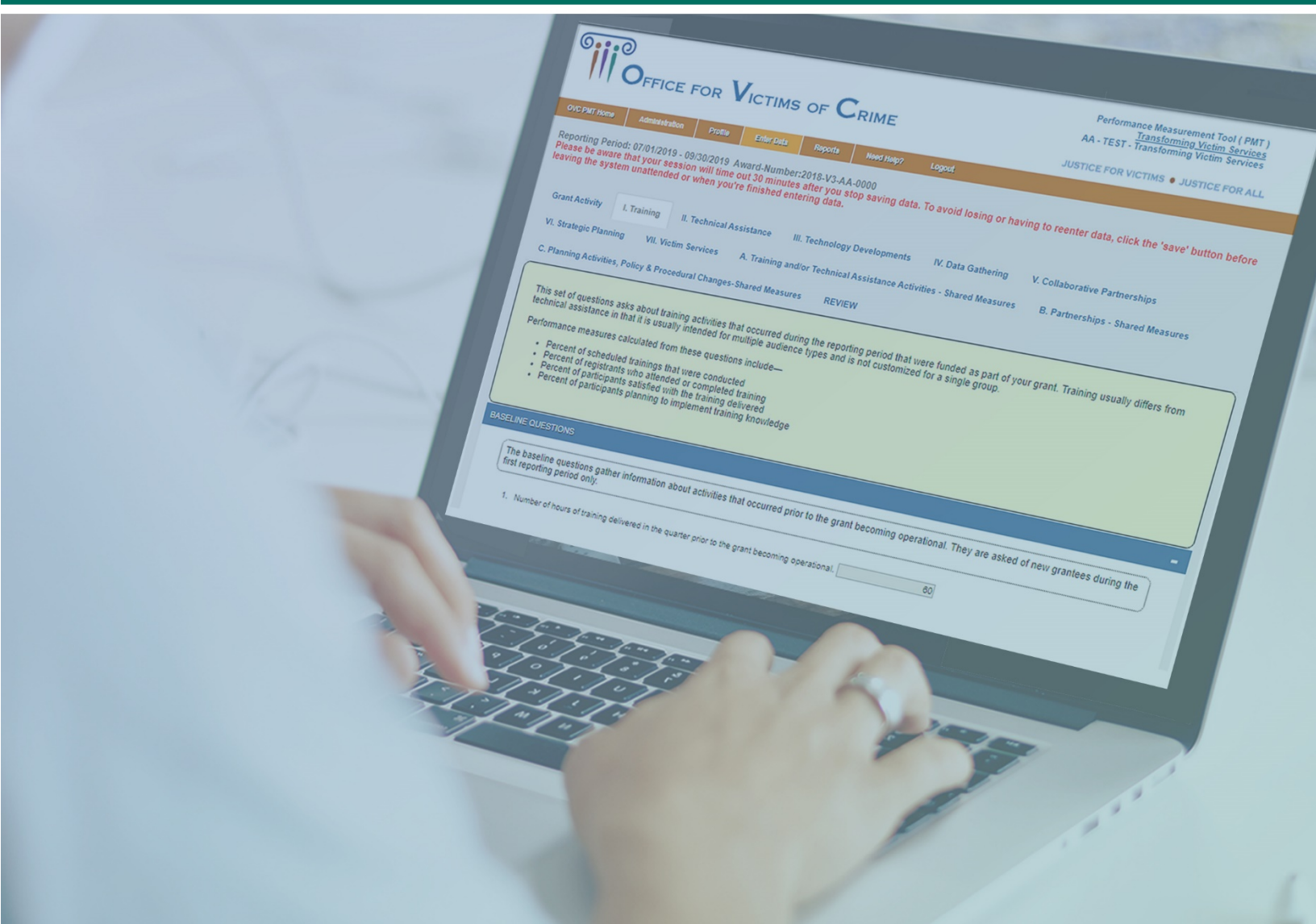# Transforming Victim Services Performance Measurement Tool User Guide

JUSTICE FOR VICTIMS
JUSTICE FOR ALL

Office for Victims of Crime

OVC

Table of Contents

I. Introduction

1.1 Overview of Performance Management at the Office for Victims of Crime

The purpose of this document is to assist Transforming Victim Services (TVS) grantees in completing and submitting accurate performance measure data in the Office for Victims of Crime (OVC) Performance Measurement Tool (PMT). OVC uses grantee-reported data in reports and publications to educate key stakeholders and the public on the value of OVC's grant programs and OVC-funded victim services across the country. OVC also uses the data to respond to inquiries from Congress and other government agencies, the media, Freedom of Information Act (FOIA) requests, organizations in the victim services field, and other entities. Therefore, it is imperative that grantees make every effort to report performance measure data accurately, thoroughly, and consistently.

This document is a companion to the TVS Performance Measures Questionnaire document and further explains what data to report, and when, where, and how to report data.

If you need further assistance or have questions about the PMT, please contact the **OVC PMT Helpdesk** via email at ovcpmt@usdoj.gov or via phone at 844–884–2503.

1.2 2019 Updates

This 2019 edition of the TVS User Guide includes new content with clarified guidance and system features issued since the 2018 edition of the user guide. Please review the guide in its entirety.

Data Validations
OVC added new validations to the PMT system to help with the data reporting and verification process, particularly in the Victim Services question bank.

1.3 Grantee Roles and Responsibilities for Reporting

As a grantee, your role in performance measurement reporting includes the following—

- **Identifying** individuals in your organization who should have access to the PMT and maintain your organization's profile page.
- **Collecting** all data required in the PMT and ensuring its accuracy; asking questions if you are unsure how to report any data.
- **Submitting** quarterly and semiannual data via PMT and the Grants Management System (GMS) by the deadlines established for your program.
- **Attending** training on performance measures offered by OVC and reviewing resource materials.
- **Clarifying** and **updating** data in response to any inquiries from OVC.

1.4 Role of the Office for Victims of Crime Staff

OVC Grant Managers 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 (TTA), including helpdesk support, on using the PMT system and entering performance data.
- Review data entered by grantees and subgrantees to promote consistency and accuracy.
- Analyze data to develop grant program reports and respond to data inquiries.

Team Member	Level of Support	Responsibility
OVC Performance Measurement Specialist	Dedicated oversight	• Develops and implements OVC's strategy for performance management • Develops performance measures for OVC's grant programs • Works with grant managers to determine which measures will apply to each grant program • Oversees the analysis of performance measure data
OVC PMT TTA Specialist	Dedicated support	• Develops and conducts trainings, Community of Practices (CoP) for grantees • Responds to user helpdesk inquiries, requests for coaching • Collaborates with PMT Data Analysts & PMT Helpdesk to determine grantee needs; develop resources based on needs assessment
OVC PMT Helpdesk	Dedicated support	• Supports all OJP program offices (BJA, OVC, NIJ, OJJDP) • Addresses the issues and needs of PMT users • Collaborates with PMT System Expert to escalate system bug/issues • Participates in user acceptability testing to confirm fixes are working
OVC Grant Manager	Dedicated oversight	• Reviews quarterly performance data for completeness and reasonableness • Articulates how performance measures relate to the specific project activities grantees perform

1.5 How the Office for Victims of Crime Uses Transforming Victim Services Data

Data reported by grantees allows OVC to demonstrate the value and specific benefits of the program to government agencies, the victim services field, the general public, and other stakeholders. OVC uses the data provided by TVS grantees to generate an annual report on the program, and to respond to specific inquiries.

1.6 How Grantees Can Use Performance Measurement Tool Data

Grantees can use data to monitor progress and determine whether the organization is on track to meet project goals and objectives. Grantees can also use data for strategic planning by evaluating past performance and setting reasonable goals, objectives, and targets for future programs.

II. Accessing the Performance Measurement Tool: Creating a New Grantee Point of Contact

2.1 Gaining Access to the PMT for the First Time

As a new grantee point of contact (POC), the **OVC PMT Helpdesk** or the existing grantee POC for your organization can add you to the PMT.

Important Note #1

After your account is created, you will receive an email from the Office of Justice Programs (OJP) PMT Administrator (ojpsso@usdoj.gov) indicating you have been granted access to the OVC PMT. Emails are sent by the system within 10 minutes after the request is sent. Please follow the instructions in the email.

Important Note #2

If you do not receive an account creation email, contact the **OVC PMT Helpdesk.**

2.2 Updating Your User Account

For security purposes, each individual using the PMT should have their own user account. Users should not share accounts.

First Name:	
Last Name:	
Email Address:	
	Also used as a User Name for signing onto the system
Phone Number:	
Security Challenge:	
	A word, phrase, statement, or question (up to 75 characters in length) the answer to which may aid in verifying your identity. Used for resetting password.
Security Response:	Leave blank if no change
Verify Security Response:	Leave blank if no change
	Update
	Required Entry

User account data fields are—

Full Name–Include your first and last name.

Email Address–Please enter your work email address. User registration confirmation and any communications sent from the system will go to this email.

Phone Number–Please enter your work phone number or the best daytime number.

Security Challenge and Response–A word, phrase, statement, or question (up to 75 characters in length) the answer to which may aid in verifying your identity in case you forget your password.

III. Navigation

3.1 Log into the Performance Measurement Tool Site

To log into the PMT site, go to https://ojpsso.ojp.gov/ and enter your user name and password. For the best quality experience, users are encouraged to use Google Chrome 4.1.0 and above or Internet Explorer 11 and above when accessing the PMT.

On the next page, click on the **OVC PMT** button to sign in.

Ask OVC…

Q: **Do you need to have a separate log in account for each grant (e.g., OVC TVS, Victims of Crime Act Victim Assistance)?**

A: No. If grantees have multiple OVC awards, they will see an option to navigate to each of their awards after logging into the PMT.

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3.2 Resetting Passwords

PMT passwords do not expire; the system will not automatically prompt you to update your password. You can reset your password if desired for enhanced security.

Passwords must conform to the following requirements—

- At least 12 characters in length
- Contains alpha characters of both upper and lower case—at least one of each
- Contains at least one number
- Contains at least one special character

If you forget your password—

1. Enter your user name and leave the password field blank.
2. Select **Forgot Password**.
3. Enter and submit the answer to your challenge question.
4. Enter a new password. Please remember to adhere to the password guidelines.
5. Click the **Update** button at the bottom of the page.

3.3 Menu Bar

Once you log in, you will see the Profile page. The top menu bar can be used to navigate between the different sections of the site.

The Menu Bar selections include—

OVC PMT Home—General information about your award(s) and reporting schedule.

Administration—Federal award details and user information associated with your organization.

Profile—Contact information for your organization and organization POC.

Enter Data—Data entry pages for performance measures.

Reports—List of current and past reports and their status.

Need Help?—Resources for using the PMT and submitting feedback and questions.

Logout—Logs you out of the PMT system.

Important Note #1

If any information on the Profile page is incorrect, you must submit a Grant Adjustment Notice (GAN) in GMS to correct it. The PMT is updated with information from GMS prior to the start of each data submission period.

Important Note #2

Always "Logout" of the PMT when you are finished with your session. You can always log back in and return later where you left off to complete data entry.

3.4 Administration Tab

The Administration tab contains information about the Federal Award List and User Management.

OVC PMT Home	Administration	Profile	Enter Data	Reports	Need Help?	Logout			
								Search:	
Federal Award	**$ Amount**	**Subgrantee**		**StartDate**	**EndDate**		**Descr**		
2018-V3-AA-0000	$2,000,000.00			2018-10-01	2021-09-30		Transforming Victim Services Program		

Federal Award List

The Federal Award List displays all awards that you have access to for your organization. You may use the search fields to filter by selected parameters and sort the content by clicking on the up and down arrows next to each column header. From this screen, you can also view details on specific award amounts and view start and end dates.

Important Note:

TVS grantees may disregard the Subgrantee column, as it does not apply to TVS reporting requirements.

3.5 User Management: Adding a New User and Deleting a User

The award POC listed in GMS will automatically receive an email from the PMT system to set up a user account. This individual can then add other users. Each individual should have his or her own user name and password for security purposes.

Follow the steps below to **add a new user**:
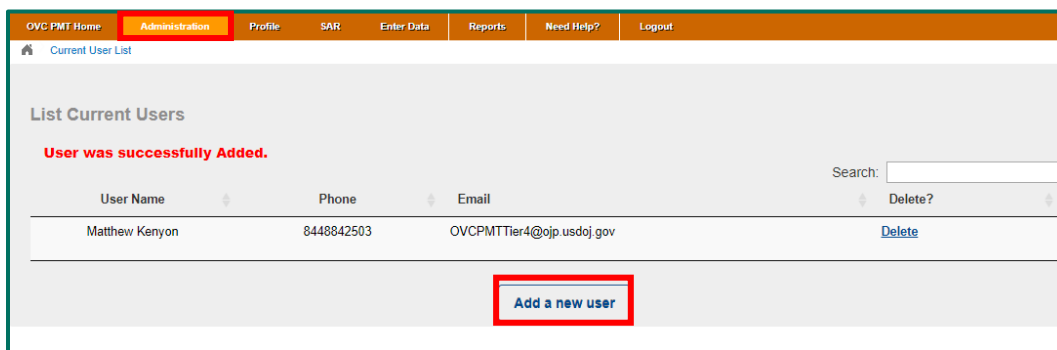
Step 1: Determine the individuals in your organization who need access to the system to maintain your organization's profile page and enter and review performance measure data.

Step 2: Hover your mouse over **Administration** from the top navigation bar and then click **User Management** to manage the user accounts associated with your organization.

Step 3: To add a new user, select the **Add a New User** button.

Step 4: After entering the new user information in all fields, click **Save** to create the new user.

OVC encourages grantees to review their users each year and remove individuals who are no longer working with OVC grants.

Follow the steps below to **delete a user**:
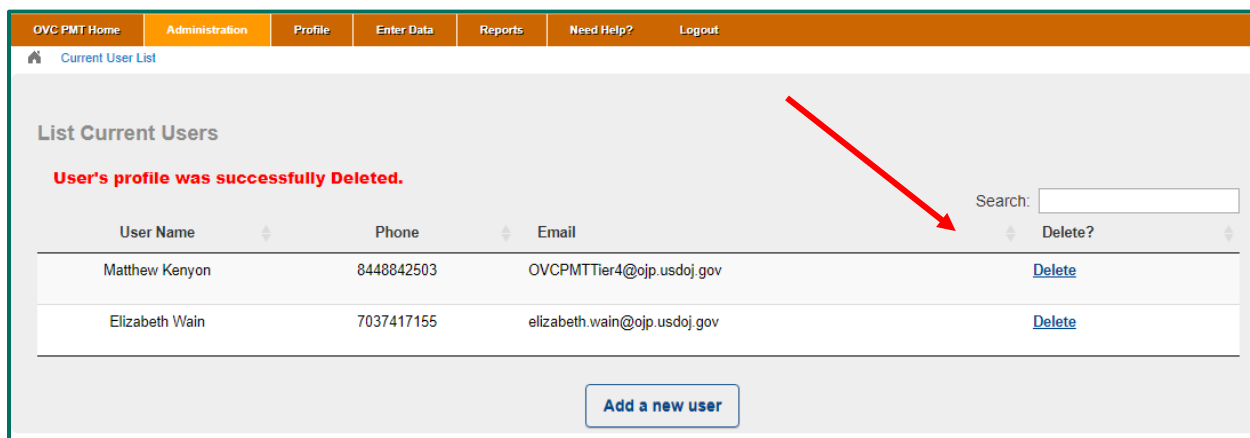
Step 1: Hover your mouse over **Administration** from the top navigation bar and then click **User Management** to manage the user accounts associated with your organization.

Step 2: Select the **Delete** button to remove the user.
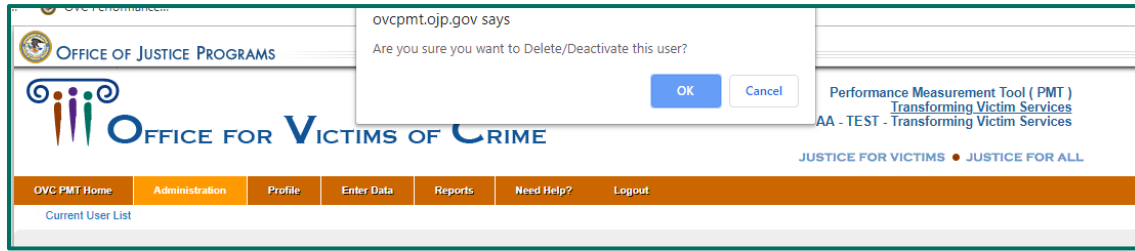
Step 3: Confirm the user's profile was successfully deleted.
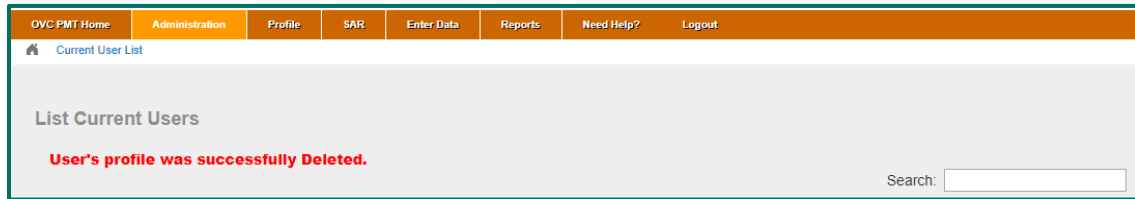
3.6 Profile Tab

Here you can view grantee organization and grant(s) information. After pulling this information from GMS, it is not editable within the PMT. If any information on the Profile page is incorrect, you must submit a GAN in GMS to correct it. The PMT is updated with information from GMS prior to the start of each data submission period. If you recently submitted a GAN to change any of this information, it may not be immediately reflected in PMT.
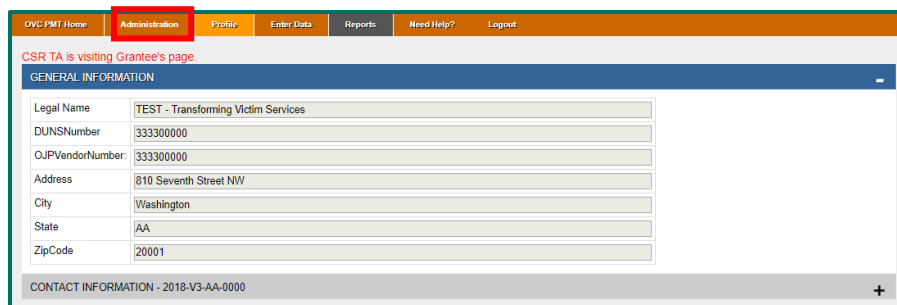
View the contact information for each award by selecting the "+" symbol to the right.

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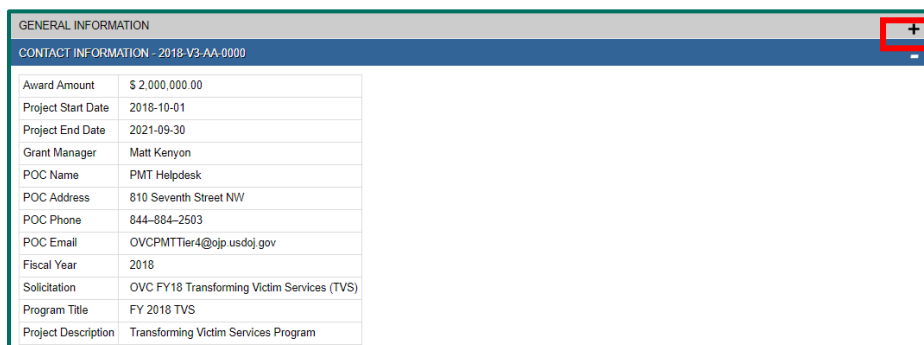
3.7 Enter Data Tab

PMT requires a grantee to enter data for each quarter before the grantee has the option of entering data for the following quarter. For example, a grantee must enter data for the April–June 2019 reporting period before the dropdown list displays an option for the July–September 2019 reporting period.

Select the desired reporting period from the dropdown list and click **Continue.**

If you do not see the current reporting period in the dropdown list, confirm that all previous quarterly reports have been entered (check report submission status via the Reports tab).

IV. Reporting Schedule: Office for Victims of Crime Deadlines

Performance data is due in the PMT on a quarterly basis. Grantees that do not submit data in the PMT on time may receive a notice from their OVC Grant Manager to ensure compliance with the quarterly grant reporting requirements. Reporting due dates are listed below.

Quarterly Reporting in PMT				Semiannual Reporting in GMS			
Reporting Period	Submission Period	Content	Deadline	Reporting Period	Submission Period in PMT System	Semiannual PMT Report	Deadline in GMS
January 1–March 31	April 1–30	Performance Measures	April 30	January 1–June 30	July 1–30	Performance Measures & Narrative Responses	July 30
April 1–June 30	July 1–30	Performance Measures & Narrative Responses	July 30				
July 1–September 30	October 1–30	Performance Measures	October 30	July 1–December 31	January 1–30	Performance Measures & Narrative Responses	January 30
October 1–December 31	January 1–30	Performance Measures & Narrative Responses	January 30				

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4.1 Submitting the Semiannual Performance Measures Report in GMS

A semiannual report should be generated for any award that was active for any portion of the January 1–June 30 reporting period or the July 1–December 31 reporting period. After the April–June and October–December quarters, grantees will be prompted to respond to a set of narrative questions. Grantees will then generate a Semiannual Performance Measures Report in the PMT that aggregates data from the prior 6 months. To comply with GMS requirements, the report must be submitted into GMS, a separate reporting system, by **January 30** and **July 30.**

4.2 Closeout Reporting in the PMT

Grantees who are closing out their award, whether at or before the grant period end date, should follow the steps below to close out—

Step 1: Continue to report for any portion of the reporting period during which your award is still active. For example, if your award ended on May 31, you would have to complete reporting for activity that occurred from April 1–May 31 as part of the April 1–June 30 reporting period.

Step 2: If your award is ending during the **January–March** or **July–September** reporting period, contact the **OVC PMT Helpdesk** to request a Word document of the semiannual narrative questions. (If your award is ending during the April–June or October–December reporting period, the PMT system will automatically prompt you to complete the semiannual narrative questions.)

Step 3: After your data is complete, navigate to the Reports tab in the PMT and select the Federal Award you wish to close out.

Step 4: If your award is ending during the **January–March** or **July–September** reporting period, click on the blue Excel hyperlink to download the data from your final reporting period.

Reporting Period	Data Entry Status	Last Modified Initial Completion Date	PDF Reports
10/01/2018 - 12/31/2018	Complete Unlock	09/05/2019	Excel Semi-Annual
01/01/2019 - 03/31/2019	Complete Unlock	09/06/2019	Excel
04/01/2019 - 06/30/2019	Complete Unlock	09/06/2019	Excel Semi-Annual

If your award is ending during the April–June or October–December reporting period, then click the **Semi-Annual** hyperlink to download your semiannual report as you normally would.

Reporting Period	Data Entry Status	Last Modified Initial Completion Date	PDF Reports
10/01/2018 - 12/31/2018	Complete Unlock	09/05/2019	Excel Semi-Annual
01/01/2019 - 03/31/2019	Complete Unlock	09/06/2019	Excel
04/01/2019 - 06/30/2019	Complete Unlock	09/06/2019	Excel Semi-Annual

Step 5: If your award is ending during the January–March or July–September reporting period, upload the Excel spreadsheet (with your final quarter's data) and a copy of the semiannual narrative question Word document to the GMS. If your award is ending during the April–June or October–December reporting periods, upload your semiannual report PDF to GMS as you normally would.

4.3 Reporting Schedule: Subgrantee Reporting

If you are an organization that subgrants a portion of your award to other partners, please follow the steps below for subgrantee reporting—

Step 1: Provide each of your subgrantee organizations with a fillable PDF copy of the TVS questionnaire. The document will allow subgrantees to record their data for the 6-month semiannual reporting period.

Step 2: Share training resources developed by OVC with your subgrantees.

Step 3: Communicate directly with your subgrantees regarding internal data submission deadlines and processes.

Step 4: Collect the fillable PDF from your subgrantees and submit into GMS along with your semiannual PMT report.

Ask OVC…

Q: **What is the difference in grantee vs. subgrantee reporting? Do grantees consolidate their numbers, upload subgrantee information biannually, or do both?**

A: Quarterly reporting in the PMT is based on grantee activities. If grantees have subgrantees, grantees should provide each subgrantee a copy of the **TVS Performance Measure Questionnaire fillable PDF.** Subgrantees complete the SAME question banks as grantees. Subgrantees report semiannually (January 1–June 30 and July 1–December 31).

After the April–June and October–December quarters, grantees will be prompted to respond to a set of narrative questions and then generate a **Semiannual Performance Measures report** in the PMT that aggregates data from the prior 6 months. To comply with GMS requirements, the PMT report (with the grantee's activity) and each subgrantees completed fillable PDF must be submitted into the GMS, a separate reporting system, by January 30 and July 30.

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4.4 Delayed Reporting Reminders

If you receive a notice indicating you have not yet completed required reporting, please log into the PMT, navigate to the reports page, and check the data entry status. If you have multiple awards, check the status of each award. Data entry status options include—

- **Not Started** (no data has been saved)
- **In Progress** (some data has been saved; the "Complete data entry" box has not been selected)
- **Complete** (the "Complete data entry" button has been checked and saved)

Ask OVC…

Q: **Are we able to go into the PMT site to review the system prior to our report due dates? Just to get familiar with the navigation?**

A: Yes. The new award POC will receive an email from the OJP PMT Administrator stating they have been granted access to the OVC PMT. The POC should add a user profile for any other staff who will be using the PMT system. Individuals have access to the system upon setting up their accounts.

New awards will not be able to access data entry pages until the start of the first submission period of the award. Grantees can refer to the screen shots in this user guide and view recorded trainings to see how data entry pages are displayed. See 8.2 Recorded Webinar Trainings section of this user guide for information about accessing the recorded PMT Webinar Series trainings.

V. Performance Measure Question Banks

The TVS portion of the PMT system is comprised of seven question banks that collect data on different types of activities, including training, technology development, and strategic planning. OVC Grant Managers and OVC's Performance Management Team select which question banks grantees respond to based on the type(s) of activities the grantees will perform. These assignments are made prior to the grantee's first reporting period, and remain constant throughout the life of the award. While rare, OVC may determine that additional question banks should be added as a result of special circumstances.

Grantees may respond to one, several, or all of the question banks. When grantees login to the PMT system, they will see only the performance measures for their assigned question banks. Grantees are expected to provide a response for each question in the assigned question banks and shared measures. If a specific question does not apply, please enter "NA" and explain this response in the space provided.

Grantees should only report data on activity supported by their TVS award; an activity not supported by their TVS award is not to be reported in the performance measure fields in PMT.

TVS performance measures are grouped into several question banks:

Question Bank:

- I.   Training
- II.   Technical Assistance
- III.   Technology Developments
- IV.   Data Gathering
- V.   Collaborative Partnerships
- VI.   Strategic Planning
- VII.   Victim Services

Shared Measures:

- A.   Training and/or Technical Assistance (TTA) Activities
- B.   Partnerships
- C.   Planning Activities, Policy & Procedural Changes

If you do not understand how the question banks relate to your project activities or if you think a question bank has been inadvertently assigned, please contact the OVC PMT Helpdesk at ovcpmt@usdoj.gov or call the toll free number at 844–884-2503. The OVC PMT Helpdesk will work with you and your OVC grant manager to

5.1 Question Bank Navigational Menu

When grantees navigate to the Enter Data section, the secondary navigational menu will show ONLY the question banks assigned to that grantee. Grantees must enter performance metrics for all questions that appear. Some question banks include baseline questions that are answered one time during the first reporting period of the grant. You will not be required to report on those baseline questions again after the initial response.

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Grant Activity	I. Training	II. Technical Assistance	III. Technology Developments	IV. Data Gathering	V. Collaborative Partnerships

VI. Strategic Planning　　VII. Victim Services　　A. Training and/or Technical Assistance Activities - Shared Measures　　B. Partnerships - Shared Measures

C. Planning Activities, Policy & Procedural Changes-Shared Measures　　Semiannual Reporting Questions (All Grantees)　　REVIEW

5.2 Grant Activity

Grant activity is defined as any proposed activity in the OVC-approved grant application that is implemented or executed with OVC grant funds.

If there **was** activity in the reporting period, select the "Yes" radio button.

If there **was NOT** activity in the reporting period, select the "No" radio button and explain in the narrative box. Only answer the semiannual reporting questions, if applicable.

If a grantee first selected the "Yes" radio button to indicate activity, and then revises the response to "No," then a warning will appear. After you have resolved any warnings, click on the "Yes, Continue" button to go forward with reporting.

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Transforming Victim Services Performance Measurement Tool User Guide

Training | Technical Assistance | Technology Developments | Data Gathering | Collaborative Partnerships | Strategic Planning | Victim Services

Question Bank I: Training

This set of questions asks about training activities that occurred during the reporting period that were funded as part of your grant.

Grant Activity	I. Training	II. Technical Assistance	III. Technology Developments	IV. Data Gathering	V. Collaborative Partnerships
VI. Strategic Planning	VII. Victim Services	A. Training and/or Technical Assistance Activities - Shared Measures			B. Partnerships - Shared Measures
C. Planning Activities, Policy & Procedural Changes-Shared Measures		Semiannual Reporting Questions (All Grantees)		REVIEW	

Baseline Questions

The baseline questions gather information about activities that occurred in the quarter prior to the grant becoming operational (i.e., the start of grant activity). Grantees report their baseline in the first reporting period with grant activity.

BASELINE QUESTIONS

The baseline questions gather information about activities that occurred prior to the grant becoming operational. They are asked of new grantees during the first reporting period only.

1. Number of hours of training delivered in the quarter prior to the grant becoming operational. `60`

Question 1: Indicate the number of hours of training delivered in the quarter prior to the grant becoming operational (i.e., before the start of reportable grant activity).

When you count training hours, think in terms of how many hours the instructor taught. If your instructor led two training sessions, and each of those sessions was an hour long, then you provided a total of two training hours. Report the hours in numeric format, as a whole number.

📢 Ask OVC...

Q: How does training differ from technical assistance (TA)?

A: Training aims to increase knowledge and build skills according to specified learning objectives, using a specific training curriculum. Training may be delivered by an instructor or may be self-paced, and may occur in-person or in virtual settings. TA is the delivery of specialized knowledge to an organization (or group of organizations or individuals) to help address a problem, need, or emerging issue. TA often focuses on building the capacity of the recipient to improve service delivery, program implementation, or coordination. It is generally administered in response to a request from another organization and is often customized to meet the needs of that particular organization. TA services may be delivered in-person or via email, telephone, mobile platforms, etc. A training session is considered complete at the conclusion of the training curriculum, while a TA request is considered complete when the requestor's needs have been met/satisfied. A TA request may be completed through a single telephone call or email exchange, or it may include several activities (e.g., multiple conference calls, video chats, or meetings) over a period of time to meet the requestor's need.

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Training | Technical Assistance | Technology Developments | Data Gathering | Collaborative Partnerships | Strategic Planning | Victim Services

Current Quarter Reporting

CURRENT QUARTER REPORTING	
2. Number of trainings that were **scheduled** for the reporting period.	18
3. Number of trainings that were **conducted** during the reporting period.	18
4. Number of participants that **registered** for training scheduled during the reporting period.	89

Question 2: Number of trainings that were scheduled for the reporting period.

Question 3: Number of trainings that were conducted during the reporting period.

Question 4: Number of participants that registered for training scheduled during the reporting period.

5. Number and types of participants that **attended or completed** training during the reporting period:
   A. **Number** of participants. `89`

   B. Select the **types of participants** who **attended or completed** training.

   ☑ Victim service providers

   ☑ Victim advocates

   ☑ Legal servive providers/courts

   ☑ Law enforcement

   ☐ Medical professionals/healthcare providers

   ☑ Mental health providers

   ☐ Substance abuse treatment providers

   ☐ Educators/youth service providers

   ☐ Community-based organizations

   ☑ Government officials

   ☐ Other

Question 5: Number and types of participants that attended or completed training during the reporting period:
   A. Number of participants.
   B. Select the types of participants who attended or completed training. You may select more than one type of participant, if applicable. If you select Other, please include a description in the field below.

Ask OVC...

Q: In Question 5B under Training, what do you mean by participant types?

A: Participants types refer to the participants' occupation or field of training. Grantees are encouraged to select from the options provided, which include victim service providers, victim advocates, legal service providers/courts, law enforcement, medical professional's/healthcare providers, mental health providers, substance-abuse treatment providers, educators/youth service providers, government officials, and community-based organizations.

6. **Number of hours** of training delivered to participants during the reporting period.   100

Question 6: Number of hours of training delivered to participants during the reporting period. Paralleling the baseline question, this is the number of hours taught by training instructors or accessed via online learning systems.

7. Were feedback surveys distributed to, and collected from, participants at the end of trainings delivered? *If no, skip Questions 8–11.*
   - ⦿ Yes
   - ◯ No

8. Number of participants who **completed** a post-training feedback survey.   10

9. Number of participants who completed a post-training feedback survey who indicated **overall satisfaction** with the training.   9

10. Number of participants who completed a post-training feedback survey who identify an **increase in knowledge** up to 6 months post-training. Grantees may measure increased knowledge with the method of their choosing.   6

11. Number of participants who completed a post-training feedback survey who reported planning to **implement training knowledge and objectives** post-training.   7

Question 7: Were feedback surveys distributed to, and collected from, participants at the end of trainings delivered? **If no, skip Questions 8–11.** Grantees that deliver training are strongly encouraged to administer surveys to training participants, either in person or virtually.

Training Feedback Surveys

Grantees are expected to collect post-training feedback surveys from training participants and recipients. OVC does not currently provide a specific feedback form, however, grantees can use the performance measures to develop their own form as needed.

The feedback/evaluation form should include questions on—
- increase in knowledge as a result of the training,
- whether the participant plans to implement knowledge gained after the training event, and
- overall satisfaction with the training delivered.

Question 8: Number of participants who completed a post-training feedback survey.
Question 9: Number of participants who completed a post-training feedback survey who indicated overall satisfaction with the training.
Question 10: Number of participants who completed a post-training feedback survey who identify an increase in knowledge up to 6 months post-training. Grantees may measure increased knowledge with the method of their choosing.
Question 11: Number of participants who completed a post-training feedback survey who reported planning to implement training knowledge and objectives post-training.

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Training | **Technical Assistance** | Technology Developments | Data Gathering | Collaborative Partnerships | Strategic Planning | Victim Services

Question Bank II: Technical Assistance

Grant Activity	I. Training	II. Technical Assistance	III. Technology Developments	IV. Data Gathering	V. Collaborative Partnerships
VI. Strategic Planning	VII. Victim Services	A. Training and/or Technical Assistance Activities - Shared Measures			B. Partnerships - Shared Measures
C. Planning Activities, Policy & Procedural Changes-Shared Measures		Semiannual Reporting Questions (All Grantees)		REVIEW	

This set of questions asks about TA activities that occurred during the reporting period that were funded as part of the grant. TA usually differs from training in that it is customized for the needs of a particular group providing victim services of some kind.

Baseline Questions

There are **no baseline questions** for Question Bank II–Technical Assistance.

Current Quarter Reporting

CURRENT QUARTER REPORTING	−
1. Number of technical assistance requests **received** during the reporting period.	6

Question 1: Number of technical assistance requests received during the reporting period.

Count the number of requests received during the reporting period for TA. The number of requests may not equal the number of recipients—one request may encompass TA for multiple recipients/individuals. The intent is to measure the progress of awards that have this activity.

A TA request is generally made by someone on behalf of their organization and guides the service that the grantee provides.

A TA recipient is the individual who participates in the TA. For example, a community organization may request TA for 12 of their staff members. That would be counted as 1 TA request and 12 TA recipients.

> ## Ask OVC…
>
> **Q: How do we count technical assistance requests received for Question 1 in that section? Do we count by number of people or number of requests?**
>
> **A:** Question 1 captures the number of requests received during the reporting period. A request will generally be made by an organization to build the capacity of one or several staff members. Each individual who receives support from the grantee is considered a recipient of the technical assistance and is reported in Question 3 (number of recipients who received TA during the reporting period). For example, if a staff manager at an organization requests a support for his/her team of 12 staff members, then the grantee would count this as one technical assistance request with 12 recipients.

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> 2. Number of technical assistance requests **completed** during the reporting period. `6`
>
> 3. Number of **recipients** who received technical assistance during the reporting period. `10`

Question 2: Number of technical assistance requests completed during the reporting period.

Question 3: Number of recipients who received technical assistance during the reporting period.

Multiple individuals may be counted as recipients in a single TA request, so this number may be larger than the number of requests.

Ask OVC…

Q: When is a technical assistance request considered "complete?"

A: A TA request is considered complete when the requestor's needs have been met or satisfied. Grantees should aim to document the completion of technical assistance requests. This could include an email from the requestor or notes from a phone conversation with the requestor indicating that they need no further support related to the initial request.

TA services may be delivered in-person or via email, telephone, mobile platforms, etc. A request may be completed through a single telephone call or email exchange, or it may include several activities (e.g., multiple conference calls, video chats, or meetings) over a period of time to meet the requestor's need.

> 4. Were feedback surveys distributed to, and collected from, technical assistance recipients at the end of technical assistance delivered? *If no, skip Questions 5 - 8*
>   - ⦿ Yes
>   - ○ No

Question 4: Were feedback surveys distributed to, and collected from, technical assistance recipients at the end of technical assistance delivered? **If no, skip Questions 5–8.** Grantees that deliver TA are strongly encouraged to administer surveys to TA participants, either in person or virtually.

Technical Assistance Feedback Surveys

OVC does not have a standard technical assistance evaluation form. However, grantee TA evaluations should include the questions below to facilitate PMT reporting—

- increase in knowledge as a result of the TA,
- whether the participant plans to implement knowledge gained after the TA event, and
- overall satisfaction with the TA delivered.

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5. Number of technical assistance recipients who **completed** a post-TA feedback survey. [Number]

6. Number of technical assistance recipients who completed a post-TA feedback survey who indicated **overall satisfaction** with the TA delivered. [Number]

7. Number of technical assistance recipients who completed a post-TA feedback survey who **reported plans** to implement changes to policy or programs based on TA delivered. [Number]

8. Number of technical assistance recipients who completed a post-TA feedback survey that **did implement** policy or program changes based on technical assistance delivered *within 6 months*. [Number]

Question 5: Number of technical assistance recipients who completed a post-TA feedback survey.

Question 6: Number of technical assistance recipients who completed a post-TA feedback survey who indicated overall satisfaction with the TA delivered.

Question 7: Number of technical assistance recipients who completed a post-TA feedback survey who reported plans to implement changes to policy or programs based on TA delivered.

Question 8: Number of technical assistance recipients who completed a post-TA feedback survey that did implement policy or program changes based on technical assistance delivered within 6 months.

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Question Bank III: Technology Developments

This set of questions asks about technology development activities that occurred during the reporting period in pursuit of three goals—

1) providing support for improved assistance to victims, including information, referrals, and online and hotline services at the national and international level
2) enhancing the state's access to technology, increase victims' access to resources, and increase accuracy of administrative reporting
3) using technology to efficiently navigate the criminal justice system and to connect end users with victim-centered resources and services.

Baseline Questions

The baseline questions gather information about activities that are planned (i.e., proposed in your grant application) and activities that occurred prior to the grant becoming operational (i.e., the start of grant activity). New grantees report their baseline during the first reporting period with grant activity.

Question 1: Please select the type(s) of technology being developed or improved under this grant. (Select all that apply.)

- Telephone hotline
- Text message service
- Instant message (IM) chat service
- Website
- Mobile app
- Cybersecurity/safety technology
- Reporting/data management capacity (not public-facing)
- Other
  - a. If Other, please describe.

Question 2: Number of contacts received via current/previous technology (e.g., website, text message, IM chat, phone) in the quarter, prior to the start of grant operations.

Question 3: Number of dropped calls in the quarter prior to the start of the grant operations.

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4. The average length of **wait time or response time** for a contact during the quarter prior to the start of grant operations:

    A. The average length of **wait time or response time** for a contact during the quarter prior to the start of grant operations: `24`

    B. Indicate the unit used to measure wait time or response time. *Your answer here will autopopulate in future quarterly reports as a reminder, in order to ensure that the same wait time is reported on in every reporting period.*

    ○ Minutes

    ◉ Hours

    ○ Days

    ○ Not applicable

5. If intakes and applications will be impacted by the technology improvement, report the **number of victim intakes or applications completed** in the quarter before the start of grant operations. `NA`

Question 4: The average length of wait time or response time for a contact during the quarter prior to the start of grant operations:

A.   The average length of wait time or response time for a contact during the quarter prior to the start of grant operations.

      Enter the numeric wait time in the box provided. In the following question, indicate the unit of wait time reported (e.g., minutes, hours). Then report on that wait time consistently in each following quarter. If not applicable, enter "NA."

      Wait time is defined as the time it takes for a hotline agent to answer a call or for someone to respond to a mobile app request, IM chat request, or website form request. The wait time reported here must be the same wait time chosen by the grantee as the most relevant one and reported in the baseline.

B.   Indicate the unit used to measure wait time or response time. Your answer here will autopopulate in future quarterly reports as a reminder, in order to ensure that the same wait time is reported on in every reporting period.

      Minutes
      Hours
      Days
      Not applicable

Question 5: If intakes and applications will be impacted by the technology improvement, report the number of victim intakes or applications completed in the quarter before the start of grant operations. If not applicable, enter "NA."

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Current Quarter Reporting

CURRENT QUARTER REPORTING	−
6. Number of system-level IT improvements **started** during the reporting period.	33
7. Number of system-level IT improvements or developments **completed** during the reporting period.	20
8. Number of program staff who **participated in training** on the technology improvement.	77

Question 6: Number of system-level IT improvements started during the reporting period.
These can include development, deployment, operation, maintenance, incorporation of new technologies into existing platforms, and more.

Question 7: Number of system-level IT improvements or developments completed during the reporting period.

Question 8: Number of program staff who participated in training on the technology improvement.

9. Total number of staff to **use** the technology improvement.	77
10. Has the grant-funded technology improvement launched, deployed, or gone live? If no, skip Questions 11-14.	⦿ Yes ◯ No
11. If yes, please provide the launch date:	01/13/2018
12. Number of **victim intakes or applications** completed **after** the implementation of the technology improvements during the reporting period (if applicable).	NA

Question 9: Total number of staff to use the technology improvement.

Question 10: Has the grant-funded technology improvement launched, deployed, or gone live? If no, skip Questions 11–14.

Question 11: If yes, please provide the launch date.

Question 12: Number of victim intakes or applications completed after the implementation of the technology improvements during the reporting period (if applicable). If intake or application processes are not part of your program, enter "NA."

13. Number of **contacts received** during the reporting period for each type of technology.	
A. Telephone	12
B. Text message service	18
C. IM-chat service	1
D. Website/website form	10
E. Email	6
F. Mobile app	5
TOTAL CONTACTS RECEIVED.	52 (Auto calculated)

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Question 13: Number of contacts received during the reporting period for each type of technology. Contacts are considered to be the targeted unit of measurement in the program, which may be website hits or may be contacts (e.g., text, email, phone, IM chat) to a hotline. Separate the visits and contacts by technology. If the technology is not applicable, enter "NA" for that technology.

> A. Telephone
> B. Text message service
> C. IM chat service
> D. Website/website form
> E. Email
> F. Mobile app

Ask OVC…

Q: **How do you define "contacts?"**

A: A contact is an instance of an individual reaching out to your organization for information or services. Individuals may contact your organization by visiting your website, sending a message via text, telephone, IM chat, etc. Grantees are not expected to count the number of unique individuals who make the contacts; rather count the number of times/instances that your organization was contacted. One individual may make several contacts. Grantees should track the visits and contacts by the type of technology used (telephone, text message service, IM chat service, email, website, and/or mobile app).

14.	Number of **dropped calls** in the current reporting period.	3
15.	The average length of **wait or response time** for this reporting period.	12

Question 14: Number of dropped calls in the current reporting period. If not applicable, enter "NA."

Question 15: The average length of wait or response time for this reporting period.

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Question Bank IV: Data Gathering

This set of questions asks about data gathering and research activities that occurred during the reporting period that were funded as part of the grant. The goal is to produce and disseminate information resources, including literature searches, needs assessments, gap analyses, and reports that support improvements in delivery of services to crime victims.

Grant Activity	I. Training	II. Technical Assistance	III. Technology Developments	IV. Data Gathering	V. Collaborative Partnerships

VI. Strategic Planning   VII. Victim Services   A. Training and/or Technical Assistance Activities - Shared Measures   B. Partnerships - Shared Measures

C. Planning Activities, Policy & Procedural Changes-Shared Measures   Semiannual Reporting Questions (All Grantees)   REVIEW

Baseline Questions

The baseline question in this question bank gathers information about your planned activities, (i.e., what you proposed to do in your grant application). New grantees report their baseline during the first reporting period with grant activity.

BASELINE QUESTIONS

> The baseline questions gather information about activities that occurred prior to the grant becoming operational. They are asked of new grantees during the first reporting period only.

1. Number of data gathering initiatives **planned** for the project (grant) period.   4

Question 1: Number of data gathering initiatives planned for the project (grant) period.

> Data gathering initiatives include literature searches/reviews, needs assessments, gap analyses, and reports.

Current Quarter Reporting

Question 2: Number of data gathering initiatives completed during the reporting period.

Question 3: Count the number of information resources disseminated as a result of the data gathering activity.

> Report the number of resources disseminated, regardless of how many copies were disseminated. For example, if you disseminated 10 copies of 1 toolkit, then you would report 1 resource disseminated.

Ask OVC...

Q: How do you classify a data gathering initiative as "completed?"

A: Completed means that data collection is finished and, if applicable, the report has been approved. Once a data gathering initiative is complete, you will likely aim to disseminate that information in various ways. You might share the initiative's full report with stakeholders, or you might use the information in the report to create a shorter white paper, website content, or a presentation for a conference. These resources for dissemination would not be counted under **Question 2** (distinct data gathering initiatives). Rather, they would be counted under **Question 3**, resources that disseminate information from the data gathering initiatives. You may disseminate the same resources across multiple quarters.

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Training | Technical Assistance | Technology Developments | Data Gathering | **Collaborative Partnerships** | Strategic Planning | Victim Services

Question Bank V: Collaborative Partnerships

Grant Activity	I. Training	II. Technical Assistance	III. Technology Developments	IV. Data Gathering	V. Collaborative Partnerships

VI. Strategic Planning   VII. Victim Services   A. Training and/or Technical Assistance Activities - Shared Measures   B. Partnerships - Shared Measures

C. Planning Activities, Policy & Procedural Changes-Shared Measures   Semiannual Reporting Questions (All Grantees)   REVIEW

This set of questions asks about grantee activities to establish or maintain partnerships during the reporting period that were funded as part of the grant. The goal is to support the development of national scope training and technical assistance, demonstration projects, multimedia publications, and initiatives through collaboration with other government and non-profit agencies.

Baseline Questions

The baseline question in this question bank gathers information about activities that occurred in the quarter prior to the grant becoming operational (i.e., prior to the start of grant activity). They are asked of new grantees during the first reporting period with grant activity.

BASELINE QUESTIONS

The baseline questions gather information about activities that occurred prior to the grant becoming operational. They are asked of new grantees during the first reporting period only.

1. Number of **groups/organizations/agencies participating** in the initiative prior to grant funding.   7

Question 1: Number of groups/organizations/agencies participating in the initiative prior to grant funding.

Current Quarter Reporting

CURRENT QUARTER REPORTING

2. Number of **groups/organizations/agencies participating** in the initiative **as a result of grant funding** during the reporting period.   12

3. **Total** number of groups/organizations/agencies involved in the initiative.   19

4. Of this group, provide the number that utilize an **evidence-based program or practice** in the delivery of services, and list the evidence-based program(s) or practice(s) being used.

    A. Number of partners using evidence-based program(s) or practice(s).   19

    B. Names of evidence-based program(s) or practice(s).

    test

    You have 4996 characters left. (Maximum characters: 5000)

Question 2: Number of groups/organizations/agencies participating in the initiative as a result of grant funding during the reporting period.

> Count groups whose participation is dependent upon grant funding (i.e., the group would not be able to participate in the initiative if grant funding were not available). A group may be an association, a government entity, a non-profit, a consortium, an agency, a neighborhood association, a religious group, or a single organization. Types of partnerships are state, regional, or local partnerships. The intent is to measure the increase in partnerships as a result of grant funding.

Ask OVC…

Q: **Which groups/organizations/agencies should be included in Question 2 regarding the number of groups/organizations/agencies participating in the initiative as a result of TVS funding during the reporting period?**

A: To count an organizational relationship here, the organization must be an active partner AND receive funding from the TVS award (e.g., as a subgrantee). In other words, this organization was not involved with the initiative before the award, but now is actively involved because of funding support from the TVS award.

Organizations that were actively involved before the award and continue to be involved are counted as part of Question 3 (total number of agencies involved in the initiative). OVC understands that grantees may not issue subgrants, and therefore the value reported for Question 2 may be 0 or 1 for the duration of the award period. TVS performance measures are used for many types of grant programs, some of which engage subgrantees to meet the goals of the program.

Question 3: Total number of groups/organizations/agencies involved in the initiative.

This number should include active agencies that may have been part of the initiative BEFORE grant funding AND those that joined and remain active BECAUSE of grant funding, to represent the TOTAL number of partners involved in the initiative.

Question 4: Of this group, provide the number that utilize an evidence-based program or practice in the delivery of services, and list the evidence-based program(s) or practice(s) being used.

Count the number of agencies using evidence-based practices. Evidence-based programs or practices are best practice models, which include program models that have been shown through rigorous evaluation and replication to be effective. Services provided may include direct services.

A. Number of partners using evidence-based program(s) or practice(s).

B. Names of evidence-based program(s) or practice(s).

Please see OJP's website, https://www.crimesolutions.gov, Office of Juvenile Justice and Delinquency Prevention's Model Programs Guide, https://www.ojjdp.gov/mpg, and Center for Victim Research's Research Syntheses https://www.victimresearch.org/research/research-syntheses for additional guidance.

Question Bank VI: Strategic Planning

Grant Activity	I. Training	II. Technical Assistance	III. Technology Developments	IV. Data Gathering	V. Collaborative Partnerships
VI. Strategic Planning	VII. Victim Services	A. Training and/or Technical Assistance Activities - Shared Measures		B. Partnerships - Shared Measures	
C. Planning Activities, Policy & Procedural Changes-Shared Measures		Semiannual Reporting Questions (All Grantees)		REVIEW	

This set of questions asks about strategic planning activities that occurred during the reporting period that were funded as part of the grant.

Baseline Questions

The baseline questions in this question bank gathers information about activities that occurred in the quarter prior to the grant becoming operational (i.e., prior to the start of grant activity). They are asked of new grantees during the first reporting period with grant activity.

BASELINE QUESTIONS

The baseline questions gather information about activities that occurred prior to the grant becoming operational. They are asked of new grantees during the first reporting period only.

1. Number of improvement initiatives **planned** for the duration of the current grant. `20`

Question 1: Number of improvement initiatives planned for the duration of the current grant.

Count the number of system-wide initiatives planned for the duration of the grant. Examples include community awareness campaigns, training efforts, and the development and deployment of new technology. Initiatives may comprise several activities. For example, one community awareness campaign may include sending information fliers, posting public service advertisements at bus stops, and exhibiting at a community fair. Grantees would report this community awareness campaign as one initiative in the PMT.

2. Number of project deliverables **planned** for the length of the current grant. `40`

Question 2: Number of project deliverables planned for the length of the current grant.

Deliverables may include a report, a website, a tool, a training event, or any item that is an output of your project.

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3. Select the underserved population(s) targeted for services during the grant period.
- ☑ Child abuse victims (physical and/or sexual)
- ☐ Domestic and family violence victims
- ☑ Sexual assault victims (child and/or adult)
- ☐ Adult survivors of child sexual assault
- ☐ Incarcerated survivors of sexual assault
- ☑ Human trafficking victims
- ☐ DWI/DUI victims
- ☐ Conservatorship/guardianship fraud/abuse victims
- ☑ Survivors of homicide victims
- ☐ Elder abuse victims
- ☐ Americans abroad
- ☑ Tribal communities
- ☐ Rural communities
- ☑ Child and youth populations (as defined by your state)
- ☐ Other underserved victims or populations

Question 3: Select the underserved population(s) targeted for services during the grant period. You may select more than one targeted population, if applicable.

- Child abuse victims (physical and/or sexual)
- Domestic and family violence victims
- Sexual assault victims (child and/or adult)
- Adult survivors of child sexual assault
- Incarcerated survivors of sexual assault
- Human trafficking victims
- Driving while intoxicated/Driving under the influence victims
- Conservatorship/guardianship fraud/abuse victims
- Survivors of homicide victims
- Elder abuse victims
- Americans abroad
- Tribal communities
- Rural communities
- Child and youth populations (as defined by your state)
- Other underserved victims or populations

If you select "Other underserved victims or populations," you will be prompted to include a narrative description of these other populations.

Current Quarter Reporting

CURRENT QUARTER REPORTING

4. Number of planned improvement initiatives **implemented** this reporting period.   10
5. Number of project deliverables **completed** during the reporting period.   12

Question 4: Number of planned improvement initiatives implemented this reporting period.

Count the number of system-wide initiatives implemented during the reporting period. Examples include community awareness campaigns, training efforts, and the development and deployment of new technology.

Ask OVC…

Q: Should the number of planned improvement initiatives in Question 1 be equal to the number of implemented improvement initiatives in Question 4?

A: No, these numbers will be different. The number of planned initiatives should include the number of system-side initiatives planned for the duration of the grant. For Question 4, report only on the initiatives that were implemented during the specific reporting period for which you are submitting data.

Question 5: Number of project deliverables completed during the reporting period. Deliverables may include a report, a website, a tool, a training event, or any item that is an output of your project.

6. Identify the **planning documents** that were completed during this reporting period.
   - ☑ Mission and/or vision statement
   - ☑ Advisory board charter
   - ☐ Community partnership memoranda of understanding/memoranda of agreement
   - ☐ Internal needs/strengths assessment
   - ☐ Community needs/strengths assessment
   - ☐ Program logic model
   - ☐ Action plan
   - ☐ Evaluation plan
   - ☐ Sustainability plan
   - ☑ Data collection plan

Question 6: Identify the planning documents that were completed during this reporting period.
Only include those completed documents that are applicable to your grant-funded activities. Not all of these activities are required for every project, so please select only the ones that apply to your project.
- Mission and/or vision statement
- Advisory board charter
- Community partnership memoranda of understanding/memoranda of agreement
- Internal needs/strengths assessment
- Community needs/strengths assessment
- Program logic model
- Action plan
- Evaluation plan
- Sustainability plan
- Data collection plan

Question Bank VII: Victim Services

Population Demographics (Questions 1–3)

This set of questions asks about the provision of direct services to crime victims. Report all victims served through your specific TVS award in this section.

Grant Activity	I. Training	II. Technical Assistance	III. Technology Developments	IV. Data Gathering	V. Collaborative Partnerships

VI. Strategic Planning   VII. Victim Services   A. Training and/or Technical Assistance Activities - Shared Measures   B. Partnerships - Shared Measures

C. Planning Activities, Policy & Procedural Changes-Shared Measures   Semiannual Reporting Questions (All Grantees)   REVIEW

CURRENT QUARTER REPORTING   −

1. TOTAL number of individuals who received services during the reporting period.   110
2. TOTAL number of anonymous contacts received during the reporting period.   0

Question 1: Indicate the **TOTAL number of individuals who received services** during the reporting period. Count all individuals your organization served during the reporting period. 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.

DO NOT count anonymous contacts here. They should be reported in Question 2. If your organization only had anonymous contacts, enter zero (0).

> 💡 **Question 1 = New + Continuing Clients**

> 📣 **Ask OVC…**
>
> **Q:** **Is it correct that over the course of the grant, one client may be counted in multiple quarters? For example, if a client is served in the first quarter and then the service continues in the second quarter?**
>
> **A:** Yes, individuals are counted once for each quarter/reporting period that they receive service. Question 1 is the count of people served, which equals the number of new individuals plus the number of individuals who are returning for services (these individuals would have been counted as new in previous reporting periods). Do NOT count anonymous contacts here. They should be reported in Question 2. If your organization only had anonymous contacts, please enter zero (0) in Question 1.

Question 2: Indicate the **TOTAL number of anonymous contacts** received during the reporting period. Count all anonymous contacts your organization 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, enter zero (0).

> 💡 **Question 2 = Anonymous Contacts (e.g., hotline callers)**

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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.

Did you track new individuals? *If no, please skip question 4.*

      ● Yes

      ○ No

Please enter the number of individuals.   20

Question 3: Report the number of **NEW individuals served for the first time** during the reporting period. This number should be an unduplicated count of identified NEW clients served during a single reporting period, regardless of the number of services they received or victimization types with which they presented. For the first reporting period of your award, ALL individuals should be counted as new.

> **Question 1 (all individuals served) ≥ Question 3 (new individuals served)**
>
> **IF you checked "cannot track new individuals," THEN Question 3 = 0**

Ask OVC…

Q: **What is the definition of a client? Would an abused mother with two children receiving legal services be considered one or three clients? Do you differentiate between the "target" client versus the entire household, especially when they are receiving multiple services?**

A: Talk to your OVC Grant Manager on how you should track clients in accordance with the goals and objectives of the OVC grant program.

Demographics (Question 4)

OVC's guidance is for grantees to collect and report the race/ethnicity, sex, and age categories of new victims served.

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

Not Reported: Indicates the grantee collects demographic data, but it was not provided by victim.

Not Tracked: Allows the grantee to indicate to OVC that the organization is unable to collect the data in the format requested during the reporting period.

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Question 4A. Race/Ethnicity: Count each victim in only one race/ethnicity category, as self-reported. Individuals who self-report in more than one race/ethnicity category should be counted in the Multiple Races category.

A. RACE/ETHNICITY (self-reported)

Population	Number of New Individuals
American Indian or Alaska Native	0
Asian	2
Black or African American	8
Hispanic or Latino	5
Native Hawaiian or Other Pacific Islander	0
White Non-Latino or Caucasian	5
Some Other Race	0
Multiple Races	0
Not Reported	0
Not Tracked	0
Race/Ethnicity Total	20 (Auto calculated)

The total for this category should match the number entered for Question 3.

Ask OVC...

Q: **How should agencies report those who self-identify as Hispanic or Latino? When combining race with ethnicity, should a person be reported in the Multiple Races category? For example, for a client who identifies as Black or African American and Hispanic, should we report that person in the Multiple Races category (even though Hispanic is an ethnicity and not a race)?**

A: 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. OVC's intent is to collect data on people who self-identify solely as Hispanic or Latino and those who self-identify as both Hispanic or Latino and some other race. Those who self-identify as both Hispanic or Latino and some other race—for example, both Black and Hispanic—should be counted in the Multiple Races category. Each new person receiving services should be counted in only one category.

Question 4B. Sex: All demographic data is self-reported by the client or person receiving services. Please report the sex the client reports. Sex options within the PMT are female and male.

Question 4C. Age: Age should reflect the age at the time of the crime/victimization, as reported on the intake form.

Victimization Types (Question 5A–C)

> 5. Types of Victimizations (for all individuals identified in questions 1 and 2).
>   **A. Individuals who received services by victimization type**
>
> | Victimization Type | Number of Individuals |
> |---|---|
> | Adult physical assault (includes aggravated and simple assault) | 20 |
> | Adult sexual assault | 30 |
> | Adults sexually abused/assaulted as children | 0 |
> | Arson | 0 |
> | Bullying (verbal, cyber, or physical) | 5 |
> | Burglary | 0 |

Question 5A: Types of Victimizations

There are 25 types of victimization available for selection. Respondents should classify victimizations using these categories as often as possible. Grantees should apply a broad definition to the victimization types listed⸺they are not meant to reflect formal legal definitions defined by statute in a jurisdiction. Classify experiences using the 25 listed types as frequently as possible and use "Other" only when no other type of victimization can apply.

> ### 🧑‍💼 Ask OVC…
>
> **Q: Does each contact count? Or do you count an "episode" of services?**
>
> **A:** 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. The intent of this is to capture how many people presented with each of the victimization types (e.g., adult physical assault, sexual assault, arson, bullying) during the reporting period, not to measure how often services were provided for a particular victimization type.

Hate Crime:

If victims of hate crime were served, enter the number here.

IF victims served ≥ 0

If a number greater than zero (0) is entered, the system will display a Please Explain field. In this field, please indicate the hate crime motivation (e.g., race, religion, sexual orientation) if known. If.

> | Hate crime: | 1 |
> |---|---|
>
> Please explain
>
> Sexual orientation.
>
> You have 4980 characters left. (Maximum characters: 5000)

Transforming Victim Services Performance Measurement Tool User Guide

Training | Technical Assistance | Technology Developments | Data Gathering | Collaborative Partnerships | Strategic Planning | **Victim Services**

Ask OVC...

Q: **If a victim seeks services for the same type of victimization, such as domestic violence, on multiple occasions during the quarter, are they reported one time for domestic violence, or are they counted each time they seek services?**

A: A person may be victimized over a long period and may suffer many individual assaults; that victim is still presenting a single victimization type—in this example, domestic violence—and you would report the victimization type one time. The intent of this question is to capture how many people present with each victimization type during the reporting period, not to measure how often services were provided; that topic is addressed in the Direct Services section (Question 8).

Q: **Are we able to serve all of these victimization types under this grant?**

A: OVC discretionary grant programs sometimes have a primary goal of supporting a specific type of victim, such as children who are victims as a result of the opioid crisis. However, OVC recognizes that victims may experience multiple types of victimization. If you have determined that a client is eligible to be served under the goals and objectives of your specific TVS grant, then yes, please report any and all types of victimization that client has experienced.

Question 5A – Types of Victimizations: Other If a numerical value greater than zero is entered for Types of Victimizations: Other, then an explanation must be provided in the Types of Victimizations: Other, explanation field. Enter the number of victims that *presented* with that type of victimization in the quarter.

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.

Grantees are encouraged to review the descriptions of other victimization types to see if any should be counted in an existing category. The **PM Dictionary and Terminology Resource** includes examples of each type of victimization to support accurate reporting**.**

Question 5A – Types of Victimizations: Total

The total number of victimizations must be greater than or equal to the sum of Question 1 (total number of individuals served) + Question 2 (total number of anonymous contacts).

Question 5B – Multiple Victimizations

Of the total number of individuals who received services, indicate the number who presented with more than one type of victimization during the reporting period.

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Question 5C – Special Classifications of Individuals

Indicate the number of victims who self-report under the special classification categories.

- If a numerical value greater than zero (0) is entered for Special Classifications: Other, then an explanation must be provided in the Special Classifications: Other, explanation field.

C. Special classifications of individuals (self-reported)

Special Classifications	Number of Individuals
Deaf/hard of hearing	Number
Homeless	Number
Immigrants/refugees/asylum seekers	Number
Veterans	Number
Victims with disabilities: Cognitive/physical/mental	Number
Victims with limited English proficiency	Number
Other	Number
Total	0 (Auto calculated)

Ask OVC…

Q: **If an agency currently does not track special classifications, how do we report this information?**

A: 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.

Q: **The U.S. Department of Housing and Urban Development definition of homelessness includes survivors of domestic violence (DV) who are fleeing abuse. Should we log all victims of DV receiving emergency shelter services with us in the "homeless" category, regardless of whether they have a home (because it is not safe to reside there)?**

A: Define homeless as your program defines it for the clients served.

Direct Services (Questions 6–8)

> 6. Number of individuals assisted with a victim compensation application during the reporting period. [3]

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.

> 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

Question 7: Select the types of services your organization provided 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.
>
> If a user is unable to use a browser that supports this feature, the user should contact the **OVC PMT Helpdesk** for support.

Question 8: Indicate the total number of individuals who received services by service type 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. Then, for each of the subcategories listed, indicate the number of times you provided that service.

This section asks agencies to report on two things—
- the number of individuals who received services in each category (the five main headings),
- 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.

Transforming Victim Services Performance Measurement Tool User Guide

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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.

Number of individuals served in category ≤ Question 1 + Question 2 (total individuals served + anonymous contacts)

Number of individuals served in category ≤ Sum of all the times services were provided across multiple subcategories

Ask OVC…

Q: Does each contact count? Or do you count an "episode" of services?

A: In Question 8–Direct Services, grantees will report the number of victims receiving different categories of services, and within each category, how many times each subcategory of services was provided. Item number one is where grantees will report the number of individuals who received each category of service. In item two, grantees show number of times that services were provided.

Question 8A: Information & Referral Services

Question 8 (the number of individuals who received information and referral services) should be **less than or equal to** the sum of **Question 1 + Question 2** (the total number of individuals and anonymous contacts served in the quarter)

Question 8A should be **less than or equal to** the sum of **Question 8A1–6** (the number of times services were provided)

8. Total number of individuals who received services by service type AND number of times each service was provided during the reporting period

A. INFORMATION AND REFERRAL

Enter the *number of individuals* who received services in this category: [Number]

Enter the *number of times* services were provided in each subcategory:

A1. Information about the criminal justice process [Number]

A2. Information about victim rights, how to obtain notifications, etc. [Number]

A3. Information about substance abuse treatment and support available to crime victims [Number]

A4. Referral to other victim service programs [Number]

A5. Referral to substance abuse treatment and support [Number]

A6. Referral to other services, supports, and resources [Number]

Question 8B: Personal Advocacy/Accompaniment

Question 8 (the number of individuals who received personal advocacy/accompaniment services) should be **less than or equal to** the sum of **Question 1 + Question 2** (the total number of individuals and anonymous contacts served in the quarter)

Question 8B should be **less than or equal to** the sum of **Question 8B1–10** (the number of times services were provided)

8. Total number of individuals who received services by service type AND number of times each service was provided during the reporting period

B. PERSONAL ADVOCACY/ACCOMPANIMENT

Enter the *number of individuals* who received services in this category: ⬜ Number

Enter the *number of times* services were provided in each subcategory:

B1. Victim advocacy/accompaniment to emergency medical care ⬜ Number

B2. Victim advocacy/accompaniment to medical forensic exam ⬜ Number

B3. Law enforcement interview advocacy/accompaniment ⬜ Number

B4. Individual advocacy ⬜ Number

Question 8C: Emotional Support/Safety Services

Question 8 (the number of individuals who received emotional support or safety services) should be **less than or equal to** the sum of **Question 1 + Question 2** (the total number of individuals and anonymous contacts served in the quarter).

Question 8C should be **less than or equal to** the sum of **Question 8C1–7** (the number of times services were provided).

C. EMOTIONAL SUPPORT/SAFETY SERVICES

Enter the *number of individuals* who received services in this category: ⬜ Number

Enter the *number of times* services were provided in each subcategory:

C1. Crisis intervention ⬜ Number

C2. Hotline/crisis line counseling ⬜ Number

C3. On-scene crisis response ⬜ Number

C4. Individual counseling ⬜ Number

Question 8D: Shelter/Housing Services

Question 8 (the number of individuals who received shelter/housing services) **should be less than or equal to** the sum of Question 1 + Question 2 (the total number of individual anonymous contacts served in the quarter.

Question 8D should be **less than or equal** to the sum of **Question 8D1–3** (the number of times services were provided).

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8. Total number of individuals who received services by service type AND number of times each service was provided during the reporting period

D. SHELTER/HOUSING SERVICES

Enter the **number of individuals** who received services in this category: `Number`

Enter the **number of times** services were provided in each subcategory:

D1. Emergency shelter or safe house `Number`

D2. Transitional housing `Number`

D3. Relocation assistance `Number`

Ask OVC…

Q: **Question 8D requests the number of individuals who received shelter/housing services during the reporting period. This information is easy to provide. However, Questions 8D1–3 asks for the number of times a service was provided in each subcategory. Does this mean the number of individuals who received each type of shelter/housing or the number of bed nights?**

A: For Questions 8D1–3, shelters may report bed nights as the number of times each service was provided.

Question 8E. Criminal/Civil Justice System Assistance

Question 8 (the number of individuals who received criminal/civil justice system assistance) should be **less than or equal to** the sum of **Question 1 + Question 2** (the total number of individuals and anonymous contacts served in the quarter).

Question 8E should be **less than or equal to** the sum of **Question 8E1–11** (the number of times services were provided).

8. Total number of individuals who received services by service type AND number of times each service was provided during the reporting period

E. CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE

Enter the **number of individuals** who received services in this category: `Number`

Enter the **number of times** services were provided in each subcategory:

E1. Notification of criminal justice events `Number`

E2. Victim impact statement assistance `Number`

E3. Assistance with restitution `Number`

Ask OVC…

Q: **We perform nonmedical child forensic exams. How should we report this service in the system?**

A: Because forensic exams deal with evidence that may be used in a legal case, you can report these services under the criminal/civil category in Questions 8E8–10.

Shared Measures A – Training and/or Technical Assistance

| Grant Activity | I. Training | II. Technical Assistance | III. Technology Developments | IV. Data Gathering | V. Collaborative Partnerships |

VI. Strategic Planning   VII. Victim Services   A. Training and/or Technical Assistance Activities - Shared Measures   B. Partnerships - Shared Measures

C. Planning Activities, Policy & Procedural Changes-Shared Measures   Semiannual Reporting Questions (All Grantees)   REVIEW

Training and/or Technical Assistance (TTA) Activities shared measures are answered by Training, Technical Assistance, and Technology Development grantees.

Baseline Questions

The baseline question in this question bank gathers information about your planned activities, (i.e., what you proposed to do in your grant application). New grantees report their baseline during the first reporting period with grant activity.

BASELINE QUESTIONS

The baseline questions gather information about activities that occurred prior to the grant becoming operational. They are asked of new grantees during the first reporting period only

1. Number of ALL new training and/or technical assistance materials **to be developed** as a result of grant funding.   20

Question 1: Number of ALL new training and/or technical assistance materials to be developed as a result of grant funding.

Refer to Question 3 under Current Quarter Reporting for a list of types of TTA materials that may be developed, such as webinars, guidebooks, FAQ documents, toolkits, assessment tools, media-based resources, pamphlets, etc.

Current Quarter Reporting

CURRENT QUARTER REPORTING

2. Number of new training and/or technical assistance materials that were **completed** during the reporting period.   13
3. Select the types of training and/or technical assistance materials and activities completed during the reporting period.
   - ☑ In-person training sessions
   - ☐ Webinars/website-based training sessions
   - ☐ Training curricula/instructor guides
   - ☐ Training materials for participants (e.g., handouts, CD-ROMs, etc.)
   - ☐ In-person or virtual TA meeting
   - ☐ Guidebooks/handbooks
   - ☐ Media- or website-based customized TA resources
   - ☐ Pamphlets/brochures/fact sheets
   - ☐ Assessment tools
   - ☑ Checklists
   - ☑ FAQ documents
   - ☐ Resource lists/resource packages
   - ☑ Other customized TA toolkits or materials

Question 2: Number of new training and/or technical assistance materials that were completed during the reporting period.

Question 3: Select the types of training and/or technical assistance materials and activities completed during the reporting period.

- In-person training sessions
- Webinars/website-based training sessions
- Training curricula/instructor guides
- Training materials for participants (e.g., handouts, CD-ROMs, etc.)
- In-person or virtual TA meeting
- Guidebooks/handbooks
- Media- or website-based customized TA resources
- Pamphlets/brochures/fact sheets
- Assessment tools
- Checklists
- FAQ documents
- Resource lists/resource packages
- Other customized TA toolkits or materials

Shared Measures B – Partnerships

Grant Activity	I. Training	II. Technical Assistance	III. Technology Developments	IV. Data Gathering	V. Collaborative Partnerships

VI. Strategic Planning   VII. Victim Services   A. Training and/or Technical Assistance Activities - Shared Measures   **B. Partnerships - Shared Measures**

C. Planning Activities, Policy & Procedural Changes-Shared Measures   Semiannual Reporting Questions (All Grantees)   REVIEW

Partnerships shared measures are answered by Technology Development, Collaborative Partnerships, and Strategic Planning grantees.

Baseline Questions

There are **no baseline questions** for Shared Measures B – Partnerships.

Current Quarter Reporting

CURRENT QUARTER REPORTING	
1. Number of *NEW formalized collaboration agreements* developed.	0
2. Number of *NEW letters of support* secured.	0

Question 1: Number of NEW formalized collaboration agreements developed.

Count the number of new formalized collaboration agreements developed during the reporting period. They must be signed by heads of organizations with authority to commit resources such as time, dollars, staff, and facilities. Examples can be memoranda of understanding (MOU), tribal resolutions, subgrant, or formalized collaboration agreements. The preferred data source is program records.

⚠️

Grantees who report in the Collaborative Partnerships question bank report on the total number of agencies involved in their initiative. Some or perhaps even all of these organizations may have a formalized collaboration agreement or a letter of support with the grantee.

Question 2: Number of NEW letters of support secured.

Count the number of new letters of support received from potential partners during the reporting period. Letters of support lend organizational support but do not commit resources.

3. Rate the following group partners based on the statement "This partner is actively involved in the program."

Working Group Partner		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
This partner is actively involved in the program	N/A	1	2	3	4	5
Community-based service providers	◉	○	○	○	○	○
Local leadership (e.g., mayor's office)	◉	○	○	○	○	○
Local community group	◉	○	○	○	○	○
Other local community partner	◉	○	○	○	○	○
Corrections	◉	○	○	○	○	○
Pretrial service organizations	◉	○	○	○	○	○
Law enforcement agencies (including investigators)	◉	○	○	○	○	○
Prosecution	◉	○	○	○	○	○
Public defender/indigent defense	◉	○	○	○	○	○
Courts	○	○	○	○	◉	○
Forensic laboratories	○	○	○	○	◉	○
Victim services	○	○	○	○	◉	○
Child protective services	○	○	○	○	◉	○
Other general criminal justice affiliated partner	◉	○	○	○	○	○
State law enforcement agencies	○	○	○	◉	○	○
State/tribal leadership (e.g., governor's office)	◉	○	○	○	○	○
Tribal criminal justice agencies	◉	○	○	○	○	○
Other state/tribal partner	○	○	○	◉	○	○
Federal law enforcement agencies	◉	○	○	○	○	○
U.S. Attorney's Office	◉	○	○	○	○	○
Other federal partner	◉	○	○	○	○	○
Mental health care providers	○	○	○	○	○	◉
Sexual assault nurse examiners/forensic nurses	◉	○	○	○	○	○
Substance abuse treatment providers	◉	○	○	○	○	○
Other health care providers	◉	○	○	○	○	○
Foundations/philanthropic/faith-based organizations	◉	○	○	○	○	○
Training and technical assistance providers	◉	○	○	○	○	○
Private-sector/business community partner or provider	◉	○	○	○	○	○
Researcher, evaluator, or statistical analysis center	◉	○	○	○	○	○
Other nonprofit or specialized expertise partner	◉	○	○	○	○	○

Question 3: Rate the following group partners based on the statement "This partner is actively involved in the program."

Please rate your working group partners on a scale of 1–5, as indicated in the chart above. Grantees should establish the actual criteria they will use to determine how to rate partner's "active involvement." Suggestions may include: attends and participates in meetings, carries out assigned tasks and deliverables thoroughly and on time, contributes meaningfully to accomplishing team goals, provides leadership in key areas, and demonstrates dedication to serving victims of crime. The more criteria a partner meets, the higher their rating. If you have multiple partners in a category, rate them as a whole. If a partner fits in more than one category, rate it in the category that best fits. Do not rate yourself.

Shared Measures C – Planning Activities, Policy & Procedural Changes

Grant Activity	I. Training	II. Technical Assistance	III. Technology Developments	IV. Data Gathering	V. Collaborative Partnerships
VI. Strategic Planning	VII. Victim Services	A. Training and/or Technical Assistance Activities - Shared Measures			B. Partnerships - Shared Measures
C. Planning Activities, Policy & Procedural Changes-Shared Measures		Semiannual Reporting Questions (All Grantees)		REVIEW	

These shared measures are asked of Collaborative Partnerships and Strategic Planning grantees.

Baseline Questions

There are **no baseline questions** for Shared Measures C – Partnerships.

Current Quarter Reporting

CURRENT QUARTER REPORTING

1. Number of **planning activities** undertaken during the reporting period   5

2. Count the number of agency **policies or procedures created, amended or rescinded** during the reporting period.   2

Quarter 1: Number of planning activities undertaken during the reporting period.

Planning activities can include creation of task forces or interagency committees/advisory groups, meetings held, etc. The preferred data source is program records.

Question 2: Count the number of agency policies or procedures created, amended, or rescinded during the reporting period.

A policy is a plan or specific course of action that guides the general goals and directives of programs and/or agencies. A procedure is the established or correct method of doing something. Include policies and procedures that are relevant to the topic area of the program or that affect program operations.

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VI. Reviewing and Completing Data Entry

Grant Activity	**I. Training**	**II. Technical Assistance**	**III. Technology Developments**	**IV. Data Gathering**	**V. Collaborative Partnerships**

VI. Strategic Planning   **VII. Victim Services**   **A. Training and/or Technical Assistance Activities - Shared Measures**   **B. Partnerships - Shared Measures**

C. Planning Activities, Policy & Procedural Changes-Shared Measures   **Semiannual Reporting Questions (All Grantees)**   REVIEW

6.1 Reviewing Data Entry

The Review page shows you what you have entered into the system under the Response column and provides alerts about any issues found in your data entry (e.g., missing data). Use the tabs to navigate to any data entry page where you need to edit data to address alerts.

POPULATION DEMOGRAPHICS	DIRECT SERVICES	REVIEW

REVIEW

Total Alert(s): 1
Enter data for any "Required" missing fields identified in the 'Alert' column below and mark your data complete once all required data has been entered.

Search: [   ]   Print

Question	Option	Response	Alert
POPULATION DEMOGRAPHICS			
1. **TOTAL** number of individuals who received services during the reporting period.		120	
2. **TOTAL** number of anonymous contacts received during the reporting period.		2	

6.2 Completing Data Entry

After confirming that your data entry is accurate, check the **Mark Data as Complete** box. Then click the **Save** button. Saving will lock your report and prevent additional editing. If you need to unlock your report, contact the **OVC PMT Helpdesk**.

C. Planning Activities, Policy & Procedural Changes-Shared Measures   **Semiannual Reporting Questions (All Grantees)**   REVIEW

CLICK HERE TO REVIEW THE DETAILS

CONFIRMATION

☐ Mark data entry as complete. The record will be locked for further data entry.   SAVE

Additional Comments

[   ]

You have 500 characters left. (Maximum characters: 500)

*Once data entry is complete for a reporting period, you can view performance data reports here.

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6.3 Quarterly Review Process

Every quarter, PMT data analysts conduct a review of the data grantees enter into the PMT. The PMT data analysts provide a thorough analysis of the reported data by checking for questionable increases or decreases, or discrepancies with other reported data. After compiling their findings, the OVC PMT Helpdesk may contact grantees to request clarification or confirmation of data.

Should the OVC PMT Helpdesk contact you, please respond promptly to these quarterly review emails and either confirm the data is accurate or correct the data in the PMT system. OVC maintains a record of responses for audit purposes.

OVC Data Analysis

- Unexplained increases or decreases
- Numbers larger or smaller than expected
- Illogical responses
- Potential data entry mistakes

Grantee Clarification

- Review the discrepancies found
- If data is accurate, confirm accuracy; share any circumstances that may help us understand this data
- If data is in error, correct data in the PMT

⚠️
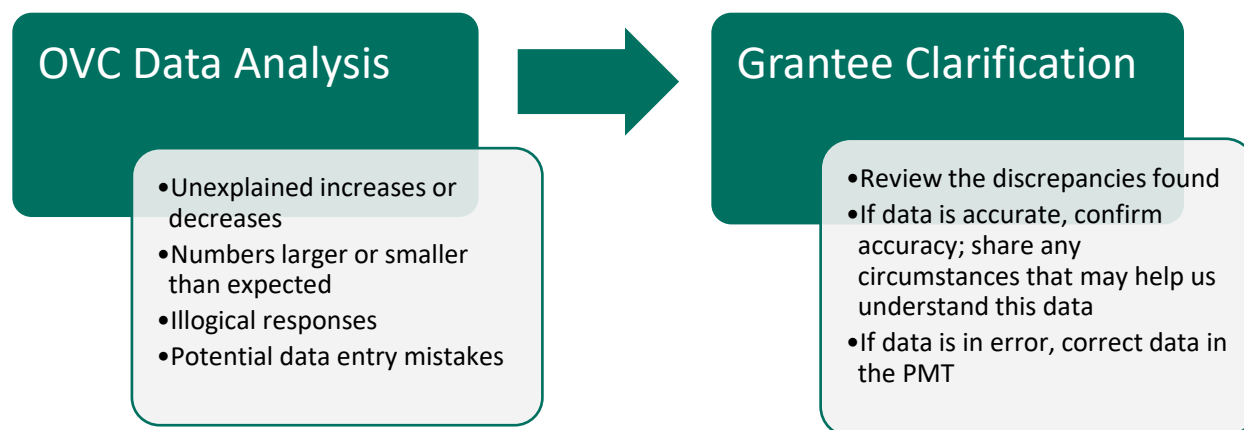
If OVC asked any clarifying questions about your data as part of the quarterly data review process, please confirm that all questions have been addressed so that your data is as accurate as possible.

VII. Semiannual Narrative Questions

7.1 Accessing the Semiannual Narrative Questions

The PMT will display the Semiannual Reporting Questions (All Grantees) question bank automatically during the January and July reporting periods.

7.2 Responding to the Semiannual Narrative Questions

You will be asked to answer these questions in OVC PMT semiannually for the January–June and July–December reporting periods. Please answer them based on the designated 6-month reporting period. You may use up to 5,000 characters for each response. If you draft your responses in Word and then paste them into the PMT, please avoid bullet point lists/indentation and special characters, which may not transfer properly into the text boxes.

Ask OVC …

Q: **Will financial reporting be semiannual as well? Do we use GMS? And will there be a portal which we will, or do we submit SF-425?**

A: Grantees submit financial reports separately from their PMT reporting. Grantees should contact their OVC Victim Justice Program Specialist for information about financial reporting. Your Victim Justice Program Specialist's contact information is on the OVC website at www.ovc.gov/contacts.html. You can contact the GMS Helpdesk at 888–549–9901 and dial 3 when prompted or email the GMS Helpdesk at GMS.Helpdesk@usdoj.gov.

Question 1: Please describe the status of each goal and objective from your OVC approved grant award.

Question 2: Please describe any problems, delays, or adverse conditions that you encountered, if any, that affected your ability to reach your goals or objectives.

> ⚠️
>
> Some grant managers may request that grantees include specific information in their response to this question. For example, grantees that report in the Collaborative Partnerships question bank but not the Victim Services question bank may be directed to report on the number of victims served as part of the partnership effort. Grantees can ask their grant manager for guidance on responding to this question.

Question 3: Is there any technical assistance that OVC can provide to address any problems, delays, or adverse conditions identified in Question 2?

Question 4: Are you on track to fiscally and programmatically complete your program in the time and within the budget specified in your grant application?

Question 5: Please describe any significant developments related to your project during the reporting period that you did not share above. These may be factors internal to your organization or external related to your larger community/the nation that positively or negatively affected your project implementation.

Question 6: What progress on goals and objectives is anticipated for the next 6 months, or less if your grant is scheduled to end prior to the next reporting period?

Question 7: Will your agency be able to sustain the program efforts after federal funding under this award has ended?

       A. Yes, we will likely be able to sustain the efforts and have other sources of funding in place.
       B. Yes, we hope to sustain the efforts but are still working to identify funding.
       C. No, we will be unable to sustain program efforts.
       D. We are unsure at this time.

Question 8: Is the federal award shared with other entities (i.e., subgranted) to implement grant-approved activities? If so, please identify any subgrantees who implemented grant-approved activities during the reporting period in the space below and provide a summary of their activities.

Please provide each subgrantee a copy of the TVS Performance Measures Questionnaire fillable PDF so that subgrantees can record their data for the 6-month semiannual reporting period. Attach each subgrantee's completed tracking sheet to your semiannual report in GMS. The data submitted for each performance measure within the quarterly data entry pages should represent the activity that occurred at the prime recipient level and the data gathered from the other entities should be reported here in the narrative questions section.

> 📢 **Ask OVC…**
>
> **Q:** **Would you consider a contractual evaluator as a subgrantee?**
>
> **A:** Contracts and subgrants are different types of agreements that are monitored and reported on differently. Grantees should contact their OVC Victim Justice Program Specialist regarding how to classify grant contractors from subgrantees.

7.3 Generating the Semiannual Grantee Report

The PMT system will aggregate the two quarters of data to generate the semiannual report. You will not need to enter a separate set of semiannual data. Before submitting your semiannual report, please review each quarterly report's data in the PMT system to ensure accuracy for each of the reporting periods.

Step 1: Navigate to the **Reports** page.

Step 2: Identify the Semiannual Report in the table and click the link to generate the PDF.

Step 3: Save the PDF to your local computer and upload a copy of this semiannual report as an attachment to your semiannual report in GMS at https://grants.ojp.usdoj.gov/.

Semiannual reports must be uploaded by **January 30 and July 30.** Once reports are reviewed and approved by OVC staff, they may be shared outside of OVC. All grantee reported data is subject to FOIA requests and OVC reserves the right to share grantee data and reports as it deems appropriate.

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VIII. Troubleshooting Tips and Additional Resources

8.1 Quick Tips for Navigating the PMT

QUICK TIPS

Periodically click the Save and Continue button to ensure the data you entered are saved into the system. The system will time you out after 30 minutes of inactivity and unsaved data will be lost.	Note that simply entering data into a field does not constitute as activity; the system only recognizes saving or the advancement to another page as activities that will keep your session active.
Click the Exit Data Entry button to close and exit the page. Please note that any unsaved data will be lost. The Exit Data Entry button does NOT automatically save your work.	Hover over underlined text to prompt helpful language explaining the question to appear.
The fields labeled "Number" or "Number Required" will only accept a numeric response. You will not be able to enter text, decimals, or special characters.	The value of "0" must represent a true value of zero. If data for a field is not available or the field is not applicable, then enter "N/A" if it is a required field or leave the field blank if it is not required.

IF YOU ENCOUNTER A SYSTEM ERROR

Log out of your PMT account and login again using the same browser	Try to access your report from a different browser (Internet Explorer, Firefox, or Google Chrome)
Clear the cache and cookies on your browser	Restart your computer
Access the PMT during non-peak periods such as the early morning or late evening	Ensure that JavaScript is enabled on your computer.

8.2 Recorded Webinar Trainings

OVC PMT webinars are available via the PMT's Need Help? page or via OVC's public-facing website on the Performance Measurement Tool Webinar Series page (www.ovc.gov/grants/performance-measurement-tool-webinar-series.html).

To assist fiscal year (FY) 2018 OVC discretionary grantees with reporting on required performance measures, OVC hosted a series of educational webinars about the PMT.

Members of OVC's Performance Management Team discuss—

- processes for accessing the PMT system,
- submitting quarterly and semiannual data reports,
- navigating the PMT system, and
- troubleshooting strategies for successful reporting.

Transforming Victim Services Performance Measurement Tool User Guide

Introduction | Accessing PMT | Navigation | Entering Data | Reviewing Data | Semiannual Narratives | **Troubleshooting Tips**

Performance Measurement Tool: Transforming Victim Services Grantee User Training
This OVC webinar provides guidance for reporting on the required performance measures for the FY 2018 TVS grant program.

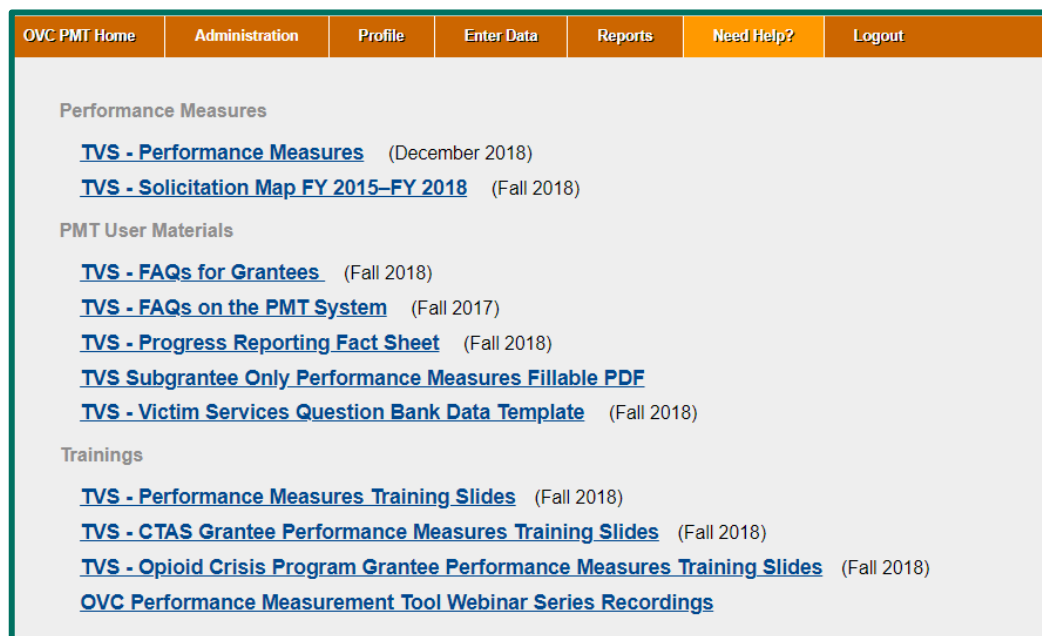**Performance Measurement Tool: Coordinated Tribal Assistance Solicitation User Training**
This OVC webinar provides details and guidance for FY 2018 Coordinated Tribal Assistance Solicitation grantees (Purpose Area 6: Children's Justice Act Partnerships for Indian Communities program and Purpose Area 7: Comprehensive Tribal Victim Assistance program).

Performance Measurement Tool: Serving Our Youngest Crime Victims: Enhancing Community-driven Responses to the Opioid Crisis User Training
This OVC webinar provides guidance for reporting on the required performance measures for the FY 2018 Serving Our Youngest Crime Victims: Enhancing Community-driven Responses to the Opioid Crisis grant program.

8.3 Need Help? Page

The OVC PMT Helpdesk communicates with grantees when updated resources are available for download. If a grantee would like to confirm they have the most current resources, they can contact the helpdesk for the latest file.

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8.4 Office for Victims of Crime Performance Measurement Tool Helpdesk

If you have any questions about performance measures, 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. ET on weekdays, except federal holidays, and available via email at ovcpmt@usdoj.gov or toll free via phone at 844–884–2503. If you are experiencing a system issue, the helpdesk may escalate your issue to the development team for further investigation.

If the issue is widespread amongst grantees, OVC will send an email to all grantees with the necessary information you need to know and next steps.