

# OFFICE FOR VICTIMS OF CRIME HUMAN TRAFFICKING TRAINING AND TECHNICAL ASSISTANCE PROVIDERS PERFORMANCE MEASURES

The following pages contain the performance measures and instructions for the Office for Victims of Crime's (OVC's) human trafficking non-formula grant programs. These awards focus on a variety of programs including training and technical assistance (TTA) providers.

## PROGRAM GOAL AND OBJECTIVES

OVC works to enhance the Nation's capacity to assist crime victims and to provide leadership in changing attitudes, policies, and practices in ways that will promote justice and healing for all victims.

In this capacity, OVC strives to uphold the intent of the Trafficking Victims Protection Act to ensure that all trafficking victims—regardless of immigration status, gender, or form of trafficking—receive support to access the services they need. OVC grant funding supports efforts to develop, expand, and strengthen programs for victims of human trafficking.

### Structure of the Questionnaire

This questionnaire is divided into three topic areas. All human trafficking TTA providers must provide a response for each question in the assigned topic areas. The performance measures in this document contain short reporting instructions. 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 (TA) in that it is usually intended for multiple audience types and is not customized for a single group.

The question numbering used in this questionnaire has been added for ease of use; it does not correspond directly to questions in the JustGrants system.

### Roles and Responsibilities for Completion

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

### Reporting Periods

Performance measures data are currently reported semiannually in JustGrants. In January and July of each calendar year and during award closeout, grantees will also answer narrative questions. Reporting on these measures in JustGrants begins July 1, 2021.

If you have any questions about the performance measures, email the OVC Performance Measurement Tool Helpdesk at [ovcpmt@usdoj.gov](mailto:ovcpmt@usdoj.gov) or call toll free at 844-884-2503.

The table below outlines the reporting periods and submission deadlines.

Reporting Period	Submission Period	Deadline	What is Due?
July 1–December 31	January 1–30	January 30	Two quarters of data and semiannual narrative reporting questions
January 1–June 30	July 1–30	July 30	Two quarters of data and semiannual narrative reporting questions

## GRANT ACTIVITY

1. Is this the last reporting period during which the award will have data to report?
  - A. Yes
  - B. No
2. Was there grant activity during the reporting period? There is grant activity when the grantee has obligated, expended, or drawn down grant funds to implement objectives proposed in the OVC-approved grant application. An answer of Yes in a reporting system indicates the program is operational and that answer should remain the same until the grant closes out.
  - A. Yes
  - B. No (If No, explain why there was no grant activity during the reporting period)

## TRAINING

Complete the following current quarter questions regarding training completed during the reporting period. 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.

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

### Baseline Questions

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

*Instruction: This measure asks grantees to report (one time) the total number of training hours delivered before the grant was awarded. The hours reported should be for training of a similar nature to the current award.*

### Current Quarter Reporting

4. Number of trainings that were scheduled for the reporting period.

*Instruction: This measure asks for a count of trainings scheduled. Training may include formats such as in-person, online self-paced, or live virtual instruction, regardless of the number of individuals registered. Grantees will define training according to the stated objectives of their award.*
5. Number of trainings that were conducted during the reporting period.

*Instruction: This measure asks for a count of trainings completed during the reporting period. Training may include formats such as in-person, online self-paced, or live virtual based instruction, regardless of the number of individuals registered. Grantees will need to define completion based on award objectives and the type of training conducted.*
6. Number of participants that registered for training scheduled during the reporting period.

*Instruction: This measure asks for a count of all individuals who registered for a scheduled training. Registration may include in-person or virtual, regardless of the number of individuals who participated.*

7. Number and types of participants that attended or completed training during the reporting period.

*Instruction: This measure asks for the total number and types of participants who attended or completed training and the types of participants. Participant types refer to the participants' occupation or field of training. You may select more than one type of participant, if applicable. If you select Other, provide an explanation.*

A. Number of participants

B. Select the types of participants who attended or completed training

- Victim service/social service providers (including housing/shelter)
- Victim advocates
- Legal service providers
- Courts and prosecutors (including probation, etc.)
- Law enforcement (federal, state, local, tribal, and task forces)
- Medical professionals/healthcare providers (including vision and dental)
- Mental health providers
- Substance abuse treatment providers
- Educators/Youth service providers
- Community-based organizations (including faith-based)
- Community members
- Government officials
- Embassies or consulates
- Businesses (including financial institutions, civic/business community, and trade/professional affiliations)
- Media outlets
- Immigrant/Ethnic service providers
- Labor rights/union organizations
- Researchers or academics
- Other, please explain

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

*Instruction: This measure asks for a count of all the hours taught by training facilitators or accessed via online learning systems. Report an aggregated total for all training courses completed during the reporting period. Paralleling the baseline question, this is the number of hours taught by training instructors or accessed via online learning systems.*

9. Were feedback surveys distributed to, and collected from, participants at the end of trainings delivered?

*Instruction: This measure asks if training feedback surveys were collected from participants who completed training. Grantees are expected to collect post-training feedback surveys from training participants. 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 to determine if there was an increase in knowledge as a result of the training, whether the participant plans to implement the knowledge gained after the training, or overall satisfaction with the training delivered.*

A. Yes

B. No (If No, skip to the next assigned section)

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

*Instruction: This measure asks for a count of how many participants from training completed post-training feedback surveys. This is an aggregate for all trainings conducted during a reporting period.*

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

*Instruction: This measure asks for the number of people who indicated overall satisfaction with the training. The grantee will define overall satisfaction. Determine the number of participants by aggregating those who completed a post-training feedback survey for training sessions conducted during the reporting period.*

12. Number of training participants who completed a post-training feedback survey who identify an increase in knowledge up to 6 months post training.

*Instruction: This measure asks for the total number of participants from all trainings conducted who identified an increase in knowledge up to 6 months after the training was completed. Grantees may measure increased knowledge with the method of their choosing.*

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

*Instruction: This measure asks for the total number of participants from all trainings conducted during the reporting period who plan to implement the knowledge gained from the training.*

14. Number of training participants who completed a post-training feedback survey that did implement policy or program changes based on TA delivered within 6 months.

*Instruction: This measure asks for the total number of participants from all trainings conducted who completed a post-training feedback survey who reported implementing a policy or program change based on TA within 6 months of delivery.*

## TECHNICAL ASSISTANCE

This section asks about technical assistance or TA, which is the delivery of specialized knowledge to an organization (or group of organizations or individuals) to help address a problem, need, or emerging issue. TA often focuses on building the capacity of the recipient to improve service delivery, program implementation, or coordination. TA services may be delivered in-person or via email, telephone, mobile platforms, etc.

### Current Quarter Reporting

15. Number of TA requests received during the reporting period.

*Instruction: This measure asks for a count of the number of TA requests received during the reporting period. 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. A TA request is generally made by someone on behalf of their organization and guides the service that the grantee provides.*

16. Number of TA requests completed during the reporting period.

*Instruction: This measure asks for a count of all TA requests completed during a reporting period, regardless of whether the TA started during the period. A TA request is marked complete when documentation is provided 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. Grantees should aim to document the completion of TA 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.*

17. Number of recipients who received TA during the reporting period.

*Instruction: This measure asks for the total number of persons involved in TA during the reporting period. Multiple individuals may be counted as recipients in a single TA request, so this number may be larger than the number of requests. A TA recipient is the individual who participates in the TA. For example, a community organization may request TA for 12 of their staff members. That would be counted as one TA request and 12 TA recipients.*

18. Select the types of participants who participated in TA activities during the reporting period.

*Instruction: This measure asks for a selection of types of individuals who participated in TA during the reporting period. You may select more than one type of participant, if applicable. Participants types refer to the participants' occupation or field of training. Grantees are encouraged to select from the options provided, which include victim service providers, victim advocates, legal service providers/courts, law enforcement, etc. If you select Other, provide an explanation.*

- A. Victim service/social service providers (including housing/shelter)
- B. Victim advocates
- C. Legal service providers
- D. Courts and prosecutors (including probation etc.)
- E. Law enforcement (federal, state, local, tribal, and task forces)
- F. Medical professionals/healthcare providers (including vision and dental)
- G. Mental health providers
- H. Substance abuse treatment providers
- I. Educators/Youth service providers
- J. Community-based organizations (including faith-based)
- K. Community members
- L. Government officials
- M. Embassies or consulates
- N. Businesses (including financial institutions, civic/business community, and trade/professional affiliations)
- O. Media outlets
- P. Immigrant/Ethnic service providers
- Q. Labor rights/union organizations
- R. Researchers or academics
- S. Other, please explain

19. Were feedback surveys distributed to, and collected from, TA recipients after TA completion of TA activities?

- A. Yes
- B. No (If No, skip to the next assigned section)

20. Number of TA recipients who completed a post-TA feedback survey.

*Instruction: This measure asks for a count of post-TA feedback surveys distributed during the reporting period. OVC does not have a standard TA evaluation form; however, grantee TA evaluations should include questions regarding potential knowledge increases as a result of the TA, whether the participant plans to implement knowledge gained after the TA event, and overall satisfaction with the TA delivered.*

21. Number of TA recipients who completed a post-TA feedback survey who indicated overall satisfaction with the TA delivered.

*Instruction: This measure asks for a count of post-TA feedback surveys distributed during the reporting period where the respondent indicated satisfaction with the services provided.*

22. Number of TA recipients who completed a post-TA feedback survey who identified an increase in knowledge up to 6 months post TA.

*Instruction: This measure asks for a count of TA recipients who indicated an increase in knowledge by completing post-TA feedback surveys distributed during the reporting period. Grantees may measure increased knowledge using the method of their choosing.*

23. Number of TA recipients who completed a post-TA feedback survey who reported plans to implement changes to policy or programs based on the TA delivered.

*Instruction: This measure asks for a count of post-TA feedback surveys where the recipient of the TA indicated they intend to implement program changes.*

24. Number of TA recipients who completed a post-TA feedback survey that implemented policy or program changes based on the TA delivered within 6 months.

*Instruction: This measure asks for a count of how many recipients of the TA indicated they actually implemented program changes.*

## TRAINING OR TECHNICAL ASSISTANCE ACTIVITIES

Complete the following performance measures regarding TTA materials completed during the reporting period. Baseline questions gather information about activities that occurred prior to the grant becoming operational. They are asked of grantees during the first reporting period.

### Baseline Questions

25. Number of all new training and/or TA materials to be developed as a result of grant funding.

*Instruction: This measure asks grantees to report (one time) an estimate of the total amount of training and/or TA materials over the life of the award. Refer to question 26 for the types of training and/or TA materials that may be developed, such as webinars, guidebooks, frequently asked questions (FAQ) documents, toolkits, assessment tools, media-based resources, pamphlets, etc.*

### Current Quarter Reporting

26. Number of new training and/or TA materials that were completed during the reporting period.

Type of new training and/or TA materials	Number of new training and/or TA materials completed during the reporting period
Instructor-led training curricula/training guides	
Self-paced/online training curricula/videos	
Training materials for participants (e.g., handouts, participant guides)	
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 materials	
If Other, explain	

## SEMIANNUAL REPORTING QUESTIONS

Regardless of your reporting process, platform, or reporting time frame, all human trafficking grantees will answer semiannual narrative questions twice a year.

The data provided when answering these questions corresponds to a separate section of the report from the quantitative performance measures.

1. Describe the status of each goal and objective from your OVC approved grant award.
2. 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?
  - A. Yes
  - B. If Yes, explain
  - C. No
4. Are you on track to fiscally and programmatically complete your program on time and within the budget specified in your grant application?
  - A. Yes
  - B. No
  - C. If No, explain
5. 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, identify any subgrantees who implemented grant-approved activities during the reporting period in the space below and provide a summary of their activities.