Thank you for joining us for this Performance Measurement Tool User Training. My name is Tina Wenzlaff and I provide contractor support to OVC's Performance Management Team.

Learning Objectives

Participants will learn—

- an overview of performance management at the Office for Victims of Crime (OVC),
- guidance for reporting on required performance measures for the Opioid Crisis grant program,
- processes for accessing the Performance Measurement Tool (PMT) system and submitting quarterly and semiannual data reports,
- navigational tips and troubleshooting strategies, and
- resources and tools available for additional support.

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By the end of today's presentation you will learn an overview of performance management at the Office of Victims of Crime (or OVC). We will provide guidance for reporting on the required performance measures for the Opioid Crisis grant program. We will speak about the processes for accessing the Performance Measurement Tool (or PMT system) and how you can submit quarterly and semiannual data reports. We will also provide you with navigational tips and troubleshooting strategies. And of course some resources and tools at the end of presentation. This webinar is being recorded and will be available for playback in the near future. If you have questions along the way, please utilize the chat feature as it seems many of you have done already.

Before I dive into the presentation, I would like to provide an overview of performance management at OVC. The Transforming Victims Services (or TVS) initiative, which you will hear through the presentation, encompasses non-formula awards made under Federal Assistance Listing 16.582, Crime Victim Assistance/Discretionary Grants, and other awards as deemed appropriate. The TVS initiative ties in performance reporting for awards under multiple solicitations to set a standard of performance measures that can provide consistent data reporting. The Opioid Crisis program falls under that discretionary grant. Accuracy and timeliness of data reporting is extremely important. The data that's reported by all of you as the grantees allows the Office for Victims of Crime to demonstrate the value and specific benefit of its grant programs to government agencies, to the victims services field, to

the general public, and to other stakeholders. OVC uses this data to respond to specific grant inquiries about grant activities, so sometimes we'll be aggregating the PMT data to give nationwide totals, but the PMT system also allows us to drill down to investigate specific inquiries that come our way. So, when you provide thorough and complete data then we can provide a nationwide view on the services that are provided at the local level. The PMT data that we collect also helps to inform decisionmaking priorities (e.g., where do we see trends in the data, where do we see the needs in our communities and the gaps that really warrant our attention).

Performance Measurement Tool Definitions

Performance Management	The systematic use of strategic planning, goals, performance indicators, evaluation, analysis, and data-driven reviews, evaluations, and reporting to improve the results of programs and the effectiveness and efficiency of agency operations.
Performance Measurement Tool (PMT)	The online system maintained by the Office for Victims of Crime (OVC) for collecting performance measure data from grantees and subgrantees.
Grants Management System (GMS)	The online data collection system maintained by the Office of Justice Programs (OJP) for all grants administered through OJP. GMS is the priority system of record for information about grants.
Grantee	The primary grant recipient of funds directly from OVC.
Quarterly Performance Measure Report	This report collects information quarterly on grantee activities.
Semiannual Report	This report includes narrative questions related to grantee and subgrantee activities. This report is generated within the PMT and then uploaded as an attachment into the Grants Management System (GMS).

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As a new Opioid Program grantee, you will become very familiar with PMT definitions including the Performance Measurement Tool, also known as the PMT, which is our focus in this training and the Grants Management System which is the official system of record for Office of Justice Programs grants. One key term I want to highlight is "performance management," because that is our ultimate goal in collecting data from grantees. Performance management is the systematic use of strategic planning, goals, performance indicators, analysis, and data-driven reviews, evaluations, and reporting to improve the results of programs and the effectiveness and efficiency of agency operations.

Roles of Grantees

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

- identifying individuals in your organization who will have access to the PMT and maintaining your organization's profile page,
- collecting all data required in the PMT and ensuring its accuracy,
- submitting quarterly and semiannual reports, and
- clarifying and updating data in response to any inquiries from OVC.

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As a grantee, you all are responsible for managing access to the PMT for your organization. This means identifying who needs to have access for entering and reviewing data, and for maintaining your organization's profile page. You are responsible for collecting the required performance measure data. This includes setting up data tracking tools and internal processes to make sure your data is thorough and accurate. You are ultimately responsible for completing quarterly data reports and a Semiannual Report. Finally, if OVC has any questions about data reported, you play a role in helping to clarify or update that data.

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—

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

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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.

Gaining Access to the Performance Measurement Tool 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.

- After your account is created, you will receive an email from the OJP PMT Administrator (ojpsso@usdoj.gov) indicating you now have access to the OVC PMT.

- Emails are sent by the system within 10 minutes after the request is made. Please follow the instructions in the email.

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

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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. After your account is created, you will receive an email from the OJP PMT Administrator (ojpsso@usdoj.gov) indicating you now have 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.

Overview and Access | Navigation | Entering Data | Reviewing Data | Semiannual Narratives | Troubleshooting Tips

New Transforming Victim Services Awards in the Performance Measurement Tool

- New FY 2019 Transforming Victims Services (TVS) grantees that do not already have access to the OVC PMT, will receive login information and begin reporting on or around January 1, 2020.

- Grantees will be notified and will be prompted to create a profile in preparation for reporting in January. In January, grantees report for October–December **even if there was no activity**.

- If there was no activity:
  - Click on the October–December reporting period and enter "No grant activity."
  - Click on January–March and report on all activity from the award start date through April 30.

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- New FY 2019 Opioid Program grantees that do not already have access to the OVC PMT will receive login information and begin reporting on or around January 1, 2020.

- Grantees will be notified and will be prompted to create a profile in preparation for reporting in January. In January, grantees report for October–December **even if there was no activity**.

- If there was no activity—

  - Click on the October–December reporting period and enter "No grant activity."

  - Click on January–March and report on all activity from the award start date through April 30.

Updating Your User Account

Each individual using the PMT should have their own user account. For security purposes users should not share accounts.

- **Full Name**–Include your first and last name.
- **Email Address**–Enter your work email address. User registration confirmation, and any communications sent from the system, will be sent to this email.
- **Phone Number**–Enter your work phone number or best daytime number.
- **Security Challenge and Response**–A word, phrase, statement, or question (up to 75 characters in length) which may aid in verifying your identity in case you forget your password.

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Each individual using the PMT should have their own user account. For security purposes users should not share accounts.

- **Full Name**–Include your first and last name.
- **Email Address**–Enter your work email address. User registration confirmation, and any communications sent from the system will go to this email.
- **Phone Number**–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) which may aid in verifying your identity in case you forget your password

Logging into the Performance Measurement Tool Site

- Visit the PMT website, https://ojpsso.ojp.gov/, and enter your user name and password.
- 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. On the following page, click on the **OVC PMT** button to sign in to the PMT.

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To log into the PMT site, go to https://ojpsso.ojp.gov/ and enter your user name and password. For the best quality experience, it is recommended to use Google Chrome 4.1.0 and above or Internet Explorer 11 to support our new validations and system updates.

If grantees have multiple OVC awards, they will see an option to navigate to each of the awards after logging into the PMT.

Accessing Your Account

U.S. DEPARTMENT OF JUSTICE

Office of Justice Programs

Innovation • Partnerships • Safer Neighborhoods

Performance Measurement Platform

Logout

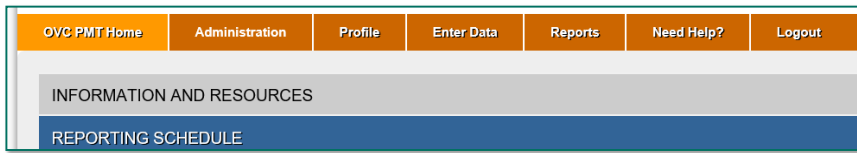| Home | Update My Account | Change Password |

OVC PMT

- Once you have created your account, you can update or change your account and password information.
- Click **OVC PMT** to continue with your data entry.

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Once you have created your account, you can update or change your account and password information.
Click **OVC PMT** to continue with your data entry.

Main Navigation Menu

OVC PMT Home	Administration	Profile	Enter Data	Reports	Need Help?	Logout

INFORMATION AND RESOURCES

REPORTING SCHEDULE

- **OVC PMT Home**: General information about your award and reports
- **Administration**: Details of federal awards 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**: Lists current and past reports and their status
- **Need Help?**: Resources for using the PMT as well as submitting feedback and questions
- **Logout**: Logs you out of the PMT system

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

- **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 as well as submitting feedback and questions.
- **Logout**–Logs you out of the PMT system.

Administration: User Management Adding a New User
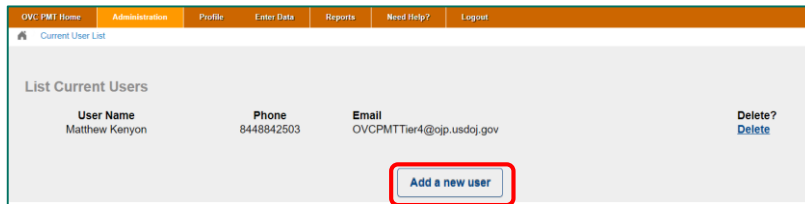
1. Determine the individuals in your organization who need access to the system.
2. Hover your mouse over **Administration** from the top navigation bar and then click **User Management** to manage the user accounts associated with your state.
3. To add a new user, select the **Add a New User** button.
4. After entering the new user information in all fields, click **Save** to create a new user.

The next subheader under the Administration tab is for User Management. Here you can add and delete users from the system.

1. Determine the individuals in your organization who need access to the system.
2. Hover your mouse over **Administration** from the top navigation bar and then click **User Management** to manage the user accounts associated with your state.
3. To add a new user, select the **Add a New User** button.
4. After entering the new user information in all fields, click **Save** to create a new user.

Administration: User Management Deleting a User

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

1. Hover your mouse over **Administration** from the top navigation bar and then click **User Management** to manage the user accounts associated with your state.
2. Select the **Delete** button to remove the user.
3. Confirm the user's profile was successfully deleted.

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OVC encourages grantees to review their users each year and take ownership to remove individuals who are no longer working with OVC grants. The OVC PMT Helpdesk uses your user management list to determine who needs to receive important information about reporting deadlines, system updates, trainings, and so forth. A best practice is to review your user management list before the start of each submission period and remove users who are no longer with your organization.

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 state.
Step 2: Select the **Delete** button to remove the user.

Administration: Federal Award List

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	

The Federal Award List displays all awards 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.

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The Federal Award List displays all awards you have access to for your organization. From this screen, you can also view details on specific award amounts and view start and end dates

Profile Tab

- Here you can view grantee organization and grant(s) information. This information is pulled from GMS and is not editable within the PMT.

- View the contact information for each award by selecting the "+" symbol.

- If any information on the Profile page is incorrect, you must submit a Grant Adjustment Notice in GMS to correct it.

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On the Profile tab, you can view grantee organization, grant(s) information such as the project start/end date and the project award amount. The Profile tab is updated with information from GMS prior to the start of each data submission period. 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 Grant Adjustment Notice (GAN) in GMS to correct it.

Enter Data Page

OVC PMT Home	Administration	Profile	Enter Data	Reports	Need Help?	Logout

Please be aware that your session will time out 30 minutes after you stop saving data. To avoid losing or having to reenter data, click the 'save' button before leaving the system unattended or when you're finished entering data.

Select Federal Award   2018-V3-AA-0000 ▼

Select Reporting Period   04/01/2019 - 06/30/2019 ▼

[Continue]

- Select the award and reporting period that you'd like to report data for from the dropdown list.
- Click **Continue** once you've selected the desired reporting period.

⚠️

Important Note: The current reporting period will only appear if all previous reporting periods have been marked as complete.

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Once you are ready to enter the data, you will navigate to the enter data tab, and you will select the reporting period and the subgrantee you want to enter data for. One thing I want to note is if you are not seeing a reporting period as an option, you need to make sure all previous reporting periods have been marked as complete. If, for whatever reason, the data was not marked as complete and saved, the system will not allow you to move forward and report on the current reporting period. If you are unable to select the current reporting period, contact your grant manager to make sure all of the conditions have been met.

How to Use Transforming Victim Services Data

How OVC Uses TVS Data

- Demonstrate the value and specific benefits of the program to government agencies, the victim services field, the general public, and other stakeholders.

- Generate an annual report on the program and respond to specific inquiries.

How Grantees Can Use TVS Data

- Monitor progress and determine whether the organization is on track to meet the project goals and objectives.

- Evaluate past performance and set reasonable goals, objectives, and targets for future awards.

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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, as well as to respond to specific inquiries.

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.

2019 Updates

Data Validations

OVC added new validations to the PMT system to help with the data reporting and verification process. These validations help to increase data accuracy and reduce the need for grantees to go back and clarify inconsistencies.

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OVC added new validations to the PMT system to help with the data reporting and verification process, particularly in the Victim Services Question Bank. Some of our grantees who have been reporting for quite some time now may have recognized this new addition into the system.

Performance data is due in the PMT on a quarterly basis. Grantees that do not submit data in the PMT by the due date may receive a notice from their OVC Program Specialist to ensure compliance with the quarterly grant reporting requirements.

Question Banks
I, IV, V, and VII

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Question Bank and Shared Measures

| Grant Activity | I. Training | IV. Data Gathering | V. Collaborative Partnerships | VII. Victim Services |

A. Training and/or Technical Assistance Activities - Shared Measures   B. Partnerships - Shared Measures

C. Planning Activities, Policy & Procedural Changes-Shared Measures   REVIEW

- OVC's Performance Measurement Team and grant managers work together to determine the appropriate question banks for opioid program grantees.
- Grantees must enter performance metrics for all questions that appear.
- Depending upon which primary **question banks** a grantee is assigned, the grantee may also report on a set of **shared measures**.
- 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 them again after that.

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The TVS portion of the PMT system is made up 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 the PMT.

For the Opioid program, you'll report on Training, Data Gathering, Collaborative Partnerships, Victim Services, Training and Technical Assistance shared measures, Partnerships shared measures, and Planning Activities, Policy, and Procedures shared

measures.

Grant Activity

CURRENT QUARTER REPORTING

1. Was there grant activity during the reporting period?
   ○ Yes
   ○ No ←

If No, please explain below. Skip to the Semiannual Reporting Questions during the applicable reporting periods.

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

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.

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First you will indicate if you engaged in 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, you will select the yes radio button, if no, you will explain in the narrative box in the next semiannual reporting period during the January and July submission periods which will later be explained in the presentation.

You may not have grant activity if you are waiting for your budget to clear, are hiring staff, or are dealing with another special circumstance. You should still complete your quarterly report, just select "No" for grant activity.

Question Bank I: Training

So, let's now look at each of the question banks starting with Training. Training is generally instructor-led with specific learning objectives and uses a specific training curriculum, like this webinar.

You'll see the term "baseline measures," so I think it's helpful to clarify before we dive in. 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 ONLY with grant activity. So if your award started on October 1, 2019, you will report the baseline measures during the January 2019 submission period only.

The baseline for the training measure is the number of hours of training delivered in the quarter prior to the award becoming operational.

When you count hours of training, think in terms of how many hours the instructor taught. If your instructor led two training sessions, and each of those sessions was one hour long, then you provided a total of two hours of training.

For the current quarter reporting, you'll report on the number of trainings scheduled and actually conducted. You'll report on the number who actually attended or completed the training. We know sometimes you have people show up who didn't register, or who registered but don't attend, so only report those who attended.

We also ask you to describe the type of participants who attend the training. By types of participants, we mean the profession or field these individuals are in. For example, victim advocates, law enforcement, prosecutors, elected officials, or community service providers.

Training vs. Technical Assistance

Training aims to increase knowledge and build skills according to specified learning objectives, using a specific training curriculum and may be delivered by an instructor or may be self-paced, and may occur in-person or in virtual settings.

- A training session is considered complete at the conclusion of the training curriculum.

Technical Assistance (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.

- 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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We are sometimes asked what the difference is between training and technical assistance.

Training aims to increase knowledge and build skills according to specified learning objectives, using a specific training curriculum and may be delivered by an instructor or may be self-paced, and may occur in-person or in virtual settings. A training session is considered complete at the conclusion of the training curriculum.

Technical Assistance (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.

Training Feedback Surveys

Grantees are expected to collect post-training feedback surveys from training participants and recipients. The feedback/evaluation form should include questions on—

- the 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.

OVC does not currently provide a specific feedback form, however, grantees can use the performance measures to develop their own form as needed.

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Question 7 in Question Bank 1 asks you to indicate if feedback surveys were distributed to and collected from participants at the end of the training. All grantees are expected to collect the feedback surveys and should design their own feedback form. While OVC does not provide you with this, we do expect you to measure the increase in knowledge as a result of the training, whether participants plan to implement knowledge as a result of the training, and the overall satisfaction.

Question Bank IV: Data Gathering

| Grant Activity | I. Training | IV. Data Gathering | V. Collaborative Partnerships | 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

Literature searches/reviews, needs assessments, gap analyses, and reports that support improvements in delivery of services to crime victims.

Baseline measure: Number of data gathering initiatives planned

Current quarter measures:

- Number of data gathering initiatives completed
- Number of information resources disseminated

Once a data gathering initiative is complete, 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.

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Next, we'll talk about performance measures related to data gathering. Data gathering relates to literature reviews or searches, needs assessments, gap analyses, and similar activities.

As a baseline, you'll report on the number of data gathering initiatives planned. Then, each quarter, you'll report on the number of data gathering initiatives completed and the resources disseminated.

For your baseline, you can review your grant application and list the data gathering initiatives proposed. You may want to discuss this list with your grant manager to confirm your plans. Report the number of initiatives in your baseline. In each quarter, you'll report which of these efforts you completed.

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.)

Question Bank V: Collaborative Partnerships

Organizations receiving a portion of TVS funding (e.g., a subgrantee) that helps advance demonstration projects, national resources, etc.

Baseline measure: Number of groups/organizations/agencies participating and victims served prior to the award

Current quarter measures:
- Number of groups/organizations/agencies participating as a result of funding,
- Total number of agencies involved in the initiative, and
- Partners using evidence-based programs.

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

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Moving on to Collaborative Partnerships, Question Bank 5. This section focuses just on your partnerships with organizations who receive a portion of your TVS funding to help advance demonstration projects, national resources, etc.

To count an organizational relationship here, the organization must be active, partner, AND receive funding from the TVS award (for example, 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 zero or one for the duration of the award period.

Your baseline questions here are the number of groups and organizations participating and number of victims served through the initiative before the award is operational. Then each quarter you'll report on the number of agencies engaged during the reporting period, the number of agencies involved that use evidence-based programs or practices in the delivery of services. If you aren't sure what types of programs and practices are evidence-based, refer to the TVS Questionnaire and the websites listed on the screen for more information.

Question Bank VII: Victim Services

| Grant Activity | I. Training | IV. Data Gathering | V. Collaborative Partnerships | 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

Provision of direct services to crime victims. Report all victims served through your OVC-funded program.

Baseline measures: None

Current quarter measures:

- Number of victims served and the portion of victims who are new
- Types of victimization experienced
- Number and types of services provided

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The next question bank, Victim Services, asks about the provision of direct services to crime victims.

There are no baseline measures for this question bank and here you will be reporting on the number of victims served (include those who are new), the types of victimization experienced, and the number of types of services provided.

If you would like a resource to help track these measures, look to the Transforming Victim Services Victim Service Question Bank Data Template. This spreadsheet will allow you to enter each client served, their demographic characteristics, and services they receive. The spreadsheet will add the data for the total in each column. These totals are what you will enter in the PMT.

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

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

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

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

Question 4: That they cannot track new individuals.

Demographics (Question 4)

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

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

A. 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 are counted in the Multiple Races category. For example, if an individual self-identifies as only Hispanic or Latino, then count them in the Hispanic or Latino category. If an individual identifies as Black or African American AND Hispanic or Latino, then, this client should be reported in Multiple Races category.

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

C. Age – Age should reflect the age at the time of the crime reported on the intake form.

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, and comes for services three times, 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 were present with each of the victimization types (for example, adult physical assault, sexual assault, arson, bullying) during the reporting period, not to measure how often the services were provided for that particular victimization type.

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

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

Victimization Types (Question 5B and 5C)

B. Of the individuals who received services, how many presented with more than one type of victimization during the reporting period?

Enter Number: Number

Question 5B: Report the number of individuals who presented with more than one type of victimization in the quarter.

C. Special classification of individuals (Self-reported)

Victimization Type	Number of Individuals
Deaf/Hard of Hearing	Number
Homeless	Number
Immigrants/Refugees/Asylum Seekers	Number
LGBTQ	Number
Veterans	Number
Victims with Disabilities: Cognitive/ Physical /Mental	Number
Victims with Limited English Proficiency	Number
Other	Number
Total	0 (auto-calculated)

Question 5C: Enter the number of individuals who self identify in one or more of each special classification category.

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

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

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

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

Compensation Application (Question 6)

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

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

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

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

Services Provided (Question 7)

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

7. Select the types of services provided by your organization during the reporting period.
   - ☑ A. Information and Referral
   - ☐ B. Personal Advocacy/Accompaniment
   - ☐ C. Emotional Support/Safety Services
   - ☐ D. Shelter/Housing Services
   - ☐ E. Criminal/Civil Justice System Assistance

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

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Question 7 captures data about the types of services provided by your organization during the reporting period.

This includes: A. Information & Referral, B. Personal Advocacy/Accompaniment, C. Emotional Support or Safety Services, D. Shelter/Housing Services, and E. Criminal/Civil Justice System Assistance.

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

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

Direct Services (Question 8)

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 & Referral

Enter the number of individuals who received services in this category   `125` **1**

Enter the number of times services were provided in each subcategory.

A1. Information about the criminal justice process   `60`

A2. Information about victim rights, how to obtain notifications, etc.   `125`   **2**

A3. Referral to other victim service programs   `25`   Total services: 220

A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)   `10`

- Report the **number of individuals** who receive each category of service (Item 1).
- Report the **number of times** each subcategory of service is provided (Item 2).
  - When you add the subcategory occurrences (A1 + A2 + A3 + A4), the total should be equal to or greater than the number of people who received services.

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

Each client and anonymous contact you reported serving in the quarter will have received at least one of the services listed here.

A single client may receive multiple services or several subcategories of services within the same larger category. A client may receive the same subcategory service multiple times. For example, if there were five instances of providing transportation assistance to the same client, you would report that the service was provided five times.

Shared Measures
A, B, and C

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Shared Measure A: Training or TA | Shared Measure B: Partnerships | Shared Measure C: Planning Activities

Training and/or Technical Assistance (A)

| Grant Activity | I. Training | IV. Data Gathering | V. Collaborative Partnerships | 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

Grantees who respond to the **training, technical assistance, and/or technology development** performance measures **ALSO** respond to **training and TA shared measures**.

Baseline measure: Number of new training and/or technical assistance materials to be developed.

Current quarter measures:

- Number and types of new training and/or technical assistance materials completed (e.g., webinars, guidebooks, FAQ documents, toolkits, pamphlets).

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Now that we've finished going through the seven question banks, we will now talk about the set of TTA Shared Measures next, because these measures apply to grantees who report on training.

As a baseline, grantees will report on the number of new TTA materials they plan to develop. Then, each quarter, grantees will report on the number and type of new TTA materials completed.

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.

Shared Measure A: Training and/or TTA | **Shared Measure B: Partnerships** | Shared Measure C: Planning Activities

Partnerships (B)

| Grant Activity | I. Training | IV. Data Gathering | V. Collaborative Partnerships | 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

Grantees who respond to the **strategic planning** performance measures **ALSO** respond to **partnerships shared measures**.

Baseline measure: None

Current quarter measures:
- Number of new formalized collaboration agreements developed and letters of support received
- Level of engagement of working group partners

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Partnerships, Shared Measures B are answered by grantees that have activities in collaborative partnerships.

There are no baseline measures here. For the current quarter, you'll report on the number of new formal collaboration agreements and new letters of support you secured. 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, or MOU, tribal resolutions, subgrants, or formalized collaboration agreements. The preferred data source is program records.

Partnerships (B)

CURRENT QUARTER REPORTING

1. Number of **NEW formalized collaboration agreements** developed. `20`
2. Number of **NEW letters of support** secured. `5`
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	○	○	○	●	○	○

If you have multiple partners in a category, rate them as a whole. If your partner fits in more than one category, rate it in the one category that fits best. Do not rate yourself.

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You'll then report on the level of engagement from your partners. For this performance measure, you'll then see a list of many different types of partners that you may be working with.

For example, pretrial service organizations, law enforcement agencies, mental health care providers. For each category you'll respond to the statement: "This partner is actively involved in the program" by agreeing or disagreeing on a scale. You may not have partners in all those categories. That's fine. You can indicate N/A for that category. You may also have multiple partners in a category. Perhaps you are working with several law enforcement agencies. If you have multiple partners in a category, look at them collectively and make your best assessment on how engaged that group of partners is. You may want to talk within your organization or with your grant manager about how to assess engagement of partners to help you answer this question.

Planning Activities, Policy, and Procedural Changes (C)

Grant Activity	I. Training	IV. Data Gathering	V. Collaborative Partnerships	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

Grantees who respond to the **strategic planning** performance measures **ALSO** respond to **planning activities shared measures.**

Baseline measure: None

Current quarter measures:
- Number of planning activities undertaken
- Number of agency policies or procedures created, amended, or rescinded

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Shared Measures C measures activity related to Planning Activities, Policy, and Procedural Changes.

These apply to grantees that engage in collaborative partnerships.

There are no baseline questions, and just two measures that you'll report on each quarter; the number of planning activities undertaken during the reporting period, and then the number of agency policies or procedures created, amended, or rescinded during the quarter.

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.

Reviewing Data Entry

| Grant Activity | I. Training | IV. Data Gathering | V. Collaborative Partnerships | VII. Victim Services |

A. Training and/or Technical Assistance Activities - Shared Measures   **B. Partnerships - Shared Measures**

C. Planning Activities, Policy & Procedural Changes-Shared Measures   REVIEW

- After saving responses on each data entry page, navigate to the **Review** tab.
- The system will display alerts if any data is missing or in the wrong format. Return to the data entry pages to address issues as needed.

As grantees review data, they should ask:
- Are all questions fully answered? Is anything missing?
- Does this report make sense given the funding, staffing, and objectives?
- Should any victimization types described as "Other" be reported in an existing victimization category?

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We've finished our quarterly reporting!

Navigate to the Review tab to review your data in the PMT or on a printed hard copy. The Review page shows grantees what you have entered into the system and provides you with alerts about any issues found in your data, like missing data entry.

This page will allow you to review your responses to all the performance measures and flag if any items were left blank. You can navigate back to the relevant data entry page if you need to fill in any missing information or correct a typo.

Completing Data Entry

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.

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

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At the bottom of the Review page will be a confirmation heading. You'll check the box to mark your data as complete, and then click Save. When you click Save, your report will lock and you won't be able to make further edits. If you click Save and then realize you need to change a response, you'll need to contact the OVC PMT Helpdesk so they can unlock your report for you to make the edit and then resave.

Every quarter, data analysts from the Performance Management Team conduct a review of the data grantees enter into the PMT. The 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 contacts you to request clarification or confirmation of data.

Please respond promptly to these quarterly review emails and either confirm the data is accurate or correct the data in the PMT system. OVC then maintains a record of responses for audit purposes

Delayed Reporting Reminders

If grantees receive notice indicating you have not yet completed required reporting, 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 "Mark Data Entry as Complete" box has not been selected)
- **Complete** (the "Mark Data Entry as Complete" box has been checked and saved)

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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 "Mark Data Entry as Complete" box has not been selected)
- **Complete** (the "Mark Data Entry as Complete" box has been checked and saved)

Semiannual Narrative Report

Overview and Access | Navigation | Entering Data | Reviewing Data | Semiannual Narratives | Troubleshooting Tips

Grant Activity   I. Training   IV. Data Gathering   V. Collaborative Partnerships   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

- Narrative questions are asked twice a year during the April–June and October–December reporting periods.
- Semiannual responses should reflect the previous 6-month reporting period: January–June and July–December.
- Reports lock after submission and cannot be edited. Please draft responses in Word and copy and paste to ensure you have a copy.
- You may use up to 5,000 characters for each response.

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TVS grantees report quarterly data in PMT, but then every 6 months they also submit a Semiannual Report in GMS. You'll respond to these questions based on the entire 6-month period and share your successes, delays, requests for technical assistance, significant developments, and so forth.

Remember to periodically save this page as you enter your narrative responses. You may want to prepare your responses in another document and then copy them into the system. If you compose your responses, you do want to save because the system will time you out after 30 minutes of "inactivity," and the system doesn't recognize just typing as an activity. You need to save to refresh the page.

Grantees submit financial reports separately from their PMT reporting. Grantees should contact their OVC Victim Justice Program Specialist for information about financial reporting.

Reporting Schedule: 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 in GMS by January 30 and July 30.

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If you have subgrantees, you will be asked to summarize their activities in Question 8 of the Semiannual Report. So, this is important to remember: quarterly reporting in the PMT is just based on your activities as the prime grantee. Quarterly reporting does not include subgrantee activities.

As the grantee, you should provide each subgrantee a copy of the TVS Performance Measure Questionnaire fillable PDF. Attach each subgrantee's completed tracker to the Semiannual Report in GMS by January 30 and July 30.

To generate the report:

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 requests under FOIA and OVC reserves the right to share grantee data and reports as it deems appropriate.

We wanted to share some best practices and troubleshooting tips with you as it relates to data entry in the PMT.
- Save and continue!
- The fields labeled "Number" or "Number Required" will only accept a numeric response. Do not try to enter text, decimals, or special characters here.
- Simply entering data into a field does NOT constitute as activity. The system only recognizes the data or advancement to the next page when you click the Save and Continue button.
- Not sure about a question? Hover over the underlined text to prompt helpful language explaining the question.

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.

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If you encounter a system error, you may want to try these options, such as logging out and logging back in, accessing the site with a different browser, or clearing the cache and cookies on your browser. You may want to access the PMT during non-peak periods when fewer people are also using the site.

Recorded Webinar Trainings

FY 2018 OVC Performance Measurement Tool User Training Webinar Series

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

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.

Members of OVC's performance measurement team discuss—

- processes for accessing the PMT system,
- submitting quarterly and semiannual data reports,
- navigational tips, and
- troubleshooting strategies

View the Recorded Webinar

View the Presentation and Transcript

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** (https://ovc.gov/grants/performance-measurement-tool-webinar-series.html).

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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.

Need Help? Page

- **Performance Measures:** A list of all performance measures with explanations

- **Frequently Asked Questions:** Provides additional information on reporting performance measures

- **PMT Fact Sheet:** Provides quick tips for reporting in the PMT

| OVC PMT Home | Administration | Profile | Enter Data | Reports | Need Help? | Logout |

Performance Measures
TVS - Performance Measures (December 2018)
TVS - Solicitation Map FY 2015–FY 2018 (Fall 2018)
PMT User Materials
TVS - FAQs for Grantees (Fall 2018)
TVS - FAQs on the PMT System (Fall 2017)
TVS - Progress Reporting Fact Sheet (Fall 2018)
TVS Subgrantee Only Performance Measures Fillable PDF
TVS - Victim Services Question Bank Data Template (Fall 2018)
Trainings
TVS - Performance Measures Training Slides (Fall 2018)
TVS - CTAS Grantee Performance Measures Training Slides (Fall 2018)
TVS - Opioid Crisis Program Grantee Performance Measures Training Slides (Fall 2018)
OVC Performance Measurement Tool Webinar Series Recordings

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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.

For Individualized Assistance

For individualized assistance related to project implementation—

- Work with your JBS coach to think through the request
- Complete and submit a JBS TTA request form via the OVC project's dedicated email (OVC-TTA@jbsinternational.com)
- Copy your OVC Grant Manager when submitting
- Await automatic reply–JBS will reach out within 24–48 hours.

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For individualized assistance related to project implementation—

- Work with your JBS coach to think through the request
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- Await automatic reply—JBS will reach out within 24–48 hours.

Office for Victims of Crime Performance Measurement Tool Helpdesk

- If you have any questions about performance measures, system navigation, or the content in this presentation, 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 via email at ovcpmt@usdoj.gov or toll-free at 1–844–884–2503.
  - 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 and subgrantees, OVC will send an email to all grantees with necessary information and next steps.

GMS Helpdesk

To contact the GMS Helpdesk, please call 1–888–549–9901 and dial 3 when prompted or email the GMS Helpdesk at *GMS.Helpdesk@usdoj.gov.*

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