

Performance Measurement Tool

Transforming Victim Services Grantee User Training

Updated November 2019



DOJ-BJA-16-F-0373

Thank you for joining us for this Performance Measurement Tool User Training for grantees of the Transforming Victim Services, or TVS, initiative. My name is Tina Wenzlaff and I provide contractor support to OVC's Performance Management Team.

We have a lot to cover on this webinar and may not have time at the end to answer questions. Please continue to use the chat box to share your questions, comments, and feedback with the Performance Management Team and we will respond after the webinar. This webinar is being recorded and will be available for future playback.



Performance Measurement Tool Definitions

Performance Management	The systematic use of strategic planning, goals, performance indicators, evaluation, analysis, and data-driven reviews, evaluations, and reporting to improve the results of programs and the effectiveness and efficiency of agency operations.
Performance Measurement Tool (PMT)	The online system maintained by the Office for Victims of Crime (OVC) for collecting performance measure data from grantees and subgrantees.
Grants Management System (GMS)	The online data collection system maintained by the Office of Justice Programs (OJP) for all grants administered through OJP. GMS is the priority system of record for information about grants.
Grantee	The primary grant recipient of funds directly from OVC.
Subgrantee	An entity that receives a portion of grant funding through a formal agreement with the grantee. Grantees are required to monitor subgrantees to ensure subgrant funds are appropriately spent.

As a new grantee, you will become very familiar with PMT definitions including the Performance Measurement Tool, also known as the PMT, which is our focus in this training, and the Grants Management System, which is the official system of record for Office of Justice Programs grants. One key term I want to highlight is “performance management,” because that is our ultimate goal in collecting data from grantees. Performance management is the systematic use of strategic planning, goals, performance indicators, evaluation, analysis, and data driven reviews, evaluations, and reporting to improve the results of programs and the effectiveness and efficiency of agency operations.



Performance Measurement Tool Definitions

Quarterly Performance Measure Report	This report collects information quarterly on grantee activities.
Semiannual Report	This report includes narrative questions related to grantee and subgrantee activities. This report is generated within the PMT and then uploaded as an attachment into GMS.



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There are two different reports that you, as the grantee, are responsible for:

- First is the quarterly performance measures data report which collects information on grantee activities.
- The second report is your semiannual report where you will respond to additional narrative questions related to grantee and subgrantee activities. The report is a PDF document that the PMT automatically generates after two quarters of data entry are complete.

We'll go over each of these during this presentation.



Roles of Grantees

As a grantee, your role in performance measurement reporting includes the following—





- Identifying individuals in your organization who will have access to the PMT and maintaining your organization's profile page,
- Collecting all data required in the PMT and ensuring its accuracy,
- Submitting quarterly and semiannual reports, and
- Clarifying and updating data in response to any inquiries from OVC.

Starting from an administrative perspective, you all are responsible for managing access to the PMT for your organization. This means identifying who needs to have access for entering and reviewing data, and for maintaining your organization's profile page. You are responsible for collecting the required performance measure data. This includes setting up data tracking tools and internal processes to make sure your data is thorough and accurate. You are ultimately responsible for completing quarterly data reports and a semiannual report. Finally, if OVC has any questions about data reported, you play a role in helping to clarify or update that data.



Role of the Office for Victims of Crime Staff

OVC Grant Managers and members of OVC's Performance Management Team perform the following activities related to performance measure data—

Team Member	Level of Support	Responsibility
 OVC Performance Measurement Specialist	Dedicated oversight	<ul style="list-style-type: none"> Develops and implements OVC's strategy for performance management Develops performance measures for OVC's grant programs Works with grant managers to determine which measures will apply to each grant program Oversees the analysis of performance measure data
 OVC PMT TTA Specialist	Dedicated support	<ul style="list-style-type: none"> Develops and conducts trainings, Community of Practices (CoP) for grantees Responds to user helpdesk inquiries, requests for coaching Collaborates with PMT Data Analysts & PMT Helpdesk to determine grantee needs; develop resources based on needs assessment
 OVC PMT Helpdesk	Dedicated support	<ul style="list-style-type: none"> Supports all OJP program offices (BJA, OVC, NIJ, OJJDP) Addresses the issues and needs of PMT users Collaborates with PMT System Expert to escalate system bug/issues Participates in user acceptability testing to confirm fixes are working
 OVC Grant Manager	Dedicated oversight	<ul style="list-style-type: none"> Reviews quarterly performance data for completeness and reasonableness Articulates how performance measures relate to the specific project activities grantees perform



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OVC Grant Managers and members of OVC's Performance Management Team perform the following activities related to performance measure data—

- Identify appropriate performance measures for grantees to report based on program goals and anticipated outputs/outcomes.
- Provide training and technical assistance, or TTA, including helpdesk support, on using the PMT system and entering performance data.
- Review data entered by grantees and subgrantees to promote consistency and accuracy.
- Analyze data to develop grant program reports and respond to data inquiries.



How to Use Transforming Victim Services Data

How OVC Uses Transforming Victim Services (TVS) Data

- Demonstrate the value and specific benefits of the program to government agencies, the victim services field, the general public, and other stakeholders.
- Generate an annual report on the program and respond to specific inquiries.



How Grantees Can Use TVS Data

- Monitor progress and determine whether the organization is on track to meet the project goals and objectives.
- Evaluate past performance and set reasonable goals, objectives, and targets for future awards.



Data reported by grantees allows OVC to demonstrate the value and specific benefits of the program to government agencies, the victim services field, the general public, and other stakeholders. OVC uses the data provided by TVS grantees to generate an annual report on the program, as well as to respond to specific inquiries.

Grantees can use data to monitor progress and determine whether the organization is on track to meet project goals and objectives. Grantees can also use data for strategic planning by evaluating past performance and setting reasonable goals, objectives, and targets for future programs.



Gaining Access to the Performance Measurement Tool for the First Time

- As a new grantee point of contact (POC), the OVC PMT Helpdesk or the existing grantee POC for your organization can add you to the PMT.
- After your account is created, you will receive an email from the OJP PMT Administrator (ojpsso@usdoj.gov) indicating you now have access to the OVC PMT.
- Emails are sent by the system within 10 minutes after the request is made. Please follow the instructions in the email.



If you do not receive an account creation email, contact the [OVC PMT Helpdesk](#).



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As a new grantee point of contact, or POC, the **OVC PMT Helpdesk** or the existing grantee POC for your organization can add you to the PMT. After your account is created, you will receive an email from the OJP PMT Administrator (ojpsso@usdoj.gov) indicating you now have access to the OVC PMT.

Emails are sent by the system within 10 minutes after the request is sent. Please follow the instructions in the email.



Updating Your User Account

Each individual using the PMT should have their own user account. For security purposes users should not share accounts.

- **Full Name**—Include your first and last name.
- **Email Address**—Enter your work email address. User registration confirmation, and any communications sent from the system, will go to this email.
- **Phone Number**—Enter your work phone number or the best daytime number.
- **Security Challenge and Response**—A word, phrase, statement, or question (up to 75 characters in length) which may aid in verifying your identity in case you forget your password.

The screenshot shows the 'Update My Account' form with the following fields and values:

- First Name: Jane
- Last Name: Doe
- Email Address: jane@jdoe.com
- Phone Number: (212) 456-7890
- Security Challenge: What is my mother's maiden name?
- Security Response: Jane's mom's name is Jane
- Verify Security Response: Jane's mom's name is Jane

Buttons at the top: Home, Update My Account (selected), Change Password, Manage Your Account, Add Admin User, Reset Password, Force Reset Password, Log Out.

Buttons at the bottom: Update, Required Entry.



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Each individual using the PMT should have their own user account. For security purposes users should not share accounts. To update your user account, first enter your full name and include your first and last name. Second, enter your work email address. User registration confirmation, and any communications sent from the system will go to this email. Third, enter your work phone number or the best daytime number. Finally, you will be asked to create a security challenge and response. Please enter a word, phrase, statement, or question (up to 75 characters in length) which may aid in verifying your identity in case you forget your password.

Logging into the Performance Measurement Tool Site



- Visit the PMT website, <https://ojpsso.ojp.gov/>, and enter your user name and password.
- If you forget your password:
 1. Enter your user name and leave the password field blank.
 2. Select **Forgot Password**.
 3. Enter and submit the answer to your challenge question.
 4. On the following page, click on the **OVC PMT** button to sign in to the PMT.

The top screenshot shows the main login page for the Performance Measurement Platform. It features the U.S. Department of Justice logo and the Office of Justice Programs header. Below the header, there are input fields for 'User Name' and 'Password', a 'Forgot Password' link, and a 'Login' button. A note indicates that JavaScript must be enabled for the site to work properly. The bottom screenshot shows the 'Forgot Password' page, which includes a 'OVC PMT' button highlighted with a red box. This page also features the U.S. Department of Justice logo and the Office of Justice Programs header.

To log into the PMT site, go to <https://ojpsso.ojp.gov/> and enter your user name and password. For the best quality experience, it is recommended to use Google Chrome 4.1.0 and above or Internet Explorer 11 to support our new validations and system updates.

If grantees have multiple OVC awards, they will see an option to navigate to each of the awards after logging into the PMT.



Accessing Your Account

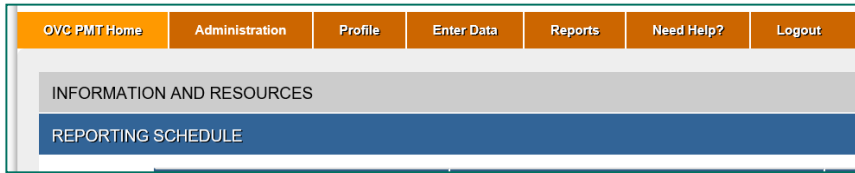


- Once you have created your account, you can update or change your account and password information.
- Click **OVC PMT** to continue with your data entry.

Once you have created your account, you can update or change your account and password information. Click **OVC PMT** to continue with your data entry.



Main Navigation Menu



- **OVC PMT Home:** General information about your award and reports
- **Administration:** Details of federal awards and user information associated with your organization
- **Profile:** Contact information for your organization and organization POC
- **Enter Data:** Data entry pages for performance measures
- **Reports:** Lists current and past reports and their status
- **Need Help?:** Resources for using the PMT as well as submitting feedback and questions
- **Logout:** Logs you out of the PMT system



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Once you log in, you will see the top menu bar which can be used to navigate between the different sections of the site. On the OVC PMT Home tab, you will find general information about your award(s) and reporting schedule. On the Administration tab, you will find federal award details and user information associated with your organization. On the Profile tab, you will find contact information for your organization and organization POC. On the Enter Data tab, you will see data entry pages for performance measures. The Reports tab provides a list of current and past reports and their status. The final two tabs are the Need Help? Page which provides resources for using the PMT as well as submitting feedback and questions and the Logout tab which logs you out of the PMT system.

Administration: User Management Adding a New User



The screenshot shows the OVC PMT system's Administration page. At the top is a navigation bar with links: OVC PMT Home, Administration, Profile, Enter Data, Reports, Need Help?, and Logout. Below the navigation bar is a section titled 'Current User List'. Inside this section, there is a table with the following data:

User Name	Phone	Email	Delete?
Matthew Kenyon	8448842503	OVCPMTTier4@ojp.usdoj.gov	Delete

Below the table is a button labeled 'Add a new user', which is highlighted with a red rectangle in the original image.

1. Determine the individuals in your organization who need access to the system.
2. Hover your mouse over [Administration](#) from the top navigation bar and then click [User Management](#) to manage the user accounts associated with your state.
3. To add a new user, select the [Add a New User](#) button.
4. After entering the new user information in all fields, click [Save](#) to create a new user.



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It is important to determine the individuals in your organization who need access to the PMT system. After you have determined who needs access, hover your mouse over [Administration](#) from the top navigation bar and then click [User Management](#) to manage the user accounts associated with your state. To add a new user, select the [Add a New User](#) button. After entering the new user information in all fields, click [Save](#) to create a new user.



Administration: User Management Deleting a User

OVC encourages grantees to review their users each year and take ownership to remove individuals who are no longer working with OVC grants.



1. Hover your mouse over **Administration** from the top navigation bar and then click **User Management** to manage the user accounts associated with your state.
2. Select the **Delete** button to remove the user.
3. Confirm the user's profile was successfully deleted.



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OVC encourages grantees to review their users each year and take ownership to remove individuals who are no longer working with OVC grants. The OVC PMT Helpdesk uses your user management list to determine who needs to receive important information about reporting deadlines, system updates, trainings, and so forth. A best practice is to review your user management list before the start of each submission period and remove users who are no longer with your organization.

To delete a user in the PMT, hover your mouse over **Administration** from the top navigation bar and then click **User Management** to manage the user accounts associated with your state. Select the **Delete** button to remove the user.



Administration: Federal Award List

OVC PMT Home Administration Profile Enter Data Reports Need Help? Logout					
Federal Award	\$ Amount	Subgrantee	StartDate	EndDate	Search: Descr
2018-V3-AA-0000	\$2,000,000.00		2018-10-01	2021-09-30	Transforming Victim Services Program

The Federal Award List displays all awards you have access to for your organization. You may use the search fields to filter by selected parameters and sort the content by clicking on the up and down arrows next to each column header.

From this screen, you can also view details on specific award amounts and view start and end dates.

The Federal Award List displays all awards you have access to for your organization. You may use the search fields to filter by selected parameters and sort the content by clicking on the up and down arrows next to each column header. From this screen, you can also view details on specific award amounts and view start and end dates.



Profile Tab

- Here you can view grantee organization and grant(s) information. This information is pulled from GMS and is not editable within the PMT.
- View the contact information for each award by selecting the “+” symbol sign.
- If any information on the Profile page is incorrect, you must submit a Grant Adjustment Notice in GMS to correct it.

CSRF TA is visiting Grantee's page

GENERAL INFORMATION	
Legal Name	TEST - Transforming Victim Services
DUNSNumber	333300000
OCUPVendorNumber	333300000
Address	810 Seventh Street NW
City	Washington
State	AA
ZipCode	20001
CONTACT INFORMATION - 2018-V3-AA-0000	

GENERAL INFORMATION	
CONTACT INFORMATION - 2018-V3-AA-0000	
Award Amount	\$ 2,000,000.00
Project Start Date	2018-10-01
Project End Date	2021-09-30
Grant Manager	Matt Karpyn
POC Name	PMT Helpdesk
POC Address	810 Seventh Street NW
POC Phone	844-684-2053
POC Email	OVC-PMTTeam@igj-vcidg.gov
Fiscal Year	2018
Solicitation	OVC FY18 Transforming Victim Services (TVS)
Program Title	FY 2018 TVS
Project Description	Transforming Victim Services Program



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On the Profile tab, you can view grantee organization, grant(s) information such as the project start and end date, and the project award amount. The Profile tab is updated with information from GMS prior to the start of each data submission period. After pulling this information from GMS, it is not editable within the PMT. If any information on the Profile page is incorrect, you must submit a Grant Adjustment Notice, or GAN, in GMS to correct it.



Enter Data Page

- Select the award and reporting period that you'd like to report data for from the dropdown list.
- Click [Continue](#) once you've selected the desired reporting period.



The current reporting period will appear only if all previous reporting periods have been marked as complete.



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Before you begin to enter your data into the PMT, we recommend that you compile all of your data so that you can quickly enter the final numbers into PMT. One tool to help grantees and subgrantees who report in Question Bank 7 – Victim Services, is the TVS Victim Services Question Bank Template located on the PMT Need Help? page. The spreadsheet mirrors the question bank performance measures and will help with compiling data in advance.

Once you are ready to enter the data, you will navigate to the Enter Data tab, and you will select the reporting period. One thing I want to note: if you are not seeing a reporting period as an option, you need to make sure that all previous reporting periods have been marked as complete. If, for whatever reason, the data was not marked as complete and saved, the system will not allow you to move forward and report on the current reporting period. The PMT requires grantees to enter data for each quarter before the user has the option of entering data for the following quarter. For example, data for the July–September 2019 reporting period must be entered before the dropdown list displays an option for the October–December 2019 reporting period.



2019 Updates

Data Validations

Office for Victims of Crime (OVC) added new validations to the Performance Measurement Tool (PMT) system to help with data reporting and verification process.



OVC added new validations to the PMT system to help with the data reporting and verification process, particularly in the Victim Services Question Bank. Some of our grantees who have been reporting for quite some time now may have recognized this new addition into the system.



Reporting Period Schedule: OVC Deadlines

Performance data is due in the PMT on a quarterly basis. Grantees that do not submit data in the PMT by the due date may receive a notice from their OVC Program Specialist to ensure compliance with the quarterly grant reporting requirements.

Quarterly Reporting in PMT				Semiannual Reporting in GMS			
Reporting Period	Submission Period	Content	Deadline	Reporting Period	Submission Period in PMT System	Semiannual PMT Report	Deadline in GMS
January 1–March 31	April 1–30	Performance Measures	April 30	January 1–June 30	July 1–30	Performance Measures & Narrative Responses	July 30
April 1–June 30	July 1–30	Performance Measures & Narrative Responses	July 30				
July 1–September 30	October 1–30	Performance Measures	October 30	July 1–December 31	January 1–30	Performance Measures & Narrative Responses	January 30
October 1–December 31	January 1–30	Performance Measures & Narrative Responses	January 30				



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Performance data is due in the PMT on a quarterly basis. Grantees that do not submit data in the PMT on time may receive a notice from their OVC Grant Manager to ensure compliance with the quarterly grant reporting requirements.



Reporting Schedule: Subgrantee Reporting

- **Step 1:** Provide each of your subgrantee organizations with a fillable PDF copy of the TVS questionnaire. The document will allow subgrantees to record their data for the 6-month semiannual reporting period.
- **Step 2:** Share training resources developed by OVC with your subgrantees.
- **Step 3:** Communicate directly with your subgrantees regarding internal data submission deadlines and processes.
- **Step 4:** Collect the fillable PDF from your subgrantees and submit into GMS along with your semiannual PMT report.



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If you are an organization that subgrants a portion of your award to other partners, please follow the guidance below for subgrantee reporting.

Quarterly reporting in the PMT is just based on grantee activities. If grantees have subgrantees, grantees should provide each subgrantee a copy of the **TVS Performance fillable PDF** and report on the SAME question banks as grantees. Subgrantees report semiannually (January 1–June 30 and July 1–December 31).

After the April–June and October–December quarters, grantees will be prompted to respond to a set of narrative questions and then generate a **Semiannual Performance Measures report** in the PMT that aggregates data from the prior 6 months. To comply with GMS requirements, the PMT report (with the grantee's activity) and each subgrantees completed fillable PDF must be submitted into the GMS, a separate reporting system, by January 30 and July 30.



Delayed Reporting Reminders

If grantees receive notice indicating you have not yet completed required reporting, log into the PMT, navigate to the Reports page, and check the data entry status. If you have multiple awards, check the status of each award.

Data entry status options include—

- **Not Started** (no data has been saved)
- **In Progress** (some data has been saved; the “Complete data entry” box has not been selected)
- **Complete** (the “Complete data entry” button has been checked and saved)

If you receive a notice indicating you have not yet completed required reporting, please log into the PMT, navigate to the Reports page, and check the data entry status. If you have multiple awards, check the status of each award. Data entry status options include—

- Not Started meaning no data has been saved.
- In Progress meaning some data has been saved and the “Complete data entry” box has not been selected.
- Complete meaning the “Complete data entry” button has been checked and saved.



Question Bank Navigational Menu

Grant Activity	I. Training	II. Technical Assistance	III. Technology Developments	IV. Data Gathering	V. Collaborative Partnerships
VI. Strategic Planning	VII. Victim Services	A. Training and/or Technical Assistance Activities - Shared Measures		B. Partnerships - Shared Measures	
C. Planning Activities, Policy & Procedural Changes-Shared Measures			Semiannual Reporting Questions (All Grantees)		REVIEW

- OVC's Performance Measurement Team and grant managers work together to determine the appropriate question banks for each grantee.
- Grantees must enter performance metrics for all questions that appear.
- Depending upon which primary **question banks** a grantee is assigned, the grantee may also report on a set of **shared measures**.
- Some question banks include baseline questions that are answered one time during the first reporting period of the grant. You will not be required to report on them again after that.



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The TVS portion of the PMT system is comprised of seven question banks that collect data on different types of activities, including training, technology development, and strategic planning. OVC Grant Managers and OVC's Performance Management Team select which question banks grantees respond to based on the type(s) of activities the grantees will perform. These assignments are made prior to the grantee's first reporting period, and remain constant throughout the life of the award. While rare, OVC may determine that additional question banks should be added as a result of special circumstances.

Grantees may respond to one, several, or all of the question banks. When grantees login to the PMT system, they will see only the performance measures for their assigned question banks. Grantees are expected to provide a response for each question in the assigned question banks and shared measures. If a specific question does not apply, please enter "NA" and explain this response in the space provided.

Grantees should only report data on activity supported by their TVS award; an activity not supported by their TVS award is not to be reported in the performance measure fields in the PMT.



Grant Activity

Grant activity is defined as any proposed activity in the OVC approved grant application that is implemented or executed with OVC grant funds.

- If there was activity in the reporting period, select the “Yes” radio button.
- If there was NOT activity in the reporting period, select the “No” radio button and explain in the narrative box. Only answer the semiannual reporting questions, if applicable.

Grant activity is defined as any proposed activity in the OVC-approved grant application that is implemented or executed with OVC grant funds. If there was activity, you will select the Yes radio button, if No, you will explain in the narrative box in the next semiannual reporting period during the January and July submission periods which will later be explained in the presentation.



Question Bank I: Training

Training is generally instructor-led with specified learning objectives, using a specific training curriculum.

Baseline measures: Number of hours of training delivered in the quarter prior to the award becoming operational.

Current quarter measures:

- Number of trainings scheduled and conducted,
- Number participants who attended and completed training,
- Number participants satisfied with the training delivered, and
- Number participants planning to implement training knowledge.



Participants types refer to the occupation or field of training participants which include victim service providers, legal service providers/courts, law enforcement, medical professional's/healthcare providers, educators/youth service providers, government officials, and community-based organizations.



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So, let's now look at each of the question banks starting with Training. Training is generally instructor-led with specific learning objectives and uses a specific training curriculum, like this webinar.

You'll see the term baseline measures so I think it's helpful to clarify before we dive in. The baseline questions gather information about activities that occurred in the quarter prior to the grant becoming operational (i.e., the start of grant activity). Grantees report their baseline in the first reporting period ONLY with grant activity. So if your award started on October 1, 2019, you will report the baseline measures during the January 2019 submission period only.

There are baseline for Training measure the number of hours of training delivered in the quarter prior to the award becoming operational.

When you count hours of training, think in terms of how many hours the instructor taught. If your instructor led two training sessions, and each of those sessions was one hour long, then you provided a total of two hours of training.

For the current quarter reporting, you'll report on the number of trainings scheduled and actually conducted. You'll report on the number who actually attended or completed the training. We know sometimes you have people show up who didn't register, or who registered but don't attend, so only report those who attended.

We also ask you to describe the type of participants who attend the training. By types of participants, we mean the profession or field these individuals are in. For example, victim advocates, law enforcement, prosecutors, elected officials, or community service providers.



Training Feedback Surveys

Grantees are expected to collect post-training feedback surveys from training participants and recipients. The feedback/evaluation form should include questions on—

- the increase in knowledge as a result of the training,
- whether the participant plans to implement knowledge gained after the training event, and
- overall satisfaction with the training delivered.



OVC does not currently provide a specific feedback form, however, grantees can use the performance measures to develop their own form as needed.

Question 7 in Question Bank 1 asks you to indicate if feedback surveys were distributed to and collected from participants at the end of the training. All grantees are expected to collect the feedback surveys and should design their own feedback form. While OVC does not provide you with this, they do expect you to measure the increase in knowledge as a result of the training, whether participants plan to implement knowledge as a result of the training, and the overall satisfaction.



Training vs. Technical Assistance

Training aims to increase knowledge and build skills according to specified learning objectives, using a specific training curriculum and may be delivered by an instructor or may be self-paced, and may occur in-person or in virtual settings.

- A training session is considered complete at the conclusion of the training curriculum.

Technical Assistance (TA) is the delivery of specialized knowledge to an organization (or group of organizations or individuals) to help address a problem, need, or emerging issue.

- A TA request may be completed through a single telephone call or email exchange, or it may include several activities (e.g., multiple conference calls, video chats, or meetings) over a period of time to meet the requestor's need.

Training aims to increase knowledge and build skills according to specified learning objectives, using a specific training curriculum and may be delivered by an instructor or may be self-paced, and may occur in-person or in virtual settings.

A training session is considered complete at the conclusion of the training curriculum.

Technical Assistance (TA) is the delivery of specialized knowledge to an organization (or group of organizations or individuals) to help address a problem, need, or emerging issue.



Question Bank II: Technical Assistance

TA is generally administered in response to a request from another organization, and is often customized to meet the needs of that particular organization.

Baseline measure: None

Current quarter measures:

- Number of technical assistance requests received and completed,
- Number of recipients implementing changes due to technical assistance, and
- Number of recipients who completed post-technical assistance feedback survey and indicated satisfaction with the technical assistance delivered.

TA request is generally made by someone on behalf of their organization and guides the service that the grantee provides.

TA recipient is the individual who participates in the TA.

- A community organization may request TA for 12 of their staff members. That would be counted as 1 TA request and 12 TA recipients.

Question Bank 2 is for grantees who provide technical assistance, or TA. There are no baseline measures for TA, and for the current quarter you'll report on the number of TA requests received and completed, and the number of TA recipients. Let me distinguish between a TA request and a TA recipient. A TA request is generally made by an organization to build the capacity of one or several staff members. Recipients are the individuals who participate in the TA—for example, a community organization may request TA for 10 of their staff members, so you would report 1 TA request and 10 TA recipients. A TA request may be completed through a single telephone call or email exchange, or it may include several activities (for example, multiple conference calls, video chats, or meetings) over a period of time to meet the requestor's need. You should aim to document the completion of a TA.



Technical Assistance Feedback Surveys

Grantees are expected to collect post-TA feedback surveys from TA participants and recipients. The feedback/evaluation form should include questions on—

- increase in knowledge as a result of the TA provided,
- whether the participant plans to implement knowledge gained after the TA provided, and
- overall satisfaction with the TA delivered.



OVC does not currently provide a specific feedback form, however, grantees can use the performance measures to develop their own form as needed.

For grantees who report on TA, similar to training, you will also report on participant or recipient feedback on the TA service provided. The grantee TA feedback and evaluation form should include questions on:

- Increase in knowledge as a result of the technical assistance,
- Whether the participant plans to implement knowledge gained after the technical assistance event, and
- Overall satisfaction with the technical assistance delivered.



Question Bank III: Technology Developments

Technology Development activities measure the enhancement of access to improve victim services.

Baseline measures:

- Types of technology to developed/improved through the grant, and
- Number of contacts received, intakes, dropped calls, and length of wait time prior to the start of grant operations.

Current quarter measures:

- Number of contacts received due to new technology,
- Average length of wait or response time, and
- Number of staff trained in using the new technology.



Individuals may contact your organization by visiting your website, sending a message via text, telephone, instant message chat, etc. Grantees are not expected to count the number of unique individuals who make the contacts; rather count the number of times/instances that an individual reaches out.

The third question bank is on technology developments. This relates to using technology to improve access to and delivery of victim services.

The baseline measures ask about the types of technology to be developed or enhanced through the grant, and then, the level of technology use before the start of the award – how many contacts were received via the technology, how many intakes were made based on the technology, the number of dropped calls, or wait time for callers before the start of the award.

A contact is an instance of an individual reaching out to your organization for information or services. Individuals may contact your organization by visiting your website, sending a message via text, telephone, IM chat, etc. You are not expected to count the number of unique individuals who make the contacts; rather count the number of times/instances that an individual reaches out.

Current measures will indicate the number of IT improvements begun and how many were deployed for use, and the number of contacts received, number of dropped calls, etc., during the quarter. The goal is to show how technology development may have improved services. For example, were you able to field more inquiries, shorten wait time for callers, etc.?

Wait time is defined as the time it takes for a hotline agent to answer a call or for someone to respond to a mobile app request, IM chat request, or website form request. The wait time reported here must be the same wait time chosen by the grantee as the most relevant one and reported in the baseline.



Question Bank IV: Data Gathering

Literature searches/reviews, needs assessments, gap analyses, and reports that support improvements in delivery of services to crime victims.

Baseline measure: Number of data gathering initiatives planned

Current quarter measures:

- Number of data gathering initiatives completed
- Number of information resources disseminated



Once a data gathering initiative is complete, you might share the initiative's full report with stakeholders, or you might use the information in the report to create a shorter white paper, website content, or a presentation for a conference.



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Next, we'll talk about performance measures related to data gathering. Data gathering relates to literature reviews or searches, needs assessments, gap analyses, and similar activities.

As a baseline, you'll report on the number of data gathering initiatives planned. And then each quarter, you'll report on the number of data gathering initiatives completed and the resources disseminated.

Once a data gathering initiative is complete, you will likely aim to disseminate that information in various ways. You might share the initiative's full report with stakeholders, or you might use the information in the report to create a shorter white paper, website content, or a presentation for a conference. These resources for dissemination would not be counted under **Question 2** (distinct data gathering initiatives). Rather, they would be counted under **Question 3**, resources that disseminate information from the data gathering initiatives.



Question Bank V: Collaborative Partnerships

Organizations receiving a portion of TVS funding (e.g., a subgrantee) that helps advance demonstration projects, national resources, etc.

Baseline measure: Number of groups/organizations/agencies participating and victims served prior to the award

Current quarter measures:

- Number of groups/organizations/agencies participating as a result of funding,
- Total number of agencies involved in the initiative, and
- Partners using evidence-based programs.

Additional Guidance:

- OJP's website <https://www.crimesolutions.gov>
- Office of Juvenile Justice and Delinquency Prevention's Model Programs Guide <https://www.ojjdp.gov/mpg>
- Center for Victim Research's Research Syntheses <https://www.victimresearch.org/research/research-syntheses>



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Moving on to Collaborative Partnerships, Question Bank 5. This section focuses just on your partnerships with organizations who receive a portion of your TVS funding to help advance demonstration projects, national resources, etc.

To count an organizational relationship here, the organization must be active, partner, AND receive funding from the TVS award (for example, as a subgrantee). In other words, this organization was not involved with the initiative before the award, but now is actively involved because of funding support from the TVS award.

Organizations that were actively involved before the award and continue to be involved are counted as part of Question 3 (total number of agencies involved in the initiative). OVC understands that grantees may not issue subgrants, and therefore the value reported for Question 2 may be zero or one for the duration of the award period.

Your baseline questions here are the number of groups and organizations participating and number of victims served through the initiative before the award. Then each quarter you'll report on the number of agencies engaged during the reporting period, the number of agencies involved that use evidence-based programs or practices in the delivery of services. If you aren't sure what types of programs and practices are evidence-based, refer to the TVS Questionnaire and the websites listed on the screen for more information.



Question Bank VI: Strategic Planning

Planning efforts to improve direct services to victims.

Baseline measures:

- Number of improvement initiatives and project deliverables planned
- Underserved populations targeted for services

Current quarter measures:

- Number of planning efforts implemented
- Number and type(s) of planning documents completed



The number of planned initiatives should include the number of system-side initiatives planned for the duration of the grant. For Question 4, report only on the initiatives that were implemented during the specific reporting period you are submitting data for.



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Question Bank 6: Strategic Planning asks about the planning efforts to improve direct services to victims.

Baseline measures include how many planning efforts or system-wide initiatives and how many project deliverables are planned for the award period. Examples of system-wide improvements include community awareness campaigns, training efforts, as well as the development and deployment of new technology.

For each quarter, you'll then report on the number of planning efforts actually implemented and the types of planning documents completed. In the system you'll see a list of 10 different types of planning documents including a mission and vision statement, internal needs/strengths assessment, program logic model, action plan, etc., and you can select what types you completed.



Question Bank VII: Victim Services

Provision of direct services to crime victims. Report all victims served through your OVC-funded program.

Baseline measures: None

Current quarter measures:

- Number of victims served and the portion of victims who are new,
- Types of victimization experienced, and
- Number and types of services provided.

The final question bank, Victim Services, asks about the provision of direct services to crime victims.

There are no baseline measures for this question bank and here you will be reporting on the number of victims served (include those who are new), the types of victimization experienced, and the number of types of services provided.



Population Demographics (Questions 1–3)

1. TOTAL number of individuals who received services during the reporting period.	50
2. TOTAL number of anonymous contacts received during the reporting period.	75
3. Of the number of individuals entered in question 1, how many were NEW individuals who received services from your agency for the first time during the reporting period.	20
<input type="checkbox"/> We cannot track new individuals	

- **Question 1:** Enter the total number of individuals who received services during the reporting period.
- **Question 2:** Enter the number of anonymous contacts served during the reporting period.
- **Question 3:** Enter the number of new individuals served for the first time during the reporting period. All individuals served will be counted as new during the first quarter of the award.
- **Question 4:** Check the box if you cannot track new individuals.



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If you are a grantee who reports in the Victim Services Question Bank, you will notice the new data validations more frequently as you enter data.

Question 1: The total number should include all individuals who receive services. This number should be an unduplicated count of people served during a single reporting period, regardless of the number of services they received or victimization types with which they presented.

Question 2: Total number of anonymous contacts received during the reporting period. This includes contacts received through a hotline, online chat, or other service where the individuality of each contact cannot be established. If your organization did not have any anonymous contacts, please enter zero.

Question 3 (New individuals): The portion of individuals in Question 1 who receive services for the first time under the subaward. For the first reporting period of your award, ALL individuals should be counted as new. Grantees that cannot track new individuals in a quarter should report “0” new individuals served in Question 3 and check the box for Question 4 that they cannot track new individuals.



Demographics (Question 4)

- All demographic data is self-reported by the client or the person receiving services.
 - Race/Ethnicity
 - Gender Identity
 - Age
- Gender options within the PMT are female, male, and other (with a description of any other gender identities reported by clients).
- Individuals who self-report in more than one category should be counting in the “multiple races” category.
- If no data are collected, enter “NT” in that category to mark it as Not Tracked.
- If no data are collected for an individual, count that individual in the Not Reported category.



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Each demographic total (race/ethnicity total, gender identity total, and age total) should equal Question 3, the number of new individuals. The Race/Ethnicity Total field will auto-calculate after the user clicks the Save button at the bottom of this data entry page. It does not auto-calculate as each data field is entered.

For **Race/Ethnicity**, please count each victim in only one race/ethnicity category as self-reported. Individuals who self-report in more than one race/ethnicity category are counted in the Multiple Races category. For example, if an individual self-identifies as only Hispanic or Latino, then count them in the Hispanic or Latino category. If an individual identifies as Black or African American AND Hispanic or Latino, then, this client should be reported in Multiple Races category.

For Gender, please enter the number of victims by population. The total for each gender category should equal the number of victims reported in Question 3. Count each victim once. When completing narrative fields to describe a selection of “Other,” we encourage you to be as brief and consistent in your terminology as possible. This helps us at OVC to analyze the data. We can calculate how many individuals identify as, for example, transgender using keyword searches in this column.

For Age, please be sure to reflect the age at the time of the crime reported on the intake form.



Types of Victimization (Question 5A)

A. Number of individuals who received services based on a presenting victimization during the reporting period.

Victimization Type	Number of Individuals
Adult Physical Assault (Includes Aggravated and Simple Assault)	<input type="text"/> Number
Adult Sexual Assault	<input type="text"/> Number
Adults Sexually Abused/Assaulted as Children	<input type="text"/> Number
Arson	<input type="text"/> Number
Bullying (Verbal, Cyber or Physical)	<input type="text"/> Number
Burglary	<input type="text"/> Number

- There are 25 types of victimization available for selection.
- Enter the number of victims that **presented** with that type of victimization in the quarter.
- Include new and continuing clients (Question 1) plus anonymous contacts (Question 2).



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In Question 5A—Types of Victimization, grantees report the number of individuals receiving services based on different victimization types. An individual may be counted in more than one victimization type, however an individual may NOT be counted more than once for the same victimization type. For example, if a person is a victim of domestic violence, then this victim is presenting a single victimization type, so then you would report that one time. And the intent of this is to capture how many people were present with each of the victimization types (for example, adult physical assault, sexual assault, arson, bullying) during the reporting period, not to measure how often the services were provided for that particular victimization type.

If you served anonymous contacts and do not know the type of victimization they experienced, then count them in the Other category. In the narrative field, note the number of clients whose type is unknown.

OVC is working to finalize a Performance Measure (PM) Dictionary and Terminology Resource. This resource provides a definition of each victimization type along with examples of activities that should be reported under the category. Stay tuned for that resource later this year!



Victimization Types (Question 5B and 5C)

B. Of the individuals who received services, how many presented with more than one type of victimization during the reporting period?

Enter Number:

Number

Question 5B: Report the number of individuals who presented with more than one type of victimization in the quarter.

C. Special classification of individuals (Self-reported)

Victimization Type	Number of Individuals
Deaf/Hard of Hearing	Number
Homeless	Number
Immigrants/Refugees/Asylum Seekers	Number
LGBTQ	Number
Veterans	Number
Victims with Disabilities: Cognitive/ Physical /Mental	Number
Victims with Limited English Proficiency	Number
Other	Number
Total	0 (auto-calculated)

Question 5C:

Enter the number of individuals who self identify in one or more of each special classification category.



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Question 5B is gathering information on how many individuals who received services were presented with more than one victimization type. Here you will report the number of individuals who presented with more than one type of victimization in the quarter.

Question 5C asks for the number of individuals who self-identify in one or more of the categories (for example, homelessness, veterans, and immigrants).

If a numerical value greater than zero is entered for Special Classifications: Other, then an explanation must be provided in the Special Classifications: Other, explanation field.

If your agency does not yet track a certain category, enter "NT" for Not Tracked in that category to indicate that you are unable to submit the data as requested. OVC expects that efforts are underway to track this data as requested in the future.



Compensation Application (Question 6)

Question 6: Number of individuals assisted with a victim compensation application during the reporting period.

- Count the number of individuals who received assistance with completing a victim compensation application during the reporting period, even if they did not submit the application.



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For Question 6, count the number of individuals who received any level of assistance with completing a Victim Compensation application during the reporting period, even if they did not submit the application.



Services Provided (Question 7)

Check each applicable box indicating the types of services provided by your organization during the reporting period.

7. Select the types of services provided by your organization during the reporting period.

- ☒ A. Information and Referral
- ☐ B. Personal Advocacy/Accompaniment
- ☐ C. Emotional Support/Safety Services
- ☐ D. Shelter/Housing Services
- ☐ E. Criminal/Civil Justice System Assistance



Upon selecting each service category in Question 7, the PMT system will then display Question 8 for the selected category. **This feature works best with Google Chrome 4.1.0 and above or Internet Explorer 11 and above.** This feature may not work with older browsers.



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Question 7 captures data about the types of services provided by your organization during the reporting period. This includes: A. Information & Referral, B. Personal Advocacy/Accompaniment, C. Emotional Support or Safety Services, D. Shelter/Housing Services, and E. Criminal/Civil Justice System Assistance.

Check each applicable box indicating the types of services provided by your organization during the reporting period. Upon selecting each service category in Question 7, the PMT system will then display Question 8 for the selected category. **This feature works best with Google Chrome 4.1.0 and above or Internet Explorer 11 and above.** This feature may not work with older browsers.



Direct Services (Question 8)

8. Total number of individuals who received services by service type AND number of times each service was provided during the reporting period

A. Information & Referral

Enter the number of individuals who received services in this category

125

1

Enter the number of times services were provided in each subcategory.

A1. Information about the criminal justice process

60

A2. Information about victim rights, how to obtain notifications, etc.

125

A3. Referral to other victim service programs

25

A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)

10

2

Total services: 220

- Report the **number of individuals** who receive each category of service (Item 1).
- Report the **number of times** each subcategory of service is provided (Item 2).
 - When you add the subcategory occurrences (A1 + A2 + A3 + A4), the total should be equal to or greater than the number of people who received services.



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Question 8 asks agencies to report on two things—

- (1) the number of individuals who received services in each category (the five main headings), and
- (2) the number of times each particular service (subcategory) was provided.

Each client and anonymous contact you reported serving in the quarter will have received at least one of the services listed here. A single client may receive multiple services or several subcategories of services within the same larger category. A client may receive the same subcategory service multiple times. For example, if there were five instances of providing transportation assistance to the same client, you would report that the service was provided five times.



Training and/or Technical Assistance (A)

Grantees who respond to the **training, technical assistance, and/or technology development** performance measures **ALSO** respond to **training and technical assistance shared measures**.

Baseline measure: Number of new training and/or technical assistance materials to be developed.

Current quarter measures:

- Number and types of new training and/or technical assistance materials completed (e.g., webinars, guidebooks, FAQ documents, toolkits, pamphlets).

Now that we've finished going through the seven question banks, we will now talk about the set of TTA Shared Measures next, because these measures apply to grantees who report on training, technical assistance, or technology developments. As a baseline, grantees will report on the number of new TTA materials they plan to develop. Then, each quarter, grantees will report on the number and type of new TTA materials completed.

Refer to Question 3 under Current Quarter Reporting for a list of types of TTA materials that may be developed, such as webinars, guidebooks, FAQ documents, toolkits, assessment tools, media-based resources, pamphlets, etc.



Partnerships (B)

Grantees who respond to the **technology development, collaborative partners, and/or strategic planning** performance measures **ALSO** respond to **partnerships shared measures**.

Baseline measure: None

Current quarter measures:

- Number of new formalized collaboration agreements developed and letters of support received
- Level of engagement of working group partners



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Shared Measures B - Partnerships are answered by grantees that have activities in technology development, collaborative partnerships, and/or strategic planning.

There are no baseline measures here. For the current quarter, you'll report on the number of new formal collaboration agreements and new letters of support you secured. They must be signed by heads of organizations with authority to commit resources such as time, dollars, staff, and facilities. Examples can be memoranda of understanding, or MOU, tribal resolutions, subgrants, or formalized collaboration agreements. The preferred data source is program records.



Partnerships (B)

3. Rate the following group partners based on the statement "This partner is actively involved in the program."

INSTRUCTION: Please rate your active working group partners on a scale of 1–5 as indicated below. Actual criteria used to determine how "actively involved" a partner is, are at the discretion of the grantee. Suggestions may include things such as attends and participates in meetings, carries out assigned tasks and deliverables thoroughly and on time, contributes meaningfully to accomplishing team goals, provides leadership in key areas, demonstrates dedication to serving victims of crime, etc., with the idea that the more criteria a partner meets, the higher the rating they might receive from the grantee.

Working Group Partner		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
This partner is actively involved in the program	N/A	1	2	3	4	5
Community-based service providers (e.g., housing, employment)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local leadership (e.g., mayor's office)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local community group (e.g., neighborhood watch, community center)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Local Community Partner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Corrections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pretrial service organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Law enforcement agencies (including detectives/ investigators)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prosecution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public defender/indigent defense	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Forensic Laboratories	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Victim services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child protective services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other General Criminal Justice Affiliated Partner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- If you have multiple partners in a category, rate them as a whole. If you partner fits in more than one category, rate it in the one category that fits best. Do not rate yourself.



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You'll then report on the level of engagement from your partners. For this performance measure, you'll then see a list of many different types of partners that you may be working with. For each category you'll respond to the statement: "This partner is actively involved in the program" by agreeing or disagreeing on a scale. You may not have partners in all those categories. That's fine. You can indicate N/A for that category. You may also have multiple partners in a category. Perhaps you are working with several law enforcement agencies. If you have multiple partners in a category, look at them collectively and make your best assessment on how engaged that group of partners is. You may want to talk within your organization or with your Grant Manager about how to assess engagement of partners to help you answer this question.

Planning Activities, Policy, & Procedural Changes (C)



Grantees who respond to the **collaborative partners, and/or strategic planning** performance measures **ALSO** respond to **planning activities shared measures**.

Baseline measure: None

Current quarter measures:

- Number of planning activities undertaken
- Number of agency policies or procedures created, amended, or rescinded

Shared Measures C measures activity related to Planning Activities, Policy & Procedural Changes. These apply to grantees that engage in collaborative partnerships and/or strategic planning activities.

There are no baseline questions, and just two measures that you'll report on each quarter—the number of planning activities undertaken during the reporting period, and then the number of agency policies or procedures created, amended, or rescinded during the quarter. A policy is a plan or specific course of action that guides the general goals and directives of programs and/or agencies. A procedure is the established or correct method of doing something. Include policies and procedures that are relevant to the topic area of the program or that affect program operations.



Reviewing Data Entry

POPULATION DEMOGRAPHICS
DIRECT SERVICES
REVIEW

REVIEW

Total Alert(s): 1
Enter data for any "Required" missing fields identified in the 'Alert' column below and mark your data complete once all required data has been entered.

Search:

Question	Option	Response	Alert
POPULATION DEMOGRAPHICS			
1. TOTAL number of individuals who received services during the reporting period.		120	
2. TOTAL number of anonymous contacts received during the reporting period.		2	

- After saving responses on each data entry page, navigate to the [Review Tab](#).
- The system will display alerts if any data is missing or in the wrong format. Return to the data entry pages to address issues as needed.



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We've finished our quarterly reporting!

Navigate to the Review tab to review your data in the PMT or on a printed hard copy. The Review page shows grantees what you have entered into the system and provides you with alerts about any issues found in your data, like missing data entry.

This page will allow you to review your responses to all the performance measures and flag if any items were left blank. You can navigate back to the relevant data entry page if you need to fill in any missing information or correct a typo.



Reviewing Data Entry

As grantees review data, they should ask:

- Are all questions fully answered? Is anything missing?
- Does this report make sense given the funding, staffing, and objectives?
- Should any victimization types described as Other be reported in an existing victimization category?
- Are there any illogical responses? (e.g. entering N/A or "0" as a response, then including a narrative response about the related activity)
- If the subgrantee had data that needed clarification last quarter, does that data appear to be accurate this quarter?



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As grantees review their data, they should ask:

- Are all questions fully answered?
- Is anything missing?
- Does this report make sense given the funding, staffing, and objectives?
- Are there any illogical responses? For example, is there any "N/A" or "0" as a response, that includes a narrative response about the related activity?



Completing Data Entry

- After confirming that your data is accurate, check the [Mark Data Entry as Complete](#) box.
- Click the [Save](#) button. Saving will lock your report and prevent additional editing. If you need to unlock your report, please contact the [OVC PMT Helpdesk](#).



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At the bottom of the Review page will be a confirmation heading. You'll check the box to mark your data as complete, and then click Save. When you click Save, your report will lock and you won't be able to make further edits. If you click Save and then realize you need to change a response, you'll need to contact the OVC PMT Helpdesk so they can unlock your report for you to make the edit and then resave.

Every quarter, data analysts from the Performance Management Team conduct a review of the data grantees enter into the PMT. The analysts provide a thorough analysis of the reported data by checking for questionable increases or decreases, or discrepancies with other reported data. After compiling their findings, the OVC PMT Helpdesk contacts you to request clarification or confirmation of data.

Please respond promptly to these quarterly review emails and either confirm the data is accurate or correct the data in the PMT system. OVC then maintains a record of responses for audit purposes



Semiannual Narrative (All Grantees)

- Narrative questions are asked twice a year during the April–June and October–December reporting periods.
- Semiannual responses should reflect the previous 6-month reporting period: January–June and July–December.
- Reports lock after submission and cannot be edited. Please draft responses in Word and copy and paste to ensure your have a copy.
- You may use up to 5,000 characters for each response.



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TVS grantees report quarterly data in PMT, but then every 6-months they also submit a semiannual report in GMS. You'll respond to these questions based on the entire 6-month period and share your successes, delays, requests for TA, significant developments, and so forth.

Remember to periodically save this page as you enter your narrative responses. You may want to prepare your responses in another document and then copy them into the system. If you compose your responses, you do want to save because the system will time you out after 30 minutes of "inactivity," and the system doesn't recognize just typing as an activity. You need to save to refresh the page.

Grantees submit financial reports separately from their PMT reporting. Grantees should contact their OVC Victim Justice Program Specialist for information about financial reporting.

Semiannual Narrative: Subgrantee Activities



8. Is the federal award shared with other entities (i.e., subgranted) to implement grant-approved activities? If so, please identify any subgrantees who implemented grant-approved activities during the reporting period in the space below and provide a summary of their activities.

Please provide each subgrantee a copy of the TVS Performance Measure Tracking Spreadsheet so that subgrantees can record their data for the 6-month|semiannual reporting period. Attach each subgrantee's completed tracking sheet to your semiannual report in GMS.

The data submitted for each performance measure within the quarterly data entry pages should represent the activity that occurred at the prime recipient level and the data gathered from the other entities should be reported here in the narrative questions section.

- The performance measure data fields should reflect only the prime grantee's activities during the quarter.
- Subgrantee activities are reporting in the semiannual narrative Question 8.
- For each subgrantee, indicate the name of the subgrantee and a summary of their activities.



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If you have subgrantees, you will be asked to report on their activities in Question 8 of the semiannual report. So, this is important to remember: quarterly reporting in the PMT is just based on your activities as the prime grantee. Quarterly reporting does not include subgrantee activities.

As the grantee, you should provide each subgrantee a copy of the TVS Performance Measure fillable PDF. Attach each subgrantee's completed tracker to the semiannual report in GMS by January 30 and July 30.



Generating the Semiannual Report

TEST - Transforming Victim Services

Select Federal Award: 2019-VJ-AA-0000

After making your data entry as complete for the reporting period, your ability to enter data will be locked. The PMT will create automatically a PDF Formatted Performance Data Report for the current period. You may also create a PDF data report of previous periods.

- If changes are needed and it's **before** a data submission period, select "unlock" to return the data entry status back to "In Progress."
- If changes are needed **after** the data submission period has ended, please contact the OVC PMT help team (304-454-2000) to request that the report is unlocked.

To comply with semi-annual reporting requirements due at the Grants Management System (GMS), by December 30, you must have a PDF copy of the "Semi-Annual Performance Data Report" from OVC PMT to your computer and upload it as an attachment to the GMS.

After submitting your Performance Data Report to OVC through GMS, OVC will review the information. If any changes are requested by your OVC Victim Justice Program Specialist, please contact the OVC PMT help desk to request that the report is unlocked in the PMT for you to make any necessary changes.

If any changes are made to the data, please remember to again mark data entry as complete to recreate the PDF. Replace the previous version in your files.

Please be aware that your session will time out 30 minutes after you stop saving data. To avoid losing or having to reenter data, click the "save" button before leaving the system unattended or when you're finished entering data.

Reporting Period	Data Entry Status	Last Modified Most Recent Date	PDF Reports
10/01/2018 - 12/31/2018	Complete Unlocked	09/02/2019 Nora Frame	Excel Semi-Annual
01/01/2019 - 03/31/2019	Complete Unlocked	09/06/2019 Nora Frame	Excel
04/01/2019 - 06/30/2019	In Progress	09/06/2019	Semi-Annual

- Navigate to the [Reports](#) page.
- Identify the Semiannual Report in the table and generate the PDF.
- Save the PDF to your local computer and upload a copy of this report as an attachment to your semiannual report in GMS by January 30 and July 30.



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Follow the steps below to generate the Semiannual report.

Step 1: Navigate to the Reports page.

Step 2: Identify the Semiannual Report in the table and click the link to generate the PDF.

Step 3: Save the PDF to your local computer and upload a copy of this semiannual report as an attachment to your semiannual report in GMS at <https://grants.ojp.usdoj.gov/>.

Semiannual reports must be uploaded by January 30 and July 30. Once reports are reviewed and approved by OVC staff, they may be shared outside of OVC. All grantee reported data is subject to requests under FOIA and OVC reserves the right to share grantee data and reports as it deems appropriate.



General Troubleshooting Steps



Periodically click the Save and Continue button to ensure the data you entered are saved into the system. The system will time you out after 30 minutes of inactivity and unsaved data will be lost.

Note that simply entering data into a field does not constitute as activity; the system only recognizes saving or the advancement to another page as activities that will keep your session active.

Click the Exit Data Entry button to close and exit the page. Please note that any unsaved data will be lost. The Exit Data Entry button does NOT automatically save your work.

Hover over underlined text to prompt helpful language explaining the question to appear.



The fields labeled "Number" or "Number Required" will only accept a numeric response. You will not be able to enter text, decimals, or special characters.



The value of "0" must represent a true value of zero. If data for a field is not available or the field is not applicable, then enter "N/A" if it is a required field or leave the field blank if it is not required.






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We wanted to share some best practices and troubleshooting tips with you as it relates to data entry in the PMT. A first reminder is to always press the save and continue button. The fields labeled "Number" or "Number Required" will only accept a numeric response. Do not try to enter text, decimals, or special characters here. Simply entering data into a field does NOT constitute as activity. The system only recognizes the data or advancement to the next page when you click the Save and Continue button. Not sure about a question? Hover over the underlined text to prompt helpful language explaining the question.



If You Encounter a System Error

 <p>Log out of your PMT account and login again using the same browser</p>	<p>Try to access your report from a different browser (Internet Explorer, Firefox, or Google Chrome)</p>
<p>Clear the cache and cookies on your browser</p>	<p>Restart your computer </p>
<p>Access the PMT during non-peak periods such as the early morning or late evening </p>	<p>Ensure that JavaScript is enabled on your computer.</p>

If you encounter a system error, you may want to try these options, such as logging out and logging back in, accessing the site with a different browser, or clearing the cache and cookies on your browser. You may want to access the PMT during non-peak periods when fewer people are also using the site.



Recorded Webinar Trainings



- OVC PMT webinars are available via the PMT's Need Help? page or via OVC's public-facing website on the [Performance Measurement Tool Webinar Series page](#) (<https://ovc.gov/grants/performance-measurement-tool-webinar-series.html>).



OVC PMT webinars are available via the PMT's Need Help? page or via OVC's public-facing website on the **Performance Measurement Tool Webinar Series page**. The TVS Performance Measurement Overview OVC webinar provides details and guidance for FY 2018 Coordinated Tribal Assistance Solicitation grantees (Purpose Area 6: Children's Justice Act Partnerships for Indian Communities program and Purpose Area 7: Comprehensive Tribal Victim Assistance program). This OVC webinar provides guidance for reporting on the required performance measures for the FY 2018 Serving Our Youngest Crime Victims: Enhancing Community-driven Responses to the Opioid Crisis grant program.



Need Help? Page

- **Performance Measures:** A list of all performance measures with explanations
- **Frequently Asked Questions:** Provides additional information on reporting performance measures
- **PMT Fact Sheet:** Provides quick tips for reporting in the PMT



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The **OVC PMT Helpdesk** communicates with grantees when updated resources are available for download. If a grantee would like to confirm they have the most current resources, they can contact the helpdesk for the latest file.

Office for Victims of Crime Performance Measurement Tool Helpdesk



If you have any questions about performance measures, system navigation, or the content in this presentation, please contact the **OVC PMT Helpdesk**.

- The OVC PMT Helpdesk is available from 8:30 a.m.–5:00 p.m. ET on weekdays, except federal holidays and via email at ovcpmt@usdoj.gov or toll-free at 1–844–884–2503.
- If you are experiencing a system issue, the helpdesk may escalate your issue to the development team for further investigation. If the issue is widespread amongst grantees and subgrantees, OVC will send an email to all grantees with necessary information and next steps.

GMS Helpdesk

To contact the GMS Helpdesk, please call 1–888–549–9901 and dial 3 when prompted or email the GMS Helpdesk at GMS.Helpdesk@usdoj.gov.



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