

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](#).

CVC Training

You will want to make sure that you have completed the [CVC Primer and CVC Applied trainings](#) within the last two years.

Have you taken CVC training, but still have questions about how the program works? Send an email with your question to cvssd@doj.state.or.us and it will be routed to the appropriate staff.

Visit the [CVC Advocate webpage](#) for information.

Counseling-Only Benefit

Victims of sexual assault, domestic violence, human trafficking, stalking or hate/bias 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.

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.

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](#).

Restitution

CVC understands that each County may have slightly different practices so CVC would like to work with you to improve the restitution process between our programs and help with any obstacles that you may be experiencing.

Please contact the Compensation Manager, Christy Simon, christy.a.simon@doj.state.or.us to provide feedback or information that may be helpful to CVC.

Notification of hearings: Please notify CVC on all upcoming restitution or sentencing hearings as soon as they are scheduled. This is very important so that CVC can process bills that are in the claim. If a hearing is set over or cancelled, notify CVC as soon as possible.

Restitution request: CVC will send an updated restitution request each time a payment is made on a claim to the contact person who was provided to CVC. Please be sure to notify CVC if this information needs to be updated for your County. Providing a designated email that restitution requests can be sent to is most helpful.

Subpoena: CVC will need to receive a subpoena to testify in a hearing. It

would be helpful to let CVC know if the restitution is being contested and if there is any information that CVC can provide prior to the hearing.

Hearing attendance: CVC will request to attend by phone or virtually whenever it is an option.

Payment lookup: You can check the CVC portal to see if any payments have been made if you have the claim number. There may be bills in the claim that CVC has not processed, so please contact us to verify payments.

CVC will send notification: When an advocate is listed on the application and there is a court case, CVC will email the advocate to let them know when the application has been approved. This is an opportunity for the advocate to upload any bills that they have received from the victim.

Please send all communication and subpoenas to cvssd@doj.state.or.us. This will ensure that the appropriate staff are notified, and they will respond to your email. Just a reminder that ORS 137.103 declares CICA as a victim entitled to restitution.

Remember...

When discussing CVC benefits...

- CVC benefits do not include immediate financial aid or reimbursement for property damage and/or relocation.
- We expedite 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 or applicant in writing once a decision is made.

When using the CVC Portal...

- Submitting applications online expedites the process. All advocates should have access to a portal account and know how to use it to send applications.
- 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.
- Once the claim has been approved, upload crime related bills and invoices through the portal so payments can be

processed more quickly. 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](#), be sure to select "Department of Justice" as your affiliation. This is the only affiliation that allows access to the CVC trainings.

CVC Contact Information:

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Toll-Free 800-503-7983

Fax: 503-378-5738

Preferred method of contact:

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