Announcements

• Copies of these slides will be sent to all participants after the presentation.
• Type questions in the question and answer (Q&A) box, which will be summarized by the host and answered for the group.
• Please have the performance measures open that were sent on May 5, 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. If you chose the Webex option to connect to audio devices, 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:
Webex Q&A Practice

What is the name of your organization plus location (state)?

Post your answer in the Q&A box.
Performance Measurement 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:
  - Public confidence in the federal government.
  - Federal agency accountability for achieving program results.
  - Program effectiveness and service delivery.
  - Enhanced congressional decisionmaking.
- 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 the Office for Victims of Crime Use Performance Measures Data?

OVC uses grantee performance measure data to:
- Understand how funds are distributed.
- Comply with federal reporting requirements.
- Make 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 are our Roles and Responsibilities?

<table>
<thead>
<tr>
<th>Team Member</th>
<th>Responsibility</th>
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| **OVС**                                          | • 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                                      |
| **OVС Performance Management Project**            | • Support grantee data and performance management through webinars and coaching calls to promote consistency and accuracy  
| **TTA Specialist**                                | • Collaborate with data analysts, helpdesk, and OVC grant managers to determine grantee needs and develop resources                  |
| **OVС Helpdesk**                                  | • Support grantee data entry to promote consistency and accuracy  
|                                                  | • Answer calls, emails, and responds to data inquiries                                                                                   |
Grantee Performance Management in Real Life

Collect – Gather OVC performance measures for your award(s). Create or update organization files 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 – Establish a reporting point of contact and a backup who knows reporting due dates and OVC reporting platforms (example JustGrants).

Analyze – Set up internal usability checks of data for future funding applications, or a grant manager review of OVC performance reports.
Performance Measure Overview and Data Collection
**Human Trafficking Training and Technical Assistance Providers**

*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

**Potential Topic Areas for Reporting:**

- Training
- Technical Assistance (TA)
- TTA Activities
What is in the Office for Victims of Crime Question Set?

Question Sets Include:

- **Baseline Questions**: Gather information about activities that occurred prior to the award becoming operational.
- **Current Report Questions**: Standard performance measure data collected from a variety of grantees.
- **Narrative Questions**: Qualitative, open-ended questions about program goals and objectives.
Training vs. Technical Assistance

**Training** increases knowledge and builds skills according to specified learning objectives; it is instructor-led or self-paced and is followed by feedback surveys.

**Technical Assistance** delivers knowledge to help address a problem, need, or emerging issue; requests range from single call or email exchange, to several activities over time.
Training (Collect and Track)

• **Baseline:**
  - Number of training hours delivered in the quarter before the grant was operational (i.e., before the start of grant activity)

• **During the Reporting Period:**
  - Number of trainings scheduled and conducted
  - Number of participants who registered, attended, or completed
  - Types of participants who attended or completed
  - Number of training hours delivered
  - Feedback surveys distributed
    - Identified an increase in knowledge
    - Implementation of training knowledge
Training (Report and Analyze)

Validations:
• Semiannually, review raw data for the two quarters that make up the report and calculate the percentage of registered individuals who completed the training.
• Are the number of hours of training reasonable? Are the number of hours of training delivered feasible (e.g., 24 hours vs. 2,400 hours)?
• Do the responses about feedback surveys exceed the number of training participants?

Performance Measures Purpose:
• Strategic planning for new trainings or updates to materials
• Activities converting inputs to outputs
• 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
Technical Assistance
Technical Assistance

• **Baseline**: None

• **During the Reporting Period**:
  o TA requests received and completed
  o Number and types of TA recipients
  o Feedback surveys distribution:
    ▪ Number who completed a post-TA feedback survey
    ▪ Levels of satisfaction with the TA delivered
    ▪ Reports to implement changes to policy or programs based on TA delivered
Technical Assistance (Report and Analyze)

Performance Measures
Purpose:
- Strategic planning with partners
- Analysis on themes in requests
- Output of product or service
- Feedback surveys for program analysis

Validations:
- Count the number of requests received during the reporting period for TA, compare it to the prior two quarters. What may have driven an increase or decrease?
- 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.
Training or Technical Assistance Activities
Technical Assistance

• **Baseline**: Estimate all new TTA materials to be developed as a result of grant funding.

• **During the Reporting Period**: 
  o New TTA materials that were completed
  o Types of materials and activities that were completed
Technical Assistance (Report and Analyze)

**Performance Measures**

**Purpose:**
- Strategic planning with partners
- Output of product or service
- Are any materials part of qualitative data in the semiannual question?

**Validations:**
- For TTA calculations, consider using the total number instead of a percentage, because the number of materials completed (over the life of the project) can be aggregated without double-counting.
- The intent is to measure the progress of awards that have this activity.
Semiannual Narrative
## Semiannual Narrative Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<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</td>
<td>Describe significant developments during the reporting period.</td>
</tr>
<tr>
<td>complete on time and within budget.</td>
<td></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: Defining Goals

Examples:

• Technical Assistance - “Based on our award’s goals and OVC performance measure list, our program defines TA as ... In Quarter 2, XX technical assistance requests were received.”

• Training - “In Quarter 1, we trained XX people from XX organizations and afterward, XX asked for more guidance. One example is ...”
Performance Measure Reporting
JustGrants Reporting

The following covers the process for submitting performance reports in JustGrants to help Grant Award Administrators:

1. Locate a performance report.
2. Complete the necessary steps and requirements to submit a performance report.
3. Understand reporting periods and due dates.

https://justicegrants.usdoj.gov/training/training-performance-reporting#1n407h
Additional Resources for Reporting

- **Troubleshooting Performance Reports Using Question Sets**
  - Steps to trouble shoot
- **Submit Performance Report**
  - Infographic
- **Managing Deliverables in JustGrants**
  - Uploading additional documents
## Reporting Schedule

<table>
<thead>
<tr>
<th>Reporting Period</th>
<th>Data Required</th>
<th>Enter in JustGrants?</th>
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<tbody>
<tr>
<td>July 1–December 31</td>
<td>Performance Measures and Narrative Questions</td>
<td>Yes January 30</td>
</tr>
<tr>
<td>January 1–June 30</td>
<td>Performance Measures and Narrative Questions</td>
<td>Yes July 30</td>
</tr>
<tr>
<td>Last Reporting Period of Award</td>
<td>Performance Measures, Narrative Questions</td>
<td>Yes 121 Days after End of Award</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.
“This product was supported by contract number GS-00F-008DA, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this product are those of the contributors and do not necessarily represent the official position or policies of the U.S. Department of Justice.”