

**Welcome to the
Office for Victims of Crime
Human Trafficking Enhanced Collaborative
Model Task Force
Performance Measures Training**

April 13 and 15, 2021



Announcements



- This session is being recorded **and will be posted online at a later date.**
- Copies of these slides will be sent to all participants after the presentation.
- Recording will be stopped for questions and answers (Q&A) at the end.
- Type questions in the Q&A box, which will be summarized by the host and answered for the group. This process will help us create a list of frequently asked questions.
- Please have the performance measures open that were sent on April 12, 2021.
- All participants are muted to start.
- After the event is over, you will be prompted to answer a few questions about your experience.

Webex Q&A Features



Locate the Q&A box. Use this tool to send questions during the presentation.

To open Q&A

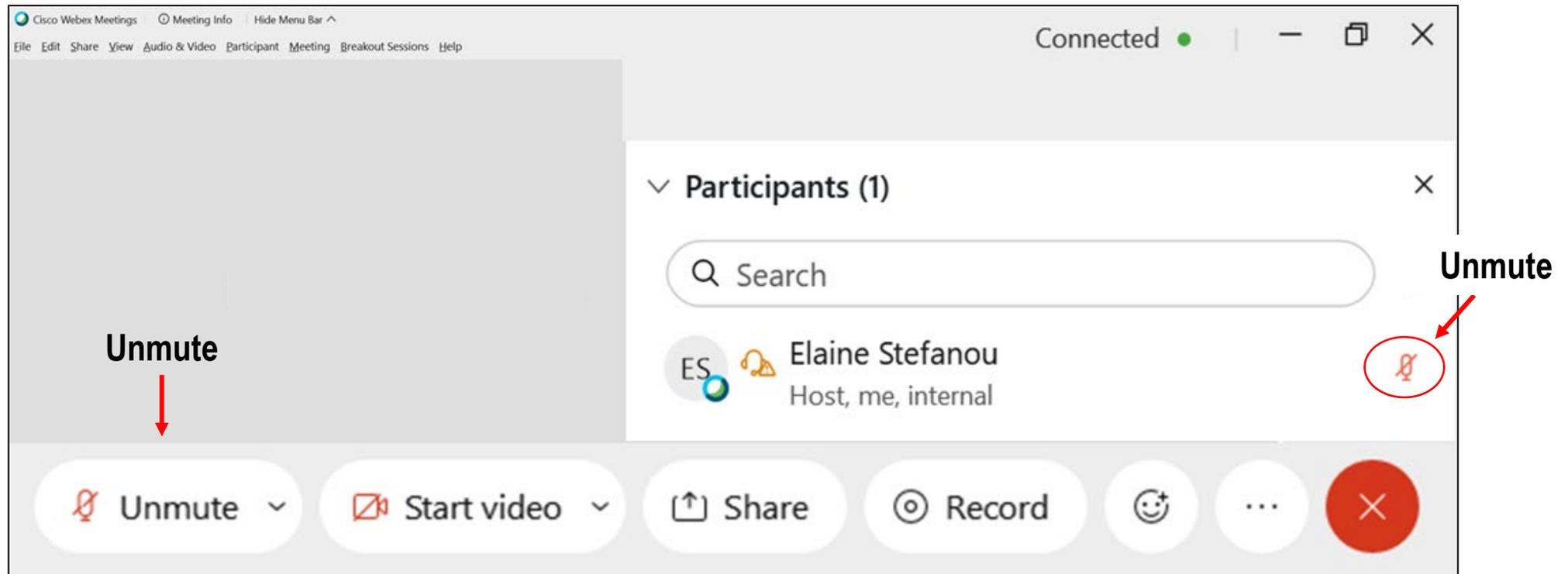
Toggle to send questions to panelists, hosts, or cohosts.

A screenshot of the Webex Q&A interface. The interface is divided into several sections. At the top, there is a "Participants (1)" section with a search bar and a list of participants, including "Elaine Stefanou" (Host, me, internal). Below this is the "Q & A" section, which is highlighted with a red circle. The "Q & A" section has a dropdown menu set to "All Cohosts", which is also highlighted with a red circle. Below the dropdown is a text input field with the instruction: "Select a host or cohost in the Ask menu first and then type your question here. There's a 512-character limit." At the bottom of the interface, there is a "Notes" section and a navigation bar with buttons for "Participants", "Q & A", and a menu icon. Red arrows point from the text annotations to the "Q & A" section and the dropdown menu.

Webex Audio Features



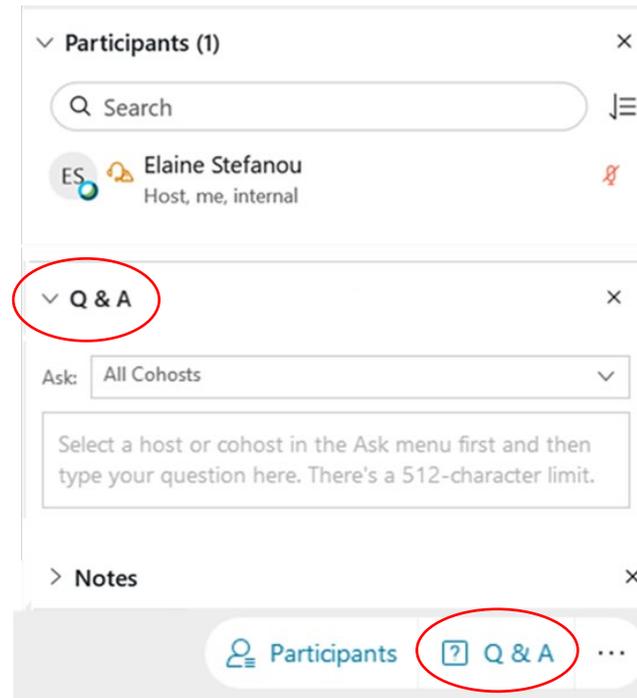
Ensure your microphone is muted. To unmute, select the red microphone next to your name in the participant list or at the bottom of your screen.





Technical Issues?

For technical issues, please use the Q&A feature to send questions or comments, and we'll respond with technical assistance.



Webex Q&A Practice



What is the name of your taskforce plus location (state)?

Post your answer in the Q&A box.



Agenda



PERFORMANCE
MEASURE
OVERVIEW



PERFORMANCE MEASURE
DATA COLLECTION,
TRACKING AND ANALYSIS



PERFORMANCE
MEASURE REPORTING



Performance Measurement Overview

What are Performance Measures and Why are They Important?



- Performance measures are a specific value or characteristic that measure the output or outcome of a grantee's activities and services in demonstrating accomplishment of the goals of Office for Victims of Crime (OVC) programs.
- Reporting ensures compliance with the [Government Performance and Results Act of 1993](#):
 - Public confidence in the federal government.
 - Federal agency accountability for achieving program results.
 - Program effectiveness and service delivery.
 - Enhanced congressional decision-making.
- Since the Trafficking Victims Protection Act was passed, OVC has become the largest federal funder for direct services to victims of human trafficking in the United States.

How Does OVC Use Performance Measures Data?



OVC uses grantee performance measure data:

- Understand how funds are distributed.
- Comply with federal reporting requirements.
- Strategic planning and funding decisions.
- Report program results to stakeholders.
- Revise program designs and implementation strategies.

Desk Reviews:

- Identify training and technical assistance (TTA) needs.
- Track award activity and progress toward program goals.



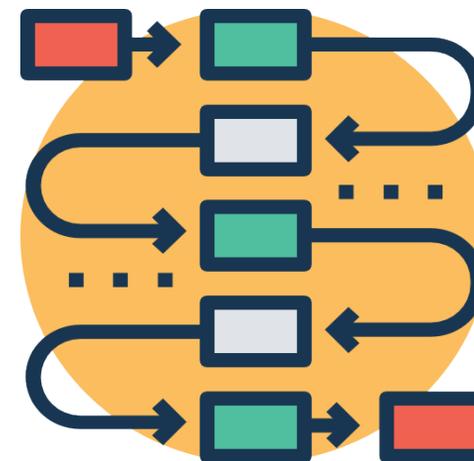
What Goes into a Performance Measure?





ECM Performance Measure History

- Human trafficking Bureau of Justice Assistance solicitations transitioned to OVC in June 2020.
- Performance measures were revised to:
 - Better reflect the activities of the grantees.
 - Standardize the questions across the human trafficking portfolio.
 - Align the human trafficking performance measures to OVC performance measures.
- OVC can communicate to its stakeholders the full picture of the benefits realized with OVC grant funds.



What are our Roles and Responsibilities?



Team Member	Responsibility
OVC	<ul style="list-style-type: none">• Review reports for completeness and reasonableness• Articulate how performance measures relate to specific project activities grantees perform• Identify appropriate performance measures based on program goals and anticipated outputs/outcomes
OVC Performance Management Project TTA Specialist	<ul style="list-style-type: none">• Support grantee data and performance management through webinars and coaching calls to promote consistency and accuracy• Collaborate with data analysts, helpdesk, and OVC grant managers to determine grantee needs and develop resources
OVC Helpdesk	<ul style="list-style-type: none">• Support grantee data entry to promote consistency and accuracy• Answer calls, emails, and respond to data inquiries

Grantee Performance Management in Real Life



Collect – Gather OVC performance measures for your award(s). Create or update organization processes, case/client-level information and systems to capture and securely save performance measure data.



Track – Document internal processes on data collection, refine performance measure definitions based on award objectives to create consistency in data reporting.



Report – Aggregate individual level data. Establish a reporting point of contact and a backup who know reporting due dates and OVC reporting processes.



Analyze – Set up internal checks of data on OVC performance reports. Remember performance reports are a snapshot in time, which may help with future grant applications or during a desk audit for example.



Performance Measure Data Collection and Analysis Overview



Enhanced Collaborative Model Taskforce

Regardless of which topic areas you are assigned based on the solicitation, ALL grantees have the same first question.

Grant Activity

1. Was there grant activity during the reporting period?
 - Yes
 - No
 - If No, explain why in narrative format

Potential Topic areas for Quarterly Reporting:

- Taskforce meetings
- Personnel
- Policies, procedures, and protocols
- Data collection and evaluation
- Law enforcement investigation and prosecution
- Trafficking population
- Victim (direct) services
- Community outreach
- Training



Types of Questions

Section	Description and Selected Examples
Baseline	Activities that occurred prior to the award becoming operational
Current Quarter Questions	Standard performance measure data collected
Narrative Questions	Qualitative questions about program goals, objectives, open-ended and can contain numbers



Taskforce Meetings

Taskforce Meetings Performance Measure Summary



Baseline: Total number of *partners participating* in the initiative prior to grant funding.

Current Quarter Report Summary:

- Number of partners involved (including subgrantees and other organizations)
- Number of NEW subgrantees/partners
- Indicate which organizations are core partners as outlined in the relevant fiscal year solicitation
- Feedback from program clients or other individuals with lived experience
- How frequently the taskforce met
- Issues addressed by subcommittees

Taskforce Meetings – Collect and Track



Did the task force meet during the reporting period?

- Frequency of task force meetings during the reporting period including all core members.
- Task force meetings should include all core members (agencies identified as required within the solicitation).
- If the taskforce did not meet, explain why.

How is lived experience feedback sought?

- Law enforcement and victim service providers may need to answer separately.





Taskforce Meetings – Collect and Track

Call out of key points:

- Use these measures in other sections as a key for when to collect data from taskforce agencies.
- Shared measures (both law enforcement and victim service providers report together)

Partnership Questions:

- Measures start broad by asking for the sum of partner agencies and subgrantees for all law enforcement and victim service providers.
- Measures then focus on numbers of new subgrantees and the number of new partners (entities with agreement to support grant activities, but not a formal subaward).
- Measures ask for breakdown of partners by category and if they are a core partner.

Taskforce Meetings – Analyze



Stop and Review:

- Has the number of partner organizations changed?
- Look at the last two quarters against the baseline, has it changed?
- Have you confirmed the number of active partners?
- Is there meeting documentation (example sign in sheet) for the taskforce meetings during a quarter?



Performance Management Semiannual Narratives:

- Highlight the activities and accomplishments of ALL taskforce partnerships.
- Analyze planning activities and goals for different levels of partnerships or subcommittees.
- Did you write a narrative story to explain increases or decreases in number of partnerships?
- Program meetings are inputs for strategic planning.



Personnel

Personnel Performance Measure Summary



Baseline: None

Current Quarter Report Summary:

- Full-time and part-time staff, funded fully or partially by the grant program.
 - Worked on, or contributed to, the task force as part of their regular day-to-day activities or assigned as one of their primary responsibilities.
- Grant funds used to pay for overtime hours.

Personnel Data – Collect and Track



Call out of key data points:

- Collect data from agencies in the task force who used grant funds to pay for overtime hours.
- Shared measures answered by the law enforcement and victim service providers (totals should be aggregated).

Funded Staff:

- Victim service providers and law enforcement collect and aggregate data for all others on the taskforce.
- Report an aggregate for full-time and part-time staff, funded fully or partially by the grant program.

Personnel Performance Measures – Analyze



Stop and Review:

- Is the coordinator in place? If not, is there an explanation of why not?
- Check the aggregated total of all overtime hours.



Performance Measures' Purpose:

- Establishing and maintaining effective leadership supports long term taskforce outcomes.
- Program staff are inputs for strategic planning.
- Indication to OVC where and when grant funds are spent.

Policy, Procedure, and Protocols



Policies, Procedures, and Protocols Measure Summary



Baseline: None

Current Quarter Report Summary:

- Written policies, standard operating procedures (SOPs), or protocols
 - List of items the policies might cover
- Number of planning documents that were completed during the reporting period.

Policies, Procedures, and Protocols – Analyze



Call out of key data points:

- Section is answered by ALL partners that are active participants in the taskforce.
- Refer to the solicitation for additional information on active partners.
- Shared measures (both law enforcement and victim service providers report together)

Stop and Review:

- Check “Yes,” if the item is finalized and implementation has begun.
- Check “No,” if the policy is not complete, in progress, or has not been started.
- Check “N/A,” if the policy is not applicable to your agency/organization.

Performance Measures’ Purpose:

- Ensure taskforce-wide items are reported in the semiannual narrative.
- Track work specific to the taskforce as a whole.
- Ensure protocols in are place specific to partnerships.
- Provide copies of written policies, SOPs, if requested.

Data Collection and Evaluation



Data Collection and Evaluation Performance Measure Summary



Baseline: None

During the Reporting Period:

- Data resources used to inform the taskforce.
- Indicate whether the task force used data analysis to inform certain activities.
- Assessment or evaluation stage as of the last day of the reporting period.
- Activities the task force evaluator/assessor participated in/conducted.
- Strategies/operations changed as a result of evaluator feedback/input.
- If the evaluator provided the task force with any products.

Data Collection and Evaluation – Analyze



Call out of key data points:

- Section is answered by law enforcement agencies supporting the taskforce
- Aggregate answers, consider the whole taskforce

Performance Measures' Purpose:

- Produce data driven reviews as an output.
- Analysis of progress toward evaluation or assessment objectives.
- Tracking deliverable progress toward dissemination to the task force.



Stop and Review:

- Does the semiannual narrative explain progress toward any deliverables?
- How does what is reported align with any proposed timelines?
- In the semiannual narrative is there an explanation of which strategies and operations changed?

Investigation and Prosecution

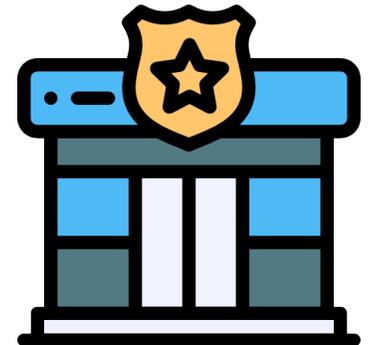
Law Enforcement Investigation and Prosecution Performance Measure Summary



Baseline: None

During the Reporting Period:

- NEW arrests under a human trafficking statute and/or related incident(s).
- Demographics as identified by law enforcement (example age, gender and citizenship).
- NEW and ACTIVE (i.e., ongoing) human trafficking investigations.
- Number of potential victims within these investigations.
- Individuals charged under a human trafficking statute and/or related incident(s).
- Lists of all related crimes and charges.
- How many were found guilty by trial, pled guilty, or accepted a plea agreement?
- Number of prosecutions denied and reasons.



Law Enforcement Investigation and Prosecution Definitions



Performance Measure Reference	Definition for this Section
New Investigations	Opened during the most recent reporting period and have not been reported on in past reporting periods.
Confirmed Victims	Person who is a victim of a severe form of human trafficking as defined by the Trafficking Victims Protection Act of 2000 22 U.S.C. § 7102(9).
Potential Victims	Person who has been subject to situations that have indicators of human trafficking; however, more information is still needed to determine if they meet the definition of a victim of human trafficking as defined by the Trafficking Victims Protection Act of 2000 22 U.S.C. § 7102(9). Potential victims identified during an investigation may be victims of sex trafficking, labor trafficking, or both sex AND labor trafficking.
Sex Trafficking	Commercial sex act that is induced by force, fraud, or coercion, OR in which the person induced to perform such an act is younger than age 18.
Labor Trafficking	Recruitment, harboring, transportation, provision, or obtaining of a person for labor or services through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.
Sex <u>and</u> Labor Trafficking	Instances where victims were trafficked for both sex AND labor purposes. NOTE: For the purposes of this program, all people younger than age 18 who are engaged in commercial sex acts may be considered victims of sex trafficking.
U.S. Citizens	Victims who do have legal status to reside in the United States and will not need continued presence or a T-visa to remain in the U.S. while the case is still progressing. These types of victims would include U.S. citizens, U.S. nationals, permanent residents, qualified aliens, and temporary workers (H-2A and H-2B).

Law Enforcement Investigation and Prosecution -Collect and Track



Call out of key data points:

- Section is answered by ALL law enforcement agencies supporting the work of the taskforce.
- Watch for the changes from individual to investigation level.

Examples of Performance Measures Levels:

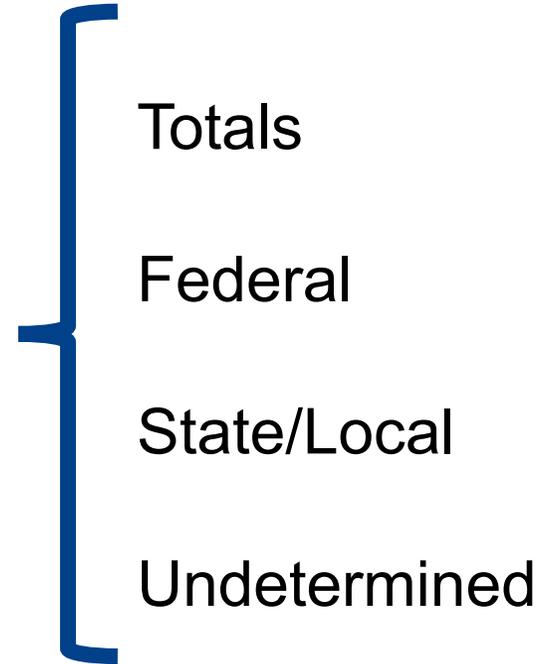
- Individual Performance Measure Summary:
 - Total of NEW arrests and/or charged human trafficking statute or related incident.
 - Demographics for NEW individuals arrested human trafficking statute.
 - Number of prosecutions related to human trafficking investigations that were denied.
- Investigation Level Performance Measure Summary:
 - NEW human trafficking investigations opened.
 - Total number of human trafficking investigations that were ACTIVE.
- Prosecution Outcome
 - Human trafficking statute and not charged under a statute.
 - Aggerate total of outcomes for those who pled, found guilty, and accepted a plea.

Law Enforcement Investigation and Prosecution

– Collect and Track



- Sex Trafficking
- Labor Trafficking
- Sex and Labor Trafficking
- Potential Victims



Law Enforcement Investigation and Prosecution – Collect and Track



Criminally Charged Two Distinct Categories:

Human trafficking statute:

- Federal or state/local level
- Sex trafficking, labor trafficking, or both sex and labor trafficking statutes
- List additional charges



Human trafficking-related crime:

- Non-human trafficking charge
- Related charge
- Totals and federal or state and local level
- List out the related charges

Law Enforcement Investigation and Prosecution – Analyze



Performance Measures' Purpose:

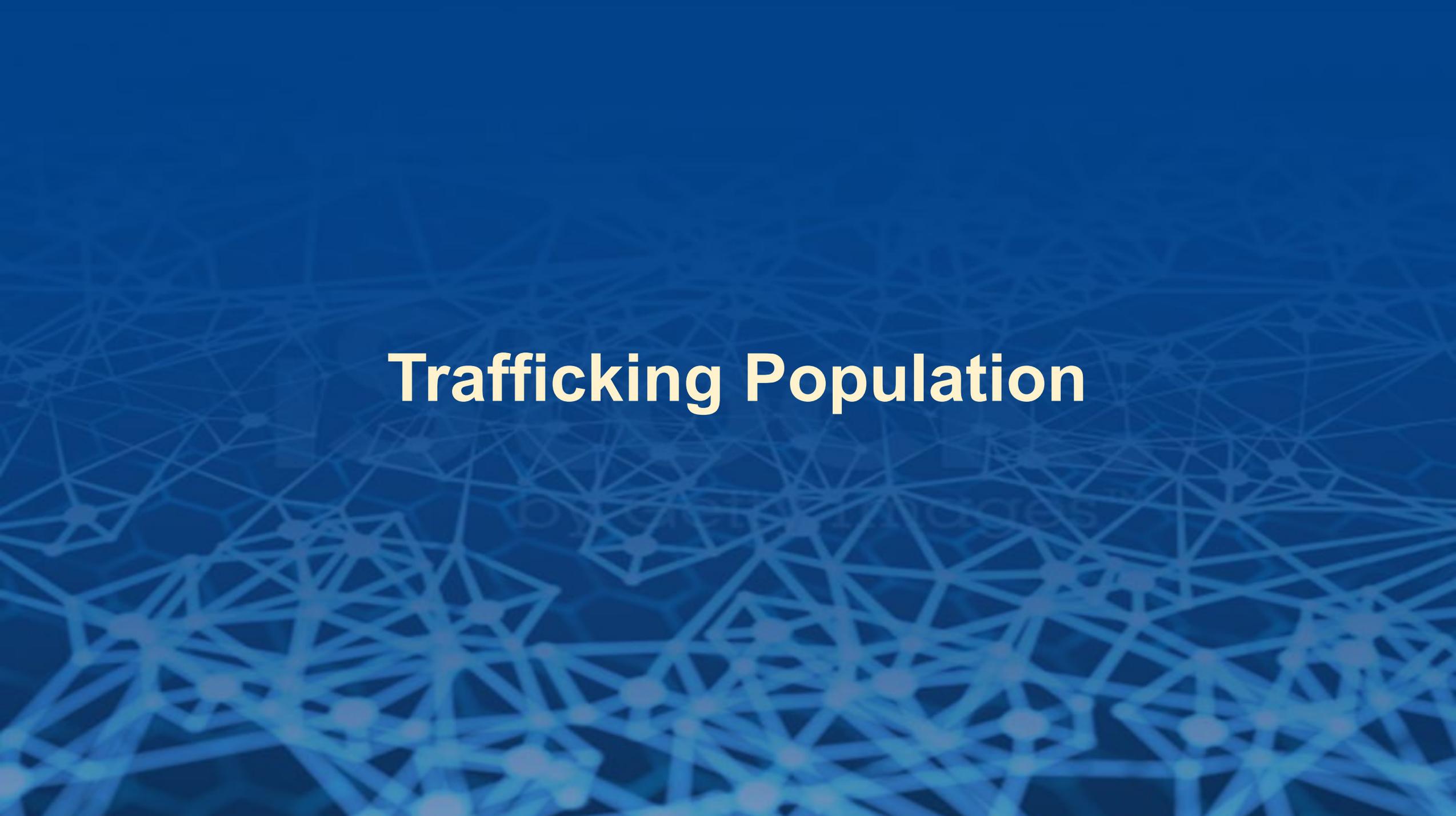
- Report from all active law enforcement partners what is Federal, State/local, undetermined investigations each.
- Demographics as **identified** by law enforcement (race/ethnicity, gender identity, age, citizenship).
- New investigations are those just opened in that reporting period.
- Active is everything (new plus ongoing).



Stop and Review:

- Check investigations total equal Federal plus State/Local plus undetermined.
- Review the undetermined numbers and ensure an investigation has not changed to federal or state/local.
- Watch for cross over in types of investigations.

Trafficking Population



Trafficking Population Performance Measure Summary



Call out of key data points:

- Section is answered by ALL agencies supporting the work of the taskforce.
- These are reported by law enforcement and victim service providers with specific instructions.

Current Quarter Report Summary:

- Total individuals served or confirmed and/or potential new victims
- Anonymous contacts
- Demographics (NEW victims)
- Country of citizenship
- Referral to victim service providers or requests for continued presence
- Identification of victims of sex trafficking, labor trafficking, or sex and labor trafficking
- Categories of victimizations and Other Co-occurring victimizations
- Special classifications of individuals



Trafficking Population Eligible Family Members Performance Measures



Call out of key data points:

- Section is answered by ALL agencies supporting the work of the taskforce.
- These are reported by victim service providers.

Current Quarter Report Summary:

Per Eligible Family Member:

- Total of all family members
- Demographics including country of citizenship

Per Individual and Eligible Family Member:

- Services by category and subcategory
 - Information and referral
 - Personal advocacy/accompaniment
 - Emotional support, safety, and health services
 - Shelter/Housing services
 - Criminal/Civil justice system assistance
 - Education/Employment/Life skills

Trafficking Population Definitions



Performance Measure Reference	Definition for this Section
Confirmed Victims	Person who is a victim of a severe form of human trafficking as defined by the Trafficking Victims Protection Act of 2000 22 U.S.C. § 7102(9).
Potential Victims	Person who has been subject to situations that have indicators of human trafficking; however, more information is still needed to determine if they meet the definition of a victim of human trafficking as defined by the Trafficking Victims Protection Act of 2000 22 U.S.C. § 7102(9). Potential victims identified during the course of an investigation may be victims of sex trafficking, labor trafficking, or both sex and labor trafficking.

First reporting period ALL individuals are NEW because it is the first reporting period services are supported by this grant's funding.

Trafficking Population Data – Collect and Track



- Human trafficking potential and/or confirmed victims
- Family members
- Country of citizenship
- Demographics self-reported age, gender, race/ethnicity, citizenship

Sex (only)

Labor (only)

BOTH Sex and labor trafficking



Trafficking Population – Analyze



Stop and Review:

- Check total victimizations for ALL individuals served, plus anonymous contacts.
- Validate totals in demographic categories (race, gender, age, and citizenship) must be equal to the **number of new individuals within each trafficking type**.
- Review narrative in any “please explain” text box. Does it align to that category?



Victim Services



Victim Services Summary of Performance Measures

Call out of key data points:

- Section is answered by ALL agencies supporting the work of the taskforce.
- These are reported by **victim service providers**.

Services by category and subcategory:

- Information and referral
- Personal advocacy/accompaniment
- Emotional support, safety, and health services
- Shelter/Housing services
- Criminal/Civil justice system assistance
- Education/Employment/Life skills

Performance Measures Services subcategories ask for number of occurrences.

Victim Services – Analyze



Stop and Review:

- Are Victim Services (or occurrences) totals greater than or equal to the total people per category for both individual victims and family members?
- Are the total people served per category (individuals or family members) greater than or equal to total served for that quarter?
 - Refer to key trafficking population measures.

A. INFORMATION AND REFERRAL

Total number of trafficking victims who received information and referral services = 10

Total number of EFM who received information and referral services

Enter the number of times information and referral services were provided for victims and family members in each subcategory:

Service	Trafficking Victims	EFM
A-1. Information about the criminal justice process	10	Number of occurrences
A-2. Information about victim rights, how to obtain notifications, etc.	2	Number of occurrences

A. INFORMATION AND REFERRAL

Total number of trafficking victims who received information and referral services = 10

B. PERSONAL ADVOCACY/ACCOMPANIMENT

B. Total number of trafficking victims who received personal advocacy and accompaniment services = 10



Community Outreach

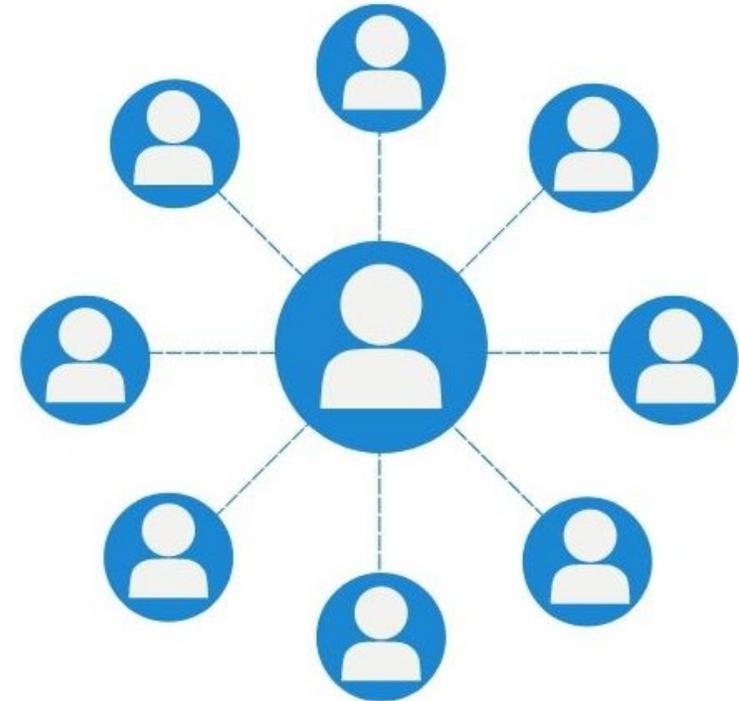
Community Outreach – Summary of Performance Measures



Baseline: None

Current Quarter Report Summary:

- How often the organization/agency is involved in community outreach activities?





Community Outreach – Analyze

Stop and Review:

- How many meetings were reported as “Monthly” or “Quarterly”?
- In a desk review, what back up documentation exists for each outreach event?
- In the semiannual narrative, are the policies or protocols written about that influence community outreach?
- Report “N/A,” if the community outreach activity is not applicable to your agency/organization.

Performance Measures’ Purpose:

- This section asks about the community outreach activities conducted during the reporting period.
- This outreach should occur during all stages of the program and include input from all sectors of the community.



Training



Training Performance Measure Summary

Baseline: None

Current Quarter Report Summary:

- Training activities attended.
- Trainings or conferences hosted.
- Number, type, and how many people attended training or conferences with grant funds.
- Type of training course/curriculum was developed/revised.

Training Performance Measures – Collect and Track



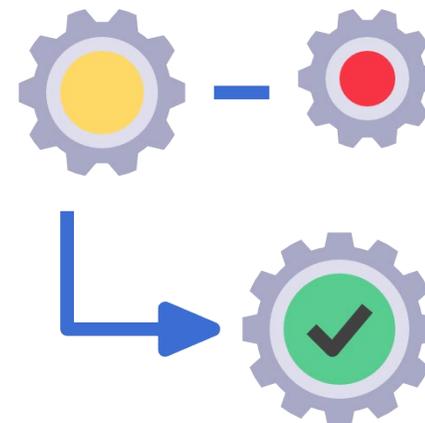
Call out of key data points:

- Section is answered by the funded law enforcement and victim service providers.
 - Performance measures are answered by funded taskforce partners.
-
- Collect training data and ensure it is trackable by categories, for example professional development, sex or labor trafficking.
 - Report on what was grant-funded in part or in full.
 - Track data on participant types from inside and outside your organization.
 - Collect training data on individuals, conferences or materials/curriculum.
 - Cross reference your agency's data collection systems or process with OVC Human Trafficking-specific participant types.

Training Performance Measures – Analyze



- Complete only the applicable sections:
 - A. Individuals attended training/conference
 - B. Organization hosted training/conference
 - C. Organization developed/revised training course/curriculum
- Track data on applicable sections based on the categories of activities from the reporting period.
- Many responses need an aggregate whole number (zero is acceptable) or yes or no.



Training Performance Measures – Analyze



Performance Measures' Purpose:

- Activities converting inputs to output.
- Outcomes of measurable progress toward program goals.
- Outputs such as trainings and materials need to be highlighted in semiannual narrative questions.
- Feedback surveys give light to program performance.

Stop and Review:

- Are the number of materials developed or revised reasonable given the number of trainings your organization hosted?
- Do you have feedback from participants to summarize in the semiannual report?
- Do the types of participants who attended an outside training line up with types of training outlined in program objectives?

Semiannual Narrative

Semiannual Narrative Questions



Describe adverse conditions that affect goals or objectives.



Ask for technical assistance from OVC to address any problems, delays, or adverse conditions.

Indicate if the agency is on track to fiscally and programmatically complete on time and within budget.



Describe significant developments during the reporting period.



Report goals and objectives for the next 6 months.



Indicate if the program is sustainable after federal funds end.

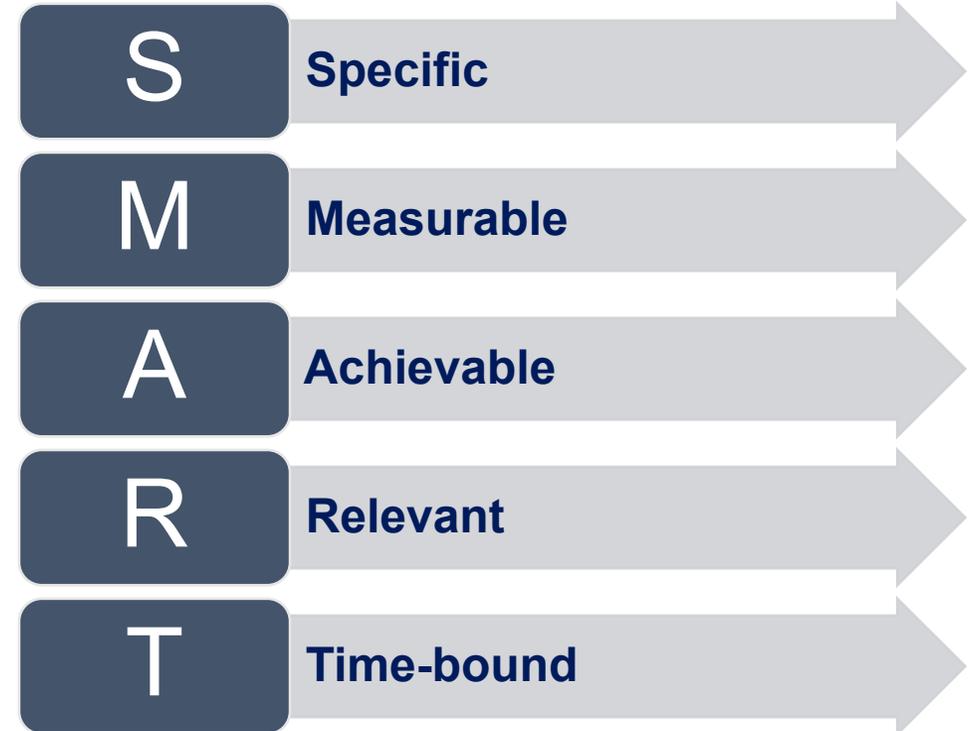


Narrative Questions

Semiannual Report Narrative Writing for upcoming goals or objectives

Tips:

- **Set SMART goals** to clarify the scope.
- **Reevaluate goals semiannually** to determine whether changes to program priorities and activities require updates.
- **Use data** to understand your progress and make course corrections as needed.



Performance Measure Reporting

Report Types



Section	Description and Selected Examples
Quarterly	Did task force members report on task force activities within their agencies or to the field?
Closeout/Final (Last Reporting Period Only)	<ul style="list-style-type: none">• How does the task force plan to sustain operations?• Do you plan to use assessment/evaluation results?
Narrative (Semiannually Only)	Questions relate to process towards goals and objectives, training and technical assistance needs, and success stories.



Reporting Summary

1. Begin collecting data on performance measures going back to October 2020.
2. Report data for law enforcement and victim service providers in excel document(s).
3. Deconflict any shared measures (example taskforce meetings).
4. Report on performance measures in all quarters where these was grant activity.
5. Upload Excel documents to JustGrants in July and January:
 - Each Excel document must contain data per quarter from law enforcement and victim service providers.



Note: This process changes when JustGrants is fully functional for performance reports.

Solicitation Map



Office for Victims of Crime - Human Trafficking - Performance Measures Map

FY 2020

Program Title	Report on NEW Measures	Trafficking Population	Victim Services	Partnerships	Training	Strategic Planning	Task Force	Personnel	Policies/Procedures/Protocols	Investigation/Prosecution	Community Outreach	Data Collection/Evaluation	TTA Providers	Reporting System
OVC FY 2020 Housing Assistance Grants for Victims of Human Trafficking	Yes	X	X	X	X									Excel Document/JustGrants
OVC FY 2020 Specialized TTA on Housing for Victims of Human Trafficking	Yes												X	JustGrants
OVC FY 2020 Services for Minor Victims of Sex Trafficking	Yes	X	X	X	X									Excel Document/JustGrants

1. Locate your award by title.
2. Look across the list of performance measure topic areas to find your assigned areas.
3. Open the questionnaire and focus on the questions in your assigned topic areas.
4. Begin to incorporate the measures in your agency data collection systems or processes.



Reporting Schedule

Reporting Period	Data Required	Upload to JustGrants
October 1–December 31	Performance Measures and Narrative Questions	Yes January 30
January 1–March 31	Performance Measures	No
April 1–June 30	Performance Measures and Narrative Questions	Yes July 30
July 1–September 30	Performance Measures	No
Last Reporting Period of Award	Performance Measures, Narrative Questions, and Closeout Questions	Yes 120 Days After End of Reporting Period

How Can We Help and Questions



Contact Information



OVC Performance Measurement Tool Helpdesk

Monday–Friday

8:30 a.m.–5:00 p.m. ET

Toll free: 1–844–884–2503*

Email: ovcpmt@usdoj.gov

*Appointments are available outside of normal business hours by request.



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