

## Introduction

### *Office for Victims of Crime Performance Management*

The following information is intended for Office for Victims of Crime (OVC) Human Trafficking (HT) Victim Service Provider (VSP) grants awarded in Fiscal Year (FY) 2020 or later. OVC HT VSP awards encompass a wide range of grant programs that provide direct services to survivors of human trafficking.

This document includes information and responses to frequently asked questions such as, “When and where are my reports due?” While logistics are important, they are just one piece of the puzzle. Performance measure data offers common ground for your team to talk about everything from who you serve (population demographics), to how you provide services (victim services) and collaborate (partnerships measures), and what deliverables are outlined in your proposal (strategic planning measures).

This is not a comprehensive guide. It is a place to begin your journey as you consider data collection, tracking, reporting, and analysis. This guide offers general information about performance measure reporting, performance management, and links to helpful resources, such as [pre-recorded trainings](#).

The human trafficking performance measures were revised in 2020 to:

- Better reflect and report the activities of OVC’s human trafficking grantees.
- Standardize the questions across OVC’s human trafficking portfolio.
- Align the human trafficking performance measures to other OVC performance measures.

#### **Human Trafficking: Legislation Supporting Victims**

[Trafficking Victims Protection Act of 2000 and its subsequent reauthorizations](#) ensure that all trafficking victims—regardless of sex or form of trafficking—receive justice and support in accessing the services they need.

## Four Questions to Ask about Performance Measurement

It is important to understand the who, what, when, where, and why of performance measure reporting. This section addresses what performance measurement is, when reports are due, where reports are submitted, who is responsible for each report, and why performance measures are necessary. These questions may be used to help grantees create a performance management plan. More details on performance management are included in later sections.

### *What is performance measurement?*

According to the Office of Justice Programs, “[Performance measurement](#) is the regular collection of data to assess whether the correct processes are being performed and the desired results are being achieved.” It allows grantees to demonstrate how their programs are performing against the solicitation goals and objectives. Some examples of OVC HT VSP goals and objectives include:

- Supporting the provision of direct services to crime victims.
- Improving victim access to services.
- Increasing victim knowledge of the criminal justice system.

## Why are performance measures necessary?

OVC requires all grantees and any subgrantees to collect and report [performance measure data](#) for activities supported by program funds. The data submitted into the Performance Measurement Tool (PMT) provides OVC with the ability to create reports for the President, Congress, the victim services field, and the general public, as well as to respond to data requests from those same audiences.

## When and where are reports due?

Grantees must submit performance measure data in the PMT every reporting period, even if there was no grant activity. On a semiannual basis (i.e., during the January and July reporting periods), grantees must generate a semiannual PDF report in the PMT and upload the report to the Justice Grants system (JustGrants). Additionally, grantees are expected to respond to semiannual narrative questions that are available in JustGrants.

Reporting Schedule		
Reporting Period (federal fiscal year)	Data Required	Upload PMT Semiannual PDF to JustGrants
October 1–December 31	Due January 30 Performance measures in PMT and narrative questions in JustGrants	Yes January 30
January 1–March 31	Due April 30 Performance measures in PMT	No
April 1–June 30	Due July 30 Performance measures in PMT and narrative questions in JustGrants	Yes July 30
July 1–September 30	Due October 30 Performance measures in PMT	No

## Who is responsible for performance measure data?

All grantees and subgrantees are responsible for collecting and reporting [performance measure data](#) for activities supported by the award. Only grantees are responsible for sharing grantee and subgrantee data with OVC during performance reporting periods.

Below are some recorded presentations that provide guidance on managing OVC awards:

- [Putting the Pieces Together: OVC Grantee Orientation](#) – The orientation equips OVC grantees with the knowledge and resources to successfully manage grant awards.
- [Putting the Pieces Together: Understanding your Award Special Conditions](#) – This webinar provides grantees with knowledge and resources on a variety of special conditions that must be met to successfully manage their OVC grant.

### Key Terms

#### Grantee

The primary grant recipient of funds directly from OVC.

#### Subgrantee (or Subrecipient)

An entity that receives a portion of the grantee’s award (through a formal subaward agreement) for the purpose of implementing a portion of the grantee’s federal grant program.



## Next: Locate Performance Measures Information

Grantees can find general reporting guidance for Human Trafficking awards on the Performance Measures webpage.

*NOTE: Human trafficking initiatives encompass non-formula, trafficking-focused awards that cover a variety of topics. Emails that are sent to grantees from the PMT Helpdesk in a peach color scheme denote content related to human trafficking grant programs.*

**Helpful Resources:** The [solicitation map](#) shows the assigned performance measure topic areas for each grant program.

The HT VSP performance measures questionnaire includes all the below topic areas. Grantees are only responsible for the topic areas assigned to their award.

These question sets are the possible topic areas OVC asks grantees to report:	
Trafficking population	Partnerships
Victim services	Training
Strategic planning	Community outreach
Semiannual narrative questions	

## Lastly: Access the PMT

Grantees can access the PMT platform using this single sign-on link: <https://ojpsso.ojp.gov>. If a grantee has not previously used the PMT for OVC reporting, gaining access to the platform will be the first step to take in order to report on grant activity. As a new grantee point of contact (POC), the OVC PMT Helpdesk or the existing POC for your organization can add you to the PMT as a user. Once a grantee staff member has an account and can access the PMT, they should update their profile and password. For security purposes, each individual using the PMT should have their own user account. Users should not share accounts.

Below are some recorded presentations that provide guidance on how to navigate the PMT and report quarterly data:

- [Performance Measurement Tool Training](#)
- [HT VSP \(2020 and later\) Performance Measures Training](#)

## A Word about Multiple Awards

OVC understands that some individuals are served by funding recipients who may be funded by multiple grant awards (e.g., a Victims of Crime Act Victim Assistance Formula Grant Program grant as well as a Human Trafficking Housing grant). In order to prevent the duplication of data being reported, carefully define the deliverables, and choose relevant services to be reported under the appropriate grant performance report.

Your Grant Manager and the OVC Performance Management Team can help you determine how best to report on multiple OVC awards.

## Human Trafficking Data Excel Spreadsheet: A Helpful Job Aid

Grantees can use the Excel spreadsheet developed by OVC as a job aid to assist you with collecting and tracking human trafficking data throughout the reporting quarter. Consider these tips as you fill out the Excel spreadsheet:

- **Only** report on grant-funded activities.
- Aggregate data from the grantee and any subgrantees (if applicable).
- Ensure the grantee has a primary data collection system that can track the performance measure questions found in the questionnaire or utilize the data Excel spreadsheet as a tool to do so.
- Be sure to only report on assigned performance measures for each quarter's grant activity. In the PMT, only the performance measures assigned to your award will appear; however, the Excel spreadsheet includes all the performance measures available for all OVC HT VSP awards.
- Topic areas and performance measures in the Excel spreadsheet and questionnaire are in the same order.
- When there is a recurring number in the Excel spreadsheet, it represents a table from the questionnaire.
- Performance measures with Yes/No responses have dropdown menus and may employ skip logic with skip directives included in the dropdown menu options and indicated within the questionnaire. Grantees should pay close attention to the instructions within each question. Automatic skip logic is in place when reporting directly in the PMT for these specific questions.

## How Does Performance Management Relate to Program Work?

Performance management is the systematic use of strategic planning, goals, performance indicators, evaluations, analysis, and data-driven reviews, and reporting to improve program results and ensure effective, efficient agency operations.

How do grantees ensure performance measure data is consistent, complete, and correct? Consider performance measure reporting as part of a larger program management plan. These plans are not static but living documents that serve as a point of collaboration and transparency between grantees and subgrantees. Contact the PMT Helpdesk or your grant manager early and often with questions about performance measures or reporting requirements.

The necessity of performance measurement, along with associated roles and responsibilities, including when and where performance reports are due and who is responsible, have been explained in previous sections. All of these items should be considered by grantees and incorporated into their performance management plans. In turn, these plans are a key resource for grantees during monitoring or desk reviews.

When creating a performance management plan, how you will collect, track, report, and analyze data. The subsequent sections provide key points to consider when developing your plan.

## *Collect – Know agency capabilities to securely create, save, and access a system to capture data*

Designate points of contact to oversee data collection and reporting who:



- **Understand** what data to collect and report quarterly and semiannually. Review how current OVC performance measures fit into the agency's data collection repository.
- **Contribute** to the victim service provider and semiannual narrative questions.
- **Deconflict** awards that your agency is executing and identify overlap.

**Helpful Resources:** [Human Trafficking VSP Performance Measures Webinar](#)

During this recorded webinar, OVC's performance management team provides OVC human trafficking victim service provider grantees with an overview of performance measures; information about data collection, tracking, and analysis; and the performance measures reporting process.

## *Track – Create consistency in how measures are defined for the program and document processes*



- **Identify** individuals who collect, track, and report performance measure data.
- **Maintain** documentation of the processes to collect data on individuals served and services provided to support performance measure data reported. Adequate documentation will allow our team to validate performance data during routine monitoring.
- **Know due dates** for reporting in JustGrants and the PMT.

## *Report – Understand reporting requirements*



- **Gain system access** and knowledge of the PMT for reporting, especially if your agency has multiple awards.

## *Analyze – Review reports so performance measure data is accurate, reliable, and valid*



- **Clarify** and **update** data in response to any inquiries from the grantee.
- **Review** your program's data on individuals served and services provided to ensure performance measure data is captured correctly and prevent having to correct reports after the fact.

## Need Help?

If you have questions specific to your grant or the reporting requirements outlined in your award's special conditions, contact your OVC program specialist.

### *Office for Victims of Crime Performance Measurement Tool Helpdesk*



If you have questions about performance measures or the content in this welcome guide, please contact the [OVC PMT Helpdesk](#).

The OVC PMT Helpdesk is available from 8:30 a.m.–5:00 p.m. Eastern Time on weekdays, except federal holidays and available via email at [ovcpmt@usdoj.gov](mailto:ovcpmt@usdoj.gov) or toll-free at 1-844-884-2503. Appointments available outside normal business hours by request.

If grantees have questions beyond what is addressed in this welcome guide or webinars, contact the OVC PMT Helpdesk to schedule a virtual technical assistance session for account review, specific performance measure questions, support with staff turnover or any other issues.