

**“THIS  
IS HOW  
WE DO IT”**

Three state compensation programs (small, medium, and large) present their process for moving a claim through their system. This session focuses on what happens to a claim once it arrives, where it goes from there, who handles what, how work is reviewed and quality maintained, and how decisions are made in the most accurate and fair way possible.

**POW**

**CARA CHAMBERS**  
Wyoming

**ROBERT HAMILL**  
Iowa

**MICHELLE CRUM**  
Florida

**WOW!**

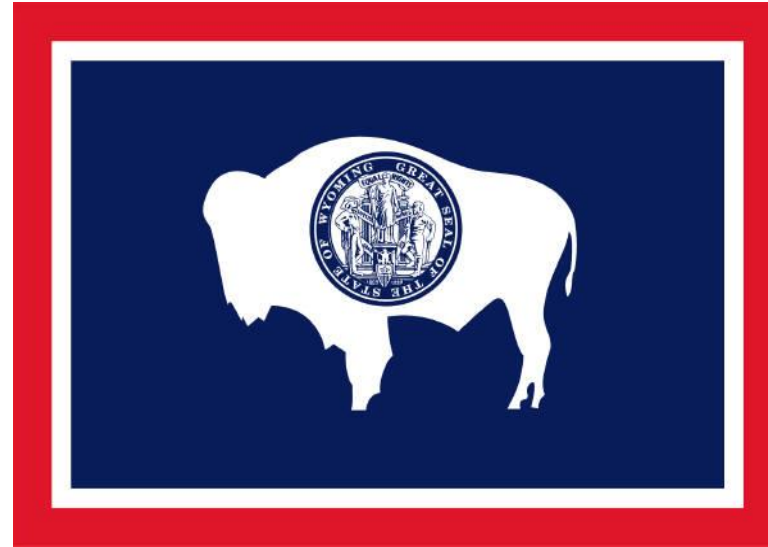
# Wyoming's Crime Victims Compensation Program

A "Small" State's Process



# Wyoming Statute

## W.S. 1-40-101 through 1-40-119



"Crime Victims Compensation Act"

# WY's Crime Victim Compensation

- Mission: To assist crime victims with out-of-pocket expenses incurred due to crime
- Program was established in 1985 for victims who have sustained actual physical harm or actual mental harm because of the criminal act perpetrated against them



# Victim Service Providers in Wyoming

- 24 DV/SA providers - 1 in each county and 1 on the WRIR
  - 6 of the programs are “Dual DV/SA - VW Programs”
- 12 V/W programs in Prosecuting Attorney's Offices
- 11 V/W Programs in Law Enforcement Agencies
- 2 Independent V/W Programs (Teton & Goshen County)
- 1 DOC and 1 BOP
- 5 CASA Programs
- 3 Child Advocacy Centers
- 3 SANE Programs
- 1 Family Justice Center



# Compensation Statistics

- During SFY 2019, **947** claims were received in our office
- 884 claims approved (93 % approved)
- \$1,457,817.48 was paid out to crime victims injured in Wyoming
- Largest categories:
  - Medical = \$979,428.24
  - Mental Health = 314,476.79



# Wyoming's Process In A Nutshell



Claim received in office via mail or fax

(Typically compiled by advocates working directly with the victim/claimant)

(No online submission process yet)

Admin Staff Reviews  
Application for Completeness  
Enters data into CCVC system  
(Genoa Group)

Completed Claims forwarded to Claims Analyst for review of eligibility

Denials or Reductions forwarded to Director for final review

# Wyoming's Process In A Nutshell



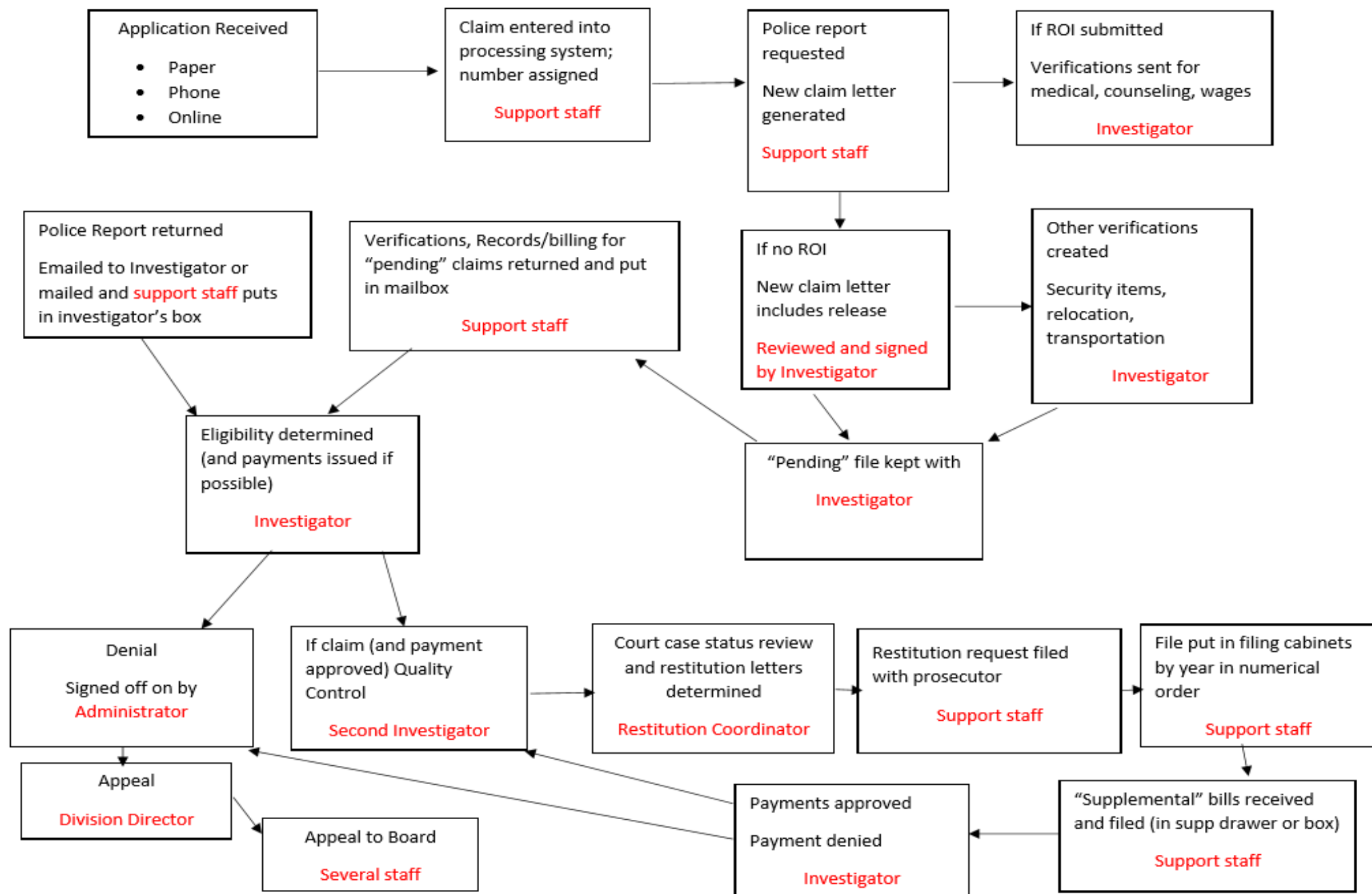
Approved Claims sent  
Letter of Approval and  
Eligible Expenses  
(Copy of letter to  
Advocate who  
submitted)

Denied or Reduced  
Claims sent letter  
explaining reason and  
appeal process  
Hearing by phone on  
appeals

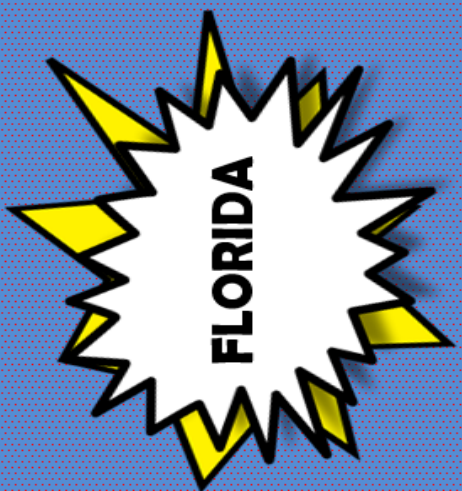
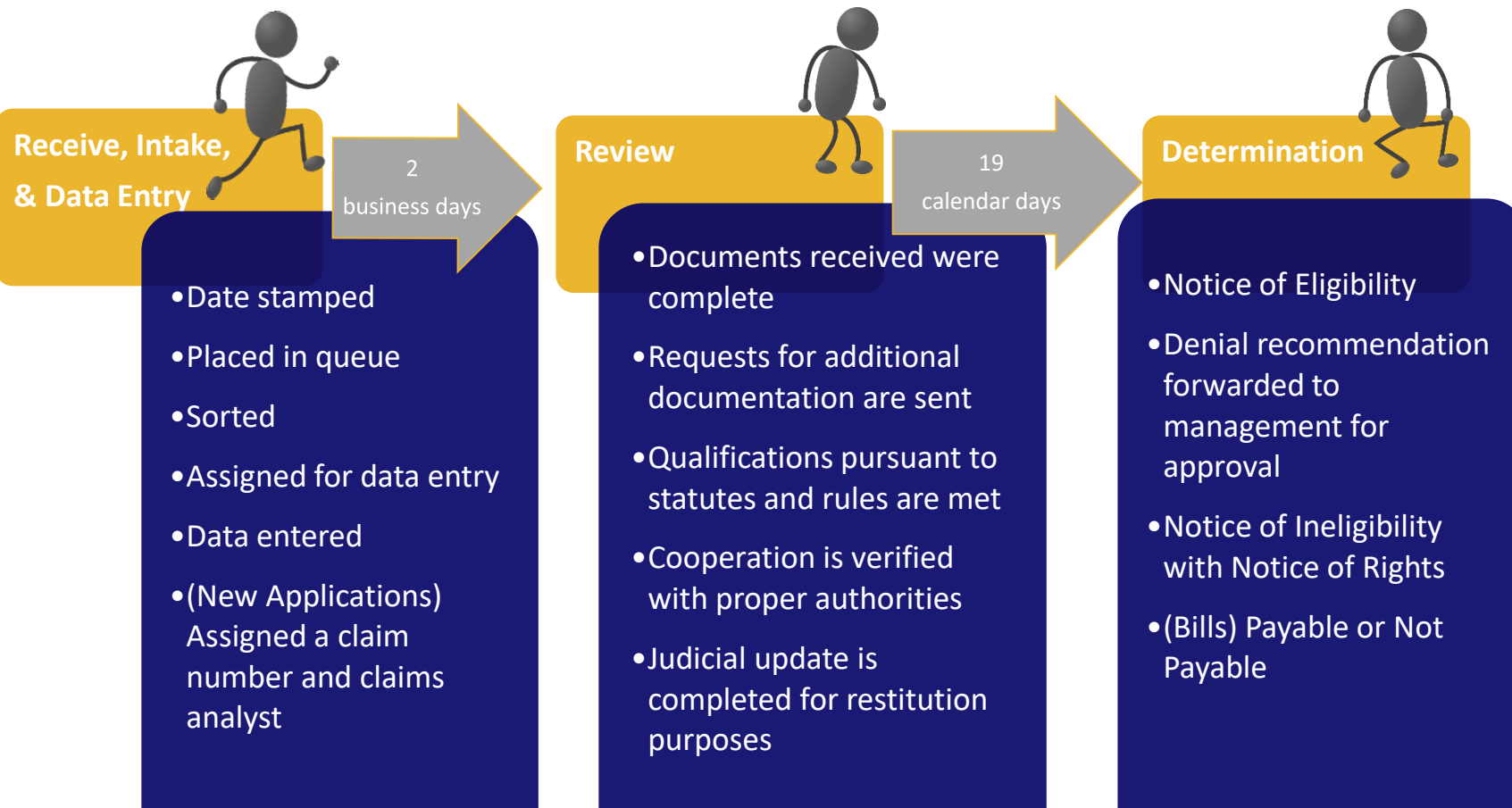
As bills come in they  
are analyzed by the  
Claims Analyst and  
processed for  
payment by Fiscal. EFT  
or Check



# IOWA CRIME VICTIM COMPENSATION PROGRAM



# "THIS IS HOW WE DO IT" FLORIDA BUREAU OF VICTIM COMPENSATION



In FFY 2017-18, Florida processed 17,351 applications and paid \$15,791,396. The Bureau has two offices; one in Tallahassee and one in Tampa. There are 68 employees when fully staffed which consists of 7 managers, 30 claims analysts, 18 administrative support, 7 call center analysts, 3 program specialists, 2 government analysts, and 1 developer.