JUSTICE FOR VICTIMS
JUSTICE FOR ALL

Office for Victims of Crime
OVC

VOCA Victim Compensation Program
Grantee

Frequently Asked Questions

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Introduction

The purpose of this document is to assist Victims of Crime Act (VOCA) Victim Compensation grantees in completing and submitting accurate performance measure data in the Performance Measurement Tool (PMT). This document is a companion to the Victim Compensation Performance Measures document and further explains what, when, where, and how data should be reported. We encourage individuals to start the reporting process by reviewing the Victim Compensation Performance Measures document, 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 the program to government agencies, the victim services field, the general public, and other stakeholders. OVC uses the data inputted by grantees and subgrantees to generate an annual report on the program, as well as to respond to specific inquiries.

PMT Reporting Requirements and Timelines

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

   You are required to enter data on all performance measures based on your Victims of Crime Act (VOCA)-funded activities.

2. ***How will I know when reporting is due in the Performance Measurement Tool (PMT)?***

   Performance data is due in the PMT on a quarterly basis. The point of contact (POC) for the organization, and any additional contacts entered into the PMT, will receive an email at the start of the report submission period. They will also receive two reminder emails 30 days and 15 days before the submission deadline. Grantees that do not submit data in the PMT by the due date may receive a notice from their Office for Victims of Crime (OVC) Program Specialist to ensure compliance with the quarterly grant reporting requirements.

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

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

Note: Remember to only report activities that occurred during the reporting period

3. ***When should I submit the Annual Performance Data Report to OVC?***

   After you entered four quarters of data in the PMT for each fiscal year, you will generate an Annual Performance Data Report in the PMT which must be submitted to OVC.

   First, you must complete the quarterly program performance measures and respond to the narrative questions in the PMT by November 15. Then, navigate to the Reports page, identify the Annual Report row in the reports table, and click on the Annual PDF hyperlink. After you have done that, please make sure to save a PDF copy of the annual report from the OVC PMT to your computer and then upload it as an attachment to your annual report in GMS by December 30.

4. ***For which award(s) should the Annual Performance Data Report be uploaded to in GMS?***

   To comply with GMS requirements, the Annual Performance Data Report must be uploaded to all open Victim Compensation awards with a report by December 30 of that year. In some cases, you may be uploading the same annual report to multiple awards. For example, your annual report for Fiscal Year (FY) 2016 may need to be uploaded to both your FY 2015 and FY 2016 awards. Please check the report due dates for each open award in GMS.

5. ***How often will I be asked narrative questions?***

   Narrative questions will be asked annually in the PMT when you are submitting data for the July–September reporting period.

Report Sections

Population Demographics

6. ***What is the difference between Questions 1 and 2? Do I need to answer both?***

   Question 1.) Number of people for whom an application was made for victim compensation benefits during the reporting period.

   Question 2.) Number of victims whose victimization is the basis for the application.

   Please answer both questions.

   Questions 1 and 2 seek to determine how many people applied for victim compensation during the reporting period and who was included on these applications. For Question 1, OVC would like a unique total count of all people included in applications for compensation benefits during the reporting period, such as spouses, parents, and/or other relatives. Question 2 is a subset of Question 1, it represents the number of victims whose victimization was the basis for those applications. The number of people for whom an application was made, Question 1, should therefore be equal to or greater than the number of victims, Question 2.

7. ***What if we do not track demographic information in the categories provided in the PMT?***

   If your state does not currently collect demographic information for one or more categories listed in the PMT, then use the Not Tracked field to report the total number of victims whose demographic data was not tracked using the categories in the PMT. Not Tracked indicates that your state is unable to collect this data in the format requested during the reporting period because it needs to change its data collection system (e.g., software and/or application). OVC expects that grantees are making efforts to track this data as soon as possible.

   If your state collects demographic information and a victim does not self-report it, assign the value of “NR” (Not Reported) to this victim. Total all victims who meet this criterion, and enter that number in the Not Reported field. Not Reported indicates that the state collects this data, but the person completing the application did not provide it.

   The value of “0” must represent a true value of zero. If you do track a category but have no victims who self-report in that category, enter “0” in that field.

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

   Yes, this client should be reported in "Multiple Races" category. OVC's intent is to capture those people who self-identify solely as Hispanic or Latino as well as those who self-identify as both Hispanic or Latino and some other race. Those who self-identify as both Hispanic or Latino and some other race—for example, both Black and Hispanic—should be counted in the "Multiple Races" category. Each new person receiving services should be counted in only one category.

9. ***How is age defined in the Victim Demographics section?***

   Age is defined as the victim's age at the time of the crime.

10. ***How does OVC define a child?***

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

Performance Measures Section

11. ***What's the definition of an "approved application"?***

    An approved application is an application that meets the state's eligibility requirements/criteria, whether payments are subsequently made or not. This includes applications that are eligible for payment but have no compensable expenses.

12. ***Question 7 mentions the number of applications denied/closed (i.e., applications that were not approved) during the reporting period. How do I report the number of claims closed compared with those that are denied?***

    A closed claim indicates that there was not enough information to fully review the claim. Whereas a denied claim indicates that all information was provided and the claim was denied.

    To answer Question 7, enter the total number of applications that were not approved for compensation benefits either because they were closed or denied.

13. ***For Question 7, where can I find definitions of the denial categories?***

    The denial categories and their definitions are listed below:

    A. Application not filed within time limit—including, but not limited to, late filing or filing after the deadline.

    B. Failure to Report to police—including, but not limited to, cases not reported to police, or reported to police after the deadline.

    C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program—including, but not limited to, failure to attend hearing, or failure to file status report.

D. Incomplete information—including, but not limited to, failure to provide information, and unable to contact applicant.

E. Contributory misconduct—including, but not limited to, substantial provocation, victim committed legal act, applicant is the offender.

F. Ineligible crime—including, but not limited to, no crime, crime not substantiated, request not compensable or allowed by policy, property damage only, or an accident.

G. Ineligible application—including, but not limited to:

1. No economic loss/no expense to consider
2. Expenses not related to victimization
3. Expenses do not meet minimum loss
4. Expenses already reimbursed by insurance Medicaid, or other collateral source
5. Applicant failed to use collateral payment source
6. Maximum benefit has been paid
7. Incident occurred outside state/jurisdiction
8. Applicant is not an eligible party
9. Applicant is incarcerated, on probation, on parole, or has a prior felony conviction
10. Applicant is deceased
11. Applicant owes restitution or child support
12. Duplicate application
13. Unjust enrichment

H. Other reason (Explanation required)

You can also use your mouse to hover over each reason in the PMT to read what is included in that response option.

14. ***On which applications should I report on during the current reporting period?***

Report on applications that had a denied/closed determination made during the reporting period, regardless of when the application was first received. Identify one key reason for each application you denied/closed, and in the fields next to each reason, enter the total number of applications denied/closed for that reason. Use the "Other" category to indicate the number of applications that were denied or closed for reasons which are not listed in the PMT. Your response should include each reason applied to the Other applications.

15. ***For Question 7, how do I report Administratively Closed applications?***

For applications that states consider Administratively Closed, you may report the number as part of the "Other" category or select one of the existing categories if you feel it applies. Please provide the

state's definition of Administratively Closed in the text box provided, and you may indicate what portion of the Other total reflects Administratively Closed applications. OVC understands that states use different criteria to classify some of the reasons that they may close an application. Please use the text box to indicate any further explanation for applications closed/denied for reasons 7A–7G.

16. ***Can the number of reasons for denial exceed the number of applications?***

    No, in Question 7, the total number of applications denied/closed must equal the sum of each category for denial/closure (including "Other") listed in the question. Although it's not unusual for applications to have more than one reason for denial, for the purposes of reporting, select just one key reason for each application that you indicated in Question 7.

17. ***How should I define the reasons for the denial category of "Incomplete Information", and when we would use that selection?***

    The "Incomplete Information" category refers to applications that do not meet your state's requirements to be considered for a determination.

18. ***How should I report applications for sexual assault forensic exams funded by VOCA plus match funds?***

    Grantees that handle applications for payment of sexual assault forensic exams through the ***standard compensation application process*** should include these exams in their count of new applications received during the reporting period in Question 5.

    Grantees that handle these exams through a process ***separate from*** the standard compensation application process should report the number of exam applications received during the reporting period in item B of Question 8.

    All grantees should include the number of VOCA-funded applications paid and the amount paid for sexual assault forensic exams in the categories of "Child Sexual Abuse" and/or "Sexual Assault" in Question 9.

19. ***Sexual assault forensic exams are referred out and provided by another state program agency. Should we report these in the PMT?***

    No. Only report sexual assault forensic exams if they are funded by VOCA plus match funds.

Crime Type and Payment Statistics Sections

20. ***Should I report payment statistics only for applications paid during the reporting period?***

    Yes, only report on applications paid during the reporting period. Do not include any applications that were received or approved but not paid until a later reporting period. Please do not select any crime types if you do not have any payment statistics to report for that period.

21. ***What if I cover a crime not listed in the PMT?***

    A text box is available in the PMT to capture any other crime types you may make payments for. These should be crime types that do not fit into the crime types provided. Before reporting a crime type as "Other", please review the definitions in the appendix to verify whether it falls within one of the crime types provided. In the "Other" crime type text box, include data on the expense types paid

for these crimes and any victimization types that applied. This list will be included in your report to OVC for review.

22. ***How do I report on victimization types in the Payment Statistics section?***

    Definitions for each victimization type that may co-occur alongside a crime paid are given in the Appendix and when you hover over the victimization type in the PMT. It is understood that identifying these people may be challenging for grantees, especially for certain victimization types. Please indicate the process your state or territory uses to identify these people for all the victimization types you can in Question 9, select all methods that apply, and include any clarifying notes in the comment box.

Annual Narrative Questions

23. ***What's the definition of a Federal Crime Victim?***

    OVC defines this as a victim of an offense that violates a federal criminal statute or regulation. Federal crimes also include crimes that occur in an area where the federal government has jurisdiction, such as American Indian reservations, some national parks, some federal buildings, and military installations.

24. ***How do we report multiple victimizations for a crime within the same compensation application?***

    Report the number of applications that fall within each victimization type. A single application may be counted in more than one victimization type category.

25. ***Our program allows for supplemental payments to be issued after an initial payment is issued, so we have numerous claims that are paid throughout the year, as well as over a period of years. If we are reporting numbers quarterly, and reporting how many claims we paid in each quarter, our aggregate numbers for the year will in no way be a representation of the number of claims that we paid during any one year. Should we include supplemental payments when reporting the "total number of applications paid during the reporting period"? Will the four quarterly reports be aggregated together for each year, or will we report annual numbers as well?***

    Yes, include the number of applications for which supplemental payments were made during the reporting period. OVC understands that this field may produce a duplicate nonunique count of applications. A unique count of applications will be calculated from a previous question that asks for the number of new applications received in each reporting period.

    In the Payment Statistics section, report the number of applications (claims) paid during the quarter for each crime type. Then provide the amount paid for each crime type by service type. The total across all service (expense) types will be auto-calculated by the PMT. You are also asked to identify the number of applications that relate to a type of victimization. You may select more than one victimization type for each crime.

Additional Resources and Information

26. ***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. – 5:30 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 PVC 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.

27. ***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. If you are a VOCA grantee and have questions about your grant, please contact your OVC Victim Justice Program Specialist directly. If you do not know your OVC Victim Justice Program Specialist, please call OVC's general information number at 1–202–307–5983. If you are a VOCA subgrantee, please contact your state VOCA administrator.

28. ***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 Need Help pages, accessible at https://ojpsso.ojp.gov. Here you will find the following:

    - **Victim Compensation Performance Measures**: Lists and describes all performance measures for Victim Compensation awards
    - **Frequently Asked Questions (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

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

    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.