

# Advocate News

*A quarterly newsletter for advocates*



## A message from CVSSD Crime Victims' Compensation Program

Thank you for helping victims and survivors apply for crime victims' compensation benefits and navigate the application process. We created this newsletter to share updates about Crime Victims' Compensation, as well as address some frequent questions we receive about the program.

We are committed to removing barriers and making CVC available to more victims and survivors. Some of the changes we recently made include...

- Victims and survivors of **hate crimes and bias incidents** may now access counseling benefits using the Counseling Only application.
- Victims and survivors can now **apply for CVC using their cell phones**.
- CVC **no longer suspends an application** if the victim has a financial obligation to the courts.

We also created a webpage, designed for advocates, with CVC updates, training information, and other resources. Be sure to visit the [CVC Advocate webpage](#).

## New Opportunity!

Have you taken CVC training, but still have questions about how the program works? Do you want to share some hypothetical situations to see if CVC is a resource for someone?

We host **quarterly Q&A sessions** to answer your questions and offer clarification. Before attending a Q&A session, make sure you have completed the [CVC Primer and CVC Applied trainings](#) within the last two years.

**Join the next Q&A session** on **Tuesday, June 14, 2022**, at 9:00am. Visit the [CVC Advocate webpage](#) for information.

Register for Q&A Session

Find notes from earlier CVC Q&A sessions on the [CVC Advocate webpage](#).

## Counseling-Only Benefit

Victims of sexual assault, domestic violence, human trafficking or stalking who have not reported the crime to police, obtained a protective order, or received a sexual assault exam may still qualify for a limited counseling benefit.

Use the **“Counseling-Only”** application, available on our website and the [CVC Portal](#).

## Program Updates

### Protecting Privacy

To protect the safety and privacy of victims and survivors, **we now require advocates to have a CV number to obtain claim information.**

We will not supply CV numbers to anyone the victim did not list on the application.

If you do not have the claim number and need it, please contact the victim, survivor, or applicant for this information.

If the victim included you on their application as the advocate who helped them complete their application, then you should have received an email with the CV number.

Please contact [Christy Simon](#) if you have questions.

### Brochures

We have updated the CVC brochure. Please contact [Sherree Rodriguez](#) for copies in [English](#) and [Spanish](#).

\*The Spanish brochures will be available in mid-June.

## Remember...

### When discussing CVC benefits...

- CVC benefits do not include immediate financial aid or reimbursement for property damage and/or relocation.
- We speed up applications for (1) homicides or (2) loss of earnings when the victim has missed at least two weeks due to injuries sustained because of the crime.
- We typically approve or deny applications within 60 to 90 days and notify the victim in writing once we decide.

### When using the CVC Portal...

- We process applications that victims complete online faster. All advocates should have access to a portal account and know how to use it to send applications.

Some programs create a single CVC Portal account (using a generic work email) for use by all the advocates in the program. This means everyone in the program has access to applications sent by any of their advocates. We support this approach.

- Upload **law enforcement reports** into the portal to speed up the

application process. If you are unable to release the report, list the lead investigator's name, phone number and/or email address in the application.

- Upload crime related bills and invoices through the portal to help speed up the payment process. Wait until we have approved the application to do this. Victims and survivors should also contact providers they saw for crime related treatment and provide them with their CV number.

### When signing up for CVC training...

- The [CVC Primer and CVC Applied trainings](#) are found in Workday Learning.
- When you [register a Workday Learning account](#), make sure to select "Department of Justice" as your affiliation. You will not have access to the CVC trainings if you select any other affiliation.

#### **CVC Contact Information:**

1162 Court St NE, Salem, OR 97308

Phone: 503-373-5348

Toll-Free 800-503-7983

Fax: 503-378-5738

Preferred method of contact:

[cvssd@doj.state.or.us](mailto:cvssd@doj.state.or.us)