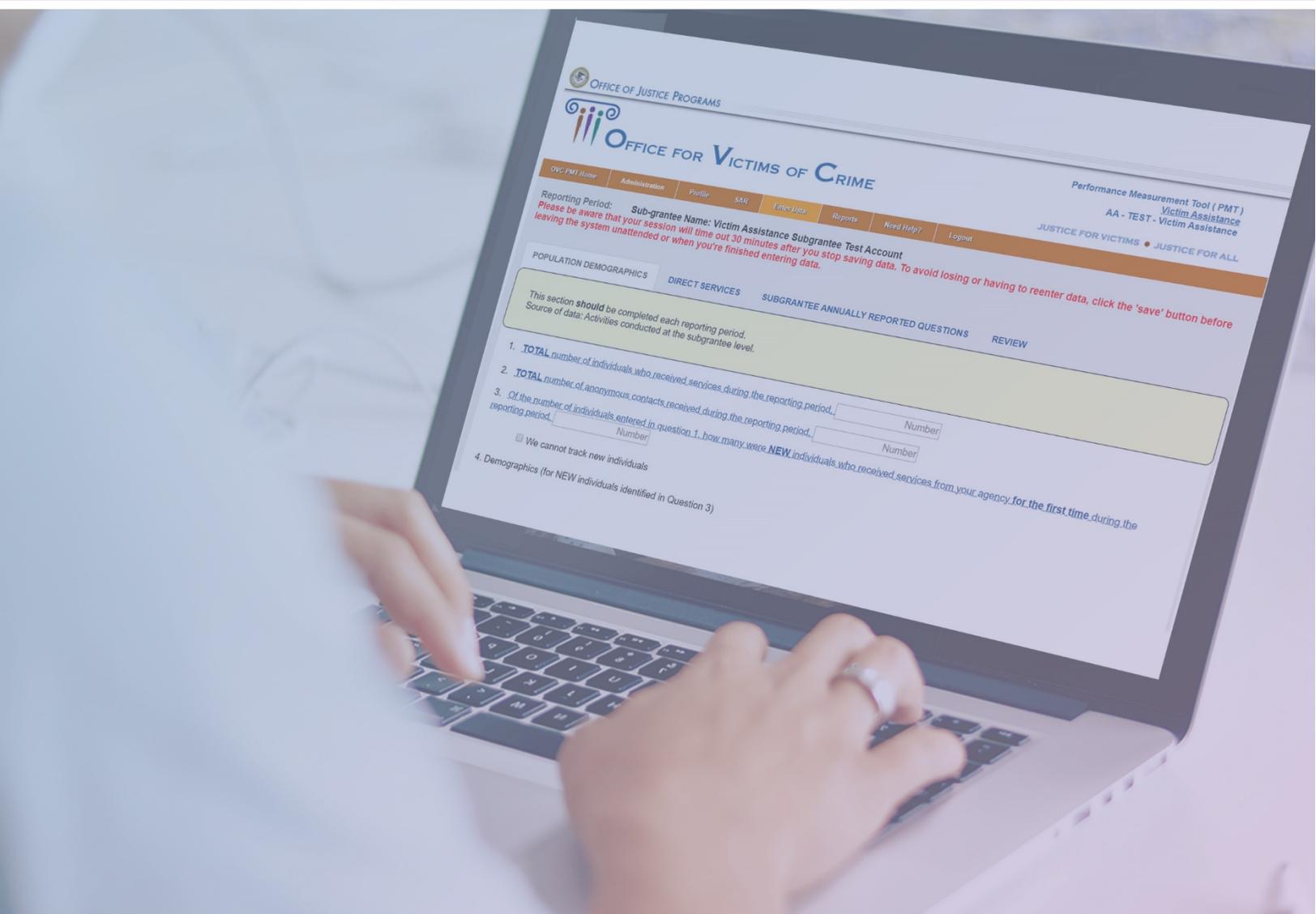


Victims of Crime Act Victim Assistance Performance Measurement Tool User Guide



JUSTICE FOR VICTIMS
JUSTICE FOR ALL

Office for Victims of Crime
OVC

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I. Introduction

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

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



This document is a companion to the Victim Assistance Performance Measures Questionnaire document and further explains what, when, where, and how to report data. If you need further assistance or have questions about the PMT, please contact the **OVC PMT Helpdesk** via email at ovcpmt@usdoj.gov or via phone at 844-884-2503.

1.2 2019 Updates

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

Data Validations

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

Data Import Feature

VA grantees have an alternative option for entering data using the data import feature. The data import feature allows grantees to collect their subgrantees' data in an Excel document and upload it into the PMT.

Grantees can benefit from the import tool in several ways:

- User friendly, accessible tool for all grantees.
- Reduces time entering subgrantee data separately.
- Simplifies quality review of subgrantee data.

1.3. Grantee and Subgrantee Roles and Responsibilities for Reporting

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

- **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; asking questions if you are unsure of how to report any data.
- **Entering** Subgrant Award Reports (SAR) for each subaward made as part of your VOCA VA program.
- **Communicating** with subgrantees about reporting, monitoring subgrantee reporting, and reviewing subgrantee data before approving it in the PMT.
- **Submitting** quarterly data via PMT and the Grants Management System (GMS) by the deadlines established for your program.
- **Attending** training on performance measures offered by OVC and reviewing resource materials.
- **Clarifying** and updating data in response to any inquiries from OVC.

Subgrantee roles in performance measurement reporting include the following –

- **Identifying** individuals who needs PMT system access.
- **Understanding** what data the grantee will need you to enter into the PMT system.
- **Contributing** to the SAR if directed by the grantee.
- **Entering** performance measures quarterly, if directed by the grantee, or submit data to the grantee for entry.
- **Clarifying** and updating data in response to any inquiries from the grantee.
- **Maintaining** documentation of individuals served and services provided to support data reported in the PMT.

1.4 Role of the Office for Victims of Crime Staff

OVC program specialists and members of OVC's Performance Management team perform the following activities related to performance measure data—

- **Identifying** appropriate performance measures for grantees to report based on program goals and anticipated outputs/outcomes.
- **Providing** training and technical assistance, including helpdesk support, on using the PMT system and entering performance measures.
- **Reviewing** data entered by grantees and subgrantees to promote consistency and accuracy.
- **Analyzing** data to develop grant program reports and respond to data inquiries.

1.5 How the Office for Victims of Crime Uses Victim Assistance Data



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

1.6 How Grantees Can Use Data



Grantees can use data to monitor progress and determine whether the organization is on track to meet the 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 awards.

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

2.1 Gaining Access to the PMT for the First Time

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

Important Note #1



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



Important Note #2

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

2.2 Updating Your User Account

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

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

User account data fields are—

Full Name – Include your first and last name.

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

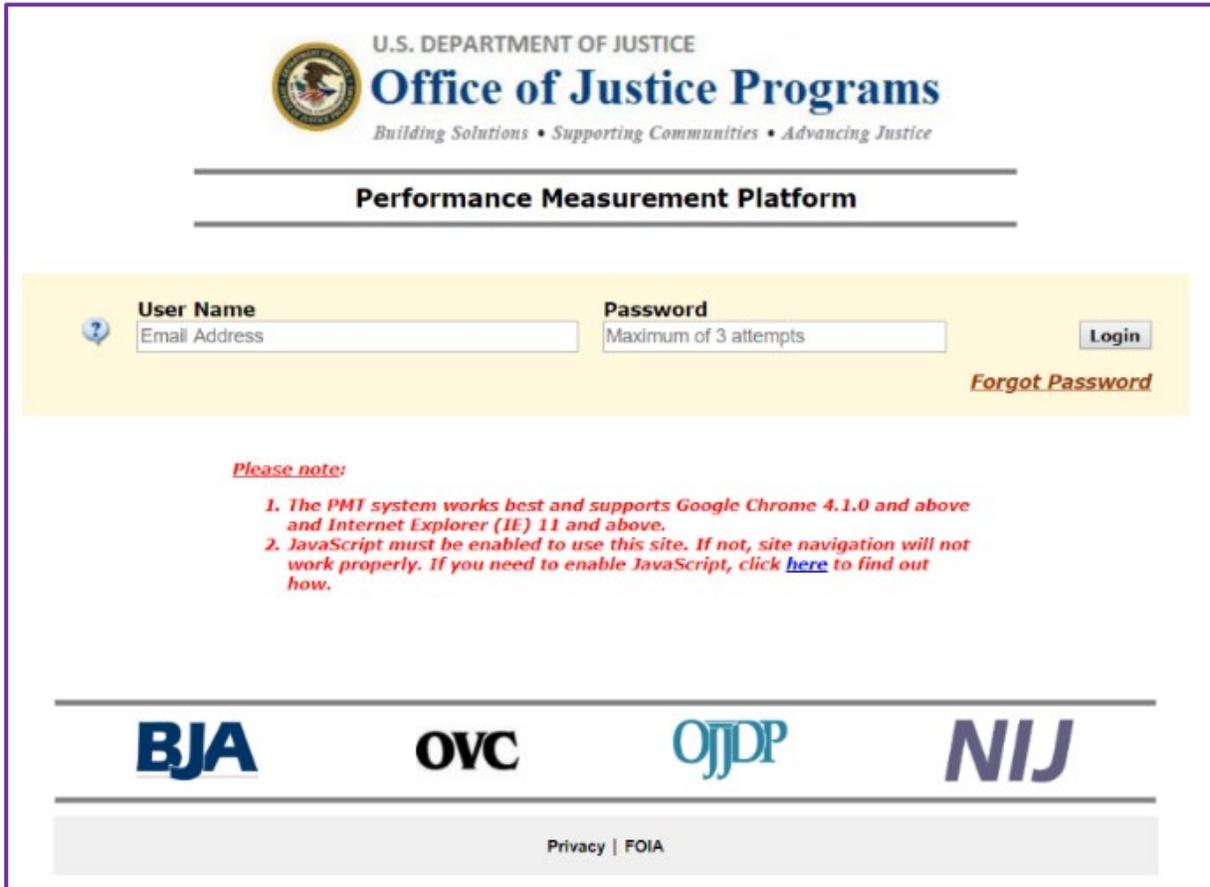
Phone Number – Please enter your work phone number or the best daytime number.

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

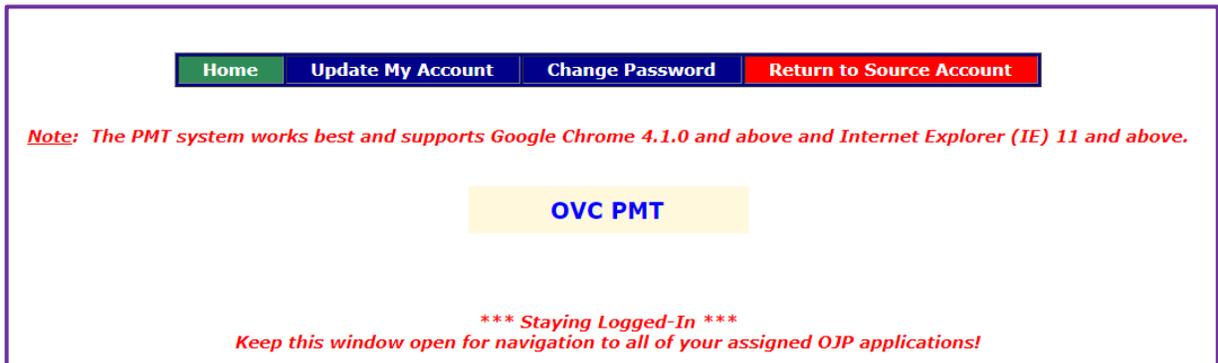
III. Navigation

3.1 Log into the Performance Measurement Tool Site

To log into the PMT site, go to <https://ojpssso.ojp.gov/> and enter your user name and password. The PMT system works best and supports Google Chrome 4.1.0 and above or Internet Explorer 11 and above for the best quality experience.

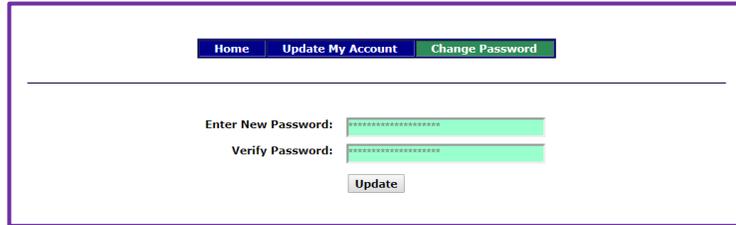


On the next page, click on the **OVC PMT** button to sign in.



3.2 Resetting Passwords

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



Passwords must conform to the following requirements—

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

If you forget your password—

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

The system will generate a message confirming that your new password has been saved.

3.3 Menu Bar

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



The PMT Menu Bar sections include—

- OVC PMT Home** – General information about your award(s) and reporting schedule.
- Administration** – Federal award details and user information associated with your organization.
- Profile** – Contact information for your organization and organization POC.
- Enter Data** – Data entry pages for performance measures.
- Reports** – Lists current and past reports and their status.
- Need Help?** – Resources for using the PMT and submitting feedback and questions.
- Logout** – Logs you out of the PMT system.

3.4 Administration Tab

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

Federal Award	Admin Funding	Training Funding	Total Federal Award Amount	Subaward Number (State Assigned)	Distributed Amount	Total Sub Award Amount	Subgrantee
2018-V2-AA-0000				12456	150,000.00	150,000.00	Testing for SCAD Demo
2018-V2-AA-0000			5,000,000.00		150,000.00		

Federal Award List

The Federal Award List displays all of the awards to which your organization has access. You may use the search fields to filter by selected parameters. Rows highlighted in white above each gray federal award row reflect the individual subawards aligned to that federal award. Subaward data reflected in the table includes the state-assigned subaward ID number, subgrantee organization name, and the total subaward amount. Rows highlighted in gray represent the federal award, along with the administrative and training funding allocated from that award and subaward funds assigned.



Important Note:

For each active federal award, in the Admin Funding and Training Funding fields, report the funds allocated for these activities. States can allocate a total of 5 percent of each active federal award to administrative and/or training activities. **This information should be reported and updated every year in the last quarter of the federal fiscal year.** If your state did not set aside administrative and/or training funds, please enter zero (\$0) dollars.

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



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

Follow the steps below to **add a new user**:

User Name	Phone	Email	Delete?
Matthew Kenyon	8448842503	OVCPMTier4@ojp.usdoj.gov	Delete

Add a new user

- Step 1:** Determine the individuals in your organization who need access to the system to maintain your organization’s profile page and enter performance measure data.
- Step 2:** Hover your mouse over **Administration** from the top navigation bar and then click **User Management** to manage the user accounts associated with your state.
- Step 3:** To add a new user, select the **Add a New User** button.

Create New User Form

First Name: Required

Last Name: Required

Email: Required
(format: joe@smith.com)

Phone: Required
(format: (999)999-9999x999)

- Step 4:** After entering the new user information in all fields, click **Save** to create the new user. The list of current users displays all users for your organization. OVC encourages grantees to review their users each year and take ownership to remove individuals who are no longer working with OVC grants.

Follow the steps below to **delete a user**:

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

Current User List

List Current Users

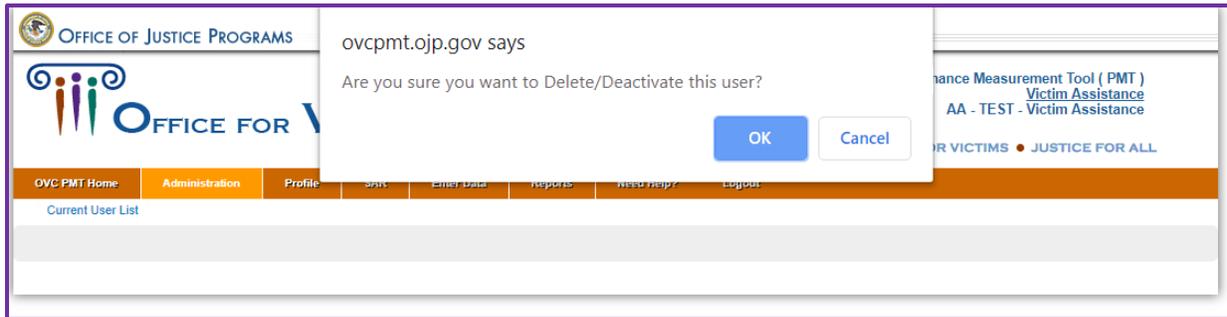
User was successfully Added.

Search:

User Name	Phone	Email	Delete?
Matthew Kenyon	8448842503	OVCPMTTier4@ojp.usdoj.gov	Delete

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

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



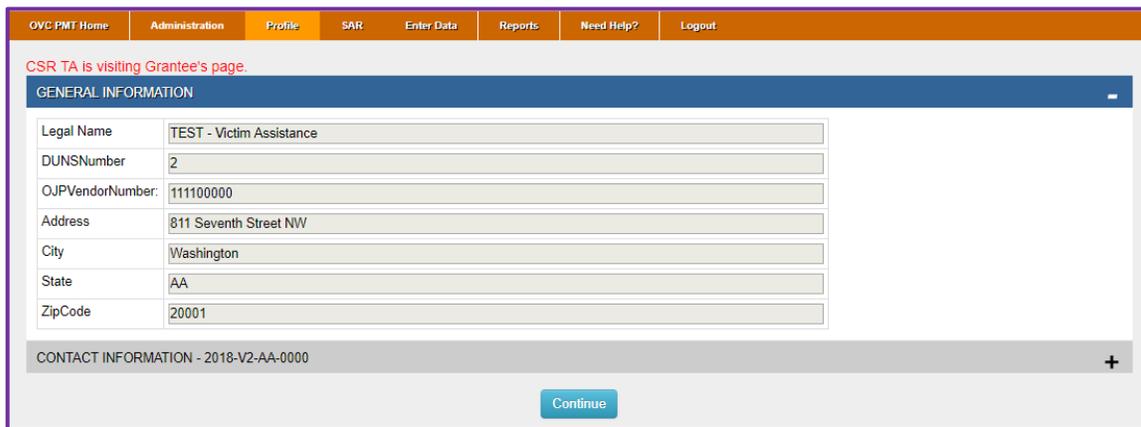
Step 3: Confirm the user’s profile was successfully deleted.



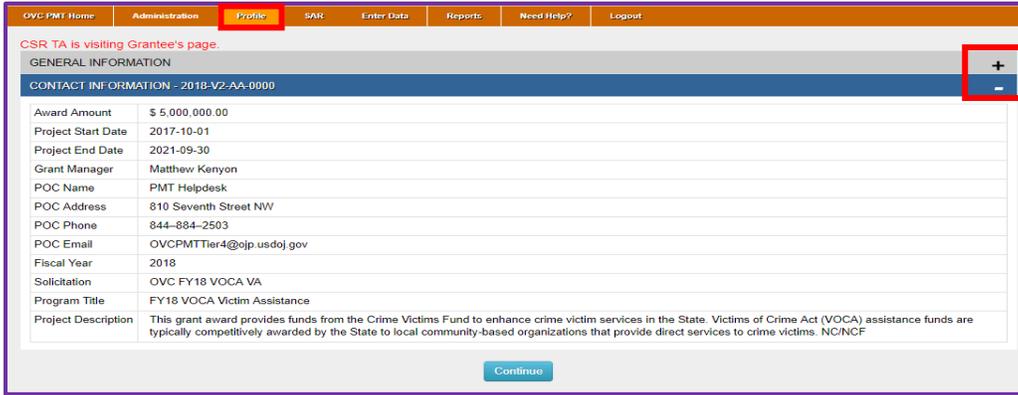
3.6 Profile Tab

On the Profile tab, you can view grantee organization and grant(s) information. After pulling this information from GMS, it is not editable within the PMT. If any information on the Profile page is incorrect, you must submit a Grant Adjustment Notice (GAN) in GMS to correct it.

The PMT is updated with information from GMS prior to the start of each data submission period. If you recently submitted a GAN to change any of this information, it may not be immediately reflected in PMT.



View the contact information for each award by selecting the “+” symbol on the right of the page.



Important Note #1

If you are your organization’s designated POC but your name is not listed on the Profile page, you will not receive important email notifications from the **OVC PMT Helpdesk**. To correct this, submit a GAN to update your status as the POC.

Important Note #2

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

IV. Entering Subgrant Award Reports

4.1 Creating a Subgrant Award Reports

The SAR is a requirement for state agency recipients (i.e., grantees) that receive VOCA funding from OVC to deliver VA services.

OVC uses the SAR to collect subgrantee organization type, subgrantee service capacity, subaward amounts, and subgrantee service areas to respond to different types of data requests.

Grantees use the SAR to share with OVC basic information on subgrantee recipients and the program activities that will be implemented with VOCA plus match funds. Because the PMT is a secondary data system, the grantee should establish its own primary system for documenting and monitoring its subgrants. Grantees should update the PMT to reflect the data in its own primary subgrant monitoring system.

If a State Administering Agency (SAA) awards funds to a pass-through entity, the SAA also shall submit a report on the pass-through entity, at such times and in such form and manner as OVC may specify from time to time.

States should enter SARs into the PMT system within **90 days** of awarding funds to the subgrantee. The report requires two levels of data—

- Profile of the subgrantee receiving VOCA funds.
- Information on the activities that the VOCA-funded subgrantee program will implement.

SARs should be updated within **30 days** of information changes (e.g., award amounts, project start and end dates).

Office for Victims of Crime
Victim Assistance Formula Grants Program
SUBGRANT AWARD REPORT

1. Subgrantee Organization/Tribal Name
(This is the agency providing the direct services to victims of crime, not a pass-through or conduit agency.)

A. Organization Name
Name

B. Organization/Tribal Address
Address

C. City
City

D. State
State

E. Zip Code
Zip Code

2. Subgrantee Organization/Tribal Point of Contact

A. POC Name
POC First Name, Last Name

B. POC E-mail Address
POC E-mail

C. POC Phone Number
POC Phone Number (XXX-XXX-XXXX)

3. Subgrantee Organization Type
INSTRUCTIONS: Check the box that best describes the type of government, agency, or organization (A, B, C, and D) identified in question 1.

A. Government Agencies Only: Which designation best describes this government agency? (select one response)

- Connections
- Courts
- Juvenile justice
- Law enforcement
- Prosecutor
- Other government agency

Description

B. Nonprofit Organization Only: Which designation best describes this nonprofit organization? (select one response)

- Child abuse service organization (e.g., child advocacy center)
- Coalition (e.g., state domestic violence or sexual assault coalition)
- Domestic and family violence organization
- Faith-based organization
- Organization provides domestic and family violence and sexual assault services
- Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)
- Sexual assault services organization (e.g., rape crisis center)

Revised March 2017 2
This questionnaire is to be used only for data collection purposes. Data must be entered in the OVC PMT at <https://www.OVC.PMT.gov>.



SAR Part 1 (Questions 1–6) capture subaward information and must be completed by the grantee.

SAR Part 2 (Questions 7–11) capture information about the subgrantee and may be completed by the grantee or subgrantee.

4.2 Subgrantee List (Grantee View Only)

The subgrantee list identifies each subgrantee organization name and key data on their SAR and data entry permission.

Step 1: Click the **Subgrantee Name** to edit the organization's name, address, and POC.

Name	Address	POC	Subaward Count	SAR Finished	SAR Approved	Allow Data Entry
Victim Assistance Grantee Test Account	810 7th Street NW Washington DC 20001	Matthew Kenyon ovcpmt@usdoj.gov 18448842503	2	0	0	<input checked="" type="checkbox"/>



Ask OVC...

Q: Are subgrantees required to have a SAR?

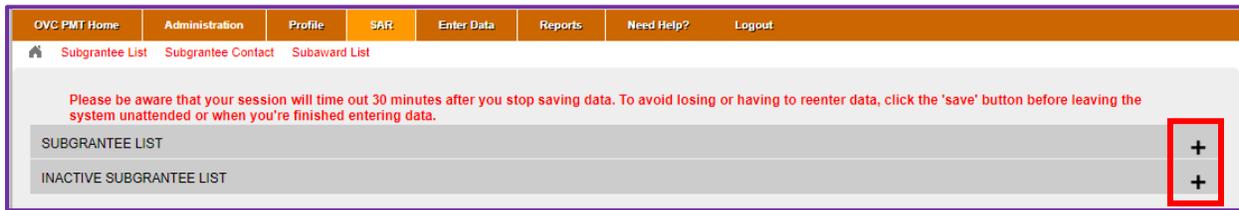
A: A SAR is required for each organization that receives VOCA funds and spends those funds for allowable expenses, including employee salaries, fringe benefits, supplies, and rent. States should create SARs for all subgrants or contracts they make, and subgrantees that further subgrant VOCA funds are also required to enter SARs for their subgrantees (e.g., a regional organization that makes subgrants to a local organization must develop a SAR for the local organization).

SARs are not to be completed for organizations that serve only as conduits for distributing VOCA funds or for organizations that provide limited, emergency services, on an hourly rate, to the VOCA subgrantee organizations. Services and activities that are purchased by a VOCA subgrantee should be included on the subgrantee's SAR.

Q: Our subgrants only provide training to other victim service providers. How should they report this in the PMT?

A: If a subgrantee only provides training, then talk with your OVC program specialist about how the subgrantee should be reflected in the PMT.

Step 2: Expand the **Subgrantee** or **Inactive Subgrantee Lists** to view active or inactive subgrantees.



Ask OVC...

Q: I don't see my subgrantee. What do I do?

A: Check the inactive list in case the SAR period of performance is passed. If your subgrantee is not on the list, contact the **OVC PMT Helpdesk**. SAR data is not deleted, but it may not be visible. The PMT Helpdesk can make that data visible again. Please do not recreate a new profile or SAR because then there will be duplicates in the system.

4.3 Adding a New Subgrantee



If you will be funding an organization that does not have a profile in the PMT, you will need to create a subgrantee profile for the organization before creating a SAR for that organization.

OVC recommends that each subgrantee have a single subgrantee profile within the PMT system, and all subawards to that agency are aligned to that one subgrantee profile.

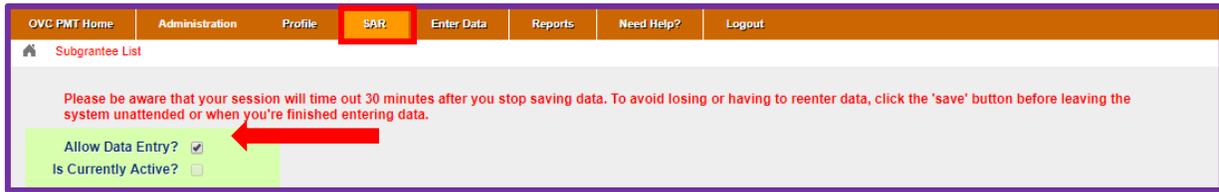
OVC relies on this information to respond to requests from Congress, the media, FOIA inquiries, and other sources for the number of subgrantees in a geography or with a particular characteristic. If a subgrantee is listed with multiple names/has multiple profiles in the PMT system, this subgrantee could be double-counted, leading to a misrepresentation of the number of unique subgrantee organizations receiving funds and available to support victims.

Step 1: Hover over the SAR tab in the PMT and select **Add New Subgrantee**.



The **OVC PMT Helpdesk** cannot add subgrantee users; only grantees can add subgrantees as users.

Step 2: Select the **Allow Data Entry** box if you would like the subgrantee to complete PMT reporting data.



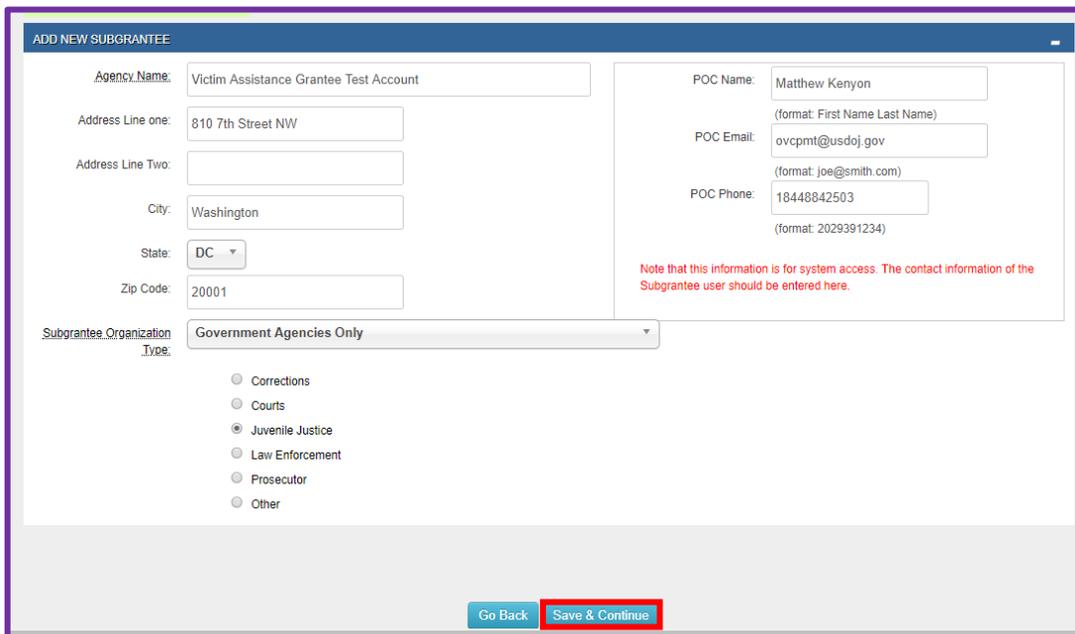


Important Note:

If grantees allow subgrantees to enter quarterly data in the PMT, then states have a responsibility to train subgrantees on PMT system navigation and forward OVC correspondence about the PMT system to subgrantees so they can effectively and accurately enter their quarterly data. Grantees are also responsible for reviewing and approving data entered by subgrantees prior to completing data entry in the PMT by OVC’s deadline, which means states may require subgrantees to submit their data early.

Step 3: Enter the subgrantee’s contact information. Use the following tips to ensure subgrantee names are clear to any individual viewing the information:

- Create one subgrantee profile for each organization and align all of the organization’s subawards to the profile.
- Enter the subgrantee’s legal name:
 - Avoid acronyms.
 - Avoid internal references that would not be understood by the general public.





Ask OVC...

Q: Some of my subgrantees serve both my state and a neighboring state. How should I enter and report on them in the system?

A: If a grantee is aware that a subgrantee serves multiple states AND receives VOCA VA subgrants from each state, then we recommend the following:

- When creating the subgrantee's profile, add your state abbreviation to the end of the subgrantee organization name. This will help the system link the subgrantee to your state. For example, if Victim Assistance Agency serves both Alabama and Tennessee, then Alabama may name this subgrantee: "Victim Assistance Agency (AL)."
- The subgrantee should separate the services provided with each state's subaward for reporting. Victim Assistance Agency would report on services supported by its Alabama subaward separately from the services supported by its Tennessee subaward.

Step 4: Select the Subgrantee Organization Type

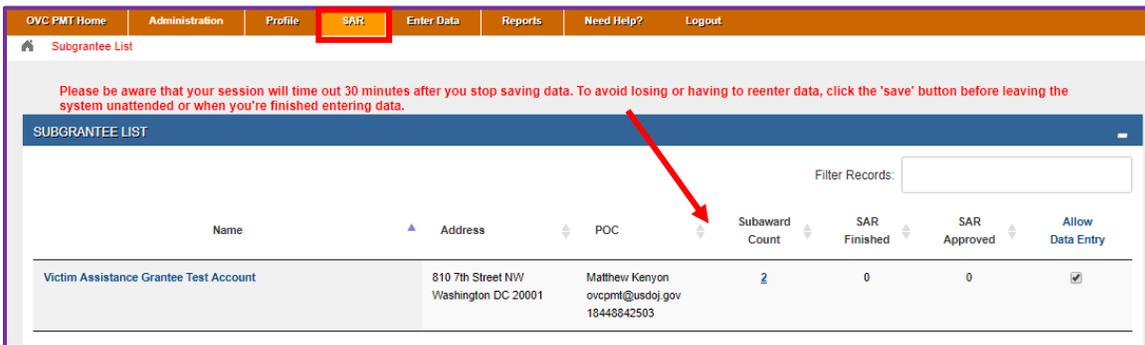
- Government Agencies Only.
- Nonprofit Organization Only.
- Federally Recognized Tribal Government, Agencies or Organizations Only.
- Campus Organizations Only.

Step 5: Click the **Save & Continue** button.

4.4 Adding or Editing a Subgrant Award Report

This section will help users add or edit a SAR. Details about the various columns are listed below.

- The **Subaward Count** column corresponds to the number of active subawards.
- The **SAR Finished** column represents the number of completed subawards, where all data fields have been entered.
- The **SAR Approved** column represents the number of approved subawards, where the Mark SAR as Approved box has been checked.
- A missing POC message in the **Allow Data Entry** column means subgrantee contact information is missing.



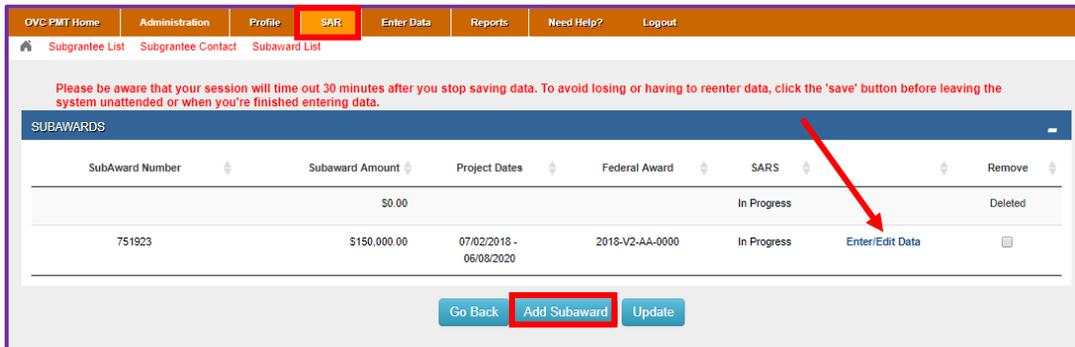
Please be aware that your session will time out 30 minutes after you stop saving data. To avoid losing or having to reenter data, click the 'save' button before leaving the system unattended or when you're finished entering data.

Name	Address	POC	Subaward Count	SAR Finished	SAR Approved	Allow Data Entry
Victim Assistance Grantee Test Account	810 7th Street NW Washington DC 20001	Matthew Kenyon ovcpmt@usdoj.gov 18448842503	2	0	0	<input checked="" type="checkbox"/>

Follow the steps below to **add** a Subgrant Award Report.

Step 1: Navigate to the Subgrantee List.

Step 2: Click on the number in the **Subaward Count** column.



Step 3: Click **Enter/Edit Data** to update an existing SAR.

Step 4: Click **Add Subaward** to add a new SAR for this subgrantee.

4.5 Subgrant Award Report Part 1: Subaward Information (Questions 1–6)

The SAR represents intent and should provide a projection of subgrantee information that reflects the same period of time as the subaward period of performance. Grantees are required to update the SAR with any changes within 30 days.



Important Note:

Even though the SAR collects financial data, this is not the primary system of record. OVC expects financial management to happen within the grantee’s own system. If you have questions about how to collect financial data, please contact your **OVC program specialist**.

SUBAWARD INFORMATION

State-assigned Subaward Number:

Subaward Amount:
(Enter Federal Funds ONLY, NO MATCH)

Select Federal Award:

	Award Number	\$\$\$ from this award	A. Child abuse:	B. Domestic and Family Violence:	C. Sexual assault:	D. Underserved:
<input checked="" type="checkbox"/>	2018-V2-AA-0000	<input type="text" value="150,000"/>	<input type="text" value="50,000"/>	<input type="text" value="50,000"/>	<input type="text" value="0"/>	<input type="text" value="50,000"/>

State-assigned Subaward Number – This number is unique to the grantee organization.

Subaward Amount – Enter federal funds ONLY, do not include match funds here.

Federal Award Number – Select the federal grant from which this subaward is funded and enter the amount(s) related to that grant. When more than one OVC VOCA federal grant is used to fund the subaward, for the same start and end date, select each federal grant and enter the associated amount.

Step 1: Check the box for the award number that funds the subaward.

Step 2: Enter the total subaward amount and the amounts allocated toward each of the priority areas, including—

- child abuse,
- domestic and family violence,
- sexual assault, or
- the underserved.



Important Note:

VOCA requires that 10 percent of each federal award be allocated to each of the priority areas listed above (for a total of 40 percent of the federal award budget). States and subgrantees should determine priority and underserved allocations when the subaward is issued as part of the subaward budget development process.

Project Start and End Dates

Please report the date the VOCA-funded project begins and the date the VOCA-funded project ends. A SAR created with start dates that fall within the annual reporting period (federal fiscal year) will be associated with performance data submitted for that federal fiscal year.

Project Start Date:	2018 ▼	Jul ▼	1 ▼	(The date the VOCA -funded project begins.)
Project End Date:	2018 ▼	Jun ▼	30 ▼	(The date the VOCA -funded project ends.)
Subaward Purpose:				
<input type="checkbox"/> A. Continue a VOCA-funded victim project funded in a previous year				
<input type="checkbox"/> B. Expand or enhance an existing project not funded by VOCA in the previous year				
<input checked="" type="checkbox"/> C. Start up a new victim services project				
<input type="checkbox"/> D. Start up a new Native American victim services project				
<input type="checkbox"/> E. Expand or enhance an existing Native American project				

Subgrant start and end dates must be within the start and end dates of the federal award(s) funding that subaward. PMT has a new validation to check this. This applies to subgrants funded with multiple federal awards. Split funding into multiple subawards if the subgrantee will provide services beyond the federal award period.

 **Ask OVC...**

Q: If the subaward project period is not the same as the federal fiscal year (October–September), how does this affect the information reported for the current fiscal year?

A: Budget information collected in the SAR represents the subgrantee organization’s fiscal year because it reflects the entire organization’s victim program budget and staff resources and the portion of those resources that is VOCA-funded.

Priority and Underserved Requirements (Question 6)

Enter the portion of the subaward amount that is intended for use for each priority or underserved category. If this amount is zero, please enter 0. The total for each category will auto-populate the applicable category in the next section for Priority and Underserved Requirements.

Priority and underserved funding allocations are determined by the state for each SAR. Indicate the amount of VOCA funds ONLY that are allocated to each category of priority and underserved victims of crime. The amount provided below should not include match funds. Match funds are reported in a different section of the SAR form.



If a field has red text that says “required,” and no funds are allocated to this, then simply put zero (0) dollars.

Question 6A. Child Abuse (may include services for child physical and sexual abuse)

A. Child abuse:	50000
<u>A1. Child physical abuse/neglect:</u>	\$ Amount (Optional)
<u>A2. Child sexual abuse:</u>	\$ Amount (Optional)
B. Domestic and Family Violence:	50000
C. Sexual assault:	0
<u>C1. Child sexual assault:</u>	\$ Amount (Optional)
<u>C2. Adult sexual assault:</u>	\$ Amount (Optional)

Child sexual abuse or assault should be reported EITHER in Question 6A (Child Abuse), or in Question 6C (Sexual Assault), depending on how the state or territory tracks and reports this data. Select ONLY one.



The sum of the subcategories for child abuse must equal the Question 6A total (A1 + A2 = A).

Question 6B. Domestic and Family Violence (formerly known as spousal abuse)

Question 6C. Sexual Assault (may include services for child and adult sexual assault)



The sum of the subcategories for sexual assault must equal the Question 6C total (C1 + C2 = C).

Question 6D. Underserved (includes driving under the influence (DUI)/driving while intoxicated (DWI) crashes, assault, adults molested as children, elder abuse, robbery, survivors of homicide victims, and other violent crimes)

For each underserved category, enter the portion of the funds that will be used for various subcategories.



The sum of the subcategories for underserved must equal the Question 6D total (D1–D9).

D. Underserved:	50000
D1. Underserved (DUI/DWI crashes)	25000
D2. Underserved (assault):	0
D3. Underserved (adults molested as children):	0
D4. Underserved (elder abuse):	0
D5. Underserved (robbery):	25000
D6. Underserved (survivors of homicide victims):	0
D7. Other Underserved (other violent crimes):	0
D8. Please briefly describe "Other Underserved (other violent crimes)":	<input type="text"/>
	<small>You have 2000 characters left. (Maximum characters: 2000)</small>
D9. Other Underserved (non-violent crimes):	0
D10. Please briefly describe Other Underserved (non-violent crimes):	<input type="text"/>
	<small>You have 2000 characters left. (Maximum characters: 2000)</small>
Total Underserved:	50000 (Auto calculated)
D11. Please briefly explain how your state or territory defines "underserved" if other than what is listed above:	<input type="text"/>
	<small>You have 2000 characters left. (Maximum characters: 2000)</small>

This is determined by the state for all SARs. It will auto-populate all active SARs during the same federal fiscal year. It will auto-populate all SARs created for the same time period.



Ask OVC...

Q: To calculate the priority/underserved victim funding amount, it is challenging to project how funds might be used in different fiscal years. How can we better enter this data?

A: States are required by the VOCA Final Rule to allocate 10 percent of their funding to certain priority and underserved areas. Enter priority and underserved allocations in the OVC PMT and update within 30 days if there are changes to funding allocations.

Data in the SAR reflects the allocation of funding. Through their established monitoring processes, states should monitor how subgrantees implement VOCA-funded activities in alignment with their subaward budget. Grantees should contact OVC if they have additional questions about priority/underserved victim funding amounts in the SAR.

Q: How should a state or territory's definition of "underserved" be entered into the SAR?

A: Each state grantee has latitude for determining the method for identifying underserved crime victims, which may include public hearings, needs assessments, task forces, and meetings with statewide victim services agencies. The state will enter this information once in Question 6D 11 for the federal fiscal year award period, and then it will be auto-populated into each additional SAR that the state creates for that period.

4.6 Subgrant Award Report Part 2

SAR Part 2 captures information about the subgrantee and may be completed by the grantee or subgrantee.



Important Note:

The user who enters SAR Part 2 will be responsible for entering quarterly data for the subgrantee, regardless of whether the grantee checks the “allow data entry” box when creating the subgrantee profile. There is a record locking security feature in the system to prevent multiple users from accessing and entering data on the same record. This may be triggered if the state enters SAR Part 2 or a quarterly performance data report on behalf of a subgrantee that is allowed data entry. States may wish to have subgrantees complete SAR Part 2 to ensure successful access to and entry of the subgrantees’ quarterly data.

Question 7: Subgrantee Agency Service Area(s)

Type your county by state in the first search box and select the appropriate one that covers the service area affected by the VOCA-funded program or project. Use the secondary data open text field to enter other counties that may be outside the organization’s designed state.

SAR - PART2

7. Service Area(s):

Select counties (by state)

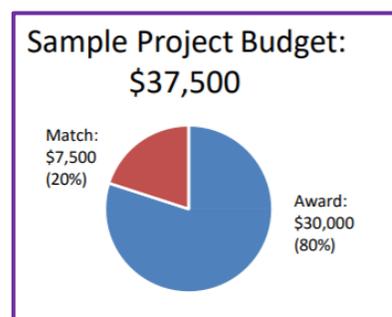
Other counties served outside of the State:

N/A

Question 8: Subgrant Match (Financial Support from Other Sources)

All VOCA awards must be matched (20 percent) either with an in-kind or cash match, except for—

- VOCA subgrants made in—
 - the Virgin Islands,
 - Puerto Rico,
 - American Samoa,
 - Guam,
 - Northern Marianas, or
 - Palau.
- tribal organizations, and
- organizations with approved match waivers.



Compute this by first dividing the amount of the award from Question 4B by .80. This will give you the total value of the organization’s VOCA project budget. **\$30,000 subaward amount / .80 = \$7,500.**

Second, subtract the amount of the subaward from the total project budget to determine the required match amount. **\$37,500 total project budget - \$30,000 subaward = \$7,500 match requirement.**

Question 9: Use of VOCA and Match Funds

For this subaward, check the category of service and subcategory that best identifies the types of services or activities that will be provided by the VOCA-funded project. Report only those services provided by the VOCA-funded project. Do not report services funded by another source. OVC uses this data to respond to data requests about subgrantees that provide specific types of services with VOCA funding. These services align to the direct service subcategories that will be reported on as part of the quarterly data report. **Check all that apply.**

Question 10: Types of Victimitizations

Check the types of victimization that best describe the victims the VOCA-funded project will serve. "Other" refers to a type that is not associated with any of the types provided in this list. **Check all that apply.**

Types of Victimitizations

- Adult Physical Assault (includes Aggravated and Simple Assault)
- Adult Sexual Assault
- Adults Sexually Abused/Assaulted as Children
- Arson
- Bullying (Verbal, Cyber or Physical)
- Burglary
- Child Physical Abuse or Neglect
- Child Pornography
- Child Sexual Abuse/Assault
- Domestic and/or Family Violence
- DUI/DWI Incidents
- Elder Abuse or Neglect
- Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)
- Human Trafficking - Labor
- Human Trafficking - Sex
- Identity Theft/Fraud/Financial Crime
- Kidnapping (non-custodial)
- Kidnapping (custodial)
- Mass Violence (Domestic/International)
- Other Vehicular Victimitization (e.g., Hit and Run)
- Robbery
- Stalking/Harassment
- Survivors of Homicide Victims
- Teen Dating Victimitization
- Terrorism (Domestic/International)
- Other

If other, please explain:

You have 2000 characters left. (Maximum characters: 2000)

Performance Measure Dictionary and Terminology Resource

OVC is developing a **Performance Measure Dictionary and Terminology Resource** to be a resource for terms used as part of OVC’s performance data collection efforts.

This resource will create a single location to find definitions and examples of terms used across the modules and will standardize definitions for easier reporting. This resource will be available in the near future.

Question 11: Budget and Staffing

Indicate below the requested information based on the subgrantee’s current budget for the time period that corresponds to the SAR period of performance. For example, if the SAR period is 1 year, then respond to the questions based on the agency’s projected 1-year budget. If the SAR period is 2 years, then respond to the questions based on the agency’s projected 2-year budget.



Important Note:

Report the total budget available to the victim services program, by source of funding. Do not report the entire agency budget, unless the entire budget is devoted to victim services. For example, if VOCA funds are awarded to support a victim advocate unit in a prosecutor’s office, then only report the budget for the victim advocate unit. Do not include in-kind matches. Do not report sums less than one dollar.

Question 11A – Report the **total budget** for all victimization programs/services for this subgrantee. Include the subaward amount reported in Question 4.

Question 11B – Report **annual funding amounts allocated** to all victimization programs and/or services. Identify by source the amount of funds allocated to the victimization programs/services budget of the subgrantee agency.

Ask OVC...

Q: We provide subawards for 2 years. The amount of this subaward is automatically populated into field 11B 1. Question 11 asks about the organization’s annual budget from various sources. However, if we populate 1 year’s budget in fields 11B 2–5, this does not align with field 11B 1 which is reflecting a 2-year award amount. How should we reflect agency budgets when the SAR is more than 1 year?

A: The organization budget in fields 11B 2–5 should reflect the same time period as the subaward. If the subaward is 1 year, then 11B 2–5 will reflect 1 year. If the subaward is 2 years, then 11B 2–5 should reflect the agency’s budget over 2 years.

Q: Question 11B asks for annual funding amounts allocated to all victimization programs and/or services for the current fiscal year. In the “Other Local” field, does “Local” only mean public funds, county, municipal, etc., or does this include private foundations, donations, bake sales, etc.?

A: 11 B 3. Other Local: Local funds refer to funds obtained from sources that are described as county, municipal, local nonprofit, local group that raises money on your organization’s behalf, and so on. For example, a community foundation or funds from a local bake sale would be included here.

11B 4. Other Federal: This includes all federal government agency funding except the VOCA subaward amount reported in Question 4 on the SAR.

11B 5. Other Non-Federal: This refers to non-local agencies that are not federal agencies, such as national nonprofits or foundations.

Question 11C – Report the total **number of paid staff** for your program, regardless of funding source. You should include **both** VOCA-funded and non-VOCA funded positions:

- Count each staff person once. Both full-time and part-time staff should be counted as one staff member.
- Do not prorate based on a full-time equivalent (FTE).
- Only enter whole numbers.



Any staff member that supports a subgrantee victimization program and/or service counts as one position, regardless of the percentage of time they devote. If two staff members each spend 50 percent of their time on victimization programs, then the SAR would reflect two positions in Question 11C (number of paid staff for all subgrantee victimization programs).

Question 11D – Report the **number of hours** funded with VOCA or match funds for subgrantee’s victimization programs and/or services. Do not include non-VOCA funded hours here.



Staff hours should reflect only the number of VOCA-funded hours. If one staff member only spends 1,000 hours a year on VOCA-funded activities, then the SAR would reflect 1,000 hours in Question 11D (number of hours funded through VOCA plus match funds).

- This question **is not** a percentage of staff time (e.g., 50 percent)
- This question **is not** an FTE of staff time (e.g., 0.50)

Question 11E – Report the number of **volunteers** supporting the work of this award with VOCA plus match funds.

- Count each volunteer once.
- Do not prorate.
- Only enter whole numbers.

Question 11F – Report the total number of **volunteer hours** funded with VOCA plus match funds for subgrantee’s victimization programs and/or services.

- Do not include non-VOCA funded hours here.
- Count all volunteer hours that support the activities of your VOCA Assistance program, even if they are not used as match.



- **Example:** You may have 100 volunteers who contribute time valued at \$10,000 to your VOCA Assistance program. However, you may only need to provide a match of \$8,000 for your project. Even though you don’t need to count all of the volunteer hours as part of your match, it remains important to reflect all of the volunteer hours in this question. OVC wants to know the total count of hours worked by ALL volunteers for the activities counted as part of your VOCA Assistance program.

4.7 Subgrant Award Report: Review and Approval



Important Note:

The SAR must be approved by the grantee before subgrantees can complete data entry for their quarterly reporting.

Once you saved your data for **SAR Part 2**, you will be brought to the SAR Review page. Within this page, you can review all SAR data entered by both the grantee and subgrantee to confirm their accuracy. You may also print a copy of your data (using the **PRINT** button shown as item 1 below).

After your review, when you are ready to approve your SAR, check the box **Mark the SAR as Approved** and click **Save** (shown as item 2 below).

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

Subgrantee List Subgrantee Contact Subaward List Subaward Detail SAR **Review**

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.

SAR Review

Office for Victims of Crime
Victim Assistance Formula Grants Program
SUBGRANT AWARD REPORT (SAR)

1 Print

FEDERAL AWARD NUMBER: [EDIT](#)

Overall Comments(Optional):

2 Mark the SAR as Approved.

Add Comments

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

SAVE

V. Quarterly Subgrantee Data Report

5.1 Preparing the Quarterly Subgrantee Data Report

Subgrantee quarterly data captures data on the number of victims served, demographics of new victims, types of victimizations presented, and services delivered. Grantees may require subgrantees to submit data in advance of the OVC submission deadline so that the grantee has time to review and approve subgrantee data.

Grantees can share the [Subgrantee Data Collection Template](#), located on the PMT Need Help? page, with subgrantees to facilitate their data collection and aggregation.

5.2 Reporting Schedule: Office for Victims of Crime Deadlines



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

Quarterly Reporting in PMT				Annual Reporting in GMS			
Reporting Period	Submission Period	Content	Deadline	Reporting Period	Submission Period	Annual PMT Report	Deadline
October 1– December 31	January 1– February 15	Performance Measures	February 15	October 1– September 30	October 1– December 30	Performance Measures & Narrative Questions	December 30
January 1– March 31	April 1– May 15	Performance Measures	May 15				
April 1– June 30	July 1– August 15	Performance Measures	August 15				
July 1– September 30	October 1– November 15	Performance Measures & Narrative Questions	November 15				

After the final quarter of the federal fiscal year (July–September), grantees must respond to a set of narrative questions. Grantees will then generate an annual report in the PMT that aggregates data from the entire fiscal year. Grantees must submit the annual report into GMS by **December 30**.

See section VII. [Annual Narrative Questions and Generating the Annual Grantee Report](#) for details about completing the annual report

**Important Note #1:**

The grantee POC for the organization, and any additional users entered into the PMT, will receive an email at the start of the report submission period. They will also receive two reminder emails approximately 30 days and 15 days before the submission deadline.

**Important Note #2:**

These reminder emails may contain important information about system functionality or new resources. **Be sure to read any correspondence from the OVC PMT Helpdesk.**

Subgrantees should contact their SAA for report due dates because each state's internal reporting deadlines may be different than OVC's reporting deadlines. States have a responsibility to review and approve data entered by subgrantees prior to completing data entry in the PMT by OVC's deadline, which means states may require subgrantees to submit their data early.

5.3 Communicating with Subgrantees

Grantees can use the email feature on the Need Help? page to email their subgrantees. Select the reporting period and report status (Complete, In Progress, or Not Started) from the dropdown fields to select the appropriate subgrantee recipients. Note that the PMT does not have the ability to send attachments with email messages.

The screenshot shows the 'Need Help?' page in the OVC PMT. The navigation bar includes: OVC PMT Home, Administration, Profile, SAR, Enter Data, Reports, Need Help?, and Logout. The main content area features two dropdown menus: '-- All Periods --' and '-- All Status --', with 'Reset' and 'Apply' buttons to their right. Below these is a list of email recipients under the heading 'Email to:'. The list includes a 'Select / Deselect All' option and a checked item 'Victim Assistance Grantee Test Account'. At the bottom of the list, there is a checked option 'CC Myself at OVCPMTTier4@ojp.usdoj.gov' and a blue 'Continue' button.

5.4 Enter Data Tab

The PMT requires grantees to enter data for each quarter before the user has the option of entering data for the following quarter. For example, data for the April–June 2019 reporting period must be entered before the dropdown list displays an option for the October–December 2019 reporting period.

To manually enter data for a subgrantee, select the desired reporting period and subgrantee from the dropdown list and click **Continue**.



Ask OVC...

Q: If subgrantees do not have the option to select the current reporting period and begin data entry, what should they do?

A: In order for a subgrantee to report on the most recent reporting period, several conditions need to be met:

1. SAR dates must include the current reporting period.
2. Subawards must be active.
3. Reports from previous reporting periods must be completed and submitted.
4. Grantees need to enable subgrantees to enter data on the Subgrantee List page.

If you find you are unable to select the current reporting period, contact your SAA to make sure all of the conditions above are met. If you are still unable to report, the SAA will contact the **OVC PMT Helpdesk** to resolve the issue.

Using the Data Import Tool Feature

If you plan to use the data import feature to perform a bulk upload of subgrantee data, refer to the tips and the **Victim Assistance Performance Measurement Tool (PMT) Import Feature- 10 Steps to Success** resource.

The resource includes how to download the import feature template; how to populate and verify the data; and how to import it into the system.

Victim Assistance Performance Measurement Tool (PMT) Import Feature - 10 Steps to Success

OVERVIEW

As a Victims of Crime Act (VOCA) Victim Assistance grantee, you are required to report on the progress of your activities every quarter in the Office for Victims of Crime (OVC) Performance Measurement Tool (PMT). OVC created an import feature to help automate entering data into the PMT system. All Victim Assistance grantees can access and use the import feature for reporting periods starting on or after October 1, 2018.

Important Note: Only use the PMT Import Feature if you enter data on behalf of ALL of your subgrantees.

WHAT ARE THE STEPS I NEED TO TAKE TO SUCCESSFULLY USE THE IMPORT FEATURE?

Steps 1-3: Download Import Feature Template Step 4-5: Populate and Verify Data Steps 6-10: Import Data

1 Log in to the OVC PMT System

- Log in to the OVC PMT at <https://ojinfo.ojp.gov/> using your email address and password. If you do not have an assigned PMT login, please call the OVC PMT Helpdesk (see contact information on page 5).

2 Navigate to the Enter Data Tab

- Navigate to the Enter Data page and select the appropriate reporting period from the drop-down menu.

Please be aware that your session will time out 20 minutes after you stop working data. To avoid losing or having to reenter data, click the "save" button before leaving the system unattended or when you finished entering data.

SELECT REPORTING PERIOD: 10/01/2018 - 01/01/2019 Upload Download Template

SELECT SUBGRANTEE: Continue

Some additional tips include:

- Yes or No questions must be entered as “1” for Yes, and “0” for No, in the Excel template downloaded from the PMT. If this is entered as text, the system will not accept it.
- If there are more than 10 errors in the upload file, a stack overflow system error will appear instead of providing specific details about which rows or data fields in the Excel file have issues.
- Uploading smaller files of about 20 records each may help grantees catch the errors in the data.
- Double check SAR information. If there are any errors in a SAR that are active during the reporting period, they will translate as gaps in the data report.
- Agency name, headers, and formatting must be exact for the system to accept it. We recommend fitting data into the premade template and not the other way around.
- If a Subgrantee Data Report has already been manually entered before trying to upload, the subgrantee is removed from the template and the system will not accept data through the upload feature. This data must be entered directly into the system.

5.5 Office for Victims of Crime Performance Data Prorating Strategies

OVC expects all grantees and their subgrantees to collect and report performance measure data for activities supported by the Victim Assistance program. OVC recognizes that in some situations, tracking VOCA-funded activities separately from other activities may not be possible. In these circumstances, the grantee should work with the subgrantee to apply an appropriate strategy for prorating subgrantee activity so that a reasonable portion is allocated to the VA subgrant(s) and reported in the PMT.

OVC is developing a prorating strategies resource to support VA grantees and subgrantees with prorating.

5.6 Population Demographics (Questions 1–3)

This section should be completed for each reporting period. To ensure data accuracy and integrity, validation checks are built into the PMT system and also apply to the data import process.

The screenshot shows the PMT system interface. At the top, there is a navigation bar with tabs: OVC PMT Home, Administration, Profile, SAR, Enter Data (highlighted), Reports, Need Help?, and Logout. Below the navigation bar, the reporting period is set to 'Sub-grantee Name: Victim Assistance Grantee Test Account'. A warning message states: '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.' Below this, there are three tabs: POPULATION DEMOGRAPHICS (highlighted), DIRECT SERVICES, and REVIEW. A yellow box contains the text: 'This section **should** be completed each reporting period. Source of data: Activities conducted at the subgrantee level.' Below this, there are three questions with input fields:

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

Below the questions, there is a checkbox labeled 'We cannot track new individuals' which is currently unchecked.

Question 1 – Indicate the **TOTAL number of individuals who received services during the reporting period**. Count all individuals your organization served with VOCA plus match funds during the reporting period. This number should be an unduplicated count of people served during a single reporting period, regardless of the number of services they received or victimization types with which they presented.

DO NOT count anonymous contacts here. They should be reported in Question 2.



Question 1 = New + Continuing Clients

Question 2 – Indicate the **TOTAL number of anonymous contacts received during the reporting period**. Count all anonymous contacts your organization received through a hotline, online chat, or other service where the individuality of each contact cannot be established.

If your organization did not have any anonymous contacts, enter zero (0).



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

Question 3 – Report the number of **NEW individuals served with VOCA plus match funds for the first time during the reporting period**. This number should be an unduplicated count of identified NEW clients served during a single reporting period, regardless of the number of services they received or victimization types with which they presented.

For the first reporting period of your subaward, ALL individuals should be counted as new.



Question 1 ≥ Question 3

IF you checked “cannot track new individuals,” THEN Question 3 = 0

In some cases, subgrantees will select “We cannot track new individuals,” and enter a total number of new individuals served. If a subgrantee indicates that they cannot track new individuals, then the total number of new individuals served should be entered as zero (0).

5.7 Demographics (Question 4)

OVC’s guidance is for states and their subgrantees to collect and report the race/ethnicity, gender identity, and age categories of new victims served.



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.

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

Not Tracked – Allows the state or subgrantee to indicate to OVC that the organization is unable to collect the data in the format requested during the reporting period due to the need to change the local data collection system. The state or subgrantee needs to have efforts underway to track and submit the data as requested, as soon as possible. It is OVC’s expectation that the “Not Tracked” option will be gradually phased out as subgrantees develop the capacity to track the data as requested.

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



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

A. RACE/ETHNICITY (self-reported)	
Population	Number of New Individuals
American Indian or Alaska Native	<input type="text" value="2"/>
Asian	<input type="text" value="2"/>
Black or African American	<input type="text" value="2"/>
Hispanic or Latino	<input type="text" value="2"/>
Native Hawaiian or Other Pacific Islander	<input type="text" value="2"/>
White Non-Latino or Caucasian	<input type="text" value="2"/>
Some Other Race	<input type="text" value="2"/>
Multiple Races	<input type="text" value="0"/>
Not Reported	<input type="text" value="4"/>
Not Tracked	<input type="text" value="2"/>
Race/Ethnicity Total (auto-calculated after save)	<input type="text" value="20"/>

Grantees and subgrantee organizations are required to update their data collection processes to track people served through VOCA plus match funding within the demographic categories provided. If subgrantees have not fully updated their processes yet, states and agencies should report demographic information to the best of their ability.

Ask OVC...

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

A: If an individual self-identifies as only Hispanic or Latino, then count them in the Hispanic or Latino category. If an individual identifies as Black or African American AND Hispanic or Latino, then, yes, this client should be reported in Multiple Races category. OVC’s intent is to collect data on those people who self-identify solely as Hispanic or Latino and those who self-identify as both Hispanic or Latino and some other race. Those who self-identify as both Hispanic or Latino and some other race—for example, both Black and Hispanic—should be counted in the Multiple Races category. Each new person receiving services should be counted in only one category.

Question 4B. Gender Identity – All demographic data for the Subgrantee Data Report is self-reported by the client or person receiving services. Please report the gender identity the client reports. Gender options within the PMT are female, male, and other (with a description of any other gender identities reported by clients).

B. GENDER IDENTITY (self-reported)	
Population	Number of New Individuals
Male	<input type="text" value="10"/>
Female	<input type="text" value="4"/>
Other	<input type="text" value="1"/>
Please explain: <input type="text" value="transgender, non-binary"/>	
<small>You have 2077 characters left. (Maximum characters: 5000)</small>	
Not Reported	<input type="text" value="5"/>
Not Tracked	<input type="text" value="0"/>
Gender Total (auto-calculated after save)	<input type="text" value="20"/>

Ask OVC...

Q: In Question 4B, which refers to an individual’s gender, how do we report a client who identifies as a transgender?

A: In this situation, you may use the Other category, and you can provide a brief explanation of how the client identifies.

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

C. AGE (self-reported)	
Population	Number of New Individuals
Age 0- 12	<input type="text" value="0"/>
Age 13- 17	<input type="text" value="10"/>
Age 18- 24	<input type="text" value="10"/>
Age 25- 59	<input type="text" value="0"/>
Age 60 and Older	<input type="text" value="0"/>
Not Reported	<input type="text" value="0"/>
Not Tracked	<input type="text" value="0"/>
Age Total (auto-calculated after save)	<input type="text" value="20"/>

5.8 Victimization Types (Question 5A–C)

In this section, report on the type of victimizations experienced by all clients served in the reporting period. Select all options that apply for each client.

Question 5A: Types of Victimization

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

5. TYPES OF VICTIMIZATIONS (for ALL individuals identified in Question 1 and 2)

If no data is collected for a category, enter "NT" in that field to represent **Not Tracked**. This means that the subgrantee is not yet able to submit data in this category due to the need to update its data collection system, but that efforts are underway to track data as requested.

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

Victimization Type	Number of Individuals
Adult Physical Assault (Includes Aggravated and Simple Assault)	<input type="text" value="20"/>
Adult Sexual Assault	<input type="text" value="0"/>
Adults Sexually Abused/Assaulted as Children	<input type="text" value="20"/>
Arson	<input type="text" value="0"/>
Bullying (Verbal, Cyber or Physical)	<input type="text" value="0"/>

Question 5A – Hate Crime: Racial/Religious/Gender/Sexual Orientation/Other

If the subgrantee served victims of hate crimes, enter the number here.

IF no victims were served in this category:

The PMT no longer requires narrative data in the Please Explain field if no victims were served. This field may be left blank.

[Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other \(Explanation Required\)](#)

IF victims were served:

If a number greater than zero (0) is entered, the system will display a Please Explain field. The subgrantee should indicate the hate crime motivation (e.g., race, religion, sexual orientation) if known. Subgrantees can also indicate that the motivation is unknown.

Question 5A: Types of Victimization: Other

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

Question 5A – Types of Victimization: Total



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

Survivors of Homicide Victims	<input type="text" value="0"/>
Teen Dating Victimization	<input type="text" value="0"/>
Terrorism (Domestic/International)	<input type="text" value="0"/>
Other	<input type="text" value="0"/>
Total	<input type="text" value="122"/> (auto-calculated)

Question 5B – Multiple Victimization

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

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

Enter Number:



Ask OVC...

Q: If a subgrantee receives an anonymous contact through their hotline, the subgrantee may provide general information about victim services. If the anonymous contact does not disclose the type of victimization experienced, how should the subgrantee report on the type of victimization that the anonymous contact experienced?

Q: A subgrantee uses their funding to support a victim notification system (VNS). The VNS sends automated alerts to individuals who may have been victimized several years ago. The subgrantee may not know the victimization types of all the individuals who receive a VNS notification. How should the subgrantee report on the types of victimizations experienced by these individuals?

A: OVC understands that in the case of hotline or a VNS, a subgrantee may not be able to identify the type of victimization experienced by someone they serve. In those instances, the subgrantee should include unknown victimization types into their response for Other Victimization Type. For example, if a subgrantee served eight individuals for Other (violation of a protective order) and five individuals where the victimization type is unknown, then the subgrantee may report 13 individuals in the Other Victimization Type field.

Question 5C – Special Classifications of Individuals



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

Indicate the number of victims who self-report under the special classification categories. If a numerical value greater than zero (0) is entered for Special Classifications: Other, then an explanation must be provided in the Special Classifications: Other, Explanation field.



Ask OVC...

Q: In Question 5C: Special Classifications of Victims, will there be a dropdown list of lesbian, gay, bisexual, transgender, queer (LGBTQ) terms, or is it expected that the descriptive word will be inserted by the person reporting, for example, “transgender man?”

A: No, there will not be a dropdown list of LGBTQ terms. This question collects the total number of LGBTQ individuals an agency served. For example, out of the 25 clients served, if 5 described themselves as transgender, that number would be applied to the special classification for LGBTQ.

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

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

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

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

5.9 Direct Services (Questions 6–8)

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.

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

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

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



Important Note:

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

If a user is unable to use a browser that supports this feature, the user should contact the [OVC PMT Helpdesk](#) for support.

Question 8 – 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.

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



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

If Question 1 + Question 2 equals 20 individuals, then the number of individuals served per main category of service (A, B, C, D, or E) would be less than or equal to 20.

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

A1. Information about the criminal justice process	<input type="text" value="20"/>
A2. Information about victim rights, how to obtain notifications, etc.	<input type="text" value="30"/>
A3. Referral to other victim service programs	<input type="text" value="50"/>
A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	<input type="text" value="100"/>



If 10 individuals received A. Information and Referrals, the number of times each subcategory of service was provided (A1 + A2 + A3 + A4) should be greater than or equal to 10.



Ask OVC...

Q: A subgrantee provides services, however I am not sure which subcategory to use. What should I do?

A: Contact the **OVC PMT Helpdesk** and they will help coordinate with your **OVC program specialist** to receive the best guidance for reporting the type of services provided.

Question 8A: Information & Referral Services

Refer to page 39 the calculation validations that apply to each service category in question 8.

Question 8B: Personal Advocacy/Accompaniment

Refer to page 39 for the calculation validations that apply to each service category in 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

B. Personal Advocacy/Accompaniment

Enter the number of individuals who received services in this category

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

B1. Victim advocacy/accompaniment to emergency medical care	<input type="text" value="Number Of Occurrences"/>
B2. Victim advocacy/accompaniment to medical forensic exam	<input type="text" value="Number Of Occurrences"/>
B3. Law enforcement interview advocacy/accompaniment	<input type="text" value="Number Of Occurrences"/>
B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	<input type="text" value="Number Of Occurrences"/>
B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	<input type="text" value="Number Of Occurrences"/>
B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	<input type="text" value="Number Of Occurrences"/>
B7. Intervention with employer, creditor, landlord, or academic institution	<input type="text" value="Number Of Occurrences"/>
B8. Child or dependent care assistance (includes coordination of services)	<input type="text" value="Number Of Occurrences"/>
B9. Transportation assistance (includes coordination of services)	<input type="text" value="Number Of Occurrences"/>
B10. Interpreter services	<input type="text" value="Number Of Occurrences"/>

Question 8C: Emotional Support/Safety Services

Refer to page 39 for the calculation validations that apply to each service category in 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

C. Emotional Support or Safety Services

Enter the number of individuals who received services in this category

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

C1. Crisis intervention (in-person, includes safety planning, etc.)

C2. Hotline/crisis line counseling

C3. On-scene crisis response (e.g., community crisis response)

C4. Individual counseling

C5. Support groups (facilitated or peer)

C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)

C7. Emergency financial assistance

Ask OVC...

Q: Question 8D requests the number of individuals who received shelter/housing services during the reporting period. This information is easy to provide. However, Questions 8D 1–3 ask for the number of times a service was provided in each subcategory. Does this mean the number of individuals who received each type of shelter/housing or the number of bed nights?

A: For Questions 8D 1–3, shelters may report bed nights as the number of times each service was provided.

Question 8D: Shelter/Housing Services

Refer to page 39 for the calculation validations that apply to each service category in question 8.

Ask OVC...

Q: Under Direct Services, Law Enforcement Interview Advocacy/Accompaniment is listed in two categories: Personal Advocacy/Accompaniment and Criminal/Civil Justice System Assistance. Should I report data in both?

A: No, the subgrantee should report on this service in only one category. Agencies must provide data only for the Direct Service categories they select. Law Enforcement Interview Advocacy/Accompaniment is listed in both categories so that agencies that provide only Personal Advocacy/Accompaniment but not Criminal/Civil Justice System Assistance (or vice versa) will have the opportunity to report on that specific service. If an agency provides both categories of service, it should report on Law Enforcement Interview Advocacy/Accompaniment only once, in whichever category best applies.

Question 8E: Criminal/Civil Justice System Assistance

Refer to page 39 for the calculation validations that apply to each service category in 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

E. Criminal/Civil Justice System Assistance

Enter the number of individuals who received services in this category

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

E1. Notification of criminal justice events	<input type="text" value="Number Of Occurrences"/>
E2. Victim impact statement assistance	<input type="text" value="Number Of Occurrences"/>
E3. Assistance with restitution	<input type="text" value="Number Of Occurrences"/>
E4. Civil legal assistance in obtaining protection or restraining order	<input type="text" value="Number Of Occurrences"/>
E5. Civil legal assistance with family law issues	<input type="text" value="Number Of Occurrences"/>
E6. Other emergency justice-related assistance	<input type="text" value="Number Of Occurrences"/>
E7. Immigration assistance	<input type="text" value="Number Of Occurrences"/>
E8. Prosecution interview advocacy/accompaniment	<input type="text" value="Number Of Occurrences"/>
E9. Law enforcement interview advocacy/accompaniment	<input type="text" value="Number Of Occurrences"/>
E10. Criminal advocacy/accompaniment	<input type="text" value="Number Of Occurrences"/>
E11. Other legal advice and/or counsel	<input type="text" value="Number Of Occurrences"/>



Ask OVC...

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

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

VI. Reviewing and Completing Data Entry

6.1 Reviewing Data Entry

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

POPULATION DEMOGRAPHICS DIRECT SERVICES **REVIEW**

REVIEW

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

Search:

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

If grantees collect data from subgrantees and enter it on their behalf, grantees may perform a review of subgrantee data prior to entering it into the system. Key items to look for are:

- Does the subgrantee's data seem reasonable based on their award's purpose, the amount of subaward funding awarded, and subgrantee resources?
- Is this subgrantee prorating their data? If so, are they using an appropriate method for prorating and calculating the VOCA program portion properly?
- **Question 3, New Individuals**
 - If it is the first quarter of the subaward, does Question 1 (all individuals served) equal Question 3 (new individuals served)?
 - If the subgrantee indicated they cannot track new individuals (after the first quarter of the subaward), then is the number of new individuals zero (0)?
- **Question 4A–C, Demographics** Do the race/ethnicity, gender, and age categories total the number of new individuals?
- **Question 5A, Types of Victimizations**
 - Should any victimization types described as Other be reported in an existing victimization category?
 - Is total number of victimizations greater than or equal to the sum of Question 1 (total number of individuals served) + Question 2 (total number of anonymous contacts).
 - If a number greater than zero (0) was entered for the number of individuals experiencing hate crime or other victimization types, then is a narrative explanation included?

- **Question 8A–E, Direct Services:**
 - Are the number of individuals who received services per main category of service (in Question 8) less than or equal to the total number of individuals served plus anonymous contacts (Question 1 + Question 2)?
 - Is the sum of services provided for each main service category (in Question 8) greater than or equal to the number of people who received that category of service?
- If the subgrantee had data that needed clarification last quarter, does that data appear to be accurate this quarter?

6.2 Completing Data Entry

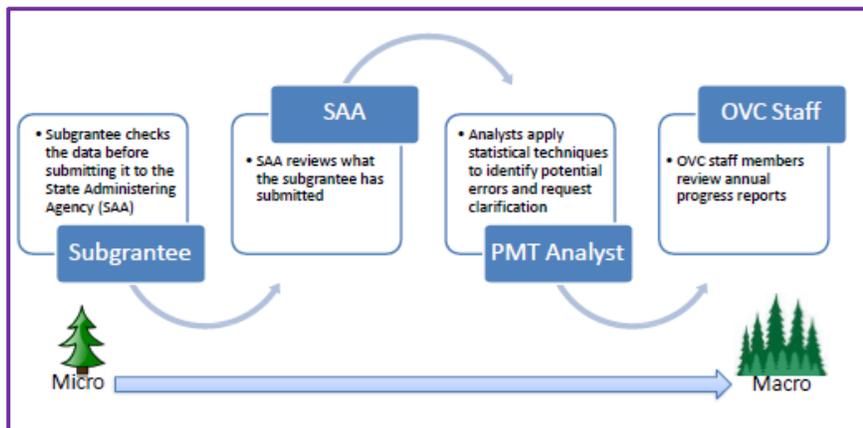


After confirming that your data entry is accurate, check the **Mark Data as Complete** box. Click the **Save** button. Saving will lock your report and prevent additional editing. If you need to unlock your report, contact the **OVC PMT Helpdesk**.

The screenshot shows the 'REVIEW' tab in the PMT interface. At the top, there are tabs for 'POPULATION DEMOGRAPHICS', 'DIRECT SERVICES', and 'REVIEW'. Below the tabs is a link that says 'CLICK HERE TO REVIEW THE DETAILS'. Underneath is a 'CONFIRMATION' section with a checkbox labeled 'Mark data entry as complete. The record will be locked for further data entry.' To the right of this checkbox is a 'SAVE' button. Below the checkbox is a text area for 'Additional Comments' with a character count: 'You have 500 characters left. (Maximum characters: 500)'. At the bottom of the confirmation box, there is a red note: '*Once data entry is complete for a reporting period, you can view performance data reports here.'

6.3 Quarterly Review Process

Every quarter, PMT data analysts conduct a review of the data grantees enter into the PMT. The PMT data analysts provide a thorough analysis of the reported data by checking for general reasonableness, errors, or stated issues. After compiling their findings, the OVC PMT Helpdesk contacts your SAA with the findings related to clarification or confirmation of subgrantee data.



VII. Annual Narrative Questions and Generating the Annual Grantee Report

7.1 Accessing the Annual Narrative Questions

Narrative questions are asked once a year during the **July–September reporting period** and cover activities and data that occurred during the entire federal fiscal year (October–September).

To respond to the annual narrative questions, navigate to the Enter Data page, and select the July–September reporting period. In the Select Subgrantee dropdown list, select your own grant organization, which will be listed first. Then select the **Continue** button.

You will now see the Grantee Annually Reported Questions.

7.2 Responding to the Annual Narrative Questions

You can enter up to 5,000 characters in each text box. Please remember to select the **Save** button periodically as you enter your narrative questions.

If you draft your responses in Word and then paste them into the PMT, please avoid bullet point lists/indentation and special characters which may not transfer properly into the text boxes.

Question 1 – Were any administrative and training funds used during the reporting period?

Question 2 – Did the administrative funds support any education activities during the reporting period?

Question 3 – Number of requests received for education activities during the reporting period.

Question 4 – Number of people trained or attending education events during the reporting period.

Question 5 – Number of events conducted during the reporting period.

Question 6 – Describe any program or educational materials developed during the reporting period.

Question 7 – Describe any planning or training events held during the reporting period.

Question 8 – Did the grant support any coordination activities (e.g., with other service providers, law enforcement agencies) during the reporting period?

Question 9 – Describe any program policies changed during the reporting period.

Question 10 – Describe any earned media coverage events/episodes during the reporting period.

Question 11 – Describe any coordinated responses/services for assisting crime victims during the reporting period.

Ask OVC...

Q: In Questions 11–13, regarding surveys of clients, should the agency be surveying only VOCA victims or VOCA and non-VOCA victims as well?

A: Agencies may choose to survey both VOCA and non-VOCA victims in order to get the best response possible. However, in the PMT, data should be reported only on activities funded with VOCA Victim Assistance dollars plus match funding. If an agency surveys both VOCA and non-VOCA victims, then the agency should prorate Questions 12 and 13, the number of surveys distributed and completed, to reflect the portion of victims served by VOCA plus match funds. For example, if an agency served a total of 400 victims, but only considers 50 percent of those victims to be supported by their VOCA program (and thus reports data on 200 victims in the Subgrantee Data Report), then the agency should report 50 percent of all surveys distributed and 50 percent of all surveys completed in Questions 12 and 13.

Question 12 – Please discuss the major issues in your state that either assist or prevent victims from receiving assistance during the reporting period.



Ask OVC...

Q: Question 12 mentions “services that were unmet because of capacity issues.” Does “capacity” refer to items our funding covers or to our ability as an agency to handle the situations presented? For example, suppose a subgrantee was so busy that no advocates were available to take the client. If it does refer to funding, would the subgrantee still list this as “Yes,” even if the subgrantee refers the victim to a place that could serve them?

A: OVC asks this question to understand the challenges that organizations funded under the VOCA Assistance program are confronted with when providing services to victims. These issues may be related to technology, staff, staff training, professional development, funding, and/or other resources. In other words, what challenges did your organization face during the reporting period that made it difficult to achieve its mission effectively and efficiently? SAAs may provide subgrantees with more specific guidance on the information they should report for this question.

Question 13 – Please describe ways that your agency promoted the coordination of public and private efforts within the community to help crime victims during the reporting period.

Question 14 – Please describe any notable activities at the grantee level during the reporting period that improved delivery of victim services.

Question 15 – Please discuss each priority (i.e., child abuse, domestic assault, sexual assault, and underserved) in which VOCA funds have been used to assist crime victims during the reporting period

Question 16 – Please briefly describe efforts taken to serve victims of federal crime during the reporting period.

Question 17 – Please identify any emerging issues or notable trends affecting crime victim services in your state during the reporting period.

Question 18 – Please briefly outline any staffing retention issues that your VA program has and why these issues may occur during the reporting period.

Question 19 – Please explain your state process to publicize its VA funding for services to victims of crime during the reporting period.

Question 20 – Please explain how your state is able to direct funding to new/underserved populations during the reporting period.

Question 21 – Please explain how your program is able to respond to gaps in services during the reporting period.

Question 22 – Please list and explain any outcome measure(s) that are reported to the governor, legislature, or other state entity during the reporting period.

7.3 Generating the Annual Grantee Report

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

Important Note:



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

Reporting Period	Total Subgrantees	Subgrantee Completed	Subgrantee In Progress	Subgrantee Not Required to Report	Subgrantee Not Started	Quarterly Reports
04/01/2019 - 06/30/2019	20	0	1	16	3	In Progress
01/01/2019 - 03/31/2019	20	0	2	16	2	In Progress
10/01/2018 - 12/31/2018	20	4	1	15	0	Data Export In Progress
Annual Report - 2018						PDF

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

Step 2: Identify the Annual Report in the table and generate the PDF.

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



Upload the annual report to **each** VA award active during the fiscal year. For example, you should upload the annual report for FY 2018 to your state’s 2015, 2016, 2017, and 2018 profile in GMS (unless otherwise directed by OVC).

Annual reports must be uploaded by **December 30**. Once reports are reviewed and approved by OVC staff, they may be posted on OVC.gov or otherwise shared outside of OVC. All grantee reported data is subject to requests under the FOIA and OVC reserves the right to share grantee data and reports as it deems appropriate.

AA Annual State Performance Report	
Victim Assistance Formula Grant Program	
Reporting Period: [Oct 1, 2017 to Sept 30, 2018]	
<i>This aggregated data is self-reported by the grantees and subgrantees in each jurisdiction.</i>	
OVC VOCA Assistance Funds	
	2018-V2-AA-0000
Federal Award Amount	\$5,000,000.00
Total Amount of Subawards	\$150,000.00
Total Number of Subawards	1
Administrative Funds Amount	\$0.00
Training Funds Amount	\$0.00
Balance Remaining	\$4,850,000.00
Subgrantee Organization Type	
<i>The total number of subgrantee organizations all subgrantees funded across all federal awards active during the reporting period. The number is not unique as there are subgrantee organizations that are continuously funded from each federal award.</i>	
Type of Organization	2018-V2-AA-0000
Government Agencies Only	1
Corrections	0
Courts	0
Juvenile Justice	1
Law Enforcement	0
Prosecutor	0
Other	0
Nonprofit Organization Only	0
Child Abuse Service organization (e.g., child advocacy center)	0
Coalition (e.g., state domestic violence or sexual assault coalition)	0

VIII. Troubleshooting Tips and Additional Resources

8.1 Quick Tips for Navigating the PMT

General Troubleshooting Tips

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

If You Encounter a System Error

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

8.2 Recorded Webinar Trainings



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

Victims of Crime Act Victim Assistance Grantee Overview User Training

This OVC webinar provides guidance for reporting on the required performance measures for the fiscal year 2018 VOCA VA formula grant program. Members of OVC’s performance measurement team discuss—

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

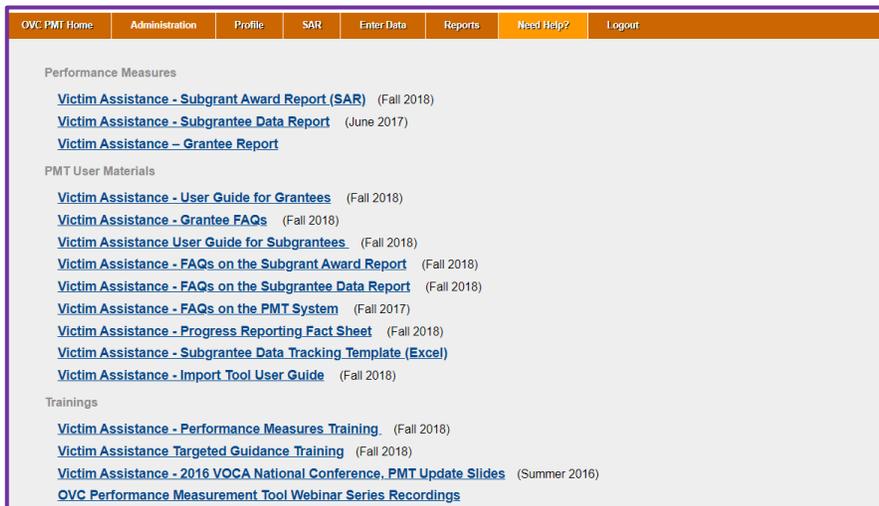
Victims of Crime Act Victim Assistance: Targeted Guidance

This OVC webinar provides FY 2018 VOCA VA formula grantees with a more in-depth guidance on PMT system reporting beyond overview user training.

Members of OVC’s performance measurement team provide guidance on how to report quarterly subgrantee performance data thoroughly and accurately. The webinar also includes a review of common inconsistencies that OVC staff observe and tips on reviewing subgrantee data prior to data submission.

8.3 Need Help? Page

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



8.4 Office for Victims of Crime PMT Helpdesk



If you have any questions about performance measure, system navigation, or the content in this user guide, please contact the **OVC PMT Helpdesk**.

The OVC PMT Helpdesk is available from 8:30 a.m.–5:00 p.m. ET on weekdays, except federal holidays and available via email at ovcpmt@usdoj.gov or toll free number at 844–884–2503. If you are experiencing a system issue, the helpdesk may escalate your issue to the development team for further investigation.



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

VOCA Grantees: Your Victim Justice Program Specialist’s contact information is on the OVC website at www.ovc.gov/contacts.html. If you are a VOCA grantee and have questions about your grant, please contact your OVC Victim Justice Program Specialist directly. If you do not know your OVC Victim Justice Program Specialist, please call OVC’s general information number at 202–307–5983 for this information.

VOCA Subgrantees: If you are a VOCA subgrantee, please contact your state VOCA Administrator. If you do not know your VOCA Administrator, please visit OVC’s U.S. Resource Map of Crime Victim Services & Information to obtain your VOCA Administrator’s contact information.