

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

Dear Colleague:

OVS is excited to announce that the Victim Service Portal (VSP) was successfully launched across all of New York State earlier this month. All victim assistance providers can now utilize this innovative new tool for filing claims. Claims are being submitted, documents uploaded and claims assigned to OVS Claims Specialists without the delays experienced with paper applications.

Going forward, we will continue to share helpful information with all of you. VAPs may go 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 the successful use of the VSP. We will continue to update the FAQs as necessary.

A number of tips, many suggested by you, have been added since going live and all VAPs should review them. We recommend you check the OVS website regularly for updates. One recent tip concerns the use of the OVSINTAKE@ovs.ny.gov email. Advocates should email this address when:

- submitting an Emergency Award Request,
- uploading a Claimant Authorization to a claim they successfully submitted at another time or
- uploading a document to a claim in closed status or that was submitted prior to VSP.

There is no need to send an email to OVSINTAKE if you are simply submitting a claim. **DO NOT** mail in a hard copy.

Please remember when submitting an Emergency Award Request to make sure this is the subject of the email so that OVS can address this claim immediately. Emails for EA requests should include the victim/claimant name, claim number and a list only of the documents you uploaded to the claim.

Consider attending the VSP webinar on June 24th to review important advances in the functionality of the Portal.

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.

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