

California Victim Compensation and Government Claims Board

Open Meeting Minutes

December 17, 2009, Board Meeting

The California Victim Compensation and Government Claims Board (Board) convened its meeting in open session at the call of Leslie Lopez, General Counsel, State and Consumer Services Agency, at 400 R Street, Sacramento, California, on Thursday, December 17, 2009, at 10:01 a.m. Also present were Board members Les Kleinberg, Deputy Controller, acting for and in the absence of John Chiang, Controller, and Michael Ramos, San Bernardino County District Attorney.

Board staff present included Julie Nauman, Executive Officer; Patty Harris, Chief Deputy Executive Officer; and Wayne Strumpfer, Chief Counsel. Tisha Heard, Board Liaison, recorded the meeting.

The Board meeting commenced with the Pledge of Allegiance.

Item 1. Approval of Minutes of the November 12, 2009, Board Meeting

The Board voted to approve the minutes of the November 12, 2009, Board meeting.

Item 2. Public Comment

The meeting was opened to public comment. No public comment was provided.

Item 3. Executive Officer's Statement

The Executive Officer reported the following activities undertaken by the VCGCB:

- Staff participated in training for new victim advocates in Oakland on December 1st. This weeklong orientation for new victim advocates was organized by the California Crime Victim Assistance Association. The next training will be held in March in Riverside County.
- Staff completed the new online CalVCP procedure manual after many months of planning, drafting, meeting, and collaborating. The online manual offers many innovative features including navigation tools, a search engine, a FAQ page, and direct hyperlinks to Program forms and letters, as well as hyperlinks to outside sources such as licensing boards, a currency converter, and language translator. In addition to the tremendous difference the online procedure manual will make to CalVCP and Joint Powers (JP) staff as they process claims, the online manual is in keeping with our going green philosophy. The new online version removed the need to have a printed copy of the manual at desks allowing updates and changes to be made quickly and easily. To print and distribute a hard copy of the manual to CalVCP's 1,040 users would require 2,100,000 sheets of paper, which does not include the number of pages needed to distribute page replacements for any updates. The new manual will become available to staff for a testing and evaluation period beginning in January and will be rolled out to the JP's by the end of January.
- The VCGCB implemented CalATERS, the California Automated Travel Expense Reimbursement System. Staff can now complete travel requests and travel expense claims 24/7 anywhere there is internet connection. Appropriate approvals are processed electronically and the traveler receives reimbursement via direct deposit into their bank account. This new process will help improve the efficiency and capabilities of the Accounting Section as well as reduce our reliance on paper by approximately 66 percent.
- Rachel Wall of the Legislation and Public Affairs Division conducted an educational outreach presentation to over 300 Fresno police officers on December 4th. Ms. Wall discussed the CalVCP and distributed informational materials.
- The Executive Officer was honored to attend the annual MADD Candlelight Vigil on December 6th in Sacramento along with Susan Fisher, the Governor's Crime Victim Advocate, and Scott Owens, Placer County Assistant District Attorney. MADD's annual vigil is for victims, survivors, law enforcement, state agencies, service providers, and community partners to come together to reflect on the impact of drunk driving and to honor the victims and their loved ones.

- The Executive Officer took part in the "Go Green Radio" show hosted by Jill Buck on December 4th. The hour-long conversation included discussions regarding the Board, its mission, and how we have initiated green activities into our operations. Ms. Buck was so impressed with our efforts that she followed up with a visit to the VCGCB to videotape some of the wonderful environmentally friendly initiatives undertaken by the VCGCB. Her video will be posted online on the "Go Green Initiative" YouTube channel as an example of California State Agencies contributing to sustainability.

The Executive Officer showed a PowerPoint presentation highlighting the VCGCB's accomplishments during 2009. The achievements included, among others, the following:

- **Increased Payments**—Payments to victims topped \$94 million, an increase of approximately \$12.8 million from the prior fiscal year or a 13.6 percent increase.
- **Increased Applications**—CalVCP applications increased by nearly 8 percent. Approximately 54,572 applications were received during fiscal year 08-09. The average processing time was reduced by 13 days to 63 days.
- **Bureau of State Audits Final Report**—The VCBCB sent the BSA our one-year response to their December 2008 audit ahead of schedule.
- **A Better Place to Work**—The employee satisfaction survey was completed. The VCGCB conducted a confidential employee survey to measure the importance of various areas that may contribute to an employee's satisfaction at the Board and how the employee feels the Board is performing in those specific areas. With that "baseline" survey, we will be able to measure our progress in achieving our goal of at least a 10% increase in employee satisfaction.
- **Efficiency**—The Policy, Procedures, and Research Section completed the online CalVCP Procedure Manual. CalVCP staff and Joint Powers staff will be able to access the manual online and receive answers immediately through the search capability.
- **Improved Customer Service**—The Customer Service Section received approximately 85,000 calls in 2009, an increase of nearly 20 percent from the prior year; returned more than 4,600 voicemails; responded to approximately 4,300 emails; and received more than 3,000 faxes. The VCGCB is committed to focusing on making sure our customers know we are here to assist..
- **Stronger Support for Local Partners**—The VCGCB held Criminal Restitution Compact (CRC) and Joint Powers (JP) conferences in an effort to increase our personal contact with the CRC's and JP's by providing legal support and daily contact and assistance resulting in closer partnerships.
- **Increased Restitution Training**—Criminal restitution training for stakeholders is now available online and available 24/7. The VCGCB has increased educational outreach to judges, probation officers, and collection staff through individual mailings, training, and distribution of reference materials to facilitate effective collection.
- **Revenue Recovery**—The Liens and Overpayment Recovery Section collected over \$1 million in liens and subrogation recoveries. All monies collected were returned to the Restitution Fund to further assist victims.
- **New Programs**—Established an Accounting Section which implemented CalATERS and CalSTARS two programs that will help improve efficiency.
- **More Staff Training**—Increased training opportunities for staff by expanding classes in Excel, Outlook, PowerPoint, Word, and basic computer skills.
- **Improved Internal Communications**—Redesigned our internal website "Boardnet" and improved our internal newsletter, the Board Buzz.
- **Elevated Outreach Efforts**—Developed a comprehensive outreach and advertising plan and selected and implemented new branding for CalVCP. In addition, the VCGCB won gold

and silver awards for the "Helping Victims of Hate Crimes" brochure and the *Victim Compensation Connection Newsletter*.

- **Healthy Habits**—The Wellness Program held many events and seminars including blood drives, lunchtime wellness seminars, flu shot clinics, yoga classes, and a walking club.
- **Employees Helping Employees**—The employee sponsored Giving Program protects the confidentiality of staff while offering assistance to those in need as a result of economic hardships. The program offers a food pantry and gives donated items such as gift cards and clothing.
- **Greening it Up**—The VCGCB has communicated a stronger emphasis on green tactics and policies. As a result, the VCGCB has reduced waste, increased recycling, and used less paper.

The Executive Officer thanked the Board for their continued support and staff for their efforts.

Government Claims Program

Item 4. Consent Agenda (Nos. 1- 484)

The Board voted to approve the staff recommendations for numbers 1-484, with the following exceptions: item numbers 106 and 442 were removed pending review of additional information received from the involved parties and item numbers 44, 45, 100, 119, 111, 163, 451, and 459 were removed in order to allow the claimants an opportunity to address the Board.

Consent Agenda Appearance

Item Number 44, G581281

Ruth Nazarian, appeared and addressed the Board on behalf of her son, Joseph Nazarian. Gwynne Pratt appeared on behalf of the Department of Rehabilitation.

The Board voted to adopt the staff recommendation to partially allow the claim in the amount of \$27,476.00. In addition, the Board further voted to award the claimant \$5,000.00 for attorney's fees.

Consent Agenda Appearance

Item Number 45, G582027

Item Number 100, G581205

Leonard Valenti appeared and addressed the Board. The Department of Motor Vehicles did not appear at the meeting to address or answer questions of the Board.

The Board voted to approve both claims in the full amount requested by the claimant.

Consent Agenda Appearance

Item Number 111, G583126

Phillip Ostrom appeared and addressed the Board. Jeff Lovell appeared on behalf of Caltrans.

The Board voted to adopt the staff recommendation to reject the claim.

Consent Agenda Appearance
Item Number 119, G584029

The claimant failed to appear. The Board voted to adopt the staff recommendation to reject the claim.

Board member Michael Ramos excused himself from the meeting at 10:50 a.m.

Consent Agenda Appearance
Item Number 163, G585142

The claimant failed to appear. The Board voted to adopt the staff recommendation to reject the claim.

Consent Agenda Appearance
Item Number 451, G584451

Eduardo Arellano appeared and addressed the Board. The Board voted to adopt the staff recommendation to grant the late claim application and reject the claim.

Consent Agenda Appearance
Item Number 459, G585208

David Bratt appeared and addressed the Board. The Board voted to adopt the staff recommendation to deny the late claim application.

Item 5. Loma Linda University Medical Center
Claim Number G581808

The Board voted to adopt the staff recommendation to partially allow the claim in the amount of \$76,033.95, under authority of Government Code section 965 (agency pay).

Item 6. CSU Fresno Foundation
Claim Number G585735

The Board voted to adopt the staff recommendation to allow the claim in the amount of \$393,810.28, under authority of Government Code section 905.2(b)(4) (legislative pay).

Item 7. Request for Delegation of Authority
Under Government Code Section 935.6 by the California State University

The Board voted to adopt the staff recommendation to approve the request.

Item 8. Applications for Discharge From Accountability for Collection

The Board voted to adopt the staff recommendation to approve the requests.

Victim Compensation Program

The Board commenced the Victim Compensation Program portion of the meeting at 11:09 a.m.

Request for Reconsiderations Following Board Action on a Proposed Decision
Recommendation: Deny
(Nos. 1-2)

The Board voted to adopt the proposed decisions.

Proposed Decisions Following Failure to Appear
(Nos. 3-5)

The Board voted to adopt the proposed decisions.

Closed Session

Pursuant to Government Code section 11126(c)(3), the Board adjourned into Closed Session with the Board's Executive Officer, Chief Deputy Executive Officer, and Chief Counsel at 11:10 a.m. to deliberate on the proposed decisions, numbers 6 through 31.

The Board reconvened into open session at 11:13 a.m.

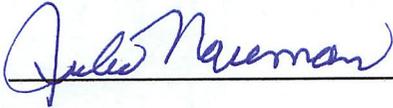
Open Session

The Board voted to adopt the proposed decisions for numbers 6 through 31, with the exception of number 19, which was referred back to staff.

Adjournment

The Board meeting adjourned at 11:13 a.m.

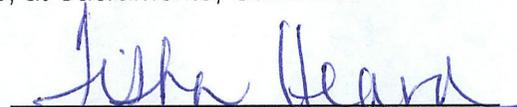
Julie Nauman
Executive Officer



I certify that the California Victim Compensation and Government Claims Board adopted these minutes at its meeting of January 21, 2010, at Sacramento, California.

Date: January 21, 2010

By:


Board Liaison (Affix Seal here)