NEW YORK STATE | Office of Victim Services

VICTIM COMPENSATION PROGRAM

EXPANDING ACCESS TO VICTIM COMPENSATION

JUNE 11TH, 2025

1

OBJECTIVES AND AGENDA

Objectives

Attendees will obtain more information about the Fair Access to Victim Compensation law. Attendees will learn more about what service providers can expect from OVS over the coming months, and attendees will also get a preview of the new victim services online portal.

Agenda

1. Introductions
2. Law and Policy Updates
3. New Victim Services Portal
4. Implementation Timeline
5. Training and Resources

2

2

INTRODUCTION

3

3

COMMON ACRONYMS

(A)DA	(Assistant) District Attorney
CJAR	Criminal Justice Agency Report
CVS	Crime Victim Specialist
EA	Emergency Award
EPP	Essential Personal Property
HCD	Human Centered Design
ITS	Information Technology Services
NYS	New York State
OVS	Office of Victim Services
PI	Personal Injury
VAP	Victim Assistance Program
VOCA	Victims of Crime Act

4

4

NYS OVS OVERVIEW

5

5

NYS OVS MISSION STATEMENT

Provide compensation to victims of crime, their family members, and other eligible individuals in a timely, efficient, and compassionate manner.

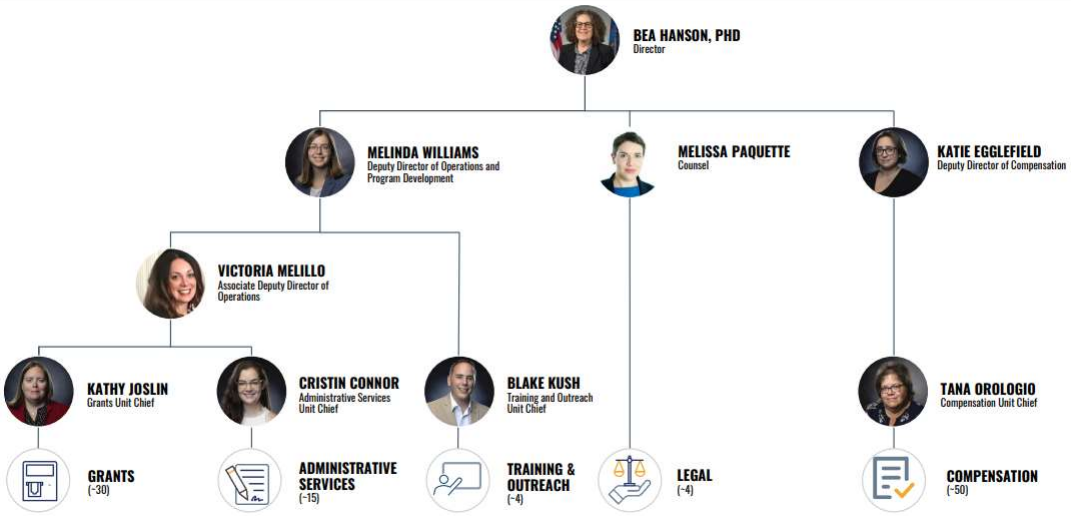
Fund direct services to victims of crime and their families through a network of programs across New York state.

Advocate for the rights and benefits of all victims of crime.

6

6

NYS OVS MANAGEMENT ORG CHART



7

7

FAIR ACCESS TO VICTIM COMPENSATION

8

8

CURRENT AND FUTURE: CRIME VERIFICATION

Current Crime Reporting Verification

- Local, State, or Federal LE
- FRE Claim
- OOP+FOP
- APS/CPS Report
- Post-Sentencing Report
- Neglect Petition
- Domestic Incident Report
- Criminal Complaint
- OTDA HT Certification

Future Crime Reporting Verification

- Attestation completed by designee at a support agency for survivors of crime
- Attestation completed by a medical or mental health professional
- Restraining order
- All other legacy forms of reporting will be accepted
- Effective 12/31/2025

9

9

CURRENT AND FUTURE: CRIMINAL JUSTICE CIRCUMSTANCES

Current Eligibility Evaluation

- Eligibility determined regardless of whether the alleged criminal is apprehended or prosecuted

Future Eligibility Evaluation

- OVS will determine eligibility regardless of whether the perpetrator was arrested, charged, apprehended, or prosecuted
- Effective 12/31/2025

10

10

CURRENT AND FUTURE: NYS OVS FILING LIMITS

Current Reporting and Filing Limit

- Report crime to law enforcement within one week of the crime
- One year from the date of crime

Future Reporting and Filing Limit

- Report to law enforcement within a "reasonable time" considering all the circumstances
- Three years from the date of crime
- Effective 12/31/2025

11

11

CURRENT AND FUTURE: DA NOTIFICATION AND LE INFO SHARING

Current DA Reporting

- Monthly notification sent to local DA offices indicating a claim was filed, along with claimant and perpetrator information.

Future DA Reporting

- OVS will only send the local DA offices reports of claims where crime verification was provided by a criminal justice agency
- Effective 12/31/2025

Current Law Enforcement Info Sharing

- OVS staff communicate with law enforcement and share information when requested for legitimate criminal justice purposes

Future Law Enforcement Info Sharing

- OVS will not be able to provide any personally identifying information or information that would identify the victim or claimant if the claim's crime verification came via an advocate or medical/mental health professional
- Effective 12/31/2025

12

12

NEW PROVISIONS AND DEFINITIONS

Definition: Support Agency for Survivors of Crime

- Gov't Child/Adult Protective Services Agency
- Family Court
- Court which issued temporary or permanent restraining order (Phys. Injuries)
- City or State-funded victim services provider
- [EXC §631(1)(b)-(c)]
- Effective 12/31/2025

Totality of Circumstances

- In the event of conflicting reports from two or more support agencies for survivors of crime for the same incident, OVS will consider the "totality of circumstances" in the light most favorable to the victim when evaluating eligibility for an award from the Office.
- [EXC §631(1-c)]
- Effective 12/31/2025

Support Agencies With A Financial Interest

- If a support agency that attests a crime occurred for the purpose of obtaining victim compensation, and that Agency has a financial interest in the outcome of the claim, the provider must refer the victim to another agency.
- [EXC §631(1-b)]
- Effective 12/31/2025

13

13

2025 BUDGET BILLS

14

14

CURRENT AND FUTURE: HOMICIDE CLAIMS

Current Maximum Funeral/Burial Reimbursement
- $6,000 max Total Award
- $3,000 max Emergency Award

Future Maximum Funeral/Burial Reimbursement
- $12,000 max Total Award
- $6,000 max Emergency Award
- This applies to victims who died on or after November 1996
- Effective 11/5/2025

Current Conduct Contributing Laws
- Conduct contributing is based on the proportion of conduct that contributed to a victim's demise
- Determined by information from LE
- Max reduction of 50% for homicide claims

Future Conduct Contributing
- OVS will no longer consider conduct contributing when awarding eligibility for homicide claims
- This applies to crimes committed on or after November 1996
- Effective 11/5/2025

Current Crime Scene Clean-up
- Eligible family member
- Had to live in the home with the victim
- All eligible claims (not just homicide)

Future Crime Scene Clean-up
- Anyone who has incurred costs for crime scene clean-up costs
- Did not have to reside in home with victim
- New law applies to all eligible claims, not just for homicide claims
- Effective 11/5/2025

15

15

CURRENT AND FUTURE: VICTIMS OF SCAMS/FRAUD

Current Scam/Fraud Eligibility
- Gift card and other online losses are treated as cash
- Maximum reimbursement of $100 per claim
- EPP eligibility applied
- LE reporting required

Future Scam/Fraud Claim Eligibility
- Gift card and other types of scam/fraud where there are carved-out of EPP claims
- Victims, with receipts and report to LE, can receive up to $2,500 cash reimbursement per incident
- Any victim of a scam/fraud who meets above criteria is eligible
- Effective 11/5/2025

16

16

CURRENT AND FUTURE: FRE REIMBURSEMENT

Current HIV PEP Medication Reimbursement

- HIV PEP 28-day regimen is paid for as part of the FRE for victims/survivors <18yrs and only 7-days are paid for those >=18yrs

Future HIV PEP Medication Reimbursement

- HIV PEP 28-day regimen can be paid for as part of an FRE for all victims/survivors
- Effective 2/3/2026

Current FRE Reimbursement Rate

- NYS Medicaid FFS fee schedules are used for base reimbursement rates for services rendered and medications dispensed during an FRE

Future FRE Reimbursement Rate

- OVS will define "usual and customary" reimbursement rates for services rendered during an FRE
- NYS Medicaid pharmaceutical reimbursement rates will be used to determine reimbursement for medications dispensed during an FRE
- Effective 2/3/2026

17

17

VICTIM ASSISTANCE PROVIDER CRIME VERIFICATION

18

18

PROVIDER VERIFICATION SECTION 1: VICTIM INFORMATION

Who is the victim/survivor?

Who is the claimant?

Basic identity confirming information

19

19

PROVIDER VERIFICATION SECTION 2: CRIME INFORMATION

What type of crime was it?

Where did the crime happen?

Provide a description of the crime as it was told to you by the victim/survivor or claimant.

Did the victim/survivor experience any physical injuries?

If not, please tell us what the victim/survivor is currently experiencing.

20

20

PROVIDER VERIFICATION SECTION 3: ATTESTATION

Provider Name

Provider Job Title

Program Name

Program Business/Billing Address

Telephone Number

Contract Number

Funding Entity

Professional Email Address

Attestation + Provider Signature

Different attestation statements depending on whether it's a victim assistance provider or medical/mental health professional signing the form.

21

21

INTRODUCING: OVS COMPASS

22

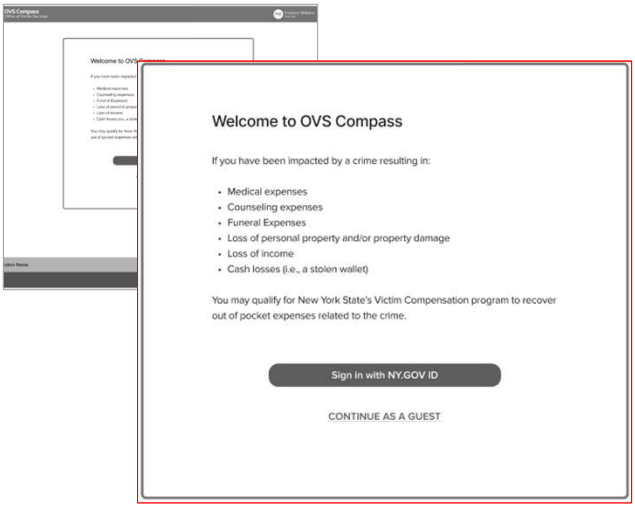
22

OVS COMPASS - VICTIM ADVOCATE EXPERIENCE

Victim Advocates will be able to log on to OVS Compass through the OVS website and sign in with their NY.GOV Business ID.

OVS Compass will

- Be responsive and fit on any size screen
- Be accessible
- Support the 13 most commonly spoken languages for New York State



23

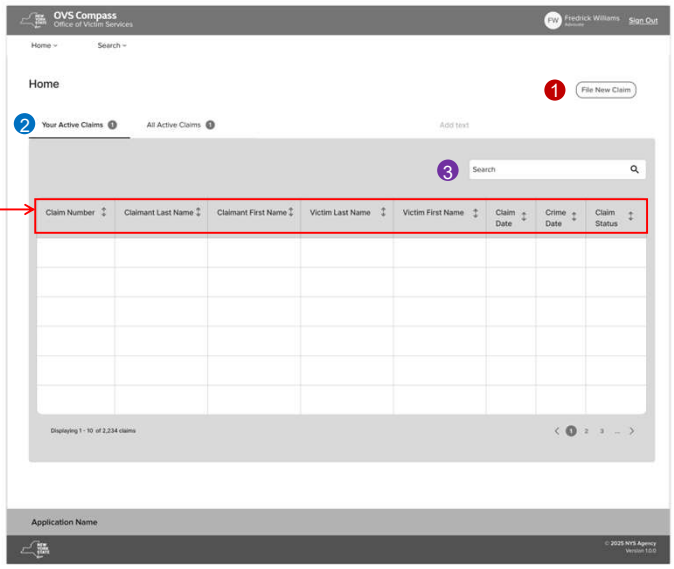
23

OVS COMPASS - VICTIM ADVOCATE DASHBOARD

1. File a new claim
2. Toggle between Active Claims for the Advocate and all active claims across Advocates in that organization.
3. Keyword search

Sort and filter

- Claim Number
- Claimant Last Name
- Claimant First Name
- Victim Last Name
- Victim First Name
- Claim Date
- Crime Date
- Claim Status



24

24

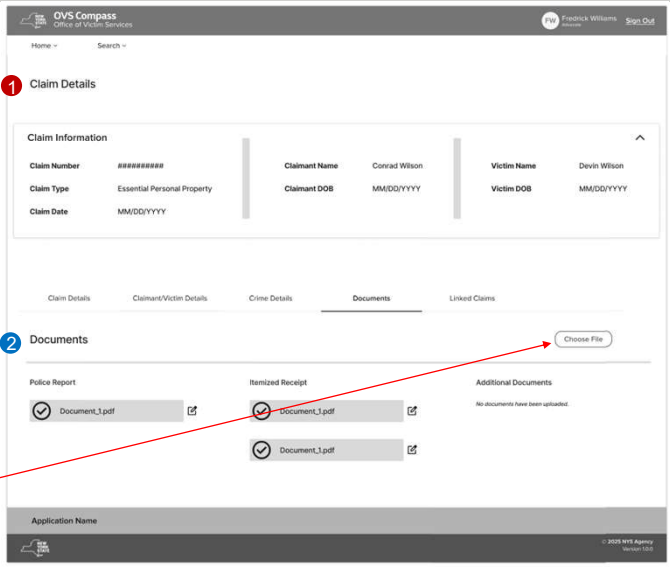
OVS COMPASS – CLAIM DETAILS

1 Claim Details
Clicking on a claim number in the dashboard opens the claim details:

- Claim Number
- Claim Status
- Date of Crime
- Date of Claim
- Victim/Survivor Details
- Advocate who filed the claim

2 Documents

- Documents associated with the claim
- Button to choose new files

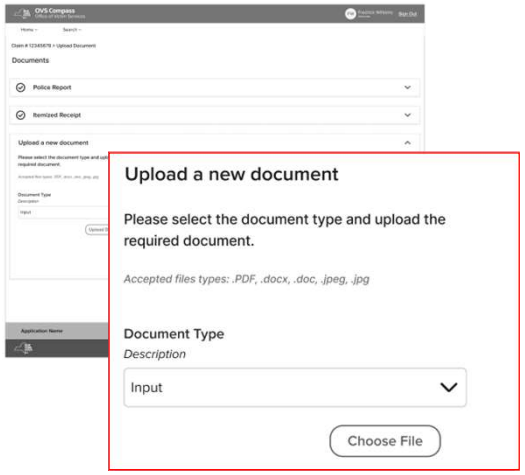


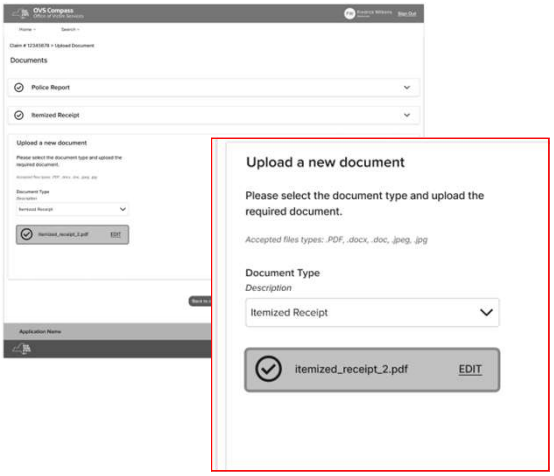
25

25

OVS COMPASS – DOCUMENT UPLOADS

After clicking on the Upload New Document button on the claim detail screen, Advocates can select the document type.



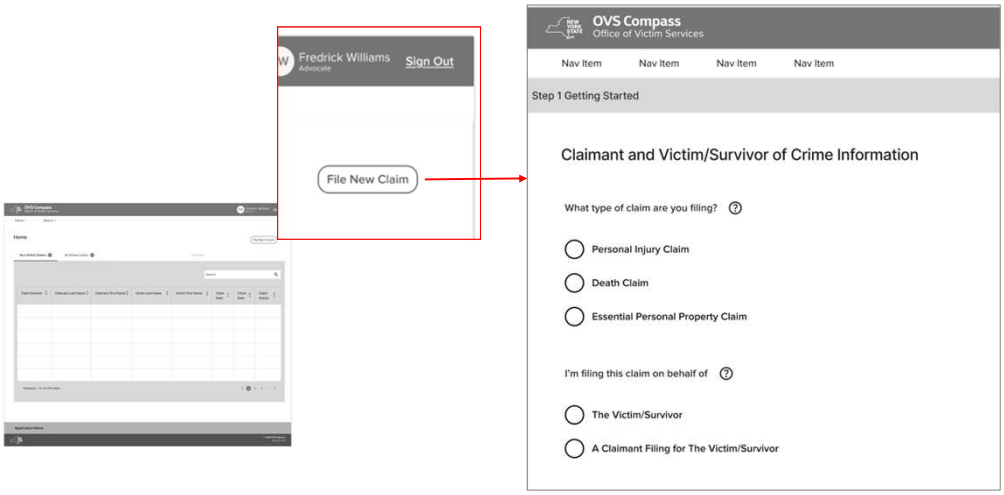


26

26

OVS COMPASS – FILING A CLAIM

Advocates can file a new claim from the dashboard and indicate the type of claim and if they are filing for the victim/survivor or a claimant.

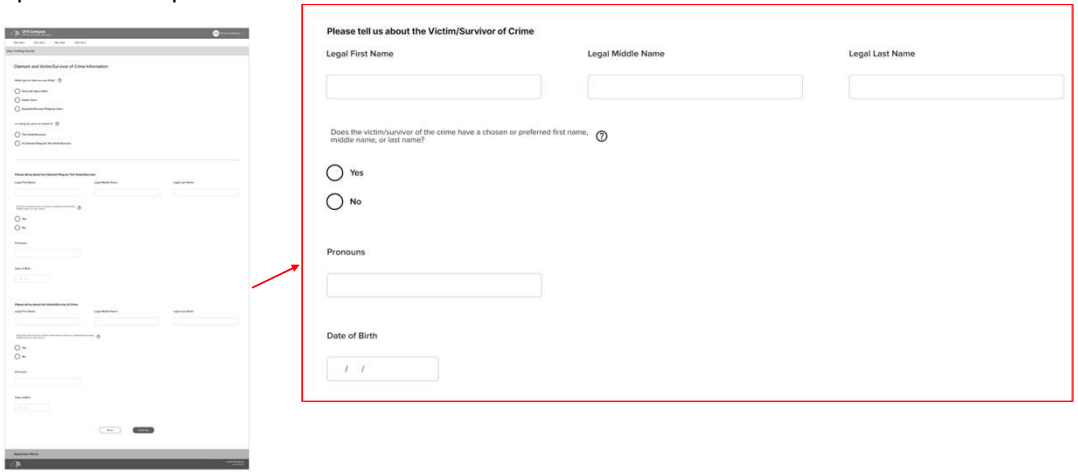


27

27

OVS COMPASS – FILING A CLAIM

After Advocates choose claim type and whether they are filing for a victim and survivor or a claimant, they can enter information about the victim or claimant, details about what happened, and compensation requested.



28

28

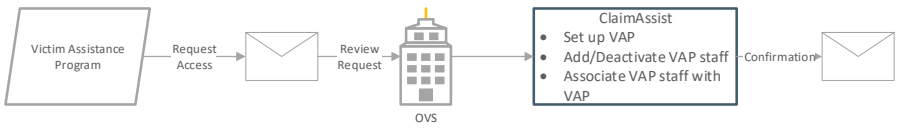
DELEGATED ADMINISTRATORS

29

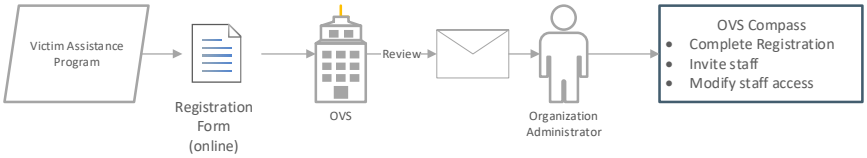
29

USER ADMINISTRATION

Current Model:



New Model:



30

30

PROJECT TIMELINE

31

31

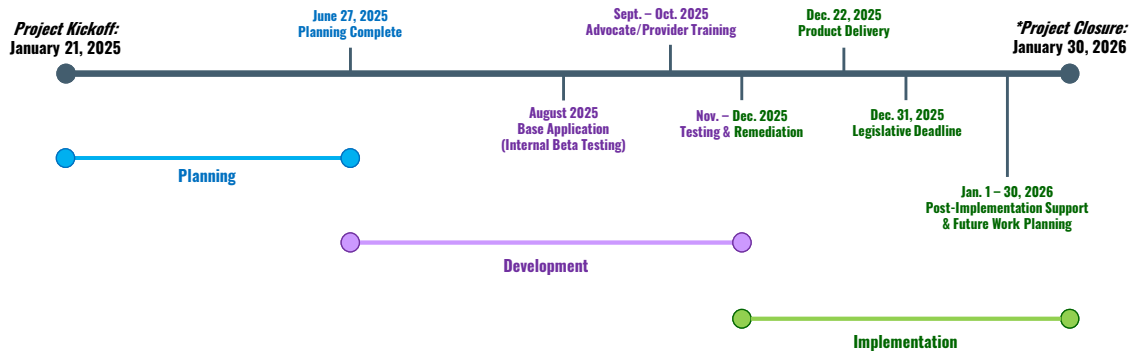
OVS COMPASS – PROJECT PHASES

Planning Phase	Collecting user stories, gathering system requirements, mapping business processes.
Development Phase	Application coding, configuration, and customization.
Implementation Phase	Final testing & remediations, training & documentation, application deployment.

32

32

OVS COMPASS – PROJECT TIMELINE



Please Note: Project Closure indicates the end of initial development & implementation of the Minimum Viable Product (MVP). Additional development and/or enhancements may be facilitated via a Change Order and the project timeline would be extended accordingly.

33

33

Q&A

34

34

TRAINING AND RESOURCES

35

35

TRAINING AND SUPPORT

Monthly Victim Compensation Training

- For victim advocates and other service providers who might help people fill out claims
- Third Tuesday of every month
- Register online at https://ovs.ny.gov/events
- If the registration is full, please reach out to OVSInfo@ovs.ny.gov

NYS OVS YouTube Channel

- For anyone who wants to know more about how to file a claim or how OVS operates
- https://www.youtube.com/@NYSOVS

36

36

ADDITIONAL RESOURCES

OVS Resource Connect

- For any victim of crime who needs help or anyone who is trying to help a victim find local support
- Concern-based search tool to connect victims and their families with VAP's
- https://ovs.ny.concerncenter.com/

NYS OVS Compensation Web Page

- For anyone who wants to file a victim compensation claim
- Contains instructions and guides for both victims, claimants, and advocates
- https://ovs.ny.gov/victim-compensation

NY Crime Victims Legal Help

- For anyone who wants more help on how to obtain victim compensation
- https://crimevictimshelpny.org/compensation/

37

37

CONTACT INFORMATION

NYS Office of Victim Services

Email: OVSInfo@ovs.ny.gov

Call: 1-800-247-8035

Website: https://ovs.ny.gov/

38

38

39