

# Advocate News

*A quarterly newsletter for Advocates*



## **A message from CVSSD Crime Victims' Compensation Program**

As an advocate you play a very important part in assisting victims and survivors with applying for crime victims' compensation benefits. After a crime occurs, victims and survivors can benefit from your knowledge and assistance that will help them navigate through the process. This quarterly newsletter will keep you updated with important information about the application process. We will include information based on questions we receive from you.

### **New CVC webpage just for advocates**

Crime Victims' Compensation is excited to announce a [webpage specifically for advocates](#). All CVC information for your work is kept in one place. You will find information for the CVC portal, training, and links to our materials.

## New Opportunity!

**CVC will host live Q&A sessions** quarterly so you will have the opportunity to ask questions and clarify information. It is important that you have completed the CVC Primer and CVC Applied trainings within two years of attending these sessions.

**The next Q&A session** is scheduled for Tuesday, April 5, 2022 at 9:00am. Please visit our website for information and to [register for our next session](#).

### Questions raised at the January session:

- *Does CVC have a list of therapists that will work with CVC?*  
No CVC is not able to provide a list of providers. The survivor can contact an advocate in their county to see if they have such a list.
- *How do I let CVC know when a victim does not want mail sent to their home?*  
When you apply, please add any information you want CVC to know in the “Additional Information” section. If the application has already been submitted, you can email through the portal.
- *Why should a CVC application be submitted if the victim has insurance?*  
CVC can assist with co-pays and deductibles and crime related treatment that is not covered by insurance. Even if the victim has Oregon Health Plan now, they may not have it at a later date.

### Don't Forget

If you are working with a victim of sexual assault, domestic violence, human trafficking or stalking and the crime was not reported to police, a protective order was not obtained and no sexual assault exam was conducted, they can still submit an application that will provide them with a limited counseling benefit. This “Counseling-Only” application is available on the CVC website and can be submitted through the [CVC Portal](#).

## Program Updates and Reminders:

- In an effort to better protect the safety and confidentiality of victims and survivors, CVC will now require you to provide the CV number in order to obtain claim information. We will no longer be able to provide these numbers when requested unless you are listed on the application as the advocate or additional contact. If you do not have the CV number, you will need to reach out to the victim to obtain it. If you assisted the victim in filling out the application and are listed as the advocate, then you will receive the CV number in an email once the application has been imported into our system.

For questions, please contact:

Christy [christy.a.simon@doj.state.or.us](mailto:christy.a.simon@doj.state.or.us) or Rebecca

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

- When you register for the workday trainings, please make sure that you select "Department of Justice" as your affiliation. You will not have access to the CVC trainings if you select any other affiliation.
- At this time an application cannot be submitted through the portal using a cell phone. Please use a tablet or computer. We hope to expand access in the future.
- CVC cannot provide immediate financial assistance or reimburse for property damage or relocation.
- Please upload **law enforcement reports** into the portal as this speeds the application process. If you are unable to release the report, please supply the lead investigator's name, phone number and/or email address.
- CVC expedites 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 the victim will be notified in writing once a decision is made.
- Please upload crime related bills or invoices through the portal to help expedite the payment process after the application is accepted. Victims

and survivors should also contact providers they saw for crime related treatment and provide them with their CV number.

- Online CVC applications are preferred. All advocates should have a portal account and be familiar with how to use it to submit an application.
- The CVC brochure has been updated. You may request copies at [Sherree.M.Rodriguez@doj.state.or.us](mailto:Sherree.M.Rodriguez@doj.state.or.us).

**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)