


THE NEW YORK STATE  
OFFICE OF VICTIM SERVICES



**HELP,  
HEALING,  
& HOPE**



# SUPPORTING VICTIMS AND SURVIVORS

Experiencing a crime can be the start of a long and challenging process for victims and survivors, their families, and their friends.

**The New York State Office of Victim Services (OVS)** is committed to helping you **find healing and hope** when you need it most.

**Experiencing a crime is not your fault.**

Whether you have survived a crime, assist those recovering from a crime, or want to support someone you love, **you are not alone.** OVS can help you **navigate confusing systems** as you work through difficult situations.

The effects of any type of crime can cause **physical, medical, financial, and emotional stress** for the people involved. **You may be:**



Connecting with programs or providers you've never met.



Using your own money for problems you never imagined you would have.



Dealing with new or unexpected feelings.



Learning about resources you didn't know existed.



Working with a legal system that can be confusing.



Worried about keeping yourself and your loved ones safe.



Unsure about who to trust.

**OVS has resources that can help you.**

# DELIVERING CRITICAL SERVICES

You can turn to OVS for resources and compensation after **experiencing a crime**.

OVS can provide **financial help and reimbursement to eligible people affected by crime for out-of-pocket expenses** like medical and counseling costs, end-of-life arrangements and funeral expenses, lost wages, and more.

OVS also **funds and supports more than 200 Victim Assistance Programs (VAPs)** across New York State that offer services like counseling, advocacy, emergency shelter, relocation assistance, and more.

## EXPLORING YOUR OPTIONS

**Connecting with a program**, or VAP, is the **first step** in deciding whether filing a claim with OVS is right for you.

VAPs have victim advocates, social workers, attorneys, and other trained individuals who can help you. They can **provide immediate help** to people affected by crime in every area of New York State. VAPs can help you **learn about your rights, understand benefits and resources** that can help, and **complete an OVS compensation application**.

### Reminder

VAPs funded by OVS provide **free and confidential services**. If you have experienced crime, you don't need to report it to law enforcement to **get support from a VAP**.



To **locate a VAP** near you, scan to learn more or visit OVS Resource Connect at:  
[ovs.ny.gov/connect](https://ovs.ny.gov/connect)

# ABOUT COMPENSATION

People affected by crime often deal with expenses even **after filing insurance claims** or exhausting other sources of reimbursement. **That's where OVS comes in.**

**OVS may be able to reimburse for:**



**Medical and counseling expenses.**



**Loss or damage of personal property important to health, safety, and welfare.**



**End-of-life arrangements and funeral expenses.**



**Lost wages or support.**



**Transportation to court appearances or medical appointments.**



**Moving expenses or relocation costs.**



**Home security devices and installation.**



**Restoring properties or spaces where a crime occurred.**



**Other eligible expenses resulting from a crime.**

Victims and survivors or their loved ones can **file an OVS compensation application** if they **experienced a crime in New York State** or are a New York State resident involved in a terror attack outside the country.

## APPLYING FOR COMPENSATION

The quickest and easiest way to complete an OVS compensation application is to **connect with a program**, or VAP. You may also complete the application online.

# CONNECTING WITH OVS RESOURCES, ADVOCATES, AND PROGRAMS

## PROTECTING YOUR INFORMATION

**OVS understands how important it is to protect the personal information** provided on application forms. The records OVS requests for claims are **confidential and exempt from disclosure** with very limited exceptions, including:

- » Requests from law enforcement for legitimate criminal justice purposes.
- » Judicial orders.
- » Reasons necessary for OVS to process your claim quickly and efficiently.

**If you or someone you care about has experienced a crime, OVS may be able to help.**



OVS Resource Connect is a search engine that can help you find VAPs and advocates by location and other helpful resources organized by concern.

Scan to learn more or visit:

[ovs.ny.gov/connect](https://ovs.ny.gov/connect)



Scan to learn more or visit the OVS website:

[ovs.ny.gov](https://ovs.ny.gov)

Email OVS: [ovsinfo@ovs.ny.gov](mailto:ovsinfo@ovs.ny.gov)

Call OVS toll-free: **1-800-247-8035**

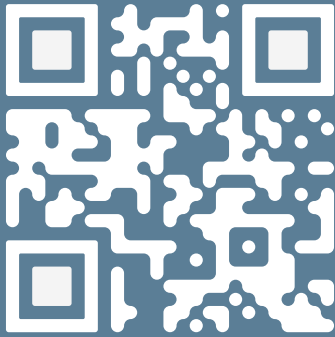
Visit an OVS office near you:

**OVS Albany Office**

80 S. Swan Street, 2nd Floor  
Albany, NY 12210

**OVS Brooklyn Office**

55 Hanson Place, Room 1000  
Brooklyn, NY 11217



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