

**Welcome to the
Office for Victims of Crime
Human Trafficking
Victim Service Providers
Performance Measures Training**

April 2021



Announcements



- This session is being recorded and will be posted online later.
- Recording will be stopped for questions and answers at the end.
- Type questions in the chat box, which will be summarized by the host and answered for the group. This process will help us create an FAQ.
- Please have the performance measures open that were sent on April 1, 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 Chat Features



Locate the chat box and ensure you can chat to the panelists and all attendees.

To open chat

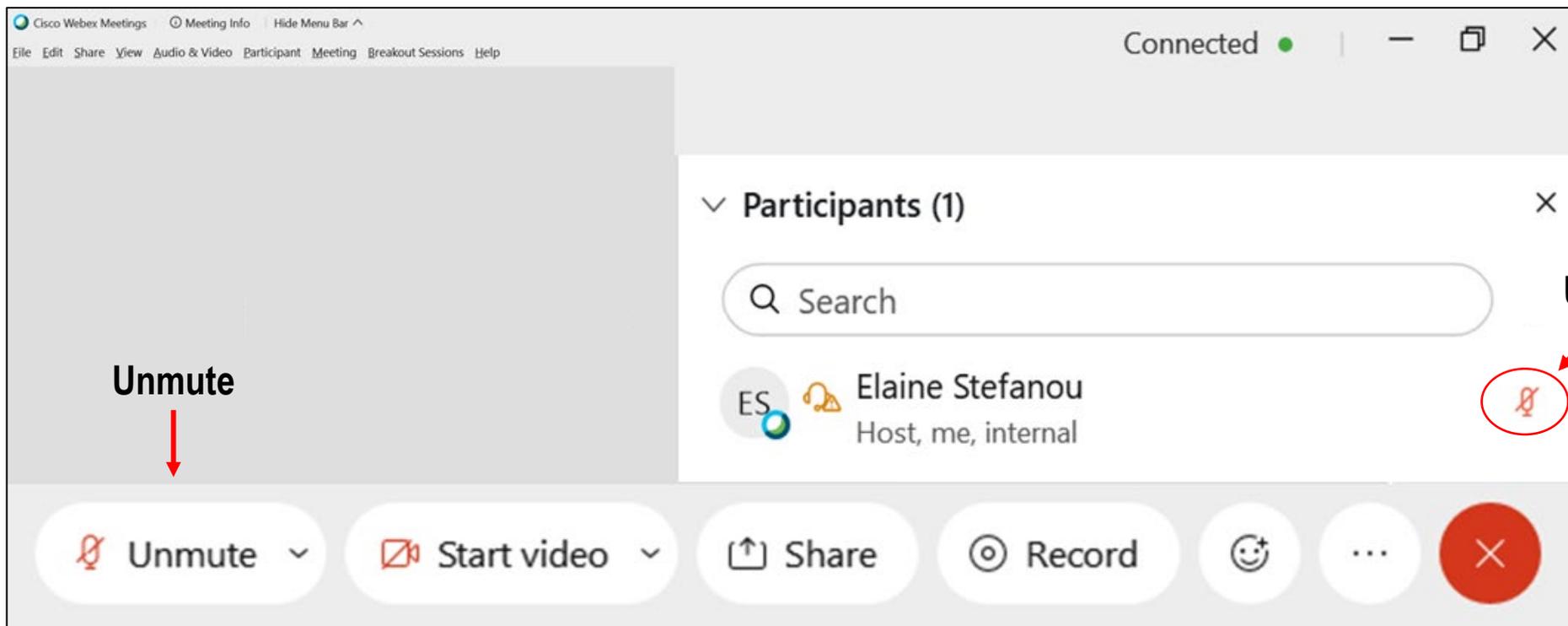


A screenshot of the Webex chat interface. The interface shows a "Participants (1)" section with a search bar and a list of participants, including "Elaine Stefanou" (Host, me, internal). Below this is a "Chat" section with a "Toggle to send messages to panelists or attendees" option. The "Chat" toggle is circled in red, and a red arrow points to it from the text "To open chat". Below the toggle is a "To:" dropdown menu set to "Everyone", which is also circled in red. A red arrow points to this dropdown from the text "Toggle to send messages to panelists or attendees". Below the dropdown is a text input field labeled "Enter chat message here". At the bottom of the interface are buttons for "Participants", "Chat", and a menu icon.

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 contact Elaine Stefanou:

- Send a direct private message via chat.
- Send an email to stefanou_elaine@bah.com.



Webex Chat Practice



What is the name and location (state) of your program?

Post your answer in the chat box.



Agenda



PERFORMANCE MEASURE
OVERVIEW



PERFORMANCE MEASURE
DATA COLLECTION, TRACKING
AND ANALYSIS



PERFORMANCE MEASURE
REPORTING

Performance Measure Overview



What are Performance Measures? 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](#), as well as:
 - 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 (HT) in the United States.

How Does OVC Use Performance Measures Data?

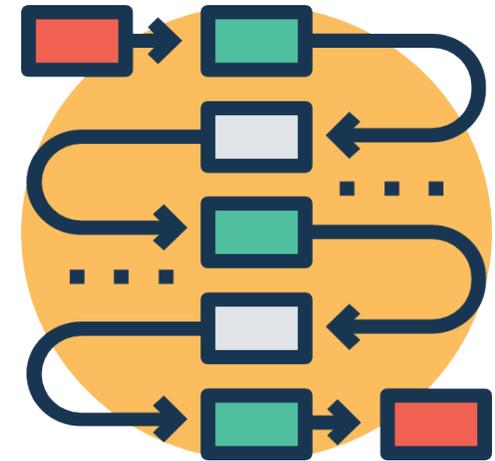


- OVC uses grantee performance measure data to:
 - Understand how funds are distributed.
 - Comply with federal reporting requirements.
 - Make strategic planning and funding decisions.
 - Report program results to stakeholders.
 - Revise program designs and implementation strategies.
- Desk Reviews:
 - Identify training and technical assistance needs.
 - Track award activity and progress toward program goals.

Human Trafficking Performance Measure History



- 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 Goes into a Performance Measure?



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 (PMP) Training and Technical Assistance (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 platforms or 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



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



Victim Service Providers

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

1. Grant Activity

Was there grant activity during the reporting period?

- Yes
- No
- If No, explain why in narrative format.

Potential Topic areas for Human Trafficking Quarterly Reporting:

2. Trafficking Population
 - Victim Services
3. Partnerships
4. Training
5. Strategic Planning
6. Community Outreach

Trafficking Population



Trafficking Population Performance Measure Summary



Baseline: None

Current Quarter Report Summary:

Per individual victim:

- Identification of confirmed and/or potential victims of sex trafficking, labor trafficking, or sex and labor trafficking
- Demographics (NEW victims)
- Country of citizenship
- Anonymous contacts
- Categories of victimizations and other co-occurring victimizations.
- Special classifications of individuals
- Services by category and subcategory (example, information and referral or personal advocacy/accompaniment)

Trafficking Population Eligible Family Members Performance Measures



- Total of eligible family members
- Demographics
- Country of citizenship
- 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.

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



All individuals are counted as new during the first quarter of the award.

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.

Victim Services – Analyze



Stop and Review:

- Check total victimizations for ALL individuals served, plus anonymous contacts.
- Check that totals in demographic categories (race, gender, age, and citizenship) equal 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 – Analyze



Stop and Review:

- Are victim services totals per individuals or family members greater than or equal to the total people, per category?
- Are the total people served per category (individuals or family members) greater than or equal to total served for that quarter?

12A. Information and referral

12A1–6. Enter the number of times information and referral services were provided for victims and eligible family members in each subcategory during the reporting period.

Service	Trafficking Victims	Eligible Family Members
12A-1. Information about the criminal justice process	Number of occurrences	Number of occurrences
12A-2. Information about victim rights, how to obtain notifications, etc.	Number of occurrences	Number of occurrences
12A-3. Information about substance use treatment and support available to crime victims	Number of occurrences	Number of occurrences
12A-4. Referral to other victim service programs	Number of occurrences	Number of occurrences
12A-5. Referral to substance use treatment and support	Number of occurrences	Number of occurrences
12A-6. Referral to other services, supports, and resources (e.g., legal, medical, faith-based organizations, address confidentiality programs)	Number of occurrences	Number of occurrences

12B. Personal advocacy/accompaniment

12B1–11. Enter the number of times personal advocacy/accompaniment services were provided for victims and eligible family members in each subcategory during the reporting period.

Service	Trafficking Victims	Eligible Family Members
12B-1. Victim advocacy/accompaniment to emergency medical care	Number of occurrences	Number of occurrences
12B-2. Victim advocacy/accompaniment to medical forensic exam	Number of occurrences	Number of occurrences

Partnerships



Partnerships Performance Measure Summary



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

Summary:

- All partners involved
- NEW subgrants/partners
- Rating subgrantees and partner organizations activity level in the program
- Partnership-building activities completed and increase sharing of professional expertise
- Feedback from program clients or other individuals with lived experience
- Evidence-based program(s) or practice(s) being used in program implementation or practice(s) under review or ongoing evaluation(s)



Partnerships – Collect and Track

Total Partners: The sum of partner agencies and subgrantees (nonfunded + funded):

- Number of new subgrantees (*Count entities that have a formal subgrant to implement grant activities*)
- Number of new partners (*Count entities that have an agreement to support grant activities but not a formal subaward*)

Rating Partnerships: Of the organizations involved, rate each based on the statement, “This partner is actively involved in the program.”

- Defining “actively involved” is at the discretion of the grantee.



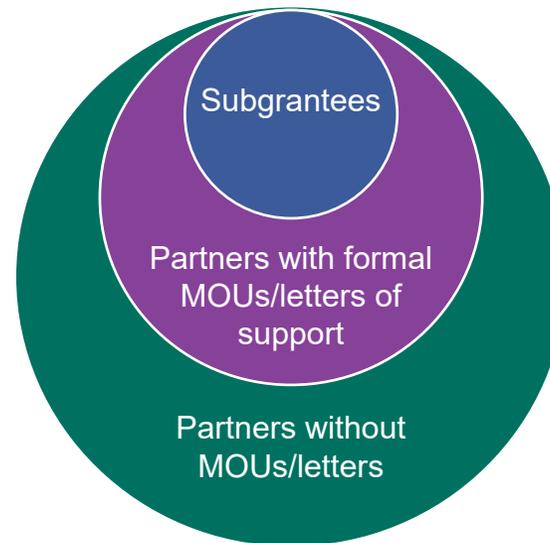
Partnerships – Analyze



Stop and Review:

- Has the number of partner organizations changed? Look at the last two quarters against the baseline, has it changed?
- Analyze prior reports' rating of each partner agency for changes.
- Have you validated the number of partners listed receiving grant funds?
- Have subgrantees also reported the same measures?

Formality of Partnerships



Performance Management Semiannual Narratives:

- Highlight the activities and accomplishments of partnerships.
- Analyze planning activities and goals for different levels of partnerships.
- Did you write a narrative story to explain increases or decreases in number of partnerships?

Training





Training Performance Measure Summary

Baseline: None

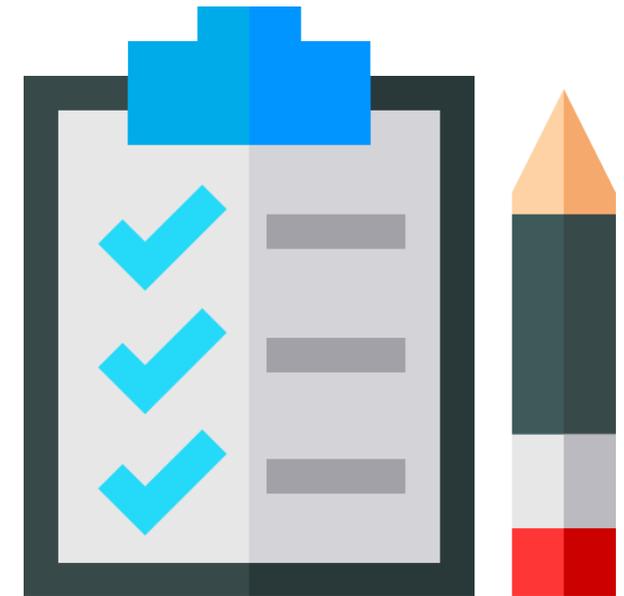
Current Quarter Report Summary:

- 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



- 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 HT-specific participant types, for example:
 - Victim service/social service providers, legal service providers, victim advocates, courts, media, or labor rights/union organization, or researchers or academics.



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
- Many responses need an aggregate whole number (zero is acceptable) or yes or no.
- Track data on applicable sections based on the categories of activities from the reporting period.

22A. Individuals that attended training/conference hosted by an outside organization

22A-1 Number of individuals who attended training/conference(s) hosted by an outside organization.

Instruction: Report the total number of individuals who attended training or conferences hosted by an outside organization during the reporting period. This is an organization external to your own. This should include grant-funded and non-grant funded individuals.

22A-2 Of those who attended training/conferences hosted by an outside organization, were any attending participants grant funded in part or in full?

- Yes/No
- If yes, answer questions 22A-3 through 22A-5

22A-3. Number and types of training attended.

Instruction: Report the total number of trainings attended per category of training that was hosted by an outside organization where your agency used OVC funds to send participants. If you report "Other," describe the type of training.

- Professional development
- Sex and labor trafficking training

Training Performance Measures – Analyze



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?

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 gives light to program performance. Summarize in the semiannual narrative.



Strategic Planning



Strategic Planning Performance Measure Summary



Baseline: Enter the number of improvement initiatives planned and project deliverables planned for the length of the current grant.

Summary:

- Improvement initiatives and deliverables planned for the duration of the current grant
- Improvement initiatives implemented this reporting period
- Project deliverables completed during the reporting period
- Planning documents that were completed during this reporting period
- Written policies, standard operating procedures, or protocols in place to address various processes such as information sharing or continued presence





Strategic Planning – Collect and Analyze

Collect and Track:

- Define “planned improvement initiatives” or “deliverables” based on award goals or objective.
 - Report when one is completed or implemented (not in planning).
- Collect data on written policies:
 - Report “Yes,” when protocol is written and shared with all agency personnel responsible for the activity.
 - Report “No,” if no written policy addressing a specific issue is in place yet.

Stop and Review:

- Check meetings or initiatives are clearly documented in agency program records.
- Ensure initiatives reported on are described in the semiannual narrative.
- Check with OVC grant manager to clearly define or redefine initiatives that may comprise several activities.

Community Outreach





Community Outreach – Collect and Track

Baseline: None

Summary: How often the organization is involved in community activities?

Collect and Track: Report total first, then questions around if the activities were grant funded.





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 that might explain the frequency?
- Report “N/A,” if the community outreach activity is not applicable to your agency/organization.

Performance Measure’s 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.

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 six months.



Indicate if the program is sustainable after federal funds end.

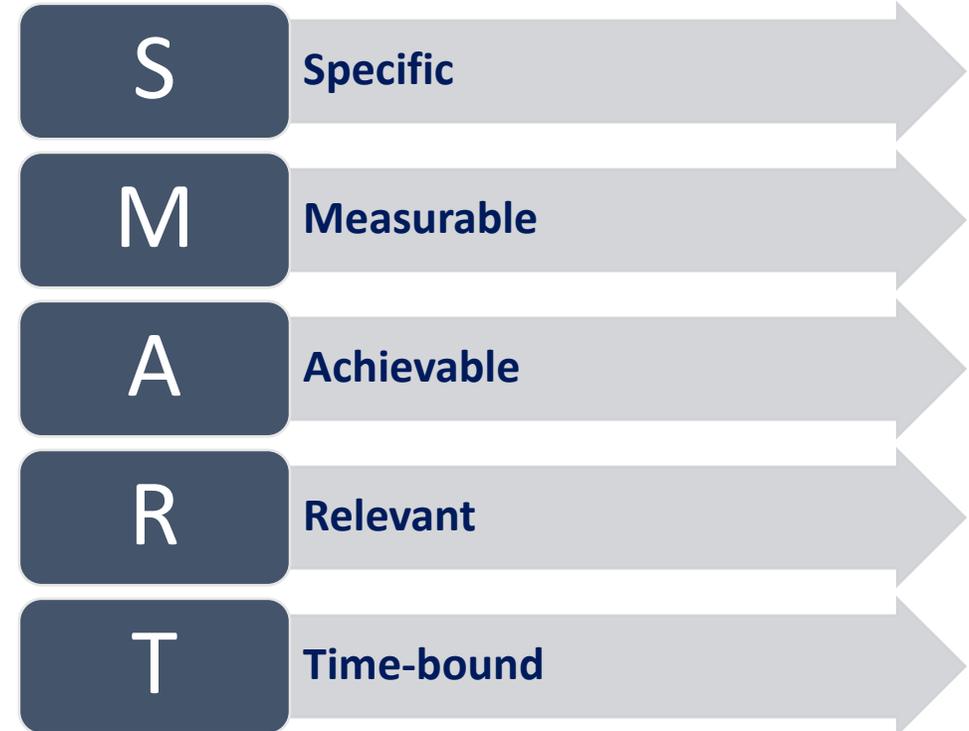


Narrative Questions

Semiannual Report Narrative Writing. Well-defined goals clarify priorities and establish criteria for success.

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 grantees report on activities within their agencies or to the field?
Closeout/Final (Last Reporting Period Only)	<ul style="list-style-type: none">• How does the grantee 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



Quarterly Reporting Summary

1. Begin collecting data on performance measures reporting going back to October 2020:
 - Or further depending on the start of your award.
 - Pay close attention to question 1
2. Report on performance measures in all quarters where there was grant activity.
3. Complete quarterly reports in Excel.
4. Upload Excel reports to JustGrants with two quarters of data in July and January.

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



Solicitation Map



1. Locate your award by title.
2. Look across the list of performance measure topic areas to find your assigned areas.
3. Open the Fiscal Year 2020 questionnaire and focus on the measures in your assigned topic areas.
4. Begin to incorporate the measures from the assigned topic areas to your agency data collection systems or processes.



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
OVC FY 2020 Services for Victims of Human														



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 Award End Date

How Can We Help? Questions?

Contact Information



OVC PMT Helpdesk

Monday–Friday

8:30 a.m.–5:00 p.m. Eastern Time

Toll free: 1–844–884–2503*

Email: ovcpmt@usdoj.gov

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



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