

# Performance Management Quick Tips: Victim Assistance



2019

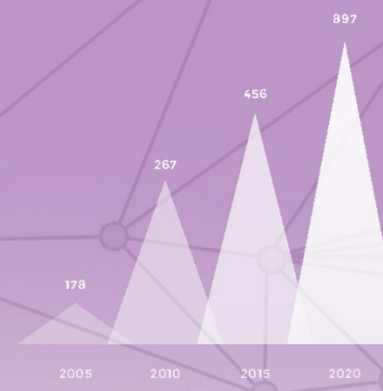
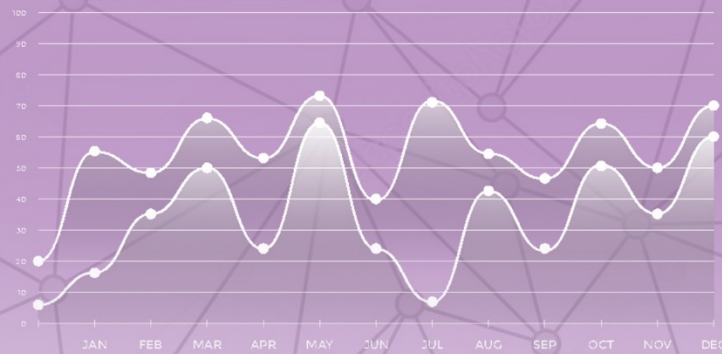
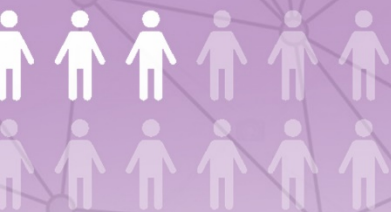
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JUSTICE FOR VICTIMS  
JUSTICE FOR ALL

Office for Victims of Crime

**OVC**

### *Award Information*

<b>Subgrantee Organization Name</b>
<b>Subaward Number</b>
<b>Primary Point of Contact</b>
<b>Reporting Schedule for This Award</b> Quarterly and Annually Annually Only

### *Reporting Schedule for Federal Government Fiscal Year*

OVC Reporting Period	When Are Subgrantee Performance Reports Due in My State?
<b>October 1–December 31</b>	
<b>January 1–March 31</b>	
<b>April 1–June 30</b>	
<b>July 1–September 30</b>	

## Introduction

### *Overview of Performance Management at the Office for Victims of Crime*

The purpose of this document is to help Victims of Crime Act (VOCA) Victim Assistance (VA) grantees and subgrantees collaborate on data collection efforts and ensure they are tracking accurate performance measure data. This is not a comprehensive guide but a welcome package to outline what subgrantees need to prepare before logging into a reporting system.



This document complements videos and trainings found on the Office for Victims of Crime (OVC) Performance Management website: <https://ovc.ojp.gov/funding/performance-measures/technical-assistance>. Please consider viewing these resources as you begin to consider your performance measure data.

### *What Subgrantees Need to Know before Reporting on their Measures*

1. How is my subaward agency name listed on the award(s) and what is the award number(s)?
2. When does my agency report?
3. Why are performance measures necessary?
4. Who is responsible for collecting and reporting performance data?
5. What steps are needed to report performance data?
6. What do I do if I have questions on the data to be collected?

### *Why are Performance Measures Necessary?*

Officially, according to the Office of Justice Programs (OJP), “**Performance measurement** is the regular collection of data to assess whether the correct processes are being performed and the desired results are being achieved. It is a way for you to know how your grant is progressing in meeting its goals and objectives as outlined in your application.”

**Figure 1. Logic Model**



The logic model above represents performance measures generally.

- Inputs are often used to create baselines. Examples include grant funding, cross-sector partners, and community participation.
- Activities convert inputs to outputs resulting in measurable progress toward the program's goal. Examples include training, partnership development, data analysis, and strategic planning.
- Outputs are countable products or services. For example, the number of individuals or organizations that provide technical assistance sessions or the number of individuals who participated or attended the training. Technical assistance is often more incident-based than ongoing, think information, and referral vs. case management.
- Outcomes are tricky because they speak to long-term program goals. Outcomes demonstrate the impact of training and technical assistance. For example, finding a need to establish a system of follow-up with individuals or organizations.

## SAA Grantee and Subgrantee Roles and Responsibilities

How do grantees ensure subgrantee performance measure data is consistent, comprehensive, complete, and correct? Consider creating a performance management plan. Subgrantees need to make performance measures a part of a larger performance management plan, a document all parties can refer to during a grant monitoring session, for example. These plans are not static but living documents that serve as a point of collaboration and transparency between grantees and subgrantees. Regardless of what reporting platform you access, you will see the same OVC performance measures. Subgrantee roles in performance measurement reporting include the following:

- **Collect** – Know agency capabilities to securely create, save, and access a system to capture data. Designate points of contact to oversee data collection and reporting:



- **Understand** what data the grantee (your state administering agency [SAA]) needs quarterly and annually and how current OVC performance measures fit into the agency's data collection repository.
- **Contribute** to the Subgrant Award Report (SAR) if directed by the grantee.
- **Deconflict** awards that your agency is executing and identify overlap with the OVC VA award.

- **Track** – Create consistency in how measures are defined for the program and document processes:



- **Identify** individuals who collect, track, and report performance measure data.
- **Maintain** documentation of the processes to collect data on individuals served and services provided to support performance measure data reported. Adequate documentation will allow your SAA to validate performance data during routine monitoring.
- **Know due dates.** Subgrantee data is often due weeks before the OVC deadline to ensure the grantee and your SAA has time to review and create their reports.

- **Report** – Understand reporting requirements:



- **Gain system access** and knowledge of reporting platforms, especially if your agency has multiple awards.

- Analyze – Review reports so performance measure data is accurate, reliable, and valid:



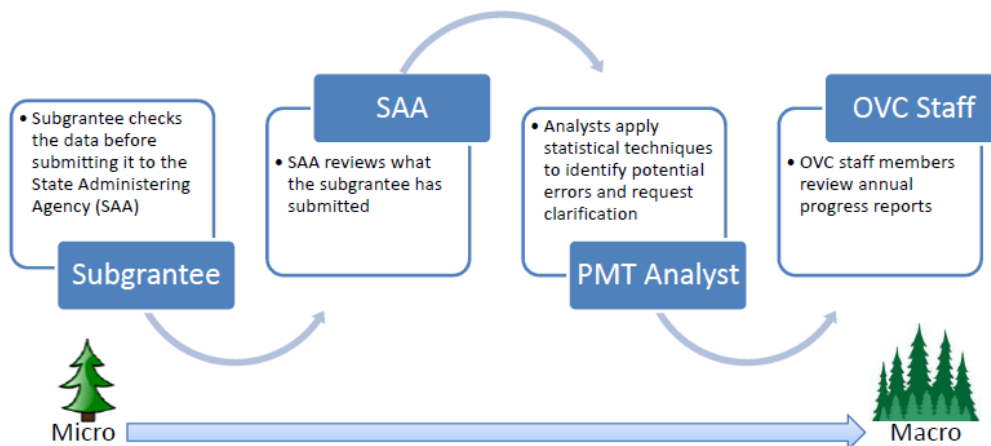
- **Clarify** and **update** data in response to any inquiries from the grantee.
- **Showcase your program** using OVC data on individuals served and services provided to support program sustainability or additional funding.

### Role of the Office for Victims of Crime Staff

OVC program specialists and members of OVC’s Performance Management Team perform the following activities related to performance measure data:

- Identify appropriate performance measures for grantees to report based on program goals and anticipated outputs/outcomes.
- Provide training and technical assistance, including helpdesk support and entering performance measures.
- Review data entered by grantees and subgrantees to promote consistency and accuracy.
- Analyze data to develop grant program reports and respond to data inquiries.

Figure 2. Performance Measurement Review Process



### What Steps are Needed to Report Performance Data?

#### Start with the Subgrant Award Report Three Step Process

A key component to subgrantee reporting is the SAR. The SAR is a requirement for SAAs and subgrantee agencies that receive VOCA funding from OVC to complete together.

The SAR collects subgrantee organization type, subgrantee service capacity, subaward amounts, and subgrantee service areas to respond to different types of data requests.

**SAA** – use the SAR to project allocation of funds to satisfy their VOCA mandated priority category requirements. The SAA also uses the SAR to share with OVC basic information on their subgrantee and program activities that will be implemented with VOCA and match funds.

**Subgrantee Agencies** – use the SAR to represent intent and provide a projection of subgrantee information that reflects the same period as the subaward period of performance.

**Subgrant Award Report (SAR) Parts 1 and 2** – information on the activities that the VOCA-funded subgrantee program implements:

- Part 1 – filled in by the SAA
- Part 2 – filled in by the subgrantee or SAA receiving the funds

Grantees have **90 days** to submit the SAR after the subaward start date and must complete a SAR for each subgrant award of VOCA funding. Changes or revisions to the subaward that occur before the end of the project (e.g., subaward amount, subaward start and end dates) must be updated in the SAR within **30 days** of the change taking effect.

### *Step 1 - Subgrant Award Report Part 1 - State Administering Agency Information*

**State-Assigned Subaward Number** – This number is unique to the grantee organization.

**Subaward Amount** – Enter federal funds **only**, no match funds here.

**Federal Award Number** – The federal grant from which this subaward is funded and the amount(s) related to that grant. When more than one OVC VOCA federal grant is used to fund the subaward, for the same start and end date, each federal grant must show the associated amount.

**Project Start and End Dates** – The date the VOCA-funded project begins and the date the VOCA-funded project ends. Performance data submitted during a federal fiscal year (FY) is associated to start dates that fall within that FY.

**Priority and Underserved Allocations** – Portions of the subaward amount intended for use for each priority or underserved category. Do not include match funds.

**Child Abuse** (may include services for child physical and sexual abuse) – Child sexual abuse or assault should be reported, depending on how the state or territory tracks and reports this data.

**Domestic and Family Violence** – Formerly known as spousal abuse.

**Sexual Assault** – May include services for child and adult sexual assault.

**Underserved** – According to the preamble to the VOCA Final Rule: “Underserved victims may differ between jurisdictions, but some examples of victim populations often underserved at the time of this rulemaking may include, but are not limited to, DUI/DWI victims; survivors of homicide victims; American Indian/Alaskan Native victims in certain jurisdictions with insufficient victim service resources; victims of physical assault; adults molested as children; victims of elder abuse; victims of hate and bias crimes; victims of kidnapping; child victims and adult survivors of child pornography; child victims of sex trafficking; victims of violent crime in high crime areas; LGBTQ victims; victims of federal crimes, victims of robbery; and victims of gang violence.”

### *Step 2 - Subgrant Award Report Part 2- Completed by Grantee or Subgrantee*

**Subgrantee Agency Service Area(s)** – Counties that cover the service area affected by the VOCA-funded program or project.

**Subgrant Match (Financial Support from Other Sources)** – All VOCA awards received by a subrecipient must be matched (20 percent) either with an in-kind or cash match. Except for the following VOCA subgrants made in these locations or to these organizations:

- The U.S. Virgin Islands
- American Samoa
- Guam
- Northern Marianas
- Tribal organizations – Subrecipients that are federally recognized American Indian or Alaska Native tribes, or projects that operate on tribal lands
- Organizations with approved match waivers.

**Compute the subgrant** match amount by first dividing the amount of the award by 0.80 to find the total value of the organization's VOCA project budget.

- \$30,000 subaward amount / 0.80 = \$37,500 (VOCA Budget).

Second, subtract the amount of subaward from the total VOCA project budget to determine the required match amount.

- \$37,500 total project budget - \$30,000 subaward = **\$7,500 match requirement**

**Use of VOCA and Match Funds** – Include category of service and subcategory that best identifies the types of services or activities provided by the VOCA-funded project (See the [Direct Services](#) section for additional information). Report only those services provided by the VOCA-funded project. Do not report services funded by another source. OVC uses this data to respond to data requests about subgrantees that provide specific types of services with VOCA funding. **These services align with the direct service subcategories reported on as part of the quarterly data report.**

**Types of Victimitizations** – Include the types of victimization that best describe the victims served by the VOCA-funded project. For [a full list](#) and more information on victimization types, please reference the [Performance Measure Dictionary and Terminology Resource](#).

**Budget and Staffing** – Collect and track the requested information based on the subgrantee's current budget for the time that corresponds to the SAR period of performance.

- Collect, report, and track the total budget for all victimization programs/services for by your subgrantee agency.
- Report annual funding amounts allocated to all victimization programs or services. Identify by source the amount of funds allocated to the victimization programs/services budget of the subgrantee agency.
- Report the total number of paid staff for your program, regardless of funding source. You should include both VOCA-funded and non-VOCA funded positions:
  - Collect and track the number of staff. Both full time and part-time staff should be counted as one staff member.
  - Do not prorate based on a full-time equivalent.
  - Only report in whole numbers.
  - Report the number of hours funded with VOCA or match funds for VOCA-funded programs or services. Omit non-VOCA funded hours.

Report the number of volunteers supporting the work of this award with VOCA plus match funds.

- Count each volunteer once.
- Do not prorate.
- Report in only whole numbers.

Report the total number of volunteer hours funded with VOCA plus match funds for VOCA-funded programs or services.

- Count all volunteer hours that support the VOCA Assistance Program.
- Omit non-VOCA funded hours here.

***Suggested Prorating Strategies for Victim Assistance Subgrantees***

OVC recognizes that in some situations, tracking VOCA-funded activities separately from other activities may not be possible. In these circumstances, the grantee should work with the subgrantee to apply an appropriate strategy for prorating to create a reasonable allocation of the VA subgrant(s).

The strategies listed are in order of desired use:

- Option 1: Proration based on staff salary.
- Option 2: Proration based on direct victim services budget.
- Option 3: Proration based on total victim services program budget.

**When Prorating is Unnecessary**

If a subgrantee can track the number of victims served and the services provided that are supported by their VA subgrant plus match, then no prorating is needed. In the example below, the subgrantee has a total victim services program budget of \$115,000. The subgrantee can track what portion of the budget is supported by its VA subgrant plus match (\$80,000), what portion of that supports direct victim services (\$62,500), and what portion of that amount supports staff salary (\$50,000) and resources (\$12,500). The subgrantee can track exactly how many victims and how many services were provided as part of its VOCA work, and exactly how many victims and how many services were provided as part of its non-VOCA work. Therefore, the subgrantee does not need to prorate and can directly attribute 80 victims and 160 services to its VA subgrant.

***Total Program Funding***

Victim Services Program \$115,000 Total					
Victims of Crime Act \$80,000 Total			Non-Victims of Crime Act \$35,000 Total		
Direct Services \$62,500		Outreach Services \$17,500	Direct Services \$20,500		Outreach Services \$14,500
Staff Salary \$50,000	Resources \$12,500		Staff Salary \$12,500	Resources \$8,000	

***Step 3 - Subgrant Award Report: Approval by State Administering Agency***

Submit data for SAR Part 2 and request SAA review to confirm their accuracy. Subgrantees should consider printing a copy of the data.

**Important Note:** The grantee must approve the SAR before subgrantees begin reporting data quarterly.



## Subgrantee Performance Measure Data

[OVC expects all grantees and their subgrantees](#) to collect and report performance measure data for activities supported by the VOCA program. This section provides an overview of the measures subgrantees must collect and considerations for SAAs to review before submission to OVC. OVC uses VA program data for data reports, and to demonstrate the impact of federal funding to Congress, the White House, and the American people.

### *Population Served During Reporting Period*

These measures must be collected, tracked, and reported quarterly. To ensure data accuracy and integrity, grantees and subgrantees collect and validate data on these measures:

- **Total number of individuals who received services** during the reporting period with VOCA plus match funds. This number should be an unduplicated count, regardless of the number of services they received or victimization types.
- **Total number of anonymous contacts** received during the reporting period through a hotline, online chat, or other service where the individuality (e.g., demographics) cannot be established.
- **New individuals served** during the reporting period. This number should be an unduplicated count of new clients served during a single reporting period, regardless of the number of services or victimization types presented.



### *Consider This*

Before submitting a report, stop and review the data entered. The data, both quantitative and qualitative, needs verification during the reporting process to OVC. **Think like an auditor.**

#### ***The following tips are examples to consider:***

- If it is the first quarter of the award, is the total of all individuals served equal to the new individuals served?
- Did your organization define who is served under this award, especially if you have multiple OVC awards? For example, are individuals served both primary and secondary victims (e.g., child and caregiver)?

### *Demographics*

OVC's guidance for these performance measures is for states and their subgrantees to collect and report the race/ethnicity, gender identity, and age categories of **new victims served**.

- **Not Reported** – Subgrantee organization collects demographic data, but the victim did not provide it.
- **Not Tracked** – Subgrantee organization is unable to collect the data during the reporting period due to the need to change the local data collection system. The state or subgrantee needs to have efforts underway to track and submit the data as requested, as soon as possible.
- **Race/Ethnicity** – Subgrantee organization collects and tracks race/ethnicity data as self-reported by the individual served. Individuals who self-report in more than one race/ethnicity category should be counted in the multiple races category.

- **Gender Identity** – Subgrantee organizations collect and track gender identity based on self-reports by the client. Gender options are female, male, and other (with a description of any other gender identities reported by clients).
- **Age** – Age should reflect the age at the time of the crime/victimization, as reported by the individual served.



## Consider This

Before saving and submitting a report, stop and review the data entered. The data, both quantitative and qualitative, needs verification during the reporting process to OVC. **Think like an auditor.**

*The following tips are examples to consider:*

- Each demographic total (race/ethnicity, gender identity, and age) should equal the number of new individuals.
- If demographic data is not tracked, is there a plan to do so in the future, or is there any explanation provided in the report?

## Victimization Types

These performance measures are collected for all individuals served during the reporting period. The total reported should be greater than or equal to the sum individuals and anonymous contacts served in the quarter. For a full list and more information on victimization types, please reference the [Performance Measure Dictionary and Terminology Resource](#). The dictionary's section on victimization types defines each type along with examples of activities to report under the category.

- **Number of Individuals who Received Services Based on a Victimization Type:** Apply a broad definition to the victimization types—they are not meant to reflect formal legal definitions defined by statute in a jurisdiction. Use “Other” only when no other type of victimization can apply.
- **Hate Crime: Racial/Religious/Gender/Sexual Orientation/Other**  
If a number greater than zero (0) is tracked in your data collection system, be ready to explain. Collect and track the hate crime motivation (e.g., race, religion, sexual orientation), if known. Subgrantees can also indicate that the motivation is unknown.
- **Types of Victimization: Other**  
If a numerical value greater than zero (0) is tracked in your data collection system for “Types of Victimization: Other,” then an explanation must be provided.
- **Multiple Victimization**  
Of the total number of individuals who received services, collect and track the number who presented with more than one type of victimization during the reporting period.
- **Special Classifications of Individuals**  
Collect and track the number of victims who self-report under the special classification categories. Current categories are Homeless, Immigrants/Refugees/Asylum Seekers, LGBTQ, Veterans, Victims with Disabilities: Cognitive/Physical/Mental, and Victims with Limited English Proficiency. For Special Classifications, “Other” is an option but requires an explanation.

- **Individuals Receiving Assistance with Victim Compensation Forms**

Collect and track the number individuals who received any level of assistance with completing an application for victim compensation during the reporting period, even if they did not submit the application. Simply providing an individual with an application does not qualify as assistance.



### *Consider This:*

The data, both quantitative and qualitative, needs verification during the reporting process to OVC. **Think like an auditor.**

***The following tips are examples to consider:***

- Be cautious how often “Other” is checked off for victimization type. Should any victimization types described as “Other” be reported in an existing victimization category?
- If a number greater than zero (0) was entered for the number of individuals experiencing hate crimes or other victimization types, then is a narrative explanation included?
- The total number of victimizations must be greater than or equal to the sum of total number of individuals served plus the total number of anonymous contacts.

### *Direct Services*

Collect and track the number individuals who received services by category and the number of times each service was provided during the reporting period. A single client may receive services in multiple categories and would be counted for each of those categories.

This section asks agencies two things:

- The number of individuals who received services in each category (the five main headings)
- The number of times (instances) each service (subcategory) was provided.

#### **Information and Referral Services Category**

- The number of individuals who received information and referral services should be less than or equal to the sum of individuals and anonymous contacts served in the quarter.
- Information and referral services subcategory examples include information about the criminal justice process, referral to other services, support, and resources (includes legal, medical, faith-based organizations, address confidentiality programs) and others.

#### **Personal Advocacy/Accompaniment Category**

- The number of individuals who received personal advocacy/accompaniment services should be less than or equal to the sum of the total number of individuals and anonymous contacts served in the quarter.
- Personal Advocacy/Accompaniment subcategory examples include victim advocacy/accompaniment to a medical forensic exam, law enforcement interview advocacy/accompaniment, individual advocacy, immigration assistance (e.g., special visas, continued presence application, or other immigration relief) and transportation assistance plus more.

### Emotional Support/Safety Services Category

- The number of individuals who received emotional support or safety services should be less than or equal to the sum of the total number of individuals and anonymous contacts served in the quarter.
- The emotional support/safety services subcategory examples include crisis intervention (in-person, includes safety planning, etc.), on-scene crisis response, individual counseling or emergency financial assistance, plus others.

### Shelter/Housing Services Category

- The number of individuals who received shelter/housing services should be less than or equal to the sum of the total number of individual anonymous contacts served in the quarter.
- Shelter/Housing services subcategory examples include emergency shelter, safe house, or relocation assistance (includes assistance with obtaining housing).

### Criminal/Civil Justice System Assistance Category

- The number of individuals who received criminal/civil justice system assistance should be less than or equal to the sum of the total number of individuals and anonymous contacts served in the quarter.
- Criminal/Civil justice system assistance subcategory examples include notification of criminal justice events (e.g., case status, a case disposition, release, etc.), victim impact statement assistance, civil legal assistance with family law issues (e.g., custody, visitation, or support), or prosecution interview advocacy/accompaniment and alike.



## Consider This:

Before saving and submitting a report, stop and review the data entered. The data, both quantitative and qualitative, needs verification during the reporting process to OVC. **Think like an auditor.**

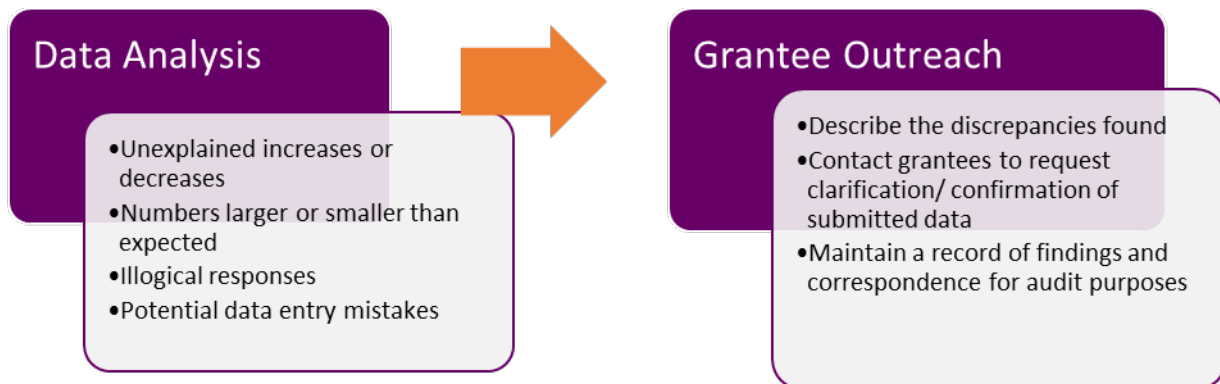
### *The following tips are examples to consider:*

- Is the sum of services provided for each main service category greater than or equal to the number of people who received that category of service? (Individuals are greater than or equal to instances of “service.”)
- If the subgrantee had data that needed clarification last quarter, does that data appear to be accurate this quarter?
- Is the number of individuals served in a single category less than or equal to the total individuals served – plus anonymous contacts for the reporting period? For example:
  - Ten individuals served + 2 anonymous = 12
  - Eight individuals received information and referral
- If you add up the total of individuals receiving services in each main category, is the amount greater than or equal to the total number of individuals served – plus anonymous contacts. For example:
  - Ten individuals served + 2 anonymous = 12 individuals served during the reporting period
  - Eight information and referral services + 8 emotional support/safety services = 16, which is greater than the total individuals served in the reporting period

## Quarterly Review Process

Every quarter, the Performance Management Team data analysts provide a thorough analysis of the reported data by checking for general reasonableness, errors, or stated issues. After compiling their findings, the OVC Performance Measurement Tool (PMT) Helpdesk will contact your SAA with the findings requiring clarification or confirmation of subgrantee data.

Figure 7. Performance Measurement Helpdesk Quarterly Review



## Training and Technical Assistance

### Printable Resources



The [Performance Measure Dictionary and Terminology Resource](#) includes the terms used in OVC's performance data collection efforts. This resource creates a single location to find definitions and examples of terms used across the modules and standardizes definitions for easier reporting.

### Recorded Webinar Trainings



OVC's recorded webinars and presentation transcripts are available via OVC's public-facing website on the [Performance Measurement Tool Webinar Series](#) page:

**Victims of Crime Act Victim Assistance: Grantee Overview User Training**

[This OVC webinar](#) provides guidance for reporting on the required performance measures. Members of OVC's performance management team discuss:

- Processes for accessing and navigating the PMT system
- Submitting quarterly and annual data reports
- Utilizing troubleshooting strategies for successful reporting.

### Victims of Crime Act Victim Assistance: Targeted Guidance

[This OVC webinar](#) provides VOCA VA formula grantees with a more in-depth guidance on PMT system reporting beyond the overview user training. The webinar also includes a review of common inconsistencies that OVC staff observe, and tips on reviewing subgrantee data prior to data submission.

## *Need Help?*

If you have questions specific to your grant or the reporting requirements outlined in your award's special conditions, please contact your OVC program specialist.



## Office for Victims of Crime Performance Measurement Tool Helpdesk

If you have any questions about performance measure, system navigation, or the content in this user guide, please contact the OVC PMT Helpdesk.

The OVC PMT Helpdesk is available from 8:30 a.m.–5:00 p.m. Eastern Time on weekdays, except federal holidays and available via email at [ovcpmt@usdoj.gov](mailto:ovcpmt@usdoj.gov) or toll free number at 1–844–884–2503.

Appointments available outside normal business hours by request.

**VOCA Subgrantees:** If you are a VOCA subgrantee, please contact your state VOCA administrator. If you do not know your VOCA administrator, please visit OVC's U.S. Resource Map of Crime Victim Services and Information to obtain your VOCA administrator.