



NEW YORK STATE  
OFFICE OF VICTIM SERVICES

***ADVISORY BULLETIN***

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**TO: ALL FUNDED PROGRAMS  
ADVISORY COUNCIL  
MEMBERS**

**FROM: ELIZABETH CRONIN, ESQ.  
DIRECTOR**

**SUBJECT: Emergency Award Procedure  
Change**

**DATE: September 27, 2013**

The Office of Victim Services (OVS) continues to review and revise its procedures to improve our practices and assist victims requesting and receiving compensation benefits. Recent reviews have resulted in changes to the process for submission of Emergency Award (EA) requests.

Effective immediately, VAPs submitting requests for EAs are no longer required to contact an advocate prior to submission. VAPs can request technical assistance from their program monitor on the necessary documentation required to submit a complete EA request, if needed.

OVS does not require hard copy documentation for any EA request submitted via fax from a VAP. VAPs must be sure to attach a cover sheet which includes the total number of pages sent when submitting an EA request. The cover sheet will assist OVS in determining that all faxed pages were received allowing for immediate processing.

In order to assure proper routing of the EA request within OVS, VAPs must use the following fax number: 518-485-8885. If faxed, all EA requests should be faxed to this number only.

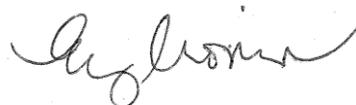
Alternatively, EAs may be sent via email to [EA@ovs.ny.gov](mailto:EA@ovs.ny.gov)

All EA requests must be faxed to this number.

The claims processing unit will assign all EA requests to advocates on a rotating basis. OVS is implementing this change to balance the workload between our three office locations and to allow for consistent service and immediate assignment. As always, OVS will also handle EA requests from individuals presenting themselves at one of our three office locations.

If VAPs have any questions regarding this Advisory Bulletin or any other related issues, please contact your Program Monitor for clarification.

On behalf of the New York State Office of Victim Services, thank you for your commitment to providing the highest quality services to innocent victims of crime in New York State.



**Elizabeth Cronin, Esq.**  
**Director**