**Sample Victim Compensation Policy**

*The following template has been created by the Massachusetts Office for Victim Assistance (MOVA). This template is provided as a general sample and should be adapted, edited, and updated to meet the specific policies, procedures, and practices of your organization.*

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| **Subject: Victim Compensation Policy** |
| **Policy Number:** |
| **Effective Date:** |

1. **Policy**

In this section the agency should provide an overview of the policy regarding victim compensation and state the purpose of the policy. For example, to increase access to the victim compensation program for eligible victims and survivors of crime, establish procedures to ensure staff are familiar with the victim compensation program, and establish procedures to identify and assist program participants that may be eligible for obtaining financial assistance for uninsured medical and dental care, mental health counseling, funeral and burial costs, and income lost due to the inability to work as a result of victimization.

1. **Procedures**

The agency should explain the steps it will take to implement this policy. At a minimum, these steps should explain how the agency will:

1. Maintain a supply of crime victim compensation brochures and applications
2. Identify and inform clients who may be eligible about financial assistance available through the Massachusetts Attorney General’s Office’s Victims of Crime Compensation Program
3. Provide assistance to clients in filling out applications and checking on claim statuses

Steps in the procedure could include the following:

* That the agency will maintain a supply of victim compensation brochures and applications in multiple languages
* Where victim compensation brochures and applications are kept available in a location accessible to staff and clients
* Any victim compensation information and materials given to clients during initial contact
* Questions in client intake materials that screen for victim compensation eligibility
* Information provided to individuals who would need to apply on a minor’s behalf to the victim compensation program about eligibility, requirements, and the application process
* A designated staff member identified to assist clients with the application process
* How a client can be supported with obtaining any required supplemental documentation
* How a client can be supported with checking on a victim compensation claim status
* Documentation available to employees and volunteers that outlines the victim compensation program (E.g., an overview of the program, eligibility requirements, covered expenses, unallowable expenses, steps for filling out the application)
* How staff, volunteers, or clients can contact the Attorney General’s Office if needed for additional information about the Victim’s of Crime Compensation Program

1. **Training**

The agency should describe the steps taken to ensure that both new and ongoing staff are familiar with the victim compensation program and the agency’s policy/procedures related to victim compensation. This could include, for example, the provision of periodic training for agency employees and volunteers about the victim compensation program.