Welcome to VOCA Transforming Victim Services Performance Reporting

Welcome to Performance Management

Transforming Victim Services (TVS) is for discretionary (or non-formula) awards covering a variety of topics. TVS includes awards funded under multiple solicitations.

The purpose of this document is to assist TVS grantees with performance management. Performance management includes using the performance measure data submitted to the Office for Victims of Crime (OVC) to track the project strategy. This document is not a comprehensive guide but a place to begin your performance management journey as you consider the data you will need to collect before reporting into any system.

Transforming Victim Services:
Legislation Supporting Victim Assistance Programs

Each year the Congress provides the United States Department of Justice with OVC funds from the Victim of Crime Act (VOCA), which establishes the Crime Victims Fund.

VOCA authorizes OVC to provide grants. The TVS program supports comprehensive approaches within states and tribes to respond to incidences of victimization.

This guide is important because performance reports are required in the Performance Measurement Tool (PMT) every 3 months regardless of grant activity (January, April, July, and October).

Five Questions to Ask about Performance Management

A key part of performance management is understanding the who, what, when, where, and why of performance management, which includes reporting. Specifically, this section addresses what performance measurement is, when reports are due, where reports are submitted, who is responsible for each report, and why performance measures are necessary. You can use these questions to help create a performance management plan. Later sections of this document have more details on performance management plans.

Helpful Resources: Performance Measure Reporting

- Performance Management – Introduction: Provides information on performance management and discusses available resources for grantees.
- Performance Measurement – Overview: A more in-depth look at OVC performance measures, with measure definitions, reporting examples, and other key resources.

What is performance measurement?

According to the Office of Justice Programs (OJP), "performance measurement is the regular collection of data to assess whether the correct processes are being performed and the desired results are being achieved. It is a way for you to know how your grant is progressing in meeting its goals and objectives as outlined in your application." Your program will be assigned some of these performance measure question sets based on the goals and objectives of your program.

Possible OVC questions sets to guide the progression of your award

Training	**Technical Assistance**
Technology Development	**Data Gathering**
Collaborative Partnerships	**Strategic Planning**
Victim Services	

Helpful Resources: Assigned Performance Measures

1. TVS Solicitation Map displays the question sets assigned to each solicitation. Look for your award in the list then look at the assigned question sets for that award. Write down the question set names then open the TVS Performance Measures list referenced below.
2. TVS Performance Measures lists all available OVC performance measures. Only read the pages for your assigned question sets. These are the performance measure questions you must answer quarterly.

When are reports due?

Performance data are due in the PMT on a quarterly basis throughout the federal fiscal year. In January, new grantees report for October–December, even if there was no grant-funded activity.

	Quarterly Reporting in PMT	
Reporting Period (Federal Fiscal Year)	**Data Required in PMT**	**Upload to JustGrants**
October 1–December 31	Due January 30: Performance Measures and Narrative Questions	Yes January 30
January 1–March 31	Due April 30: Performance Measures	No
April 1–June 30	Due July 30: Performance Measures and Narrative Questions	Yes July 30
July 1–September 30	Due October 30: Performance Measures	No
Last Reporting Period of Award	Due after end date of each award. Performance Measures, Narrative Questions, and Closeout Questions	Yes 120 Days After End of Reporting Period

Where are reports submitted?

Performance reports are completed in two steps, quarterly data entry in the PMT and uploading the semiannual into the Justice Grants System (JustGrants).

Grantees are required to provide relevant data by submitting quarterly performance measure reports. The majority start with OVC's online Performance Measurement Tool (PMT). To get started with the PMT, view the TVS grantee user training recorded webinar. Members of OVC's performance management team provide an overview of performance management, accessing the PMT system, entering quarterly performance measures, and generating the semiannual grantee report.

> **NOTE:** Some grantees may report performance measure data in a different way, via a PDF document or Excel spreadsheet, for example. Your grant manager or award solicitation will tell you to how and where to report. If your grant manager tells you not to report in the PMT, feel free to contact the PMT Helpdesk for more information.

Helpful Resources: Submit a Performance Measure Report

- TVS PMT User Guide for Grantees assists grantees in completing and submitting accurate reports
- Performance Measurement Tool: TVS Grantee User Training provides guidance for reporting on the required performance measures

Who is responsible for each report?

As a grantee, you are responsible to make sure reports are consistent, complete, and correct. Therefore, it is important to consider a performance management plan. More suggestions about how to create a plan are at the end of this guide. Your responsibilities include—

- Reviewing your organization's system to collect OVC performance measure data securely.
- Documenting internal processes on how you define each measure for the award program.
- Assigning a primary and secondary person responsible for reports.
- Understanding reporting requirements for the OVC systems.
- Setting up internal checks for usability of performance measure data in future funding applications or when reviewing OVC reports.

> ***Grantee***
> The direct primary grant recipient of funds from OVC.
>
> ***Subgrantee (or Subawardee)***
> An entity that receives a portion of the grantee's award (through a formal subaward agreement) for the purpose of implementing a portion of the grantee's federal grant program.

Helpful Resources: Understanding Reporting Responsibilities

- Performance Management – Roles, Responsibilities, and Measures: This presentation covers various reporting roles and responsibilities, in addition to information on performance measures and performance measure reports.
- OVC and OJP Overview: These are links to trainings sometimes required by OVC, which are helpful for understanding how performance measure reports fit into managing an award.
    - Grantee Orientation Webinars: Putting the Pieces Together: 2019 OVC Grantee Orientation
    - OJP Financial Guide Training

Why are performance measures necessary?

OVC expects all grantees (and applicable subgrantees) to collect and report performance measure data for activities supported by the award. OVC uses your performance data reports to demonstrate the impact of federal funding to Congress, the White House, and the general public.

Record Your OVC Award Information

Save information about the award in this document for future use.	
Grantee Entity Name	(Type organization name here)
Award Number and Solicitation	(Type the award number assigned by JustGrants and solicitation name here)
Grant Award Administrator	(Type primary point of contact name(s) here)
Reporting Schedule for this Award	Prime: quarterly and semiannually Subgrantee: semiannually only

Choose the performance measure question sets that are assigned to this award.	
Training	Technical Assistance
Technology Development	Data Gathering
Collaborative Partnerships	Strategic Planning
Victim Services	

Optional Other Award Information

Does your agency have more than one OVC award?

Save information about the award in this document for future use.	
Grantee Entity Name	(Type organization name here)
Award Number and Solicitation	(Type the award number assigned by JustGrants and solicitation name here)
Grant Award Administrator	(Type primary point of contact name(s) here)
Reporting Schedule for this Award	Prime: Quarterly and semiannually Subgrantee: Semiannually Only

A Word about Multiple Awards

When an agency or organization provides services to clients that are funded by multiple awards, carefully define the deliverables and choose relevant services for each award to prevent reporting duplicate performance measure data.

Many grantees also have state funded Victims of Crime Act (VOCA) awards where the performance measure reporting guidance is very similar. Feel free to reach out to your grant manager and the OVC performance management team to discuss how to report on multiple OVC awards.

Reports: Time to Get Started

OVC performance measures are grouped into question sets. Grantees may report on one, several, or all of the performance measure question sets. You can locate the question sets assigned to your award by OVC in the TVS Award Solicitation Map.

Your goal is to make sure that performance measure reports match the data you keep on file at your agency, and that it is reported the same way each quarter. Checking a report before submitting saves you from having to correct it later.

In the next few pages, you will find the following:

- Performance measure question sets.
- “Consider this” sections. These includes tips and tricks that illustrate best practices for checking your performance measure data for accuracy and consistency. These are high-level, key points to consider rather than comprehensive lists.

Baseline

Baseline questions are meant to gather information about activities that occurred before the award started and are only answered in the first reporting period.

Baseline data often comes out of the proposal your organization wrote. Data reported are an estimation of what you will do over the life of the award. For example, “As of today, how many trainings do you plan to conduct during the project period of performance?”

Reports: Grant Activity

The first two questions of every OVC performance report are the same each quarter. The first question asks if this quarter is the last reporting period of the award. The second question asks if there was grant activity during the reporting period. 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 no grant activity, an explanation is required.

I. *Performance Measure Question Set: Training*

Training measures capture information about training activities that occurred during the reporting period. These measures are designed to understand how the training recipients’ knowledge and skills were enhanced, based on specified learning objectives and training curriculums. The baseline questions estimate the number of training hours provided during the quarter prior to the start of the grant program.

Consider This

Before saving and submitting a report, stop and review the data entered into the reporting platform. The tips, questions, and examples below will help you validate your data.

Questions about trainings scheduled, conducted and registrants:

- Are the number of hours of training reasonable (i.e., are the number of hours of training delivered feasible, 24 vs. 2,400 hours)?
- Is the training online or in-person and how does that change the definition for "attended" or "completed?"
  - Consider reporting every quarter if a training is posted online or to a learning management system.
  - Participants who attended or completed a training may change if the training is self-paced or online rather than in person. If you are unsure about how to determine this figure, consider reviewing the number of participants who completed the training and received a certification of completion.
  - Hours of training delivered is the number of hours conducted by training instructors or hours accessed via online learning systems.
  - If your courses are defined as "self-paced," the number of hours delivered may change if the training platform asks a learner to listen to each module or complete a knowledge check. In some instances, you may need to estimate the length of a training course.

Validation

A way to manually check for general reasonableness, errors, or stated issues. Grantees must check and validate their own data and their subgrantee data. Grantees must contact subgrantees with questions related to clarification or confirmation of data.

Questions about post-training surveys:

- Check: Do the responses to post-training feedback surveys exceed the number of training participants?
- OVC does not currently provide a specific feedback form. The feedback or evaluation form should include questions that can determine whether participants—
  - Increased their knowledge as a result of the training.
  - Plan to implement the knowledge gained after the training event.
  - Experienced overall satisfaction with the training delivered.

II. *Performance Measure Question Set: Technical Assistance and Training and/or Technical Assistance Activities – Shared (A)*

Technical assistance (TA) often focuses on building the capacity of the recipient to improve service delivery, program implementation, or coordination. Baseline questions estimate the number of new training and technical assistance (TTA) materials to be developed as a result of grant funding. Each quarter, you will report data related to a variety of questions such as the number of TA requests received and completed, feedback from surveys collected, and the number and types of trainings completed.

Consider This

Before saving and submitting a report, stop and review the data entered to the reporting platform. The following tips, questions, and examples will help you validate your data.

Questions about Technical Assistance and/or Training and Technical Assistance Activities – Shared (A) in a specific quarter:

- Review the number of TA materials developed to ensure that materials were not double counted across quarters.
- Were descriptions of the TA materials developed during the previous 6-month period included in the semiannual narrative questions?

Questions about Technical Assistance recipients in a specific quarter:

- TA requests are considered complete when the requestor's needs have been met or satisfied. Grantees should aim to document the completion of TA requests. This could include an email from the requestor or notes from a phone conversation with the requestor indicating that they need no further support related to the initial request.
- TA Feedback Surveys – OVC does not have a standard TA feedback form; however, surveys should include questions that can determine whether participants:
    - Increased their knowledge as a result of TA.
    - Plan to implement the knowledge gained as a result of TA.
    - Experienced overall satisfaction with the TA delivered.

Helpful Resources: Understanding Technical Assistance

The TVS Reporting on Partnerships and TTA Activities webinar helps grantees develop a common understanding of performance management versus performance measures; discusses reporting on partnerships, training, and TA; and highlights how semiannual narrative responses can tell the story of your data.

Performance Measure Question Set: Technology Development

Technology development activities have three goals—

1. Provide support for improved assistance to victims.
2. Enhance the state's access to technology.
3. Efficiently help victims navigate the criminal justice system and connect with victim-centered services.

Baseline questions ask about the type(s) of technology being developed or enhanced. Each quarter, you will report data related to a variety of questions such as system-level information technology improvements, the number of staff trained and using improved technology, victim intakes/applications using new technology, and average wait or response times.

Consider This

Before saving and submitting a report, stop and review the data entered to the reporting platform. The following tips, questions, and examples will help you validate your data.

Questions about technology development baselines:

- Define service levels and a definition for "system" to better understand what technology is developed and updated under your award. For example,
    - Is a system improvement launched or deployed when one part goes live or the entirety of the system?
    - Will "wait time" include hold time, average speed of answer, or both?

Questions on technology development measures in a specific quarter:

- Determine the "as-of date" for when system improvements launch and whether it relates to the contact types reported during the current reporting period.
    - The date is important because after a system or partial system improvements "launch," there are additional performance measures to answer.
- Verify the same or new "as-of date" to continue to report a previously deployed system improvement.
- A "contact" is one instance of an individual reaching out to your organization for information or services. Individuals may contact your organization by visiting your website, making a phone call, sending a text message, or via instant message or virtual chat.
- Grantees are not expected to count the number of unique individuals who make contact; rather count the number of times that your organization was contacted. One individual may make several contacts.

III. Performance Measure Question Set: Data Gathering

The goal of data gathering is to produce and disseminate information resources, including literature searches, needs assessments, gap analyses, and reports that support improvements in delivery of services to crime victims.

Baseline questions ask for the number of data-gathering initiatives planned for the project period. Data gathering initiatives include literature searches/reviews, needs assessments, gap analyses, and reports. Each quarter, you will report data on the number of data-gathering initiatives completed and the number of information resources disseminated.

Consider This

Before saving and submitting a report, stop and review the data entered to the reporting platform. The following tips, questions, and examples will help you validate your data.

Questions about data gathering baselines:

- Before reporting, clearly define the data gathering and research activities that you expect to engage in during the project period.

Questions about data gathering measures in a specific quarter:

- "Completed" means that data collection is finished and, if applicable, the report has been approved.
- Review the number of resources disseminated. This number should reflect individual resources, not the number of copies of a resource, that were disseminated (e.g., if **10** copies of **one** toolkit were disseminated, then you should report that as **one** resource disseminated).
- On a semiannual basis, consider the progress that has been made toward each data gathering initiative. Are you on track, why or why not?

IV. Performance Measure Question Sets: Collaborative Partnerships and Partnerships (B)

Collaborative partnership measures how your organization supports the development of large scope TTA, demonstration projects, multimedia publications, and/or initiatives through collaboration with other government and non-profit agencies.

Baseline questions ask about the number of organizations or agencies participating in the initiative prior to grant funding. Each quarter, you will report data such as the number of organizations involved as a result of grant funding (i.e., subgrantees), the total number of agencies involved, new formalized collaboration agreements, and the engagement of evidence-based practices.

Consider This

Before saving and submitting a report, stop and review the data entered to the reporting platform. The following tips, questions, and examples will help you validate your data.

Questions about partnership baselines:

- Track the number of organizations that were part of the initiative or similar work prior to grant funding.

Questions about collaborative partnership measures in a specific quarter:

- Partners should be counted on an organizational level, regardless of the number of individual staff that participate through an organization.

- Check the semiannual narrative to ensure that noteworthy increases or decreases in the number of partnerships are explained.
- If an organization receives a portion of grant funds (i.e., as a subgrantee), they must report on the same measures as the grantee.

Questions about partnership (B) measures in a specific quarter:

- Grantees must define an "active partner" and use the same definition each quarter. For example,
  - A partner agency is considered "active" if they provide input and/or feedback on grant activities or direction.
- Review ratings of partner organizations from previous quarterly reports to analyze changes in activity levels.
- Formalized agreements are signed by heads of organizations with the authority to commit resources (i.e., time, dollars, staff, and facilities). Examples include memoranda of understanding, tribal resolutions, or subgrants.
- Grantees must review and validate performance measure data from any organizations that receive a portion of grant award funds (i.e., subgrantees). Subgrantees should complete and submit their performance measure reports ahead of OVC reporting deadlines to ensure that the grantee has sufficient time to conduct a review.

Helpful Resources: Understanding Partnerships

The TVS Reporting on Partnerships and TTA Activities webinar helps grantees develop a common understanding of performance management versus performance measures; discusses reporting on partnerships, training, and TA; and highlights how semiannual narrative responses can tell the story of your data.

V. *Performance Measure Question Sets: Strategic Planning and Planning Activities, Policy and Procedural Changes (C)*

Strategic planning measures quantify grant project initiatives and deliverables. Examples of project initiatives include community awareness campaigns, training efforts, and the development and deployment of new technology. Deliverables may include reports, websites, tools, training events, or other outputs. Baseline questions ask for initiatives and deliverables planned for the project period of performance.

Each quarter, you will report data related project initiatives and planning activities completed, as well as project deliverables implemented during the reporting period.

Remember grantees should only report data on activities supported by your OVC award.

Consider This

Before saving and submitting a report, stop and review the data entered into the reporting platform. The following tips, questions, and examples will help you validate your data.

Questions about strategic planning baseline questions:

- Start with the award goals and objectives from the solicitation or your agency's proposal to estimate initiatives or deliverables for the grant period of performance.

Questions about strategic planning measures in a specific quarter:

- Report initiatives and deliverables **once** in the quarter they are fully completed.
- Define initiatives or deliverables based on objectives from the solicitation or your agency's goals outlined in your proposal. Ensure you use the same definitions each quarter. For example,
    - One community awareness campaign may include mailing information fliers, posting public service advertisements at bus stops, and hosting an exhibition at a community fair; however, this campaign would be reported as one initiative.

Questions about planning activities, policy and procedure changes measures in a specific quarter:

- Define "planning activities." Consider including applicable team meetings or check-ins with a subgrantee. Think strategically about which meetings (whether internal and external) focus on award activities.
- A policy is a plan or specific course of action that guides the general goals and directives of programs or organizations.
- A procedure is an established or correct method of doing something.

VI. *Performance Measure Question Set: Victim Services*

Victim services measures inquire about the services provided to individuals who were victims of crime. Clearly define the service(s) provided through your specific TVS award. There are no baseline questions for this question set. Each quarter, you will report data on the number of individuals served, self-reported demographic information, victimizations, and the provision of services.

Consider This

Before saving and submitting a report, stop and review the data entered into the reporting platform. The following tips, questions, and examples will help you validate your data.

- Grantees must define who will be served or what services will be provided under this grant award, especially if they have multiple OVC awards.
- Each of the following performance measures should be an unduplicated count, regardless of the number of services they received or victimization types—
  - All individuals who received services during the reporting period.
  - New individuals served during the reporting period. This includes any individual who received services for the first time from the organization with grant funds, even if that person is already a known client.
- Anonymous contacts is an independent measure, it should not overlap with the total number of individuals served. Individuals should be reported as anonymous contacts if their individuality cannot be established. For example, individuals served via chat rooms, hotlines, or victim notification services.
- In the first quarter of the award, all individuals served should be reported as new.
- Individuals served may include both primary and secondary victims (e.g., child and caregiver).
- If you cannot track new victims, then no demographic data should be reported.

Victim Services Validation

Use the three key performance measures (total individuals served, anonymous contacts, and new individuals) to validate the other measures in this section.

Be careful to include in the totals those who received services that quarter. You may know about a client, but it may not mean you report on them each quarter.

Current Quarter Reporting: Demographics for New Individuals Only

- Not Reported – Grantee collects demographic data, but the victim did not provide it.
- Not Tracked – Grantee is unable to collect the data during the reporting period. The grantee should try to track and submit the data as requested, as soon as possible.
- Gender Identity – Self-reported by the individual receiving services. If an individual’s gender identity is not listed, use the “Other” category, and enter gender identity disclosed in the explanation box.
- Race/Ethnicity – Self-reported by the individual receiving services. Individuals who self-report in more than one category should be reported in the “Multiple Races” category.
- Age – Self-reported by the individual receiving service. This should reflect the individual’s age at the time of the crime/victimization.

Consider This

Before saving and submitting a report, stop and review the data entered into the reporting platform. The following tips, questions, and examples will help you validate your data.

- Each demographic total (i.e., gender identity, race/ethnicity, and age) should equal new individuals served that quarter.
- If demographic data are not tracked, do you have a plan in place to eventually track demographics?
- The purpose or goal of collecting demographic data for victims by age is to understand the age that the individual was victimized, not when they requested or received services.

Victimization Types for All Individuals Served

OVC guidance is subgrantees must collect and report these performance measures for all individuals served during the reporting period.

- **Individuals who received services based on a victimization type**: Victimization types are not meant to reflect formal legal definitions defined by statute in a jurisdiction. Use "Other" only when no other type of victimization can apply.
- **Hate crime – racial/religious/gender/sexual orientation/other**: If a number greater than zero (0) is tracked, an explanation is required.

> ***Victimization Definitions***
>
> For a full list and more information on victimization types, see the Performance Measure Dictionary and Terminology Resource.

- **Multiple victimizations**: Of the total number of individuals who received services, how many mentioned more than one type of victimization? This is usually a subset of total victimizations.
- **Individuals receiving assistance with victim compensation forms**: This entails providing help completing an application, even if they did not submit the application. Simply handing in or emailing an application does not qualify as assistance.

Consider This

Before saving and submitting a report, stop and review the data entered into the reporting platform. The following tips, questions, and examples will help you validate your data.

- When "Other" is reported for victimization type, first check to see if the victimization entered under this category may fit into an existing victimization type.
- Per the VOCA legislation, victimization types apply only to individuals served and not entities, such as a store or business.
- Check the “multiple victimizations” measure. Does the number reported make sense based on the total number of individuals served that quarter?
- Review the narrative explanation provided for any number greater than zero (0) that is reported for hate crimes or “Other” victimization.

Direct Services

This section asks grantees to report two things—

1. The number of individuals who received services in each main service category.
2. The number of instances that each subcategory of service was provided.

A single client may receive multiple services and/or one or more several subcategories of services. The five main service categories are—

1. Information and referral services
2. Personal advocacy or accompaniment
3. Emotional support or safety services
4. Shelter or housing services
5. Criminal or civil justice system assistance

Information and Referral Services

- Contact the OVC PMT Helpdesk or TTA specialist to discuss the services best reported in this category.

Personal Advocacy or Accompaniment Services

- Law enforcement interview advocacy/accompaniment is listed in two categories so that agencies that provide only personal advocacy/accompaniment but not criminal or civil justice system assistance (or vice versa) will have the opportunity to report on that specific service.
- If an agency provides both categories of service, it should report on law enforcement interview advocacy/accompaniment only once, in whichever main service category best applies.

Emotional Support or Safety Services

- OVC understands that some services (e.g., support groups, group therapy) are typically not conducted with a single individual, that there are multiple people in attendance. For example, if one support group were conducted with five individuals, that service would be reported once in the subcategory because it was a single support group session. However, if a subgrantee conducted five support groups, it would be reported as five times, since that is the number of times the service was provided.
    - As a second example, if five support groups were conducted with five people in attendance for each group, that would be reported as 25 victims served and five number of times that the support group was provided as a service.

Shelter or Housing Services

- The number of nights that shelter or housing is provided should be reported as the number of instances that the service was provided. For example, if one individual received 14 nights of emergency housing that would be reported as "1" for the number of individuals served and "14" for the number of times that emergency shelter or safe house was provided.

Criminal or Civil Justice System Assistance

- Non-medical child forensic exams that apply to legal proceedings may be reported under this category.

- If there is a question about which subcategory to select, start by reviewing the award objectives and ensuring the service offered is included in the goals.

Consider This

Before saving and submitting a report, stop and review the data entered into the reporting platform. The following tips, questions, and examples will help you validate your data.

- Note the numbers reported in the first two performance measures as your main point of reference.
- Did you report the number of victims receiving different categories of services? Within each category, how many times or instances was each subcategory of service provided?

Semiannual Report

All TVS grantees will be expected to answer semiannual narrative questions twice a year. Semiannual narrative questions are required even if no grant activity was conducted during the period.

Each semiannual report merges together two quarterly reports into one PDF.

These performance measures are an opportunity to write out, in detail, all your activities in the previous 6 months and what you are working toward during the next 6 months. Answer these questions based on what you know at the time of reporting (not the whole program).

Describe adverse conditions that affect goals or objectives.	Ask for TA from OVC to address any problems, delays, or adverse conditions.
Indicate if the agency is on track to fiscally and programmatically complete on time and within budget.	Describe significant developments during the reporting period.
Report goals and objectives for the next 6 months.	Indicate if the program is sustainable after federal funds end.

Consider This

The semiannual report is a snapshot in time. The narrative questions are meant to draw the line between the baseline data and the two quarters of data. Consider reviewing the semiannual report with these questions—

- What do you hope to accomplish in the next 6 months?
- Review the data reported for the previous two quarters. Were there any increases or decreases? If so, explain why.
- Revaluate program goals semiannually to determine whether changes to program priorities and activities require updates.
- Use data to understand your progress and make course corrections as needed.

OVC Grantees Performance Management

How do grantees ensure performance measure data is consistent, complete, and correct? Consider a larger performance management plan. Regardless of the internal OVC reporting platform or system you access, grantees see the same OVC performance measures. Therefore, it is important to consider the following when creating a plan—

Collect

Review your organization's ability to save and access a system to collect OVC performance measure data securely.

- **Understand** how current OVC performance measures fit into the organization's data collection system, whether that is online or in a paper format.
- **Set up** training for anyone working on the award so that they better understand the assigned OVC performance measures.

Helpful Resources: Data Collection

- Center for Victim Research Victim Services Performance Measure Data Visualization Tool for victim service data
- TVS Victim Services Performance Measure Data Template Excel Sheet

Track – Document internal processes to create consistency in how the organization defines each measure for the award program.

- **Compare** goals and objectives to performance measure data tracked for the OVC award(s) during training with the team.
- **Identify** individuals and backups who collect and report performance measure data.
- **Create and maintain** the same definitions of performance measure data to allow for accurate reporting to OVC in all future reports.

Helpful Resources: Dictionary and Terminology

The Office for Victims of Crime (OVC) Performance Measure Dictionary and Terminology resource defines terms used as part of OVC's performance data collection efforts. This resource creates a single location to find definitions and examples of standardizes definitions for easier reporting.

Report – Understand reporting requirements for the OVC systems.

- **Know your due dates.** If the award has subgrantees, request their performance measure data well before the OVC deadline. Prime grantees are responsible for verifying all subgrantee data.
- **Gain system access**, especially for various awards.
- **Input** the correct data for quarterly and annual reports.

Helpful Resources: Data Reporting

- TVS Subgrantee Only Performance Measures Fillable PDF
- TVS PMT User Guide for Grantees assists grantees in completing and submitting accurate reports

Analyze – Set up internal checks for usability of performance measure data in future funding applications or when reviewing OVC reports.

- **Clarify** and **update** data in response to inquiries from OVC grant manager.
- **Showcase** the program using OVC performance measure data on individuals served and services provided.
- **Verify** data tracked and entered in an OVC reporting system for reasonableness and validation against key measures.

Helpful Resources: Subgrantee Data

Performance Management Collecting and Reporting Your Subgrantee Data webinar provides information on both grantee and subgrantee responsibilities for reporting, describes collaborative activities for data collection with a subgrantee, and explain how to review subgrantee semiannual reports.

OVC Performance Management Support

The OVC PMT Helpdesk is available via phone, email, or Webex to review an account or schedule a session to assist with—

- Issues related to staff turnover.
- Answering questions about performance measures or the content of this guide.
- Finding ways to use your OVC performance data, such as creating a pitch (i.e., a short verbal and visual presentation of an idea) made by program staff to a funder or community leader in the hope of attracting future support.

The OVC PMT Helpdesk is available from 8:30 a.m.–5:00 p.m. Eastern Time on weekdays, except federal holidays, and available via email at ovcpmt@usdoj.gov or toll-free at 844–884–2503. Appointments are available outside regular business hours by request.

Printable Resources

The TVS Solicitation Map, Performance Measure Guides, and Performance Measure Dictionary and Terminology Resource are available online or from your OVC grant manager or the OVC PMT Helpdesk.

Recorded Webinar Training

OVC webinars are available via OVC's public-facing website on the Performance Measurement Webinar Series page (www.ovc.gov/grants/performance-measurement-tool-webinar-series.html), which includes:

- Performance Measurement Tool: Coordinated Tribal Assistance Solicitation User Training This OVC webinar provides details and guidance for fiscal year 2018 Coordinated Tribal Assistance Solicitation grantees.
- Performance Measurement Tool: Serving Our Youngest Crime Victims: Enhancing Community-Driven Responses to the Opioid Crisis User Training.