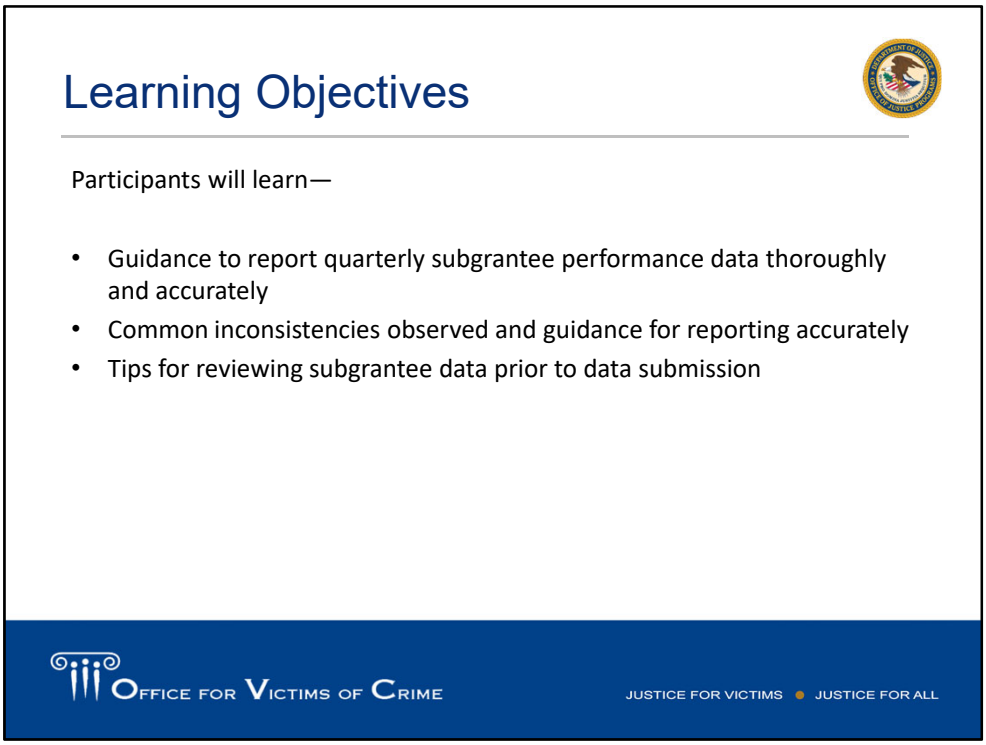
[Tina] Hello. Thank you so much for joining us for the Performance Measurement Tool Targeted Guidance Training for Victims of Crime Act (VOCA) Victim Assistance Grantees. My name is Tina Wenzlaff and I provide contractor support to OVC's Performance Management Team.

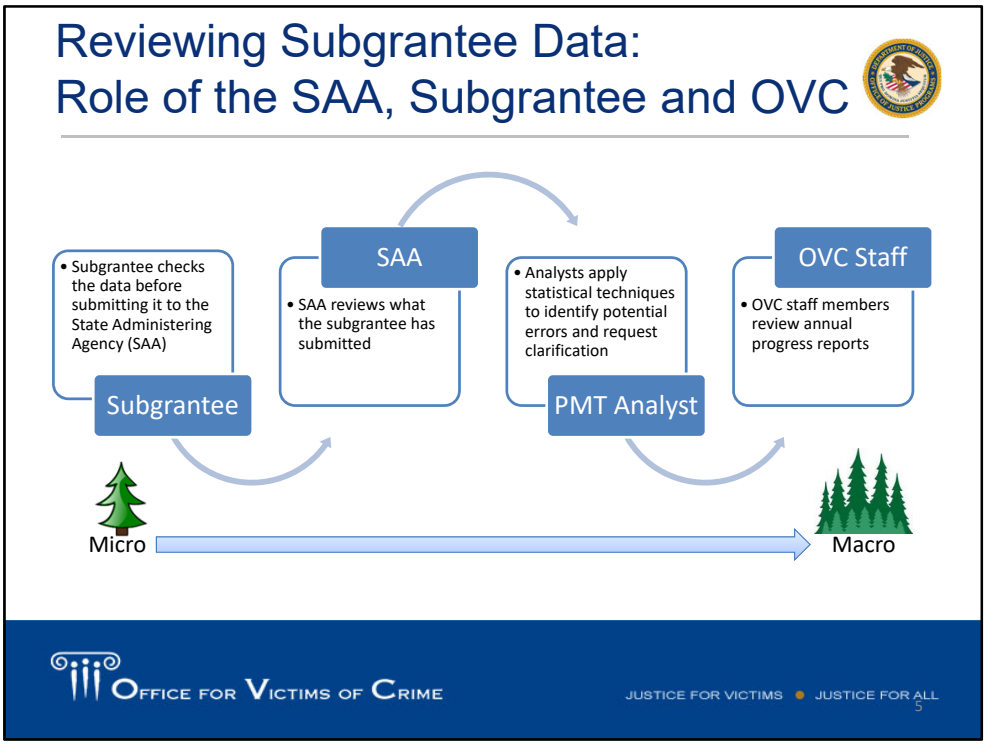
This training is designed to provide added guidance beyond the Overview training held earlier this month and the refreshed materials sent out to grantees and training attendees. It will really help you understand the level of detail required in the PMT system. When we were at the VOCA conference this summer grantees asked if we would be providing additional guidance on the performance measures, and after the conference we emailed grantees inviting them to submit lingering questions. This webinar is based on the questions we received as well as common findings from our quarterly data reviews.

[Tina] Today, we will be diving into the subgrantee Data Report performance measures from a more targeted lens. We'll also review guidance on entering Subgrant Award Reports (SAR) and respond to a grantee question about annual report data.



[Tina] By the end of today's presentation, you will learn guidance on how to report quarterly subgrantee performance data thoroughly and accurately, common inconsistencies observed and guidance for how to report accurately, and tips for reviewing subgrantee data prior to data submission. We will also share our newly updated Victim Assistance resources and tools for additional support along the way, if you have not already received them. I'd also like to mention the chat feature available on the right side of your screen. Please feel free to type your questions in the box and we will follow-up individually with answers. This webinar is being recorded and will be available for playback in the near future.

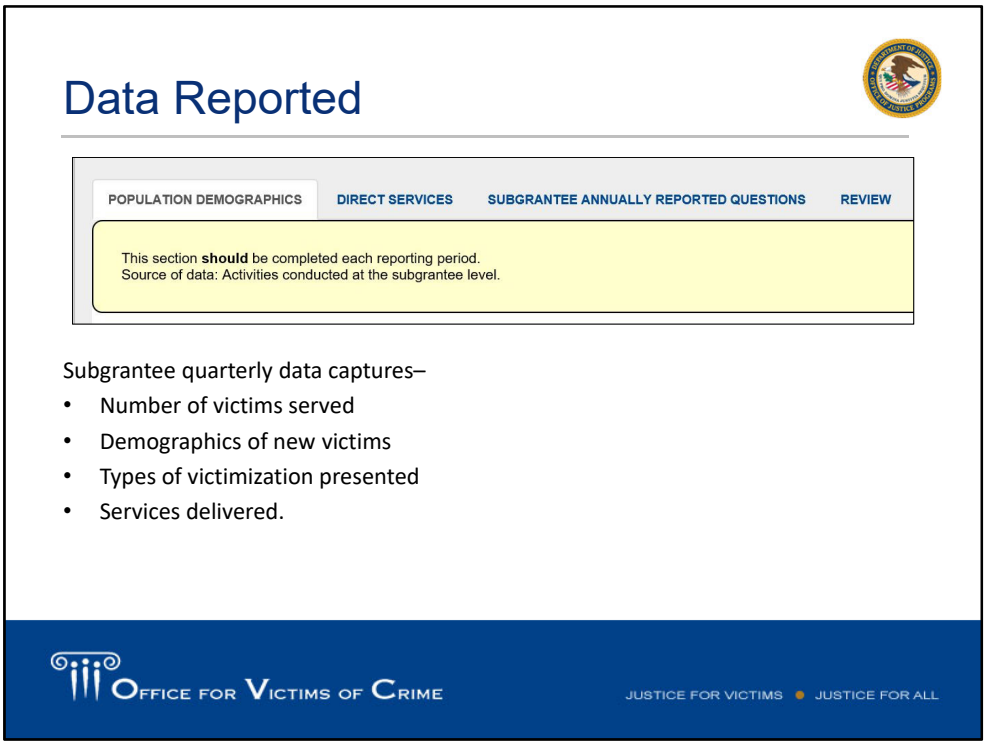
Subgrantee Data Report Performance Measures: Targeted Guidance



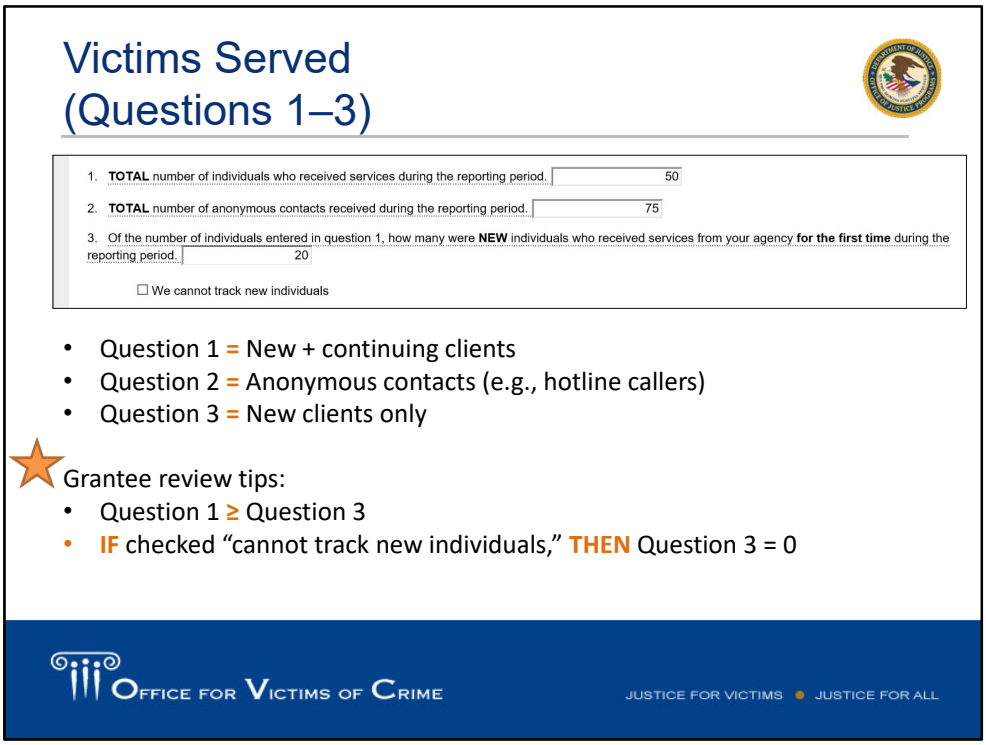
[Tina] Before we dive in, I would like to highlight one of the many important roles the grantee plays in performance measurement, which is reviewing subgrantee data for the Victim Assistance grant program. Many stakeholders besides the grantees are involved in the subgrantee data review process. Subgrantees need to set up internal systems to collect data accurately, and they should be reviewing their own data before passing it on to you. Once the data is received, you should review subgrantee data for accuracy before submitting into the PMT system. Once the data entry is complete in PMT, then PMT Team Analysts—my teammates and I who work under the direction of OVC's Performance Measurement Manager—take a look at the data reported. First, the data must be cleaned and this means verifying the questions and data appear to be present and in the proper format. Second, my team reviews the data for general reasonableness, errors, illogical responses or stated problems including numbers larger or smaller than expected, unexplained increases or decreases, data entry mistakes (for example, inserting the letter O instead of the number zero) and so on. After completing the data review process, we follow up with grantees. This is where you may have noticed an email sent to the grantee POC with an ask to review the comments and confirm the accuracy of your data. If the data was submitted correctly, your explanation helps us better understand and interpret the data. If you determine that the data contains errors, our helpdesk can unlock the report so you can correct it in the OVC PMT system.

Consistency in reporting is the only way to show how things change over time and that

data reported for the measures will be consistent going forward. As you know, grantees review subgrantee data before it is completed in the PMT. Throughout this webinar, we'll include some review tips to help you focus on key data. Finally, OVC staff—your grant managers—review data, and in particular review your annual progress reports. They can also look at quarterly data to see how it fits in with everything else that they know about your project—things that they have learned from site visits, desk reviews, financial reports, and so on. PMT is one part of building your story on what your program is doing in the community with your Victim Assistance funds. Each of these actors plays a role in helping to make sure Victim Assistance program data is as accurate and complete as possible.



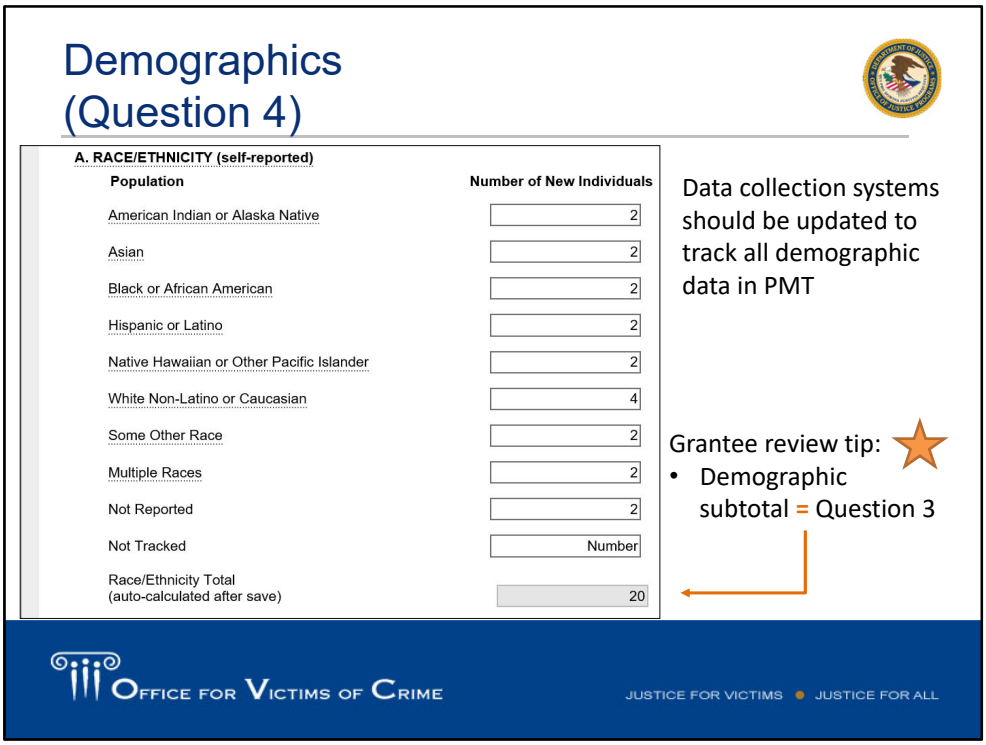
[Tina] Now that we understand the process a little bit better, let's drill down to what the components are that the subgrantee quarterly data captures. Within the data we capture the number of victims served, the demographics of new victims, the types of victimization presented, and the services that are delivered.



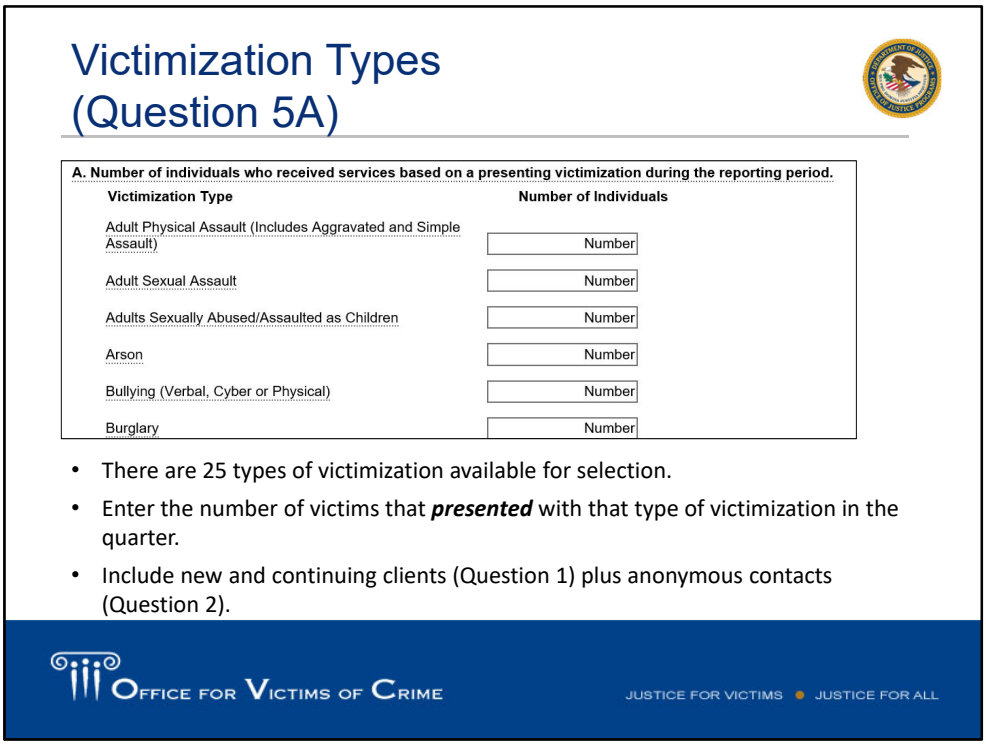
[Tina] Let's begin with victims served, Questions 1–3. One thing we have found in our quarterly reviews is inconsistency in the number of total individuals served, how many of those were new, and whether new individuals can be tracked. To help with understanding how this data should be collected, we've added some equations and some grantee review tips on each of these slides.

- Question 1 is capturing new + continuing clients. The total number should include all individuals who receive services funded by VOCA plus match funds, which equals the number of new individuals + the number of individuals who are returning for services.
- Question 2 is capturing the total number of anonymous contacts.
- Question 3 is capturing data on **new clients only**. This data should include the portion of individuals in question 1 who receive services for the first time under the subaward. Subgrantees that cannot track new individuals in a quarter should report "0" new individuals served in question 3 and check the box that they cannot track new individuals.

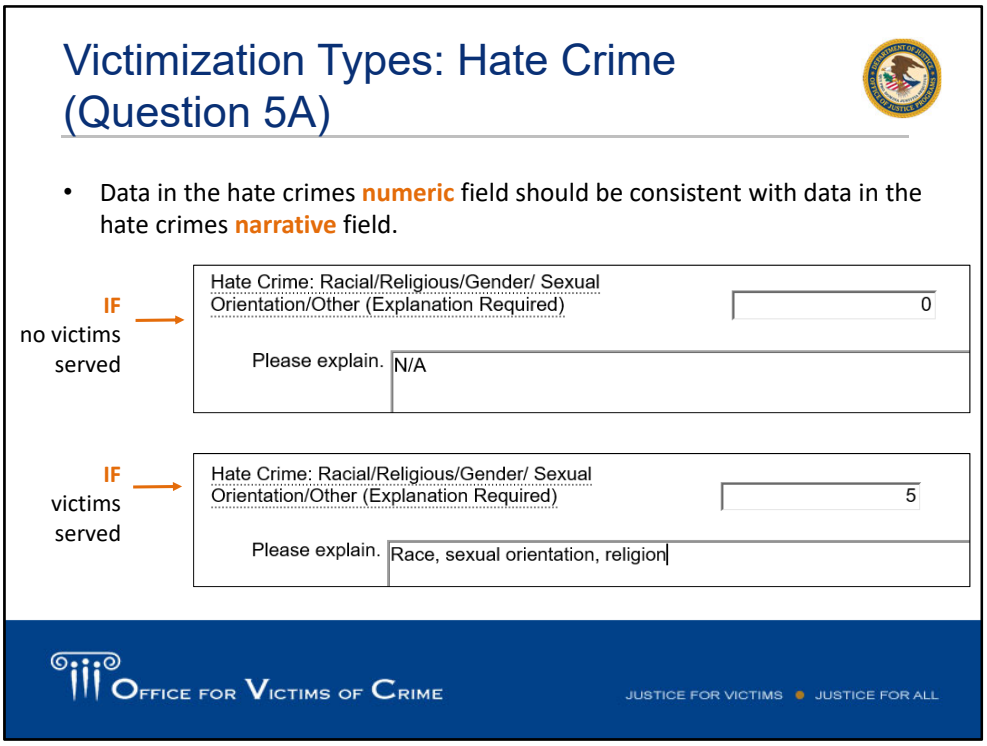
So, the response to Question 1 should be **greater than or equal to the number** of new individuals in Question 3. And if a subgrantee checked that they cannot track new individuals, then the answer to Question 3 should be 0. Sometimes the subgrantee checks the box that they cannot track new individuals, but then enters a number for the number of new individuals served, but that is inconsistent.



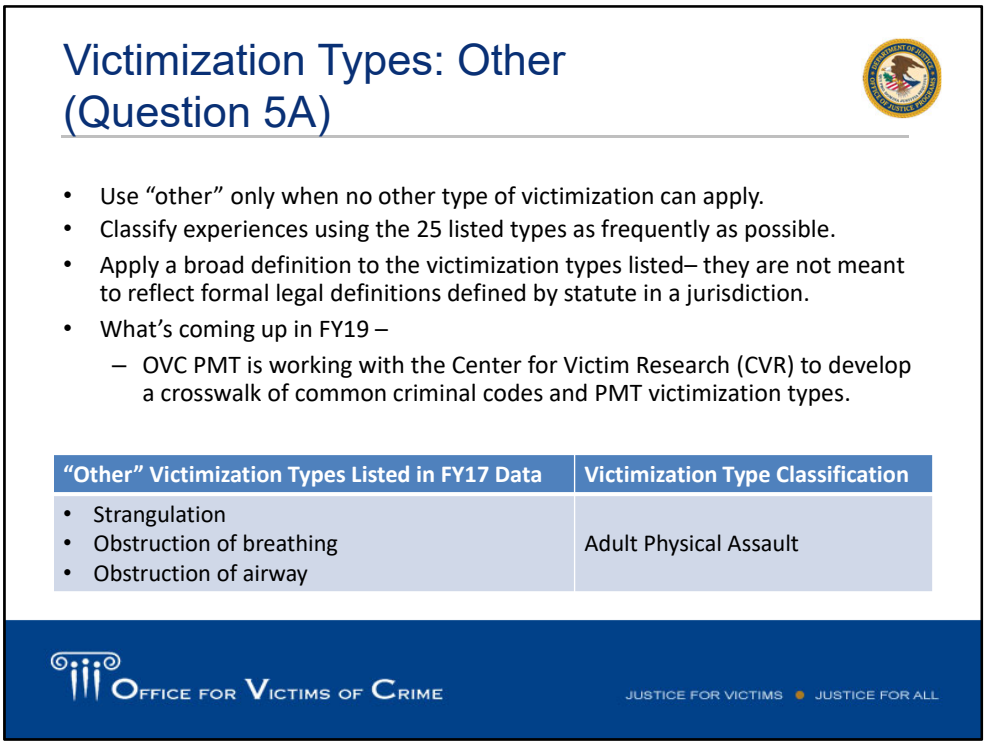
[Tina] Question 4 captures demographic data on race ethnicity, gender, and age. All demographic data for the Subgrantee Data Report is self-reported by the client or the person receiving services. When inputting data for Question 4, ensure that before completing data entry that all of the different demographic breakdowns (e.g., gender, age) add up to the total number of new individuals (Question 3). The PMT system does not have a validation built in to catch any differences in the breakdown of Question 4 and the total number of new individuals served, and sometimes we see different totals.



[Tina] There are a few issues related to Question 5 that we will review. Question 5.A asks users to report the number of individuals receiving services based on different victimization types. One of the grantee questions submitted was whether this should include anonymous contacts or not. **The answer is yes**, please report the victimization types for all individuals served (so, the total individuals in Question 1 + anonymous contacts in Question 2). If a subgrantee did not collect victimization types from an anonymous contact, or if the anonymous contact did not provide it, then the subgrantee would not be able to report the victimization type for that anonymous contact. (Subgrantees should make an effort to collect this data, but we understand the data may not be available.) In this section, **do not count** an individual more than once for the same victimization type. So, for example, a person may be a victim of domestic violence over a long period of time and may suffer many individual assaults. This victim is still presenting a single victimization type—domestic violence; therefore, you would report the victimization type one time. The intent of the question is to capture how many people presented with each victimization type during the reporting period, not to measure how OFTEN services were provided. That falls under the direct services section.



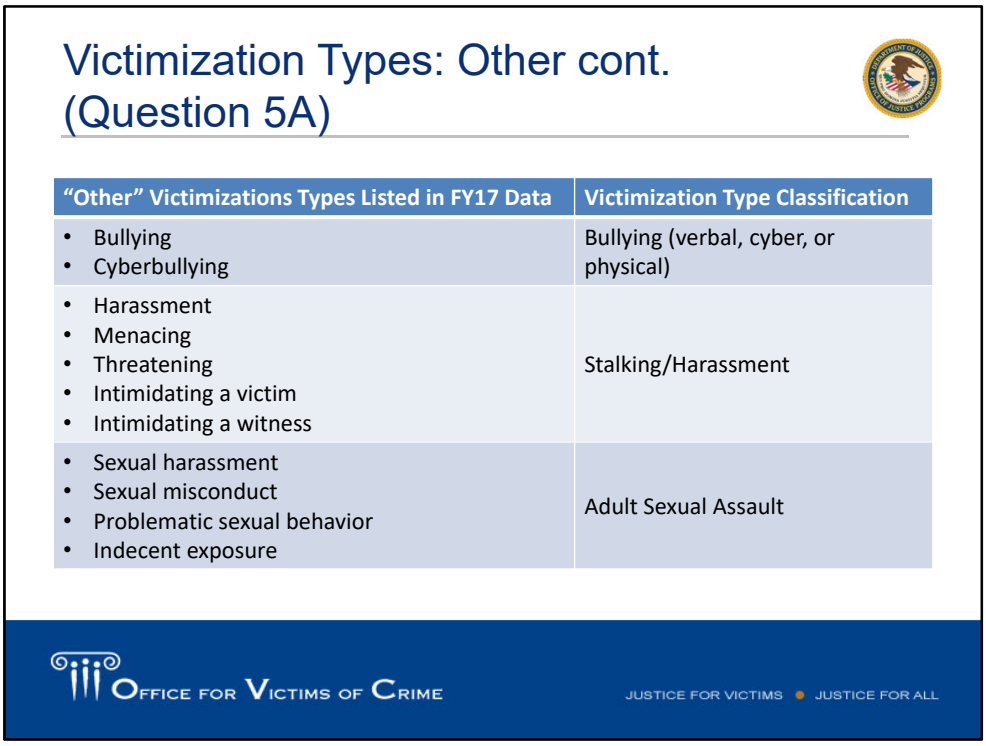
[Tina] One issue we find in our quarterly reviews is that data in "other" fields is inconsistent. For example, the victimization type "hate crime" includes a numeric field and a narrative "please explain" field. The system requires that the explanation field be filled in if there is any number (including zero) in the "hate crimes" field. The "hate crimes" and its explanation fields should be consistent. If there is a "0" in hate crimes as noted in the first screenshot, then the explanation should be "N/A." If there were hate crime victims served, then a number should be entered, in this example 5, and the explanation should identify the type of hate crimes seen or note that these could not be determined. In this example the hate crimes are race, sexual orientation, and religion. A similar issue arises back in the demographics section related to gender, and in Question 5.C related to special classifications. If there is a number in the "other" field, then we expect to see an explanation in the narrative field. If there is no number or zero in the "other" field, then we expect the narrative field to be blank or "N/A."



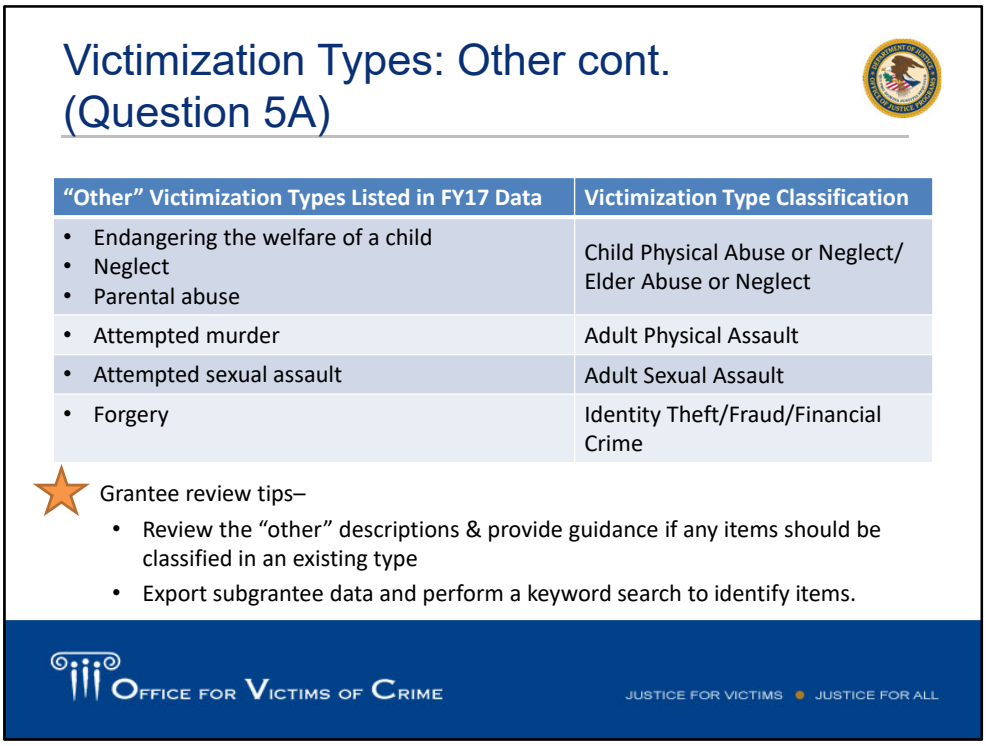
[Tina] Another issue we are seeing in victimization types Question 5.A is a heavy use of the "other" victimization type. You should use "other" only when no other type of victimization can apply. Any of the predefined victimization types that appear in the PMT should not be included within the "other" type explanation. To help provide an example, our PMT data experts performed a search for "assault" in the other victimization type- explanation category, reviewed the entries, and found that assault was listed (incorrectly) as an "other" more than 700 times in FY 2017. In this example, all of those included should have been categorized as: adult physical assault, adult sexual assault, child physical abuse or neglect, and child sexual abuse/assault. Our PMT data analysts also noticed in their review that there were many attempted crimes and witnessed crimes listed. An attempted crime or a witness to a crime (a secondary victim) would fall under the crime type (e.g., if an individual witnessed an assault, and was treated as a secondary victim, that person would be counted under assault, not other).

What's coming up in FY19 –

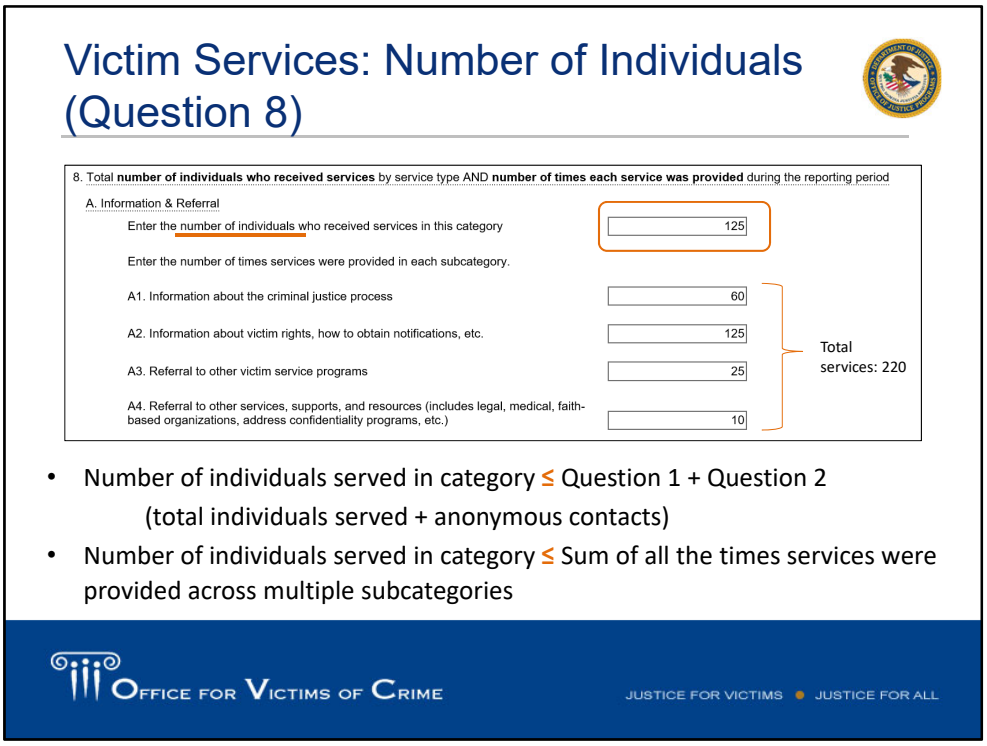
- OVC is working with the Center for Victim Research (CVR) to develop a crosswalk of common criminal codes and the performance measure victimization types in the performance measures to provide greater clarity on how to report different types of victimizations.



[Tina] You'll see that sometimes types of victimization are listed as other, when they are already a category, such as bullying and cyberbullying.

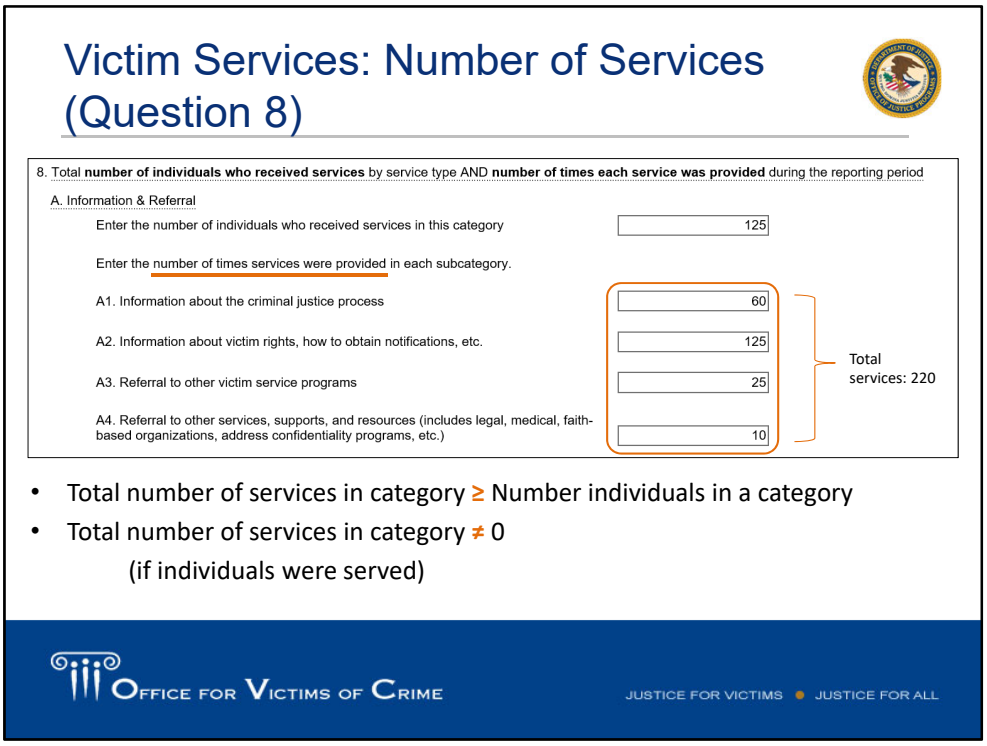


[Tina] Grantee can help review the "other victimization type" data field by doing keyword searches using the tables in the subgrantee data spreadsheet. If subgrantees are reporting victimization in other that really should be in an existing category, please have the subgrantee reclassify accordingly. If you have questions about specific types of victimization, please email the OVC PMT Helpdesk for guidance.



[Tina] Now, we acknowledge that Question 8 is a bit challenging because Question 8 collects two different types of information: the **number of victims** receiving different categories of services, and then within each category, **how many times** subcategory services were provided. I'd like to provide another example highlighting the inconsistencies that we've noticed in FY17. In their data review, our PMT data analysts noticed that over 1200 subgrantees in 47 states entered a **total number of times services were provided** which was less than the total number of individuals served in the direct service category. Additionally, they noticed over 250 subgrantees in 38 states entered zero for total individuals served in a direct service category, but then entered the number of times services were provided within that category.

The guidance here to help improve data accuracy for Question 8 is that the number of individuals served must be less than or equal to the total number of individuals and anonymous contacts served in the quarter. So, in this example, my answer to question 1 (total individuals) was 50, and my answer to question 2 (anonymous contacts) was 75, so my organization served 125 individuals and anonymous contacts in the quarter. Let's say we provided information and referral service to each one, so my response to the number of individuals in Question 8.A is 125. This response cannot be greater than 125.

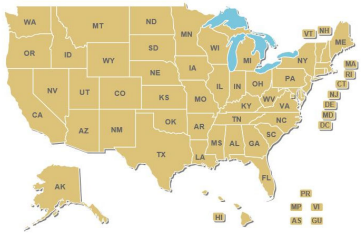


[Tina] Second, the total number of times subcategories of service were provided (per direct service) must be **greater than or equal to** the total number of individuals who received this category of service. In this example, you will add up the number of times services were provided, so 60+125+25+10 = 220 times information and referral services were provided, which is greater than the 125 people who received information & referral services. OVC recognizes that some individuals served received multiple subcategories of services, or perhaps received a subcategory of service multiple times. If the number of individuals served per main category of service is zero, ensure no services were provided—each subcategory would have been provided 0 times.

[Tina] A SAR is required for each organization that receives VOCA funds and spends those funds for allowable expenses. SARs are not to be completed for organizations that serve only as conduits for disbursing VOCA funds or for organizations that provide limited emergency services, on an hourly rate. We reviewed tips for entering SARs in the Overview presentation earlier this month. We are sharing the slides again here as a reminder, but won't spend too much time reviewing these slides.

Subgrantee Profile: Naming Tips

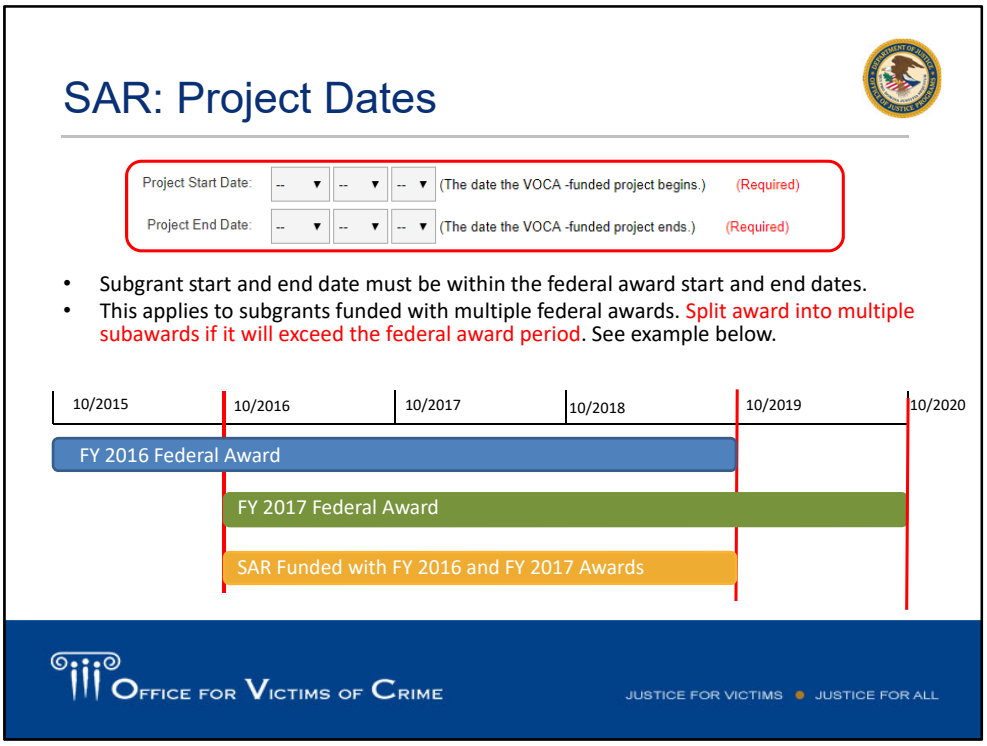
- Subgrantee names and addresses populate the public-facing U.S. Resource Map of Crime Victim Services & Information directory.
- Enter the subgrantee's legal name–
  - Avoid acronyms
  - Avoid internal references that would not be understood by the general public.
- Create **one** subgrantee profile for each organization and align all of the organization's subawards to the profile.



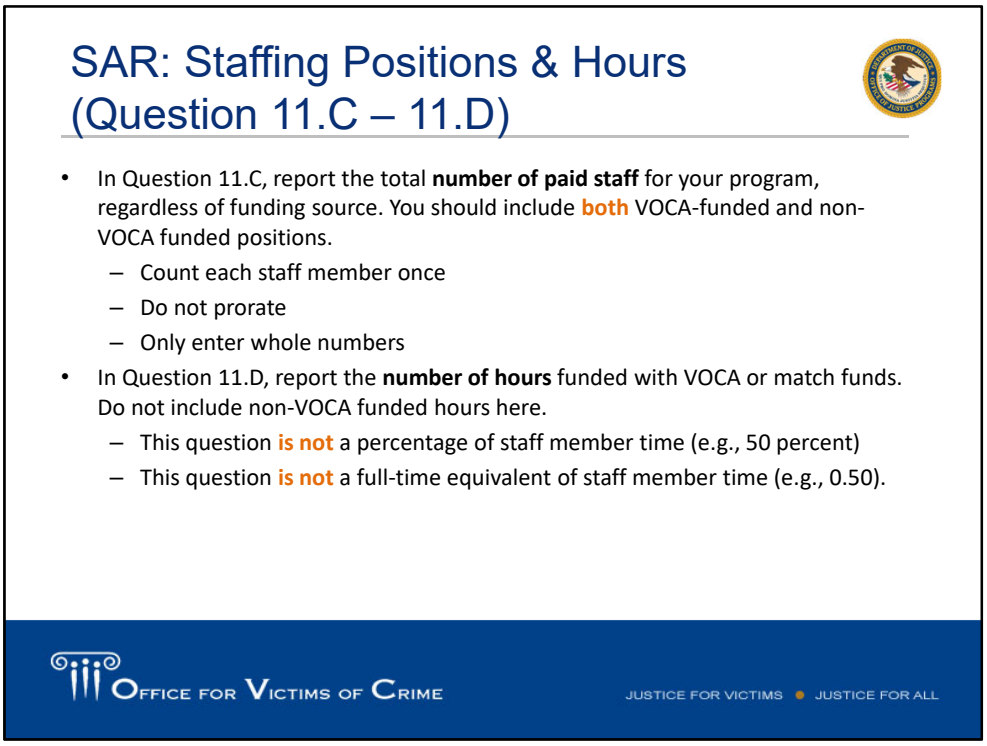
OFFICE FOR VICTIMS OF CRIME

JUSTICE FOR VICTIMS • JUSTICE FOR ALL

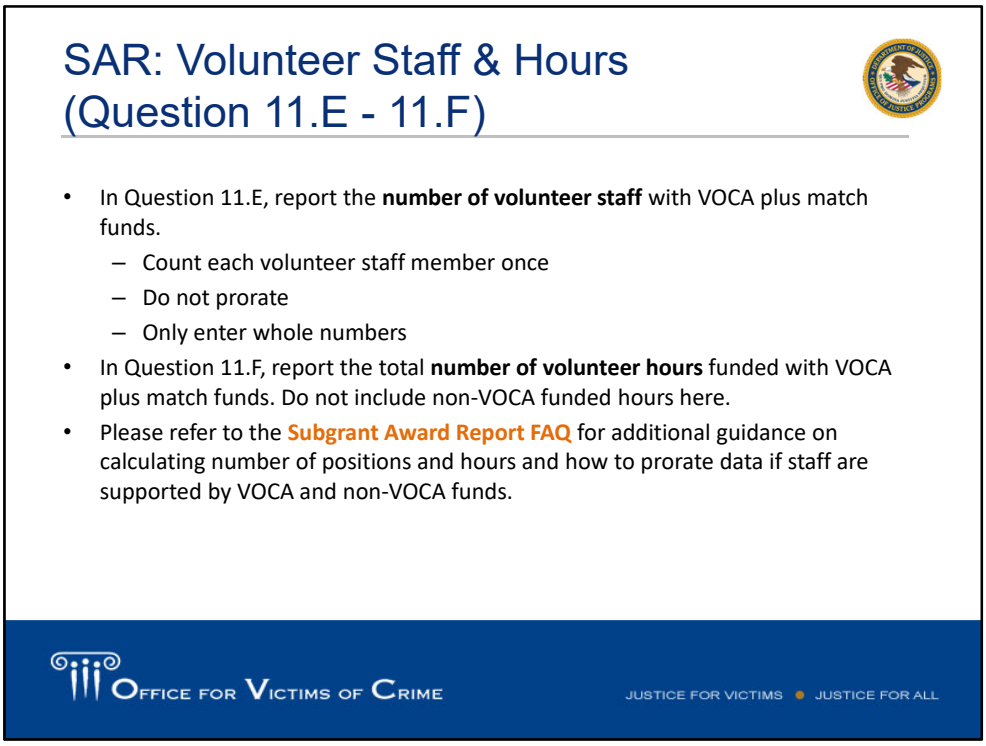
[Tina] As a reminder, OVC's guidance is to create one subgrantee profile for each organization, and then to align all of that organization's subawards to that profile. When grantees create a different profile for each SAR, it can lead to double counting organizations and can misrepresent how many unique organizations are available to support victims.



[Tina] We understand that a single subaward may be funded with multiple federal awards. Remember that the subgrant start and end dates must be within the start and end dates of any federal awards that fund it. For example, if a SAR is funded with the FY16 and FY17 federal awards, then the subaward start date must be after October 1, 2016 (which is the start date of the FY17 federal award). The SAR end date must be before September 30, 2019 (which is the end date of the FY16 award).

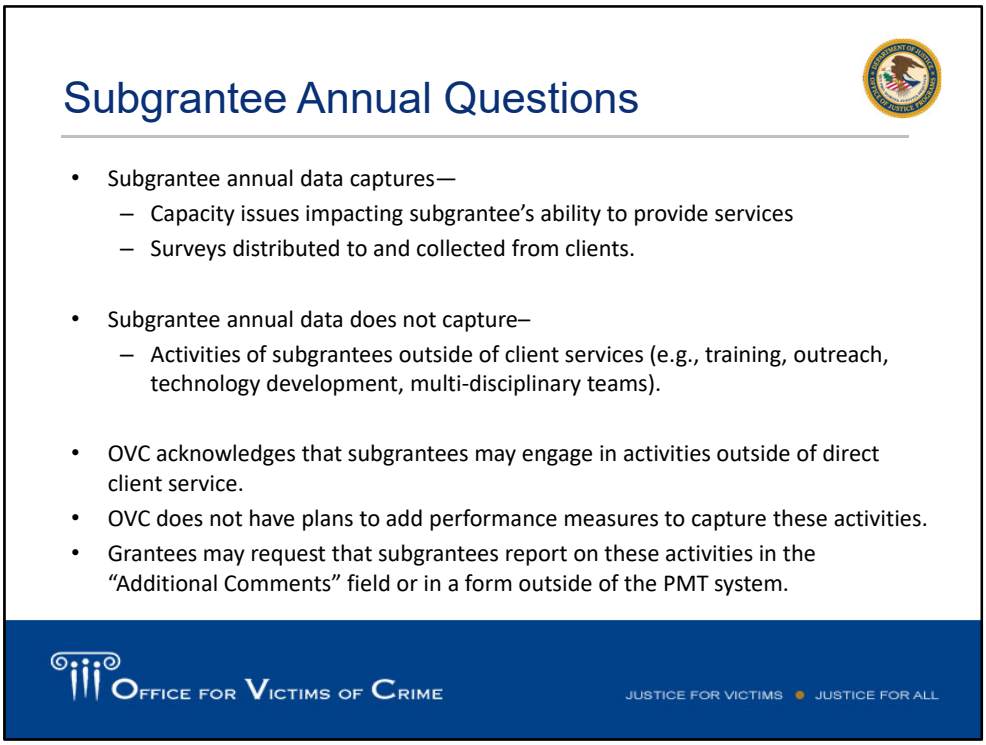


[Tina] In Questions 11.C and 11.D, we are collecting the number of staff positions for your program, and the number of staff hours funded with VOCA or match funds. These should be whole numbers; do not report a percentage or a full-time equivalent of staff member time.



[Tina] Similarly, in Questions 11.E and 11.F, please report the number of volunteers and total number of volunteer hours. Do not prorate, count each volunteer staff member once, and again, only enter whole numbers into the PMT system. I will be sharing a copy of the Subgrant Award Report FAQ for additional guidance on calculating number of positions and hours at the end of this presentation.

Annual Report: Targeted Guidance



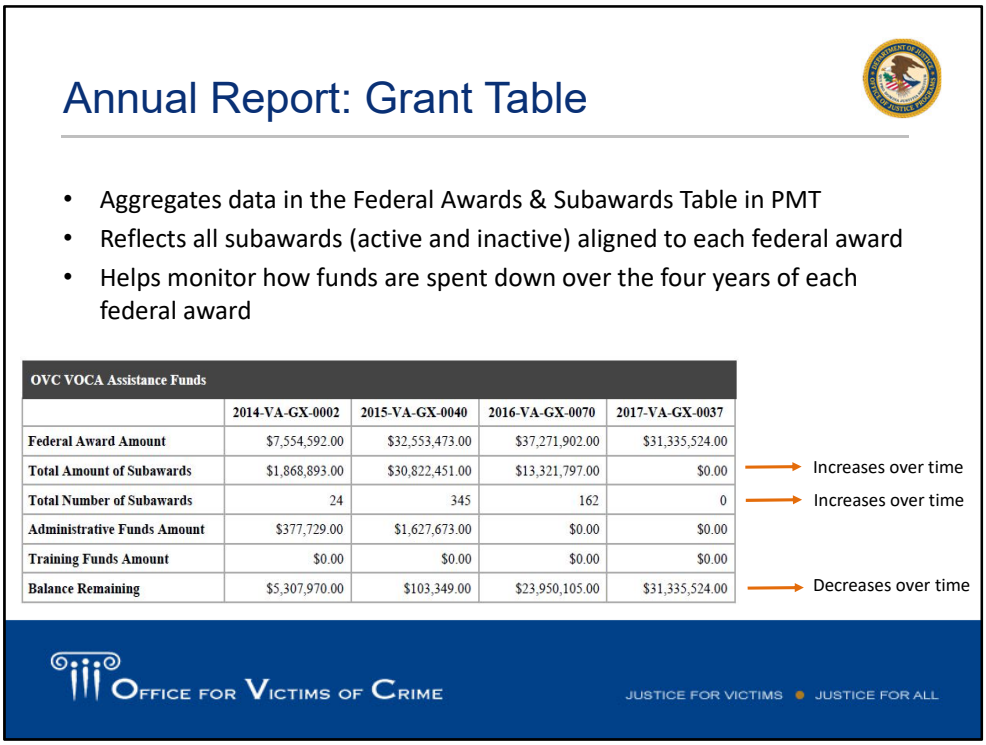
[Tina] One grantee asked how to capture work of subgrantees outside of direct victim services. To answer this, I'd like to clarify what the subgrantee annual data captures and what it does not. Subgrantee annual data **captures—**

- Capacity issues impacting subgrantee's ability to provide services
- Surveys distributed to and collected from clients.

Subgrantee annual data **does not capture–**

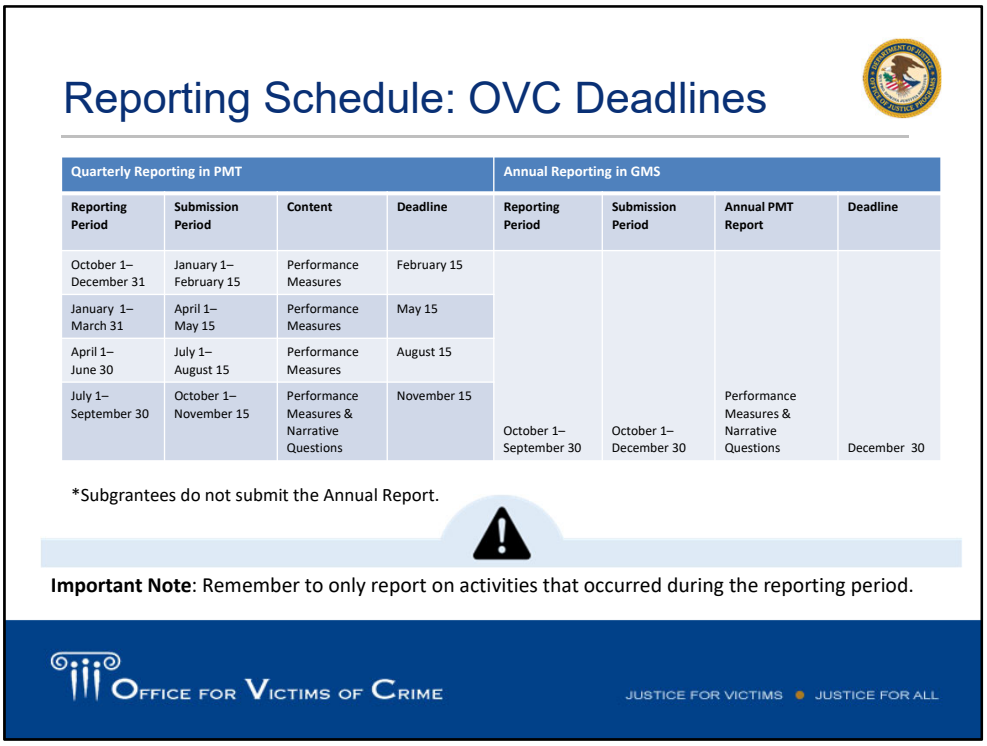
- Activities of subgrantees outside of client services (e.g., training, outreach, technology development, multi-disciplinary teams).

OVC acknowledges that subgrantees may engage in activities outside of direct client service.
OVC does not have plans to add performance measures to capture these activities.
Grantees may request that subgrantees report on these activities in the "Additional Comments" field or in a form outside of the PMT system.



[Tina] We also got a question from a grantee regarding the VOCA Assistance Funds table in the Grantee Annual Report PDF, and how that data can be used. The grant table aggregates data in the Federal Awards & Subawards Table in PMT across all federal awards. It also reflects all subawards (active and inactive) aligned to each federal award. Some additional points to keep in mind is as the total amount and total number of subawards increase over time, and this will result in a decrease of the balance remaining over time. The annual report grant table can help you to monitor how the funds are spent down over the four years of each federal award.

Additional Resources



[Tina] As a reminder, we are currently in the submission period for July–September 2018 reporting period. After the grantee deadline of November 15, our team plans to quickly conduct a quarterly review of that data and reach out to grantees with any questions. Our goal is to have any questions sent to grantees about 2 weeks after the deadline. Grantees can then work with their subgrantees as needed to revise data before generating their annual reports, which are due for submission in GMS by December 30.

Need Help Page

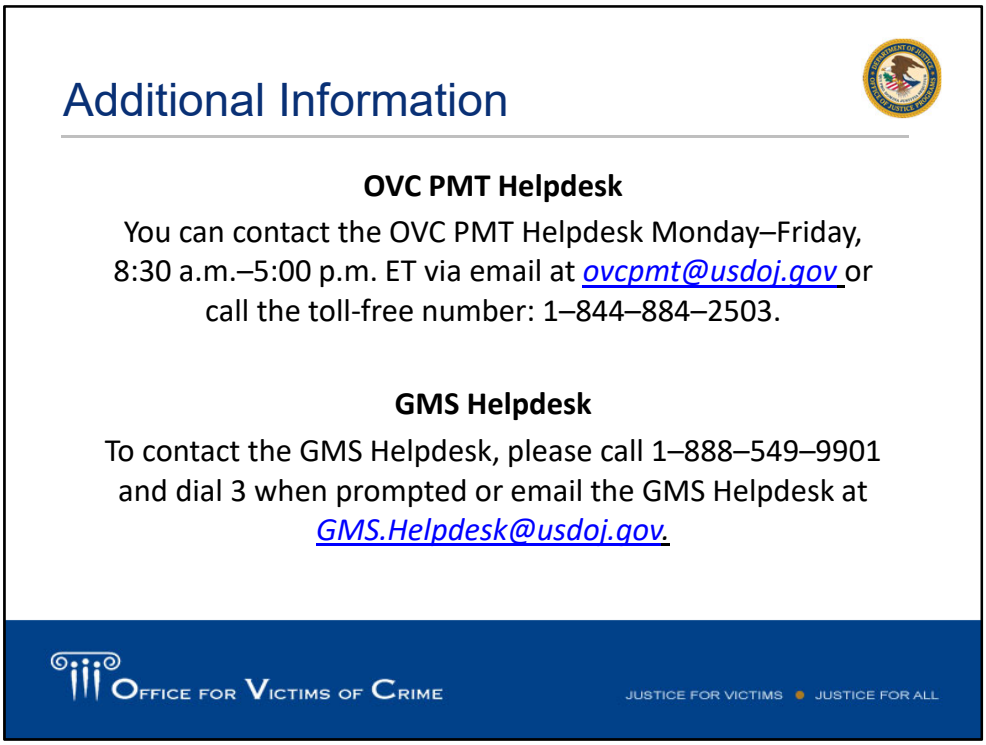
- **Performance Measures:** A list of all performance measures with explanations
- **Subgrantee Data Tracking Template:** A tool to help subgrantees collect data
- **Frequently Asked Questions:** Provides additional information on reporting performance measures
- **PMT User Guides:** Includes tips for navigating through the PMT system
- **Training Materials:** Allows you to watch recordings and view presentations about reporting performance measures

Need Help Page

OFFICE FOR VICTIMS OF CRIME

JUSTICE FOR VICTIMS • JUSTICE FOR ALL

[Tina] We have emailed Fall 2018 refreshed versions of many TTA resources and are working to post them on the Need Help page. You should also see a pop up window displaying now that will allow you to download the Fall 2018 resources. Grantees can also contact the OVC PMT Helpdesk for the most up-to-date Victim Assistance training recordings and materials. It is up to the SAA to provide subgrantees with any state-specific guidance regarding data collection and reporting processes. Grantees can also contact their program specialist at OVC to inquire about additional resources to help with data collection and reporting processes, tools, or costs.



[Tina] The OVC PMT Helpdesk is available 8:30–5:00 p.m. ET on weekdays, except federal holidays. Subgrantees can contact the helpdesk directly with technical glitches and are not required to go directly to their State Administering Agency (SAA) first. The helpdesk will investigate the issue and coordinate to resolve any system issues. Thank you for attending today's presentation. Have a great day.