



Victim Services

Following are services available to victims, depending on eligibility. The Immigrant Survivors Project (ISP) staff can assist you or connect you with Victim Advocates in your community that can assist you with these services.

I. Victim Compensation Assistance Program (VCAP)

The Victim Compensation Assistance Program can help victims offset the cost of crime and includes the following expense areas:

- Medical expenses
- Counseling
- Loss of earning
- Loss of support
- Funeral costs
- Travel costs
- Childcare
- Stolen cash
- Relocation
- Crime scene cleanup
- Other costs

To receive compensation:

- The crime must have occurred in Pennsylvania;
- The crime must be reported or a protection from abuse order (PFA) filed within three (3) days;
- The victim must cooperate with the police, courts, and the Victims Compensation Assistance Program;
- The victim must file the claim within two years of the crime;
- The victim must not be involved in illegal activity that cause the crime;
- and the victim must have a minimum loss of at least \$100 because of the crime (if you are less than 60 years old). Some exceptions are made for victims younger than 18 years.

- VCAP compensation parameters:
- VCAP is the payer of last resort.
- VCAP can reimburse insurance co-pays; out of network expenses and other out-of-pocket costs.
- You can contact VCAP at (800) 233-2339 <http://pcv.pccd.pa.gov/available-services/asp> for more information.
- VCAP does not reimburse victims for pain and suffering or for stolen or damaged property (with some exceptions).
- There are limits to how much money some benefits will provide. The overall maximum award is \$35,000.

VICTIM SERVICES

II. **The Address Confidentiality Program (ACP)**

ACP helps victims of domestic violence, sexual assault or stalking keep their new home address safe from their perpetrator after they have left an abusive or dangerous situation.

The program has two basic parts. First, the ACP provides a substitute address for victims who have moved to a new location unknown to their perpetrator. The second part of the program provides participants with a free first-class confidential mail forwarding service.

The program is not a witness protection or a relocation program, so participants in the Address Confidentiality Program are encouraged to use the program as part of a larger overall safety program.

How does ACP work?

ACP provides eligible victims with an alternate mailing address to keep their actual home address out of public records where their perpetrator may find their location.

This address may be used as their legal address for Court and government records, including drivers' licenses, non-photo identification cards, vehicle registration, school records, voter registration, marriage licenses, and court petitions.

Once approved and enrolled in the program, participants are given an authorization card that includes that person's name, signature, substitute address and an individual participant number.

The substitute address can be used as the participant's legal address. The program forwards all first-class, registered and certified mail to the participant.

Eligibility

ACP is available to those who are or have been victims of domestic violence sexual assault or stalking and have had to move or are planning to move to a new location for safety reasons. Anyone living in the same household as the victim (for example, children, parents, or siblings, or partners) may also be eligible to participate.

Contact Us

If you have questions about our programs, please contact us:

By Mail:

Address Confidentiality Program | Office of Victim Advocate
PO Box 2465
Harrisburg, PA 17104

By Phone: 1.800.563.6399

By Fax: 717.787.4343

By E-mail: ra-ovainfo@pa.gov

VICTIM SERVICES

III. PA SAVIN

Pennsylvania's automated victim notification system (PA SAVIN) is a service for victims of crime that provides you with free, confidential notification regarding an offender's release, transfer or escape. The PA SAVIN service includes offenders under the supervision of county jails, state prisons, and state parole.

If the offender is in a county jail, you, your family, and your circle of support can receive notifications on offender movements:

- When the offender is released from jail
- If the offender escapes
- If the offender is transferred to another location
- To register, [click here](#).

If the offender is in a state prison or on state parole, there are additional notifications and services that you, as a crime victim, can receive from the [Office of the Victim Advocate](#).

Notifications and services include:

- Automated notification via PA SAVIN of transfers, release, escape, and other types of custody changes
- An opportunity to express your feelings about the release of the offender. This is a way to let the decision makers know about any concerns you may have for the safety of you and your family and to request certain conditions of release be put in place if the offender is approved for release.

To learn more and register, contact the [Office of the Victim Advocate](#) at (800) 322-4472, (800) 563-6399, or (877) 349-1064 (TDD) during regular business hours.

Additional information about PA SAVIN:

- [Recursos de Pennsylvania SAVIN](#)
- [What will this service do for me?](#)
- [What are the steps to register?](#)
- [What do I need to know?](#)
- [What rights do I have?](#)
- [What if...](#)
- [One victim's thoughts about PA SAVIN](#)

Federal Bureau of Prisons

If the offender is in a federal prison, **as a victim of federal crime**, you may receive timely information about significant events that may occur throughout the criminal justice process.

- To learn more, [click here](#).

U.S. Immigration and Customs Enforcement Victim Notification Program

VICTIM SERVICES

Immigration and Customs Enforcement (ICE) has a Victim Notification Program for eligible victims and witnesses to be notified of release related activities of a criminal alien in ICE custody.

- Information about the program, including a victim registration form, is available [here](#).

IV. COUNSELING & THERAPY

You may benefit from counseling if you were a victim of crime.

After a crime, victims frequently begin to have feelings of anxiety, sadness, grief, anger, and depression. You may find that you are unable to sleep or to make decisions. Counseling can help you work through problems, reduce stress, help you to learn new behaviors, and understand your own thoughts and feelings. Counseling can help you cope with how the crime has changed your life.

It is a good idea to consider seeing a counselor, especially if your problems interfere with your daily activities or you experience those feelings for an extended period of time. You can contact your local [Victim Service Program](#), and they are available to answer questions and provide supportive counseling.

There are many types of mental health professionals that can help, such as psychologists, psychiatrists, social workers, and counselors. You may want to locate a [trauma informed therapist](#) or participate in a support group and talk with people who were also victims of crime.