Welcome to the Office for Victims of Crime Human Trafficking Enhanced Collaborative Model Task Force Performance Measures Training

April 13 and 15, 2021
Announcements

• This session is being recorded **and will be posted online at a later date**.

• Copies of these slides will be sent to all participants after the presentation.

• Recording will be stopped for questions and answers (Q&A) at the end.

• Type questions in the Q&A box, which will be summarized by the host and answered for the group. This process will help us create a list of frequently asked questions.

• Please have the performance measures open that were sent on April 12, 2021.

• All participants are muted to start.

• After the event is over, you will be prompted to answer a few questions about your experience.
Webex Q&A Features

Locate the Q&A box. Use this tool to send questions during the presentation.

To open Q&A

Toggle to send questions to panelists, hosts, or cohosts.
Webex Audio Features

Ensure your microphone is muted. To unmute, select the red microphone next to your name in the participant list or at the bottom of your screen.
Technical Issues?

For technical issues, please use the Q&A feature to send questions or comments, and we’ll respond with technical assistance.
What is the name of your taskforce plus location (state)?

Post your answer in the Q&A box.
Agenda

Performance Measure Overview

Performance Measure Data Collection, Tracking and Analysis

Performance Measure Reporting
Performance Measurement Overview
What are Performance Measures and Why are They Important?

• Performance measures are a specific value or characteristic that measure the output or outcome of a grantee’s activities and services in demonstrating accomplishment of the goals of Office for Victims of Crime (OVC) programs.

• Reporting ensures compliance with the Government Performance and Results Act of 1993:
  o Public confidence in the federal government.
  o Federal agency accountability for achieving program results.
  o Program effectiveness and service delivery.
  o Enhanced congressional decision-making.

• Since the Trafficking Victims Protection Act was passed, OVC has become the largest federal funder for direct services to victims of human trafficking in the United States.
How Does OVC Use Performance Measures Data?

OVC uses grantee performance measure data:
- Understand how funds are distributed.
- Comply with federal reporting requirements.
- Strategic planning and funding decisions.
- Report program results to stakeholders.
- Revise program designs and implementation strategies.

Desk Reviews:
- Identify training and technical assistance (TTA) needs.
- Track award activity and progress toward program goals.
What Goes into a Performance Measure?

**Inputs**
- Program resources
  - Grant funding
  - Personnel
  - Training and technical assistance

**Activities**
- Actions that convert inputs to outputs
  - Data collection and evaluation
  - Trainings & meetings
  - Task force development
  - Developing policy, procedures, and protocols

**Outputs**
- Products or services
  - Investigations and prosecutions
  - Staff trained
  - Community outreach conducted

**Outcomes**
- Measurable progress toward program goals
  - Human trafficking victims identified
  - Human trafficking perpetrators charged and convicted

DescriptionExample

**Example**
- Data collection and evaluation
  - Trainings & meetings
  - Task force development
  - Developing policy, procedures, and protocols
- Investigations and prosecutions
  - Staff trained
  - Community outreach conducted
- Human trafficking victims identified
  - Human trafficking perpetrators charged and convicted

Performance measures were revised to:
- Better reflect the activities of the grantees.
- Standardize the questions across the human trafficking portfolio.
- Align the human trafficking performance measures to OVC performance measures.

OVC can communicate to its stakeholders the full picture of the benefits realized with OVC grant funds.
# What are our Roles and Responsibilities?

<table>
<thead>
<tr>
<th>Team Member</th>
<th>Responsibility</th>
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<tbody>
<tr>
<td><strong>OVC</strong></td>
<td>• Review reports for completeness and reasonableness</td>
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<td></td>
<td>• Articulate how performance measures relate to specific project activities</td>
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<td></td>
<td>grantees perform</td>
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<td></td>
<td>• Identify appropriate performance measures based on program goals and</td>
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<tr>
<td></td>
<td>anticipated outputs/outcomes</td>
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<tr>
<td><strong>OVC Performance Management Project</strong></td>
<td>• Support grantee data and performance management through webinars and</td>
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<tr>
<td><strong>TTA Specialist</strong></td>
<td>coaching calls to promote consistency and accuracy</td>
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<td>• Collaborate with data analysts, helpdesk, and OVC grant managers to</td>
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<td></td>
<td>determine grantee needs and develop resources</td>
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<tr>
<td><strong>OVC Helpdesk</strong></td>
<td>• Support grantee data entry to promote consistency and accuracy</td>
</tr>
<tr>
<td></td>
<td>• Answer calls, emails, and respond to data inquiries</td>
</tr>
</tbody>
</table>
Grantee Performance Management in Real Life

**Collect** – Gather OVC performance measures for your award(s). Create or update organization processes, case/client-level information and systems to capture and securely save performance measure data.

**Track** – Document internal processes on data collection, refine performance measure definitions based on award objectives to create consistency in data reporting.

**Report** – Aggregate individual level data. Establish a reporting point of contact and a backup who know reporting due dates and OVC reporting processes.

**Analyze** – Set up internal checks of data on OVC performance reports. Remember performance reports are a snapshot in time, which may help with future grant applications or during a desk audit for example.
Performance Measure
Data Collection and Analysis Overview
Potential Topic areas for Quarterly Reporting:
• Taskforce meetings
• Personnel
• Policies, procedures, and protocols
• Data collection and evaluation
• Law enforcement investigation and prosecution
• Trafficking population
• Victim (direct) services
• Community outreach
• Training

Regardless of which topic areas you are assigned based on the solicitation, ALL grantees have the same first question.

Grant Activity
1. Was there grant activity during the reporting period?
   • Yes
   • No
   • If No, explain why in narrative format
# Types of Questions

<table>
<thead>
<tr>
<th>Section</th>
<th>Description and Selected Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseline</td>
<td>Activities that occurred prior to the award becoming operational</td>
</tr>
<tr>
<td>Current Quarter Questions</td>
<td>Standard performance measure data collected</td>
</tr>
<tr>
<td>Narrative Questions</td>
<td>Qualitative questions about program goals, objectives, open-ended and can contain numbers</td>
</tr>
</tbody>
</table>
Taskforce Meetings
Taskforce Meetings Performance Measure Summary

**Baseline:** Total number of *partners participating* in the initiative prior to grant funding.

**Current Quarter Report Summary:**
- Number of partners involved (including subgrantees and other organizations)
- Number of NEW subgrantees/partners
- Indicate which organizations are core partners as outlined in the relevant fiscal year solicitation
- Feedback from program clients or other individuals with lived experience
- How frequently the taskforce met
- Issues addressed by subcommittees
Taskforce Meetings – Collect and Track

Did the task force meet during the reporting period?

- Frequency of task force meetings during the reporting period including all core members.
- Task force meetings should include all core members (agencies identified as required within the solicitation).
- If the taskforce did not meet, explain why.

How is lived experience feedback sought?
- Law enforcement and victim service providers may need to answer separately.
Taskforce Meetings – Collect and Track

Call out of key points:
• Use these measures in other sections as a key for when to collect data from taskforce agencies.
• Shared measures (both law enforcement and victim service providers report together)

Partnership Questions:
• Measures start broad by asking for the sum of partner agencies and subgrantees for all law enforcement and victim service providers.
• Measures then focus on numbers of new subgrantees and the number of new partners (entities with agreement to support grant activities, but not a formal subaward).
• Measures ask for breakdown of partners by category and if they are a core partner.
Taskforce Meetings – Analyze

Stop and Review:
• Has the number of partner organizations changed?
• Look at the last two quarters against the baseline, has it changed?
• Have you confirmed the number of active partners?
• Is there meeting documentation (example sign in sheet) for the taskforce meetings during a quarter?

Performance Management Semiannual Narratives:
• Highlight the activities and accomplishments of ALL taskforce partnerships.
• Analyze planning activities and goals for different levels of partnerships or subcommittees.
• Did you write a narrative story to explain increases or decreases in number of partnerships?
• Program meetings are inputs for strategic planning.
Personnel
Personnel Performance Measure Summary

**Baseline:** None

**Current Quarter Report Summary:**
- Full-time and part-time staff, funded fully or partially by the grant program.
  - Worked on, or contributed to, the task force as part of their regular day-to-day activities or assigned as one of their primary responsibilities.
- Grant funds used to pay for overtime hours.
Call out of key data points:
- Collect data from agencies in the task force who used grant funds to pay for overtime hours.
- Shared measures answered by the law enforcement and victim service providers (totals should be aggregated).

Funded Staff:
- Victim service providers and law enforcement collect and aggregate data for all others on the taskforce.
- Report an aggregate for full-time and part-time staff, funded fully or partially by the grant program.
Stop and Review:
• Is the coordinator in place? If not, is there an explanation of why not?
• Check the aggregated total of all overtime hours.

Performance Measures’ Purpose:
• Establishing and maintaining effective leadership supports long term taskforce outcomes.
• Program staff are inputs for strategic planning.
• Indication to OVC where and when grant funds are spent.
Policy, Procedure, and Protocols
**Baseline**: None

**Current Quarter Report Summary**:
- Written policies, standard operating procedures (SOPs), or protocols
  - List of items the policies might cover
- Number of planning documents that were completed during the reporting period.
Policies, Procedures, and Protocols – Analyze

Call out of key data points:
• Section is answered by ALL partners that are active participants in the taskforce.
• Refer to the solicitation for additional information on active partners.
• Shared measures (both law enforcement and victim service providers report together)

Stop and Review:
• Check “Yes,” if the item is finalized and implementation has begun.
• Check “No,” if the policy is not complete, in progress, or has not been started.
• Check “N/A,” if the policy is not applicable to your agency/organization.

Performance Measures’ Purpose:
• Ensure taskforce-wide items are reported in the semiannual narrative.
• Track work specific to the taskforce as a whole.
• Ensure protocols in are place specific to partnerships.
• Provide copies of written policies, SOPs, if requested.
Data Collection and Evaluation
Data Collection and Evaluation Performance Measure

**Summary**

**Baseline:** None

**During the Reporting Period:**

- Data resources used to inform the taskforce.
- Indicate whether the task force used data analysis to inform certain activities.
- Assessment or evaluation stage as of the last day of the reporting period.
- Activities the task force evaluator/assessor participated in/conducted.
- Strategies/operations changed as a result of evaluator feedback/input.
- If the evaluator provided the task force with any products.
## Performance Measures’ Purpose:

- Produce data driven reviews as an output.
- Analysis of progress toward evaluation or assessment objectives.
- Tracking deliverable progress toward dissemination to the task force.

## Call out of key data points:

- Section is answered by law enforcement agencies supporting the taskforce
- Aggregate answers, consider the whole taskforce

## Stop and Review:

- Does the semiannual narrative explain progress toward any deliverables?
- How does what is reported align with any proposed timelines?
- In the semiannuaal narrative is there an explanation of which strategies and operations changed?
Investigation and Prosecution
Law Enforcement Investigation and Prosecution Performance Measure Summary

**Baseline:** None

**During the Reporting Period:**
- NEW arrests under a human trafficking statute and/or related incident(s).
- Demographics as identified by law enforcement (example age, gender and citizenship).
- NEW and ACTIVE (i.e., ongoing) human trafficking investigations.
- Number of potential victims within these investigations.
- Individuals charged under a human trafficking statute and/or related incident(s).
- Lists of all related crimes and charges.
- How many were found guilty by trial, pled guilty, or accepted a plea agreement?
- Number of prosecutions denied and reasons.
### Law Enforcement Investigation and Prosecution Definitions

<table>
<thead>
<tr>
<th>Performance Measure Reference</th>
<th>Definition for this Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Investigations</td>
<td>Opened during the most recent reporting period and have not been reported on in past reporting periods.</td>
</tr>
<tr>
<td>Confirmed Victims</td>
<td>Person who is a victim of a severe form of human trafficking as defined by the Trafficking Victims Protection Act of 2000 22 U.S.C. § 7102(9).</td>
</tr>
<tr>
<td>Potential Victims</td>
<td>Person who has been subject to situations that have indicators of human trafficking; however, more information is still needed to determine if they meet the definition of a victim of human trafficking as defined by the Trafficking Victims Protection Act of 2000 22 U.S.C. § 7102(9). Potential victims identified during an investigation may be victims of sex trafficking, labor trafficking, or both sex AND labor trafficking.</td>
</tr>
<tr>
<td>Sex Trafficking</td>
<td>Commercial sex act that is induced by force, fraud, or coercion, OR in which the person induced to perform such an act is younger than age 18.</td>
</tr>
<tr>
<td>Labor Trafficking</td>
<td>Recruitment, harboring, transportation, provision, or obtaining of a person for labor or services through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.</td>
</tr>
<tr>
<td>Sex and Labor Trafficking</td>
<td>Instances where victims were trafficked for both sex AND labor purposes. NOTE: For the purposes of this program, all people younger than age 18 who are engaged in commercial sex acts may be considered victims of sex trafficking.</td>
</tr>
<tr>
<td>U.S. Citizens</td>
<td>Victims who do have legal status to reside in the United States and will not need continued presence or a T-visa to remain in the U.S. while the case is still progressing. These types of victims would include U.S. citizens, U.S. nationals, permanent residents, qualified aliens, and temporary workers (H-2A and H-2B).</td>
</tr>
</tbody>
</table>
Call out of key data points:
- Section is answered by ALL law enforcement agencies supporting the work of the taskforce.
- Watch for the changes from individual to investigation level.

**Examples of Performance Measures Levels:**

- **Individual Performance Measure Summary:**
  - Total of NEW arrests and/or charged human trafficking statute or related incident.
  - Demographics for NEW individuals arrested human trafficking statute.
  - Number of prosecutions related to human trafficking investigations that were denied.

- **Investigation Level Performance Measure Summary:**
  - NEW human trafficking investigations opened.
  - Total number of human trafficking investigations that were ACTIVE.

- **Prosecution Outcome**
  - Human trafficking statute and not charged under a statute.
  - Aggregate total of outcomes for those who pled, found guilty, and accepted a plea.
Law Enforcement Investigation and Prosecution – Collect and Track

- Sex Trafficking
- Labor Trafficking
- Sex and Labor Trafficking
- Potential Victims

Totals
- Federal
- State/Local
- Undetermined
Law Enforcement Investigation and Prosecution – Collect and Track

Criminally Charged Two Distinct Categories:

Human trafficking statute:
- Federal or state/local level
- Sex trafficking, labor trafficking, or both sex and labor trafficking statutes
- List additional charges

Human trafficking-related crime:
- Non-human trafficking charge
- Related charge
- Totals and federal or state and local level
- List out the related charges
Performance Measures’ Purpose:

• Report from all active law enforcement partners what is Federal, State/local, undetermined investigations each.
• Demographics as identified by law enforcement (race/ethnicity, gender identity, age, citizenship).
• New investigations are those just opened in that reporting period.
• Active is everything (new plus ongoing).

Stop and Review:

• Check investigations total equal Federal plus State/Local plus undetermined.
• Review the undetermined numbers and ensure an investigation has not changed to federal or state/local.
• Watch for cross over in types of investigations.
Trafficking Population
Call out of key data points:
• Section is answered by ALL agencies supporting the work of the taskforce.
• These are reported by law enforcement and victim service providers with specific instructions.

Current Quarter Report Summary:
• Total individuals served or confirmed and/or potential new victims
• Anonymous contacts
• Demographics (NEW victims)
• Country of citizenship
• Referral to victim service providers or requests for continued presence
• Identification of victims of sex trafficking, labor trafficking, or sex and labor trafficking
• Categories of victimizations and Other Co-occurring victimizations
• Special classifications of individuals
Call out of key data points:
• Section is answered by ALL agencies supporting the work of the taskforce.
• These are reported by victim service providers.

Current Quarter Report Summary:
Per Eligible Family Member:
• Total of all family members
• Demographics including country of citizenship

Per Individual and Eligible Family Member:
• Services by category and subcategory
  o Information and referral
  o Personal advocacy/accompaniment
  o Emotional support, safety, and health services
  o Shelter/Housing services
  o Criminal/Civil justice system assistance
  o Education/Employment/Life skills
**Performance Measure Reference** | **Definition for this Section**
---|---
**Confirmed Victims** | Person who is a victim of a severe form of human trafficking as defined by the Trafficking Victims Protection Act of 2000 22 U.S.C. § 7102(9).

**Potential Victims** | Person who has been subject to situations that have indicators of human trafficking; however, more information is still needed to determine if they meet the definition of a victim of human trafficking as defined by the Trafficking Victims Protection Act of 2000 22 U.S.C. § 7102(9). Potential victims identified during the course of an investigation may be victims of sex trafficking, labor trafficking, or both sex and labor trafficking.

*First reporting period ALL individuals are NEW because it is the first reporting period services are supported by this grant’s funding.*
Trafficking Population Data – Collect and Track

- Human trafficking potential and/or confirmed victims
- Family members
- Country of citizenship
- Demographics self-reported age, gender, race/ethnicity, citizenship

Sex (only)
Labor (only)
BOTH Sex and labor trafficking
Stop and Review:

• Check total victimizations for ALL individuals served, plus anonymous contacts.

• Validate totals in demographic categories (race, gender, age, and citizenship) must be equal to the number of new individuals within each trafficking type.

• Review narrative in any “please explain” text box. Does it align to that category?
Victim Services
Victim Services Summary of Performance Measures

Call out of key data points:
• Section is answered by ALL agencies supporting the work of the taskforce.
• These are reported by victim service providers.

Services by category and subcategory:
• Information and referral
• Personal advocacy/accompaniment
• Emotional support, safety, and health services
• Shelter/Housing services
• Criminal/Civil justice system assistance
• Education/Employment/Life skills

Performance Measures Services subcategories ask for number of occurrences.
Stop and Review:

- Are Victim Services (or occurrences) totals greater than or equal to the total people per category for both individual victims and family members?

- Are the total people served per category (individuals or family members) greater than or equal to total served for that quarter?
  - Refer to key trafficking population measures.
Community Outreach
Community Outreach – Summary of Performance Measures

**Baseline:** None

**Current Quarter Report Summary:**

- How often the organization/agency is involved in community outreach activities?
Community Outreach – Analyze

Stop and Review:

• How many meetings were reported as “Monthly” or “Quarterly”?
• In a desk review, what back up documentation exists for each outreach event?
• In the semiannual narrative, are the policies or protocols written about that influence community outreach?
• Report “N/A,” if the community outreach activity is not applicable to your agency/organization.

Performance Measures’ Purpose:

• This section asks about the community outreach activities conducted during the reporting period.
• This outreach should occur during all stages of the program and include input from all sectors of the community.
Training
Training Performance Measure Summary

**Baseline:** None

**Current Quarter Report Summary:**
- Training activities attended.
- Trainings or conferences hosted.
- Number, type, and how many people attended training or conferences with grant funds.
- Type of training course/curriculum was developed/revised.
Training Performance Measures – Collect and Track

Call out of key data points:
• Section is answered by the funded law enforcement and victim service providers.
• Performance measures are answered by funded taskforce partners.

• Collect training data and ensure it is trackable by categories, for example professional development, sex or labor trafficking.
• Report on what was grant-funded in part or in full.
• Track data on participant types from inside and outside your organization.
• Collect training data on individuals, conferences or materials/curriculum.
• Cross reference your agency’s data collection systems or process with OVC Human Trafficking-specific participant types.
Training Performance Measures – Analyze

• Complete only the applicable sections:
  A. Individuals attended training/conference
  B. Organization hosted training/conference
  C. Organization developed/revised training course/curriculum

• Track data on applicable sections based on the categories of activities from the reporting period.

• Many responses need an aggregate whole number (zero is acceptable) or yes or no.
Performance Measures’ Purpose:
• Activities converting inputs to output.
• Outcomes of measurable progress toward program goals.
• Outputs such as trainings and materials need to be highlighted in semiannual narrative questions.
• Feedback surveys give light to program performance.

Stop and Review:
• Are the number of materials developed or revised reasonable given the number of trainings your organization hosted?
• Do you have feedback from participants to summarize in the semiannual report?
• Do the types of participants who attended an outside training line up with types of training outlined in program objectives?
Semiannual Narrative
### Semiannual Narrative Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>Describe adverse conditions that affect goals or objectives.</td>
<td>Ask for technical assistance from OVC to address any problems, delays, or adverse conditions.</td>
</tr>
<tr>
<td>Indicate if the agency is on track to fiscally and programmatically complete on time and within budget.</td>
<td>Describe significant developments during the reporting period.</td>
</tr>
<tr>
<td>Report goals and objectives for the next 6 months.</td>
<td>Indicate if the program is sustainable after federal funds end.</td>
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</tbody>
</table>
**Narrative Questions**

Semiannual Report Narrative Writing for upcoming goals or objectives

**Tips:**
- **Set SMART goals** to clarify the scope.
- **Reevaluate goals semiannually** to determine whether changes to program priorities and activities require updates.
- **Use data** to understand your progress and make course corrections as needed.
Performance Measure Reporting
Report Types

<table>
<thead>
<tr>
<th>Section</th>
<th>Description and Selected Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarterly</td>
<td>Did task force members report on task force activities within their agencies or to the field?</td>
</tr>
</tbody>
</table>
| Closeout/Final (Last Reporting Period Only)   | • How does the task force plan to sustain operations?  
• Do you plan to use assessment/evaluation results? |
| Narrative (Semiannually Only)                | Questions relate to process towards goals and objectives, training and technical assistance needs, and success stories. |
Reporting Summary

1. Begin collecting data on performance measures going back to October 2020.
2. Report data for law enforcement and victim service providers in excel document(s).
3. Deconflict any shared measures (example taskforce meetings).
4. Report on performance measures in all quarters where these were grant activity.
5. Upload Excel documents to JustGrants in July and January:
   • Each Excel document must contain data per quarter from law enforcement and victim service providers.

Note: This process changes when JustGrants is fully functional for performance reports.
1. Locate your award by title.
2. Look across the list of performance measure topic areas to find your assigned areas.
3. Open the questionnaire and focus on the questions in your assigned topic areas.
4. Begin to incorporate the measures in your agency data collection systems or processes.
# Reporting Schedule

<table>
<thead>
<tr>
<th>Reporting Period</th>
<th>Data Required</th>
<th>Upload to JustGrants</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 1–December 31</td>
<td>Performance Measures and Narrative Questions</td>
<td>Yes January 30</td>
</tr>
<tr>
<td>January 1–March 31</td>
<td>Performance Measures</td>
<td>No</td>
</tr>
<tr>
<td>April 1–June 30</td>
<td>Performance Measures and Narrative Questions</td>
<td>Yes July 30</td>
</tr>
<tr>
<td>July 1–September 30</td>
<td>Performance Measures</td>
<td>No</td>
</tr>
<tr>
<td>Last Reporting Period of Award</td>
<td>Performance Measures, Narrative Questions, and Closeout Questions</td>
<td>Yes 120 Days After End of Reporting Period</td>
</tr>
</tbody>
</table>
How Can We Help and Questions
Contact Information

OVC Performance Measurement Tool Helpdesk
Monday–Friday
8:30 a.m.–5:00 p.m. ET

Toll free: 1–844–884–2503*
Email: ovcpmt@usdoj.gov

*Appointments are available outside of normal business hours by request.
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