

CRIME VICTIMS COMPENSATION IN PENNSYLVANIA: A Volunteer Advocate Training Curriculum



2.5 Hours

For use in a Volunteer Advocate In-Service Training

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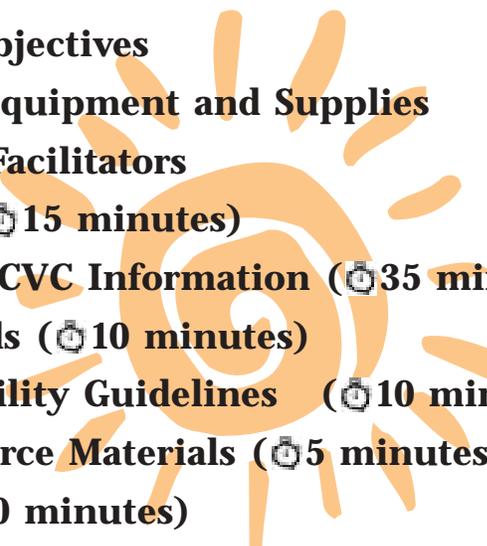
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Curriculum Outline

- 
- ④ **Training Objectives**
 - ④ **Required Equipment and Supplies**
 - ④ **A Note to Facilitators**
 - ④ **Opening (⌚15 minutes)**
 - I. **Basic CVC Information (⌚35 minutes)**
 - II. **Awards (⌚10 minutes)**
 - III. **Eligibility Guidelines (⌚10 minutes)**
 - IV. **Resource Materials (⌚5 minutes)**
 - ④ **Break (⌚10 minutes)**
 - V. **CVC Assessment (⌚55 minutes)**
 - ④ **Closing– The CVC Volunteer Advocate Role (⌚10 minutes)**

Training Objectives

Content Objectives

At the end of this session, each participant will be able to:

- ④ Explain what the CVC program is and how it can help a survivor of domestic violence.
- ④ Assist a survivor in assessing eligibility for the CVC program
- ④ Access resource materials for reference and/or additional information about CVC
- ④ Work with staff on CVC issues

Process Objectives

During this session, each participant will

- ④ Offer support and information to other training participants
- ④ Increase her/his understanding and empathy for survivors regarding risks and safety issues
- ④ Build relationships with other volunteer advocates
- ④ Have some fun

Required Equipment and Supplies

- ④ Name tags
- ④ Index cards (one per participant)
- ④ Flip chart
- ④ Newsprint (prepared charts – see pages 7-9)
- ④ Flip chart markers
- ④ Masking tape
- ④ Extra paper and pens for participants

Documents

1. Questions About Crime Victims Compensation (Worksheet)
2. A Few Questions and Answers about Crime Victims Compensation (Handout)
3. Working with the Crime Victims Compensation Program: Tips for Volunteer advocates (Handout)
4. Questions About Crime Victims Compensation: Answer Key (Handout)
5. Checklist of Possible Crime Victims Compensation Awards (Handout)
6. The Crime Victims Compensation Eligibility Requirements and Few Important Notes – New Rules (Handout)
7. The Crime Victims Compensation Eligibility Requirements and Few Important Notes – Old Rules (Handout)
8. Working with the Crime Victims Compensation Program: A Basic Review (Handout)
9. Crime Victims Compensation Safety and Confidentiality Checklist (Handout)
10. Do You Qualify for Crime Victims Compensation? (Worksheet)
11. Role-Play Facts (Handout)



Pre-written Flip Charts

N O T E S

FLIP CHART #1

Receipts
Paperwork
Documentation
Forms
Proof
Application
Eligibility

FLIP CHART #2

What if?

FLIP CHART #3

CVC Awards

- √ Medical Expenses (Counseling & Replacement Services)
- √ Loss of Earnings
- √ Loss of Support
- √ Funeral Expenses
- √ Stolen Cash Benefits
- √ Forensic Rape Exam
- √ Relocation Funds

Total = \$35,000

FLIP CHART #4

The Volunteer Advocate Role in CVC Work

- √ Tell survivors about CVC
- √ Help with CVC assessment
- √ Collaborate with staff on CVC issues
- √ Refer CVC questions to staff

FLIP CHART #5

One thing I can do to
be more effective
helping survivors
with CVC is...

N O T E S

A Note to Facilitators

This curriculum is a basic introduction the CVC program in Pennsylvania. It was developed to train volunteer advocates working at domestic violence programs on how to inform survivors about the CVC option and assist individual survivors with assessing their eligibility and interest in the program by using an assessment quiz.

The module offers specific tasks, exercises and processing questions in a timed format. Timing is given for each major section and some smaller tasks have suggested timing listed as well. Also included are handouts, worksheets and a listing of required materials.

Curriculum Symbols

There are several symbols used in the curriculum. The symbols and meanings are as follows:

→ Facilitator Task:

?/: *Actual question/statement for the group*

Note: *Notes to the facilitator*

 Suggested timing for the section


KEY POINTS:
Use information as a guideline for discussion

Distribute Handout

Specific examples for facilitator to offer to the group

 **Suggested flip charts for use throughout the curriculum**

Please note that the curriculum is written as a script with specific examples and transitions. As you become more comfortable with presenting the module, you may want add your own comments and examples to reflect your personal training style.

As a facilitators you are not expected to have a thorough and complete understanding of the CVC program. However, you should become familiar with the materials in the curriculum package before attempting to offer this session. Doing so should be sufficient to prepare you to lead a discussion of the basic CVC program issues.

Warning! CVC is a complicated and rule-specific program that lends itself to numerous “*what if*” questions. It is almost a guarantee that during the session questions will be asked that you cannot answer. That is OK, though it will be important for you to limit those questions, to tell the group that you do not have all the details of the program and to remind the group of their role in this work. It is not necessary for you – or for the group – to know everything about CVC to be able to:

- ④ help survivors know about the CVC option
- ④ explain the CVC program basic eligibility rules
- ④ assist survivors in using the CVC quiz to assess their interest and eligibility
- ④ refer questions or complicated situations to staff

Stay focused on the volunteer advocate role. You may want to find answers to the questions from the group at a later time. Many domestic violence program staff participated in comprehensive trainings on CVC in 2001-02 and they may be able to help. You can also use the CVC handouts included with this curriculum, or contact the staff at the Pennsylvania Commission on Crime and Delinquency (PCCD) CVC office.

Remember, though this issue is complicated, it can and does offer a financial lifeline to battered women. CVC can provide more choices, better health care and an end to harassing calls, and worse, from collection agents. CVC is an opportunity with some really practical outcomes.

Help volunteer advocates consider learning about CVC as if they needed the information and assistance – as any one of us could, at anytime. And, enjoy each other and have some fun during the session! They’ll remember more if everyone laughs a little.

Opening

(🕒 15 minutes)

Distribute Handouts 1, 2 & 3

Questions About Crime Victims Compensation

A Few Questions and Answers about CVC

Working with the Crime Victims Compensation Program: Tips for Volunteer Advocates

Note: As participants enter the training, be sure everyone has a copy of the opening handouts. Make sure the “Questions” handout is on the top of the stack of materials.

Note: As participants arrive, invite them to get started working on the “Questions” worksheet.

- **Welcome participants:**
- **Introduce yourself:**
- **Ask participants to introduce themselves:**

Note: Decide what kind of introduction to use with this particular group. It could be as simple as asking participants to share their name and something delightful about themselves. Keep it brief.

Remember that this session is also an opportunity for volunteer advocates to learn more about each other and develop stronger relationships and support.

→ Assess group's knowledge of CVC:

Note: By asking the following questions, you can gain a quick assessment of this group's knowledge of CVC.

?/! How many of you have ever heard of Crime Victims Compensation (CVC)?

?/! Has anyone ever filled out a claim or helped someone with the forms?

→ Introduce CVC

(⌚5 minutes)

**KEY POINTS:**

CVC is a state government program that is a financial resource for victims of crime.

CVC is money paid back to survivors of a crime for a significant variety of expenses related to the crime.

Often unpaid bills resulting from the crime can be paid by CVC.

Hospital costs

Doctors' fees

Sometimes a dentist or doctor will provide care if they know CVC will pay the bills.

The money in the CVC fund comes both from the federal government and from fees paid to the Fund by defendants.

→ Opening Exercise:**(⌚ 3 minutes)****Distribute blank index cards****Post the following flip chart:****FLIP CHART #1**

Receipts
Paperwork
Documentation
Forms
Proof
Application
Eligibility

Note: Be sure each participant gets a index card and has a pen or pencil. Offer the following instructions:

?/! *Before we get started on the CVC program review, please take a minute to look at this list of words.*

- *What feelings come up as you look at this list?*
Write down two or three of your feelings
- *Many feelings come up when we talk about money, proof, eligibility etc.*



KEY POINTS:

Survivors may share these same feelings about CVC

Try to keep these feelings in mind as we move through the session

Hold onto this card, we'll come back to it later

→ **Review “What if”:**

(🕒 2 minutes)



Post the following flip chart:

FLIP CHART #2

What if?

?/! Let's first talk about "What if" questions:**KEY POINTS:**

CVC is a complicated and rule-specific program that lends itself to many "What if" questions.

During the session there probably will be questions asked that I cannot answer. I do not have all the details of the program — we can get those later if we need them. It is not necessary for us to know everything about CVC to do the following things in this session:

- Review the basic information about the CVC program

- Assist a survivor in assessing eligibility for the CVC program

- Clarify the volunteer advocate role in this work

We have a lot of information to cover, so we'll have to limit "what if" questions during this session. I will help you get information about specific situations later.

?/! Ready? Let's talk about the CVC program!

I. Basic CVC Information

(🕒 35 minutes)

→ “Questions” Work Session

(🕒 2 minutes)

?/! *Does anyone need more time to finish the Questions about Crime Victims Compensation work sheet?*

Note: If needed, give the group two minutes to finish the “Questions” worksheet. Offer the following instructions:

Instructions

- 🕒 Take two more minutes to finish the worksheet
- 🕒 Answer as many questions as possible
- 🕒 It is OK to guess

→ Close the “Questions” Work Session

?/! *If you are not finished that's OK.*

We're going to start with a look at the questions and answers to review many details of the CVC program.

All of this information is on the handouts you will take home!

Distribute Handout 4

Questions About Crime Victims Compensation Answer Key

Note: Invite the members of the group to read the questions and Key Points one-by-one, out loud. Also, let the group know that you may interrupt to add examples and additional information.

→ **Review Answers to the Quiz:**

(🕒 25 minutes)

1. A CVC applicant must be a Pennsylvania resident to qualify for CVC.

True or False



KEY POINTS:

Residency is not a requirement.

The CVC application is filed in the state where the crime occurred.

If a PA resident were harmed in NJ, she would file in NJ, not in PA.

There are CVC programs in every state. The PA CVC office can give you contact information for other states.

PA CVC Telephone #: 800-233-2339

2. Battered women must make a police report to be eligible for CVC.

True or False



KEY POINTS:

One of the CVC eligibility requirements is that a notification to proper authorities takes place within 72 hours/three days.

The notification requirement may be met by:

- A police report (or call to 911)
- A Private Criminal Complaint (PCC)
- Sometimes by filing for a Protection From Abuse Order (PFA)

Because the PFA meets this notification requirement, the door to CVC is open to many more victims of domestic violence.

There are limited (“Good Cause”) exceptions to the 72-hour notification requirement. It is an opportunity for advocacy.

Volunteer advocates should never suggest that a survivor file a PFA or a police report to meet this CVC eligibility requirement. If there is a concern about eligibility, refer the battered woman to an advocate to help her assess risks and benefits of these actions for her situation.

Note: As the result of a policy change in 2000, the filing of a PFA petition met the CVC notification rule for a period of time. However, a subsequent legal interpretation determined that it didn't. Subsequently, the CVC statute was amended so the PFA once again meets the requirement.

If a domestic violence victim filed for a PFA between 4/9/02 and 12/2/02, the PFA does NOT count for the CVC notification. There would have to have been some other report that a crime had taken place.

The person identified as the primary aggressor is not able to apply for CVC. If there is a mutual order (PFA), then both parties can apply. But CVC might subtract a “percentage of how much the applicant was responsible for the crime” – called contribution – from the total amount of the final CVC award.

3. A CVC claim must be filed within one year of the date of the crime unless there is a good reason for the delay.

True or False



KEY POINTS:

The filing deadline is two years from the date of the crime or from the date of death of the victim. There are a few exceptions regarding crimes against children and for homicide cases.

CVC may clear up old bills from a crime that is given a “Good Cause” exception by PCCD. It is important to talk with survivors about past incidents.

4. A CVC claim can only be filed one time per person per lifetime.

True or False



KEY POINTS:

Claims can be filed for every criminal incident with related expenses, as long as the other eligibility requirements are met.

If a woman is assaulted by the batterer and is hurt, she can file a CVC claim for medical and other costs. If he assaults her again a week later and she has more medical and/or other costs, she can file a new CVC application.

Though it is more work, one benefit of filing a new claim is that a new maximum award limit (\$35,000) is assigned. If she adds bills from the second incident to the first claim, all the expenses are subtracted from the old claim to a maximum reimbursement of \$35,000. There are also caps for some kinds of expenses (medical, funeral, etc.) within the total award amount.

Note: \$35,000 may sound like a lot of money, but medical bills can quickly exceed this award limit.

Applicants are required to have a minimum \$100-out-of-pocket loss to file a CVC application. Applicants 60 and older can file a CVC claim for expenses before reaching the \$100 out-of-pocket minimum loss.

Note: The \$100 is not a deductible fee. If she qualifies, she will get that money back too. The loss can be a collection of eligible expenses.

A doctor bill and medication

5. **There is one set of rules for claims filed before the 2002 amendments to the Crime Victims Act took effect and one set of rules for all current claims.**

True or False



KEY POINTS:

The amendments revised the entire CVC program. They affect all crimes occurring after 8/27/02. The old rules apply to crimes occurring before 8/27/02.

Because there are constant changes to CVC program policy, it is important to work with advocates who have current information.

?/! *I have handouts for you that specify the pre- and post amendments rules. For awhile you will have to use both, depending on when the crime occurred.*

6. **A CVC claim will be paid after all other insurance is used.**

True or False



KEY POINTS:

CVC is a “payor of last resort.” All other sources of payment must be used before CVC will reimburse an expense. The CVC fund has limited money and tries to help those individuals who have no other resources.

Examples of other sources of payment include (but are not limited to):

- Medicaid
- Medicare
- Other health insurance
- Life insurance
- Disability funds
- Worker's compensation benefits
- Restitution

Note: In cases where restitution is ordered (or a civil suit is filed for damages covered by CVC), CVC will pay the expense. If restitution is paid, CVC is repaid either directly from the Court or by the person who filed the civil suit. There is no double dipping!

The 2002 amendments created an exception to this rule for expenses related to a Forensic Rape Exam. A victim of rape or sexual assault (or the person responsible for the victim) has the right to request that a provider not access insurance benefits. In this situation, CVC will cover the costs without the insurance payment.

Note: Volunteer advocates responding at the hospital need to tell sexual assault victims this information. This is an important privacy protection. It might protect her insurance rates and keep people from knowing this information.

7. CVC will pay for all of the following expenses: childcare costs, doctor fees, hospital bills, relocation expenses, physical therapy costs, ambulance transport, cab fare to a battered women's support group, mileage costs for a doctor's visit.

True or False



KEY POINTS:

These are a few examples of eligible expenses in the CVC program. CVC awards are practical and may really make a difference in her life.

Getting front teeth repaired.

?/! Later in the session I will pass out a handout called a Checklist of Possible Crime Victims Compensation Awards. You can use this list with a survivor to see if she has any bills that might qualify for a CVC repayment.

Major award categories include: medical, counseling, loss of earnings or support and cash loss of benefits. There are some categories of awards that have caps (limitations) for reimbursements within the maximum amount.

There is a limit of \$35,000 for the total award for each claim.

 **Post the following flip chart, leave it up for the rest of the session:**

FLIP CHART #3

CVC Awards

- √ Medical Expenses (Counseling & Replacement Services)
- √ Loss of Earnings
- √ Loss of Support
- √ Funeral Expenses
- √ Stolen Cash Benefits
- √ Forensic Rape Exam
- √ Relocation Funds

Total = \$35,000

Note: Expenses must be approved – like insurance claims – but using CVC may mean getting needed treatment or help

Physical therapy
Dental work
Childcare while recovering

?/! We will talk more about awards later in the session.

8. The CVC program requires very little documentation to verify an application.

True or False



KEY POINTS:

CVC is like any state government program that involves money. Proof of everything is required. There are many rules and regulations to meet, too.

?/! Just for comparison, name another state government program about money.

- TANF
- SSI
- Disability

?/! What kind of proof may be required?

Keeping a mileage log for appointments at the domestic violence program.

- Volunteer advocates may be able to help CVC claimants with documentation requirements.
- The sooner a survivor knows about CVC, the sooner she can begin to save receipts and other information that may be required for verification of a claim

Bill broken down into specific expenses (ER, Medications, X-rays, etc.)

9. A Local domestic violence program must submit CVC applications for battered women.

True or False



KEY POINTS:

No one is required to assist battered women with the CVC application or process. They can file the forms themselves. However, the program rules and forms can be confusing. It's better to have help.

There are tips and strategies that can help battered women use the program more effectively. There are many sources of free assistance with the CVC application: battered women's advocates, sexual assault program advocates, victim/witness advocates. Sometimes private counsel can be hired and paid (a limited fee) by CVC for this help.

Advocates at domestic violence programs are the best helpers because they already are assisting the survivor with other information and resources, they can help assess safety and risk issues, they have confidentiality privilege, they know how to use the CVC system and it may be more convenient.

Forms are available at domestic violence programs, the CVC office, the Pennsylvania Commission on Crime and Delinquency - CVC web site www.pccd.state.pa.us (download only), or any Victim/Witness office.

CVC is an option – no one ever has to apply.

10. Even though CVC is a financial reimbursement program, it is important to think about safety issues.

True or False



KEY POINTS:

There are almost always safety issues to consider even when the option or action appears harmless.

Just because there are safety concerns, does not mean that the CVC program is not beneficial to battered women. It does mean that battered women must investigate the risks and benefits of this program before filing a claim.

CVC records are not public, there are limits to access of records and communications in the CVC program but, even with enhanced confidentiality protections, accidental disclosure is never guaranteed; the CVC process is neither private nor really confidential.

Safety issues that could arise working with CVC:

- Sharing private information with the Victim/Witness advocate working in a district attorney's office may allow other people (defense attorney) to access the file
- Disclosure of the violence to community members (e. g. the town pharmacist mentions to someone at church that the CVC forms came in for....)
- Escalation of violence by the batterer to gain access to an award
- Retaliatory violence by the batterer for exposure, attacking his character, etc.
- Unintended releases of information about her location or locations for mail or telephone access
- "Failure to Protect" charges filed against a mother because her child is named a victim of a crime as a result of a CVC application

Battered women have to assess the risks regarding notification for verifying records and accidental disclosure against the potential benefits of the program. Direct all questions and safety planning/advocacy issues to someone at the program who is fully informed about CVC.

Bonus question!

11. Volunteer advocates who are helping survivors with CVC must know all of the program rules and regulations.

True or False



KEY POINTS:

Your job is to help victims of domestic violence know basic information about the CVC program.

Telling a survivor about the program provides an opportunity for her to make a choice about applying.

Volunteer advocates can help survivors assess their eligibility for the CVC program using the handout: Are You Eligible for Crime Victims Compensation that we will review during this session.

Volunteer advocates should always refer to an advocate with CVC experience if:

They have questions or concerns about eligibility or safety

A survivor wants to pursue a CVC claim

They aren't sure of an answer

CVC is an option and it is a survivor's choice

Note: Leave the following information posted for the whole session.



Post the following flip chart:

FLIP CHART #4

The Volunteer Advocate Role in CVC Work

- √ Tell survivors about CVC
- √ Help with CVC assessment
- √ Collaborate with staff on CVC issues
- √ Refer CVC questions to staff

?/! I will leave this up to help us remember the limited volunteer advocate role in CVC work.

→ Close Quiz Review:**(⌚ 5 minutes)****Note: Ask for a show of hands to the following questions:****?/! Did anyone get all the answers correct?****?/! Did anyone think they had an answer right but then got more information?****KEY POINTS:**

CVC is complicated with many rules and exceptions (sort of like taxes!)

The rules change! The recent amendments changed many things all at one time.

Better to say, "I don't know" and get more information than to screen someone out or raise false hope.

Sometimes, if we think we know something, we don't even question that there might be more information.

Note: Close this section and thank the group for working on the quiz.

II. Awards

(🕒 10 minutes)



Refer to the flip chart on CVC Awards.

FLIP CHART #3

CVC Awards

- √ Medical Expenses (Counseling & Replacement Services)
- √ Loss of Earnings
- √ Loss of Support
- √ Funeral Expenses
- √ Stolen Cash Benefits
- √ Forensic Rape Exam
- √ Relocation Funds

Total = \$35,000

→ Review Award Information:

1. **There is a limit of \$35,000 for the total award for each claim and there are limits within each category.**

Note: Point out that not everyone has eligible expenses that amount to \$35,000.

Category limit:

- Funeral expenses, a portion for flowers, headstone, etc.

2. All CVC awards:

- Ⓢ are reimbursed (paid back to the claimant or provider)
- Ⓢ must have documentation and be approved by CVC

3. If someone is eligible for CVC, it is possible to choose which reimbursement to apply for.

Use CVC to pay off a hospital bill, but not record mileage to the support group meeting for the small reimbursement because the task of recording mileage might feel too overwhelming to a survivor given the actual cash back for this expense.

4. Some new awards are now available as a result of the amendments.



KEY POINTS:

Counseling Benefits

The amendments to CVC greatly expanded counseling benefits:

- More people are eligible for benefits (co-residents, witnesses).
- Counseling awards are not deducted from the maximum total award of \$35,000.

Transportation Costs

Transportation costs to the counseling or support group are reimbursable: cab fare, mileage (for self or friend), bus fare, etc.

Relocation Expenses

It is important for battered women to know that relocation funds are available as a result of the amendments.

Volunteer advocates can help survivors with:

- identifying eligible expenses
- assisting in a documentation plan
- organizing records

Examples of eligible expenses for relocation may include:

- truck or van rental
- moving company charges
- storage fees for personal belongings
- car rental fees, etc.

Things will be confusing for a while until all claims follow the same rules. Claims filed for crimes that took place before 8/27/02 have to follow the old CVC rules.

?/! *In a minute we will review handouts on the eligibility requirements which detail the differences.*

5. “Replacement Services” are a category of CVC awards that may be especially helpful.



KEY POINTS:

“Replacement Services” must be needed as a result of the crime and must be ordered by a doctor or other medical professional.

Childcare
Housekeeping
Personal care assistance

Note: If the battered woman knows how CVC can help, she might make different choices. A good question to ask to determine if she may qualify for a “Replacement Service” is:

“What daily (or other) necessary chores/ activities can you no longer do as a result of the crime?”

- **carrying the laundry**
- **driving**
- **lifting the baby**
- **housekeeping**

6. CVC doesn't pay for property damage, most auto-related injuries or pain and suffering.



KEY POINTS:

There are exceptions for DUI and a few other auto-related crimes. CVC only pays for what is medically necessary and was damaged during the crime.

- a wheelchair replacement – might be paid
- eyeglasses – might be paid
- TV repair – not paid
- security lights or locks – not paid

7. The person responsible for the crime may never benefit from a CVC award.

8. After the paperwork is complete, payment takes at little as eight weeks. It may take longer if the Fund is low.

Note: Over the last 15 years, the CVC fund had been underutilized. However, after a huge awareness campaign and streamlined process, it is overwhelmed with claims! The Fund relies on fees collected from defendants and federal dollars. As a result, there may be a time lag when the Fund is short of cash. When this happens, claims are held until they can be paid.

Distribute Handout 5

Checklist of Possible CVC Awards

?/! Use this handout with a survivor to think about what she has paid for (or is due) that might be reimbursed and/or what services or treatment she might use if she thought she could get paid back.

III. Eligibility Guidelines

(🕒 10 minutes)

Distribute Handout 6

Crime Victims Compensation Program Eligibility Guidelines and a Few Important Notes (New Rules)

➔ **Review rules on handout:**

(🕒 8 minutes)

?/! *We discussed many of these eligibility requirements in our review so far. Let's look at a few more rules.*

Number 2 – This refers to eligible applicants.



KEY POINTS:

This gives you specific information about who can apply for CVC.
 There is a wide variety of eligible persons.
 There are special guidelines for counseling.
 Crimes related to vehicles or motor craft are limited to DUI and a few other noted crimes.

Note: Limitations are placed on auto-related expenses because they are usually covered by auto insurance.

Number 5 - Specific filing deadline information regarding claims for children.



KEY POINTS:

Outlines age requirements and relationship requirements.
 If only applying for counseling expenses, the rules are less difficult.

Number 7 - The applicant has cooperated, and continues to cooperate, with law enforcement and the courts.



KEY POINTS:

This rule comes from the original intent of CVC, which was both to compensate victims of crime and encourage victims to participate in prosecution efforts.

A survivor might have good reasons for dropping charges or not cooperating with the police and the courts. CVC sometimes makes an exception to this rule.

Legal actions should not be pursued as a method of qualifying for CVC. If there is a legal question, always refer a survivor to her advocate or attorney to figure out what to do. Then she can explore if CVC will work for her.

Number 11 - The applicant must provide current contact information to CVC office.



KEY POINTS:

The CVC office needs access to the claimant to meet deadlines and provide updates.

It can be hard for survivors to meet this requirement because of moving and safety issues.

Volunteer advocates may be able to help women identify safe location alternatives to receive phone calls and mail from the CVC office.

Distribute Handout 7

Crime Victims Compensation Program Eligibility Guidelines and a Few Important Notes (Old Rules)

?/! This is the reference sheet for applicants whose crime occurred before 8/27/02. We have been reviewing the new rules. The old rules are more limited. Be careful not to raise false hopes for awards with survivors who must apply under the old guidelines.

→ **Close session:**

(🕒 2 minutes)



KEY POINTS:

The CVC program has a great many rules – like any state government program about money.

There are two handouts, two sets of rules, one pre- and one post-amendments.

These handouts list the eligibility requirements for CVC.

Handouts are to be used as reference tools.

Applicants have to meet the eligibility guidelines.

Every applicant will be different; each application will be unique.

?/! We will be working with these guidelines again, a little later in this workshop.

IV. Resource Materials

(🕒 5 minutes)

Distribute Handouts 8 & 9

Working with the Crime Victims Compensation Program: A Basic Review

Crime Victims Compensation Safety and Confidentiality Checklist

→ Review handouts:

Note: Ask participants to look at the all the handouts they've collected:

Working with the Crime Victims Compensation Program: A Basic Review

Crime Victims Compensation Safety and Confidentiality Checklist

A Few Questions and Answers About Crime Victims Compensation

Working with the Crime Victims Compensation Program: Tips for Volunteer Advocates



KEY POINTS:

This is information for reference and further study. You may want to have it available for you and a survivor to review when working together.

We're going to use this information to practice a CVC assessment, using a quiz, so keep these resources handy.

→ Review the assessment quiz objectives:

- 🌀 It is a tool to help survivors assess their eligibility for CVC
- 🌀 It is a tool for a survivor to use alone or with a support person (volunteer advocate)
- 🌀 The role of a support person (volunteer advocate) is to explain information when needed and or to help with consideration of the questions. The survivor might like other kinds of help (recording the information, reading the questions.) Ask her

→ **Recruit volunteer advocates:**

?/! *I need four volunteers to help us get started after break! I will need to meet with all of you during the first part of the break.*

Note: Tell the group how long they have and when to be back.

Break

(🕒 10 minutes)

→ **Meet with volunteer advocates:**

- ⑥ Thank them for helping
- ⑥ The task is a coached role-play. They begin and if there is time, the others in the group replace them
- ⑥ The quiz and Role-Play Facts sheet will be used to try a CVC assessment
- ⑥ One person will be the volunteer advocate and one the survivor
- ⑥ The other two will be available for coaching, one for each role. Their job is to help the two in the “hot seats” and provide support
- ⑥ Volunteer advocates should decide over break who will be coaches and who wants to try the assessment

Distribute Handouts 10 & 11 (to role-play volunteer advocates)

Do You Qualify for Crime Victims Compensation?
(Worksheet)

Role-Play Facts

- ⑥ Ask them to join you at the front when they get back from break
- ⑥ Thank them again and send them to a short break

→ **Set up the role-play space:**

- ⑥ Four chairs at the front of the room, two facing two

Distribute Handouts 10 & 11 (to group members)

Note: Be sure the whole group will be able to hear and see. Then, make sure you take a short break too.

V. Assessment

(🕒55 minutes)

Note: Ask the volunteer advocates to join you up front.

➔ Review handouts 10 & 11:

- ⑥ Ask the participants to look at the handouts and have them ready to use for this session

➔ Introduce role-play:

(🕒5 minutes)



KEY POINTS:

Tell the whole group what the four roles are and how the role-play will work.

One person will play the volunteer advocate. The volunteer advocate will use the Quiz to “help the survivor assess CVC eligibility”

One person will play the survivor. The survivor – Danielle – will use the fact sheet as a guide for the quiz

Two people will provide coaching, one for each role. Their job is to help the two in the “hot seats” and provide support

Invite the group to take the opportunity to participate.

When I indicate “stop action,” the coaches will rotate to the “hot seat” and we will add two new coaches from the whole group

?/! Any questions about the instructions? Let's thank the volunteers for getting us started!

➔ Check in with volunteer advocates:

- ⑥ Ask if they have questions
- ⑥ Ask if they need anything before you begin
- ⑥ Personally thank them

→ **Begin the role-play:**

Note: Stop action enough times to allow everyone the opportunity to participate in the role-play. The number of times will depend on the size of the group.

***Close the role-play 25 minutes before the end of the whole session to have enough time to process the exercise and have time for the closing.**

There may not be time to finish the whole assessment quiz.

→ **Process:**

(🕒15 minutes)

?/! *As the survivor, “How did the tool work for you?” “What did you notice?” “Were there places where you got stuck?”*

?/! *As the volunteer advocate, “How did the tool work for you?” “What did you notice?” “Were there places where you got stuck?”*

Note: There is not time to discuss the following issues, instead ask the group to spend a moment considering how the following issues might affect a survivor's CVC experience, and/or the outcome of CVC eligibility and/or award(s).

?/! *How would helping with CVC be different if the survivor*

- *wasn't eligible for CVC?*
- *spoke English as a second language?*
- *had children who were eligible?*
- *had children with her?*
- *was in a same-sex relationship?*
- *had access to insurance and some savings?*

Note: Ask the group to think about the next two questions together and offer answers that include a guideline.



Record the guidelines on newsprint.

?/: *What might you anticipate when working on the assessment with a survivor?*

?/: *What are some guidelines for volunteer advocates to remember?*

→ Close section:

- ④ Review the guidelines the group created. It is not necessary to review each guideline.

Closing

(⌚ 10 minutes)

 **Once again post the flip chart on the Volunteer Advocate Role:**

FLIPCHART #4

The Volunteer Advocate Role in CVC Work

- √ Tell survivors about CVC
- √ Help with CVC assessment
- √ Collaborate with staff on CVC issues
- √ Refer CVC questions to staff

?/! *Let's take another look at the volunteer advocate role.*

?/! *To close this workshop, I'm asking that we take a few minutes to think about helping survivors with CVC.*

➔ **Form small groups of three:**

➔ **Offer Instructions:**

?/! *Take a look at the posted information.*

Pull out the card you wrote on at the beginning of the session.

Using the information on your card and the guidelines we just created, answer the question I will post in a moment silently to yourself.

Then each of you take one minute (or less) to offer your answer to the others in the small group.

When you are finished, thank your partners and return your attention to the rest of the group to close.



Post the following flipchart:

FLIPCHART #5

One thing I can do to
be more effective
helping survivors
with CVC is...

?/! GO!

Note: Check in with each triad to make sure people are changing at one minute (or less) or give a signal for the switch.

→ Announcements:

Note: If you have additional information on how volunteer advocates can begin to work with CVC at your domestic violence program, tell them now!

→ Thank the group:

- ⑥ Thank them for helping survivors access a new option
- ⑥ Thank the group for their time and attention

Contact Information

Pennsylvania Commission on Crime and Delinquency

Office of Victims Services
 Victims Compensation Division
 P.O. Box 1167
 Harrisburg, PA 17108-1167
 Phone: 800-233-2339
 717-783-5153
 Fax: 717-787-4306
 (you will want to speak to a Legal Assistant)

Crime Victim Compensation Information

<http://www.portal.state.pa.us/portal/server.pt?open=512&objID=5415&&PageID=495614&level=3&css=L3&mode=2>

Application Form

<http://www.portal.state.pa.us/portal/server.pt?open=512&objID=5423&&PageID=496273&level=4&css=L4&mode=2>

Pennsylvania Coalition Against Domestic Violence

Denise M. Scotland
 CVC Project Manager
 800-932-4632
 dms@pcadv.org

Our domestic violence program staff who are familiar with CVC are:
