/104)
<input type="checkbox"/> no	81% (84/104)
<input type="checkbox"/> don't know	6% (6/104)

10. Did the crime occur in the direct victim's home?

<input type="checkbox"/> yes	30% (31/104)
<input type="checkbox"/> no	66% (69/104)
<input type="checkbox"/> don't know	4% (4/104)

11. Did the direct victim know the person(s) who committed the crime?

<input type="checkbox"/> yes – <i>If yes, please answer</i>	41% (43/104)
<input type="checkbox"/> no	51% (53/104)
<input type="checkbox"/> don't know	8% (8/104)



How did the direct victim know the person(s) who committed the crime? *Please check as many boxes as necessary – this may be one box or more than one.*

	(N=43)
<input type="checkbox"/> husband/wife	12% (5/43)
<input type="checkbox"/> ex-husband/ex-wife	2% (1/43)
<input type="checkbox"/> boyfriend/girlfriend	19% (8/43)
<input type="checkbox"/> ex-boyfriend/ex-girlfriend	5% (2/43)
<input type="checkbox"/> direct victim is offender's parent, child, or brother/sister	2% (1/43)
<input type="checkbox"/> other family member	5% (2/43)
<input type="checkbox"/> family connection but not a relative (e.g., ex-wife's new husband, daughter's boyfriend, son's wife, husband's ex-girlfriend, mother's boyfriend, etc.)	4% (6/43)

<input type="checkbox"/> friend, roommate	7%	(3/43)
<input type="checkbox"/> neighbor, schoolmate, teacher, student, co-worker, supervisor, employee, landlord, tenant	19%	(8/43)
<input type="checkbox"/> acquaintance, someone you see around but don't know personally	23%	(10/43)
<input type="checkbox"/> other	12%	(5/43)
<input type="checkbox"/> don't know	2%	(1/43)

12. Did the offender(s) use or threaten to use a gun during the crime?

<input type="checkbox"/> yes	33%	(34/104)
<input type="checkbox"/> no	50%	(52/104)
<input type="checkbox"/> don't know	17%	(18/104)

13. Using the following list, please check the box or boxes to tell us who you have talked with about the crime or because of the crime. Please check as many boxes as you need to.

<input type="checkbox"/> law enforcement officer, detective, or supervisor	93%	(97/104)
<input type="checkbox"/> victim/witness staff in a law enforcement agency	14%	(15/104)
<input type="checkbox"/> prosecutor, paralegal, or other legal staff in the State's Attorney's office	23%	(24/104)
<input type="checkbox"/> victim/witness staff in the State's Attorney's office	8%	(8/104)
<input type="checkbox"/> judge, magistrate, clerk, or other court staff	9%	(9/104)
<input type="checkbox"/> jail staff or probation/parole officer	4%	(4/104)
<input type="checkbox"/> your lawyer	15%	(16/104)
<input type="checkbox"/> the offender's lawyer	13%	(13/104)
<input type="checkbox"/> hotline, victim crisis center staff, or other victim service provider or advocate	14%	(15/104)
<input type="checkbox"/> other counselor/therapist, social worker/caseworker, or teacher	13%	(13/104)
<input type="checkbox"/> minister, priest, rabbi, imam, or other person connected with religion	18%	(19/104)
<input type="checkbox"/> health care provider (doctor, dentist, nurse, hospital or clinic staff)	33%	(34/104)
<input type="checkbox"/> funeral home director or staff	7%	(7/104)
<input type="checkbox"/> family, friends, or neighbors	71%	(74/104)
<input type="checkbox"/> someone else	17%	(18/104)

14. Could you briefly describe what was helpful about the services you got?

14 victims cited emotional support or counseling
12 said fast police, medical, fire, or other emergency response
10 mentioned follow-up, investigative, or report-writing by police
9 said the arrest, jailing, conviction, or order to pay restitution by offender
6 cited practical advice, safety planning, help with restraining orders

6 mentioned information about the criminal justice system
 6 said assistance with post-crime services, such as financial assistance, service referrals, answering questions, helping with son's burial
 1 said CICB information

15. Could you briefly describe what you didn't like about the services you got, or what other help you wanted but didn't get?

17 complained of no follow-up, interest, involvement, attention, or caring
 15 mentioned no arrest, inadequate punishment, offender at large, offender still has guns
 11 said services were slow
 8 had unmet service needs, such as counseling and safety planning
 4 had money-related complaints (unpaid bills, wanted restitution, unmet service needs because of financial constraints)
 3 said service providers coordinated poorly and had poor knowledge of the law
 2 victims said they were harassed, blamed, or accused of lying

16. The following is a list of expenses that sometimes result from crimes. Some of these may not apply to your situation, but please read through the entire list to make sure that we don't miss anything. Please check which expenses you or the direct victim had because of the crime. This includes expenses that got paid for by insurance, job benefits, or other sources, as well as expenses that you or the direct victim had to pay yourself without getting paid back. Please check as many boxes as you need to.

- | | |
|--|--|
| <input type="checkbox"/> medical or dental exams, treatment, prescriptions, devices (such as glasses), rehabilitation services (such as physical therapy), or other services a doctor said you or the direct victim needed | 41% (43/104) |
| <input type="checkbox"/> mental health counseling or therapy | 13% (13/104) |
| <input type="checkbox"/> funeral or burial expenses | 8% (8/104) |
| <input type="checkbox"/> lost wages (when you or the direct victim couldn't work) | 40% (42/104) |
| <i>If yes:</i> How long were you or the direct victim out of work: _____ days | Range: 1-210 days
Average: 15 days
Midpoint: 5 days |
| <input type="checkbox"/> loss of support (when someone loses income because the victim died or became disabled) | 3% (3/104) |
| <input type="checkbox"/> cleaning up the crime scene | 9% (9/104) |
| <input type="checkbox"/> transportation expenses (for example, to get services or to go to court) | 24% (25/104) |
| <input type="checkbox"/> moving or relocation expenses | 7% (7/104) |
| <input type="checkbox"/> someone to provide services previously done by you or the direct victim (such as caring for yourself or children, housekeeping, etc) | 7% (7/104) |
| <input type="checkbox"/> attorney's fees | 9% (9/104) |
| <input type="checkbox"/> insurance deductibles | 12% (12/104) |

<input type="checkbox"/> safety measures, such as repairing or replacing locks, doors, or windows, or buying security systems or devices	15%	(16/104)
<input type="checkbox"/> other property repair or replacement expenses	26%	(27/104)
<input type="checkbox"/> other	17%	(18/104)
<input type="checkbox"/> don't know	13%	(4/104)

17. About how much money have you or the direct victim had to pay from your own pocket without being paid back by restitution, job benefits (such as paid leave), insurance (health, life, car, homeowners, renters, etc.), or other sources? A range or a ballpark estimate is fine.

No out-of-pocket losses	33%	(34/104)
Out-of-pocket losses	67%	(70/104)
Of these 70:	Range=\$14 - \$100,000	
	Average=\$3,832	
	Midpoint=\$537	

18. What were these expenses that you or the direct victim paid out of pocket?

Please check as many boxes as you need to.

	(N=70)	
<input type="checkbox"/> medical or dental exams, treatment, prescriptions, devices (such as glasses), rehabilitation services (such as physical therapy), or other services a doctor said you or the direct victim needed	37%	(26/70)
<input type="checkbox"/> mental health counseling or therapy	7%	(5/70)
<input type="checkbox"/> funeral or burial expenses	7%	(7/70)
<input type="checkbox"/> lost wages (when you or the direct victim couldn't work)	36%	(25/70)
<input type="checkbox"/> loss of support (when someone loses income because the victim died or became disabled)	16%	(11/70)
<input type="checkbox"/> cleaning up the crime scene	11%	(8/70)
<input type="checkbox"/> transportation expenses (for example, to get services or to go to court)	26%	(18/70)
<input type="checkbox"/> moving or relocation expenses	6%	(4/70)
<input type="checkbox"/> someone to provide services previously done by you or the direct victim (such as caring for yourself or children, housekeeping, etc.)	9%	(6/70)
<input type="checkbox"/> attorney's fees	9%	(6/70)
<input type="checkbox"/> insurance deductibles	11%	(8/70)
<input type="checkbox"/> safety measures, such as repairing or replacing locks, windows, doors, or buying security systems or devices	20%	(14/70)
<input type="checkbox"/> other property repair or replacement expenses	27%	(19/70)
<input type="checkbox"/> other	14%	(10/70)
<input type="checkbox"/> don't know	7%	(5/70)

19. Were there any services you or the direct victim needed but didn't get because you couldn't pay for them?

<input type="checkbox"/>	yes	→	Please continue to #20	26%	(27/104)
<input type="checkbox"/>	no	→	Please skip #20 and continue to #21	72%	(75/104)
<input type="checkbox"/>	don't know	→		2%	(2/104)

20. What were these services?

Please check as many boxes as you need to.

(N=27)

<input type="checkbox"/>	medical or dental exams, treatment, prescriptions, devices (such as glasses), rehabilitation services (such as physical therapy), or other services a doctor said you or the direct victim needed	48%	(13/27)
<input type="checkbox"/>	mental health counseling or therapy	41%	(11/27)
<input type="checkbox"/>	funeral or burial expenses	0%	(0/27)
<input type="checkbox"/>	you or the direct victim needed to take time off work but didn't take it because you/the victim couldn't afford to miss paychecks	15%	(4/27)
<input type="checkbox"/>	cleaning up the crime scene	0%	(0/27)
<input type="checkbox"/>	transportation expenses (for example to get services or to go to court)	11%	(3/27)
<input type="checkbox"/>	moving or relocation expenses	11%	(3/27)
<input type="checkbox"/>	someone to provide services previously done by you or the direct victim (such as caring for yourself or children, housekeeping, etc.)	7%	(2/27)
<input type="checkbox"/>	attorney's services	15%	(4/27)
<input type="checkbox"/>	safety measures, such as repairing or replacing locks, windows, doors, or buying security systems or devices	4%	(1/27)
<input type="checkbox"/>	other property repair or replacement expenses	15%	(4/27)
<input type="checkbox"/>	other	19%	(5/27)
<input type="checkbox"/>	don't know	4%	(1/27)

21. Have you ever heard of Maryland's crime victim compensation program, which assists victims with crime-related expenses or bills? Its name is the Criminal Injuries Compensation Board. It's located in Baltimore, at the Department of Public Safety and Correctional Services, and it's for victims of crime anywhere in Maryland.

<input type="checkbox"/>	yes	→	Please continue to #22	29%	(30/104)
<input type="checkbox"/>	no	→	Please skip over #22-29 and continue to #30 on p. 12	71%	(74/104)
<input type="checkbox"/>	don't know	→		0%	(0/104)

22. How did you find out about the victim compensation program?

Please check as many boxes as you need to.

(N=30)

<input type="checkbox"/> law enforcement officer, detective, or supervisor	43%	(13/30)
<input type="checkbox"/> victim/witness staff in a law enforcement agency	13%	(4/30)
<input type="checkbox"/> prosecutor, paralegal, or other legal staff in the State's Attorney's office	10%	(3/30)
<input type="checkbox"/> victim/witness staff in the State's Attorney's office	10%	(3/30)
<input type="checkbox"/> judge, magistrate, clerk, or other court staff	0%	(0/30)
<input type="checkbox"/> jail staff or probation/parole officer	0%	(0/30)
<input type="checkbox"/> your lawyer	1%	(1/30)
<input type="checkbox"/> the offender's lawyer	0%	(0/30)
<input type="checkbox"/> hotline, victim crisis center staff, or other victim service provider or advocate	20%	(6/30)
<input type="checkbox"/> other counselor/therapist, social worker/caseworker, or teacher	10%	(3/30)
<input type="checkbox"/> minister, priest, rabbi, imam, or other person connected with religion	0%	(0/30)
<input type="checkbox"/> health care provider (doctor, dentist, nurse, hospital or clinic staff)	7%	(2/30)
<input type="checkbox"/> funeral home director or staff	10%	(3/30)
<input type="checkbox"/> found out yourself from ads, the Internet, etc.	13%	(4/30)
<input type="checkbox"/> compensation program contacted you directly	7%	(2/30)
<input type="checkbox"/> family, friends, or neighbors	13%	(4/30)
<input type="checkbox"/> other	10%	(3/30)
<input type="checkbox"/> don't know	0%	(0/30)

23. What information did you get about the program?

Please check as many boxes as you need to.

(N=30)

<input type="checkbox"/> someone told you what the program's about or how it works	40%	(12/30)
<input type="checkbox"/> someone gave you written materials explaining the program (such as a brochure)	50%	(15/30)
<input type="checkbox"/> you got the application form	27%	(8/30)
<input type="checkbox"/> you got the program's phone number or website address	23%	(7/30)
<input type="checkbox"/> other	7%	(2/30)
<input type="checkbox"/> don't know	0%	(0/30)

24. When did you first hear of the compensation program? Please check only one of the following boxes.

<input type="checkbox"/> <u>before the crime</u> was committed	17%	(5/30)
<input type="checkbox"/> the <u>same day or night</u> the crime was committed	27%	(8/30)
<input type="checkbox"/> <u>less than a week</u> after the crime	23%	(7/30)

- | | |
|--|------------|
| <input type="checkbox"/> <u>between a week and a month</u> after the crime | 17% (5/30) |
| <input type="checkbox"/> <u>more than a month but less than 6 months</u> after the crime | 10% (3/30) |
| <input type="checkbox"/> <u>more than 6 months</u> after the crime | 7% (2/30) |
| <input type="checkbox"/> don't know | 0% (0/30) |

25. Did you apply for victims compensation from the state program, or did anyone put in an application for you?

- | | | | |
|-------------------------------------|---|---|-------------|
| <input type="checkbox"/> no | → | Please continue to #26 | 70% (21/30) |
| <input type="checkbox"/> yes | → | Please skip over #26
and continue to #27 | 30% (9/30) |
| <input type="checkbox"/> don't know | → | | 0% (0/30) |

26. Why did you decide not to apply for compensation? Please check as many boxes as you need to.

(N=21)

- | | |
|--|------------|
| <input type="checkbox"/> there were <u>no crime-related expenses</u> | 5% (1/21) |
| <input type="checkbox"/> the <u>expenses were too low to qualify</u> for compensation
(less than \$100 or fewer than 14 days out of work) | 10% (2/21) |
| <input type="checkbox"/> the <u>expenses weren't enough to bother with</u> the application
process, or the expenses just weren't a priority | 24% (5/21) |
| <input type="checkbox"/> all the <u>expenses were paid</u> without compensation | 0% (0/21) |
| <input type="checkbox"/> the <u>types of expenses caused by the crime aren't covered</u>
by compensation | 1% (0/21) |
| <input type="checkbox"/> the <u>type of crime isn't covered</u> by compensation | 5% (1/21) |
| <input type="checkbox"/> <u>missed the police reporting deadline</u> | 0% (0/21) |
| <input type="checkbox"/> <u>didn't want to be involved with the police or prosecution</u> | 10% (2/21) |
| <input type="checkbox"/> <u>didn't want to make an insurance claim</u> for the
crime-related expenses | 5% (1/21) |
| <input type="checkbox"/> <u>missed the filing deadline</u> for the compensation application | 0% (0/21) |
| <input type="checkbox"/> the <u>paperwork requirements were too confusing or too
much trouble</u> (such as the application form, police reports,
bills or other proof of expenses, insurance statements,
employment information, etc.) | 0% (1/21) |
| <input type="checkbox"/> <u>needed help</u> with the application form or process
and couldn't get it | 10% (2/21) |
| <input type="checkbox"/> the compensation program would have said <u>you or
the direct victim contributed to the crime</u> | 5% (1/21) |
| <input type="checkbox"/> compensation <u>forms or information weren't available in
your language</u> | 0% (0/21) |
| <input type="checkbox"/> <u>thought your income was too high to qualify</u> for
compensation | 5% (1/21) |
| <input type="checkbox"/> <u>thought the offender had to be arrested and ordered to pay</u> | 10% (2/21) |
| <input type="checkbox"/> <u>thought you or the direct victim's ongoing contact with
the offender disqualifies</u> for compensation | 0% (0/21) |

- | | |
|--|------------|
| <input type="checkbox"/> <u>thought you or the direct victim's criminal record disqualifies for compensation</u> | 0% (0/21) |
| <input type="checkbox"/> <u>thought it's only for people in Baltimore or only Maryland residents</u> | 5% (1/21) |
| <input type="checkbox"/> <u>still plan to apply</u> , or still thinking about it | 5% (1/21) |
| <input type="checkbox"/> other | 5% (1/21) |
| <input type="checkbox"/> don't know | 10% (2/21) |

27. First we'd like to know what expenses you requested compensation for, and about how much compensation you requested for each type of expense. An estimate is fine if you don't know the exact amount.

Please check all the boxes you need to, and give an amount requested for each type of expense you check.

(N=9)

- | | | |
|---|-------------------------------|-----------|
| <input type="checkbox"/> medical or dental expenses
<i>If yes:</i> For how much altogether? | Range= \$2000 - \$1650 | 22% (2/9) |
| <input type="checkbox"/> mental health counseling expenses
<i>If yes:</i> For how much altogether? | | 0% (0/9) |
| <input type="checkbox"/> lost wages (from missing work)
<i>If yes:</i> For how much altogether? | Range=\$100 - \$1300 | 44% (4/0) |
| <input type="checkbox"/> lost support (victim died or disabled)
<i>If yes:</i> For how much altogether? | | 0% (0/9) |
| <input type="checkbox"/> expenses of cleaning up the crime scene
<i>If yes:</i> For how much altogether? | | 0% (0/9) |
| <input type="checkbox"/> any other expenses
<i>If yes:</i> For how much altogether? | Range=\$1600 - \$8000 | 56% (5/9) |

28. The next question is about whether the compensation program has made a decision about paying your expenses yet.

Please check only one box to tell us whether the program has:

(N=9)

- | | | |
|---|--|-----------|
| <input type="checkbox"/> made a <u>final</u> decision on all expenses you claimed | → <div style="border: 1px solid black; padding: 5px; display: inline-block;">Please continue with #29</div> | 33% (3/9) |
| <input type="checkbox"/> made a decision on some expenses but not all, or made a decision that you're asking them to change | → <div style="border: 1px solid black; padding: 5px; display: inline-block;">Please skip #29 and continue to #30</div> | 11% (1/9) |

- | | |
|---|-----------|
| <input type="checkbox"/> not made any decisions yet | 11% (1/9) |
| <input type="checkbox"/> don't know | 44% (4/9) |

29. What is the compensation program's decision about paying your expenses?

Please check only one box to tell us whether the program:

(N=3)

- | | |
|--|-----------|
| <input type="checkbox"/> will pay all expenses you claimed | 67% (2/3) |
| <input type="checkbox"/> will pay some of your expenses but not others | 0% (0/3) |
| <input type="checkbox"/> won't pay any of the expenses you claimed | 33% (1/3) |
| <input type="checkbox"/> don't know | 0% (0/3) |

30. What is your race/ethnicity? Please check only one box.

(N=104)

- | | |
|---|--------------|
| <input type="checkbox"/> White, <u>not</u> Hispanic or Latino/Latina | 45% (47/104) |
| <input type="checkbox"/> African-American (Black) | 41% (43/104) |
| <input type="checkbox"/> Hispanic or Latino/Latina | 5% (5/104) |
| <input type="checkbox"/> Asian/South Asian (Indian subcontinent)/Pacific Islander | 2% (2/104) |
| <input type="checkbox"/> Native American/Alaskan native | 2% (2/104) |
| <input type="checkbox"/> other | 3% (3/104) |

31. What age group do you fall in? Please check only one box.

(N=104)

- | | |
|--------------------------------------|--------------|
| <input type="checkbox"/> 18–25 | 27% (28/104) |
| <input type="checkbox"/> 26–39 | 34% (35/104) |
| <input type="checkbox"/> 40–59 | 31% (32/104) |
| <input type="checkbox"/> 60 or older | 7% (7/104) |

32. What is your sex? Please check only one box.

(N=104)

- | | |
|---------------------------------|--------------|
| <input type="checkbox"/> male | 52% (54/104) |
| <input type="checkbox"/> female | 48% (50/104) |

33. What was your family income at the time of the crime?

Please check only one box.

(N=104)

- | | |
|---|--------------|
| <input type="checkbox"/> less than \$15,000 | 25% (26/104) |
| <input type="checkbox"/> \$15,000 – \$25,000 | 21% (22/104) |
| <input type="checkbox"/> \$26,000 – \$50,000 | 29% (30/104) |
| <input type="checkbox"/> \$51,000 – \$100,000 | 17% (18/104) |
| <input type="checkbox"/> more than \$100,000 | 1% (1/104) |

don't know 7% (7/104)

34. What is the direct victim's race/ethnicity?

Please check only one box.

(N=11)

<input type="checkbox"/> White, <u>not</u> Hispanic or Latino/Latina	36%	(4/11)
<input type="checkbox"/> African-American (Black)	55%	(6/11)
<input type="checkbox"/> Hispanic or Latino/Latina	9%	(1/11)
<input type="checkbox"/> Asian/South Asian (Indian subcontinent)/Pacific Islander	0%	(0/11)
<input type="checkbox"/> Native American/Alaskan native	0%	(0/11)
<input type="checkbox"/> other	0%	(0/11)

35. What age group did the direct victim fall in at the time of the crime? Please check only one box.

(N=11)

<input type="checkbox"/> under 18	18%	(2/11)
<input type="checkbox"/> 18–25	36%	(4/11)
<input type="checkbox"/> 26–39	18%	(2/11)
<input type="checkbox"/> 40–59	9%	(1/11)
<input type="checkbox"/> 60 or older	0%	(0/11)

36. What is the direct victim's sex? *Please check only one box.*

(N=11)

<input type="checkbox"/> male	64%	(7/11)
<input type="checkbox"/> female	36%	(4/11)

Appendix H: Mailed Version of Victim Survey and Cover Letter

THE URBAN INSTITUTE

2100 M STREET, N.W. / WASHINGTON, D.C. 20037 / (202) 833-7200

Lisa C. Newmark, Ph.D.
Senior Research Associate
Justice Policy Center

(202) 261-5566
(202) 872-8154 Fax
e-mail: lnewmark@ui.urban.org

January 24, 2003

Dear Sir or Madam:

Would you like a chance for your opinion to be heard by your government, and get paid for it, too?

The Urban Institute in Washington, D.C. is assisting the Maryland Governor's Office with an important new project to improve the services offered to **victims and survivors of crime** in the state. The Governor's Office wants to hear from victims and survivors about the services they received after a crime, and their suggestions for improving services, so that victims and survivors of crime will get better help in the future. The Governor's Office has hired the Urban Institute, a non-governmental, non-profit agency in Washington, D.C., to conduct a survey of victims and survivors.

If you have been the victim or survivor of a violent crime in Baltimore County between June 1 and September 30 of last year, you can take part in this important project through the enclosed survey. In return for your help, you will be mailed a **payment of \$20.00**. *The \$20.00 payment is out of respect for your time and efforts on this survey.*

The decision of whether to take part in the survey is completely up to you, and will have no effect one way or the other on any services you may be receiving or any court case that may be going on. In fact, no one but you and the Urban Institute will even know whether you participated or what information you gave.

We will combine the answers from several hundred crime victims and survivors and present the findings in statistical form only – individuals will never be identified to any law enforcement agencies, lawyers, courts, the Governor's Office, other government agencies, the press, insurance companies, telemarketers, or anyone else. Your **privacy** and **confidentiality** are extremely important. The only exception is that the Urban Institute may be required by law to tell the authorities if you tell us that you're planning to commit a crime or hurt yourself or someone else.

It would be very helpful if you could take part in this survey (if that's your decision) within the next 10 days. **Thank you very much** for your help in the state's efforts to improve its services to victims and survivors of crime.

Sincerely,

Lisa C. Newmark, Ph.D.

Survey of Victims and Survivors of Crime in Maryland

Thank you for your interest in this survey. Your experiences and opinions will be extremely helpful for improving the services available to victims and survivors across the state. You'll also receive a **payment of \$20.00** to thank you for your time and efforts on this survey.

► Who Can Do this Survey

It is very important that this survey is completed only by the **person whose name is on the envelope**. This is the person from your household who was selected for the survey, and statistical sampling procedures require that only this person participate in the survey.

If you are the person whose name is on the envelope and you have been the victim or survivor of a **violent crime in Baltimore County between June 1, 2002 and September 30, 2002**, we would greatly appreciate your help with this survey. By violent crime, we mean the traffic crimes of drunk driving crashes and hit-and-run, as well as the crimes of murder or manslaughter, attempted murder, assault with a deadly weapon, assault, assault and battery, sexual assault or rape, robbery, carjacking, arson, kidnapping, and other violent crimes.

If you have been the victim or survivor of more than one violent crime in Baltimore County between June 1 and September 30, please complete this survey thinking about the most serious crime – **the crime that caused you the most harm or damage**.

► Your Privacy Is Important

To protect your **privacy**, the information you provide will be kept completely **confidential** – the Urban Institute research team will not tell anyone else whether you participated or what information you provided. The only exception is that we may be required by law to report to the authorities if you tell us you plan to commit a crime or hurt yourself or someone else.

► How to Do the Survey and Get Paid

You can take part in this survey in two ways. If you choose, we can call you to do the survey by phone. Just fill out and mail us the phone survey request form and we'll call you within about a week. Or, if you prefer, you can fill out the survey yourself and mail it back to us in one of the enclosed postage-paid envelopes.

We'll mail you a money order for \$20.00 within a week of receiving the completed survey from you, so please be sure to **provide your name and address on the payment form**. Two postage-paid envelopes are provided. Please use **one to mail in the completed survey and the other to mail in the payment form**. This protects your privacy by separating your name from your survey answers. If you'd prefer not to give us your name and address at all, you can just fill out and send in the survey but not the payment form. However, this means we would not be able to send you the money order.

► If You Have Questions About the Survey

If you have any questions about the survey you can call Dr. Lisa Newmark of the Urban Institute at (202) 261-5566 (we'll call you back if it's long-distance). If you'd like to verify that the survey is legitimate, you can call Marce at the Governor's Office, toll-free at 1-877-687-9004.

► If You Want to Talk to Someone

If this survey should bring up feelings that you would like to talk with someone about, or if you'd like to find someone who can help you get services you need, you can call the National Organization for Victim Assistance's toll-free 24/7 hotline at 1-800-879-6682.

Thank you again for your help with this important project.

Brief Description of the Crime

We'd like to begin with a few questions about the crime you're thinking about when you're completing this survey. These are not detailed questions, but they're important for us to understand your experience as a victim or survivor.

1.

What type of crime are you the victim or survivor of?

Please check the box or boxes for all types of crime that occurred in the incident you're thinking of. You can check only one box or you can check more than one box.

- murder or manslaughter
 - attempted murder or assault with a deadly weapon
 - assault or assault and battery
 - sexual assault or rape
 - robbery
 - carjacking
 - arson
 - kidnapping
 - drunk driving crash →
 - hit-and-run →
 - other violent crime →
- check here if someone in your family died because of this crime

2.

When was the crime committed?

Please give the date of the crime as month/day/year. If it happened more than once over a period of time, please give the date of the most recent time it happened.

_____/_____/_____
(month) (day) (year)

3.

Where did the crime occur?

Please give the name of the city, town, county, park, campus, or other place where the crime was committed. If it happened more than once over a period of time, please give the location of the most recent time it happened.

4.

What is the name of the law enforcement agency that took the report on this crime?

This includes city, town, or county police departments; county sheriff's offices; the state police; park police; campus police; or any other law enforcement authority.

Please give the name of the law enforcement agency that took the report on the crime. If the crime happened more than once over a period of time, please give the name of the law enforcement agency it was reported to most recently.

When someone you love is hurt by a crime, you're a victim of the crime too. We call the person the crime actually happened to – the person who was robbed or assaulted or murdered – the direct victim. The next questions ask about the direct victim, who may be you or someone in your family. If there was more than one direct victim, please answer the questions about yourself (if you're one of the direct victims), or the direct victim you're closest to.

8.

Did the direct victim have any physical injuries because of the crime, including even minor injuries as well as more serious ones?

- yes
- no

9.

Did the crime occur at the place where the direct victim worked?

- yes
- no
- don't know

10.

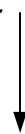
Did the crime occur in the direct victim's home?

- yes
- no
- don't know

11.

Did the direct victim know the person(s) who committed the crime?

- yes – *If yes, please answer*
- no
- don't know



How did the direct victim know the person(s) who committed the crime?

Please check as many boxes as necessary – this may be one box or more than one.

- husband/wife
- ex-husband/ex-wife
- boyfriend/girlfriend
- ex-boyfriend/ex-girlfriend
- direct victim is offender's parent, child, or brother/sister
- other family member
- family connection but not a relative (e.g., ex-wife's new husband, daughter's boyfriend, son's wife, husband's ex-girlfriend, mother's boyfriend, etc.)
- friend, roommate
- neighbor, schoolmate, teacher, student, co-worker, supervisor, employee, landlord, tenant
- acquaintance, someone you see around but don't know personally
- other
- don't know

12.

Did the offender(s) use or threaten to use a gun during the crime?

- yes
- no
- don't know

Crime-Related Services You Received

Thank you for answering these questions about the crime. Now we'd like to hear about the services or help you've gotten because of the crime. These questions are just about you, whether you're the direct victim of the crime or not.

13.

Using the following list, please check the box or boxes to tell us who you have talked with about the crime or because of the crime.

Please check as many boxes as you need to.

- law enforcement officer, detective, or supervisor
- victim/witness staff in a law enforcement agency
- prosecutor, paralegal, or other legal staff in the State's Attorney's office
- victim/witness staff in the State's Attorney's office
- judge, magistrate, clerk, or other court staff
- jail staff or probation/parole officer
- your lawyer
- the offender's lawyer
- hotline, victim crisis center staff, or other victim service provider or advocate
- other counselor/therapist, social worker/caseworker, or teacher
- minister, priest, rabbi, imam, or other person connected with religion
- health care provider (doctor, dentist, nurse, hospital or clinic staff)
- funeral home director or staff
- family, friends, or neighbors
- someone else

14.

Could you briefly describe what was helpful about the services you got?

15.

Could you briefly describe what you didn't like about the services you got, or what other help you wanted but didn't get?

Crime-Related Expenses

The next set of questions are about expenses that you or the direct victim may have had because of the crime.

16.

The following is a list of expenses that sometimes result from crimes. Some of these may not apply to your situation, but please read through the entire list to make sure that we don't miss anything. Please check which expenses you or the direct victim had because of the crime. This includes expenses that got paid for by insurance, job benefits, or other sources, as well as expenses that you or the direct victim had to pay yourself without getting paid back.

Please check as many boxes as you need to.

- medical or dental exams, treatment, prescriptions, devices (such as glasses), rehabilitation services (such as physical therapy), or other services a doctor said you or the direct victim needed
- mental health counseling or therapy
- funeral or burial expenses
- lost wages (when you or the direct victim couldn't work)
If yes: How long were you or the direct victim out of work: _____ days
- loss of support (when someone loses income because the victim died or became disabled)
- cleaning up the crime scene
- transportation expenses (for example, to get services or to go to court)
- moving or relocation expenses
- someone to provide services previously done by you or the direct victim (such as caring for yourself or children, housekeeping, etc)
- attorney's fees
- insurance deductibles
- safety measures, such as repairing or replacing locks, doors, or windows, or buying security systems or devices
- other property repair or replacement expenses
- other
- don't know

17.

About how much money have you or the direct victim had to pay from your own pocket without being paid back by restitution, job benefits (such as paid leave), insurance (health, life, car, homeowners, renters, etc.), or other sources?

A range or a ballpark estimate is fine.

\$ _____

If you had some out-of-pocket expenses, please continue to #18.

If you did NOT have any out-of-pocket expenses, please skip #18 and continue with #19

18.

What were these expenses that you or the direct victim paid out of pocket?

Please check as many boxes as you need to.

- medical or dental exams, treatment, prescriptions, devices (such as glasses), rehabilitation services (such as physical therapy), or other services a doctor said you or the direct victim needed
- mental health counseling or therapy
- funeral or burial expenses
- lost wages (when you or the direct victim couldn't work)
- loss of support (when someone loses income because the victim died or became disabled)
- cleaning up the crime scene
- transportation expenses (for example, to get services or to go to court)
- moving or relocation expenses
- someone to provide services previously done by you or the direct victim (such as caring for yourself or children, housekeeping, etc.)
- attorney's fees
- insurance deductibles
- safety measures, such as repairing or replacing locks, windows, doors, or buying security systems or devices
- other property repair or replacement expenses
- other
- don't know

19.

Were there any services you or the direct victim needed but didn't get because you couldn't pay for them?

- yes →

Please continue to #20

- no →

Please skip #20 and continue to #21
--
- don't know →

20.

What were these services?

Please check as many boxes as you need to.

- medical or dental exams, treatment, prescriptions, devices (such as glasses), rehabilitation services (such as physical therapy), or other services a doctor said you or the direct victim needed
- mental health counseling or therapy
- funeral or burial expenses
- you or the direct victim needed to take time off work but didn't take it because you/the victim couldn't afford to miss paychecks
- cleaning up the crime scene
- transportation expenses (for example to get services or to go to court)
- moving or relocation expenses
- someone to provide services previously done by you or the direct victim (such as caring for yourself or children, housekeeping, etc.)
- attorney's services
- safety measures, such as repairing or replacing locks, windows, doors, or buying security systems or devices
- other property repair or replacement expenses
- other
- don't know

The next questions are about the state's victim compensation program.

21.

Have you ever heard of Maryland's crime victim compensation program, which assists victims with crime-related expenses or bills? Its name is the Criminal Injuries Compensation Board. It's located in Baltimore, at the Department of Public Safety and Correctional Services, and it's for victims of crime anywhere in Maryland.

- yes →

Please continue to #22

- no →

Please skip over #22–29 and continue to #30 on p. 12

- don't know →

22.

How did you find out about the victim compensation program?

Please check as many boxes as you need to.

- law enforcement officer, detective, or supervisor
- victim/witness staff in a law enforcement agency
- prosecutor, paralegal, or other legal staff in the State's Attorney's office
- victim/witness staff in the State's Attorney's office
- judge, magistrate, clerk, or other court staff
- jail staff or probation/parole officer
- your lawyer
- the offender's lawyer
- hotline, victim crisis center staff, or other victim service provider or advocate
- other counselor/therapist, social worker/caseworker, or teacher
- minister, priest, rabbi, imam, or other person connected with religion
- health care provider (doctor, dentist, nurse, hospital or clinic staff)
- funeral home director or staff
- found out yourself from ads, the Internet, etc.
- compensation program contacted you directly
- family, friends, or neighbors
- other
- don't know

23.

What information did you get about the program?

Please check as many boxes as you need to.

- someone told you what the program's about or how it works
- someone gave you written materials explaining the program (such as a brochure)
- you got the application form
- you got the program's phone number or website address
- other
- don't know

24.

When did you first hear of the compensation program?

Please check only one of the following boxes.

- before the crime was committed
- the same day or night the crime was committed
- less than a week after the crime
- between a week and a month after the crime
- more than a month but less than 6 months after the crime
- more than 6 months after the crime
- don't know

25.

Did you apply for victims compensation from the state program, or did anyone put in an application for you?

- no →

Please continue to #26

- yes →

Please skip over #26 and continue to #27

- don't know →

26.

Why did you decide not to apply for compensation?

Please check as many boxes as you need to.

- there were no crime-related expenses
- the expenses were too low to qualify for compensation (less than \$100 or fewer than 14 days out of work)
- the expenses weren't enough to bother with the application process, or the expenses just weren't a priority
- all the expenses were paid without compensation
- the types of expenses caused by the crime aren't covered by compensation
- the type of crime isn't covered by compensation
- missed the police reporting deadline
- didn't want to be involved with the police or prosecution
- didn't want to make an insurance claim for the crime-related expenses
- missed the filing deadline for the compensation application
- the paperwork requirements were too confusing or too much trouble (such as the application form, police reports, bills or other proof of expenses, insurance statements, employment information, etc.)
- needed help with the application form or process and couldn't get it
- the compensation program would have said you or the direct victim contributed to the crime
- compensation forms or information weren't available in your language
- thought your income was too high to qualify for compensation
- thought the offender had to be arrested and ordered to pay
- thought you or the direct victim's ongoing contact with the offender disqualifies for compensation
- thought you or the direct victim's criminal record disqualifies for compensation
- thought it's only for people in Baltimore or only Maryland residents
- still plan to apply, or still thinking about it
- other
- don't know

Please skip to #30 on page 12.

Demographic Questions

The final set of questions are for statistical purposes only.

30.

What is your race/ethnicity?

Please check only one box.

- White, not Hispanic or Latino/Latina
- African-American (Black)
- Hispanic or Latino/Latina
- Asian/South Asian (Indian subcontinent)/
Pacific Islander
- Native American/Alaskan native
- other

31.

What age group do you fall in?

Please check only one box.

- 18–25
- 26–39
- 40–59
- 60 or older

32.

What is your sex?

Please check only one box.

- male
- female

33.

**What was your family income
at the time of the crime?**

Please check only one box.

- less than \$15,000
- \$15,000 – \$25,000
- \$26,000 – \$50,000
- \$51,000 – \$100,000
- more than \$100,000
- don't know

Thank you very much. We appreciate your time and patience.
Your input will help other crime victims and survivors in the future.
Please be sure to fill out the payment form.

5.

When was the crime reported to law enforcement?

Please check one box that best describes how long after the crime occurred that it was reported to law enforcement. If the crime occurred more than once over a period of time, please think of the time from the last time the crime occurred until it was reported.

- the same day as the crime
- not the same day, but within a week of the crime
- more than a week but less than a month after the crime
- more than a month after the crime
- the crime was never reported to law enforcement
- don't know or don't remember

6.

As far as you know, has law enforcement arrested anyone for this crime?

Please check one box that best describes what you know about an arrest. If the crime occurred more than once over a period of time, please tell us what you know about an arrest for the most recent time it was reported to law enforcement.

- you know that someone has been arrested for the crime
- you know that no one has been arrested for the crime
- you don't know whether anyone's been arrested or not

7.

Did the crime happen directly to you, or did it happen directly to someone in your family, or both? For example, are you the person who was assaulted or who was hit by the drunk driver, or was it someone in your family, or was it both you and someone in your family (for example, if you were in the car together)?

Please check only one of the following boxes.

- the crime happened directly to you but not to anyone else in your family → **Please continue to #8**
- the crime happened directly to someone in your family but not directly to you → **If yes, please answer**
- the crime happened directly to both you and someone in your family → **If yes, please answer**

Who is the person or persons in your family that the crime happened directly to?

Please check as many boxes as you need.

- your husband, wife, or other partner/significant other
- your child, stepchild, foster child, or other type of child
- another family member

We need to get a little bit of information about the compensation application you put in, then we're nearly done with the survey.

27.

First we'd like to know what expenses you requested compensation for, and about how much compensation you requested for each type of expense. An estimate is fine if you don't know the exact amount.

Please check all the boxes you need to, and give an amount requested for each type of expense you check.

- medical or dental expenses
If yes: For how much altogether? \$ _____
- mental health counseling expenses
If yes: For how much altogether? \$ _____
- lost wages (from missing work)
If yes: For how much altogether? \$ _____
- lost support (victim died or disabled)
If yes: For how much altogether? \$ _____
- expenses of cleaning up the crime scene
If yes: For how much altogether? \$ _____
- any other expenses
If yes: For how much altogether? \$ _____

28.

The next question is about whether the compensation program has made a decision about paying your expenses yet.

Please check only one box to tell us whether the program has:

- made a final decision on all expenses you claimed → **Please continue with #29**
- made a decision on some expenses but not all, or made a decision that you're asking them to change → **Please skip #29 and continue to #30**
- not made any decisions yet → **Please skip #29 and continue to #30**
- don't know → **Please skip #29 and continue to #30**

29.

What is the compensation program's decision about paying your expenses?

Please check only one box to tell us whether the program:

- will pay all expenses you claimed
- will pay some of your expenses but not others
- won't pay any of the expenses you claimed
- don't know

Demographic Questions

The final set of questions are for statistical purposes only.

30.

What is your race/ethnicity?

Please check only one box.

- White, not Hispanic or Latino/Latina
- African-American (Black)
- Hispanic or Latino/Latina
- Asian/South Asian (Indian subcontinent)/ Pacific Islander
- Native American/Alaskan native
- other

31.

What age group do you fall in?

Please check only one box.

- 18–25
- 26–39
- 40–59
- 60 or older

32.

What is your sex?

Please check only one box.

- male
- female

33.

What was your family income at the time of the crime?

Please check only one box.

- less than \$15,000
- \$15,000 – \$25,000
- \$26,000 – \$50,000
- \$51,000 – \$100,000
- more than \$100,000
- don't know

If someone else in your family was a direct victim of this crime, please answer #34 – #36 about that person. Otherwise, please skip #34 – #36 and just go to the payment form so that we can mail you the \$20.00 money order.

34.

What is the direct victim's race/ethnicity?

Please check only one box.

- White, not Hispanic or Latino/Latina
- African-American (Black)
- Hispanic or Latino/Latina
- Asian/South Asian (Indian subcontinent)/ Pacific Islander
- Native American/Alaskan native
- other

35.

What age group did the direct victim fall in at the time of the crime?

Please check only one box.

- under 18
- 18–25
- 26–39
- 40–59
- 60 or older

36.

What is the direct victim's sex?

Please check only one box.

- male
- female

Thank you very much. We appreciate your time and patience.
Your input will help other crime victims and survivors in the future.
Please be sure to fill out the payment form.

THE URBAN INSTITUTE

2100 M STREET, N.W. / WASHINGTON, D.C. 20037 / (202) 833-7200

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Diciembre 2, 2002

Querido Señor o Señora:

¿Le gustaría Ud. una oportunidad para dar su opinión y ser escuchado por su gobierno, y ser pagado por ello también?

'The Urban Institute' en Washington, D.C. esta asistiendo la Oficina del Gobernador de Maryland con este importante proyecto nuevo a mejorar los servicios ofrecidos a **víctimas y sobrevivientes del crimen** en el estado. La Oficina del Gobernador quiere escuchar de víctimas y sobrevivientes sobre los servicios que recibieron después de un crimen, y sugerencias por mejorar los servicios, para que víctimas y sobrevivientes del crimen reciban la mejor ayuda en el futuro. La Oficina del Gobernador ha contratado el 'Urban Institute', una agencia que no forma parte del gobierno, ni lucrativo en Washington, D.C., al dirigir una encuesta de víctimas y sobrevivientes.

Si Ud. ha sido una víctima o sobreviviente de un crimen violento en Baltimore County entre Junio 1 y Septiembre 30 de este año, Ud. puede tomar parte en este proyecto importante incluyéndose a través de la encuesta. De vuelta por su ayuda, le mandamos **un pago de \$20.00**. *El pago de \$20.00 es compensación por su tiempo y esfuerzo en esta encuesta.*

La decisión de si quiere Ud. participar en esta encuesta es totalmente suya, y no tendrá efecto de una manera u otro en cualquier servicios que Ud. quizás este recibiendo de cualquiera o cualquier caso de la corte que esté en proceso. En efecto, **nadie** otro que Ud. y el 'Urban Institute' sabrán si Ud. participó o información que dió.

Combinamos las respuestas de unos cientos de víctimas del crimen y sobrevivientes y presentamos los resultados en forma estadística solamente – individuales nunca serán identificados por cualquier agencia jurídica, abogados, cortes, la Oficina del Gobernador, otra agencia del gobierno, la prensa, compañías de seguros, telemarketeres, u otro más. Su **privacidad y confidencialidad** son sumamente importante. La única excepción es lo cual el 'Urban Institute' quizás será requerido por la ley para decir a las autoridades si Ud. nos dice que Ud. esta planeando cometer un crimen o hacerse daño a Ud. mismo u otra persona más.

Sería muy útil si Ud. pueda participar en esta encuesta (si esta es su decisión) será dentro de los proximas 10 días. **Muchísimas gracias** por su ayuda y esfuerzo en mejorar los servicios a víctimas y sobrevivientes del crimen.

Atentamente,

Lisa C. Newmark, Ph.D.

Encuesta de Víctimas y Sobrevivientes del Crimen en Maryland

Gracias por su interés en esta encuesta. Sus experiencias y sus opiniones van a ser muy útiles en mejorar los servicios disponibles a víctimas y sobrevivientes a través del estado. También Ud. va a recibir un **pago total de \$20.00** para agradecer su tiempo y su esfuerzo en esta encuesta.

► Quien Puede Participar en Esta Encuesta

Es muy importante que esta encuesta este completada solamente por **quien este nombrado en el sobre**. Esta es la persona de su casa seleccionado para la encuesta, y un muestreo de procedimiento de estadísticas requiere que solamente esta persona participe en la encuesta.

Si Ud. es la persona de la cual aparece en el sobre y Ud. ha sido la víctima o sobreviviente de un **crimen violento en Baltimore County entre Junio 1, 2002 y Septiembre 30, 2002**, apreciaríamos muchísimo su ayuda con esta encuesta. Con crimen violento, nosotros queremos decir crímenes de tráfico como accidentes por personas borrachas, huir de un accidente y también crímenes como asesinato, atentado de asesinar, asalto con un arma peligrosa, asalto y apalando, asalto sexual, violación, robo, robo de autos, incendios intencionados, secuestro y otros crímenes violentos.

Si Ud. ha sido víctima o sobreviviente de más de un crimen violento en Baltimore County entre Junio 1 y Septiembre 30, por favor complete esta encuesta pensando en el más serio crimen – **el crimen lo cual le ha causado a Ud. más daño**.

► Su Privacidad es Importante

Para proteger su **privacidad**, la información que Ud. va a brindar va a ser guardada completamente **confidencial** – las investigaciones del 'Urban Institute' no van a decir a nadie más si Ud. ha participado o ha dicho información brindada por Ud.. La única excepción es que tal vez somos requeridos por la ley a reportar a las autoridades si Ud. nos dice que Ud. tiene planes para cometer un crimen o hacer daño a Ud. mismo u otra persona más.

► Como Hacer la Encuesta y Ser Pagado

Por favor puede llenar la encuesta Ud. mismo y mandarla a nosotros en uno de los sobres llevando la estampilla. Mandamos un cheque por \$20.00 dentro de una semana de recibir la encuesta completa de Ud., entonces haznos el favor de hacer por seguro a **darnos su nombre y dirección en la forma de pago**. Dos sobres pre-pagados son incluidos. Por favor usa **una a mandar la encuesta llenada** y el **otra para mandar la forma de pago**. Así su privacidad estará protegida separando su nombre de sus respuestas de la encuesta. Si Ud. prefiere no darnos su nombre y dirección de ninguna manera, entonces se puede solamente llenar la encuesta y no la forma de pago. Comoquiera esto quiere decir que no podemos mandar el cheque.

► Si Ud. Tiene Preguntas Sobre la Encuesta

Si Ud. tiene preguntas sobre esta encuesta, se puede llamar a Dr. Lisa Newmark de el 'Urban Institute' a (202) 261-5566 (regresamos la llamada si es larga distancia). Si quiere verificar que la encuesta es legítima, se puede llamar a Marce a la Oficina de Gobernador, llamada gratis a 1-877-687-9004. Solamente se habla Ingles.

► Si Ud. Quiere Hablar Con Alguien

Si de esta encuesta nace de nuevo sentimientos que a Ud. le gustaría hablar con alguien, o si Ud. le gustaría encontrar alguien que puede ayudarle a conseguir los servicios que Ud. necesita, puede llamar el 'National Organization for Victim Assistance's' llamada gratis 24/7 hotline at 1-800-879-6682.

Gracias otra vez por su ayuda en este proyecto importante.



Una Breve Descripción del Crimen

Queremos comenzar con unas preguntas sobre el crimen que Ud. tome en cuenta cuando esté completando esta encuesta. Estas no son preguntas con muchos detalles, pero son importantes para nosotros para comprender su experiencia como víctima o sobreviviente.

1.

¿De qué tipo de crimen es Ud. víctima o sobreviviente?

Por favor marca la caja o cajas por todo tipos de crimen o crímenes que ocurrió en el incidente de lo cual Ud. esta pensando. Puede marcar solo una o más que una caja.

- asesinato o homicidio
- asesinato atentado o asalto con una arma mortal.
- asalto o asalto y lesiones
- asalto sexual o violación
- robo
- robo de carro
- incendio intencionado
- secuestro
- accidente de carro —————→ marca aqui si
en estado de embriaguez alguien en su
familia ha
fallecido por
causa de este
crimen
- atropelló y huyó —————→
- otro crimen violento —————→

2.

¿Cuándo fue cometido el crimen?

Por favor denos la fecha del crimen en forma mes/día/año. Si ocurrió más que una sola vez sobre un período del tiempo, haznos el favor de darnos la fecha más reciente que ocurrió.

_____/_____/_____
(mes) (día) (año)

3.

¿Dónde ocurrió el crimen?

Por favor denos el nombre de la ciudad, pueblo, condado, parque, campus, u otro lugar en cual el crimen ocurrió Si ocurrió más que una vez sobre un período del tiempo, por favor denos el lugar más reciente donde ocurrió.

4.

¿Cuál es el nombre de la agencia jurídica que tomó el reportaje del crimen?

Esta incluye departamentos de policia de ciudad, pueblo, o condado ; oficina de sheriff del condado; el policia del estado; policia del parque; policia del campus; o cualquiera otra agencia jurídica.

Por favor dé el nombre de la agencia juridica que tomó el reportaje sobre el crimen. Si el crimen ocurrió más de una vez sobre un período de tiempo, por favor dé el nombre de la agencia jurídica que fué reportado lo más reciente.

5.

¿Cuándo fue reportado el crimen a una agencia jurídica?

Por favor, marca una caja de lo que más bien describa hasta cuanto después del crimen fué reportado a la ley. Si el crimen ocurrió más que una vez sobre un período del tiempo, por favor piense en el tiempo desde la última vez que el crimen ocurrió hasta que fué reportado.

- el mismo día del crimen
- no el mismo día, pero dentro de una semana del crimen
- más que una semana pero menos que un mes después del crimen
- más de un mes después del crimen
- el crimen nunca fué reportado a la ley
- no sabe Ud. o no recuerda

6.

¿Qué tanto Ud. sabe, si la agencia jurídica ha arrestado alguien por este crimen?

Por favor marca una caja que mejor desciba lo que Ud. sepa de un arresto. Si el crimen ocurrió más que una vez sobre un período de tiempo, por favor dinos sobre lo que Ud. sepa de un arresto más reciente tiempo que fué reportado a la ley.

- Ud. sabe si alguien fue arrestado por el crimen
- Ud. sabe que nadie fue arrestado por el crimen
- Ud. no sabe si alguien ha sido arrestado o no

7.

¿Fué el crimen directamente ocurrido a Ud. o fué ocurrido directamente a alguien en su familia, o los dos? Por ejemplo, ¿Es Ud. la persona quien fué asaltada o quien fue golpeada por un motorista borracho, o fué alguien en su familia, o fué Ud. y alguien en su familia (por ejemplo, si Uds. estaban en el auto juntos)?

Por favor llena solamente una de las siguientes cajas.

- el crimen ocurrió directamente a Ud. pero a nadie más en su familia → **Por favor continúe a #8**
- el crimen ocurrió directamente a alguien en su familia pero no directamente a Ud. → **Si es sí, por favor responda**
- el crimen ocurrió directamente a Ud. y alguien en su familia → **Si es sí, por favor responda**

¿A quién o quiénes en su familia fué cometido el crimen directamente?

Por favor marca cuantas cajas necesite Ud.

- su esposo, esposa, u otro pareja/compañero asignado
- su niño, hijastro, adoptivo, u otro tipo de niño
- otro miembro de su familia

Cuando alguien que ama es dañado por un crimen, Ud. es una víctima del crimen también. Nombra la persona a quien le ocurrió el crimen – la persona quien fué robada o asaltada o asesinada – la víctima directa. Las preguntas siguientes piden información de la víctima directa, quien puede ser Ud. o alguien en su familia. Si hay más de una víctima directa, por favor responda las preguntas sobre Ud. (si Ud. es una de las víctimas directas), o la víctima cercana a Ud.

8.

¿Ha sufrido la víctima directa cualquier tipo de daños físicos por el crimen, incluyendo daños menores tanto como más graves?

- sí
- no

9.

¿Ocurrió el crimen en el lugar donde trabaja la víctima directa?

- sí
- no
- no sabe Ud.

10.

¿Fué el crimen en la casa de la víctima directa?

- sí
- no
- no sabe Ud.

11.

¿Fué un conocido de la víctima directa quien cometió el crimen?

- sí – *si es sí, por favor contesta*
- no
- no sabe Ud.



¿Cómo se conocen la víctima directa y el que cometió el crimen?

Por favor marca cuantas cajas necesarias – puede ser un caja o más que una.

- esposo/esposa
- ex-esposo/ex-esposa
- novio/novia
- ex-novio/ex-novia
- víctima directa es la pariente del delincuente, hijo, o hermano/hermana
- otro tipo de miembro de familia.
- relación de familia pero no es relativo (p.ej., el nuevo marido de ex-esposa, novio de su hija, esposa del hijo, ex-novia del esposo, novio de mama, etc.)
- amigo, compañero de casa
- vecino, compañero de clase, maestro, estudiante, compañeros de trabajo, supervisor, empleado, dueño, inquilino.
- relación, alguien que ve Ud. pero que no conoce personalmente
- otro
- no sabe Ud.

12.

¿Usó el delincuente una arma de fuego o amenazó con una durante el crimen?

- sí
- no
- no sabe Ud.

Crimen-Relacionado Con los Servicios Que Ud. Recibió

Gracias por contestar las preguntas sobre el crimen. Ahora queremos oír sobre los servicios o ayuda que Ud. recibió en conexión con el crimen. Estas preguntas son solamente acerca de Ud., si es la víctima del crimen o no.

13.

Usando la lista siguiente, por favor marca la caja o cajas para decirnos con quién Ud. ha platicado sobre el crimen o causa del crimen.

Por favor marca cuantas cajas necesites marcar.

- oficial de una agencia jurídica, detective, o supervisor
- víctima/personal de testigos en una agencia jurídica
- procurador, paralegal, u otro personal legal en una oficina de Abogado del Estado
- víctima/testigo personal en la oficina del Abogado del Estado
- juez, magistrado, oficinista, u otro personal de la corte
- personal de la carcel o libertad condicional/oficial de baja palabra
- su abogado
- el abogado del delincuente
- hotline, personal de un centro de crisis para víctimas, u otro servicio para víctimas o un defensor.
- un consejero/terapeuta, trabajador social/trabajador del caso, o maestro
- ministro, cura, rabino, imam, u otro persona conectado con religión
- un trabajador de salud (doctor, dentista, enfermera, hospital o personal de una clínica)
- director de una casa de funeral o personal de una funeral
- familia, amigos, o vecinos
- alguien más

14.

¿Puede dar en breve, una descripción de lo útil que fueron los servicios que recibió?

15.

¿Puede dar una breve descripción de lo que no le gustó de los servicios que recibió, u otra ayuda que quisó pero no obtuvo?

Crimen-Relacionado con los Gastos

El próximo juego de preguntas son de los gastos que Ud. o la víctima directa podría tener por causa del crimen.

16.

Lo siguiente es una lista de los gastos que algunas veces resultan de crímenes. Algunos de estos quizás no se aplican a su situación, pero por favor lea la lista entera para asegurarse que no nos falta nada. Por favor marque cuáles fueron los gastos que tuvó Ud o la víctima directa relacionada con el crimen. Esto incluye gastos de los cuales que fueron pagados por el seguro, beneficios del trabajo, u otras fuentes, tanto como gastos que Ud. o la víctima directa tuvieron que pagar sin ser pagado en volver.

Por favor marca cuantas cajas necesites.

- medical o dental exámenes, tratamiento, prescripciones, aparatos (como lentes), servicios de rehabilitación (como terapia), u otro servicios un doctor había dicho que Ud.o la víctima necesitaba
- consejero de salud mental o terapia
- funeral o gastos de un entierro
- sueldos perdidos (cuando Ud. o la víctima directa no podía trabajar)
Si es sí: Por cuanto tiempo Ud. o la víctima directa estuvo sin trabajo: _____ días
- pérdida de apoyo (cuando alguien pierde sueldo porque la víctima murió o ha sido deshabilitado)
- limpiando el escenario del crimen
- gastos de transportación (por ejemplo, para obtener servicios o ir a corte)
- cambiando de lugar o gastos de reubicación.
- alguien a proveer servicios anteriormente hecho de Ud.o la víctima directa (como manteniéndose Ud. mismo o niños, mantenimiento de casas, etc.)
- cobros de abogado
- deducibles de seguro
- medida preventiva, como reparando o reemplazar cerradura, puertas, o ventanas, o comprando sistemas de seguridad o aparatos
- otros reparaciones de propiedad o gastos de reposición.
- otro
- no sabe Ud.

17.

¿De cuánto dinero Ud. o la víctima directa tuvieron que pagar de su propio dinero sin ser pagado en volver a restitución, beneficios del trabajo (como permiso pagado), aseguración (de salud, vida, carro, casa propia, renta, etc.), o otros tipos?

Un presupuesto aproximadamente.

\$ _____

Si Ud. ha tenido algún gastos desembolsos, por favor continúe a #18.

Si Ud. NO ha tenido gastos desembolsos, por favor saltar a #18 y continúe con #19

18.

¿Cuáles gastos o desembolsos tuvó que pagar Ud. o la víctima directa?

Por favor marca cuantas cajas sean necesarias.

- medical o exámenes dentales, tratamiento, prescripciones, aparatos (como lentes), servicios de rehabilitación (como terapia física), u otro servicio que un doctor había dicho que Ud.o la víctima directa necesitaba:
- consejero de salud mental terapia.
- funeral o gastos de entierro
- sueldos perdidos (cuando Ud. o la víctima directa no pudo trabajar)
- pérdida de apoyo (cuando alguien pierde sueldos porque la víctima murió o ha puesto desabilitado)
- limpiando el escenario del crimen
- gastos de transportación (por ejemplo, para obtener servicios o ir a corte)
- mudanza o gastos de reubicación.
- alguien a proveer servicios anteriormente hecho de Ud.o la víctima directa (como manteniendose Ud. mismo o niños, mantenimiento de casa, etc)
- gastos de un abogado
- deducibles de seguros
- medida preventiva, como reparando o reemplazar cerradura, puertas, o ventanas, o comprando sistemas de seguridad o aparatos
- otras reparaciones o gastos de reemplazamiento
- otro
- no sabe Ud.

19.

¿Habiá servicios que Ud. o la víctima directa necesitaba pero no recibió porque no podian pagar por ellos?

- sí →

Por favor continúe a #20

- no →

Por favor salta #20 y continúe #21

- no sabe Ud. →

20.

¿Cuáles fueron estos servicios?

Por favor marca cuantas cajas necesites.

- medical o exámenes dentales, tratamiento, prescripciones, aparatos (como lentes), servicios de rehabilitación (como terapia física), u otro servicios que un doctor había dicho que Ud.o la víctima directa necesitaba:
- consejero de salud mental terapia
- funeral o gastos de entierro
- Ud. o la víctima directa necesitaba tener una ausencia de trabajo pero no pudo porque Ud./la víctima no pudieron estar sin un sueldo
- limpiando el escenario del crimen
- gastos de transportación (por ejemplo, para obtener servicios o ir a corte)
- mudanza o gastos de reubicación.
- alguien a proveer servicios anteriormente hecho de Ud.o la víctima directa (como manteniendose Ud. mismo o niños, mantenimiento de casa, etc)
- servicios de un abogado
- medida preventiva, como reparando o reemplazar cerradura, puertas, o ventanas, o comprando sistemas de seguridad o aparatos
- otras reparaciones o gastos de reemplazamiento
- otro
- no sabe Ud.

Las siguientes preguntas son acerca del programa del estado por la compensación de víctimas.

21.

¿Ha Ud. escuchado acerca de el programa de compensación por víctimas de crimen en Maryland, la cual asiste a víctimas con gastos en relación a crímenes? Se llama la 'Criminal Injuries Compensation Board.' Esta localizado en Baltimore, en el 'Department of Public Safety and Correctional Services,' y es para víctimas del crimen en cualquier lugar en Maryland.

- sí → **Por favor continúe a #22**
- no → **Por favor salta #22-29 y continúe a #30 en p. 12**
- no sabe Ud. → **Por favor salta #22-29 y continúe a #30 en p. 12**

22.

¿Cómo se enteró Ud. de el programa de compensación para víctimas?

Por favor marca cuantas cajas necesites.

- oficial de una agencia jurídica, detective, o supervisor
- víctima/personal de testigos en una agencia jurídica
- procurador, paralegal, u otro personal legal en una oficina del Abogado del Estado
- víctima/testigo personal en la oficina del Abogado del Estado
- juez, magistrado, oficinista, u otro personal de la corte
- personal de la cárcel o libertad condicional/oficial de bajo palabra
- su abogado
- el abogado del delincuente
- hotline, personal de un centro de crisis para víctimas, u otro servicio para víctimas o defensor
- otro consejero/terapeuta, trabajador social/trabajador del caso, o maestro
- ministro, cura, rabino, imam, u otro persona conectado con religión
- un trabajador de salud (doctor, dentista, enfermera, hospital o personal de una clínica)
- director de una casa de funeral o personal de una funeral
- se enteró Ud. mismo por medio de Internet, etc.
- programas de compensación le contactó Ud. directamente
- familia, amigos, o vecinos
- otro
- no sabe Ud.

23.

¿Cómo obtuvo información acerca de el programa?

Por favor marca cuantas cajas necesites.

- alguien le dijo a Ud. de que se trata el programa y como funciona
- alguien le dió materiales escritos explicando el programa (como un folleto)
- Ud. consiguió la forma de aplicación
- consiguió el teléfono de el programa o la dirección en el internet
- otro
- no sabe Ud.

24.

¿Cuándo Ud. escuchó por primera vez acerca de el la programa de compensación ?

Por favor solo marca una de los cajas siguientes.

- antes de que el crimen fuera cometido
- el mismo día o noche cuando el crimen fué cometido
- menos de una semana después del crimen
- entre una semana y un mes después del crimen
- más que una semana pero menos que 6 meses después del crimen
- más que 6 meses después del crimen
- no sabe Ud.

25.

¿Ha aplicadó Ud. por compensación de víctimas de el programa del estado, o alguien aplicó por Ud.?

no → **Por favor continúe a #26**

sí → **Por favor salta #26 y continúe a #27**

no sabe Ud. →

¿Porqué Ud. decidió no aplicar por compensación?

Por favor marca cuantas cajas necesites.

- No había ningún gasto relacionado con el crimen
- los gastos fueron demasiado pequeños para calificar por compensación (menos que \$100 o menos que 14 días fuera del trabajo)
- los gastos no fueron tantos para molestarse por el proceso de aplicación, o los gastos no fueron de prioridad
- todos los gastos fueron pagados sin compensación
- los tipos de gastos causados por el crimen no son cubiertos por compensación
- el tipo del crimen no es cubierto por compensación
- no lo reportó a tiempo a la policia
- Ud. no quiso meterse con la policia o juicio
- no quiso hacer una declaración de asegurancia por los gastos relacionados con el crimen
- se le escapo la fecha de entregar los papeles para la aplicación de compensación
- los papeles requeridos fueron demasiado confusos o no valían la pena (como forma de aplicación, reportaje de policia, cobros ú otra prueba de gastos, declaración de seguro, información de empleo, etc.)
- Ud. necesitabá ayuda con la forma de aplicación o proceso y no pudo obtenerla
- el programa de compensación le hubiera dicho a Ud. que Ud. o la víctima directa contribuyó al crimen
- formas de compensación o información no estaban en su idioma
- Ud. pensó que su sueldo era demasiado alto para calificar por compensación
- Ud. pensó que el delincuente tuvo que ser arrestado y tenía que pagar
- Ud. pensó que manteniendo contacto el delincuente y Ud. o la víctima directa descalificaban por compensación
- Ud. pensó que por sus antecedentes criminales. o de la víctima directa descalificaban por compensación
- Ud. pensó que compensación solamente es para la gente en Baltimore o residentes de Maryland
- todavía tiene planes para aplicar, o aún Ud. está pensando en hacerlo
- otro
- Ud. no sabe

Necesitamos un poquito de información de la aplicación de compensación que Ud. aplicó, y entonces no falta mucho para terminar con la encuesta.

27.

Primero queremos saber cuáles gastos Ud. solicitó por compensación, y acerca de cuánta compensación solicitó Ud. por cada tipo de gasto. Un presupuesto está bien si no sabe en exacto la cantidad.

Por favor marca cuantas cajas necesites, y dar la cantidad solicitada por cada tipo de gasto que Ud. marque.

- gastos medicales o dentales
Si es sí: ¿Cuánto es la cantidad entera?
\$ _____
- gastos de consejero de salud mental
Si es sí: ¿Cuánto es la cantidad entera?
\$ _____
- sueldos perdidos (de ausencias de trabajo)
Si es sí: ¿Cuánto es la cantidad entera?
\$ _____
- apoyo perdido (víctima se murió o desabilitado)
Si es sí: ¿Cuánto es la cantidad entera?
\$ _____
- gastos de limpiando del escenario del crimen
Si es sí: ¿Cuánto es la cantidad entera?
\$ _____
- cualquier otro gasto
Si es sí: ¿Cuánto es la cantidad entera?
\$ _____

28.

La siguiente pregunta es acerca que si el programa de compensación había hecho un decisión de pagar sus gastos aún.

Por favor marca solo una caja a decirnos si el programa hizo:

- hizo una decisión final en todos los gastos que ha reclamado Ud. → **Por favor continua con #29**
- hizo una decisión si algunos gastos pero no todos, o hizo una decisión que Ud. estaba pidiendo que ellos lo cambien → **por favor salta #29 y continúe #30**
- no han hecho una decisión aún → **por favor salta #29 y continúe #30**
- no sabe Ud. → **por favor salta #29 y continúe #30**

29.

¿Cuál es la decisión de el programa de compensación acerca de pagar sus gastos?

Por favor marca solamente una caja a decirnos si el programa:

- va a pagar todos los gastos que. ha reclamado
- va a pagar algunas de sus gastos pero no los otros
- no van a pagar ninguno de los gastos que Ud. ha reclamado
- no sabe

Preguntas Demograficas

El siguiente juego de preguntas son para razones estadísticas solamente.

30.

Cuál es su desendencia/étnica favor marca solamente una caja.

- blanco, no Hispano o Latino/Latina
- African-American (Moreno)
- Hispano o Latino/Latina
- Asiático/Asiático del Sur(Subcontinente de la India)/
Islandero del Pacífico
- Nativo de America/Nativo de Alaska
- otro

31.

A Qué agrupación de gente pertenece Ud.?

Por favor marca solamente un caja.

- 18–25
- 26–39
- 40–59
- 60 o más

32.

Cuál es su sexo?

Por favor marca solamente un caja.

- varón
- hembra

33.

Cuál fué el sueldo de su familia en el tiempo del crimen?

Por favor marca solamente un caja.

- menos que \$15,000
- \$15,000 – \$25,000
- \$26,000 – \$50,000
- \$51,000 – \$100,000
- mas que \$100,000
- no sabe Ud.

Si alguien en su familia fué una víctima directa en este crimen, por favor constestar #34 – #36 sobre esa persona. De otro modo, por favor salta #34 – #36 y solamente ir a la forma de pago para que podamos mandarle el cheque de \$20.00.

34.

Cuál es la desendencia / étnica de la víctima directa?

Por favor marca solamente un caja.

- blanco, no Hispano o Latino/Latina
- African-American (Moreno)
- Hispano or Latino/Latina
- Asiático/Asiático del Sur(Subcontinente de la India)/
Islandero del Pacífico
- Nativo de America/Nativo de Alaska
- otro

35.

Cuál es la agrupación de edad de la víctima directa en el tiempo del crimen?

Por favor marca solamente un caja.

- menos que 18
- 18–25
- 26–39
- 40–59
- 60 o más

36.

Cuál es el sexo de la víctima directa?

Por favor marca solamente un caja..

- varón
- hembra

Muchísimas gracias. Agradecemos su tiempo y paciencia. Su inversión va a ayudar otras víctimas del crimen y sobrevivientes en el futuro. *Por favor llena la forma de pago.*