



ONTARIO'S WATCHDOG
CHIEN DE GARDE DE L'ONTARIO

Adding Insult To Injury
By the Numbers – Fact Sheet

OMBUDSMAN INVESTIGATION

Announced: August 23, 2006

Complaints received about CICB: 30 from April-August 2006; 27 in fiscal 2005-06; 28 in fiscal 2004-06

Complaints received after investigation announced: 123 (total 153 in fiscal 2006-07)

Documents reviewed: 15,000

Application files reviewed: 21

Interviews conducted: 57, including senior CICB managers, staff and members; senior managers and staff from Ministry of the Attorney General's Victim Services Secretariat (policy division) and Office for Victims of Crime; victims and their families; victim advocates; professionals working with victims of crime

Number of recommendations: 17

HOW ONTARIO'S COMPENSATION SCHEME MEASURES UP

	Maximum compensation available	Average Turnaround Time	Awards issued 2004/2005
Ontario	\$365,000*	3 years	2,654
Alberta	\$110,000	1– 4 months	1,106
Manitoba	\$100,000	2 – 3 weeks	522
British Columbia	\$50,000	1– 6 months	4,737
Saskatchewan	\$25,000	1– 3 months	296
Quebec	\$55,000**	2 months	3,463
Prince Edward Island	\$15,000	2 years	53
New Brunswick	\$5,000	2 – 6 months	381
Nova Scotia	\$2,000	Less than 2 months	237
Newfoundland and Labrador	N/A		
Texas	US \$50,000	3 months	25,161
Australia	Aus \$50,000	12 – 18 months	5,616
U.K.	500,000 pounds	8 – 12 months	35,446

*Maximum total compensation to all applicants for one crime. Maximum lump sum payment is \$25,000; maximum periodic payment is \$1,000/month.

**Maximum payment for loss of salary.



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WAIT TIMES FOR COMPENSATION IN ONTARIO
Average times for application to get through the "Gates"

First Gate: Claims Service Unit	Second Gate: Claims Processing Unit	Third Gate: Hearings Unit	Fourth Gate: Finance Unit
Average time from victim's initial call for application to reach Claims Processing Unit: 254 days	Application sits in "The Bin" awaiting a claims analyst: 262 days	Wait for hearing to be held: 114 days	Cheque is prepared and mailed out: 24 days
	Application is retrieved from "The Bin" and readied for hearing: 334 days	Hearing decision submitted: 67 days	
		Compensation order completed: 46 days	
Total: 254 days	Total: 596 days	Total: 227 days	Total: 24 days
Average total time to process compensation claim: 1,101 days (about three years)			

CRIMINAL INJURIES COMPENSATION BOARD

Created: 1971, by the *Compensation for Victims of Crime Act*
Budget: \$20 million per year, funded out of the Consolidated Revenue Fund
Members: 1 chair, 2 vice-chairs (1 part-time, 1 full-time), 14 members (part-time)
Staff: 40
Chair: Marsha Greenfield

Calls received per year: 35,000
Applications sent out per year: 7,500
Completed applications received per year: 4,000-5,000
Percentage of applications returned to victims because of imperfections: 40%
Claims adjudicated per year: 2,500
Cases in progress as of July 26/06: 9,640
Ministry's estimated cost of backlog by Oct. 2007: \$109 million

Increase in claims between 1998 and 2004: 148%
Budget increase between 1998 and 2004: 2.5%
Increase in claims since 2004: 35%
Average number of victims of violent crime in Ontario per year: 100,000

VICTIM JUSTICE FUND

Created: 1994
Source: surcharges on fines for federal and provincial offences, excluding parking violations.
Annual revenue: \$34-37 million
Surplus in fiscal 2005-06: \$80 million