

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

Dear Colleague:

The Victim Service Portal (VSP) went live in the Western region on Friday, April 4! It was a successful launch. Claims were submitted, documents uploaded and claims assigned to OVS Claims Specialists all in one day. We look forward to all VAPs having access to the portal in the next few weeks.

As we move forward and roll-out the VSP in more regions, we will be sharing helpful information with all of you. VAPs may login to the OVS website and access helpful information from the Guidance for Victim Service Providers section on our homepage. Here is the link to assist you in accessing this information: <https://ovs.ny.gov/victim-assistance-program>. Under the Victim Service Portal page you will find resource documents and updates which will assist you in successful use of the VSP once your region goes live. We will continue to update the FAQs as necessary.

Here is a tip about uploading documents: If advocates are uploading documents to a claim which is now in "Closed" status, OVS may not check that claim automatically until enhancements are made to the system. Advocates are instructed to send an email to OVSINTAKE@ovs.ny.gov with the claim number and the document that was uploaded so the appropriate OVS staff member can be tasked with reviewing the document.

To prepare for your region going live, it is very important for VAPs to test their computer security systems so the VSP is not blocked by firewalls, etc. VAPs are encouraged to type in the following URL: <https://vsp.ovs.ny.gov/>. If your agency computer system directs you to the NY.GOV website, you should not have any issues accessing the VSP once your region goes live. If, however, you receive an error message or get directed to anyplace other than NY.GOV, you should contact your agency IT department to address security restrictions which will prevent you from accessing the VSP. As always, you may direct specific questions to your OVS Program Monitor if you need more assistance with this or any other VSP issues.

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

Sincerely,

Emma Graham

Supervisor, Contract Administration

New York State Office of Victim Services

Alfred E. Smith Building

80 South Swan Street, 2nd Floor

Albany, NY 12210

Phone: (518) 485-0943 | Fax:(518) 485-9294 | emma.graham@ovs.ny.gov

www.ovs.ny.gov