

**From:** Sheneika Smith <sheneikasmith@avlcouncil.com>  
**Sent:** 2/24/2022 10:20:46 AM  
**To:** Brandon Moore <brmoore@ashevillenc.gov>  
**Cc:**  
**Subject:** Re: \*\* Confidential \*\* Re: Family Support Costs

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Thank you for the update. I have a contact for Mr. Avery and will connect with him to get advice on how to support.

On Wed, Feb 23, 2022 at 9:44 AM Brandon Moore <[brmoore@ashevillenc.gov](mailto:brmoore@ashevillenc.gov)> wrote:

Ma'am,

Apparently the family from this unfortunate incident is still struggling. They are working with Avery's Funeral home and apparently due to family wishes are wanting to bury their loved one. The bill is beyond what they can afford at this time so they are in a holding pattern before they will be allowed to complete the burial service.

Do you have any contacts that can assist with Avery's or any advice on how we can help them get to a point of closure?

Thanks for all your help with this it is greatly appreciated.

Brandon

Sent from my iPhone

On Feb 17, 2022, at 11:59, Sheneika Smith <[sheneikasmith@avlcouncil.com](mailto:sheneikasmith@avlcouncil.com)> wrote:

Thank you! This is helpful and yes, I am interested in co-creating ways to support victims and families.

On Mon, Feb 14, 2022 at 5:47 PM Brandon Moore <[brmoore@ashevillenc.gov](mailto:brmoore@ashevillenc.gov)> wrote:

Vice Mayor Smith,

I spoke with our Victim Services and the Lieutenant over CID in an effort to try and capture all that may be asked of you.

If you have further questions or need additional clarification please let me know. We are happy to help and look forward to better ways we can assist victims and families associated with incidents such as these.

**From:** Raine Harrison <[rharrison@ashevillenc.gov](mailto:rharrison@ashevillenc.gov)>  
**Date:** February 14, 2022 at 14:53:24 EST

**Subject: \*\* Confidential \*\* Re: Family Support Costs**

Capt. Moore,

Vice Mayor Smith asked how clean-up service works regarding criminal incidents and who incurs the cost. I am attaching a list of companies who are able to provide biohazard clean-up. There are three local companies, one that services the Carolinas and one that is Nationwide. We do not endorse any of the companies but the local ones do not incur the same travel costs as those that are out of town and can usually respond faster.

If an individual has a homeowner or renter insurance policy, the clean-up cost may be covered. In those cases, there is usually a deductible that must be paid. The crime victim would need to contact their insurance company to ask if the costs are covered. Ultimately, that person is responsible for payment.

In the case of last week's situation:

- \* The home is listed as Section 8. I contacted the Asheville Housing Authority to ask whether they would pay the clean-up cost (which one company estimated as \$6,000) and was told no.
- \* It's unknown if the homeowner / landlord had an insurance policy that might have covered the clean-up cost. I did speak with the dad about that. He chose to handle the clean-up in his own way.
- \* The family would not have qualified for financial assistance from the state because suicide is not considered a crime. Even if they had qualified and were approved, assistance would have been on a reimbursement basis which normally takes several months.

Regarding future criminal cases needing biohazard clean-up:

- \* APD's Victim Services Unit has no local budget to assist crime victims. We typically make referrals to other agencies and/or advocate on their behalf.
- \* There is a state Victim Services program in Raleigh that is able to assist some crime victims. The victim must apply for financial compensation and if approved may be reimbursed. The state wants to be sure the person was a "true, innocent victim of crime" and not involved in anything criminal at the time of the incident or pertaining to the crime. If approved, the state is always the payer of last resort.
- \* Tammy and I (with APD Victim Services) are available to assist individuals in applying for assistance from the state. Staff at local funeral homes and employees at Mission Hospital have also assisted victims with the application process.

In addition to assisting "approved victims" with crime scene clean-up reimbursement, the NC Victim Compensation program in Raleigh can also assist in the following area:

- \* Medical and Dental bills, up to \$30,000 (for unpaid bills)
- \* Funeral / Cremation costs, up to \$5,000 (their website describes what is and is not able to be covered)
- \* Lost wages - proof of income and a doctor's letter will need to be submitted to the claims investigator
- \* Counseling costs, for some cases but not for all types of crime

If the City is open to having a "Direct Connect" resource for services such as covering the cost of

biohazard clean-up and/or cremation, that would be a huge help for many crime victims. The average cost for cremation is approximately \$1,100. A contract with any company would probably involve a discounted cost and an assurance that the victim is not charged for any additional costs.

**Raine Harrison**

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