



OVS Resource Connect

SOP Number OVSRC2021

SOP Title OVS Resource Connect

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READ BY			
NAME	TITLE	SIGNATURE	DATE
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1. PURPOSE

The purpose of OVS Resource Connect is to connect crime victims with appropriate resources through a concern-based online search engine. Featuring enhanced search functionalities, this online tool provides custom-tailored search results, connecting users with potential crime victim services and information they may need.

2. INTRODUCTION

Hosted by the New York State Office of Victim Services (OVS), OVS Resource Connect will allow users seeking crime victim services and information to search for resources by concern, category, keyword, and geographic location.

Victim Assistance Programs (VAPs) funded by OVS are located throughout New York State and can provide immediate help to crime victims, including direct services such as counselling, legal help, assistance with filing claims among many other services. OVS Resource Connect users will be able to quickly locate and connect these programs.

This procedure document describes how to access OVS Resource Connect and provides an overview of expectations for using the online tool (Site). It also documents the responsibilities and duties of OVS staff, VAP staff, and Site users, so that requirements and expectations for all parties are clear.

3. DISCLAIMER

OVS reserves the right to amend any of these or related provisions, such as amendments to be effective upon date of publication. In addition, OVS reserves the right to remove any or all Site “resources” at any time and does NOT guarantee accuracy or timeliness of information published in Site search results.

4. RESPONSIBILITIES

OVS staff are responsible for:

- Maintaining designated OVS staff for participation in an OVS Resource Connect Team and to serve as Site Administrators;
- Notifying VAPs of major updates to Site, Site Terms of Use and/or Site Functionality via Broadcast Email;
- Issuing annual OVS Resource Connect Questionnaire to allow for the formal collection of Site resources from VAPs;
- Reviewing all OVS Resource Connect “resource submissions” and “suggested resource updates” for appropriateness and verification as an official VAP service/resource;
- Publishing OVS Resource Connect “resource submissions” and “suggested resource updates” monthly or less if no submissions are received in the same time frame;
- Assigning back-up for reviewing and publishing updates to Site in the event of an OVS Resource Connect Team member absence, and sharing this back-up with supervisors and the Training & Outreach Unit;

- Communicating with Site Software as Service Developers for any site malfunctions, issues and/or service interruptions and notifying VAPs via Broadcast email of subsequent Site status updates; and
- Responding to inquiries, comments and suggestions shared through the OVS Resource Connect *Email Us* feature.

VAP staff are responsible for:

- Responding to periodic OVS Resource Connect Questionnaire and providing publicly viewable program information, including self-identified crime victim “concerns” the VAP may potentially address through services offered;
- Reviewing and approving program resource(s) prior to Site publication;
- Periodically reviewing program resource(s) published on Site for accuracy of information, functioning contact hyperlinks and phone numbers as well as updated resource(s) description(s);
- Completing the “SUGGEST UPDATE TO RESOURCE” form on Site for any resource modification and/or edits needed;
- Providing OVS with timely notification of any resource(s) change in address/physical location and/or closure; and
- Ensuring appropriate VAP staff have access to, or are subscribed to, the OVS Listserv and can receive Broadcast Email notifications regarding Site updates.

Site users are responsible for:

- Waiving all rights to hold OVS liable for information and resources published on OVS Resource Connect Site;
- Contacting OVS through the OVS Resource Connect *Email Us* feature for questions related to the Site only; and
- Contacting VAPs via the contact information provided in the OVS Resource Connect search results and “resource” listings for questions related to information and services for crime victims.

5. FORMS/TEMPLATES TO BE USED

OVS Resource Connect Standard Operating Procedures [This Document]

6. INTERNAL AND EXTERNAL REFERENCES

Internal References

[OVS Help for Crime Victims](#)

External References

[OVS Resource Connect](#)

[OVS Resource Connect Site Guidelines](#)

[How to Use OVS Resource Connect](#)

7. CHANGE HISTORY

SOP no.	Effective Date	Significant Changes	Previous SOP no.