

Executive Officer's Statement

August 21, 2008

The VCGCB is Building on a Positive Foundation and Stepping Forward

Before I begin my first report to you as Executive Officer, I want to take this opportunity to express my appreciation to you for entrusting to me the leadership of this incredibly important organization.

Since joining the Board on July 1, I have been warmly welcomed by our many wonderful staff members whose public service keeps this organization's diverse programs operating smoothly. I am impressed with the staff's dedication and enthusiasm in providing services to the people of the State of California.

The Board's strong leadership and solid initiatives such as our new Strategic Plan and the new CaRES claims-management system have served to establish a solid foundation for the future of the organization. All of us are dedicated to making this foundation a springboard for continued progress and even more exciting innovations.

NACVCB Annual Meeting

California has the honor of serving as the host state for the annual National Training Conference for the National Association of Crime Victim Compensation Boards (NACVCB), September 8-12 in San Diego. We have been working with the national association to prepare a solid agenda of powerful workshops, panel discussions, presentations and educational opportunities for compensation professionals from across the United States. The conference will be highlighted by a variety of speakers from California's diverse victim-services community and will be a wonderful opportunity to share our expertise and to learn from our counterparts from other states. Secretary Marín is scheduled to deliver opening remarks and I know this will get the conference off to a spirited start. I hope Mr. Kleinberg's and Mr. Ramos' schedules allow for their attendance as well.

Action Strategies Pace 2008-2012 Strategic Plan

Strategic planning is critical to the advancement of organizations. I am impressed by the commitment and effort that has been focused in recent months on developing a new Strategic Plan for the VCGCB.

The new Strategic Plan includes the following mission and vision statements:

Vision – By 2012, we will be recognized as the national model for victim compensation and one of the best places to work in California

Mission – The California Victim Compensation and Government Claims Board provides responsive financial compensation to victims of crime through a stable Restitution Fund, and for those with claims against the State, an opportunity to resolve those claims or proceed with other remedies.

To achieve these ideals, the following strategic goals have been identified:

- ✓ Achieve a 10% reduction in processing times for VCP claims and payments by July 2009
- ✓ Achieve a 10% increase in customer and stakeholder satisfaction by July 2009
- ✓ Achieve a 10% increase in employee satisfaction by July 2009
- ✓ Achieve a 10% increase in public awareness of the VCP Program by July 2009
- ✓ Achieve a 10% improvement in efficiencies of the Government Claims Program processes by July 2009
- ✓ Increase revenue recovery efforts to support a stable Restitution Fund

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With the involvement of staff at all levels, this past month we have completed development of action strategies to accomplish these goals. We have also incorporated metrics such as surveys and statistical analysis into our process, which will allow us to establish a baseline in these areas and continually measure our progress toward achieving our Strategic Goals.

Victim Compensation Program Receives More Applications, Increases Payments

Based on data from the 2007-2008 fiscal year, the Victim Compensation Program (VCP) reached more victims of violent crime than in the prior fiscal year and provided expanded resources to help victims recover from their injuries. In FY 07-08, the VCP received close to 54,000 applications, an increase of 10 percent compared to the prior year. Compensation payments also increased nearly 10 percent in FY 07-08 to just over \$82 million, which exceeded the projection in the Governor's Budget by \$2 million.

Preliminary statistics from the Attorney General's Office show violent crime was down about 2-3 percent in calendar year 2007 compared to 2006, yet the volume of VCP applications received and payments on behalf of victims trended upward during roughly the same time period. This indicates that the increase in applications received and compensation payments can be attributed to other factors, such as our expanded awareness efforts, the effectiveness of the VCP's new claims processing system and the ongoing partnership with Joint Powers Verification and Victim-Witness Assistance staff statewide. Chip Skinner, our Deputy Executive Officer for the VCP, will present the full Quarterly Statistical Report later on in our Agenda.

Remembering September 11

The VCGCB will join the nation in marking the seventh anniversary of the September 11 attacks. Many observances and memorials are planned. Chairperson Marín and I will be co-signing a letter on behalf of the Board expressing continued support for the hundreds of Californians assisted by the Victim Compensation Program in the wake of the 9/11 attacks.

Awareness Campaign

The VCGCB participated, or will participate, in the following events and meetings:

- Various forums with licensed healthcare providers, such as psychologists and marriage and family therapists, in locations throughout the state to share information regarding the VCP.
- California District Attorneys Association Summer Conference in San Diego, July 7-11.
- "For All My Relations: A Conference for Indian Families" in Anaheim, July 10-12.
- California Medical Board meeting in Sacramento, July 25.
- Meeting with the Chief of the University of California, Los Angeles, Police Department, who serves as the statewide central coordinator for the UC Police Department, August 1.
- National Conference of Parents of Murdered Children in Irvine, August 7-9.
- Meeting of the Victim Compensation Committee of the California Crime Victim Assistance Association at VCGCB headquarters in Sacramento, September 2.
- American College of Forensic Examiners National Conference in San Diego, September 4-6.

Julie Nauman
Executive Officer