

COMMITTEE ACTIONS

The Assembly Committee on Accountability and Administrative Review adopted the following recommendations:

1. Direct the Victim Compensation and Government Claims Board (VCGCB) to reduce the administrative cost of the Victim Compensation Program from 31.2% to below 15% in accordance with methodology determined by the Bureau of State Audits.
2. Direct the VCGCB Board to take all reasonable steps to eliminate the backlog and bring claims processing current.
3. Direct the VCGCB Board to process victim claims within their 90-day target.
4. Direct the VCGCB Board to develop a policy and system to document duplicate payments advanced to a victim as opposed to duplicate payments resulting from errors.
5. Direct the VCGCB Board to identify the rate of recovery for erroneous duplicate payments and report back to the Committee on or before June 9th.
6. Direct the VCGCB Board to make the information contained in VOX files accessible to claim processing staff through the CaRES system to improve the tracking of claims and award amounts, and to prevent overpayments on shared or individual converted files.
7. Direct the VCGCB Board to provide thorough documentation on the software development of the CaRES system, including all staff time and associated costs, evaluations of other products conducted before deciding to develop an in-house system, and a thorough accounting of all costs from inception to present associated with the development, trouble-shooting, testing, maintenance, and repair of CaRES.