

## THE DIRECT VICTIM SERVICES UNIT

The Direct Victim Services Unit, within the VCAP, is available to support local advocates with onsite compensation assistance in incidents of mass violence including crisis intervention, emotional support, assistance in completing a claim form and providing referrals. The Unit focuses on providing advocacy including landlord and creditor intervention as well as emotional support and referrals for victims who do not currently have the assistance of a local advocate. Other duties of the Direct Victim Services Unit include:

- Calling claimants in advance if a homicide claims is going to be denied and advise them of their appeal rights.
- Assist with walk in claimants.
- Conduct consultative sessions with crime victims and their families when they are requesting a hearing.

Call to find out if the Direct Victim Services Unit can help you.

Please call and ask to speak with the Direct Services Unit Supervisor at 800-233-2339 or 717-265-8728 for questions and assistance.