Welcome to the Office for Victims of Crime Human Trafficking Victim Service Providers Performance Measures Training April 2021
Announcements

• This session is being recorded and will be posted online later.

• Recording will be stopped for questions and answers at the end.

• Type questions in the chat box, which will be summarized by the host and answered for the group. This process will help us create an FAQ.

• Please have the performance measures open that were sent on April 1, 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 Chat Features

Locate the chat box and ensure you can chat to the panelists and all attendees.
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 contact Elaine Stefanou:

• Send a direct private message via chat.
• Send an email to stefanou_elaine@bah.com.
What is the name and location (state) of your program?

Post your answer in the chat box.
Agenda

Performance Measure Overview

Performance Measure Data Collection, Tracking and Analysis

Performance Measure Reporting
Performance Measure Overview
What are Performance Measures? 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, as well as:
  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 (HT) in the United States.
How Does OVC Use Performance Measures Data?

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

• Desk Reviews:
  o Identify training and technical assistance needs.
  o Track award activity and progress toward program goals.
Human Trafficking Performance Measure History

• Performance measures were revised to:
  o Better reflect the activities of the grantees.
  o Standardize the questions across the human trafficking portfolio.
  o 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 Goes into a Performance Measure?

<table>
<thead>
<tr>
<th>Description</th>
<th>Inputs</th>
<th>Activities</th>
<th>Outputs</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program resources</td>
<td>Program resources</td>
<td>Actions that convert inputs to outputs</td>
<td>Products or services</td>
<td>Measurable progress toward program goals</td>
</tr>
<tr>
<td>• Grant funding</td>
<td>• Data collection and evaluation</td>
<td>• Investigations and prosecutions</td>
<td>• Human trafficking victims identified</td>
<td></td>
</tr>
<tr>
<td>• Personnel</td>
<td>• Trainings and meetings</td>
<td>• Staff trained</td>
<td>• Human trafficking perpetrators charged and convicted</td>
<td></td>
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<tr>
<td>• Training and technical assistance</td>
<td>• Task force development</td>
<td>• Developing policy, procedures, and protocols</td>
<td>• Community outreach conducted</td>
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## What are Our Roles and Responsibilities?

<table>
<thead>
<tr>
<th>Team Member</th>
<th>Responsibility</th>
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</table>
| **OVC** | • Review reports for completeness and reasonableness  
• Articulate how performance measures relate to specific project activities grantees perform  
• Identify appropriate performance measures based on program goals and anticipated outputs/outcomes |
| **OVCP Performance Management Project (PMP) Training and Technical Assistance (TTA) Specialist** | • Support grantee data and performance management through webinars and coaching calls to promote consistency and accuracy  
• Collaborate with data analysts, helpdesk, and OVC grant managers to determine grantee needs and develop resources |
| **OVCP Helpdesk** | • Support grantee data entry to promote consistency and accuracy  
• Answer calls, emails, and respond to data inquiries |
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 platforms or 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
## Types of Questions

<table>
<thead>
<tr>
<th>Section</th>
<th>Description and Selected Examples</th>
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</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>
Victim Service Providers

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

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

Potential Topic areas for Human Trafficking Quarterly Reporting:

2. Trafficking Population
   • Victim Services
3. Partnerships
4. Training
5. Strategic Planning
6. Community Outreach
Trafficking Population
Baseline: None

Current Quarter Report Summary:

*Per individual victim:*

- Identification of confirmed and/or potential victims of sex trafficking, labor trafficking, or sex and labor trafficking
- Demographics (NEW victims)
- Country of citizenship
- Anonymous contacts
- Categories of victimizations and other co-occurring victimizations.
- Special classifications of individuals
- Services by category and subcategory (example, information and referral or personal advocacy/accompaniment)
Trafficking Population Eligible Family Members

Performance Measures

- Total of eligible family members
- Demographics
- Country of citizenship
- 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.*
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

All individuals are counted as new during the first quarter of the award.
## Trafficking Population Definitions

**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.*
Victim Services – Analyze

**Stop and Review:**

- Check total victimizations for ALL individuals served, plus anonymous contacts.
- Check that totals in demographic categories (race, gender, age, and citizenship) equal the number of new individuals within each trafficking type.
- Review narrative in any “please explain” text box. Does it align to that category?
Stop and Review:

- Are victim services totals per individuals or family members greater than or equal to the total people, per category?
- Are the total people served per category (individuals or family members) greater than or equal to total served for that quarter?
Partnerships
Partnerships Performance Measure Summary

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

**Summary**:
- All partners involved
- NEW subgrants/partners
- Rating subgrantees and partner organizations activity level in the program
- Partnership-building activities completed and increase sharing of professional expertise
- Feedback from program clients or other individuals with lived experience
- Evidence-based program(s) or practice(s) being used in program implementation or practice(s) under review or ongoing evaluation(s)
Partnerships – Collect and Track

**Total Partners**: The sum of partner agencies and subgrantees (nonfunded + funded):
- Number of new subgrantees (*Count entities that have a formal subgrant to implement grant activities*)
- Number of new partners (*Count entities that have an agreement to support grant activities but not a formal subaward*)

**Rating Partnerships**: Of the organizations involved, rate each based on the statement, “This partner is actively involved in the program.”
- Defining “actively involved” is at the discretion of the grantee.
Partnerships – Analyze

Stop and Review:

- Has the number of partner organizations changed? Look at the last two quarters against the baseline, has it changed?
- Analyze prior reports’ rating of each partner agency for changes.
- Have you validated the number of partners listed receiving grant funds?
- Have subgrantees also reported the same measures?

Performance Management Semiannual Narratives:

- Highlight the activities and accomplishments of partnerships.
- Analyze planning activities and goals for different levels of partnerships.
- Did you write a narrative story to explain increases or decreases in number of partnerships?
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

- 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 HT-specific participant types, for example:
  - Victim service/social service providers, legal service providers, victim advocates, courts, media, or labor rights/union organization, or researchers or academics.
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

• Many responses need an aggregate whole number (zero is acceptable) or yes or no.

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

22A: Individuals that attended training/conference hosted by an outside organization

22A-1 Number of individuals who attended training/conference(s) hosted by an outside organization.

Instruction: Report the total number of individuals who attended training or conferences hosted by an outside organization during the reporting period. This is an organization external to your own. This should include grant-funded and non-grant funded individuals.

22A-2 Of those who attended training/conferences hosted by an outside organization, were any attending participants grant funded in part or in full?

- Yes/No
- If yes, answer questions 22A-3 through 22A-5

22A-3, Number and types of training attended.

Instruction: Report the total number of trainings attended per category of training that was hosted by an outside organization where your agency used OVW funds to send participants. If you report more than one of the types of training:

- Professional development
- Sex and labor trafficking training
Training Performance Measures – Analyze

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?

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 gives light to program performance. Summarize in the semiannual narrative.
Strategic Planning
Strategic Planning Performance Measure

Summary

Baseline: Enter the number of improvement initiatives planned and project deliverables planned for the length of the current grant.

Summary:

• Improvement initiatives and deliverables planned for the duration of the current grant
• Improvement initiatives implemented this reporting period
• Project deliverables completed during the reporting period
• Planning documents that were completed during this reporting period
• Written policies, standard operating procedures, or protocols in place to address various processes such as information sharing or continued presence
Strategic Planning – Collect and Analyze

Collect and Track:

• Define “planned improvement initiatives” or “deliverables” based on award goals or objective.
  o Report when one is completed or implemented (not in planning).

• Collect data on written policies:
  o Report “Yes,” when protocol is written and shared with all agency personnel responsible for the activity.
  o Report “No,” if no written policy addressing a specific issue is in place yet.

Stop and Review:

• Check meetings or initiatives are clearly documented in agency program records.

• Ensure initiatives reported on are described in the semiannual narrative.

• Check with OVC grant manager to clearly define or redefine initiatives that may comprise several activities.
Community Outreach
Community Outreach – Collect and Track

Baseline: None

Summary: How often the organization is involved in community activities?

Collect and Track: Report total first, then questions around if the activities were grant funded.
Community Outreach – Analyze

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

Performance Measure’s 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.
Semiannual Narrative
Semiannual Narrative Questions

- Describe adverse conditions that affect goals or objectives.
- Ask for technical assistance from OVC to address any problems, delays, or adverse conditions.
- Indicate if the agency is on track to fiscally and programmatically complete on time and within budget.
- Describe significant developments during the reporting period.
- Report goals and objectives for the next six months.
- Indicate if the program is sustainable after federal funds end.
Semiannual Report Narrative Writing. Well-defined goals clarify priorities and establish criteria for success.

**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><strong>Quarterly</strong></td>
<td>Did grantees report on activities within their agencies or to the field?</td>
</tr>
<tr>
<td><strong>Closeout/Final</strong></td>
<td>- How does the grantee plan to sustain operations?</td>
</tr>
<tr>
<td>(<strong>Last Reporting Period Only</strong>)</td>
<td>- Do you plan to use assessment/evaluation results?</td>
</tr>
<tr>
<td><strong>Narrative</strong></td>
<td>Questions relate to process towards goals and objectives, training and technical assistance needs, and success stories</td>
</tr>
<tr>
<td>(<strong>Semiannually Only</strong>)</td>
<td></td>
</tr>
</tbody>
</table>
Quarterly Reporting Summary

1. Begin collecting data on performance measures reporting going back to October 2020:
   • Or further depending on the start of your award.
   • Pay close attention to question 1
2. Report on performance measures in all quarters where there was grant activity.
3. Complete quarterly reports in Excel.
4. Upload Excel reports to JustGrants with two quarters of data in July and January.

Note: This process will change 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 Fiscal Year 2020 questionnaire and focus on the measures in your assigned topic areas.
4. Begin to incorporate the measures from the assigned topic areas to 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 Award End Date</td>
</tr>
</tbody>
</table>
How Can We Help? Questions?
Contact Information

OVC PMT Helpdesk
Monday–Friday
8:30 a.m.–5:00 p.m. Eastern Time

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

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