Performance Measurement Tool

Transforming Victim Services
Grantee User Training

Updated November 2019

Thank you for joining us for this Performance Measurement Tool User Training for grantees of the Transforming Victim Services, or TVS, initiative. My name is Tina Wenzlaff and I provide contractor support to OVC's Performance Management Team.

We have a lot to cover on this webinar and may not have time at the end to answer questions. Please continue to use the chat box to share your questions, comments, and feedback with the Performance Management Team and we will respond after the webinar. This webinar is being recorded and will be available for future playback.

Population Demographics (Questions 1–3)

1. **TOTAL** number of individuals who received services during the reporting period.   50

2. **TOTAL** number of anonymous contacts received during the reporting period.   75

3. Of the number of individuals entered in question 1, how many were **NEW** individuals who received services from your agency **for the first time** during the reporting period.   20

     ☐ We cannot track new individuals

- **Question 1:** Enter the total number of individuals who received services during the reporting period.
- **Question 2**: Enter the number of anonymous contacts served during the reporting period.
- **Question 3:** Enter the number of new individuals served for the first time during the reporting period. All individuals served will be counted as new during the first quarter of the award.
- **Question 4:** Check the box if you cannot track new individuals.

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If you are a grantee who reports in the Victim Services Question Bank, you will notice the new data validations more frequently as you enter data.

Question 1: The total number should include all individuals who receive services. This number should be an unduplicated count of people served during a single reporting period, regardless of the number of services they received or victimization types with which they presented.

Question 2: Total number of anonymous contacts received during the reporting period. This includes contacts received through a hotline, online chat, or other service where the individuality of each contact cannot be established. If your organization did not have any anonymous contacts, please enter zero.

Question 3 (New individuals): The portion of individuals in Question 1 who receive services for the first time under the subaward. For the first reporting period of your award, ALL individuals should be counted as new. Grantees that cannot track new individuals in a quarter should report "0" new individuals served in Question 3 and check the box for Question 4 that they cannot track new individuals.

Demographics (Question 4)

- All demographic data is self-reported by the client or the person receiving services.
    - Race/Ethnicity
    - Gender Identity
    - Age
- Gender options within the PMT are female, male, and other (with a description of any other gender identities reported by clients).
- Individuals who self-report in more than one category should be counting in the "multiple races" category.
- If no data are collected, enter "NT" in that category to mark it as Not Tracked.
- If no data are collected for an individual, count that individual in the Not Reported category.

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Each demographic total (race/ethnicity total, gender identity total, and age total) should equal Question 3, the number of new individuals. The Race/Ethnicity Total field will auto-calculate after the user clicks the Save button at the bottom of this data entry page. It does not auto-calculate as each data field is entered.

For Race/Ethnicity, please count each victim in only one race/ethnicity category as self-reported. Individuals who self-report in more than one race/ethnicity category are counted in the Multiple Races category. For example, if an individual self-identifies as only Hispanic or Latino, then count them in the Hispanic or Latino category. If an individual identifies as Black or African American AND Hispanic or Latino, then, this client should be reported in Multiple Races category.

For Gender, please enter the number of victims by population. The total for each gender category should equal the number of victims reported in Question 3. Count each victim once. When completing narrative fields to describe a selection of "Other," we encourage you to be as brief and consistent in your terminology as possible. This helps us at OVC to analyze the data. We can calculate how many individuals identify as, for example, transgender using keyword searches in this column.

For Age, please be sure to reflect the age at the time of the crime reported on the intake form.

Types of Victimizations (Question 5A)

A. Number of individuals who received services based on a presenting victimization during the reporting period.

Victimization Type	Number of Individuals
Adult Physical Assault (Includes Aggravated and Simple Assault)	Number
Adult Sexual Assault	Number
Adults Sexually Abused/Assaulted as Children	Number
Arson	Number
Bullying (Verbal, Cyber or Physical)	Number
Burglary	Number

- There are 25 types of victimization available for selection.
- Enter the number of victims that ***presented*** with that type of victimization in the quarter.
- Include new and continuing clients (Question 1) plus anonymous contacts (Question 2).

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In Question 5A–Types of Victimizations, grantees report the number of individuals receiving services based on different victimization types. An individual may be counted in more than one victimization type, however an individual may NOT be counted more than once for the same victimization type. For example, if a person is a victim of domestic violence, then this victim is presenting a single victimization type, so then you would report that one time. And the intent of this is to capture how many people were present with each of the victimization types (for example, adult physical assault, sexual assault, arson, bullying) during the reporting period, not to measure how often the services were provided for that particular victimization type.

If you served anonymous contacts and do not know the type of victimization they experienced, then count them in the Other category. In the narrative field, note the number of clients whose type is unknown.

OVC is working to finalize a Performance Measure (PM) Dictionary and Terminology Resource. This resource provides a definition of each victimization type along with examples of activities that should be reported under the category. Stay tuned for that resource later this year!

Question 5B is gathering information on how many individuals who received services were presented with more than one victimization type. Here you will report the number of individuals who presented with more than one type of victimization in the quarter.

Question 5C asks for the number of individuals who self-identify in one or more of the categories (for example, homelessness, veterans, and immigrants).

If a numerical value greater than zero is entered for Special Classifications: Other, then an explanation must be provided in the Special Classifications: Other, explanation field.

If your agency does not yet track a certain category, enter "NT" for Not Tracked in that category to indicate that you are unable to submit the data as requested. OVC expects that efforts are underway to track this data as requested in the future.

Compensation Application (Question 6)

Question 6: Number of individuals assisted with a victim compensation application during the reporting period.

- Count the number of individuals who received assistance with completing a victim compensation application during the reporting period, even if they did not submit the application.

For Question 6, count the number of individuals who received any level of assistance with completing a Victim Compensation application during the reporting period, even if they did not submit the application.

Services Provided (Question 7)

Check each applicable box indicating the types of services provided by your organization during the reporting period.

7. Select the types of services provided by your organization during the reporting period.

☑ A. Information and Referral

☐ B. Personal Advocacy/Accompaniment

☐ C. Emotional Support/Safety Services

☐ D. Shelter/Housing Services

☐ E. Criminal/Civil Justice System Assistance

Upon selecting each service category in Question 7, the PMT system will then display Question 8 for the selected category. **This feature works best with Google Chrome 4.1.0 and above or Internet Explorer 11 and above**. This feature may not work with older browsers.

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Question 7 captures data about the types of services provided by your organization during the reporting period. This includes: A. Information & Referral, B. Personal Advocacy/Accompaniment, C. Emotional Support or Safety Services, D. Shelter/Housing Services, and E. Criminal/Civil Justice System Assistance.

Check each applicable box indicating the types of services provided by your organization during the reporting period. Upon selecting each service category in Question 7, the PMT system will then display Question 8 for the selected category. **This feature works best with Google Chrome 4.1.0 and above or Internet Explorer 11 and above**. This feature may not work with older browsers.

Question 8 asks agencies to report on two things—
(1) the number of individuals who received services in each category (the five main headings), and
(2) the number of times each particular service (subcategory) was provided.

Each client and anonymous contact you reported serving in the quarter will have received at least one of the services listed here. A single client may receive multiple services or several subcategories of services within the same larger category. A client may receive the same subcategory service multiple times. For example, if there were five instances of providing transportation assistance to the same client, you would report that the service was provided five times.