

THE FOLLOWING IS A BROADCAST EMAIL TO ALL OVS FUNDED VICTIM ASSISTANCE PROGRAMS

Dear Colleagues:

The implementation of the OVS Victim Services Portal has been a ground-breaking experience for all of us. We appreciate your patience while we continue our efforts to improve the process and make your claim submissions through the portal as smooth as possible.

The OVS's Claim Processing unit is monitoring several email boxes and multiple fax machines for a variety of claim related items.

To more efficiently handle all this material, and most effectively process Emergency Awards, we are asking that Advocates use the following email addresses and fax numbers for these specific needs:

For Emergency Awards Only:

Email: ea@ovs.ny.gov

FAX: (518) 402-0921

For Non- Emergency Awards communications:

Email: ovsintake@ovs.ny.gov

FAX: (518) 485-8885

Again, we appreciate your cooperation as we continue to improve the efficiency of claims processing.

On behalf of the NYS Office of Victim Services, thank you for your ongoing interest in our Conference. We look forward to seeing you at the event.

Sincerely,

Emma Graham

Supervisor, Contract Administration

New York State Office of Victim Services

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