

1. What type of home repairs are covered by CVC?

We often receive questions about home repairs; however, CVC is unable to compensate for them.

2. I had a victim of physical assault ask if CVC could cover the TV that was broken during victimization. My initial thoughts were that it would not be covered, but that they could ask for reimbursement during criminal court proceedings, or separately sue the responsible party. But then I second-guessed myself. Would it be covered if it were broken during the assault? Would CVC cover it if it were needed for work or schooling?

Unfortunately, this is not compensable by CVC. The program cannot help with property loss or damage. CVC primarily helps with medical, counseling, and lost wages. This loss may be recovered through other grant funds provided to your or other agencies, or through restitution if there is a criminal case.

3. Is there a way to help someone apply remotely? How would we handle the signature?

1. You may ask the victim to take a photo of a signed signature page and send it to CVC.

2. Once we receive an application, CVC can send them a signature page to complete and return to the program.

3. Survivors can apply directly through the CVC Portal and type their name, which we consider a legal signature. An advocate may consider assisting a survivor in applying on their own, with their own login.

4. How can survivors with disabilities and their family members better access needed services?

Connect them with organizations like Disability Rights Oregon, Bridges Oregon, and others that offer services for and by these communities. If engaging with the criminal justice system (CJS), request to speak with an advocate. When engaging with the CJS and/or a community-based program, if they're not asked what they may need to access services, we encourage people to self-advocate and tell the provider what they need. We want all our services to be accessible to all, from the first contact they have with a survivor, and we want to have providers ask, "what can I do to make this work for you?"

5. When is it appropriate to suggest Crime Victim's Compensation?

When in doubt, it does not hurt to apply. CVC does not expect advocates to be experts so please reach out to CVC with any questions about a potential applicant. We encourage all advocates to learn the basics. We try very hard to approve all the claims we can within our guidelines. Please take one of our CVC trainings, listed below, to learn the basics.

[Crime Victims' Compensation Primer »](#)

[Crime Victims' Compensation Applied »](#)

[Crime Victims' Compensation for Child Advocacy Centers »](#)

6. Is CVC a resource for survivors who don't report the crime, or when there's no conviction?

We do not require charges to be filed or a conviction to occur in order for a victim to be eligible for CVC. Unreported domestic violence and/or sexual assault are eligible for a limited counseling benefit. When victims report the crime, and/or request a protective order, and/or receive a SANE

exam, they may be eligible for full compensation.

7. What are the time limits to apply for missed wages due to sexual assault and/or domestic violence? What if a victim loses their job because of the criminal incident?

There is no time limit to apply. To be eligible for full compensation, including lost wages, a victim must report the crime, and/or request a protective order, and/or receive a SANE exam. If a victim loses a job because of the criminal incident, CVC could pay for two weeks of lost earnings. With a doctor's work release, we could pay beyond two weeks. The maximum award for lost wages is \$20,000.

8. I'd like to hear more about compensation for mental health counseling.

The program covers crime-related counseling with a licensed provider who accepts the participant's insurance (if applicable). Once we know the participant sees a counselor, we send the provider a letter that explains the counseling benefit, how to bill CVC and authorize sessions. Counseling benefits are for the direct victim, survivor counseling for immediate family members of a homicide victim, and family counseling for immediate family members of victims of child sex abuse and child physical abuse.

9. I'd like to know more about how to handle a no signature billing form for when no caregiver is present, or when the patient is in DHS custody.

Children's Advocacy Centers (CAC) should use the CAC No Signature billing form to obtain a signature from the applicant because:

- *The applicant is the possible offender.*
- *The applicant refuses CVC services.*
- *DHS has temporary custody and cannot sign the form as the guardian.*

The CAC should try and obtain a signature whenever possible from the guardian (including DHS if they have full custody) so they can submit the CVC application and the child can receive CVC benefits if approved.

10. I would like to know more about counseling after sentencing.

CVC awards for counseling for adult victims are good for three years from the date of determination or until age 21 for minors. Prior to sentencing of the offender, victims can use the counseling benefit until the award is exhausted or the claim expires. When CVC has not previously granted an award, or when the award is expired, and a defendant files an appeal (or files for post-conviction relief, or is found guilty except for insanity, there is an award available through the CVSSD Appellate Advocacy Program (AAP). An advocate or victim/survivor can reach out directly to AAP in order to request this benefit.

11. Can a victim's family use CVC for burial costs?

Yes, CVC will pay up to \$5,000 for costs related to burial, services, cremation, interment, basically anything involved in the funeral. We do require receipts for reimbursement of funeral costs. If the funeral has not been paid, the funeral home can submit the signed contract to CVC for payment up to the \$5000 maximum award. CVC may also assist with costs related to cultural or

traditional practices.

- 12. What are the impacts of GoFundMe pages on CVC? In homicides, when multiple family members have different or competing requests (i.e., one pays for funeral, one supports dependents, etc.), how do we manage this?**

We do not consider GoFundMe donations or other community donations to be a prior resource. When separate family members ask for reimbursement for the same crime, we normally reimburse based on the order we receive the receipts and request for reimbursement. We suggest an advocate have a conversation with the examiner when working in such circumstances to find the best way to work that out.

- 13. Speak to the eligibility of victims who are currently the defendant in a separate criminal case but are not yet adjudicated.**

Adjudication is not an issue; however, if a victim owes restitution to another victim as the result of a violent person crime, they must have payment arrangements in place to have their claim approved. When restitution is not owed, this will not be a barrier to the application.

- 14. When working with survivors of a decedent in a homicide death and the investigation is under way by Law Enforcement (LE), we refer survivors to CVCP for survivor counseling and funeral benefits. After a lengthy investigation, LE ends up not being able to show PC (probable cause) for a homicide and cannot send the case to the district attorney for prosecution. Does the family still qualify for CVCP benefits?**

We don't need a criminal conviction or charges to approve an application. The biggest complication with a homicide is getting all the details needed to make a determination. If we have enough information, we can accept a claim. Some circumstances can delay determination time, for example, if the victim was possibly involved in a crime when they were killed. CVCP will connect with the lead investigator and/or district attorney's office to discuss the investigation.

If the decedent was involved in a drug deal when murdered is CVC still payable to family?

This would depend on the circumstances involved. As previously indicated above, CVC would need to obtain information from the law enforcement agency investigating the case to find out specifically what occurred. Under the statute, CVC is allowed to deny a claim if the victim was involved in a "wrongful act" (crime) at the time of their death. However, CVC may also waive certain conditions for good cause and often does so in cases where it is clear the victim did not threaten or initiate any violence.

- 15. I work for CASA and file CVC applications for ODHS as part of a grant requirement. Can we discuss the process for getting information about a filed application and what, if any, information CVSSD is allowed to share with me?**

CVC is bound by VOCA confidentiality rules and cannot freely give out personal information. The best course of action is to request a CVC number and a signed release from the family or guardian.