

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.

OVS would like to take this opportunity to remind Advocates of some very important points regarding Emergency Awards. We have a lot of new staff who are learning all aspects of the claim processes, including how to properly process Emergency Awards. In order to ensure the success of the new staff and get EA's more efficiently, we ask that you please take a few moments to review the Emergency Award power point presentation on our website which gives very precise information as to what is needed for each type of EA. Here is the link to assist you in accessing this information: <https://ovs.ny.gov/victim-assistance-program>. The presentation can be found under "Victim Services Portal." Other important points are noted in the presentation such as:

- An EA is only granted if OVS finds that an award would likely be made in the claimant's case and that undue hardship would result if immediate payment were not made
- EAs are NOT granted for reimbursement, only BEFORE services have been rendered
- EAs are NOT given for ALL expense types
- Advocates should submit a complete EA packet. Please do not contact the Claim Processing Unit UNTIL you have uploaded or otherwise submitted all of the necessary documentation as described in the PowerPoint presentation.

Remember that all EAs processed by Investigations staff pull resources away from other claims already in progress. Please make sure that you are requesting EAs only for claimants who truly are in need of emergency services.

The OVS Claim Processing unit is monitoring several email boxes and multiple fax machines for a variety of claim related items. The ONLY email and FAX line monitored regularly for EAs are:

For Emergency Awards Only:

Email: ea@ovs.ny.gov

FAX: (518) 402-0921

If you use a different email or fax number, chances are the request for an EA will be missed.

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

Sincerely,

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