



Frequently Asked Questions for hospitals or medical facilities that are involved in the collection of sexual offense evidence collection kits (SOECK).

The Office of Victim Services (OVS) funds and supports local victim assistance programs across the state that provide services to victims of crime, survivors, and loved ones. To find a program to provide support, please visit [OVS Resource Connect](#).

Launch

Tracking System

When can my medical facility begin sending kits to OVS?

OVS developed a Phase-In plan to manage the transfer of kits to the State's storage facility. This plan allows OVS to determine the time it will take the storage facility to receive, process, and store kits and related items. Please review the Phase-In Plan and Map for more information.

My facility is out of storage, can I request to send kits sooner than our assigned phase?

OVS will maintain the Phase-In Plan and timeline to the greatest extent possible, however, requests for expedited delivery may be sent to soeck@ovs.ny.gov. Special or expedited requests **will only be considered** under extraordinary circumstances with demonstrated need.

Will OVS accept kits that were collected prior to 2018, when the requirement to keep kits for 20 years took effect?

Yes, OVS will accept kits that were collected prior to 2018 that have not been reported to law enforcement.

What training(s) are required for hospitals?

Prior to the start of each phase, OVS will provide hospitals and providers in that phase with timeline(s) and all applicable materials, including a Kit Inventory and Tracking System (KITS) user manual and a series of short videos on how to use the system.

How do I create a new user account?

Upon completion of the self-paced training, each user must complete the KITS Training Attestation form and email it to soeck@ovs.ny.gov. Once a user account is created, OVS staff will contact you with your username and directions to set up a password.

How do I update roles?

If a user role needs to be changed or a user's access needs to be removed, email soeck@ovs.ny.gov.

Victim Notifications from Hospitals

Do I have to tell the victim where the kit is going?

Yes, victims must be notified that their kit will be transferred to the OVS storage facility and be kept for 20-years from the date of collection. They must also be informed that they may request their personal items be returned to them at any time during that 20-year period.

Where can I refer victims should they have any questions regarding the status of their kit?

Victims may view the status of their kit in the [Victim Portal](#). They also may visit the [Information for Victims of Crime](#) page or send questions to soeck@ovs.ny.gov.



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Shipping

How long do I have to send the kit to OVS?	What steps are required before sending a kit to OVS?
<p>OVS will coordinate with medical facility staff for the transport date for legacy kits collected prior to onboarding.</p> <p>Kits collected after onboarding is completed must be sent to OVS within 10 days of collection.</p>	<p>All items being sent to the OVS Storage Facility must be entered into KITS and a label with the QR code must be affixed to the outside of the kit or package.</p> <p>Hospitals must make diligent efforts to notify victims that their items are being sent to the storage facility and provide them with the information required to access KITS Victim Portal.</p>
Are there special conditions or environments in which the kits must be shipped or delivered?	Are DFSAs shipped and/or delivered differently?
<p>All SOECKs drug facilitated sexual assault (DFSA) kits and non-kit items should be stored in a temperature- and humidity-controlled environment and should not be kept outside those conditions for more than 24 hours.</p> <p>Do not utilize dry ice, ice packs, or other cold packs during transport to the OVS facility; these items may create condensation that can affect the kit packaging.</p> <p>Common couriers may have options for temperature- and humidity-controlled shipping conditions that medical facilities may utilize at their discretion.</p>	<p>DFSAs may be shipped or delivered in separate boxes than the SOECK or non-kit items.</p> <p>Shipping and delivery options are at the discretion and expense of the medical facility.</p>
Can I send these via UPS, FedEx, or USPS?	Where is the storage facility located?
<p>Yes, hospitals may ship items to the storage facility through a common courier. It is the responsibility of the hospital to adhere to the shipping provider's guidelines and requirements.</p> <p>Tracking information must be entered into KITS.</p> <p>All packages must be received between 9 a.m. and 4 p.m. Monday through Friday. Deliveries are not permitted on weekends or State holidays.</p>	<p>The facility is located in Washington County. OVS will provide the address to hospitals and medical providers when they receive approval to begin sending kits to the facility.</p>
Can I deliver the kits directly to the OVS storage facility?	Can I deliver the kits directly to the OVS storage facility?
<p>Yes, hospitals may deliver SOECKs, DFSAs and non-kit items to the facility.</p> <p>All items and the driver's information must be entered into KITS. Upon arrival at the OVS Storage Facility, the driver must present a photo ID.</p> <p>All packages must be received between 9 a.m. and 4 p.m. Monday through Friday. Deliveries are not permitted on weekends or State holidays.</p>	<p>Yes, hospitals may deliver SOECKs, DFSAs and non-kit items to the facility.</p> <p>All items and the driver's information must be entered into KITS. Upon arrival at the OVS Storage Facility, the driver must present a photo ID.</p> <p>All packages must be received between 9 a.m. and 4 p.m. Monday through Friday. Deliveries are not permitted on weekends or State holidays.</p>



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Recommended Practices

Is there a different process for kits that are reported to law enforcement?

The OVS facility only stores kits that have not been reported and released to law enforcement. For questions on kits that have been provided to law enforcement, or for more information about releasing items to law enforcement after a victim reports the incident, please contact your local law enforcement agency or victim assistance program.

Are there any kits that OVS would decline?

Kits that have been reported and released to law enforcement should not be sent to OVS.

What happens if kits are not stored using the OVS-recommended method?

OVS recommends storing items according to the [National Institute of Justice \(NIJ\) National Best Practices](#). When entering the item into KITS, please be sure to describe the storage conditions in the Notes field.

What kind of labels are recommended?

KITS is currently configured to print on Avery 5160 Easy Peel Address Labels (1" x 2 5/8", 30 per sheet). While labels may only be printed for one case at a time, the system will allow you to select a starting point for the labels so you can keep using the same label sheet until it is completely used.

What is the recommended method of storage prior to OVS receiving the kit?

OVS follows the [National Institute of Justice \(NIJ\) National Best Practices](#) recommendations for environmental conditions at its storage facility. The items must be stored in a secure location in the following types of environments:
• SOEC Kits – between 60° and 75° F with less than 60 percent humidity
• DFSA Kits – between 36° and 46° F with less than 25 percent humidity
• Additional items collected such as clothing – between 60° and 75° F with less than 60 percent humidity
No item should be kept outside of these conditions for more than 24 hours. Items that were previously stored in a freezer do not need to stay frozen but should be kept at the temperature and humidity conditions appropriate to the type of item. If there is any moisture or condensation on the outside of the container, allow the item to dry before placing it in another container or touching another item.

What if my question was not answered here?

Please contact soeck@ovs.ny.gov with any other questions.