

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

Dear Colleague:

In our ongoing effort to insure effective communication, the Office of Victim Services (OVS) would like to remind Victim Assistance Programs (VAPs) that in most instances their first point of contact with OVS should be through their assigned Program Monitor or Auditor. Additionally, VAPs may contact the Grants Unit directly for assistance at (518) 485-2763 if they are unable to reach their Monitor or Auditor.

Recently, other departments at OVS have been handling a significant number of telephone calls from VAPs which have to be transferred to the Monitor or Auditor. This interruption of the staff in our Additional Medical and Investigations Units delays the processing of claims and payments to victims.

As a reminder, the toll free number for OVS was established to allow victims to easily access the Office and was not intended for use by the VAPs. Please dial the Grants Unit staff directly for assistance.

Thank you for your ongoing commitment to working cooperatively with OVS in serving victims of crime in New York State.

Sincerely,

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