

# Welcome to Performance Measurement Training

Developing Future Victim Specialists  
for American Indian/Alaska Native  
Victims of Crime Program

December 10, 2020



# Objectives



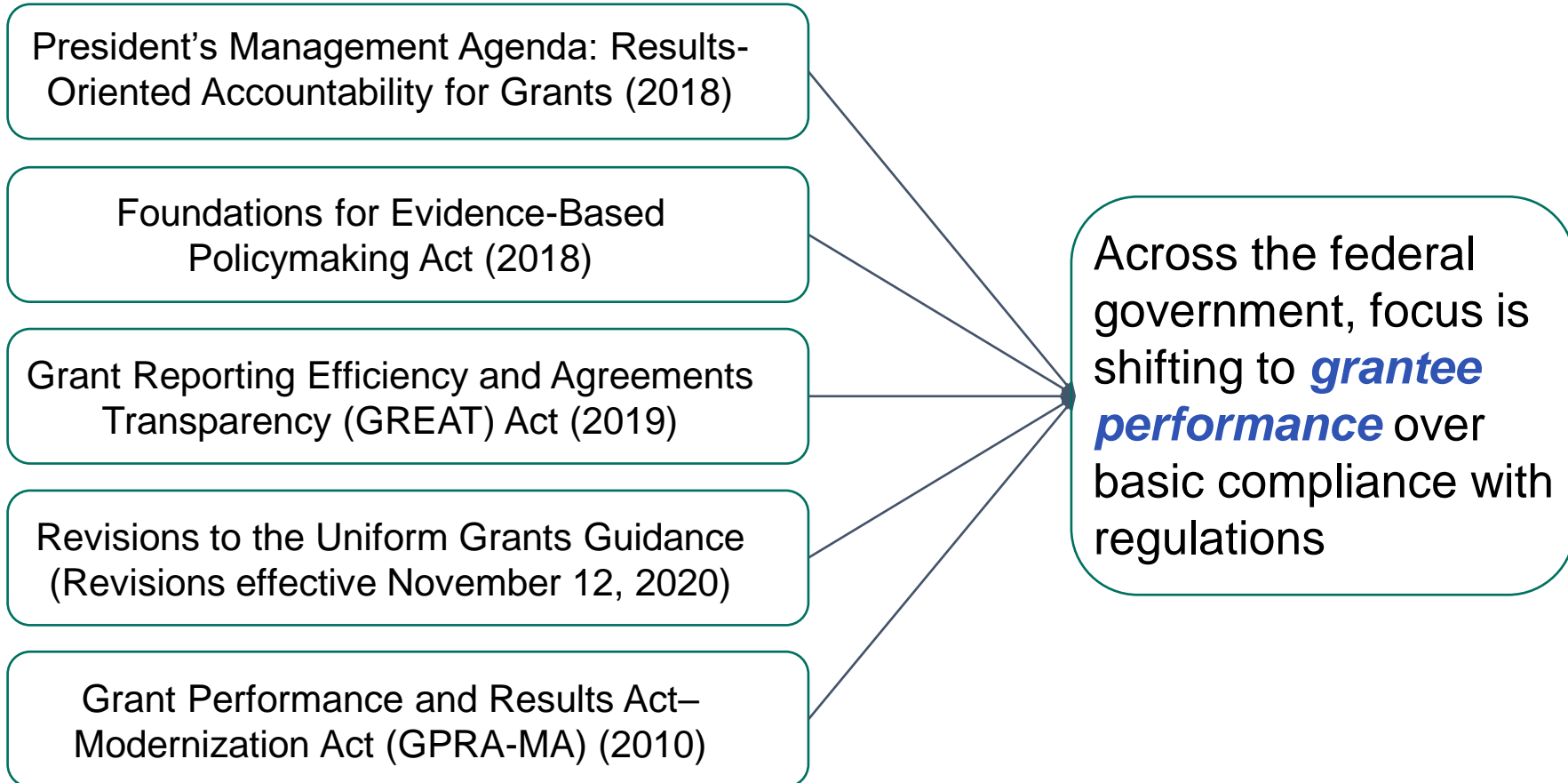
- Overview of the importance of performance measurement at the Office for Victims of Crime (OVC)
- Introduce PDF document for reporting the performance measures
- Describe performance measure data OVC grantees must collect
- List resources and tools available to grantees.





# Performance Measurement Overview

# Importance of Grant Performance Data



# Performance Measurement



- The information or data showing achievement of desired goals or results.
- Performance measures are the parameters against which progress toward goals is assessed.



# Grantee Performance Management in Real Life



**Collect** – Gather OVC performance measures for your award(s). Ensure your organization has the capabilities to capture and securely save performance measure data. Collect prime grantee and subgrantee data separately.



**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 (POC) and a backup who know reporting due dates and OVC reporting platforms.



**Analyze** – Set up internal usability checks of data for future funding applications, or a grant manager review of OVC performance reports.

# **Developing Future Victim Specialist Program**

## **Performance Measure Report Types**

# Report Type



Report Type	Definition	Program	Due Dates
<b>Quarterly Performance Measure Report</b>	This report collects information quarterly on grantee activities.	Victim Assistance, Victim Compensation and Transforming Victim Services (TVS)	January, April, July, October
<b>Semiannual Report</b>	This report includes quarterly data AND narrative questions. A report is generated and uploaded into JustGrants.	TVS	January and July
<b>Closeout Report</b>	This report is submitted after all grant funds are expended and aggregates quantitative and qualitative data over the life of the award.	TVS	Quarter after the award ends

**\*Report on Grant Activity** – Proposed activity implemented or executed with OVC grant funds.



# Reporting Schedule: Federal Fiscal Year



In January, grantees report for October–December even if there was no activity.

Reporting Period	Due Date	What is Due?
October 1 to December 31	January 30	Quarterly Performance Measures and Semiannual Narratives
January 1 to March 31	April 30	Quarterly Performance Measures
April 1 to June 30	July 30	Quarterly Performance Measures and Semiannual Narratives
July 1 to September 30	October 30	Quarterly Performance Measures



# Reporting Instructions Summary

- 1. Collect and Track** - Monthly collect and track performance measure data in your agency's systems or records.
- 2. Report on Grant Activity** - Semiannually report activity implemented or executed with OVC grant funds in PDF and narrative question in Word.
- 3. JustGrants** - Semiannually upload the PDF and Word documents into JustGrants until further notice.

Office for Victims of Crime  
Developing Future Victim Specialists for American Indian/Alaska Native Victims of Crime  
PERFORMANCE MEASURES

The following pages detail the questions and performance measures for the Office for Victims of Crime's (OVC) Developing Future Victim Specialists for American Indian/Alaska Native Victims of Crime grant program.

**GOAL AND OBJECTIVES**

The primary goal of this project is to develop victim service professionals that will provide direct victim services to AIAN victims in locations that are remote and where positions are hard to fill. This will be accomplished by engaging interested individuals, including college and university students, who are from, or live and attend school in, these areas.

Objectives include the following:

1. Establish and administer a structured program that links individuals interested in victim service careers to internship or residency opportunities with either a SA- or tribally run victim services program. Applicants may include incentives for participants, including, but not limited to, a stipend, course credit, or priority consideration for future employment opportunities.
2. Provide supervision and training to participants in the program by experienced victim service professionals.
3. Establish baseline data for performance metrics and a data collection process to support an assessment of the initiative.

**STRUCTURE OF THE QUESTIONNAIRE**

This questionnaire is divided into five question banks. You must provide a response for each measure. Baseline questions gather information about activities that occurred prior to the grant becoming operational. They are asked of new grantees during the first reporting period only.

**REPORTING PERIOD**

Grantees must upload a copy of this completed questionnaire in the JustGrants system on a semiannual basis, until further notice. A table detailing the submission deadlines is below.

Semiannual Reporting in JustGrants		
Reporting Period	Submission Period	Deadline
January 1–June 30	July 1–30	July 30
July 1–December 31	January 1–30	January 30

If you have any questions about the performance measures, please email the OVC performance management Helpdesk at [opovm@usdoj.gov](mailto:opovm@usdoj.gov), or call toll free at 844-884-2503. If you have any questions about the JustGrants system, please visit <https://victimservices.usdoj.gov> for resources or email [askforhelp@usdoj.gov](mailto:askforhelp@usdoj.gov).

# **Developing Future Victim Specialist Program**

**Performance Measure Report  
JustGrants Reporting System**

# JustGrants Performance Reports



1. Entity administrator creates an account in U.S. Department of Justice's JustGrants secure system.
2. Entity administrator assigns permissions such as Grant Award Administrator.
3. Grant Award Administrators log in and submit performance reports.

**Justgrants** Resources and recorded training

<https://justicegrants.usdoj.gov/>

Email [askjusticegrants@usdoj.gov](mailto:askjusticegrants@usdoj.gov)

# Start a Performance Report in JustGrants



1. Select the Case ID(s) from “My Worklist” correlating to the current performance report.

The screenshot shows the JUSTgrants Justice Grants System interface. The user is logged in as Carlos Gastelum. The 'My Worklist' section is highlighted with a green box and shows 78 results. The table below lists the first four cases, all of which are 73 days past due.

Case ID	Date Due	Urgency	Case Type	Case Status	Last Updated
PR-45043	08/15/2020	73 Days Past Due	Performance Report	PR-Delinquent	10/19/2020 11:58 PM
PR-46038	08/15/2020	73 Days Past Due	Performance Report	PR-Delinquent	10/16/2020 12:07 PM
PR-46035	08/15/2020	73 Days Past Due	Performance Report	PR-Delinquent	10/16/2020 09:10 AM
PR-45034	08/15/2020	73 Days Past Due	Performance Report	PR-Delinquent	10/15/2020 04:45 PM

# Attach and Name Performance Report



2. Select the correct file from your computer.
3. Name the report in JustGrants. *"Name" is a required field and the system defaults to Performance Report as the Category.*
4. Click Attach and on the next screen click submit

Attach file(s)

Drag and drop files here

or  
Select file(s)

**3**

Name*	File	Category
Progress Report 9/1/2020	Onboarding checklist.pdf	Performance Report

**4**

Cancel Attach

# Performance Report Upload to JustGrants



After submitting the screen refreshes and shows the case is being routed to your grant manager!

Thank you! The next step in this case has been routed appropriately.

Solicitation Title:	SMART FY 20 Support for Adam Walsh Act Implementation Grant	
Project Title:	Organizational Readiness: Formula Template Solicitation Application 1	Federal Award Amount \$500.00
Project Period:	9/30/20 - 9/21/21	Unpaid Balance: —
Managing Office:	OJP	Program Office: BJA
DOJ Grant Manager:	testuser12@gits	DUNS: 000000026
Grant Award Administrator:	Carlos Gastelum	TIN: 260000000
FAW Case ID:	FAW-199176	

COMPLETE PERFORMANCE MEASURE SURVEY

[Information](#) [Audit](#)

**Case information**  
PerformanceReportDueDate  
10/30/2020 1:00 AM

# **Developing Future Victim Specialist Program**

## **Performance Measures Question Sets**



# How Does OVC Choose Question Sets?



## Per Objectives from the Solicitation

- **Objective 1:**  
Establish and administer a **structured program that links individuals** who are interested in victim services careers with residency opportunities with BIA- or tribal-run victim services programs.
- **Objective 2:**  
Provide **training opportunities** to interns/residents that are seeking to work in the field of victim services in tribal communities.
- **Objective 3:**  
Evaluate the program and its **impact on recruiting interns/residents** to serve in victim services programs in tribal communities.

# How Does OVC Choose Performance Measures Question Sets?



## Standard Question Sets:

1. Training
2. Technical Assistance (TA)
3. Technology Development
4. Data Gathering
5. Collaborative Partnerships
6. Strategic Planning Activities, Policies, and Procedures
7. Victim Services



## Additional Question Sets:

Created and assigned for Developing Future Victim Services Grantees only

# What Do Office for Victims of Crime Performance Questions Include?



- **Baseline** Questions: Gather information about activities that occurred prior to the award becoming operational.
- **Current Quarter** Questions: Standard performance measure data collected from a variety of grantees.
- **Semiannual Narrative** Questions: Collect stories on what happened in the last six months and where the program is headed in the next six months.





# Training (Collect and Track)

## Baseline:

- None



## During the Reporting Period:

- Number and types of trainings conducted.
- Number of participants who attended or completed.
- Number of training hours delivered.
- Data on external trainings interns attended and types of training
- Number of participants who completed external trainings
- Number of hours of external training delivered to participants.
- Type of credential(s), received from an external training.
- Feedback surveys distributed and completed
- Feedback survey results such as satisfaction with training or an increased knowledge

# Training (Report and Analyze)



## Grantee Verifies:

- Semiannually review data and calculate percentage of registered individuals who completed a training.
- Review compiled list of responses from feedback surveys to look for trends in satisfaction or gaps in knowledge
- Analyze number of feedback surveys to ensure the number of participants is less than or equal to surveys
- Summarize external trainings in semiannual narrative.

## Performance Measure Objectives:

- **Show the training opportunities conducted for interns under this program.**
- Strategic planning for new trainings or updates to materials.
- Entrance and exit interviews assess intention to pursue a VS career.
- Feedback surveys give light to program performance and if interns feel prepared to implement training concepts.
- External trainings are conducted by an organization other than grantee or subgrantee organization (in-person or online).



# Partnerships (Collect and Track)

## Baseline Measure:

- Number of agencies participating in the initiative prior to grant funding.
- Number of formalized collaboration agreements developed prior to grant funding.

## Current Quarter Measures:

- *Number of agencies participating as a result of grant funding.*
- *Number of agencies involved in the initiative.*
- Number of new formalized collaboration agreements or letters of support.
- Level of engagement of working group partners.



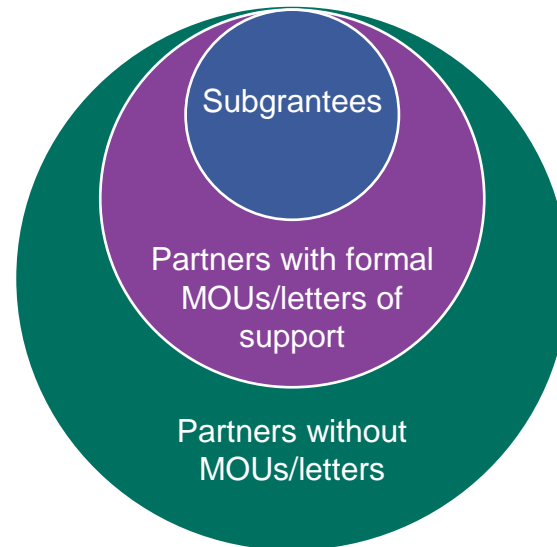
# Review and Verify: Partnerships



## Grantee Verifies:

- Review prior reports rating of each agency in the partnership. Are these healthy or growing relationships?
- Did a letter of support change or collaboration agreement end?
- Ensure semiannual narrative explains any increases or decreases in partnerships.

## Formality of Partnerships



## Considerations for Semiannual Narratives:

- Connect this to planning activities and goals for partnerships.
- Highlight in a narrative how a new partnership developed.
- Opportunity to explain the activities and accomplishments of partnerships.

# Strategic Planning (Collect and Track)



## Baseline Measures:

- Length of internship program (in months).

## Current Quarter Measures:

- Number of planning documents completed.
- Types of planning documents completed.





# Strategic Planning (Program-Specific Measures)



## During the Reporting Period:

- Number of intern applications and how many were qualified.
- Number of applicant interviews.
- Number hired and entrance interviews:
  - Level of preparedness indicated during entrance interview for victim services work.
- Number completing the program and exit interviews.
- Numbers from exit interviews of interns:
  - Who feel comfortable serving in victim services field?
  - Who are planning a career in victim services?
  - Who plan to remain at their host site or switch organizations?
  - Who plan to pursue additional education?
  - Other (with description).

# Review and Verify: Strategic Planning



## Performance Measure Objectives:

- Planning activities help to create outputs or deliverables.
- Planning documents support program sustainability.
- Initiatives related to hiring are clearly defined. Redefine them if necessary. Poorly defined initiatives will compromise program activities.

## Grantees Verifies:

- Number of applicants is greater than or equal to number hired and for entrance interviews.
- Feedback from interns via survey shows increase or decrease in preparedness.
- Show increase in new **interns under this program.**
- Relation to strategic planning document updates for example planning for recruitment of new interns.

# Victim Services (Collect, Track, and Verify )



**Baseline Measures:** None

## **Additional Measures for Developing Future Victim Services Specialist ONLY**

- Number of victims served by interns at the internship host site locations.
- Enter the number of individuals served by all staff.

## **Grantee Verifies:**

- Number of victims served by interns vs. staff matches agency records.

# Semiannual Narrative Questions



- Describe problems or adverse conditions that affect goals or objectives.
- Technical assistance that OVC can provide 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.
- Progress on goals and objectives for the next 6 months.
- Indicate if the program is sustainable after federal funds end.



# Review and Verify: Semiannual Reports



## Story Points to Consider:

- What were some challenges?
- What were some successes?
- What were the program goals in the last six months?
- What pieces of data should be a focus?

## Suggested Questions to Review Data:

- Highlight feedback of interns in semiannual narratives.
- Why did numbers go up or down and what is next?
- How far along is the project timeline and how does that relate to the goals set in the proposal?



# Resources and Support

# How Can We Help?



- Start with self-service options such as the documents provided on this training.
- Contact the OVC PMT Helpdesk to receive assistance with the PDF but contact the JustGrants helpdesk for assistance uploaded the PDF.
- Experiencing staff turnover? Ask about a “Welcome to OVC Performance Management” session.
- Questions about a specific measure? Or documenting data? Schedule individual technical assistance by emailing the helpdesk to schedule a session.

# Contact Information



## OVC PMT Helpdesk Contact Information

Monday–Friday, 8:30 a.m.–5:00 p.m. Eastern Time via

Toll free number: 1–844–884–2503\*\*

Email: [ovcpmt@usdoj.gov](mailto:ovcpmt@usdoj.gov)



## JustGrants

Website for resources and recorded training

<https://justicegrants.usdoj.gov/>

Email: [askjusticegrants@usdoj.gov](mailto:askjusticegrants@usdoj.gov)

*\*\* Appointments available outside normal business hours by request.*





**Questions?**

**Feedback...**



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