Office for Victims of Crime

Transforming Victim Services Progress Reporting

OVERVIEW

The Transforming Victim Services (TVS) initiative encompasses non-formula awards made under Federal Assistance Listing 16.582, Crime Victim Assistance/Discretionary Grants, and other awards as deemed appropriate. The TVS initiative ties performance reporting for awards under multiple solicitations to a set of standard performance measures that provide consistent data reporting.

In Fiscal Year (FY) 2018, OVC expanded the use of TVS measures to include Tribal grantees under the Coordinated Tribal Assistance Solicitation and Tribal Victim Services Set-Aside. This allows OVC to use TVS data to showcase the work done by grantees across multiple solicitations and to provide timely responses to specific inquiries.

REPORTING REQUIREMENTS

As a grantee under the Transforming Victim Services (TVS) initiative, you will be required to report the progress of your activities on specific performance measures related to your award. Every three months, you will report on your progress in the OVC Performance Measurement Tool (PMT), an online data collection system. On a semiannual basis, you will submit a report that covers six months of performance measurement data and narrative responses into the Grants Management System (GMS), which is a separate reporting system from the PMT. You will submit your report by automatically generating a PDF report in the PMT and then uploading it into the GMS.

REPORTING SCHEDULE

<table>
<tr><th colspan="4">Quarterly Reporting in PMT</th><th colspan="4">Semiannual Reporting in GMS</th></tr>
<tr><th>Reporting Period</th><th>Submission Period</th><th>Content</th><th>Deadline</th><th>Reporting Period</th><th>Submission Period</th><th>Semiannual PMT Report</th><th>Deadline</th></tr>
<tr><td>January 1–March 31</td><td>April 1–30</td><td>Performance Measures</td><td>April 30</td><td rowspan="2">January 1–June 30</td><td rowspan="2">July 1–30</td><td rowspan="2">Performance Measures & Narrative Responses</td><td rowspan="2">July 30</td></tr>
<tr><td>April 1–June 30</td><td>July 1–30</td><td>Performance Measures & Narrative Responses</td><td>July 30</td></tr>
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<tr><td>October 1–December 31</td><td>January 1–30</td><td>Performance Measures & Narrative Responses</td><td>January 30</td></tr>
</table>

*Remember to only report activities that occurred during the reporting period.

Office for Victims of Crime

Justice for Victims • Justice for All

Performance Measurement Tool

Transforming Victim Services (TVS) Grantee User Training

Updated November 2018

DJO-BJA-16-S-0272

Learning Objectives

Participants will learn—

- Overview of Performance Management at OVC and What's New for Fiscal Year 2018
- Guidance for reporting quarterly and semiannual performance measure data
- Processes for accessing the system and submitting quarterly and semiannual reports
- Navigational tips and troubleshooting strategies
- Resources and tools available for additional support.

Overview of Performance Management at OVC

Roles of Grantees

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,
- Submitting quarterly and semiannual reports, and
- Clarifying and updating data in response to any inquiries from OVC.

PMT Definitions

General Definitions:

- **Performance Management**: The regular collection of data in a systematic manner to assess program outputs/outcomes, showcase program results, and improve program performance.

Reporting Systems:

- **Performance Measurement Tool:** The online system maintained by OVC for collecting performance measure data from grantees.

- **Grants Management System (GMS):** The online data collection system maintained by the Office of Justice Programs (OJP) for all grants administered through OJP. GMS is the priority system of record for information about grants.

PMT Definitions (cont.)

Parties Involved:

- **Grantee**: The primary grant recipient of funds directly from OVC.

- **Subgrantee (or Subrecipient):** An entity that receives a portion of grant funding through a formal agreement with the grantee. Grantees are required to monitor subgrantees to ensure subgrant funds are appropriately spent.

Reports:

- **Quarterly Performance Measure Report**: This report collects information quarterly on grantee activities.

- **Semiannual Report:** This report includes narrative questions related to grantee and subgrantee activities. This report is generated within the PMT and then uploaded as an attachment into GMS.

What's New for Fiscal Year 2018

What’s New for Fiscal Year 2018

- Transforming Victim Services (TVS) is the new name for the old TVS module in PMT.
- OVC expanded the use of TVS measures to include tribal grantees under the Coordinated Tribal Assistance Solicitation (CTAS) and Tribal Victim Services Set-Aside (TVSSA).
- Grantees have the option to indicate that no grant activity occurred in the reporting period.
- Some performance measures have been modified or added.
  - PMT data analysts conducted a data validity and reliability (DVR) review in fall 2017 to revise TVS performance measures to promote accurate and consistent reporting.
  - These changes reflect the findings of the DVR review and recommendations from grantees.

What's New for Fiscal Year 2018 (cont.)

- **Training and Technical Assistance (TA):**
  - Includes training and technical assistance participant feedback questions for each question bank and questions on survey collection to help provide context for participant feedback
- **Technology Developments:**
  - Includes updates to how to report on client wait time
- **Multijurisdictional Linkages and Wraparound Services:**
  - Renamed section "Collaborative Partnerships," added question to gather evidence-based practices used by partners
- **Victim Services:**
  - Captures performance measures for some grant programs that directly serve victims
- **Semiannual Questions:**
  - Subgrantees will receive the questionnaire as a fillable PDF. Grantees will still upload into GMS semiannually

The TVS revisions will be deployed in production starting January 2019. This user guide includes screen shots of the current "TVS" module.

Accessing the Performance Measurement Tool: Managing Users and Your Profile Page

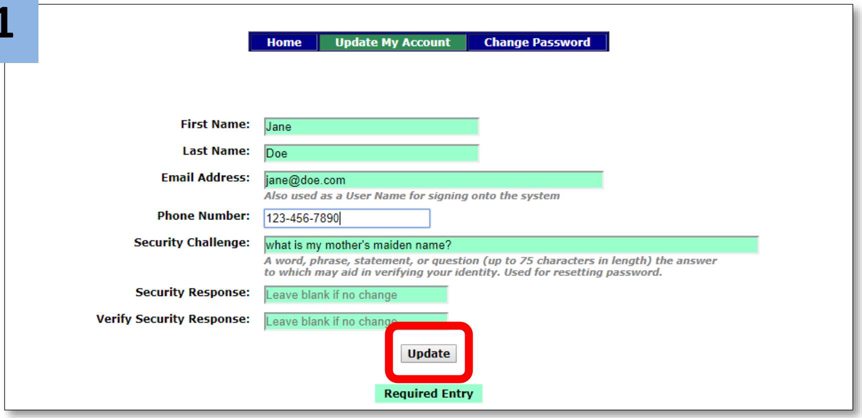
Logging into the PMT

- Visit the PMT website at this address, https://ojpsso.ojp.gov/, and enter your user name and password.
- The user name is the user's email address.
- 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.

Updating Your User Account and Changing Your Password

- Select the Update My Account button to update your login information (see Image 1).
- Select the Change Password button if necessary (see Image 2).
- Please remember to adhere to the password guidelines that are shown on the screen.

1



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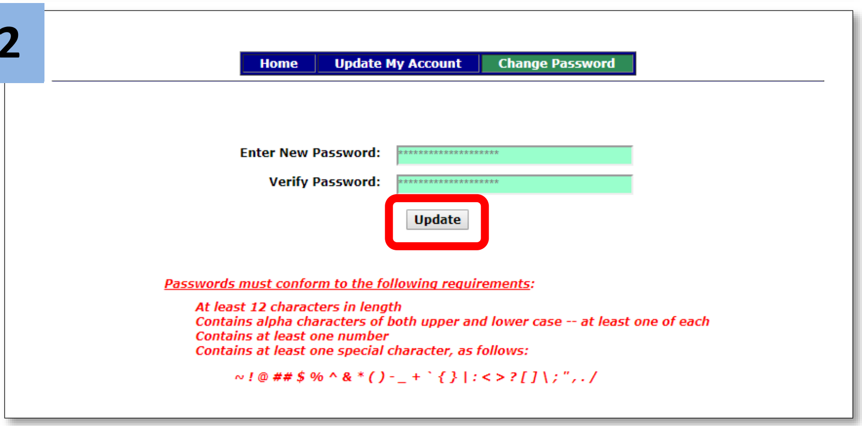


Accessing Your PMT Account Home Page

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

Your OVC PMT Home Page

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

INFORMATION AND RESOURCES +

REPORTING SCHEDULE -

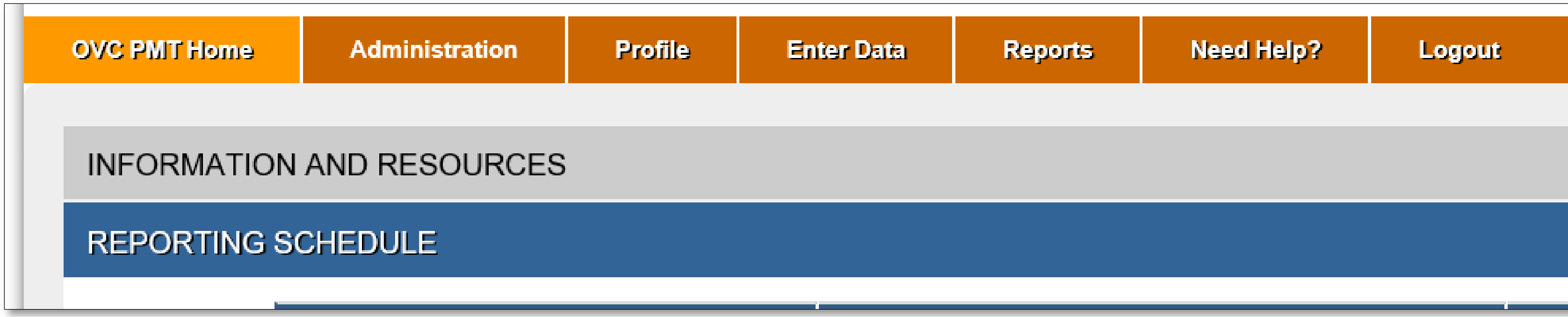
Reporting Period	Type of Data Required	PMT Due Date	Upload to GMS? When?
July 1 – September 30	Program Performance Measures	October 30	**No**
October 1 - December 31	Program Performance Measures and **Narrative**	January 30	**Yes (January 30)**
January 1 - March 31	Program Performance Measures	April 30	**No**
April 1 - June 30	Program Performance Measures and **Narrative**	July 30	**Yes (July 30)**

- The first page in your account is the Home Page.
- Here, you can view the reporting schedule for your organization.

Reporting Period Schedule

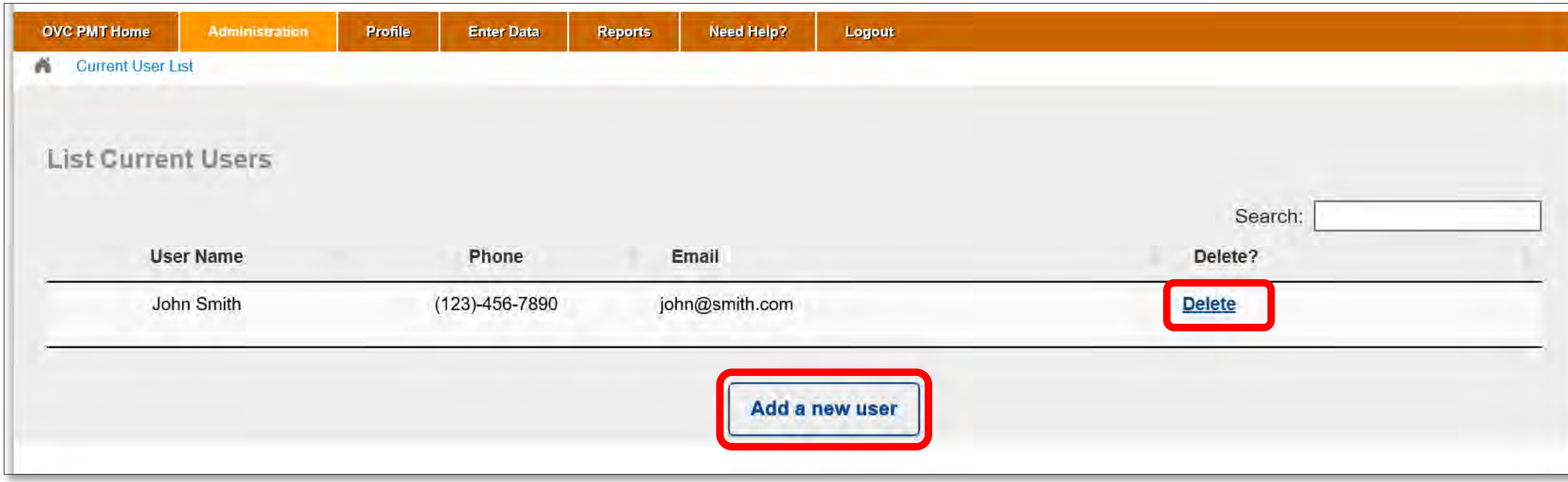
Quarterly Reporting in PMT				Semiannual Reporting in GMS			
Reporting Period	**Submission Period**	**Content**	**Deadline**	**Reporting Period**	**Submission Period**	**Content**	**Deadline**
January 1–March 31	April 1–30	PM	April 30	January 1–June 30	July 1–30	PM & Narrative	July 30
April 1–June 30	July 1–30	PM & Narrative	July 30				
July 1–September 30	October 1–30	PM	October 30	July 1–December 31	January 1–30	PM & Narrative	January 30
October 1–December 31	January 1–30	PM & Narrative	December 30				

Main Navigation Menu



- **OVC PMT Home**: General information about your award and reports
- **Administration**: Details of federal awards and user information associated with your organization
- **Profile**: Contact information for your organization and organization POC
- **Enter Data**: Data entry pages for performance measures
- **Reports**: Lists current and past reports and their status
- **Need Help?**: Resources for using the PMT as well as submitting feedback and questions
- **Logout**: Logs you out of the PMT system

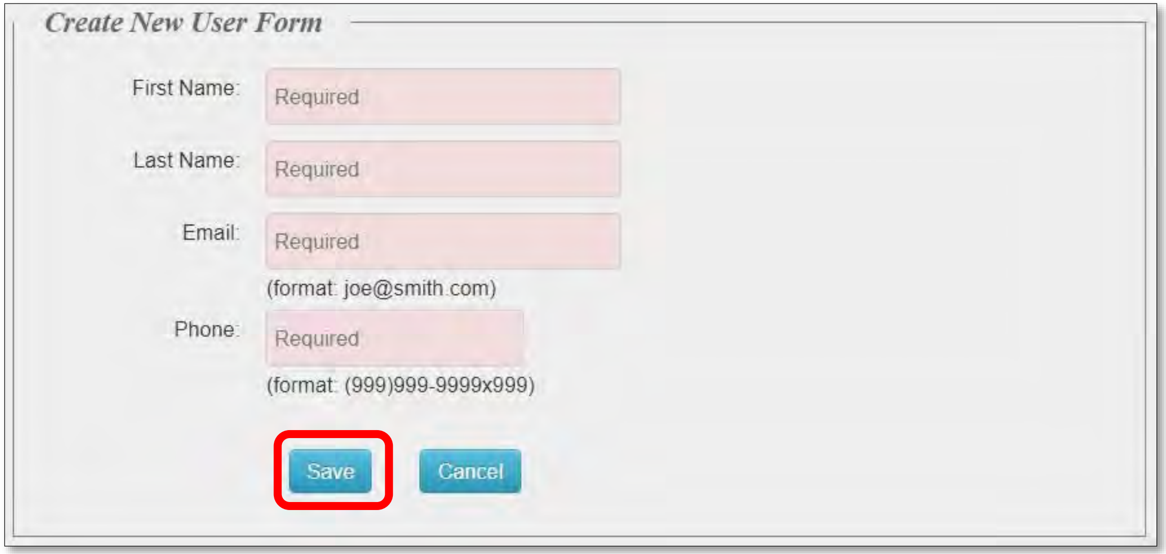
Administration: User Management – Adding a New User



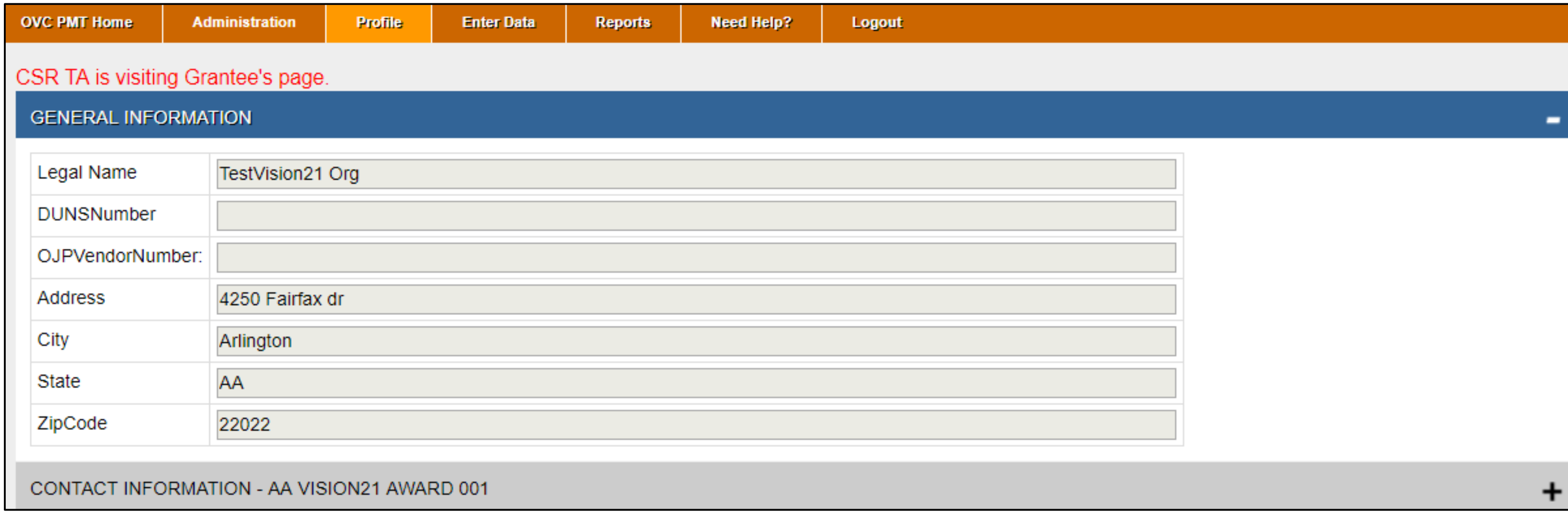
- Hover over the Administration tab from the top navigation bar and then click User Management from the dropdown list.
- In the Current Users List, you will see all users from your organization.
- To add a new user, click the Add a New User button.
- To delete a user who no longer needs access to PMT, click the Delete button.

Administration: User Management – Adding a New User (cont.)

- After entering the new user information in all fields, click Save to create a new user.
- All new users will automatically receive an email asking them to set up their password and security information.



Profile Page



- Here you can view grantee organization and grant(s) information. This information is pulled from GMS and 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.

Profile Page (cont.)

GENERAL INFORMATION +

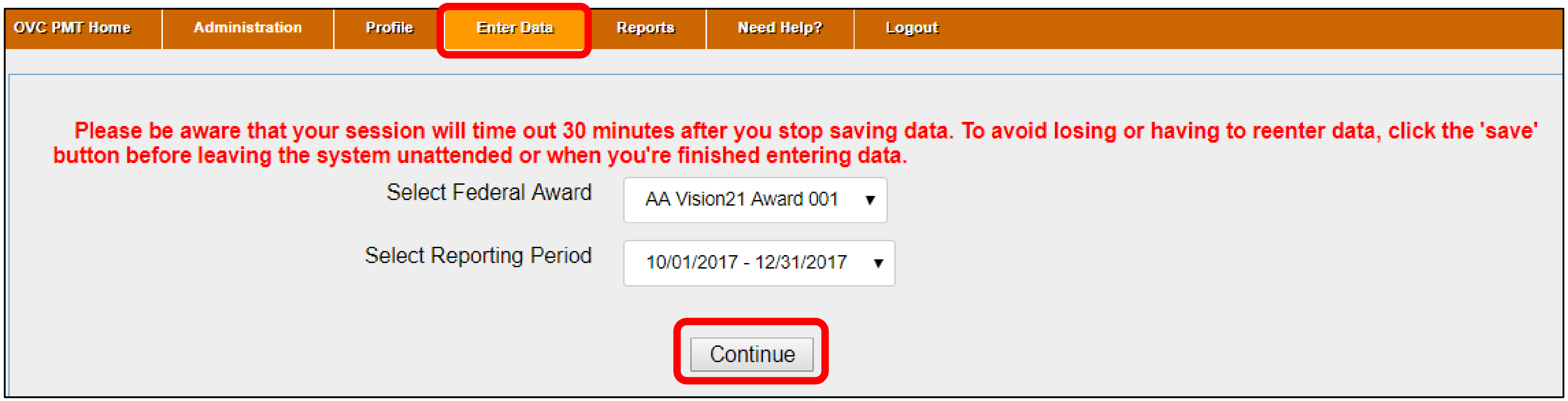
CONTACT INFORMATION - AA VISION21 AWARD 001 -

Award Amount	$ 1,000,000.00
Project Start Date	2015-10-01
Project End Date	2018-09-30
Grant Manager	
POC Name	
POC Address	
POC Phone	
POC Email	
Fiscal Year	2016
Solicitation	
Program Title	Test Program Title
Project Description	Test Project Description

- View the contact information for each award by selecting the “+” symbol sign to the right.

Important Note: If you are your organization’s designated POC but your name is not listed on this 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.

Enter Data Page



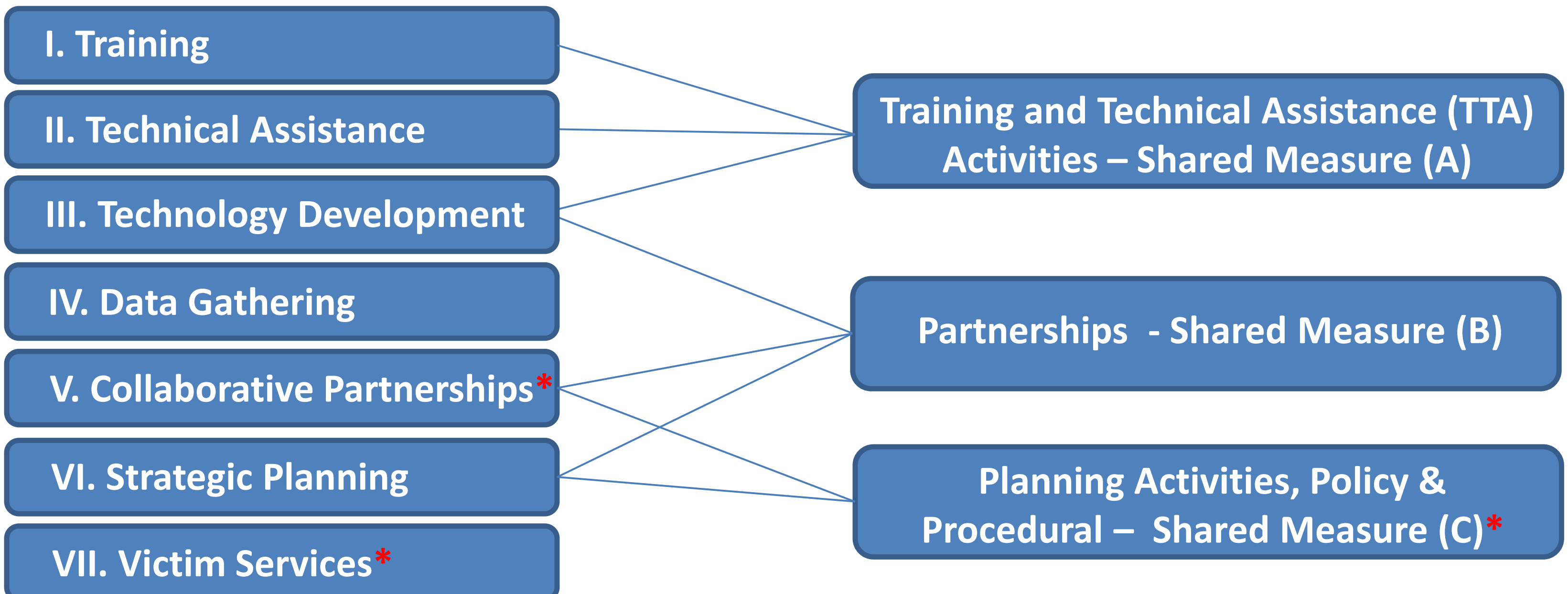
- Select the award and reporting period that you'd like to report data for from the dropdown list.
- Click Continue once you've selected the desired reporting period.

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

Performance Measure Question Banks

Performance Measure Question Banks

- TVS performance measures are divided into 7 question banks.
- Each grantee reports on the question banks that are relevant to their activities.
- Depending upon which primary **question banks** a grantee is assigned (left column), the grantee may also report on a set of **shared measures** (right column).



(*) indicates new or updated name of question bank or shared measure

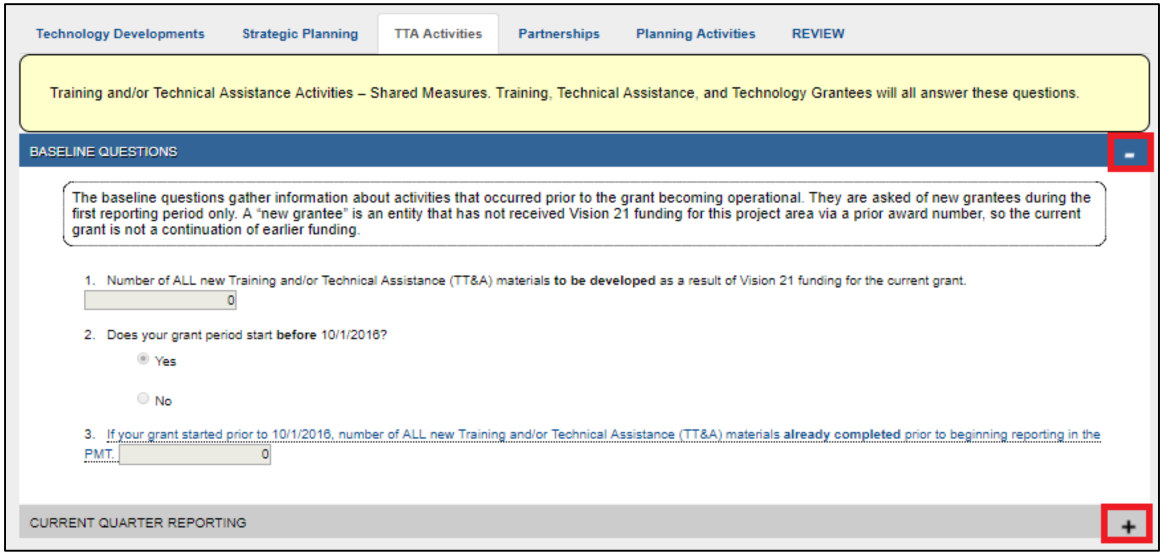
Question Bank Navigational Menu

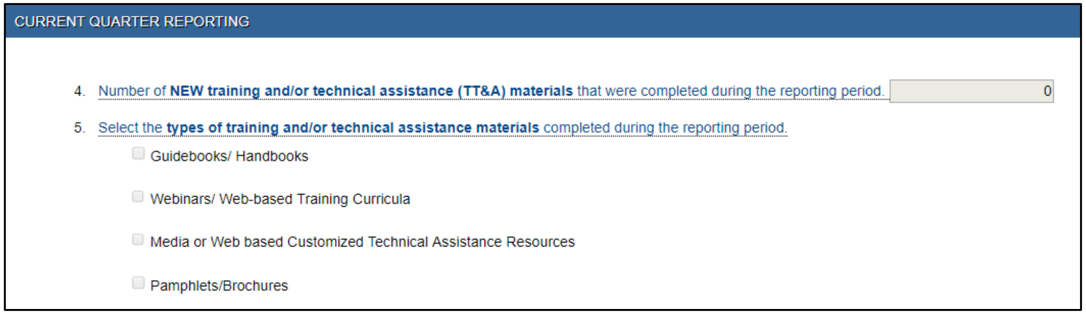
- When grantees navigate to the Enter Data section, the secondary navigational menu will show ONLY the question banks assigned to that grantee.
- OVC's Performance Measurement Team and grant managers work together to determine the appropriate question banks for each grantee.
- Grantees must enter performance metrics for all questions that appear.
- Some question banks include baseline questions that are answered one time during the first reporting period of the grant. You will not be required to report on them again after that.

Important Note: This user guide includes screen shots of the current "TVS" module. Views will change slightly when updates go live in January 2019.

TVS Performance Measures

- The Enter Data page will contain different activity areas depending on your award solicitation.
- Expand the “+” symbol to the right to answer the Baseline Questions and Current Quarter Reporting module beneath it.
- Enter your data in the Current Quarter Reporting and select the Save and Continue button.





Grant Activity

Office for Victims of Crime
Transforming Victim Services
PERFORMANCE MEASURES

Grant Activity

1. Was there grant activity during the reporting period?
   INSTRUCTION: "Grant activity" is defined as any proposed activity in the OVC approved grant application that is implemented or executed with OVC grant funds.

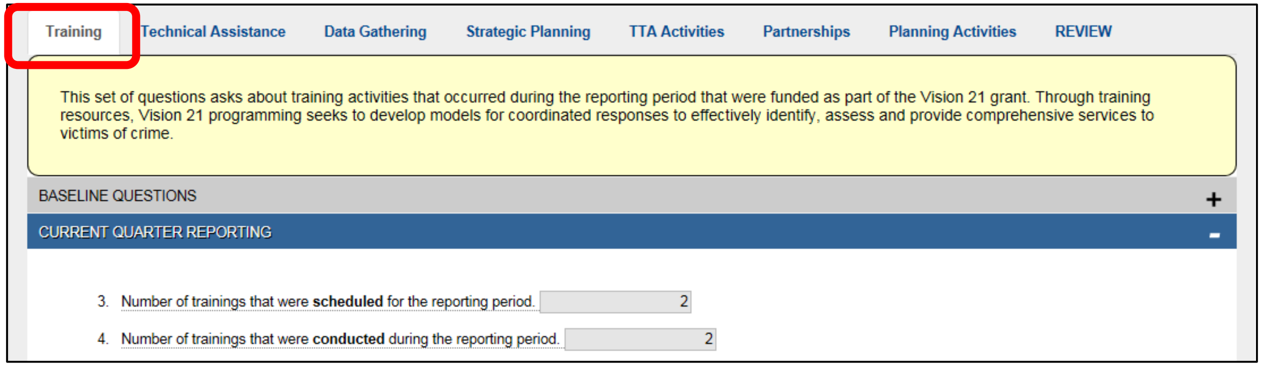
   - Yes
   - No

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

   ____
   ____

- **Definition:** Grant activity is defined as any proposed activity in the OVC approved grant application that is implemented or executed with OVC grant funds.
  - If the grantee had activity in the reporting period, select the "Yes" radio button.
  - If no, explain in the narrative box and only answer the Semiannual Reporting Questions.

Training (Question Bank 1)


Training | Technical Assistance | Data Gathering | Strategic Planning | TTA Activities | Partnerships | Planning Activities | REVIEW

This set of questions asks about training activities that occurred during the reporting period that were funded as part of the Vision 21 grant. Through training resources, Vision 21 programming seeks to develop models for coordinated responses to effectively identify, assess and provide comprehensive services to victims of crime.

BASELINE QUESTIONS +

CURRENT QUARTER REPORTING -

3. Number of trainings that were **scheduled** for the reporting period. 2

4. Number of trainings that were **conducted** during the reporting period. 2

- **Definition:** Training is generally instructor-led with specified learning objectives, using a specific training curriculum.
- **Baseline measures:** Number of hours of training delivered in the quarter prior to the award becoming operational.
- **Current quarter measures include:**
  - Number of trainings scheduled and conducted,
  - Number participants who attended and completed training,
  - Number participants satisfied with the training delivered, and
  - Number participants planning to implement training knowledge.

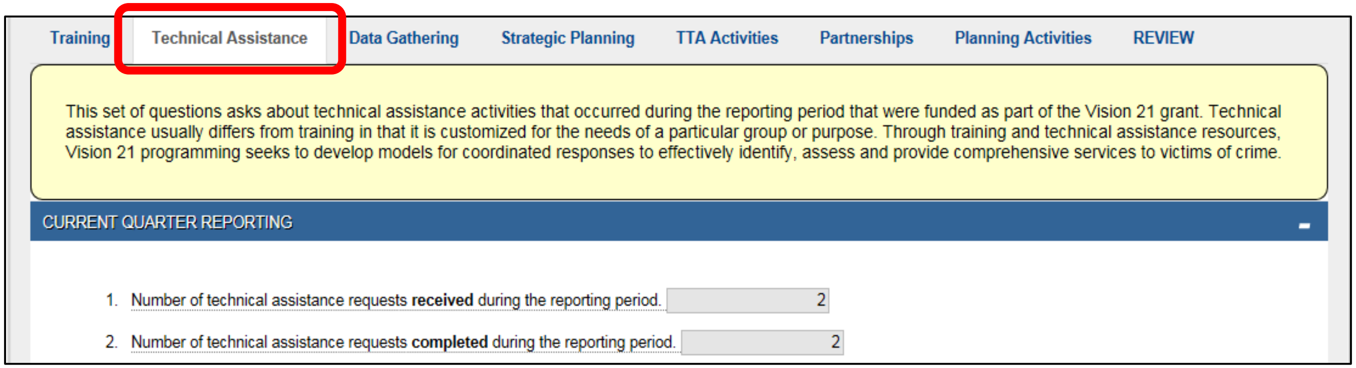
Changes to Training Measures

Original Question (Vision 21)	Revised Question (TVS)
Does your grant period start before 10/1/2016?	Deleted question
Number of hours of training delivered in six months prior to the start of the TVS grant period.	Number of hours of training delivered in the quarter prior to the grant becoming operational.
Types of participants who completed training.	Select the types of participants who attended or completed training • Added multi-select list • Added narrative field • Added validation
New Question	Were feedback surveys distributed to, and collected from, participants at the end of trainings delivered? If no, skip Questions 8– 11.
New Question	Number of participants who completed a post-training feedback survey.
New Question	Number of participants who completed a post-training feedback survey who indicated overall satisfaction with the training.

Training and Technical Assistance Feedback

- Grantees are expected to collect post-training and post-technical assistance feedback surveys from training participants and training assistance recipients.
  - OVC does not currently provide a specific feedback form, however, grantees can use the performance measures to develop their own form as needed.
- The feedback/evaluation form should include questions on:
  - Increase in knowledge as a result of the training or technical assistance,
  - Whether the participant plans to implement knowledge gained after the training or technical assistance event, and
  - Overall satisfaction with the training or technical assistance delivered.
- Participant feedback performance measures are located across the question banks:
  - In the **training question bank**, report participant **increase in knowledge, plans to implement** learning, and overall satisfaction with the training.
  - In the **technical assistance question bank**, report participant **plans to implement** changes to policy or programs based on technical assistance delivered**.**

Technical Assistance (Question Bank 2)



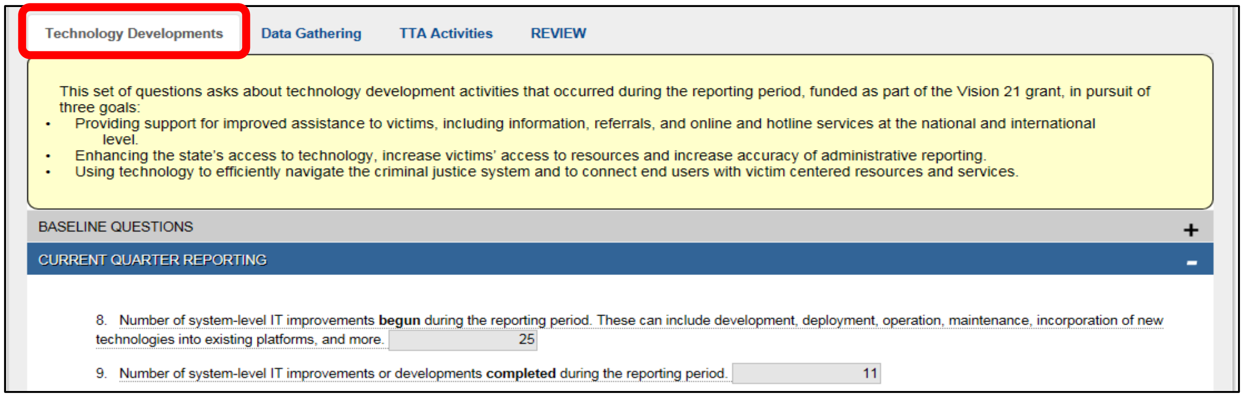
- **Definition:** Technical assistance is generally administered in response to a request from another organization, and is often customized to meet the needs of that particular organization.
- **Baseline measure:** None
- **Current quarter measures include:**
  - Number of technical assistance requests received and completed,
  - Number of recipients implementing changes due to technical assistance, and
  - Number of recipients who completed post-technical assistance feedback survey and indicated satisfaction with the technical assistance delivered.

Changes to Technical Assistance

Original Question (Vision 21)	Revised Question (TVS)
Number of recipients reporting that policy or program changes will be implemented based on training and technical assistance delivered using TVS funding.	Number of technical assistance recipients who completed a post-technical assistance feedback survey who reported plans to implement changes to policy or programs based on technical assistance delivered.

New Question	Were feedback surveys distributed to and collected from technical assistance recipients at the end of technical assistance delivered? If no, skip Questions 5-8.
New Question	Number of technical assistance recipients who completed a post-technical assistance feedback survey.
New Question	Number of technical assistance recipients who completed a post-technical assistance feedback survey who indicated overall satisfaction with the technical assistance delivered.

Technology Developments (Question Bank 3)

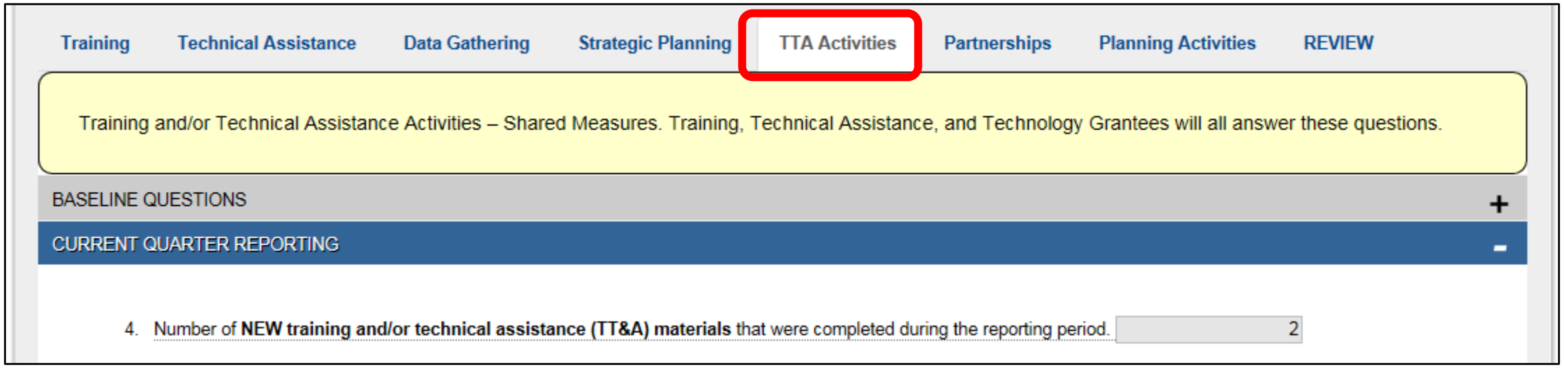


- **Definition:** Enhancing access to and use of technology to improve victim services
- **Baseline measures include:**
  - Types of technology to developed/improved through the grant, and
  - Number of contacts received, intakes, dropped calls, and length of wait time prior to the start of grant operations.
- **Current quarter measures include:**
  - Number of contacts received due to new technology,
  - Average length of wait or response time, and
  - Number of staff trained in using the new technology.

Changes to Technology Developments

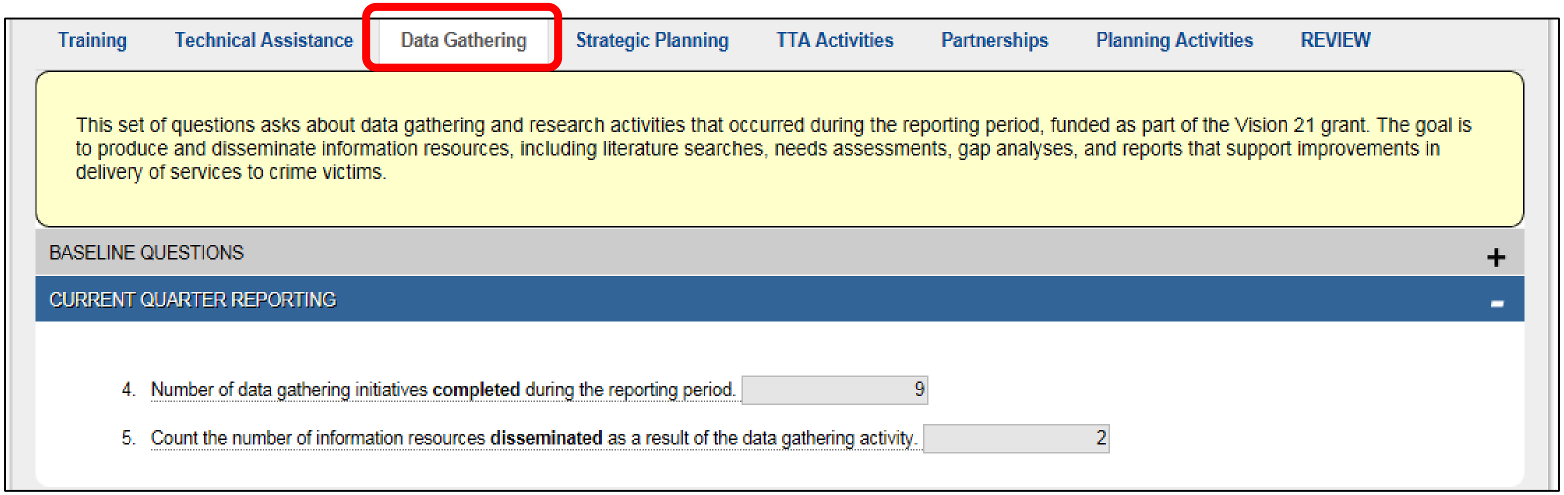
Original Question (Vision 21)	Revised Question (TVS)
Does your grant period start before 10/1/2016?	Deleted question.
Number of contacts received via current/previous technology in the **six months** prior to the start of the grant, or if your grant started prior to 10/1/2016.	Number of contacts received via current/previous technology (e.g., website, text message, IM-chat, phone, etc.) in the **quarter**, prior to the start of grant operations.
Number of dropped calls in the **six months** prior to the start of grant implementation, or if your grant started prior to 10/1/2016.	Number of dropped calls in the **quarter** prior to the start of the grant operations.
The average length of wait time or response time for a contact during the **six months** prior to the start of the grant program, or if your grant started prior to 10/1/2016.	The average length of wait time or response time for a contact during the **quarter** prior to the start of the grant program (if applicable). INSTRUCTION: Enter the numeric wait time in the box provided. In the following question, indicate the unit of wait time reported on here (e.g., minutes, hours). Then report on that wait time consistently each quarter. If not applicable, enter "NA."
Describe the wait time selected to report upon in question 4.	Indicate the unit used to measure wait time or response time.
If intakes and applications will be impacted by the technology improvement AND your grant started on or after 10/1/2016, report the number of victim intakes or applications completed in the quarter before the start of grant funding.	If intakes and applications will be impacted by the technology improvement, report the number of victim intakes or applications completed in the quarter before the start of the grant. If intakes and applications will not be impacted by your technology development, enter "NA."

Training and/or Technical Assistance– Shared Measures (A)



- Grantees who respond to the **training, technical assistance, and/or technology development** performance measures **ALSO** respond to **TTA shared measures.**
- **Baseline measure:** Number of new training and/or technical assistance materials to be developed.
- **Current quarter measures:**
  - Number and types of new training and/or technical assistance materials completed (e.g., webinars, guidebooks, FAQ documents, toolkits, pamphlets).

Data Gathering (Question Bank 4)


Training | Technical Assistance | Data Gathering | Strategic Planning | TTA Activities | Partnerships | Planning Activities | REVIEW

This set of questions asks about data gathering and research activities that occurred during the reporting period, funded as part of the Vision 21 grant. The goal is to produce and disseminate information resources, including literature searches, needs assessments, gap analyses, and reports that support improvements in delivery of services to crime victims.

BASELINE QUESTIONS +

CURRENT QUARTER REPORTING -

4. Number of data gathering initiatives **completed** during the reporting period. 9

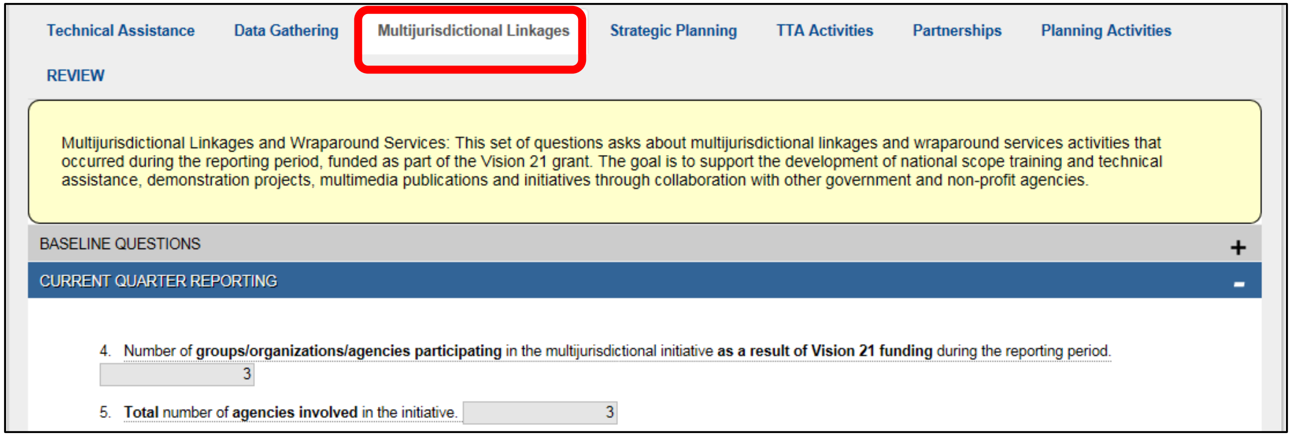
5. Count the number of information resources **disseminated** as a result of the data gathering activity. 2

- **Definition:** Literature searches/reviews, needs assessments, gap analyses, and reports that support improvements in delivery of services to crime victims
- **Baseline measure:** Number of data gathering initiatives planned
- **Current quarter measures include:**
  - Number of data gathering initiatives completed
  - Number of information resources disseminated

Changes to Data Gathering

Original Question (Vision 21)	Revised Question (TVS)
Does your grant period start before 10/1/2016?	Deleted question.
If your grant started prior to 10/1/2016, number of planned data gathering initiatives already completed prior to beginning reporting in the PMT.	Deleted question.

Collaborative Partnerships (Question Bank 5)


Technical Assistance | Data Gathering | Multijurisdictional Linkages | Strategic Planning | TTA Activities | Partnerships | Planning Activities

REVIEW

Multijurisdictional Linkages and Wraparound Services: This set of questions asks about multijurisdictional linkages and wraparound services activities that occurred during the reporting period, funded as part of the Vision 21 grant. The goal is to support the development of national scope training and technical assistance, demonstration projects, multimedia publications and initiatives through collaboration with other government and non-profit agencies.

BASELINE QUESTIONS +

CURRENT QUARTER REPORTING -

4. Number of **groups/organizations/agencies participating** in the multijurisdictional initiative **as a result of Vision 21 funding** during the reporting period.
3

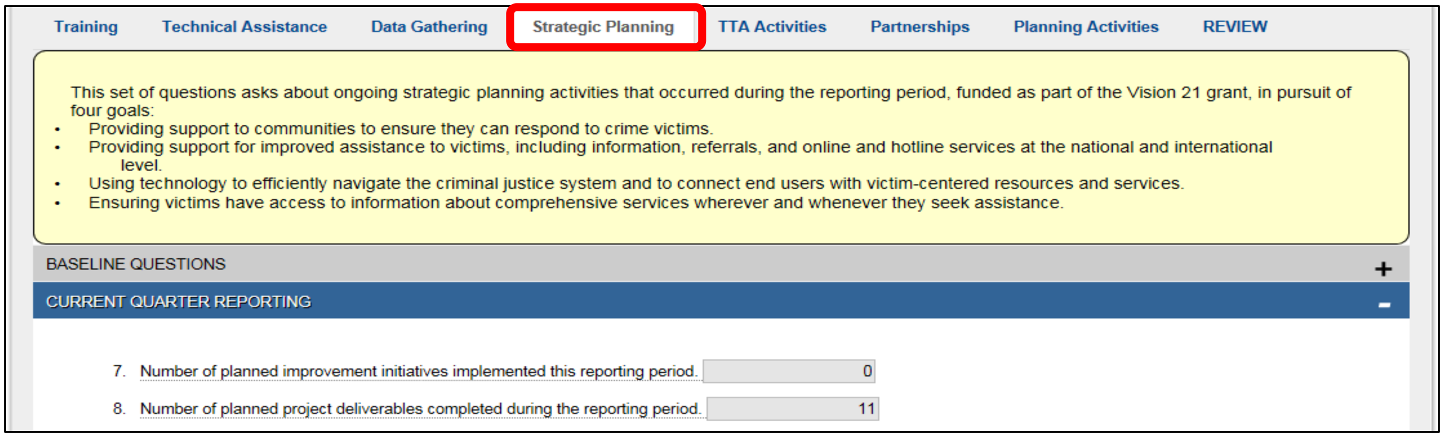
5. **Total** number of **agencies involved** in the initiative. 3

- **Definition:** Organizations receiving a portion of TVS funding (e.g., a subgrantee) that helps advance demonstration projects, national resources, etc.
- **Baseline measure:** Number of groups/organizations/agencies participating and victims served prior to the award
- **Current quarter measures include:**
  - Number of groups/organizations/agencies participating as a result of funding,
  - Total number of agencies involved in the initiative, and
  - Partners using evidence-based programs

Changes to Collaborative Partnerships

Original Question (Vision 21)	Revised Question (TVS)
Question Bank Name – Multijurisdictional Linkages and Wrap Around Services	Question Bank Name – Collaborative Partnerships
Does your grant period start before 10/1/2016?	Deleted question.
Of this group, provide the number that utilize an evidence-based program or practice in the delivery of services.	Of this group, provide the number that utilize an evidence-based program or practice in the delivery of services and list the evidence-based program(s) or practice(s) being used. A. Number of partners using evidence-based program(s) or practice(s). B. Names of evidence-based program(s) or practice(s).

Strategic Planning (Question Bank 6)


Training | Technical Assistance | Data Gathering | Strategic Planning | TTA Activities | Partnerships | Planning Activities | REVIEW

This set of questions asks about ongoing strategic planning activities that occurred during the reporting period, funded as part of the Vision 21 grant, in pursuit of four goals:

- Providing support to communities to ensure they can respond to crime victims.
- Providing support for improved assistance to victims, including information, referrals, and online and hotline services at the national and international level.
- Using technology to efficiently navigate the criminal justice system and to connect end users with victim-centered resources and services.
- Ensuring victims have access to information about comprehensive services wherever and whenever they seek assistance.

BASELINE QUESTIONS +

CURRENT QUARTER REPORTING –

7. Number of planned improvement initiatives implemented this reporting period. 0

8. Number of planned project deliverables completed during the reporting period. 11

- **Definition:** Planning efforts to improve direct services to victims
- **Baseline measures include:**
  - Number of improvement initiatives and project deliverables planned
  - Underserved populations targeted for services
- **Current quarter measures include:**
  - Number of planning efforts implemented
  - Number and type(s) of planning documents completed

Changes to Strategic Planning

Original Question (Vision 21)	Revised Question (TVS)
Does your grant period start before 10/1/2016?	Deleted question.
If your grant started prior to 10/1/2016, number of planned improvement initiatives already completed prior to beginning reporting in the PMT.	Deleted question.
If your grant started prior to 10/1/2016, total number of project deliverables already completed prior to beginning reporting in the PMT.	Deleted question.
Number of **planned** project deliverables completed during the reporting period.	Number of project deliverables completed during the reporting period.

Partnerships–Shared Measures (B)

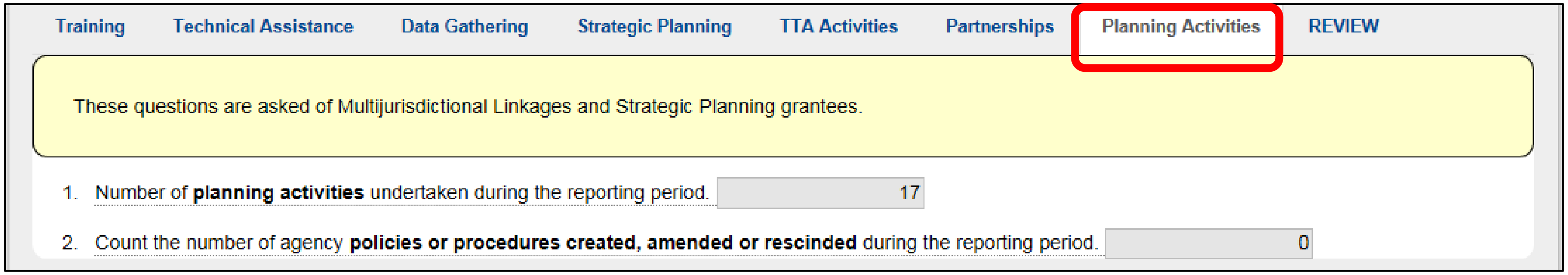
Training | Technical Assistance | Data Gathering | Strategic Planning | TTA Activities | Partnerships | Planning Activities | REVIEW

Partnerships questions are asked of Technology, Multijurisdictional Linkages, and Strategic Planning grantees.

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

- Grantees who respond to the **technology development, collaborative partners, and/or strategic planning** performance measures **ALSO** respond to **partnerships shared measures.**
- **Baseline measures include:** None
- **Current quarter measures include:**
  - Number of new formalized collaboration agreements developed and letters of support received
  - Level of engagement of working group partners

Planning Activities, Policy, & Procedural Changes–Shared Measures (C)


Training | Technical Assistance | Data Gathering | Strategic Planning | TTA Activities | Partnerships | Planning Activities | REVIEW

These questions are asked of Multijurisdictional Linkages and Strategic Planning grantees.

1. Number of **planning activities** undertaken during the reporting period. 17
2. Count the number of agency **policies or procedures created, amended or rescinded** during the reporting period. 0

- Grantees who respond to the **collaborative partners, and/or strategic planning** performance measures **ALSO** respond to **planning activities shared measures.**
- **Baseline measures include:** None
- **Current quarter measures include:**
  - Number of planning activities undertaken
  - Number of agency policies or procedures created, amended, or rescinded

Victim Services (Question Bank 7)

- **Definition:** Provision of direct services to crime victims. Report all victims served through your OVC-funded program.
- **Baseline measures include:** None
- **Current quarter measures include:**
  - Number of victims served and the portion of victims who are new,
  - Types of victimization experienced, and
  - Number and types of services provided.

Victims Served (Questions 1–3)

1. **TOTAL** number of individuals who received services during the reporting period. 50

2. **TOTAL** number of anonymous contacts received during the reporting period. 75

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. 20

☐ We cannot track new individuals

- Question 1 = New + continuing clients
- Question 2 = Anonymous contacts (e.g., hotline callers)
- Question 3 = New clients only

Grantee review tips:

- Question 1 ≥ Question 3
- **IF** checked “We cannot track new individuals,” **THEN** Question 3 = 0

Demographics (Question 4)

A. RACE/ETHNICITY (self-reported)

Population	Number of New Individuals
American Indian or Alaska Native	2
Asian	2
Black or African American	2
Hispanic or Latino	2
Native Hawaiian or Other Pacific Islander	2
White Non-Latino or Caucasian	4
Some Other Race	2
Multiple Races	2
Not Reported	2
Not Tracked	Number
Race/Ethnicity Total (auto-calculated after save)	20

Data collection systems should be updated to track all demographic data in PMT.

Grantee review tip:

- Demographic subtotal = Question 3

Victimization Types (Question 5A)

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)	Number
Adult Sexual Assault	Number
Adults Sexually Abused/Assaulted as Children	Number
Arson	Number
Bullying (Verbal, Cyber or Physical)	Number
Burglary	Number

- There are 25 types of victimization available for selection.
- Enter the number of victims that ***presented*** with that type of victimization in the quarter.
- Include new and continuing clients (Question 1) plus anonymous contacts (Question 2).

Victimization Types: Other (Question 5A)

- Use “other” only when no other type of victimization can apply.
- Classify experiences using the 25 listed types as frequently as possible.
- Apply a broad definition to the victimization types listed. They are not meant to reflect formal legal definitions defined by statute in a jurisdiction.
- What’s coming up in FY19 –
  - OVC PMT is working with the Center for Victim Research (CVR) to develop a crosswalk of common criminal codes and PMT victimization types.

Victimization Type Classification	Includes Victimizations Such As…
Adult Physical Assault	• Strangulation • Obstruction of breathing • Obstruction of airway • Attempted murder

Victimization Types: Other cont. (Question 5A)

Victimization Type Classification	Includes Victimizations Such As…
Bullying (verbal, cyber, or physical)	• Cyberbullying
Stalking/Harassment	• Menacing • Threatening • Intimidating a victim • Intimidating a witness
Adult Sexual Assault	• Sexual harassment • Sexual misconduct • Problematic sexual behavior • Indecent exposure • Attempted sexual assault

Victimization Types: Other cont. (Question 5A)

Victimization Type Classification	Includes Victimizations Such As…
Child Physical Abuse or Neglect/ Elder Abuse or Neglect	• Endangering the welfare of a child • Neglect • Parental abuse
Identity Theft/Fraud/Financial Crime	• Forgery

Victimization Types (Question 5B and 5C)

- **Question 5B:** Of the individuals received services, how many presented with more than one type of victimization?
  - Report the number of individuals who presented with more than one type of victimization in the quarter
- **Question 5C: Special Classifications of individuals**
  - Enter the number of individuals who self identify in one or more categories:
    - Deaf/hard of hearing
    - Homeless
    - Immigrants/refugees/asylum seekers
    - LGBTQ/Two-Spirit persons
    - Veterans
    - Victims with disabilities: Cognitive/physical/mental
    - Victims with limited English proficiency

Compensation Application (Question 6)

- **Question 6:** Number of individuals assisted with a victim compensation application during the reporting period.
  - Count the number of individuals who received assistance with completing a victim compensation application during the reporting period, even if they did not submit the application.

- **Important note:** Simply providing an individual with an application does NOT qualify as assistance.

Services Provided (Question 7)

POPULATION DEMOGRAPHICS | DIRECT SERVICES | REVIEW

Complete this section each reporting period.

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

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

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

Victim Services: Number of Individuals (Question 8)

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

A. Information & Referral

Enter the number of individuals who received services in this category	125
Enter the number of times services were provided in each subcategory.	
A1. Information about the criminal justice process	60
A2. Information about victim rights, how to obtain notifications, etc.	125
A3. Referral to other victim service programs	25
A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	10

Total services: 220

- Number of individuals served in category ≤ Question 1 + Question 2 (total individuals served + anonymous contacts)
- Number of individuals served in category ≤ Sum of all the times services were provided across multiple subcategories

Victim Services: Number of Services (Question 8)

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

A. Information & Referral

Enter the number of individuals who received services in this category	125
Enter the number of times services were provided in each subcategory.	
A1. Information about the criminal justice process	60
A2. Information about victim rights, how to obtain notifications, etc.	125
A3. Referral to other victim service programs	25
A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	10

Total services: 220

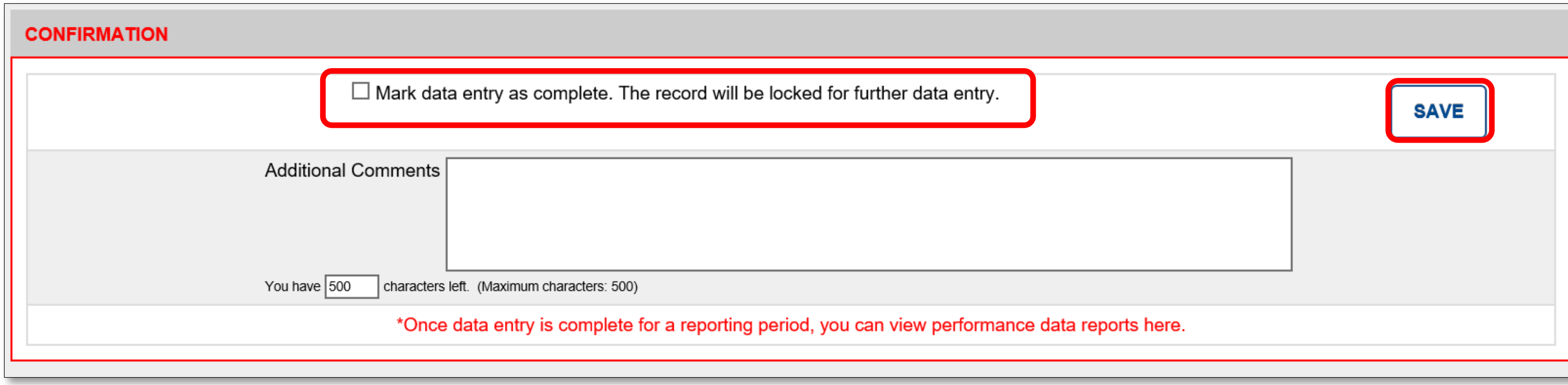
- Total number of services in category ≥ Number individuals in a category
- Total number of services in category ≠ 0

  (if individuals were served)

Review Data Entry

- After saving responses on each data entry page, navigate to the tab titled REVIEW.
- The system will display alerts if any data is missing or in the wrong format. Return to the data entry pages to address issues as needed.
- Once you confirm that your data entry is complete and accurate, scroll to the bottom of the Review page to complete data entry (see next slide).

Completing Data Entry



- After confirming that your data 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, please contact the OVC PMT Helpdesk.

Semiannual Report

Report Section: Semiannual Narrative (All Grantees)

SEMIANNUAL NARRATIVE QUESTIONS | **REVIEW**

You will be asked to answer these questions semiannually during the January–June and July–December reporting periods in the PMT. Please answer them based on the designated 6-month period. You may use up to 5,000 characters for each response.

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

n/a

You have 4997 characters left. (Maximum characters: 5000)

- Narrative questions are asked twice a year during the April–June and October–December reporting periods.
- Semiannual responses should reflect the previous 6 month reporting period: January–June and July–December.
- You may use up to 5,000 characters for each response.
- Remember to select Save periodically as you enter your narrative questions.

Semiannual Narrative Changes

Original Question (TVS)	Revised Question (TVS)
Is the federal award shared with other entities to implement grant-approved activities? If so, please include the data from each entity here.	Is the federal award shared with other entities (i.e., subgranted) to implement grant-approved activities? If so, please provide each subgrantee a copy of the TVS Performance Measure Tracking Spreadsheet, so that subgrantees can record their data for the 6 month semiannual reporting period. Attach each subgrantee's completed tracking sheet to your semiannual report in GMS.

New Question	Will your agency be able to sustain the program efforts after federal funding under this award has ended? A. Yes, we will likely be able to sustain the efforts and have other sources of funding in place. B. Yes, we hope to sustain the efforts but are still working to identify funding. C. No, we will be unable to sustain program efforts. D. We are unsure at this time.

Semiannual Narrative–Subgrantee Activities

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

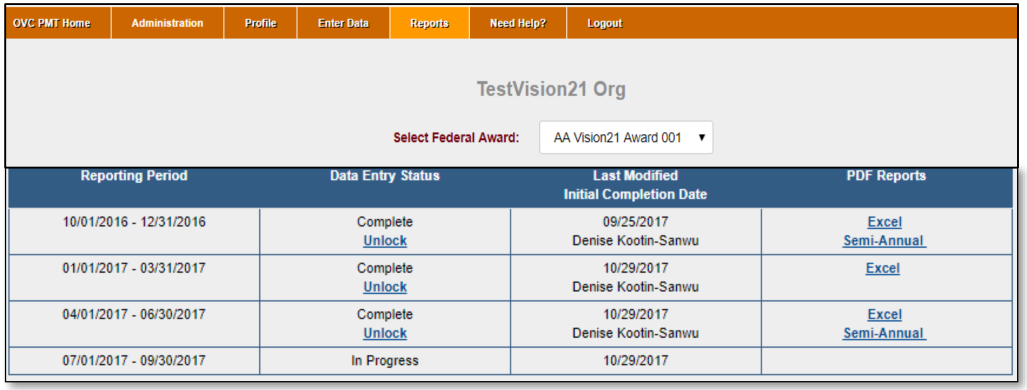
   Please provide each subgrantee a copy of the TVS Performance Measure Tracking Spreadsheet so that subgrantees can record their data for the 6-month semiannual reporting period. Attach each subgrantee's completed tracking sheet to your semiannual report in GMS.

   The data submitted for each performance measure within the quarterly data entry pages should represent the activity that occurred at the prime recipient level and the data gathered from the other entities should be reported here in the narrative questions section.

- The performance measure data fields should reflect only the prime grantee's activities during the quarter.
- Subgrantee activities are reporting in the semiannual narrative question 8.
- For each subgrantee, indicate the name of the subgrantee and a summary of their activities.
- Provide each subgrantee a copy of the TVS Performance Measure fillable PDF. Attach each subgrantee's completed PDF to the semiannual report in GMS by January 30 and June 30.

Generating the Semiannual Report

- Navigate to the Reports page.
- Identify the Semiannual Report in the table and generate the PDF.
- Semiannual reports will include the previous two quarters of information and narrative in one report.
- Save the PDF to your local computer and upload a copy of this report as an attachment to your semiannual report in GMS by January 30 and July 30.

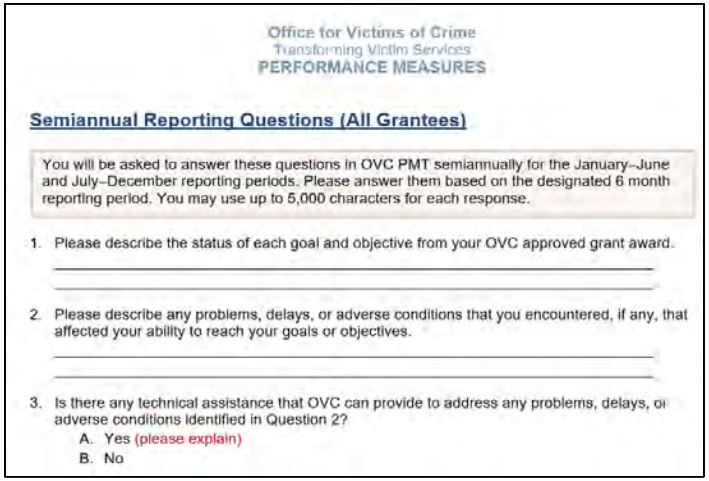


OVC PMT Home | Administration | Profile | Enter Data | Reports | Need Help? | Logout

TestVision21 Org

Select Federal Award: AA Vision21 Award 001

Reporting Period	Data Entry Status	Last Modified Initial Completion Date	PDF Reports
10/01/2016 - 12/31/2016	Complete Unlock	09/25/2017 Denise Kootin-Sanwu	Excel Semi-Annual
01/01/2017 - 03/31/2017	Complete Unlock	10/29/2017 Denise Kootin-Sanwu	Excel
04/01/2017 - 06/30/2017	Complete Unlock	10/29/2017 Denise Kootin-Sanwu	Excel Semi-Annual
07/01/2017 - 09/30/2017	In Progress	10/29/2017	



Office for Victims of Crime
Transforming Victim Services
PERFORMANCE MEASURES

Semiannual Reporting Questions (All Grantees)

You will be asked to answer these questions in OVC PMT semiannually for the January–June and July–December reporting periods. Please answer them based on the designated 6 month reporting period. You may use up to 5,000 characters for each response.

1. Please describe the status of each goal and objective from your OVC approved grant award.
2. Please describe any problems, delays, or adverse conditions that you encountered, if any, that affected your ability to reach your goals or objectives.
3. Is there any technical assistance that OVC can provide to address any problems, delays, or adverse conditions identified in Question 2?
   A. Yes (please explain)
   B. No

Troubleshooting Tips and Additional Resources

Quick Tips for Navigating

- 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 data not saved will be lost.

- Please note that simply entering data into a field does not constitute as activity; the system only recognizes saving or the advancement to another page as activities that will keep your session active.

- Click the Exit Data Entry button to close and exit the page. Please note that any data not previously saved will be lost. The Exit Data Entry button does NOT automatically save your work.

Save and Continue
It is critical to periodically click the Save and Continue button to save your work.

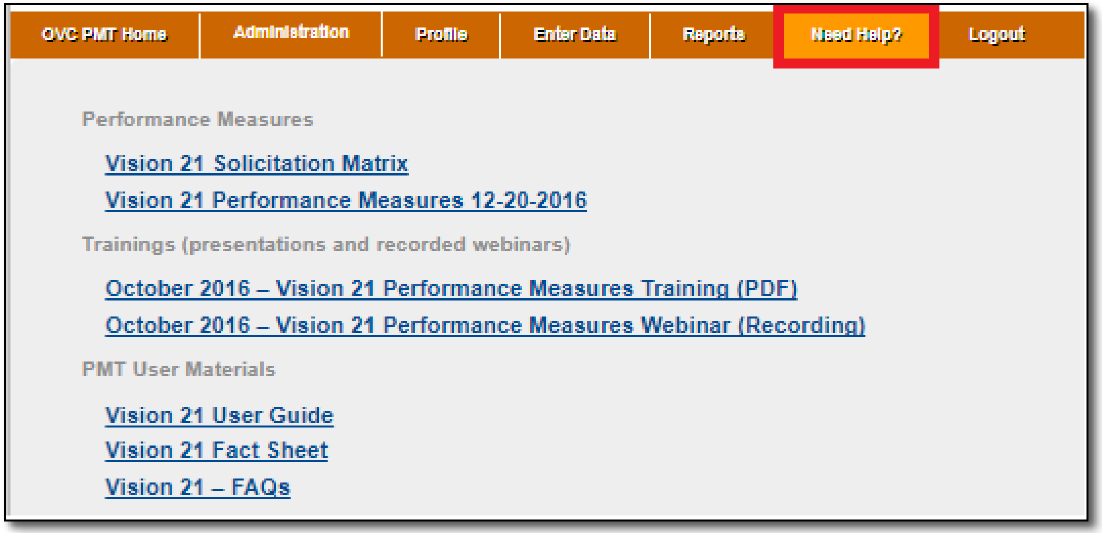
General Troubleshooting Steps

- If you encounter a system error—
  - Log out of your PMT account and login again using the same browser,
  - Try to access your report from a different browser (Google Chrome works best),
  - Clear the cache and cookies on your browser,
  - Restart your computer,
  - Access the PMT during non-peak periods such as the early morning or late evening, and
  - Ensure that Javascript is enabled on your computer.

Need Help Page

- **Performance Measures:** A list of all performance measures with explanations
- **Frequently Asked Questions:** Provides additional information on reporting performance measures
- **PMT User Guides:** Includes tips for navigating through the PMT system
- **PMT Fact Sheet:** Provides quick tips for reporting in the PMT
- **Training Materials:** Allows you to watch recordings and view presentations about reporting performance measures

Need Help? Page



Important Note: If you miss a live training webinar on reporting, the PMT system, or performance measures, you can access the recording on this Need Help page.

Additional Information

OVC PMT Helpdesk

You can contact the OVC PMT Helpdesk Monday–Friday, 8:30 a.m.–5:00 p.m. e.t. via email at *ovcpmt@usdoj.gov* or call the toll free number: 1–844–884–2503.

GMS Helpdesk

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

The following pages detail the questions and performance measures for the Office for Victims of Crime's (OVC) *Transforming Victim Services (TVS) non-formula grant programs.* TVS, previously referred to as Vision 21, includes awards funded under multiple solicitations.

PROGRAM GOAL AND OBJECTIVES

The goal of TVS is to enhance the way we respond to crime victims in the United States, through a comprehensive and systemic approach, to ensure that every victim of crime receives the best responses and services. TVS grant programs fall under four main categories—

A. Demonstration projects

B. Training and technical assistance

C. Enhancements to tribal victim services

D. Development of technology and research to better serve victims

STRUCTURE OF THE QUESTIONNAIRE

This questionnaire is divided into seven question banks (indicated with Roman numerals I through VII), followed by three sections of shared measures. Each grant will be assigned specific question banks and shared measures depending on its purpose.

NOTE: You must provide a response for each question in the assigned question banks and shared measures. If a specific question does not apply, please enter "NA" and explain this response in the space provided.

ROLES AND RESPONSIBILITIES FOR COMPLETION

OVC expects that agencies will assign a point of contact to gather and report performance data. Agency points of contact should work with other staff as needed to gather the required information when it is due.

REPORTING PERIODS

Performance data are reported into the OVC Performance Measurement Tool (PMT) quarterly. In January and July of each calendar year, grantees must generate a PDF report from the OVC PMT to upload into the Grants Management System (GMS). For each reporting period, grantees are encouraged to generate a PDF report from the PMT for their own records.

If you have any questions about the performance measures or the OVC PMT, please email the OVC PMT Helpdesk at ovcpmt@usdoj.gov, or call toll free at 844–884–2503.

A table outlining the reporting periods and submission deadlines is listed below.

Quarterly Reporting in PMT			Semiannual Reporting in GMS		
Reporting Period	**Submission Period**	**Deadline**	**Reporting Period**	**Submission Period**	**Deadline**
January 1–March 31	April 1–30	April 30	January 1–June 30	July 1–30	July 30
April 1–June 30	July 1–30	July 30			
July 1–September 30	October 1–30	October 30	July 1–December 31	January 1–30	January 30
October 1–December 31	January 1–30	January 30			

Grant Activity

1. Was there grant activity during the reporting period?
INSTRUCTION: “Grant activity” is defined as any proposed activity in the OVC approved grant application that is implemented or executed with OVC grant funds.

   - ○ Yes
   - ○ No

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

   ____

   ____

I. Training

This set of questions asks about training activities that occurred during the reporting period that were funded as part of your grant. *Training usually differs from technical assistance in that it is usually intended for multiple audience types and is not customized for a single group*.

Performance measures calculated from these questions include—

- Percent of scheduled trainings that were conducted
- Percent of registrants who attended or completed training
- Percent of participants satisfied with the training delivered
- Percent of participants planning to implement training knowledge

BASELINE QUESTIONS

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

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

CURRENT QUARTER REPORTING

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

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

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

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

   A. ***Number*** of participants.

B. Select the ***types of participants*** who ***attended or completed*** training.
INSTRUCTION: You may select more than one type of participant, if applicable. If you select Other, please include a description in the field below.

- ☐ Victim service providers
- ☐ Victim advocates
- ☐ Legal service providers/courts
- ☐ Law enforcement
- ☐ Medical professionals/healthcare providers
- ☐ Mental health providers
- ☐ Substance abuse treatment providers
- ☐ Educators/youth service providers
- ☐ Community-based organizations
- ☐ Government officials
- ☐ Other

If Other, please describe:

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

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

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

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

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

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

II. Technical Assistance

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

Performance measures calculated from these questions include—

- Percent of TTA recipients implementing changes due to TTA
- Percent of participants satisfied with the assistance delivered

CURRENT QUARTER REPORTING

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

2. Number of technical assistance requests ***completed*** during the reporting period.
   INSTRUCTION: *Completion of a TA request is one for which documentation can be made to demonstrate that the requestor's needs have been met/satisfied. TA services may be delivered in-person or via email, telephone, mobile platforms, etc.*

3. Number of ***recipients*** who received technical assistance during the reporting period.
   INSTRUCTION: Multiple individuals may be counted as recipients in a single TA request, so this number may be larger than the number of requests.

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

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

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

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

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

III. Technology Developments

This set of questions asks about technology development activities that occurred during the reporting period in pursuit of three goals 1) providing support for improved assistance to victims, including information, referrals, as well as online and hotline services at the national and international level; 2) enhancing the state's access to technology, increase victims' access to resources, and increase accuracy of administrative reporting; and 3) using technology to efficiently navigate the criminal justice system and to connect end users with victim centered resources and services.

Performance measures calculated from these questions include—

- Percent change in the number of contacts received due to new technology
- Percent change in average wait or response time
- Percent of staff trained in using the new technology

BASELINE QUESTIONS

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

1. Please select the type(s) of technology being developed or improved under this grant.

   ☐ Telephone hotline
   ☐ Text message service
   ☐ Instant Message (IM)-chat service
   ☐ Website
   ☐ Mobile app
   ☐ Cybersecurity/safety technology
   ☐ Reporting/data management capacity (not public-facing)
   ☐ Other

   If Other, please describe:

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

3. Number of ***dropped calls*** in the quarter prior to the start of the grant operations.
   INSTRUCTION: If not applicable (NA), enter "NA."

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

   A. The average length of ***wait time or response time*** for a contact during the quarter prior to the start of grant operations.
   INSTRUCTION: Enter the numeric wait time in the box provided. In the following question, indicate the unit of wait time reported on here (e.g., minutes, hours, etc.). Then report on that wait time consistently each quarter. If not applicable, enter "NA."

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

   - Minutes
   - Hours
   - Days
   - Not applicable

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

CURRENT QUARTER REPORTING

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

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

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

9. Total number of staff to ***use*** the technology improvement.

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

11. If yes, please provide the launch date:

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

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

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

    TOTAL CONTACTS RECEIVED

    Auto-sum 13 A-F.

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

15. The average length of ***wait or response time*** for this reporting period.
INSTRUCTION: Grantee will choose the most relevant wait time here and report on only one. Wait time is defined as the time it takes for a hotline agent to answer a call or for someone to respond to a mobile app request, IM-chat request, or website form request. The wait time reported here must be the same wait time chosen by the grantee as the most relevant one and reported in the baseline. The purpose is to measure improvement in the most relevant wait time.

IV. Data Gathering

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

Performance measures calculated from these questions include—

- Percent of planned data gathering initiatives completed

BASELINE QUESTIONS

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

1. Number of data gathering initiatives ***planned*** for the project (grant) period.
   INSTRUCTION: Data gathering initiatives include literature searches/reviews, needs assessments, gap analyses, and reports.

CURRENT QUARTER REPORTING

2. Number of data gathering initiatives ***completed*** during the reporting period.
   INSTRUCTION: Data gathering initiatives include literature searches/reviews, needs assessments, gap analyses, and reports.

3. Count the number of information resources ***disseminated*** as a result of the data gathering activity.
   INSTRUCTION: Resources are defined as literature reviews, needs assessments, gap analyses, reports, and toolkits.

V. Collaborative Partnerships

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

Performance measures calculated from these questions include—

- Percent change in the number of groups participating in the initiative
- Percent of groups participating that utilize evidence-based programs/practices

BASELINE QUESTIONS

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

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

CURRENT QUARTER REPORTING

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

3. **Total** number of groups/organizations/agencies involved in the initiative.
   INSTRUCTION: This number should include active agencies that may have been part of the initiative BEFORE grant funding AND those that joined and remain active BECAUSE of grant funding, to represent the TOTAL number of partners involved in the initiative.

4. Of this group, provide the number that utilize an ***evidence-based program or practice*** in the delivery of services, and list the evidence-based program(s) or practice(s) being used. *INSTRUCTION: Count the number of agencies using evidence-based practices. Evidence-based programs or practices are best practice models which include program models that have been shown through rigorous evaluation and replication to be effective. Please see the Office of Justice Program's website, www.crimesolutions.gov, for examples if you are not sure. Services provided may include direct services.*

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

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

VI. Strategic Planning

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

Performance measures calculated from these questions include—

- Percent of planned improvement initiatives implemented
- Percent of planned project deliverables completed

BASELINE QUESTIONS

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

1. Number of improvement initiatives ***planned*** for the duration of the current grant.
INSTRUCTION: Count the number of system-wide initiatives planned for the duration of the grant. Examples include community awareness campaigns, training efforts, as well as development and deployment of new technology.

2. Number of project deliverables ***planned*** for the length of the current grant.
INSTRUCTION: Deliverables may include a report, a website, a tool, a training event, or any item that is an output of your project.

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

☐ Child abuse victims (physical and/or sexual)
☐ Domestic and family violence victims
☐ Sexual assault victims (child and/or adult)
☐ Adult survivors of child sexual assault
☐ Incarcerated survivors of sexual assault
☐ Human trafficking victims
☐ DWI/DUI victims
☐ Conservatorship/guardianship fraud/abuse victims
☐ Survivors of homicide victims
☐ Elder abuse victims
☐ Americans abroad
☐ Tribal communities
☐ Rural communities

☐ Child and youth populations (as defined by your state)
☐ Other underserved victims or populations

If Other, please describe:

CURRENT QUARTER REPORTING

4. Number of planned improvement initiatives ***implemented*** this reporting period.
INSTRUCTION: Count the number of system-wide initiatives implemented during the reporting period. Examples include community awareness campaigns, training efforts, as well as development and deployment of new technology.

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

6. Identify the ***planning documents*** that were completed during this reporting period.
INSTRUCTION: Only include those completed that are applicable to your grant funded activities. Not all of these activities are required for every project, so please select only the ones that apply to your project.

☐ Mission and/or vision statement
☐ Advisory board charter
☐ Community partnership memoranda of understanding/memoranda of agreement
☐ Internal needs/strengths assessment
☐ Community needs/strengths assessment
☐ Program logic model
☐ Action plan
☐ Evaluation plan
☐ Sustainability plan
☐ Data collection plan

VII. Victim Services

This set of questions asks about the provision of direct services to crime victims. Report all victims served through your OVC-funded program in this section.

Performance measures calculated from these questions include—

- Percent of victims served who are new
- Percent of victims served who were the victim of a violent crime
- Average number of services provided per victim

CURRENT QUARTER REPORTING

1. **TOTAL** number of individuals who received services during the reporting period.
   INSTRUCTIONS: *Count all individuals served by your organization with the grant 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 8. If your organization only had anonymous contacts, please enter zero (0).*

2. **TOTAL** number of anonymous contacts received during the reporting period.
   INSTRUCTIONS: *Count all anonymous contacts received by your organization through a hotline, online chat, or other service where the individuality of each contact cannot be established. If your organization did not have any anonymous contacts, please enter zero (0).*

3. If 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.
   INSTRUCTIONS: *Report the number of* ***NEW*** *individuals served with the grant plus match (as applicable) 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 award, ALL individuals should be counted as new.

4. If your organization cannot track new individuals, please check the box below indicating such.
   ☐ We cannot track new individuals.

5. Demographics (for NEW individuals identified in question 3).
INSTRUCTIONS: *Count each NEW individual in only one race/ethnicity type as self-reported. Individuals who self-report in more than one race and/or ethnicity category should be counted in the "Multiple Races" category. The total number of individuals in each demographic category should equal the number of NEW individuals reported in question 3. All "0" entries must represent a true value of zero.*
If no data are collected for a category, enter "NT" in that category to mark it as Not Tracked. This means you are not yet able to submit data in this category. In the "Not Tracked" category provided, report the number of individuals who did not have demographic data tracked.
If no data are collected for an individual, count that individual in the Not Reported category. This means that you collect these data, but the data were not provided by the person completing the intake form.

Category	Population	Number of NEW Individuals
A. RACE/ETHNICITY (self-reported) See **Appendix A** for definitions of each race/ethnicity category.	American Indian/Alaska Native	
	Asian	
	Black/African American	
	Hispanic or Latino	
	Native Hawaiian and Other Pacific Islander	
	White Non-Latino/Caucasian	
	Some Other Race	
	Multiple Races	
	Not Reported	
	Not Tracked	
TOTAL	Auto-calculated *(Must equal number reported in question 3)*	
B. GENDER IDENTITY (self-reported)	Male	
	Female	
	Other *(brief description, if applicable)*	Description:
	Not Reported	
	Not Tracked	
TOTAL	Auto-calculated *(Must equal number reported in question 3)*	
C. AGE (self-reported) Report the age of the victim **at the time of the victimization.**	0–12	
	13–17	
	18–24	
	25–59	
	60 and Older	
	Not Reported	
	Not Tracked	
TOTAL	Auto-calculated *(Must equal number reported in question 3)*	

6. Types of Victimizations (for all individuals identified in questions 1 and 2).
If no data are collected for a category, enter "NT" in that field to represent Not Tracked. This means that you are not yet able to track data in this category.

Individuals who received services by victimization type	**Victimization Type**	**A. Number of individuals who received services based on the presenting victimization during the reporting period**
INSTRUCTIONS: Enter the count of individuals who received services based on each presenting victimization type during the reporting period. An individual MAY be counted in **more than one** victimization type. An individual MAY NOT be counted more than once within the **same** victimization type. See **Appendix B** for definitions of each victimization type.	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	
	Cyber crimes	
	Domestic and/or family violence	
	DUI/DWI incidents	
	Elder abuse or neglect	
	Gang violence	
	Hate crime: Racial/religious/gender/ sexual orientation/other	
	Please explain	
	Human trafficking: Labor	
	Human trafficking: Sex	
	Identity theft/fraud/financial crime	
	Kidnapping (noncustodial)	
	Kidnapping (custodial)	
	Mass violence (domestic/international)	
	Other vehicular victimization (e.g., hit and run)	
	Robbery	
	Stalking/harassment	
	Survivors of homicide victims	
	Teen dating victimization	
	Terrorism (domestic/international)	
	Other	
	Please explain	
B. Of the individuals who received services, how many presented with more than one type of victimization during the reporting period?		
C. Special classifications of individuals (self-reported) **INSTRUCTIONS:** Enter the number of individuals who self-identify in one or more of these categories.	Deaf/hard of hearing	
	Homeless	
	Immigrants/refugees/asylum seekers	
	LGBTQ/Two-Spirit persons	
	Veterans	
	Victims with disabilities: Cognitive/physical/mental	
	Victims with limited English proficiency	
	Other	
	If other, please explain:	

7. Number of individuals assisted with a victim compensation application during the reporting period.
INSTRUCTIONS: *Count the number of individuals who received assistance with completing a victim compensation application during the reporting period, even if they did not submit the application. Simply providing an individual with an application does NOT qualify as assistance.*

8. 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

9. Total number of individuals who received services by service type AND number of times each service was provided during the reporting period
INSTRUCTIONS: *For each category (items A, B, C, D, and E) selected in Question 8, enter the* ***number of clients*** *who received services from your agency during the reporting period. For each subcategory within a category (e.g., items A1, A2, A3, and A4), enter the* ***number of times that service was provided*** *during the reporting period. Zero is a valid response.*
Because some clients may receive multiple services, the total number of times that services were provided within a category may be greater than the number of clients who received those services.
   A. INFORMATION & REFERRAL
   Enter the ***number of individuals*** *who received services in this category:*
   Number of individuals
   Enter the ***number of times*** *services were provided in each subcategory:*
   A1. Information about the criminal justice process
   Number of occurrences
   A2. Information about victim rights, how to obtain notifications, etc.
   Number of occurrences
   A3. Information about substance abuse treatment and support available to crime victims
   Number of occurrences
   A4. Referral to victim service programs
   Number of occurrences
   A5. Referral to substance abuse treatment and support
   Number of occurrences
   A6. Referral to other services, supports, and resources *(includes legal, medical, faith-based organizations, address-confidentiality programs, etc.)*
   Number of occurrences

B. PERSONAL ADVOCACY/ACCOMPANIMENT

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

Number of individuals

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

B1. Victim advocacy/accompaniment to emergency medical care

Number of occurrences

B2. Victim advocacy/accompaniment to medical forensic exam

Number of occurrences

B3. Law enforcement interview advocacy/accompaniment

Number of occurrences

B4. Individual advocacy *(e.g., assistance in applying for public benefits, return of personal property or effects)*

Number of occurrences

B5. Performance of medical or nonmedical forensic exam or interview, or medical evidence collection

Number of occurrences

B6. Immigration assistance *(e.g., special visas, continued presence application, and other immigration relief)*

Number of occurrences

B7. Intervention with employer, creditor, landlord, or academic institution

Number of occurrences

B8. Child or dependent care assistance *(includes coordination of services)*

Number of occurrences

B9. Transportation assistance *(includes coordination of services)*

Number of occurrences

B10. Interpreter services

Number of occurrences

C. EMOTIONAL SUPPORT OR SAFETY SERVICES

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

Number of individuals

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

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

Number of occurrences

C2. Hotline/crisis line counseling

Number of occurrences

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

Number of occurrences

C4. Individual counseling

Number of occurrences

C5. Support groups *(facilitated or peer)*

Number of occurrences

C6. Other therapy *(e.g., traditional, cultural, or alternative healing; art, writing, or play therapy)*

Number of occurrences

C7. Emergency financial assistance *(includes emergency loans and petty cash, payment for items such as food and/or clothing, changing windows and/or locks, taxis, prophylactic and nonprophylactic medications, durable medical equipment)*

Number of occurrences

D. SHELTER/HOUSING SERVICES

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

Number of individuals

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

D1. Emergency shelter or safe house

Number of occurrences

D2. Transitional housing

Number of occurrences

D3. Relocation assistance *(includes assistance with obtaining housing)*

Number of occurrences

E. CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE

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

Number of individuals

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

E1. Notification of criminal justice events *(e.g., case status, arrest, court proceedings, case disposition, release)*

Number of occurrences

E2. Victim impact statement assistance

Number of occurrences

E3. Assistance with restitution (includes assistance in requesting and when collection efforts are not successful)

Number of occurrences

E4. Civil legal assistance in obtaining protection or restraining order

Number of occurrences

E5. Civil legal assistance with family law issues *(e.g., custody, visitation, or support)*

Number of occurrences

E6. Other emergency justice-related assistance

Number of occurrences

E7. Immigration assistance *(e.g., special visas, continued presence application, and other immigration relief)*

Number of occurrences

E8. Prosecution interview advocacy/accompaniment *(includes accompaniment with prosecuting attorney and with victim/witness)*

Number of occurrences

E9. Law enforcement interview advocacy/accompaniment

Number of occurrences

E10. Criminal advocacy/accompaniment

Number of occurrences

E11. Other legal advice and/or counsel

Number of occurrences

The following pages contain questions that are shared across multiple question banks. Please complete the following shared sections based on your assigned Question Banks.

Question Bank	Required Shared Measures
I. Training	A. TTA Activities
II. Technical Assistance	A. TTA Activities
III. Technology Development	A. TTA Activities, B. Partnerships
IV. Data Gathering	None
V. Collaborative Partners	B. Partnerships, C. Planning
VI. Strategic Planning	B. Partnerships, C. Planning
VII. Victim Services	None

A. Training and/or Technical Assistance Activities–Shared Measures

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

BASELINE QUESTIONS

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

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

   ☐

CURRENT QUARTER REPORTING

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

   ☐

3. Select the ***types of training and/or technical assistance materials and activities completed*** during the reporting period.
   INSTRUCTION: These may include webinars, guidebooks, FAQ documents, toolkits, assessment tools, media-based resources, pamphlets, etc. Select all that apply.

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

B. Partnerships–Shared Measures

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

CURRENT QUARTER REPORTING

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

2. Number of ***NEW letters of support*** secured.
   INSTRUCTION: Count the number of new letters of support received from potential partners during the reporting period. Letters of support lend organizational support but do not commit resources.

3. ***Rate the following group partners*** based on the statement "***This partner is actively involved in the program***."
   INSTRUCTION: Please rate your working group partners on a scale of 1–5, as indicated below. Actual criteria used to determine how "actively involved" a partner is are at the discretion of the grantee. Suggestions may include: attends and participates in meetings, carries out assigned tasks and deliverables thoroughly and on time, contributes meaningfully to accomplishing team goals, provides leadership in key areas, and demonstrates dedication to serving victims of crime. The more criteria a partner meets, the higher their rating from the grantee.

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

Working Group Partner		**Strongly disagree**	**Disagree**	**Neither**	**Agree**	**Strongly agree**
This partner is actively involved in the program.	**NA**	**1**	**2**	**3**	**4**	**5**
Community-based service providers	●	○	○	○	○	○
Local leadership (e.g., mayor's office)	●	○	○	○	○	○
Local community groups	●	○	○	○	○	○
Other local community partner	●	○	○	○	○	○
Corrections	●	○	○	○	○	○
Pretrial service organizations	●	○	○	○	○	○
Law enforcement agencies (including investigators)	●	○	○	○	○	○
Prosecution	●	○	○	○	○	○
Public defender/indigent defense	●	○	○	○	○	○
Courts	●	○	○	○	○	○
Forensic laboratories	●	○	○	○	○	○
Victim services	●	○	○	○	○	○
Child protective services	●	○	○	○	○	○
Other general criminal justice affiliated partner	●	○	○	○	○	○
State law enforcement agencies	●	○	○	○	○	○
State/tribal leadership (e.g., governor's office)	●	○	○	○	○	○
Tribal criminal justice agencies	●	○	○	○	○	○
Other state/tribal partner	●	○	○	○	○	○
Federal law enforcement agencies	●	○	○	○	○	○
U.S. Attorney's Office	●	○	○	○	○	○
Other federal partner	●	○	○	○	○	○
Mental health care providers	●	○	○	○	○	○
Sexual assault nurse examiners/forensic nurses	●	○	○	○	○	○
Substance abuse treatment providers	●	○	○	○	○	○
Other health care providers	●	○	○	○	○	○
Foundations/philanthropic/faith-based organizations	●	○	○	○	○	○
Training and technical assistance providers	●	○	○	○	○	○
Private-sector/business community partner or provider	●	○	○	○	○	○
Researcher, evaluator, or statistical analysis center	●	○	○	○	○	○
Other nonprofit or specialized expertise partner	●	○	○	○	○	○

C. Planning Activities, Policy & Procedural Changes–Shared Measures

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

CURRENT QUARTER REPORTING

1. Number of ***planning activities*** undertaken during the reporting period.
   INSTRUCTION: Count the number of planning activities undertaken during the reporting period. These can include creation of task forces or inter-agency committees/advisory groups, meetings held, etc. The preferred data source is program records.

2. Count the number of agency ***policies or procedures created, amended or rescinded*** during the reporting period.
   INSTRUCTION: Count the number of cross-program or agency policies or procedures created, amended, or rescinded during the reporting period. A policy is a plan or specific course of action that guides the general goals and directives of programs and/or agencies. A procedure is the established or correct method of doing something. Include policies and procedures that are relevant to the topic area of the program or that affect program operations. The preferred data sources are program records, minutes or summaries.

Semiannual Reporting Questions (All Grantees)

You will be asked to answer these questions in OVC PMT semiannually for the January–June and July–December reporting periods. Please answer them based on the designated 6 month reporting period. You may use up to 5,000 characters for each response.

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

   ____
   ____

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

   ____
   ____

3. Is there any technical assistance that OVC can provide to address any problems, delays, or adverse conditions identified in Question 2?
   A. Yes (please explain)
   B. No

   ____
   ____

4. Are you on track to fiscally and programmatically complete your program in the time and within the budget specified in your grant application?
   A. Yes
   B. No (please explain)

   ____
   ____

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

   ____
   ____

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

   ____
   ____

7. Will your agency be able to sustain the program efforts after federal funding under this award has ended?
   A. Yes, we will likely be able to sustain the efforts and have other sources of funding in place.
   B. Yes, we hope to sustain the efforts but are still working to identify funding.
   C. No, we will be unable to sustain program efforts.
   D. We are unsure at this time.

   ____
   ____

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

   Please provide each subgrantee a copy of the TVS Performance Measure Tracking Spreadsheet so that subgrantees can record their data for the 6-month semiannual reporting period. Attach each subgrantee's completed tracking sheet to your semiannual report in GMS.

   The data submitted for each performance measure within the quarterly data entry pages should represent the activity that occurred at the prime recipient level and the data gathered from the other entities should be reported here in the narrative questions section.

   ____
   ____

THANK YOU FOR PARTICIPATING!

APPENDIX A[1]

"**American Indian or Alaska Native**" refers to a person having origins in any of the original peoples of North and South America (including Central America) and who maintains tribal affiliation or community attachment. This category includes people who indicated their race(s) as "American Indian or Alaska Native" or reported their enrolled or principal tribe, such as Navajo, Blackfeet, Inupiat, Yup'ik, or Central American Indian groups or South American Indian groups.

"**Asian**" refers to a person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam. It includes people who indicated their race(s) as "Asian" or reported entries such as "Asian Indian," "Chinese," "Filipino," "Korean," "Japanese," "Vietnamese," and "Other Asian" or provided other detailed Asian responses.

"**Black or African American**" refers to a person having origins in any of the Black racial groups of Africa. It includes people who indicated their race(s) as "Black, African American, or Negro" or reported entries such as African American, Kenyan, Nigerian, or Haitian.

"**Hispanic or Latino**" refers to an individual who self-reports in one of the specific Spanish, Hispanic, or Latino categories listed on the Census 2010 questionnaire: "Mexican," "Puerto Rican," or "Cuban." This also refers to those who indicate that they are "another Hispanic, Latino, or Spanish origin." People who do not identify with one of the specific origins listed on the questionnaire but indicate that they are "another Hispanic, Latino, or Spanish origin" are those whose origins are from Spain, the Spanish-speaking countries of Central or South America, or the Dominican Republic. The terms "Hispanic," "Latino," and "Spanish" are used interchangeably.

"**Multiple Races**" refers to a person who may self-identify in more than one race or ethnicity category.

"**Native Hawaiian or Other Pacific Islander"** refers to a person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands. It includes people who indicated their race(s) as "Pacific Islander" or reported entries such as "Native Hawaiian," "Guamanian or Chamorro," "Samoan," and "Other Pacific Islander" or provided other detailed Pacific Islander responses.

"**White**" refers to a person having origins in any of the original peoples of Europe, the Middle East, or North Africa. It includes people who indicated their race(s) as "White" or reported entries such as Irish, German, Italian, Lebanese, Arab, Moroccan, or Caucasian.

"**Some Other Race**" includes all other responses not included in the White, Black or African American, American Indian or Alaska Native, Asian, and Native Hawaiian or Other Pacific Islander race categories described above.

[1] http://www.census.gov/prod/cen2010/briefs/c2010br-02.pdf

APPENDIX B

The descriptions below are based on Federal legislation (unless otherwise noted), which provides guidance to states by identifying a minimum set of acts or behaviors to define the crime. OVC understands that state statutes may vary. Please interpret your state code within the definitions provided to report requested data.

GENERAL DEFINITONS:

a. Child
A person under the age of 18 or as otherwise defined by state law.

b. Federal Fiscal Year
October 1 through September 30.

c. Services (as defined by program guidelines)
  i. Respond to the emotional and physical needs of crime victims;
  ii. Assist primary and secondary victims of crime to stabilize their lives after a victimization;
  iii. Assist victims to understand and participate in the criminal justice system; and
  iv. Provide victims of crime with a measure of safety and security such as boarding up broken windows and replacing or repairing locks.

d. Crime Victim or Victim of Crime
A person who has suffered physical, sexual, financial, or emotional harm as the result of the commission of a crime.

e. Teen
OVC describes a teen (for purposes of this report) as a youth, ages 13–17. Use this definition to capture youth ages 13–17 who present for services for a primary and/or additional victimization where applicable: for example, teen dating victimization.

f. Victim Funded Project
VOCA funds plus match.

g. Victim Services Program
All services and activities offered on behalf of victims of crime, including the VOCA grant and match.

VICTIMIZATION TYPES:

a. Adults Sexually Abused/Assaulted as Children
Adult survivors of sexual abuse and/or assault suffered while they were children.

b. Adult Physical Assault
Aggravated Assault: An unlawful attack by one person upon another for the purpose of inflicting severe or aggravated bodily injury. This type of assault usually is accompanied by the use of a weapon or by means likely to produce death or great bodily harm.

Simple Assault: Assaults and attempted assaults where no weapon was used or no serious or aggravated injury resulted to the victim. Intimidation, coercion, and hazing are included.

c. Adult Sexual Assault
Includes a wide range of victimizations; crimes that include attacks or attempted attacks generally involving unwanted sexual contact between victim and offender. Sexual assaults may or may not involve force and include such things as grabbing, fondling, and verbal threats. Also included is

rape, which is defined as penetration, no matter how slight, of the vagina or anus with any body part or object, or oral penetration of a sex organ by another person, without the consent of the victim; may also include penetration of the mouth by a sex organ by another person.

d. Arson
Any willful or malicious burning or attempting to burn, with or without intent to defraud, a dwelling house, public building, motor vehicle or aircraft, personal property of another, and so on.

e. Bullying (cyber, physical, or verbal)
Repeated, negative acts committed by one or more children against another. These negative acts may be physical or verbal in nature—for example, hitting or kicking, teasing or taunting—or they may involve indirect actions such as manipulating friendships or purposely excluding other children from activities. Implicit in this definition is an imbalance in real or perceived power between the bully and victim. Examples of cyberbullying include mean text messages or e-mails; rumors sent by e-mail or posted on social networking sites; and embarrassing pictures, videos, Web sites, or fake profiles.

f. Burglary
The unlawful entry of a structure to commit a felony or theft. The FBI's Uniform Crime Reporting (UCR) program includes three subclassifications: forcible entry, unlawful entry where no force is used, and attempted forcible entry. The UCR definition of "structure" includes apartment, barn, house trailer or houseboat when used as a permanent dwelling, office, railroad car (but not automobile), stable, and vessel (i.e., ship).

g. Child Physical Abuse and Neglect
This may include physical abuse that is nonaccidental physical injury (ranging from minor bruises to severe fractures or death) as a result of punching, beating, kicking, biting, shaking, throwing, stabbing, choking, hitting (with a hand, stick, strap, or other object), burning, or otherwise harming a child, that is inflicted by a parent, caregiver, or other person. Such injury is considered abuse regardless of whether the caregiver intended to hurt the child. Physical discipline, such as spanking or paddling, is not considered abuse as long as it is reasonable and causes no bodily injury to the child.

h. Child Sexual Abuse and Assault
This may include activities such as fondling a child's genitals, penetration, incest, rape, sodomy, indecent exposure, and exploitation through prostitution by a parent, caregiver, or other person. Includes teen sexual assault.

i. Child Pornography
Any visual depiction, including any photograph, film, video, picture, drawing, or computer or computer-generated image or picture, which is produced by electronic, mechanical, or other means, of sexually explicit conduct, where: (1) its production involved the use of a minor engaging in sexually explicit conduct; (2) such visual depiction is, or appears to be, of a minor engaging in sexually explicit conduct; (3) such visual depiction has been created, adapted, or modified to appear that an identifiable minor is engaging in sexually explicit conduct; or (4) it is advertised, distributed, promoted, or presented in such a manner as to convey the impression that it is a visual depiction of a minor engaging in sexually explicit conduct.

j. Domestic and/or Family Violence
A crime in which there is a past or present familial, household, or other intimate relationship between the victim and the offender, including spouses, ex-spouses, boyfriends and girlfriends, ex-boyfriends and ex-girlfriends, and any family members or persons residing in the same household as the victim. Involves a pattern of abusive behavior in any relationship that is used by

one partner to gain or maintain power and control over another intimate partner. Domestic violence can be physical, sexual, emotional, economic, or psychological actions or threats of actions that influence another person. This includes any behaviors that intimidate, manipulate, humiliate, isolate, frighten, terrorize, coerce, threaten, blame, hurt, injure, or wound someone.

k. **DUI/DWI Incidents**
Driving or operating a motor vehicle or common carrier while mentally or physically impaired as the result of consuming an alcoholic beverage or using a drug or narcotic.

l. **Elder Abuse/Neglect**
Also known as elder mistreatment, generally refers to any knowing, intentional, or negligent act by a family member, caregiver, or other person in a trust relationship that causes harm or creates a serious risk of harm to an older person. Elder abuse may include abuse that is physical, emotional/psychological (including threats), or sexual; neglect (including abandonment); and financial exploitation. This is a general definition; state definitions of elder abuse vary. Some definitions may also include fraud, scams, or financial crimes targeted at older people.

m. **Hate Crime (Racial/Religious/Gender/Sexual Orientation/Other)**
A criminal offense against a person or property motivated in whole or in part by an offender's bias against a race, religion, disability, ethnic origin, or sexual orientation.

n. **Human Trafficking: Sex/Labor**
Inducing a person by force, fraud, or coercion to participate in commercial sex acts, or the person induced to perform such act(s) has not attained 18 years of age. It also covers obtaining a person through recruitment, harboring, transportation, or provision, and subjecting such a person by force, fraud, or coercion into involuntary servitude, peonage, debt bondage, or slavery (not to include commercial sex acts).

o. **Identity Theft/Fraud/Financial Crimes**
Identity theft occurs when someone wrongfully obtains another's personal information without their knowledge to commit theft or fraud. Fraud and financial crimes include illegal acts characterized by deceit, concealment, or violation of trust and that are not dependent upon the application or threat of physical force or violence. Individuals and organizations commit these acts to obtain money, property, or services; to avoid the payment or loss of money or services; or to secure personal or business advantage.

p. **Kidnapping (noncustodial)**
Occurs when someone unlawfully seizes, confines, inveigles, decoys, abducts, or carries away and holds for ransom or reward, by any person, except in the case of a minor by the parent thereof.

q. **Kidnapping (custodial)**
Occurs when one parent or guardian deprives another of his or her legal right to custody or visitation of a minor by unlawfully taking the child. The definition and penalties of custodial kidnapping vary by state. In some states, kidnapping occurs only if a child is taken outside of the state and/or if an existing custody order is intentionally violated. In all cases, international custodial kidnapping is a federal offense.

r. **Mass Violence: Domestic/International**
An intentional violent criminal act that results in physical, emotional, or psychological injury to a sufficiently large number of people to significantly increase the burden of victim assistance and compensation for the responding jurisdiction.

s. Other Vehicular Victimization
May include hit-and-run crimes, carjacking, and other vehicular assault.

t. Robbery
Taking or attempting to take anything of value from the care, custody, or control of a person or persons by force or threat of force or violence and/or by putting the victim in fear.

u. Stalking/Harassment
Individuals are classified as victims of stalking or harassment if they experienced at least one of the behaviors listed below on at least two separate occasions. In addition, the individuals must have feared for their safety or that of a family member as a result of the course of conduct, or have experienced additional threatening behaviors that would cause a reasonable person to feel fear. Stalking behaviors include making unwanted phone calls; sending unsolicited or unwanted letters or e-mails; following or spying on the victim; showing up at places without a legitimate reason; waiting at places for the victim; leaving unwanted items, presents, or flowers; and posting information or spreading rumors about the victim on the Internet/social media, in a public place, or by word of mouth.

v. Survivors of Homicide Victims
Survivors of victims of murder and voluntary manslaughter, which are the willful (intent is present) killing of one human being by another.

w. Teen Dating Victimization
Teen dating violence is defined as the physical, sexual, psychological, or emotional violence within a teen dating relationship, including stalking. It can occur in person or electronically and might occur between a current or former dating partner.

x. Terrorism: Domestic
The term terrorism means an activity that . . . (1) involves a violent act or an act dangerous to human life that is a violation of the criminal laws of the United States or of any State, or that would be a criminal violation if committed within the jurisdiction of the United States or any State; and (2) appears to be intended . . . (a) to intimidate or coerce a civilian population, (b) to influence the policy of a government by intimidation or coercion or (c) to affect the conduct of a government by assassination or kidnapping (18 U.S.C. 3077).

y. Terrorism: International
The *Antiterrorism and Emergency Reserve Fund Guidelines for Terrorism and Mass Violence Crimes* refers to the term terrorism, when occurring outside of the United States, as international terrorism to mean an activity that . . . (1) involves a violent act or an act dangerous to human life that is a violation of the criminal laws of the United States of any State or that would be a criminal violation if committed within the jurisdiction of the United States or of any State; (2) appears to be intended . . . (a) to intimidate or coerce a civilian population; (b) to influence the policy of a government by intimidation or coercion; or (c) to affect the conduct of a government by assassination or kidnapping; and (3) occur primarily outside the territorial jurisdiction of the United States, or transcend national boundaries in terms of the means by which they are accomplished, the persons they appear intended to intimidate or coerce, or the locale in which their perpetrators operate or seek asylum (18 U.S.C. 2331).

z. Violation of a Court Order
This is defined by state or jurisdiction.

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OVC

Transforming Victim Services (TVS) Initiative

Frequently Asked Questions

I. Introduction

The purpose of this document is to assist grantees under the Transforming Victim Services (TVS) initiative, previously referred to as Vision 21, in completing and submitting accurate performance measure data in the Performance Measurement Tool (PMT) system. This document is a companion to the TVS Questionnaire and further explains what, when, where, and how data should be reported. We encourage individuals to start the reporting process by reviewing the TVS Questionnaire, and then reviewing this document for additional details about the performance measures.

The accuracy and timeliness of reporting data is extremely important. Data reported by grantees allows the Office for Victims of Crime (OVC) to demonstrate the value and specific benefits of its grant programs to government agencies, the victim services field, the general public, and other stakeholders. OVC uses the data provided by grantees to respond to specific inquiries about grant activities.

II. PMT Reporting Requirements for Grantees and Subgrantees

1. Are we required to report on all performance measure questions?

TVS performance measures are grouped into several question banks:

Question Bank:

I. Training
II. Technical Assistance
III. Technology Development
IV. Data gathering
V. Collaborative Partnerships
VI. Strategic Planning
VII. Victim Services

Shared Measures:

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

The question banks that grantees must respond to are selected based on the type(s) of activities the grantees will perform. These selections are made with input from OVC grant managers and OVC's Performance Measurement team. Grantees may respond to one, several, or all of the question banks. When grantees login to the PMT system, they will see only the performance measures for their assigned question banks. Grantees are expected to provide a response for each question in the assigned question banks and shared measures. If a specific question does not apply, please enter "NA" and explain this response in the space provided.

2. What happens if I think my organization has been mapped to the wrong question bank(s)?

If you do not understand how the question banks relate to your project activities or if you think there has been an error, please contact the OVC PMT Helpdesk at ovcpmt@usdoj.gov or call the toll free number at 1–844–884-2503. The OVC PMT Helpdesk will work with you and your OVC grant manager to address the issue if there is an error.

3. How will I know when reporting is due in the PMT?

Performance data is due in the PMT on a quarterly basis. OVC expects that agencies will assign a point of contact (POC) to gather and report performance data. The POC for the organization, will receive an email at the start of the report submission period. They will also receive a reminder email approximately 15 days before the submission deadline. Grantees that do not submit data in the PMT by the due date may receive a past due notice from the OVC PMT Helpdesk and/or their OVC grant manager to ensure compliance with the quarterly grant reporting requirements.

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

4. For which award(s) should the Semiannual Performance Measures Report be uploaded to in Grant Management System (GMS)?

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

5. On which activities should I report as a grantee if some of my organization's activities are not funded by the TVS funds?

TVS grantees should only report on activities supported by TVS grant funds.

6. My organization subgrants a portion of our award to other partners. Do they also receive training on reporting performance measures?

Grantees should provide subgrantees, if they have any, with data collection and performance measure reporting information. Grantees may share training resources developed by OVC with subgrantees and should communicate directly to subgrantees about any internal data submission deadlines and processes. Subgrantees fill out the Performance Measurement questionnaire and it gets submitted into the GMS along with the PMT report.

7. **Will grantees that subgrant their funds be required to submit a quarterly data report in the PMT for each subgrantee, or can the grantee aggregate the data into one report?**

   Grantees do not submit quarterly data reports in PMT for each subgrantee. Instead, grantees will report on subgrantee performance metrics semiannually.

   Grantees should provide each subgrantee a copy of the TVS Questionnaire, so that subgrantees can record their data for the 6 month semiannual reporting period. Grantees will then collect this performance measure data from their subgrantees and attach each subgrantee's completed questionnaire to their semiannual report in GMS.

   The data submitted for each performance measure within the quarterly entry data pages should represent the activity that occurred at the prime recipient level. Data gathered from the other entities should be reported in the qualitative box in Question 8 of the narrative questions section.

8. **What happens if I finish my award before the grant period ends? Do I still need to report in PMT?**

   Grantees who are planning to complete their award before the grant period ends should notify the OVC PMT Helpdesk to update your award end date in the PMT. Grantees will still have to complete quarterly reporting for the quarter in which their award ended. For example, if the award ended on May 31, grantees would have to complete reporting for the April 1–June 30 reporting period.

III. Changes in Performance Measures

9. **Last year, I reported in "Vision 21." This year, I'm told to report in "Transforming Victim Services (TVS)." What's the difference?**

   "Transforming Victim Services (TVS)" is the new name for the old "Vision 21" module in PMT. OVC has updated the name to better reflect the overall goals of the many discretionary grant programs that will report on TVS performance measures.

10. **Have any performance measures changed?**

    Yes, OVC has made some revisions to the performance measures based on a planned review of data that grantees submitted in 2017. The updates clarify and streamline the questions. The following performance measures have changed as a result of the update:

    - Training and/or Technical Assistance—Includes training and technical assistance participant feedback questions for each question bank and questions on survey collection to help provide context for participant feedback.
    - Technology Developments—Includes updates to how to report on client wait time.
    - Multijurisdictional Linkages and Wraparound Services—Renamed to "Collaborative Partnerships." We also added a question to gather evidence-based practices used by partners
    - Victim Services—This new question bank captures performance measures for some grant programs that directly serve victims
    - Semiannual Questions—Subgrantees will receive the questionnaire as a fillable PDF. Grantees will still upload into GMS semiannually.
    - Reporting activity—Grantees can indicate if they did not perform grant-funded activity in a quarter

11. **Why did OVC change the performance measures?**

    PMT data analysts conducted a data validity and reliability review (DVR) in fall 2017 to revise Vision 21 performance measures to promote accurate and consistent reporting. These changes reflect the findings of the DVR review and recommendations from grantees.

12. **Will the performance measures continue to change?**

    No, OVC does not currently plan to update any performance measures. Performance measures may change in the future to meet the requirements of any legislative, policy, or procedural change.

13. **I reported baseline questions at the start of my award when it was referred to as "Vision 21." Will I have to reenter my baseline questions?**

    No, you will not be required to reenter your baseline questions. As a reminder, you will answer the baseline questions once during the first reporting period of activity. You will not be required to report on them again after that.

14. **Some of the performance measures have changed, starting in the October 1–December 31, 2018 reporting period. Will I have to go back and respond to these changed measures for all of my past reporting periods?**

    No, you will not need to go back to previous quarters to report on any new or modified performance measures. You will just report on the new/modified measures from the October–December 2018 reporting period forward. Past reporting periods will continue to display the original performance measures and grantee data entered.

IV. Performance Measures

I. Training

15. **In Question 5B under Training, what do you mean by participant types?**

    Participants types refers to the occupation or field of the training participants. For example, this may include victim service providers, legal service providers/courts, law enforcement, medical professionals/healthcare providers, educators/youth service providers, government officials, and community-based organizations are different types of participants. A multiselect list of options is now provided to allow grantees to easily select any applicable types.

16. **How does training differ from technical assistance?**

    Training is generally instructor-led with specified learning objectives, using a specific training curriculum. TA is generally administered in response to a request from another organization and is often customized to meet the needs of that particular organization.

II. Technical Assistance

17. How do we count technical assistance requests received for Question 1 in that section—by number of people or number of requests?

Question 1 captures the number of requests received during the reporting period. A request will generally be made by an organization to build the capacity of one or several staff members. Each individual who receives support from the grantee is considered a recipient of the technical assistance and is reported in Question 3 (number of recipients who received technical assistance during the reporting period). For example, if a staff manager at an organization requests a support for his/her team of 12 staff members, then the grantee would count this as one technical assistance request with 12 recipients.

18. When is a technical assistance request considered "complete?"

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

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

19. Am I expected to collect feedback from training and technical assistance participants? If so, will OVC provide a specific feedback form?

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

III. Technology Developments

20. For technology projects, how do you define "contacts"?

Contacts are counted as an individual reaching out to your organization for information or services. Individuals may contact your organization by visiting your website, sending a message via text, telephone, instant message (IM) chat, etc. Grantees should track the visits and contacts by the type of technology used (telephone, text message service, IM chat service, email, website, and/or mobile app).

21. How do you define "wait time?"

Wait time is defined as the time it takes for a hotline agent to respond to a call or for someone to respond to a request from a mobile app, IM chat, or web form. Grantees will choose the most relevant unit of wait time (e.g., minutes, hours, or days) and report consistently in this unit for their baseline and each quarter of the award period. The purpose is to measure improvement for the most relevant wait time as a result of the technology improvement.

IV. Data Gathering

22. What is a "data gathering initiative?"

Data gathering initiatives include literature searches/reviews, needs assessments, gap analyses, and reports. The intent is to measure progress with research initiatives funded to have an impact on TVS goals and objectives.

23. How do you classify a data gathering initiative as "completed?"

Completed means that data collection is finished and, if applicable, the report has been approved. Other documents such as white papers and briefs created for specific audiences or presentations for a conference are not included here. These fall instead under Question 3, dissemination efforts.

V. Collaborative Partnerships

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

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

Organizations that were actively involved before the award and continue to be involved are counted as part of Question 3 (total number of agencies involved in the initiative). If an agency is involved in the initiative but does not receive a portion of TVS funding, then the organization should be counted as a partner in the Shared Measures - Partnerships section.

OVC understands that grantees may not issue subgrants, and therefore the value reported for Question 2 may be 0 or 1 for the duration of the award period. TVS performance measures are used for many types of grant programs, some of which engage subgrantees to meet the goals of the program.

VI. Strategic Planning

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

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

VII. Victim Services

26. Question 1 asks to report on the total number of individuals who received services during the reporting period. Should the total include the number of new individuals?

Count all individuals served by the organization with the grant funds during the reporting period. Question 1 is the unduplicated count of people served, which equals the number of new individuals plus the number of individuals who are returning for services (these individuals would have been counted as new in previous reporting periods). Therefore, the number of new individuals should be equal to or less than the total number served.

Do NOT count anonymous contacts here. They should be reported in Question 2. If your organization only had anonymous contacts, please enter 0 in Question 1.

27. If my organization provides various types of services and can report an unduplicated count of individuals served for some services but not others, should I check the checkbox in Question 4 that asks if we cannot track individuals?

Yes, if the total count of people you served includes any people who may have been counted more than once during the reporting period, please check the box.

28. In Question 5B, which refers to an individual's gender, how do we report a client who identifies as transgender?

In this situation, you may use the "Other" category, and you can provide a brief explanation that the client identifies as "transgender" in the description. Data should be consistent between what is in the "Other" numeric field and what is in the narrative "explanation" field. If an explanation is provided for "other" gender identity, then a number is expected in the "other" numeric field.

29. For Question 5C, which refers to a person's age, does this mean age at the time of the crime/victimization or age at the time the person received services?

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

30. **Under Question 6 "Types of Victimizations," the first column states: "Do not count an individual more than once for the same victimization type." If a Domestic Violence (DV) victim comes to a shelter in October, goes back home in November, is abused again, and then reenters a shelter in December, that is two individual intakes and two individual stays for the same victimization type, yet the form suggests this person would only be counted once.**

    Your understanding is correct. As in your example, a person may be a victim of DV over a long period and may suffer many individual assaults; that victim is still presenting a single victimization type—domestic violence—and you would report the victimization one time.

    The intent of this question is to capture how many people present with each victimization type during the reporting period, not to measure how often services were provided; that is addressed in the Direct Services section.

31. **How should attempted murder be categorized in the "Types of Victimizations" chart?**

    Attempted murder and other violent assaults should be reported as "Adult Physical Assault," which includes both simple and aggravated assaults. Aggravated assault includes assaults accompanied by the use of a weapon or by means likely to produce death or great bodily harm.

32. **The list of victimization types includes "adult sexual assault" and "child sexual assault," but does not include "teen sexual assault." However, it does include "teen dating victimization," but this would only apply if a teenager was victimized by a dating partner. What if a high school student is victimized by another student?**

    For the purposes of this questionnaire, the definition of "child" includes all individuals under the age of 18 or as otherwise defined by state law. Teen victimizations not associated with dating qualify as child victimizations. Victimization that occurs within a teen dating relationship should be reported as "teen dating victimization."

33. **How should I report on property crime?**

    Property crime includes several types of crime. Some of these, specifically burglary and arson, are identified in the list of victimization types and should be reported accordingly. If a victim seeks services because the victim believes that a property crime was a manifestation of gang violence or an act of hate, the grantee may report the property crime under the "gang violence" or "hate crime" options. If a property crime, such as vandalism, does not fit under any other listed option, then the grantee can report it as "other" and provide an explanation in the narrative field.

34. **In the "Types of Victimization" list, "stalking" is connected to "harassment." These may be two different types of behavior. Should they be separated?**

    Stalking and harassment are related and may be defined either separately or under the same statute, depending on the state. For the purpose of consistency, OVC asks that you report on these as one category.

V. Additional Resources and Guidance

35. What should I do if there is a technical issue that is preventing me from completing my reporting?

The OVC PMT Helpdesk is available from 8:30 a.m.–5:00 p.m. ET. on weekdays, except federal holidays. Users can email the OVC PMT Helpdesk at ovcpmt@usdoj.gov or call the toll free number at 1–844–884-2503 to report an issue.

The OVC PMT Helpdesk will 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.

36. How do I find my OVC Victim Justice Program Specialist?

Your Victim Justice Program Specialist's contact information is on the OVC website at http://www.ovc.gov/contacts.html.

37. Where can I get a copy of the performance measurement questionnaires and other training materials?

You can find the most up-to-date versions of the forms and measures on the OVC PMT's website on the Home and Help pages, accessible at https://ovcpmt.ojp.gov . Here you will find the following:

- **TVS Questionnaire**: Lists and describes all performance measures for TVS awards
- **FAQ**: Provides additional detail on performance measures and reporting in the system
- **User Guide**: Details navigation through the PMT system, including logging in, entering data, and submitting reports
- **PMT Fact Sheet**: Provides quick tips and reminders about reporting deadlines and processes
- **Training**: Includes presentation slides and a link to recorded training sessions that review performance measure definitions and system navigation

38. Who do I call if I have questions about the performance measures and the PMT?

The OVC PMT Helpdesk is available from 8:30 a.m.–5:00 p.m. ET on weekdays, except federal holidays. Users can email the OVC PMT Helpdesk at ovcpmt@usdoj.gov or call the toll free number at 1–844–884-2503 to ask questions or report system issues.

Office for Victims of Crime

HOW DO I ENTER MY DATA IN THE PMT SYSTEM?

1. Assemble your data from your agency's tracking system so you are prepared to respond to each question.
2. Log in to the OVC PMT at *https://ojpsso.ojp.gov/* using your email and password.
3. *If you do not have an assigned PMT login, please call the OVC PMT Helpdesk at 1–844–884–2503 or email the OVC Helpdesk at ovcpmt@ojp.usdoj.gov.*
4. Navigate to the Enter Data page and select the appropriate reporting period from the dropdown menu.
5. Enter all required performance measures for your program.
   Consult the resources on the Need Help page for guidance on reporting data.
6. Review your data and address any errors that you encounter.
7. Mark your data as complete.

HOW DO I CREATE A REPORT FOR THEGRANTS MANAGEMENT SYSTEM (GMS)?

1. Navigate to the Reports page. Generate a PDF of the Semiannual Performance Report. Save the PDF file to your computer.
2. Log in to GMS at *https://grants.ojp.usdoj.gov/gmsexternal*, a separate reporting website.
3. Upload your Semiannual Performance Report PDF in GMS before the reporting deadline.
   - *For help accessing and navigating the GMS system, please call the GMS Helpdesk at 1–888–549–9901 and dial 3 when prompted or email the GMS Helpdesk at GMS.Helpdesk@usdoj.gov.*

INFORMATION AND RESOURCES

The following resources are available on the Need Help page in the OVC PMT:
https://ojpsso.ojp.gov

Frequently Asked Questions (FAQ)
Provides insight into the meaning of the performance measures

User Guide for Grantees
Explains how to navigate through the PMT

Recorded Webinar Trainings
Allows you to watch recent webinar trainings

TVS Performance Measures
Includes a PDF document of performance measures shown in the Reports tab

For the most up to date resources, contact the OVC PMT Helpdesk

OVC PMT HELPDESK

You can contact the OVC PMT Helpdesk Monday–Friday, 8:30 a.m. to 5:00 p.m. EST via email at *ovcpmt@ojp.usdoj.gov* or call the toll free number: 1–844–884–2503.

GMS HELPDESK

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