## Victim Service Programs Utilizing Single Point of Contact 2012

Victim Service Program	County
Adams Co. Victim/Witness Services Center for Victims of Violence and Crime Beaver Co. Victim/Witness Assistance Project Berks Co. Victim/Witness Services Network of Victim Assistance Crime Victims' Center of Chester County, Inc. Cumberland Co. Crime Victim Assistance Program Dauphin Co. Victim/Witness Assistance Program Dauphin Co. V/W Program - Harrisburg City Police	Adams Allegheny Beaver Berks Bucks Chester Cumberland Dauphin Dauphin
Senior Victim Services, Inc. Crime Victim Center of Erie Co., Inc. Lancaster Co. Victim/Witness Services Lebanon Co. Victim/Witness Services Crime Victims' Council of Lehigh Valley (Allentown) Victims Resource Center Crime Victim Services of Mifflin Co.	Delaware Erie Lancaster Lebanon Lehigh Luzerne Mifflin
Victim Services Center of Montgomery Co. Anti-Violence Partnership of Philadelphia Center City Crime Victim Services East Division Crime Victim Services North Central Victim Services Northeast Victim Services	Montgomery Philadelphia Philadelphia Philadelphia Philadelphia Philadelphia
Northwest Victim Services Victim/Witness Services of South Philadelphia, Inc. West/Southwest Victim Services Program Westmoreland Co. Victim/Witness Services York Co. Victim/Witness Services	Philadelphia Philadelphia Philadelphia Westmoreland York

VCAP continuously strives to improve the compensation process and to strengthen the partnership between VCAP and victim advocates and their programs. In 2003, an analysis of claims submitted prompted a change that would provide timely and efficient support to VSPs by assigning a Claim Specialist to programs that submitted more than a certain number of claims during the year.

In 2011 there were 27 programs that submitted 39 or more claims. Those programs have a single point of contact for 2012, as seen in the table above. This also means that 70% to 75% of all claims filed by VSPs have a single point of contact with VCAP.