

Performance Measurement Tool

Coordinated Tribal Assistance Solicitation and
Tribal Victim Services Set-Aside User Training

Updated November 2019



DIO-BIA-16-S-0272

Hello everyone. Thank you for joining us for this Performance Measurement Tool User Training for grantees of the Coordinated Tribal Assistance Solicitation and Tribal Victim Services Set-Aside.

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.

Learning Objectives



Participants will learn—

- an overview of performance management at the Office for Victims of Crime (OVC),
- guidance for reporting on required performance measures for the Coordinated Tribal Assistance Solicitation (CTAS) and Tribal Victim Services Set-Aside (VSSA) grant program,
- processes for accessing the Performance Measurement Tool (PMT) system and submitting quarterly and semiannual data reports,
- navigational tips and troubleshooting strategies, and
- resources and tools available for additional support.



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By the end of today's presentation, you will learn an overview of performance management at OVC. We will provide an overview of reporting on the required performance measures for the CTAS and VSSA grants program. We will provide some guidance on the processes for accessing the Performance Measurement Tool, or PMT system and submitting quarterly and semiannual data reports. We will also provide you with some navigational tips and troubleshooting strategies. And of course, some resources and tools at the end of the presentation. This webinar is being recorded and will be available for playback in the near future. If you have any questions along the way, please utilize the chat feature. So, welcome, and we're going to go ahead and get started.



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.
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 the Grants Management System (GMS).



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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, and reporting to improve the results of programs and the effectiveness and efficiency of agency operations.

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

1. First is the quarterly performance measures data report which collects information on grantee activities.
2. 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 2 quarters of data entry are complete.



Roles of Grantees

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





- 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.

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 (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 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 (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.

If your organization received a new FY 2019 award, and your organization has **not** reported on another award in the Transforming Victim Services section of OVC PMT, then your Grant POC will have their user account created in December 2019, after your new FY 2019 award is added to the OVC PMT.

If your organization **has** reported on another award in the Transforming Victim Services section of OVC PMT, then an individual in your organization who currently has an OVC PMT user account can add you as a user to your organization's profile. Users from the same organization have access to all awards for their organization. New FY 2019 awards will be added into the system in December 2019.

New Transforming Victim Services Awards in the Performance Measurement Tool



- New Transforming Victim Services (TVS) awards are added and PMT user accounts are created in December.
- In January, grantees report for October–December **even if there was no activity**.
- If there was no activity:
 - Click on the October–December reporting period and enter "No grant activity."
 - Click on January–March and report on all activity from the award start date through April 30.

New Transforming Victim Services (TVS) awards are added and PMT user accounts are created in December. In January, please report for October–December **even if there was no activity**. If there was no activity:

- Click on the October–December reporting period and enter "No grant activity."
- Click on January–March and report on all activity from the award start date through April 30.



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 be sent to this email.
- **Phone Number**—Enter your work phone number or 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.



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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

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 of the Performance Measurement Platform. It features the U.S. Department of Justice Office of Justice Programs logo and the text 'Performance Measurement Platform'. Below this are input fields for 'User Name' and 'Password', a 'Forgot Password' link, and a 'Login' button. A note indicates that JavaScript must be enabled. Logos for BJA, OVC, OJP, and NIJ are displayed at the bottom.

The bottom screenshot shows the 'Forgot Password' page. It features the same header and logos. A red box highlights the 'OVC PMT' button. A note at the bottom states: '*** Keeping Logged In *** Keep this window open for navigation to all of your assigned OJP applications!'.



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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



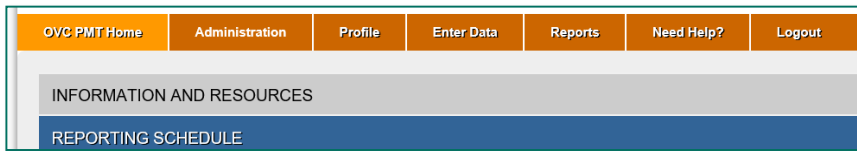
- Once you have created your account, you can update or change your account and password information.
- Click **OVC PMT** to continue with your data entry.

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.

OVC PMT Home—General information about your award(s) and reporting schedule.

Administration—Federal award details 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—List of 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.

Administration: User Management Adding a New User



The screenshot shows the 'Administration' tab selected in the top navigation bar. Below the navigation bar, there is a 'Current User List' section. It contains a table with the following data:

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

Below the table, there is a button labeled 'Add a new user' which is highlighted with a red box.

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.

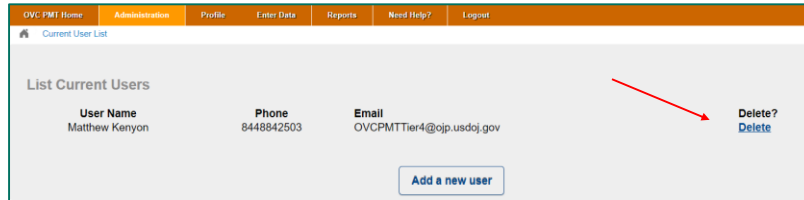
The next subheader under the Administration tab is for User Management. Here you can add and delete users from the system.

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.

Administration: User Management Deleting a User



OVC encourages grantees to review their users each year and 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.

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.

Step 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.

Step 2: 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.



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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.
- If any information on the Profile page is incorrect, you must submit a Grant Adjustment Notice in GMS to correct it.

The screenshot shows the PMT Profile Tab interface. At the top, there is a navigation bar with tabs: POC PMT Home, Administration, **Profile** (highlighted with a red box), Enter Data, Reports, Need Help?, and Logout. Below the navigation bar, a message states "CSRF TA is visiting Grantee's page". The main content area is divided into two sections: "GENERAL INFORMATION" and "CONTACT INFORMATION - 2018-V3-AA-0000".

GENERAL INFORMATION

Legal Name	TEST - Transforming Victim Services
DUNSNumber	333300000
OPVVendorNumber	333300000
Address	810 Seventh Street NW
City	Washington
State	AA
ZipCode	20001

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	Mark Karpyn
POC Name	PMT Helpdesk
POC Address	810 Seventh Street NW
POC Phone	844-684-2053
POC Email	OVC-PMT-Ten@igp-usdoj.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/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 (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.



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

Once you are ready to enter the data, you will navigate to the enter data tab, and you will select the reporting period and the subgrantee you want to enter data for. One thing I want to note, is if you are not seeing a reporting period as an option, you need to make sure 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. If you are unable to select the current reporting period, contact your grant manager to make sure all of the conditions have been met.



2019 Updates

Data Validations

OVC added new validations to the PMT system to help with the data reporting and verification process. These validations help to increase data accuracy and reduce the need for grantees to go back and clarify inconsistencies.



OVC added new validations to the PMT system to help with data reporting and verification process. Some of our grantees who have been reporting for quite some time now may have recognized this new addition into the system. These validations help to increase data accuracy and reduce the need for grantees to go back and clarify inconsistencies.



Reporting Period Schedule: Office for Victims of Crime 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 by the due date may receive a notice from their OVC Program Specialist 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.

The thumbnail image shows the cover page of the 'Office for Victims of Crime TVS Performance Measures Questionnaire'. It includes the OVC logo, the title 'TVS Performance Measures Questionnaire', and sections for 'PURPOSE AND OBJECTIVES', 'STRUCTURE OF THE QUESTIONNAIRE', and 'ROLES AND RESPONSIBILITIES FOR COMPLETION'. At the bottom, there is a table titled 'Reporting Schedule' with columns for 'Reporting Period', 'Reporting Due Date', and 'Reporting Period'. The table lists two reporting periods: April 1 - June 30 and July 1 - September 30, with due dates of April 30 and September 30 respectively.



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Difference between grantee vs. 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 Measures Questionnaire** and report on the SAME question banks/shared measures as grantees.

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 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 “Mark Data Entry as Complete” box has not been selected)
- **Complete** (the “Mark Data Entry as Complete” box has been checked and saved)



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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 “Mark data entry as complete” box has not been selected)
- **Complete** (the “Mark data entry as complete” box has been checked and saved)



Grantees with Multiple Awards

- OVC recognizes some VSSA grantees receive funding from other OVC awards.
- A service should be reported under one program or the other; the same service **CANNOT** be reported under multiple programs.
- Grantees may be able to track victims and services for each award separately, to clearly show what victims and services are supported by each award.
- If you have difficulty tracking your victims and services for each specific award, work with OVC and the VSSA training and technical assistance providers to identify an appropriate method for prorating all victims served to allocate an appropriate number to the VSSA grant.



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- OVC recognizes some tribal grantees receive funding from other OVC awards.
- A service should be reported under one program or the other; the same service **CANNOT** be reported under multiple programs.
- Grantees may be able to track victims and services for each award separately, to clearly show what victims and services are supported by each award.
- If you have difficulty tracking your victims and services for each specific award, work with OVC to identify an appropriate method for prorating all victims served to allocate an appropriate number to the grant.

Question Banks VI and VII



Question Bank and Shared Measures

Grant Activity

VII. Victim Services

VI. Strategic Planning

B. Partnerships - Shared Measures

C. Planning Activities, Policy & Procedural Changes-Shared Measures

REVIEW

- OVC's Performance Measurement Team and grant managers work together to determine the appropriate question banks for **CTAS and VSSA grantees**.
- 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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Each quarter, you'll enter data in what we call question banks. The question banks are determined by the program solicitation, so all awards for a particular solicitation will report on the same question banks. You can find the solicitation map on the Need Help? page for your program, and see which types of performance metrics you'll report on. Once you know which question banks apply, then you can review the TVS Performance Measure questionnaire and see what specific performance measures you'll need to report on.

CTAS and VSSA grantees report on these question banks: victim services, strategic planning, partnerships shared measures, and planning, policy, and procedure shared measures. Note, some VSSA grantees do not report on victim services. If you have a question about the question banks assigned to your specific award, please call the OVC PMT Helpdesk.



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. Please note a quarterly report is due for each quarter of the award start date through the end of the award. If grant activity has not yet started because the budget has not yet cleared, then select “No” grant activity in question 1 of the quarterly report. The system will advance you to submit your response; you will not need to enter any additional baseline or current quarter data for the reporting period.

If there was activity, you will select the yes radio button to continue with quarterly reporting.



Question Bank VI: Strategic Planning

Grant Activity

VII. Victim Services

VI. Strategic Planning

B. Partnerships - Shared Measures

C. Planning Activities, Policy & Procedural Changes-Shared Measures

REVIEW

Planning efforts to improve direct services to victims.

Current quarter measures:

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

Sample grantee activities:

- Needs assessments, strategic plans, tribal code updates, vehicle purchases/leases, mobile trailer/home purchase and furnishings, building renovations, etc.



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The first question bank relates to strategic planning activities. These are planning efforts to improve direct services to victims.



Baseline Measures

BASILINE QUESTIONS

The 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.

1. Number of improvement initiatives **planned** for the duration of the current grant.
2. Number of project deliverables **planned** for the length of the current grant.
3. Select the underserved population(s) targeted for services during the grant period.
 - ☒ Child abuse victims (physical and/or sexual)
 - ☐ Domestic and family violence victims
 - ☒ Sexual assault victims (child and/or adult)

Baseline measures:

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



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Some question banks include baseline questions that are asked one time during the first reporting period of the grant. In this question bank, the baseline asks what you plan to do during the award period.

Baseline measures include how many planning efforts or initiatives and how many project deliverables are planned for the award period, and you'll identify any priority or underserved populations that you plan to target.

You may want to talk with your grant manager about the number of specific initiatives and deliverables planned. During your award period, you'll report on how many of these initiatives and deliverables you complete each quarter.



Current Quarter Reporting

CURRENT QUARTER REPORTING

4. Number of planned improvement initiatives **implemented** this reporting period.
5. Number of project deliverables **completed** during the reporting period.
6. Identify the **planning documents** that were completed during this reporting period.
 - ☒ Mission and/or vision statement
 - ☐ Advisory board charter
 - ☐ Community partnership memoranda of understanding/memoranda of agreement
 - ☒ Internal needs/strengths assessment

- The number of planned initiatives should include the number of system-wide 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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For each quarter, you will report on the number of planning efforts implemented and the types of planning documents completed. Some examples of grantee activities include needs assessments, strategic plans, tribal code updates, vehicle purchases/leases, mobile trailer/home purchase and furnishings, building renovations etc.



Question Bank VII: Victim Services

[Grant Activity](#)

[VII. Victim Services](#)

[VI. Strategic Planning](#)

[B. Partnerships - Shared Measures](#)

[C. Planning Activities, Policy & Procedural Changes-Shared Measures](#)

[REVIEW](#)

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
- Number and types of services provided



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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.

PVC PMT Home
Administration
Profile
Enter Data
Reports
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Performance Measures

[TVS - Performance Measures](#) (December 2018)

[TVS - Solicitation Map FY 2015–FY 2018](#) (Fall 2018)

PMT User Materials

[TVS - FAQs for Grantees](#) (Fall 2018)

[TVS - FAQs on the PMT System](#) (Fall 2017)

[TVS - Progress Reporting Fact Sheet](#) (Fall 2018)

[TVS Subgrantee Only Performance Measures Fillable PDF](#)

[TVS - Victim Services Question Bank Data Template](#) (Fall 2018)

↑

The Victim Services Question Bank Template includes all of the measures for Question Bank VII, Victim Services.

→

The Victim Services Question Bank Template includes all of the measures for Question Bank VII, Victim Services.

The table will automatically calculate the total for each data point/each column. That total is what you will enter into the system.



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.
 - Check the box if you cannot track new individuals.



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Count all individuals served by the organization with the grant funds during the reporting period.

Question 1 is the unduplicated count of people served, which equals the number of new individuals plus the number of individuals who are returning for services (these individuals would have been counted as new in previous reporting periods). If your organization only had anonymous contacts, please enter 0 in Question 1.

Subgrantees complete the SAME question banks as you do. Therefore, just as grantees count all victims they serve through their grant, subgrantees must also count all victims they serve through their subgrant. We will discuss subgrantee data reporting later on in the presentation.

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. The number of new individuals should be equal to or less than the total number served. Grantees that cannot track new individuals in a quarter should report “0” new individuals served in question #3 and check the box that they cannot track new individuals.



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 counted 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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The total number of individuals in each demographic category should equal the number of NEW individuals reported in Question 3.

- A. Race/Ethnicity**—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.
- B. Gender**—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.
- C. Age**—Age should reflect the age at the time of the crime reported on the intake form.



Victimization Types (Question 5A)

5. Types of Victimization (for all individuals identified in questions 1 and 2).

A. Individuals who received services by victimization type

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

- There are 25 types of victimization available for selection.
- Enter the count of individuals who received services based on each presenting victimization type during the reporting period.
- An individual **MAY** be counted in more than one victimization type.
- An individual **MAY NOT** be counted more than once within the same victimization type.



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The next question asks about types of victimization. There are 25 types of victimization available for selection. Enter the number of individuals who received services based on each presenting victimization type during the reporting period. An individual may be counted in more than one victimization type, but may not be counted more than once for the same victimization type.

The victimization types are not meant to reflect formal legal definitions defined by statute in a jurisdiction – they should be viewed more broadly.

A person may be a victim of DV over a long period and may suffer many individual assaults; that victim is still presenting a single victimization type— domestic violence—and you would report the victimization one time. The intent of this question is to capture how many people present with each victimization type during the reporting period, not to measure how often services were provided; that is addressed in the Direct Services section.

OVC understands that in the case of hotline, you may not be able to identify the type of victimization experienced by someone that you serve. In those instances, you should include unknown victimization types into their response for Other Victimization Type.



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 listed on the screen.



Compensation Application (Question 6)

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

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.

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 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.

If a user is unable to use a browser that supports this feature, the user should contact the **OVC PMT Helpdesk** for support.



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

1

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

A1. Information about the criminal justice process

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

A3. Referral to other victim service programs

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

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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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.

If you have a question about which category or subcategory a service falls into, contact the OVC PMT Helpdesk.

Shared Measures B and C



Partnerships (B)

[Grant Activity](#) [VII. Victim Services](#) [VI. Strategic Planning](#) **B. Partnerships - Shared Measures**

[C. Planning Activities, Policy & Procedural Changes-Shared Measures](#) [REVIEW](#)

Grantees who respond to the **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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Partnerships Shared Measures are answered by grantees that have activities in 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.



Partnerships (B)

CURRENT QUARTER REPORTING

1. Number of *NEW formalized collaboration agreements* developed.
2. Number of *NEW letters of support* secured.
3. Rate the following group partners based on the statement: "This partner is actively involved in the program."

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	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local leadership (e.g., mayor's office)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local community group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Other local community partner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have multiple partners in a category, rate them as a whole. If your 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 example – pretrial service organizations, law enforcement agencies, mental health care providers. 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, and Procedural Changes (C)



[Grant Activity](#)

[VII. Victim Services](#)

[VI. Strategic Planning](#)

[B. Partnerships - Shared Measures](#)

[C. Planning Activities, Policy & Procedural Changes-Shared Measures](#)

[REVIEW](#)

Grantees who respond to the **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



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The last group of shared performance measures is for planning activities. 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.

Planning Activities, Policy, and Procedural Changes (C)



CURRENT QUARTER REPORTING

1. Number of **planning activities** undertaken during the reporting period.
2. Count the number of **agency policies or procedures created, amended or rescinded** during the reporting period.

Question 1: Planning activities can include the creation of task forces or interagency committees/advisory groups, meetings held, etc. The preferred data source is program records.

Question 2: 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.



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Question 1: Planning activities can include the creation of task forces or interagency committees/advisory groups, meetings held, etc. The preferred data source is program records.

Question 2: 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

Grant Activity

VII. Victim Services

VI. Strategic Planning

B. Partnerships - Shared Measures

C. Planning Activities, Policy & Procedural Changes-Shared Measures

REVIEW

- 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.

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).



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Now, once you have responded to all of the performance measures in your assigned question banks, you’ll advance to the Review page. 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.



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 Report

Grant Activity VII. Victim Services VI. Strategic Planning B. Partnerships - Shared Measures
C. Planning Activities, Policy & Procedural Changes-Shared Measures **Semiannual Reporting Questions (All Grantees)** REVIEW

- 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 you have a copy.
- You may use up to 5,000 characters for each response.



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CTAS and VSSA grantees report quarterly data in PMT, but then every six-months they also submit a semiannual report in GMS. You'll respond to these questions based on the entire six-month period. For example, in describing the status of your goals and objectives, reflect what was accomplished during the entire six month period. Remember to periodically save this page as you enter your narrative responses. You may want to prep 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.

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 only reflect the prime grantee's activities during the quarter.
- Subgrantee activities are reported in the semiannual narrative Question 8.
- For each subgrantee, indicate the name of the subgrantee and a summary of their activities.

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



Generating the Semiannual Report

Office for Victims of Crime
Transforming Victim Services
PERFORMANCE MEASURES

Semiannual Reporting Questions (All Grantees)

You will be asked to answer these questions in OVC PMT semiannually for the January–June and July–December reporting periods. Please answer them based on the designated 6 month reporting period. You may use up to 5,000 characters for each response.

- Please describe the status of each goal and objective from your OVC approved grant award.
- Please describe any problems, delays, or adverse conditions that you encountered, if any, that affected your ability to reach your goals or objectives.
- Is there any technical assistance that OVC can provide to address any problems, delays, or adverse conditions identified in Question 2?
 - Yes (please explain)
 - No

OVC PMT Tools | **Assessments** | **PMR** | **Enter Data** | **REPORT** | **Reporting** | **Logout**

TEST - Transforming Victim Services

Select Federal Award: 2019-VJAA-000

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 during a data submission period**, select "unlock" to return the data entry status back to "In Progress".
- If changes are needed **and the data submission period has ended**, please contact the OVC PMT help desk (844-684-2503) to request that the report is unlocked.

To comply with semi-annual reporting requirements due in the Grants Management System (GMS), by December 31, you must save 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 are finished entering data.

Reporting Period	Data Entry Status	Last Modified Initial Completion Date	PDF Reports
10/1/2018 - 12/31/2018	Complete Unlock	09/05/2019 None	Excel Semi-Annual
01/01/2019 - 03/31/2019	Complete Unlock	09/05/2019 None	Excel
04/01/2019 - 06/30/2019	In Progress	09/05/2019	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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Once you enter all of your narrative responses, you'll navigate to the reports page to generate your 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 the FOIA and OVC reserves the right to share grantee data and reports as it deems appropriate.

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



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.

- Save and continue!
- 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 & 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

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



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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

FY 2018 OVC Performance Measurement Tool User Training Webinar Series

To assist FY 2018 OVC discretionary grantees with reporting on required performance measures, OVC hosted a series of educational webinars about the Performance Measurement Tool (PMT).

See below for the recordings and supporting materials from these webinars.

Performance Measurement Tool: Coordinated Tribal Assistance Solicitation (CTAS) User Training

This 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).

Members of OVC's performance measurement team discuss—

- processes for accessing the PMT system,
- submitting quarterly and semiannual data reports,
- navigational tips, and
- troubleshooting strategies

[View the Recorded Webinar](#)

[View the Presentation and Transcript](#)

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>).



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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>).

TVS Performance Measurement Overview

This 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).



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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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.
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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.