

## Introduction

### *Office for Victims of Crime Performance Management*

The purpose of this document is to help the Victims of Crime Act (VOCA) Victim Assistance grantees and subgrantees as they begin tracking, verifying, and reporting performance measure data. This welcome package highlights information that the Performance Management Team developed in response to questions frequently asked of Performance Measurement Tool (PMT) Helpdesk, as well as general tips that come from commonly identified issues from quarterly data reviews. This document complements trainings, resources, requirements, and other guidance issued by each State Administering Agency (SAA).

### *Victims of Crime Act: Legislation Supporting Victim Assistance Programs*

VOCA is [federal legislation](#) passed in 1984, which established the Crime Victims Fund (CVF) to, in part, support Victim Assistance programs. VOCA authorizes the Office for Victims of Crime (OVC) to provide an annual CVF grant to each state and eligible territory based on their population. The Victim Assistance portion of CVF supports comprehensive approaches within states and tribes to respond to incidences of victimization.

Grantees are responsible for distributing subawards to other entities or organizations (i.e., subgrantees) who implement different types of Victim Assistance programs. As part of their formula award, grantees must ensure data on the status and goals of each subaward are reported to OVC. Subgrantees have specific reporting responsibilities, including the Subgrant Award Report (SAR) and quarterly performance measure reports. While subgrantees create specific goals for their subawards, their grantee is responsible for monitoring those goals.

The reported data allows OVC to demonstrate the value of these grant programs to Congress, government agencies, public stakeholders, and the victim services field. OVC uses these data to generate an annual report, topical snapshots, state profiles, and respond to ad hoc inquiries.

#### **KEY TERMS**

##### **Grantee**

The primary recipient of an award who receives funds directly from OVC. Grantees may be known to their subgrantees as **grant managers** or **grant monitors**.

##### **Subgrantee (or subawardee or subrecipient)**

An entity that receives a portion of the grantee's award funding through a formal subaward agreement for the purpose of implementing a portion of the grantee's federal grant program.

## Five Questions to Ask about Performance Management

It’s important for grantees and subgrantees to understand 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. These questions may be used to help subgrantees create a performance management plan. More details on performance management are included in later sections.

### *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.” In other words, performance measurement allows grantees and subgrantees to demonstrate their program’s performance against its goals and objectives. Some goals and objectives for the VOCA Victim Assistance program include—

- Support the provision of direct services to crime victims.
- Improve victim access to services.
- Increase victim knowledge of the criminal justice system.
- Collect and analyze OVC performance management data.

### *When are reports due?*

Subgrantee reporting requirements may vary by state; however, VOCA Victim Assistance grantees must verify their subgrantees’ data and submit reports on a quarterly basis during the federal fiscal year. During a submission period, performance measure reporting opens on the first day of the month and remains open for the first 15 days of the next month.

Submission periods occur in January, April, July, and October. In addition to quarterly reporting requirements, an annual report in PDF format must be submitted by December 30. This report includes the quarterly performance measure data and narrative questions. Grantees must submit all subgrantee data prior to the end of each submission period.

Quarterly Reporting in PMT		
Reporting Period	Submission Period	Content
October 1–December 31	January 1–February 15	Performance Measures
January 1–March 31	April 1–May 15	Performance Measures
April 1–June 30	July 1–August 15	Performance Measures
July 1–September 30	October 1–November 15	Performance Measures Narrative Questions

## Where are reports submitted?

Two reports are submitted into OVC's [PMT](#), the SAR and the quarterly subgrantee data report.

## Who is responsible for each report?

The [SAR](#) is required of grantees that receive VOCA Victim Assistance funding. They can complete the SAR independently or in conjunction with their subgrantees. This includes awards where no direct victim services are provided.

Once funds are formally awarded to a subgrantee organization, the grantee completes the SAR Part 1, which includes the subgrantees' organization and award details. The grantee or the subgrantee can then complete the SAR Part 2.

Once the SAR is completed, the grantee or subgrantee can then report quarterly on the [Victim Assistance Performance Measures \(PDF\)](#), which collects data on the number of victims served, victim demographics, types of victimization, and services provided. The quarterly data report should include all activities supported with VOCA Victim Assistance plus match funds.

### REPORTING PROCESS STEPS

1. Grantee receives state VOCA awards
2. Grantee creates SAR part 1
3. Grantee or subgrantee creates SAR part 2
4. Grantee approves SAR
5. Grantee or subgrantee begins quarterly data reporting
6. Grantee reports responses to narrative questions (during Q4 submission period)

## Recorded presentations outlining roles and responsibilities for reporting:

- [Performance Management – Introduction](#): Provides information on performance management and discusses available grantee assistance resources. (Approx. 14 minutes)
- [Performance Management – Roles, Responsibilities, and Measures](#): A follow-up to the performance management introduction. This presentation covers various reporting roles and responsibilities in addition to information on performance measures and performance measure reports. (Approx. 14 minutes)

## Why are performance measures necessary?

OVC requires all grantees and subgrantees to collect and report performance measure data for activities supported by VOCA Victim Assistance program funds. The data submitted into the PMT provides OVC with the ability to create reports for the President, Congress, public stakeholders, and the victim services field, as well as to respond to data requests from the same audiences.

# Subawards and Subgrant Award Reports

## Setting up a Subaward

This section provides an overview of the [SAR](#), which grantees may complete independently or in conjunction with their subgrantee organizations:

- Part 1 – completed by the grantee.
- Part 2 – completed by the grantee or subgrantee.

Please note, if the grantee completes the SAR Part 2, only the grantee can complete the quarterly reporting. The subgrantee will not be able to access or report the quarterly performance measures if the SAR Part 2 was completed by the grantee.

Once the SAR is completed and approved, the subgrantee data report, which must be completed on a quarterly basis, will be available in the PMT. The start and end dates of the subgrantee data report will correspond to the project start and end dates as entered in the SAR. The process of reviewing and approving the SAR Parts 1 and 2 applies to new subawards as well as extensions of existing awards.

## SAR Part 1 – Completed by the Grantee

Victim Assistance grantees have 90 days after the subaward start date to enter a new SAR into the PMT. Any changes that are made to a subaward should be reflected in the SAR within 30 days of the change (e.g., award amounts, project period end dates). The following information may be useful when completing the SAR.

**State-Assigned Subaward Number** – This number is unique to the grantee organization.

**Project Start and End Dates** – The dates that the VOCA-funded project begins and ends (i.e., the project's period of performance).

Refer to the [VOCA Victim Assistance PMT User Guide](#) or [PMT User Training](#) for more information about:

- **Subaward Amount** – Report federal funds only, no match funds are reported here.
- **Federal Award Number** – Grantees using more than one VOCA Victim Assistance award to fund a subaward must report the associated amounts from each award in the SAR.
- **Priority and Underserved Allocations** – Report the portions of the subaward amount allocated for each priority or underserved category. These amounts do not include match funds.

## SAR Part 2 – Completed by the Grantee or Subgrantee

After creation of the SAR Part 1, the grantee or subgrantee must complete the SAR Part 2. If the SAR Part 2 is completed by the subgrantee, it must be submitted to their grantee for approval. Again, if the grantee completes the SAR Part 2, only the grantee will be able to complete the quarterly report. The

### CONSIDER THE SUBAWARD PURPOSE

*It is important to know the goals of a subaward to understand reporting requirements.*

If the main subaward is a pass-through organization, the grantee shall also submit a report, at such times and in such form and manner as OVC may specify from time to time.

If the sole purpose of a subaward is for outreach, education, or technology building, then a SAR is required but the subgrantee will report all zeroes for the quarterly performance measures as they did not provide any direct services.

subgrantee will not be able to access or report the quarterly performance measure data if the grantee completed SAR Part 2.

The following information may be useful when completing the SAR part 2:

**Subgrantee Agency Service Area(s)** – Names of the counties that may be served by the VOCA-funded program(s) or project(s).

**Subgrant Match (Financial Support from Other Sources)** – All VOCA awards received by a subrecipient must be matched (20 percent) either with an in-kind or cash match. Subgrantees should contact their grantee for assistance with the formula or inquire about the match waiver process.

**How to Compute the Subgrant Match Amount** – First, divide the subaward amount by 0.8 to find the total value of the organization's VOCA project budget. Second, subtract the subaward amount from the total project budget to determine the required match amount. Please see below for example calculations based on a \$30,000 subaward—

**KEY TERMS**

**Match**

A financial contribution by a grantee or subgrantee to a VOCA-funded project to meet financial match requirements identified in a program solicitation. The contribution may be a cash or in-kind (staff time, goods, or services with a monetary value) match.

**STEP 1**

$$\frac{\$30,000}{0.8} = \$37,500$$

subaward amount  
total value of the project budget 

(80 percent)

**STEP 2**

$$\$37,500 - \$30,000 = \$7,500$$

total value of the project budget      subaward amount      match requirement

**Use of VOCA and Match Funds** – Report only services provided by the VOCA-funded plus match project. See the Direct Services section of the [VOCA Victim Assistance PMT User Guide](#) for additional information.

**Types of Victimitizations** – Subgrantees report the types of victimization that best describe the victims served by the VOCA-funded project. Reference the [Performance Measure Dictionary and Terminology Resource](#) for a complete list of victimization types and more information about victimizations.

**Budget and Staffing** – Information based on the subgrantee's current budget for the award period of performance. See the prorating strategies below and the [VOCA Victim Assistance PMT User Guide](#) for additional information.

## Prorating Strategies for Victim Assistance Subgrantees

OVC recognizes that, in some situations, tracking VOCA-funded activities separately from other organizational activities may not be possible. In these circumstances, grantees can use the [OVC Prorating Strategy Fact Sheet](#) and work with their subgrantees to apply an appropriate strategy.

The prorating strategies listed below are in order of desired use:

- Option 1: Proration based on staff salary.
- Option 2: Proration based on direct victim services budget.
- Option 3: Proration based on total victim services program budget.

## Time to Report

Once the SAR is approved by the grantee, quarterly performance measure reporting can begin in the PMT. The information below details performance measure topic areas and verifications (i.e., points to consider) to keep in mind when reporting performance measure data.

### Population Served During Reporting Period

These measures must be collected, tracked, and reported quarterly:

- **Total number of individuals who received services** during the reporting period with VOCA plus match funds. This is an unduplicated count of individuals served, regardless of the number of victimizations experienced or services received.
- **Total number of anonymous contacts received** during the reporting period. This is a standalone number, separate from the total number of victims served. Some examples reported as anonymous contacts include individuals served through victim notification systems (VNS or VINE), hotlines, online chats, or other services where the individuality of the victim cannot be established or reported.
- **New individuals served** during the reporting period. This is an unduplicated count of new individuals who received services from a subgrantee organization for the first time during the award period of performance for the first time, regardless of the number of victimization types or services provided.

#### GRANTEE VALIDATIONS OF SUBGRANTEE DATA

- Conduct a review of subgrantee reports
- Manually check for general reasonableness, errors, or stated issues
- Contact subgrantees with questions related to clarification or confirmation of data



### Consider This

Before submitting a report, stop and review the data entered. The data should be validated during the reporting process.

**Consider the following when reviewing subgrantee population measures' data:**

- How do subgrantee organizations define new victims?
  - Any person receiving VOCA-funded services for the first time during the subaward period of performance is considered new, even if that person is already a known client of the organization.
  - If it is the first quarter of the award, all individuals served are considered a new individual served.

- Did the subgrantee report that they cannot track new victims? If so, then the subgrantee should not report any new individuals served nor should they report any demographic data.
  - Demographic information is only reported for new individuals served during that quarter. If new individuals cannot be tracked, demographics cannot be reported.
- Before reporting data, subgrantees must first define who is served with their award funds, especially if they have multiple OVC awards.
- Individuals served may be both primary and secondary victims (e.g., child and caregiver).

## Demographics

Demographic data should only be reported for new individuals who received VOCA-funded services. It is also important to note that all demographic information should be self-reported by the victims.

- **Race/Ethnicity** – Race or ethnicity as reported by the individual served. If an individual reports multiple races or ethnicities, they should be reported in the “multiple races” category.
- **Gender Identity** – Gender as reported by the individual served. If an individual does not identify as “female” or “male,” they should be reported in the “other” category with a description of their identity (e.g., transgender).
- **Age** – Reflects the age at the time of the victimization, as reported by the individual.
- **Not Reported** – Subgrantee is able to collect demographic data, but the individual did not provide it.
- **Not Tracked** – Subgrantee is unable to collect the demographic data during the reporting period due to limitations in their local data collection system. Note: The grantee needs to support subgrantees to create a process to track and submit the demographic data, as this is expected by OVC.



### Consider This

Before submitting a report, stop and review the data entered. The data should be validated during the reporting process.

**Consider the following tips when reviewing subgrantee demographic measures’ data:**

- The total of each demographic category (i.e., race/ethnicity, gender identity, and age) should equal the number of new individuals served that quarter.
- The purpose of collecting individual’s ages is to understand at what age someone was victimized, not when they received services. As such, ensure subgrantees are reporting the age when an individual was victimized, if such information is self-reported by the individual.

## Victimization Types

These performance measures must be reported for all individuals served during the reporting period, which include the total number of individuals served and the number of anonymous contacts received. For additional details see the full list of [VOCA Victim Assistance performance measures](#).

- **List of 25 Victimization Types:** Victimization types are not meant to reflect formal legal definitions defined by statute in a jurisdiction. For a full list and more on victimization types, reference the [Performance Measure Dictionary and Terminology Resource](#).

- **Hate Crime: Racial/Religious/Gender/Sexual Orientation/Other:** If a number greater than zero (0) is tracked, a written explanation must be provided.
- **Other:** If a number greater than zero (0) is reported, a written explanation must be provided.
- **Multiple Victimizations:** This is the number of individuals who presented with more than one type of victimization.
- **Special Classifications of Individuals:** Number of individuals who self-report in one of eight categories. If an individual reports an “other” classification, provide a written explanation.
- **Individuals Receiving Assistance with Victim Compensation Application:** Report the number of individuals who received help completing a victim compensation application. Simply providing an individual with an application does not qualify as assistance and should not be reported here.



### **Consider This**

Before submitting a report, stop and review the data entered. The data should be validated during the reporting process.

#### **Consider the following tips when reviewing subgrantee victimization measures’ data:**

- The total number of victimization types reported should be greater than or equal to the sum of total individuals served and anonymous contacts received during the quarter.
- Be mindful of the use of “other” as a victimization type. Check the [Performance Measure Dictionary and Terminology Resource](#) to see if data reported as “other” should be reported in an existing victimization category.
- Per VOCA legislation, victimization types apply only to individuals served, not entities such as a store or business.
- Does the number of individuals reported as presenting with more than one victimization type make sense based on the total number of individuals served during the quarter (i.e., the number of individuals with multiple victimizations should be no greater than the total number of individuals served).
- Read the narrative explanation for a number greater than zero (0) under hate crimes or “other” victimization types. Is the explanation reasonable based on the VOCA award goals, objectives, and parameters?

### **Direct Services**

This section of the report focuses on the number of individuals who received services by category and the number of times each service was provided during the reporting period. Report only on the direct service categories that they provided during the reporting period. The categories are:

- Information and Referral Services Category**
- Personal Advocacy/Accompaniment Category**
- Emotional Support/Safety Services Category**
- Shelter/Housing Services Category**
- Criminal/Civil Justice System Assistance Category**



## Consider This

Before submitting a report, stop and review the data entered. The data should be validated during the reporting process.

**Consider the following tips when reviewing subgrantee direct services measures' data:**

- Always feel free to contact the OVC PMT Helpdesk and training and technical assistance (TTA) specialists to talk through the best guidance for reporting the types of services provided.
- To determine the total number of individuals who received VOCA-funded services during the quarter, sum the total number of individuals served (question 1) and the number of anonymous contacts received (question 2). Each one of those individuals should have received at least one service. Therefore, the total number of services provided during the reporting period should be greater than or equal to the total overall number of individuals served. For example:

**START WITH PERFORMANCE MEASURES**

10  + 2  = 12 

individuals served (Question 1)      anonymous contacts (Question 2)      individuals served during the reporting period

**USE THE PERFORMANCE MEASURES TO DETERMINE IF ENOUGH SERVICES WERE REPORTED**

8  + 8  = 16 

individuals received information and referral services (Question 8A)      individuals received emotional support/safety services (Question 8C)      individuals who received services during the reporting period (which is greater than the number of individuals served during the reporting period)

- In this example, 12 individuals received services in a single category (i.e., information and referrals **or** emotional support/safety) and four individuals received services in two categories (i.e., information and referrals **and** emotional support/safety).

### Personal Advocacy/Accompaniment Category

- Law Enforcement Interview Advocacy/Accompaniment is listed in two categories, Personal Advocacy/Accompaniment and Criminal/Civil Justice System Assistance. This allows organizations that provide only one service or the other the opportunity to report on this specific service. If an organization provides both categories of service, it should report on Law Enforcement Interview Advocacy/Accompaniment only once, in whichever category they believe best applies to the situation.

### Emotional Support/Safety Services Category

- For services provided in group settings (e.g., support groups, group therapy), each service provided to the group should be reported as “1” service. For example—
  - If one support group was conducted with ten individuals, that should be reported as “10” for number of individuals who received emotional support/safety services and “1” for the number of times the support group was provided. If a subgrantee conducted five support groups, it should be reported as “5” for the number of times that the support group was provided.

### Shelter/Housing Services Category

- The number of times that shelter or housing services were provided should be determined using the number of nights that an individual received services. For example—
  - If one individual received 14 nights of emergency housing, that should be reported as “1” for the number of individuals who received shelter/housing services and “14” for the number of times that emergency shelter or safe house was provided.

## More on Subgrantee Performance Management

Earlier in this document, the necessity of performance measurement is explained along with associated roles and responsibilities, including when and where reports are due and who is responsible. This document also includes a summary of what to report and tips to consider when reporting data. All of these items should be considered by subgrantees and incorporated into their performance management plans. In turn, these plans are a key resource for grantees during monitoring or desk reviews.

### Performance Management



VOCA Victim Assistance grantees and subgrantees work together every day to support victims in their communities in extraordinary ways. The SAR and performance measure reports focus on activities and outputs using performance measures assigned by OVC, which lends itself to performance management.

Performance management is the systematic use of strategic planning, goals, performance indicators, evaluations, analysis, and data-driven reviews, and reporting to improve program results and ensure effective, efficient agency operations.

### Collecting Data



- **Speak with new subgrantees** about what data is needed quarterly and annually to work into a monitoring plan. What are the standard OVC validations? Does the state require additional validations?
- **Understand** how funds are distributed to inform OVC's decisions regarding their budget, strategic plan, and future funding.
- **Investigate** the subgrantee's data collection method or systems for information on clients or victims served. The data can come from client records, professional or practitioner expertise, or be self-reported by victims (e.g., intake surveys, exit interviews, follow-up communication using various methods [i.e., in-person, telephone, text message]). How a subgrantee collects data today informs what is reported tomorrow.

### Tracking Data



- **Create common language** based on subaward goals and objectives, then align those to performance measure definitions and document those processes. Consider working with subgrantees to choose the direct services expected to be reported on based on the award goals.

- **Identify** individuals at each agency who will collect, track, and report performance measure data. Identifying these points of contact (POCs) will make data validations easier.
- **Track** areas of success and potential areas for improvement for each subgrantee to identify program needs (e.g., TTA needs, revisions to SAR or program design/ implementation, etc.). If the subgrantee had data that needed clarification last quarter, does that data appear to be accurate this quarter?

## Reporting Time



- **Gain or provide system access and knowledge of reporting platforms.** Set up the main POC in the SAR Part 1 and ensure they know how to create additional accounts. Provide subgrantees with the OVC PMT Helpdesk information to assist with system access, navigation, and performance reporting.
- **Know due dates.** Plan for reporting periods to ensure compliance with OVC's reporting expectations and to keep from falling behind on reporting as data must be entered sequentially (i.e., Q1 data must be entered before Q2 data can be entered).

## Checking Data



**Clarify** and **update** data in response to any questions from OVC data analysts during quarterly validations. The OVC Performance Management Team thoroughly analyzes the reported data by checking for general reasonableness, errors, or stated issues every quarter. After compiling their findings, the OVC PMT Helpdesk contacts affected grantees with the findings requiring clarification of subgrantee data. The grantees are then expected to contact the applicable subgrantees with questions or to request corrections to the quarterly report.

- **Check on subgrantee data collection systems.** Consider a subgrantee's data collection activity as part of your standard monitoring.
- **Talk to your team** about how the SAR and subgrantee performance measure reports are used for analysis of outcomes.

# Performance Management Resources

## Printable Resources



- [Performance Measure Dictionary and Terminology Resource](#)  
This resource defines terms that are often used across OVC performance measures such as (but not limited to) demographics, victimization types, and victim services.
- [Center for Victim Research PMT Data Tracking Tool with Automated Charts](#)  
Data collection and visualization tool for VOCA Victim Assistance performance measures.
- [Victim Assistance – Subgrantee Data Tracking Template \(Excel\)](#)  
This spreadsheet is a data collection tool for gathering individual-level data for the victim services question bank.
- [Victim Assistance Prorating Strategies for Subgrantees](#)  
This resource highlights situations when subgrantee data might need to be prorated and offers three options for how to prorate subgrantee data before it is submitted into the PMT.

- [Victim Assistance Quarterly Subgrantee Performance Measures](#)  
These performance measures collect data on the number of victims served, victim demographics, victimization types, and services provided.
- [Subgrant Award Report \(SAR\)](#)  
The SAR is used to collect information about the subawards made with VOCA victim assistance grant funds and the subgrantee organizations that are providing services.

## *Recorded Training*

### **Victims of Crime Act Victim Assistance: Targeted Guidance**

#### [OVC Webinars](#)

Trainings that provide VOCA Victim Assistance grantees with in-depth guidance on reporting beyond the user training overview.

#### [Victim Assistance Performance Management: Introduction](#)

A recorded presentation covering OVC performance measures, how the Performance Management Team can assist grantees, and suggestions for reviewing performance reports. (Approx. 14 mins)

#### [Victim Assistance Performance Management: Roles, Responsibilities, and Performance Measures](#)

A recorded presentation covering grantee and subgrantee roles and responsibilities and how to get started with performance reports. (Approx. 14 mins)

## *Your State Administering Agency*

If subgrantees have specific questions about their grant or the associated reporting requirements, they should contact their state's VOCA Victim Assistance grantee, sometimes referred to as the SAA. Subgrantees may refer to their SAA POC as their grant manager or grant monitor. Subgrantees can locate their SAA in the list of [SAA offices](#) or by visiting the [Office of Justice Programs \(OJP\) website](#).

## **Office for Victims of Crime Performance Measurement Tool Helpdesk**



The OVC PMT Helpdesk can answer general questions about performance measures, navigating the PMT, or content in this welcome package. The helpdesk is available Monday through Friday from 8:30 a.m.–5:00 p.m., Eastern Time, except federal holidays. Contact the helpdesk via email at [ovcpmt@usdoj.gov](mailto:ovcpmt@usdoj.gov) or toll-free at 1-844-884-2503.