



Office of Victim Services

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Tips for Advocates Using the VSP

4/6/2015	If you are uploading a document to an existing claim and the claim is in <u>Closed</u> status, please send an email to ovsintake@ovs.ny.gov to let them know. The Claims Intake Unit will then ensure that appropriate OVS staff are alerted to the existence of the new document.
4/6/2015	If you are having trouble finding an existing claim by using the “Advanced Search” option, please contact your Program Monitor for assistance.
4/7/2015	Please enter complete USPS mailing addresses including “Street” or “St.,” “Road” or “Rd.,” etc. for claims entered through the Portal. The OVS requires accurate claimant mailing addresses not only for correspondence from this agency but in the event that the claimant will ultimately be sent a check.
4/17/2015	When completing the application when your claimant is not the victim (I.e.: the victim is a child and the mother will be the claimant), be sure and answer “No” to the question: “Are you the victim?” at the end of the victim section. If you answer “Yes” to this question, the system will skip over the Claimant section.
4/17/2015	If you inadvertently hit the space bar after entering a name, that will store the extra space as part of the name. If you type “Smith “, you will never find that claim on your VSP search by typing “Smith”. It will not find the claim. Please be careful not to add extra spaces to names when entering.
4/17/2015	If you are entering a claim that will fall under SARA (Sexual Assault Reform Act) for which the medical report has a diagnosis code of sexual assault and will serve as the crime report, select “CVB – FRE/SARA” from the Police Agency dropdown list in the crime section. Hospitals and medical providers will not be available in this list.