

CHAPTER SEVEN

Contact and Resource Information

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Contact Information

PA's Victims Compensation Assistance Program

Pennsylvania Commission on Crime and Delinquency

Office of Victims' Services

Victims Compensation Assistance Program

P.O. Box 1167

Harrisburg, PA 17108-1167

Phone: 1-800-233-2339 or 717-783-5153

Fax: 717-787-4306

Victims Compensation Assistance information: www.pccd.state.pa.us

Once in the site, go to: (> program areas > victim services > victims compensation assistance program or click on the "victims" tab).

Application and supporting forms: www.pccd.state.pa.us

Once in the site, go to: (FORMS > Victims Compensation Forms > Claim Form, Instruction Book and Related Forms).

Integrated Voice Response Telephone System for the Victims Compensation Assistance Program

An Integrated Voice Response Telephone System (IVR) has been developed to work in conjunction with the DAVE database. The IVR will allow non-PCCD personnel to retrieve general information about the Victims Compensation Assistance Program, obtain claim specific information 24 hours a day, seven days a week, allow users to order Victims Compensation forms and publications and allow the user to talk directly to Victims Compensation Assistance Program personnel or leave a voice mail in a general Victims Compensation mailbox.

The following is a summary of the operation and options available through the DAVE IVR.

Dial 1-800-233-2339. You will hear:

- ⑥ You have reached the Victims' Compensation Program of the Pennsylvania Commission on Crime and Delinquency.
 - ⑨ To continue this call in Spanish, press 1;
 - ⑨ For the Victims Compensation Assistance Program automated telephone system in English, press 2;
 - ⑨ If you have a rotary telephone, please stay on the line and an operator will assist you. **Note: Staying on the line, even without a rotary phone, will connect you with a client service representative.**

If you press 1, you will be transferred to a Spanish-speaking representative or, if they are not in or it is after hours, their voice mailbox. Rotary telephone users may hold on the line, which will transfer them to an operator. If you press 2, you will be transferred into the IVR system.

Once in the IVR, the caller will hear:

- ⑥ If you know the extension of the party that you would like to be transferred to Press 1; for a list of menu options, Press 2.

If you press 1 (for a known extension), you will hear:

- ⑥ Please enter the extension number and then press the pound key.

If you press 2 (for the Main Menu), the caller, now in the IVR, will hear:

- ⑥ You have reached the Victims Compensation Assistance Program Integrated Voice Response System Main Menu. Please listen to and choose from the following options:
 - ⑨ For General Information, press 1;
 - ⑨ If you are a claimant or a Victim Service Provider, telephone calls to check claim status may only be taken between the hours of 1:30 PM and 3:30 PM Monday

through Friday. However, you may use the automated system to check the status of your claim at any time by pressing 2;

- If you would like to speak to a representative about services provided, press 3;
- If you would like to request a publication, press 4;
- If you would like to leave a message, press 5;
- If you would like to hear these options repeated, press the star key;
- If you would like to be transferred to an operator, press zero.

If you press 1 from the Main Menu (for General Information), you will hear:

- The office hours of the client service representatives are Monday through Friday from 8:30 AM to 4:30 PM. Our office is located at 3101 N. Front Street, Harrisburg, PA 17110. Our mailing address is P.O. Box 1167, Harrisburg, PA 17108-1167. The fax number is 717-787-4306. Our Web site is located at www.pccd.state.pa.us. If you would like to go back to the main menu, press the star key. If you would like to speak to an operator, press zero. If you would like to end this call, please hang up.

If you Press 2 from the Main Menu (for claim specific information), you will hear:

- The following steps are to obtain claim specific information if you have a claim on the system:
 - Please enter your nine-digit claim number followed by the pound key;
 - If you would like to go back to the main menu, press the star key;
 - If you would like to speak to an operator, press zero;
 - If you would like to end this call, please hang up.

After entering the nine-digit claim number and pressing the pound key, you will hear either:

- The claim number that you have entered is not a valid claim in our system or, if a valid claim number is entered
- Please enter your four-digit PIN followed by the pound key now.

When you enter a PIN for the corresponding claim number, you will hear either:

- The PIN that you have entered is not valid for this claim or, if a valid PIN is entered
- For claim status, press 1;
- For a list of outstanding items on your claim, press 2;
- For award information, press 3;
- If you would like to go back to the main menu, press star;
- If you would like to speak to an operator, press zero;
- If you would like to end this call, please hang up.

If you press 1 (for claim status) you will hear:

- Your claim is in {claim status} and went in {process code}.

If you press 2 (for a list of outstanding items on your claim), you will hear two additional options:

- ⑥ For a listing of documentation required for the completion of your claim, press 1.
- ⑥ For a listing of other requested items, press 2.

If you press 1 (required documentation), you will hear either:

- ⑥ At this time there is no required information needed from you for the completion of your claim
or, if mandatory documents are required
- ⑥ The following items must be provided before a decision on your claim can be reached: {read from mandatory document list}

If you press 2 (other requested items), you will hear either:

- ⑥ At this time there is no required information needed from you for the completion of your claim
or, if optional documents are required
- ⑥ The following items were requested but not yet received on your claim: {read optional items from document list}

If you press 3 (for award information), you will hear:

- ⑥ A payment was made to {claimant/provider} on {date} in the amount of {amount}
or
- ⑥ There were no payments made on your claim at this time

If you Press 3 from the Main Menu (to speak to a representative), you will hear:

- ⑥ Please hold for the next available Victims Compensation Assistance Program staff member to assist you.

If you Press 4 from the Main Menu (for publications), you will hear:

- ⑥ If you would like to request resource materials and you represent a police department, please press 1;
- ⑥ If you represent a district justice's office, please press 2;
- ⑥ If you represent a victim service provider, please press 3;
- ⑥ If you represent a district attorney's office, please press 4;
- ⑥ If you represent an agency not previously mentioned, please press 5;
- ⑥ If you would like to go back to the main menu, press the star key;
- ⑥ If you would like to speak to an operator, press zero;
- ⑥ If you would like to end this call, please hang up.

If you press 1 (for a police department), you will hear:

- ⑥ If you represent a police department, please enter your seven-digit PIN followed by the pound key.

If you press 2 (for a district justice's office), you will hear:

- ⑥ If you represent a district justice's office, please enter your five-digit PIN followed by the pound key.

If you press 3 (for a victim service provider), you will hear:

- ⑥ If you represent a victim service provider, please enter your seven-digit PIN followed by the pound key.

If you press 4 (for a district attorney's office), you will hear:

- ⑥ If you represent a district attorney's office, please enter your seven-digit PIN followed by the pound key.

If you press 5 (for an agency not previously mentioned), you will hear:

- ⑥ If you represent an agency not previously mentioned and have been assigned a six-digit PIN number, please enter it now followed by the pound key.

After entering one of the above numbers, the caller will then hear either:

- ⑥ The PIN number that you have entered is not a valid number in our system
or, if a valid PIN is entered
- ⑥ The following groups each contain three different resource materials. After listening to each group, press the corresponding number for the requested publication, press nine to go to the next group of publications, press star to return to the previous menu or press zero to speak to an operator.

- ⑨ To request {publication}, press 1;
- ⑨ To request {publication}, press 2;
- ⑨ To request {publication}, press 3;
- ⑨ For a listing of additional publications, press 9.

If 9 is pressed, the caller will hear the next group of publications:

- ⑨ To request {publication}, press 1;
- ⑨ To request {publication}, press 2;
- ⑨ To request {publication}, press 3;
- ⑨ For a listing of additional publications, press 9.

If 9 is pressed again, the caller will hear the third group of publications (etc.):

- ⑨ To request {publication}, press 1;
- ⑨ To request {publication}, press 2;
- ⑨ To request {publication}, press 3;
- ⑨ For a listing of additional publications, press 9.

This will continue until a publication number is pressed or all of the publications have been read.

When a publication number is chosen and entered, the caller will then hear:

- ⑥ Please enter the quantity of {document name} that you would like, followed by the pound key.

After the quantity is entered and the pound key pressed, the caller will hear:

- ⑥ If you would like additional publications, press 1;
- ⑥ If you would like to go back to the main menu, press the star key;
- ⑥ If you would like to speak to an operator, press zero;
- ⑥ If you would like to end this call, please hang up.

If you Press 5 from the Main Menu (to leave a message), you will hear:

- ⑥ The operators are not available to take your call at this time. Please leave your name, telephone number and a brief message and we will return your call as soon as possible.

<i>VCAP Claims Specialists</i>	<i>Extension</i>
Bonnie Bechtel, Supervisor	3201
Bill Anspach	3223
Rebecca Darhower	3209
Vicki Hassinger	3240
Doreen Potter	3233

Direct Victim Services Unit

Regina L. Bellish, Supervisor	3232
Wayne Hower	3235
Amanda Black	3226
Kasey Birbeck	3206
Stacie Brendlinger	3205
Sara Eitzen	3213

Client Service Representative

Wendi Hoey (staying on the line will connect you with her)

Programs in Bordering States

Delaware

Violent Crimes Compensation Board

1500 E. Newport Pike

Suite 10

Wilmington, DE 19804

Phone: 302-995-8383 or 1-800-890-0045 (in-state)

Fax: 302-995-8387

Maryland

Criminal Injuries Compensation Board

Department of Public Safety and Correctional Services

Plaza Office Center

6776 Reisterstown Road

Suite 312

Baltimore, MD 21215-2341

Phone: 410-585-3010

Fax: 410-764-3815

Victim Compensation information:

www.dpscs.state.md.us/cicb

New Jersey

Victims of Crime Compensation Board

50 Park Place

Newark, NJ 07102

Phone: 973-648-2107

Fax: 973-648-3937

Victim Compensation information:

www.njvictims.org

New York

Crime Victims Board

Call the toll free number Monday-Friday from 9am-5pm for information regarding which of the three regional offices you should contact.

Phone: 800-247-8035

TTY: 888-289-9747

Victim Compensation information:

www.cvb.state.ny.us

Ohio

Victims of Crime Compensation Program

150 E. Gay St., 25th Floor

Columbus, OH 43215

Phone: 614-466-5610 or 1-800-582-2877

Fax: 614-752-2732

Victim Compensation information:

www.ag.state.oh.us/sections/crime_victims_services/compensation_program/index.htm

West Virginia

Crime Victims Compensation Fund, West Virginia Court of Claims

1900 Kanawha Blvd., East, Room W-334

Charleston, WV 25305-0610

Phone: 304-347-4850 or 1-877-562-6878 (in-state)

Fax: 304-347-4915

Victim Compensation information:

www.legis.state.wv.us/Joint/Court/victims/main.html

Resource Information

Other Victim Resources Organizations

Pennsylvania Coalition Against Domestic Violence

6400 Flank Dr., Suite 1300
Harrisburg, PA 17112

Phone: 1-800-932-4632 or 717-545-6400

Fax: 717-671-8149

TTY: 1-800-553-2508

www.pcadv.org

Office for Victims of Crime Resource Center

National Criminal Justice Reference Service

P.O. Box 6000
Rockville, MD 20849-6000

Phone: 1-800-851-3420

TTY: 1-877-712-9279

www.ojp.usdoj.gov/ovc/help/progdir.htm

Information on crime victim compensation programs across the country and how they work can be found in these resources:

- **Compensation Overview** – Offers information about how these programs operate and what victims can do to seek help.
 - **Compensation Directory** – Provides detailed descriptions of each state's requirements, benefits, and procedures.
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The National Center for Victims of Crime

200 M Street, NW Suite 480
Washington, DC 20036

Phone: 202-467-8700

Fax: 202-467-8701

www.ncvc.org

Offers referrals to victim assistance programs nationwide and contains a database of over 10,000 organizations that link victims with a variety of important services.

Once in this site, go to (Home > Victim Assistance > GET HELP Series > Financial Assistance: Crime Victims Compensation). Provides general information and an on-line list of statewide phone numbers for crime victim compensation agencies.

National Organization for Victim Assistance

1730 Park Road, NW
Washington, DC 20010

Phone: 1-800-try-nova or 1-800-232-6682

www.trynova.org/victims/statecrime_numbers.html

Offers an on-line list of statewide phone numbers for crime victim compensation agencies.

Resource Materials Available From PCCD

The Claim Forms and Claim Form Instruction Book

- ⑥ **Victims Compensation Assistance Program Short Form**
- ⑥ **Victims Compensation Assistance Program Short Form** (large print)
- ⑥ **Standard Victims Compensation Assistance Program Claim Form** (six-page)
- ⑥ **Claim Form Instruction Book: Victims Compensation Assistance Program**
- ⑥ **Emergency Compensation Award Application**
- ⑥ **Stolen Benefit Cash Claim Form** (large print – four-page)
- ⑥ **Vehicular Claim Addendum Form**
- ⑥ **Forensic Rape Examination Claim Form**

Resource Manuals

- ⑥ *Victims Compensation Assistance Program: A Guide for Victim Advocates* serves as a resource for advocates. The manual outlines available benefits, eligibility requirements and available services.

Brochures

- ⑥ *Financial Assistance for Victims of Crime* explains the Program and is designed as a brief overview of the benefits available to victims of crime who may be eligible to file a compensation claim. (English and Spanish)
- ⑥ *Compensation Resource Guide for Victim Services and Allied Professionals* is available for distribution to victim advocates and other allied professionals who provide assistance or services to victims. (English and Spanish)

Updates

- ⑥ *Pathways & Partnerships* (newsletter of the Office of Victims' Services, PCCD)
- ⑥ E-mail Notification Service: Advocates can send in the **E-mail List for Compensation Updates** form to the Office of Victims' Services at PCCD to register to receive information about current developments in victims compensation and related training opportunities. (See Appendix for **E-mail List for Compensation Updates** form, go to www.pccd.state.pa.us, or call 717-783-0551 ext. 3165.)

Posters

- ⑥ "Financial Help for Victims of Crime" (11" x 17", English and Spanish)
- ⑥ "Financial Help for Victims of Crime" (24" x 36", English only)

Miscellaneous Resources

- ⑥ *Victim Service Program Referral Handbook*, 2005. This handbook is updated yearly and contains bordering state compensation information and a list of every victim service program in Pennsylvania.
- ⑥ *Victims' Voices: Silent No More*

Ordering Information

Download on-line at: www.pccd.state.pa.us **Materials Request Form**: Fax your request to 717-787-4306. See Appendix for form or, to order by telephone, call 1-800-233-2339 and choose option 2, press 2 again, and then option 4 to request publications. Please specify a quantity and provide a complete mailing address.

Resource Materials Available From PCADV

Resource Manuals

- ⑥ *Crime Victims Compensation for Battered Women: Advocating for Economic Justice*, 2001

Training Curricula

- ⑥ **Crime Victims Compensation in Pennsylvania: A Volunteer Advocate Training Curriculum** (2.5-hours)
- ⑥ **An Introduction to Crime Victims Compensation: Facilitator Instructions** (30-Minute session for Volunteer Advocates)
- ⑥ **A Survivor's Workshop About Crime Victims Compensation: Facilitator Instructions** (1.5-hour session)

All the above published in 2003.

Posters

- ⑥ "Ask Us About Crime Victims Compensation" (11" x 17" English and Spanish)

Miscellaneous Resources

- ⑥ Survivor Packet
- ⑥ Victims Compensation Referral Card

Ordering Information

The manuals and training curricula referenced above can be found on the PCADV Web site: www.pcadv.org. Click on the "publications" button, then on "others" in the list at the top of the page.

The Crime Victims Compensation for Battered Women Manual includes a preface and 4 Chapters.

Look for "CVC Training Curriculum" and click on appropriate curriculum.

Contact Denise M. Scotland at PCADV by calling 1-800-932-4632 for other materials. Quantities are limited and some may require pre-payment of postage.

Resource Materials Available From PCAR

Curriculum Manual

- ⑥ *Crime Victims Compensation: A Tool for Recovery*, 2002

Bookmarks

PCAR has an informational bookmark on Crime Victims Compensation. It briefly answers the questions of What Is Victims Compensation, How Can It Help You, and the types of coverage that one can apply for. In addition, it also directs individuals on where to call for assistance and how to obtain a claim form. This is an excellent resource advocates can give to victims of sexual assault.

Ordering Information

A copy of the curriculum, *Crime Victims Compensation: A Tool For Recovery* can be viewed and downloaded from PCAR's Web site.

To view the curriculum, go to www.pcar.org and click on "resources." Scroll down to "publications." You will see "A Tool For Recovery" in bold print.

To download or view, click on CVC_Manual.

To go directly to the curriculum, go to
www.pcar.org/resources/cvc_manual/cvc_manual.pdf

For further information regarding the above mentioned materials, contact PCAR's Crime Victims Compensation Coordinator at 1-800-692-7445 ext 158.

Managing Debt and Financial Resources

Organizations/Web sites

- ⑥ Financial Resources for Women and Children, Inc.: www.frwc.org
 - The mission is to develop resources and services that improve the financial stability and long-term safety of women and children who have experienced family violence.
 - The “Safe Use” and “Personal Safety Resources” links should be the first stop for women who are still living with a violent partner.
 - Features information on budgeting and goal setting, saving, credit repair, and more.
 - There are also many additional links.
- ⑥ Consumer Information Center: www.pueblo.gsa.gov
 - Free information and links to many more resources.
- ⑥ Consolidated Credit Counseling Services, Inc.: www.debtfree.org
- ⑥ National Foundation for Consumer Credit: www.nfcc.org

Publications

- ⑥ **National Endowment for Financial Education** (2000). *Hope and Power for Your Personal Finances – A Rebuilding Guide Following Domestic Violence* (Denver: NCADV.) Single copies of the workbook are available to battered women. Organizations wishing to start their own financial literacy project may request multiple copies of the workbooks and pay a nominal shipping fee. Available from: the National Coalition Against Domestic Violence, P.O. Box 18749, Denver, CO 80218. Phone: 303-839-1852 or visit their Web site: www.ncadv.org.
- ⑥ Fannie Mae Foundation. *Knowing and Understanding Your Credit*. (Order free copies by calling 800-688-4663.)
- ⑥ Mellan, O. and Christie, S. (2001.) *Money Shy to Money Sure: A Woman's Road Map to Financial Well-Being*. New York, NY: Walker & Company.
- ⑥ Orman, S. (2000.) *The Nine Steps to Financial Freedom: Practical and Spiritual Steps So You Can Stop Worrying*. New York, NY: Random House Inc.
- ⑥ Sheridan, K. (2000.) *The Money Mystique: A Woman's Guide to Achieving Lifetime Financial Confidence*. Oakland, CA: New Harbinger Publications.
- ⑥ Stanny, B. (1999). *Prince Charming Isn't Coming: How Women Get Smart About Money*. New York, NY: Penguin Books

