



Office of Victim Services

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Office of Victim Services (OVS) Transparency Plan Update – February 20, 2024

Transparency Plan Task	2024 Update
Advisory Council Engagement	In the 2023 calendar year, OVS logged more than 350 community engagement hours, with more than 50 of those hours spent specifically in collaboration efforts with the OVS Advisory Council. During this time, OVS launched a policies and procedures workgroup comprised of council members and OVS staff, where regularly scheduled meetings were held to review and share recommendations for improving OVS practices and grant management. In addition, a shared repository of OVS Advisory Council efforts was created and launched on VAP Connect , where members can now access and communicate regularly through their own section of the online forum.
Needs Assessment	OVS is currently undertaking a Victims of Crime Needs Assessment and Gap Analysis (VOCNA) project that includes a State-wide crime victim impact survey and State-wide victim service provider survey. With more than 3,000 and 900 responses respectively, analysis of survey results are currently underway.
OVS Resource Connect	OVS Resource Connect (www.ovs.ny.gov/connect) logged more than 88,000 page views from more than 31,000 site visitors during the 2023 calendar year. In addition, 28 new resources were added to the concern-based search engine, totaling 498 resources available to crime victims in New York State. In addition, an emergency “quick escape” button and automatic translation features for 9 different commonly used languages were enabled on the site in late 2022.



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INITIATIVES TO BE IMPLEMENTED IN 2024

<p>Needs Assessment Findings</p>	<p>OVS plans to publish findings from our Victims of Crime Needs Assessment and Gap Analysis (VOCNA) project in 2024. We will also seek to host community-level focus groups to discuss the findings and obtain feedback from stakeholders.</p>
<p>Claims Assistant Technology Investments</p>	<p>OVS currently uses the Claims Assistant (CA) system to process Victim Compensation applications and payments. This system was created in 2006 and is extremely outdated and difficult to modify. During 2024, OVS plans to begin the process of replacing CA with a more modern software system. OVS will work on developing business requirements and beginning the procurement process to implement a system that allows for more efficient claims processing but also improved customer service and transparency. The new system will be designed to interface directly with our public-facing Victim Service Portal (VSP) to provide enhanced transparency on claim status and a streamlined application process.</p>
<p>Increase Available Information on OpenData NY</p>	<p>OVS seeks to expand the number and types of datasets that are publicly available on OpenData NY in 2024. We are currently evaluating the types of data that are frequently requested in FOIL requests to develop potential items for inclusion. OVS also seeks to hire an additional Business Systems Analyst in 2024 to enhance our staff capacity to produce and maintain data sets that are relevant for OpenData NY.</p>