

# Performance Measurement Tool User Training

Victims of Crime Act  
Victim Compensation User Training

Updated October 2019



DOC-BIA-16-F-0373

Hello. Thank you so much for joining us for this Performance Measurement Tool User (PMT) Training for Victims of Crime Act (VOCA) Victim Compensation grantee users. My name is Tina and I provide contract support to OVC's Performance Management Team.



## Agenda

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- Overview of Performance Management at the Office for Victims of Crime (OVC)
- Accessing the Performance Measurement Tool (PMT): Creating a New Grantee Point of Contact (POC) Account
- Entering Quarterly Performance Measures
- Generating the Annual Grantee Report
- Troubleshooting Tips and Additional Resources

Today, we will provide an overview of OVC, how you can access the PMT, and how to create a new grantee account. I'll walk you through entering quarterly performance measurement data in the PMT, generating the Annual Grantee Report, and provide you with some troubleshooting tips and additional resources to help you along the way.



## Learning Objectives

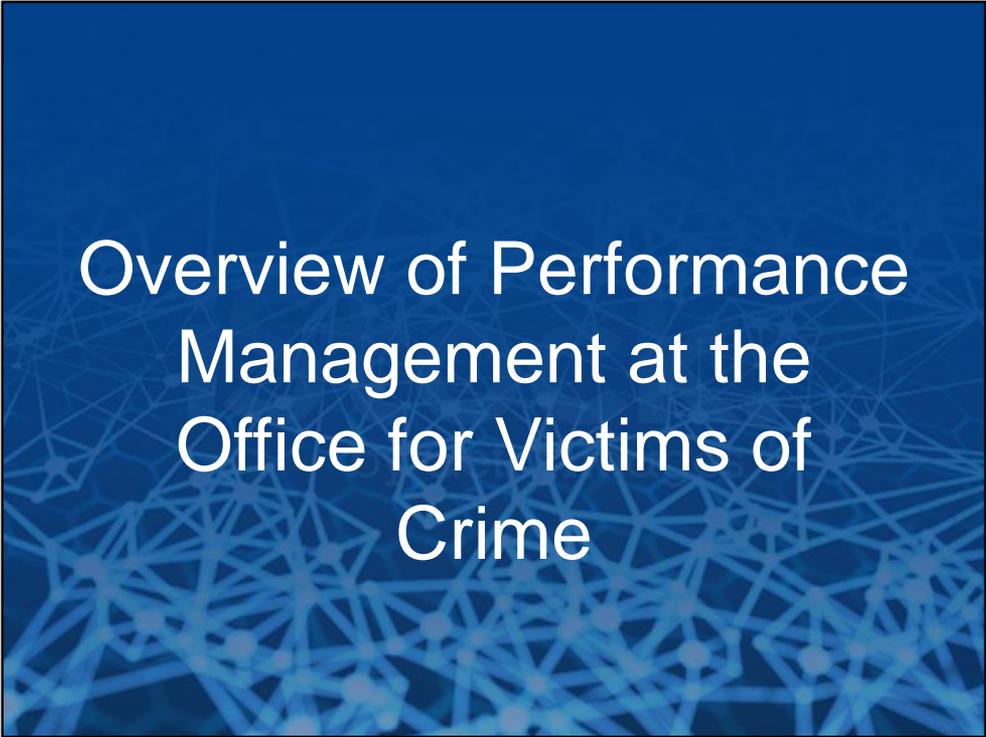
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Participants will learn—

- guidance for reporting quarterly and annual performance measure data,
- processes for accessing the system and submitting quarterly and annual reports,
- navigational tips and troubleshooting strategies, and
- resources and tools available for additional support.

By the end of today's presentation, we hope you will walk away feeling prepared to report quarterly and annual performance measure data and understand the processes for accessing the system and submitting quarterly and annual reports. Of course, the navigational tips, troubleshooting strategies, and resources will also help to provide an additional layer of support.

If you have any questions along the way, please type them in the chat box and we will respond to you following the webinar.



# Overview of Performance Management at the Office for Victims of Crime



## Role 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 maintain your organization's profile page,
- collecting all data required in the PMT and ensuring its accuracy,
- submitting data via PMT and the Grants Management System (GMS) by the deadlines established for your program, and
- clarifying and updating data in response to any inquiries from OVC.

The Victims of Crime Act Victim Compensation grants allow states to provide financial assistance and reimbursement to victims for certain crime-related expenses. As a grantee, your role in performance measurement reporting includes the following. Starting from an administrative perspective, you all are responsible for managing access to the PMT for your organization. This means identifying who needs to have access for entering and reviewing data, and for maintaining your organization's profile page. You are responsible for collecting the required performance measure data. This includes setting up data tracking tools and internal processes to make sure your data is thorough and accurate. You are ultimately responsible for completing quarterly data reports and submitting data in the PMT and Grants Management System (GMS) by the deadlines established for your program. States should report all state compensations in the PMT, including those claims paid with federal and state funds. Finally, if OVC has any questions about data reported, you play a role in helping to clarify or update that data.



## How the Office of Victims of Crime Uses Victim Compensation Data

The accuracy and timeliness of reporting data is extremely important. 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,
- generate an annual report on the program to demonstrate output of grant funds,
- emphasize progress made toward achievement of OVC's strategic and program goals, and
- reach target audience of grantees and general public.

OVC understands there is a lot of time and energy spent collecting and reporting PMT data. Each year as budget discussions are held, OVC is asked what are the results of all the grant funding going to the field. OVC uses grantee-reported data in PMT reports and publications to educate key stakeholders and the public on the value of OVC's grant programs and OVC-funded victim services across the country. In the past few months we've used PMT data to identify victim service providers supporting victims of elder abuse, and we've looked at the issue of human trafficking and much more. So when you provide thorough and complete data, we can provide a nationwide view on services provided at the local level.

OVC also uses PMT data to respond to inquiries from Congress and other government agencies, the media, Freedom of Information Act requests, organizations in the victim services field, and other entities. Therefore, it is imperative that you make every effort to report performance measure data accurately, thoroughly, and consistently.



## How Grantees Can Use Data

- Monitor progress and determine whether the organization is on track to meet the project goals and objectives.
- Strategic planning: evaluating past performance and setting reasonable goals, objectives, and targets for future awards.



So, I'm sure you're wondering—how can we use all of this data? Data can be used to monitor your ongoing progress, and determine if you are on track to meet projected goals and objectives. It can be used to obtain a general picture of the population of victims served over time, and if that population aligned with initial expectations. Taking a look at the previous victims served may identify a change in a type of victimization, direct service, or expense type that you hadn't expected. Trend analyses on these data may also be useful in helping you plan for the future. If you look at how the data are trending over a period of time, such as the past 5, 7, or 10 years, it may emphasize areas of increase or decrease within your state, and help guide your focus in the future.



## Performance Measurement Tool Definitions

### *General Definition*

- **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.

### *Reporting Systems:*

- **PMT:** The online system maintained by OVC for collecting performance measure data from grantees and subgrantees.
- **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.

The next few slides have definitions of key PMT terms. One that I would like to highlight is “performance management,” because that is our ultimate goal in collecting data from grantees. Performance management is the systematic use of strategic planning, goals, performance indicators, evaluation, analysis, and data driven reviews, evaluations, and reporting to improve the results of programs and the effectiveness and efficiency of agency operations. The data we collect and analyze help us better manage OVC programs so we can help more victims with appropriate services.

There are two reporting systems that you need to use for reporting: the Performance Measurement Tool, which is our focus in this training, and the Grants Management System, or GMS, the official system of record for OJP grants.



## Performance Measurement Tool Definitions

### *Parties Involved:*

- **Grantee:** The primary grant recipient of funds directly from OVC.
- **State Administering Agency (SAA):** The grantee; the state office responsible for receiving Victims of Crime Act victim assistance and victim compensation funds and reporting data.

### *Reports:*

- **Quarterly Performance Measure Report:** This report collects information quarterly on compensation applications received and compensation payments made.
- **Annual Grantee Report:** This report allows grantees to report on activities and/or factors that impact program delivery such as emerging trends, policy changes, and outreach efforts.

You, as the State Administering Agency, are the prime grantee of Victim Compensation funds from OVC. There are two different reports that you, as the grantee, are responsible for. The first is the Quarterly Performance Measure Report that collects information on compensation applications received and compensation payments made. The second is the Annual Grantee Report that allows grantees to report on activities that impact program delivery such as emerging trends, policy changes, and outreach efforts.

We will go over each of these during the presentation.



## Compensation Payment Process

- States should report all state compensation payments in the PMT, including claims paid with federal and state funds. OVC will use this data in two ways:
  - Showing the impact of all compensation programs across the country. The annual Victim Compensation Report showcases the contributions of both federal and state funds across the nation.
  - Second, OVC will prorate each state's data based on their OVC award amount. The prorated data is for internal use and to meet OVC's data reporting requirements under the Department of Justice.

States should report all compensation payments in the PMT, including those claims paid with federal and state funds. OVC will use this data in two ways. First, to show the impact of all compensation programs across the country. The annual Victim Compensation Data Report will continue to showcase the contributions of both federal and state funds across the nation. Second, OVC will prorate each state's data based on their OVC award amount. The prorated data is for internal use and to meet OVC's data reporting requirements under the Department of Justice.



Accessing the Performance  
Measurement Tool:  
Creating a New Grantee  
Point of Contact Account



## Gaining Access to the Performance Measurement Tool for the First Time

- As a new grantee 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](mailto:ojpsso@usdoj.gov)) indicating you have been granted 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 you did not receive an account creation email, contact the [OVC PMT Helpdesk](#).

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



## Updating Your User Account

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

- **Full Name**—Include your first and last name.
- **Email Address**—Please enter your work email address. User registration confirmation, and any communications sent from the system will go to this email.
- **Phone Number**—Please 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) the answer to which may aid in verifying your identity in case you forget your password.

The screenshot shows a web form titled 'Update My Account' with a 'Change Password' link. The form contains the following fields and text:

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

At the bottom right, there is a red box around the 'Update' button, with the text 'Required Entry' below it.

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**—Please enter your work email address. User registration confirmation, and any communications sent from the system will go to this email.

**Phone Number**—Please 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) the answer to which may aid in verifying your identity in case you forget your password.



## Updating Your Password

PMT passwords do not expire; the system will not automatically prompt you to update your password. You can reset your password if desired for enhanced security.

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. Please remember to adhere to the password guidelines.
5. Click the **Update** button at the bottom of the page.

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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. Please remember to adhere to the password guidelines.
5. Click the **Update** button at the bottom of the page.

Passwords must conform to the following requirements—at least 12 characters in length.

Contains alpha characters of both upper and lower case—at least one of each.

Contains at least one number.

Contains at least one special character.



## Logging into the Performance Measurement Tool Site

The screenshot shows the login page for the Performance Measurement Platform. At the top, it features the U.S. Department of Justice logo and the text "Office of Justice Programs" with the tagline "Building Solutions • Supporting Communities • Advancing Justice". Below this is the title "Performance Measurement Platform". The login form includes a "User Name" field (with a dropdown arrow and "Email Address" text), a "Password" field (with "Maximum of 3 attempts" text), and a "Login" button. A "Forgot Password" link is located to the right of the password field. Below the form, there is a "Please note:" section with two numbered instructions: "1. The PMT system works best and supports Google Chrome 4.1.0 and above and Internet Explorer (IE) 11 and above." and "2. Javascript must be enabled to use this site. If not, site navigation will not work properly. If you need to enable JavaScript, click [here](#) to find out how." At the bottom of the page, there are logos for BJA, OVC, OJD, and NIJ, and a "Privacy | FOIA" link.

To log into the PMT site, go to <https://ojpsso.ojp.gov/> and enter your user name and password.

For the best quality experience, users should consider using Google Chrome 4.1.0 and above or Internet Explorer (IE) 11 and above when accessing the PMT.

For the best quality experience, users should consider using Google Chrome 4.1.0 and above or Internet Explorer (IE) 11 and above when accessing the PMT. We understand some grantees have called the helpdesk with concerns about certain fields not appearing correctly. The first recommendation we have is to check your browser and work with your organization to make the necessary updates to ensure full compatibility with the system.



## Logging into the Performance Measurement Tool Site

U.S. DEPARTMENT OF JUSTICE  
**Office of Justice Programs**  
*Building Solutions • Supporting Communities • Advancing Justice*

**Performance Measurement Platform**

*Note: The PMT system works best and supports Google Chrome 4.1.0 and above and Internet Explorer (IE) 11 and above.*

**OVC PMT**

*\*\*\* Staying Logged-In \*\*\*  
Keep this window open for navigation to all of your assigned OJP applications!*

**BJA**   **OVC**   **OJJDP**   **NIJ**

On the following page, click on the **OVC PMT** button to sign in to the PMT.

Once you have finished updating your account, you can enter the PMT by selecting the blue OVC PMT button which is highlighted in red here. You will now be navigated into the PMT profile.



## Menu Bar



- **OVC PMT Home:** General information about your award(s) and reporting schedule
- **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:** 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



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The top menu bar 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:** 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

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**Need Help?:** Resources for using the PMT as well as submitting feedback and questions

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## Administration: Federal Award List

The administration tab contains information about the Federal Award List and User Management.

Federal Award	\$ Amount	Subgrantee	StartDate	EndDate	Descr
2018-V1-AA-0000	\$600,000.00		2017-10-01	2021-09-30	The grant award provides funds ..

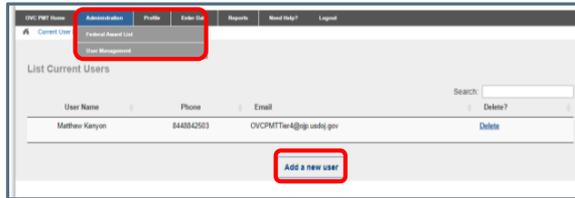
1. Hover your mouse over the **Administration tab** to view the Federal Awards.
2. Click on the up and down arrows next to each column header to sort the content.
3. Use the search fields to filter by selected parameters.

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



## Administration: User Management Adding a New User

The award POC as listed in the GMS will automatically receive an email from the PMT system to set up a user account.



1. Determine the individuals in your organization who need access to the system to maintain your organization's profile page and enter performance measure data.
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, click the **Add a New User** button.

The award POC as listed in the Grants Management System will automatically receive an email from the PMT system to set up a user account, password and security questions. This individual can then add other users. As mentioned before, each individual should have his or her own user name and password for security.

1. Determine the individuals in your organization who need access to the system to maintain your organization's profile page and enter performance measure data.
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, click the **Add a New User** button.



## Administration: User Management Adding a New User

4. After entering the new user information in all fields, click **Save** to create a new user.

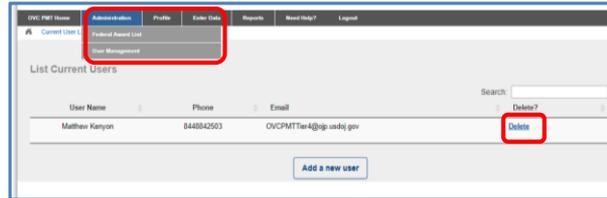
The screenshot shows a web form titled "Create New User Form". It contains four input fields, each with a "Required" label above it. The fields are: "First Name", "Last Name", "Email", and "Phone". Below the "Email" field, there is a format hint "(format: joe@smith.com)". Below the "Phone" field, there is a format hint "(format: (999)999-9999x999)". At the bottom of the form, there are two buttons: "Save" and "Cancel". The "Save" button is highlighted with a red square.

**Step 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 take ownership to remove individuals who are no longer working with OVC grants.



1. Hover your mouse over **Administration** from the top navigation bar and then click **User Management** to manage the user accounts associated with your state.
2. Select the **Delete** button to remove the user.

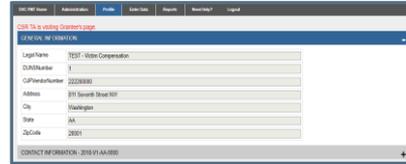
OVC encourages grantees to review their users each year and take ownership to remove individuals who are no longer working with OVC grants. This is important because when the PMT Helpdesk sends out open reporting reminder emails, all of the users associated with the profile receive a notification, so quarterly cleaning before the reporting period is a good best practice to ensure the right people receive the necessary information.



## Profile Tab

- Here you can view grantee organization and grant(s) information (Image 1). This information is pulled from GMS and is not editable within the PMT.
- View the contact information for each award by selecting the “+” symbol sign to the right (Image 2).
- If any information on the Profile page is incorrect, you must submit a Grants Adjustment Notice (GAN) in GMS to correct it.

1



2



**Important Note:** If you are your organization’s designated POC but your name is not listed on this page, you will not receive important email notifications from the OVC PMT Helpdesk. To correct this, submit a GAN to update your status as the POC.

The Profile page allows you to view grantee organization and grants information. The PMT is updated with information from GMS prior to the start of each data submission period. You can view the contact information such as award amount, project start and end date, POC contact information, OVC grant manager, etc. for each award by selecting the plus symbol found to the right, which expands the accordion. If any information on the Profile page is incorrect, you must submit a Grant Adjustment Notice in GMS to correct it.

# Entering Quarterly Performance Measures

Now that we've covered an overview of performance management and shared some guidance on how to access your PMT profile, the next step is to tie it all together and learn how to accurately enter quarterly performance measures data in the PMT.



## Reporting Period Schedule



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

Performance data is due in the PMT on a quarterly basis. To help keep you on track, the POC and additional contacts in the PMT receive an email from the PMT Helpdesk at the start of the submission period. For this current submission period, we delivered an email on Tuesday, October 1. We then send two additional reminder emails approximately 30 days and 15 days before the submission deadline of November 15.

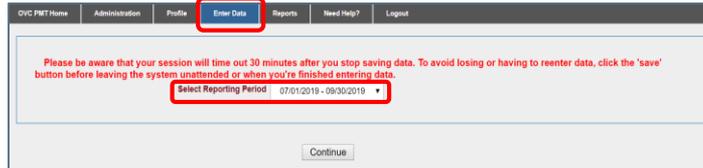
Grantees that do not submit data in the PMT by the due date may receive a notice from their OVC program specialist to ensure compliance with the quarterly grant reporting requirements.

After the final quarter of the federal fiscal year, grantees are required to respond to a set of narrative questions. Grantees will generate an annual report in the PMT that aggregates data from the entire fiscal year. This annual report must be submitted in the Grants Management System by December 30. We will touch on this later in the presentation.



## Enter Data Tab

PMT requires the grantee to enter data for each quarter before the user has the option of entering data for the following quarter.



1. Hover over the **Enter Data** tab
2. Select the desired reporting period from the dropdown list and click **Continue**.

Once you are ready to enter data in the PMT, hover over the Enter Data tab and select the desired reporting period from the drop down list. Then click Continue. One item to remember is that if a report from a previous reporting period is incomplete, the system will not display the current reporting period. For example, a grantee must enter data for the April–June 2019 reporting period before the dropdown list displays an option for the July–September 2019 reporting period.



## Entering Quarterly Performance Measures

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

Reporting Period: 04/01/2019 - 06/30/2019  
Please be aware that your session will time out 30 minutes after you stop saving data. To avoid losing or having to reenter data, click the 'save' button before leaving the system unattended or when you're finished entering data.

POPULATION DEMOGRAPHICS PERFORMANCE MEASURES CRIME TYPES PAYMENT STATISTICS Victimization ID Process REVIEW

The purpose of the demographic data is to provide OVC with a description of the victim population that makes an application for compensation benefits in your state.

**Application:** A form received by the program from or on behalf of a victim or a family member. The definition does not include supplemental applications or requests for benefits but only the initial application filed.

**Crime Victim or Victim of Crime:** A person who suffers personal injury or death, directly or indirectly, or who suffers any economic loss covered by the program. This definition includes family members and other indirect victims.

1. Number of people for whom an application was made for victims compensation benefits during the reporting period.  Number

2. Number of victims whose victimization is the basis for the application.  Number

- You can navigate to the different sections of the report by using the secondary navigation menu above the data entry fields.

Now that you are ready to begin entering quarterly performance data, I'd like to share some general rules to keep in mind. The fields that are labeled Number or Number Required will only accept a numeric response. You will not be able to enter text, decimals, or special characters. Always logout of the PMT when you are finished with your session. You can always log back in and return later where you left off to complete data entry.



## Population Demographics (Questions 1–2)

1. Number of people for whom an application was made for victim compensation benefits during the reporting period.  Number
2. Number of victims whose victimization is the basis for the application.  Number

- **Question 1:** Provide a unique total count of all **people** included in applications for compensation benefits during the reporting period. In addition to victims, this may include spouses, parents, and/or other relatives. This represents the number of people for whom an application was made for victim compensation benefits during the reporting period.
- **Question 2:** Indicate the number of **victims** whose victimization was the basis for those applications.



This number should be **less than or equal to** the number reported in **Question 1**.

Question 1 through Question 3 capture information about population demographics. The purpose of capturing demographic data is to provide OVC with a description of the victim population that makes an application for compensation benefits in your state.

For Question 1, OVC would like a unique total count of all people included in applications for Victim Compensation benefits during the reporting period, such as spouses, parents, and/or other relatives.

For Question 2, please indicate the number of victims whose victimization was the basis for those applications. Question 2 is a subset of Question 1, representing the number of victims whose victimization was the basis for those applications. The number of victims whose victimization was the basis for those applications should be less than or equal to the number reported in Question 1.



## Victim Demographics (Question 3)

The table represents the race/ethnicity, gender, and age of each **victim** whose victimization is the basis for the application for compensation benefits (received during the reporting period). This data is used for statistical purposes to comply with federal regulations.

A. RACE/ETHNICITY (self-reported)	
Population	Number of Victims
American Indian or Alaska Native	<input type="text"/> Number
Asian	<input type="text"/> Number
Black or African American	<input type="text"/> Number
Hispanic or Latino	<input type="text"/> Number
Native Hawaiian or Other Pacific Islander	<input type="text"/> Number
White Non-Latino or Caucasian	<input type="text"/> Number
Some Other Race	<input type="text"/> Number
Multiple Races	<input type="text"/> Number
Not Reported	<input type="text"/> Number
Not Tracked	<input type="text"/> Number
Race/Ethnicity Total (auto-calculated after save)	<input type="text"/>



The total number of individuals in each demographic category **should equal** the number of victims indicated in **Question 2**.

Question 3 in the Population Demographics section and represents the race/ethnicity, gender, and age of each victim whose victimization is the basis for the application for compensation benefits.

The total number of individuals in each demographic category should equal the number of victims indicated in Question 2. Additionally, the total field will auto-calculate when you click the Save button at the bottom of the data entry page. It does not auto-calculate as you enter data in each field.



## Victim Demographics (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.

**B. Gender**—Enter the number of victims by population. The total for each gender category should equal the number of victims reported in Question 2. Count each victim once.

**C. Age**—Age should reflect the age at the time of the crime reported on the application.

When you're entering data in section B, you will notice that, in addition to the standard race/ethnicities, there are a few other options.

**Gender: Other**—OVC recognizes this option is not currently available and plans to create this option in the future. In the meanwhile, count individuals who self-report as Other in the Not Reported category. If grantees collect data on Gender: Other in their state systems, and would like to provide OVC with the total number of individuals who self-report as Gender: Other, grantees can do so in the Annual Report narrative [Question 13](#).

If your state does not currently collect demographic information for one or more categories listed in the PMT, then use the Not Tracked field to report the total number of victims whose demographic data was not tracked using these categories in the PMT. Not Tracked indicates that your state is unable to use and collect this data in the format requested during the reporting period because it needs to change its data collection system, software, or application. OVC does expect the grantees are making efforts to track this data as soon as possible.

If your state collects demographic information and the victim does not self report it, then assign a value of NR or Not Reported to this victim. Total all victims who meet this criterion and enter that number into the “not reported” field. Not reported indicates that the state collects this data but the person completing the application

did not provide it.



## Application Status (Questions 4–6)

4. Based on your program's general procedure, indicate if
- Only one application is usually counted per crime
  - Victims and indirect victims generally count as separate applications

**Question 4:** Select the radio button for the option that reflects your program's general procedure for counting applications.

5. Number of new applications **received** during the reporting period.  Number
6. Number of applications **approved** during the reporting period.  Number

**Question 5:** Indicate the number of new applications received during the reporting period.

**Question 6:** Indicate the number of applications **approved** during the reporting period.



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The performance indicators for application status Questions 4–6 provide OVC with data that is tracked over time to examine trends and changes in compensation programs. The annually reported questions at the end will provide the context for the data provided.

Based on your program's general procedure, select the first radio button if only one application is counted per crime regardless of the number indirect victims or family members receiving benefits from that claim.

Select the second radio button if your victims and indirect victims are counted as separate applications.

For Question 5, please report on the number of new applications **received** during the reporting period. An application is a form received by the program from or on behalf of a victim or a family member. New applications are a count of the initial applications received since the end of the last reporting period.

For applications for payment of sexual assault forensic examinations made through your regular compensation application process, include them here. For applications made through a process separate from your regular compensation application, do not include them here. Instead, report them in Question 8.

For Question 6, please report the number of applications **approved** during the reporting period. An approved application is an application that meets the state's eligibility requirements and criteria, whether payments are subsequently made or not. This includes applications that are eligible for payment but have no compensable expenses.



## Applications Denied (Question 7)

7. Number of applications denied/closed, i.e., applications that were not approved during the reporting period.  Number

**REASONS FOR DENIAL OR CLOSED STATUS**

For each reason shown below, indicate the number of applications that were not approved for compensation benefits. The number should equal the total indicated in question 7. Select **one** reason per application. The response selected for each application should represent the key reason for the decision made for each application. The number reported represents all applications that had a determination made during the reporting period regardless of when the application was first received.

A. Application not filed within time limit	<input type="text"/> Number
B. Failure to report to police	<input type="text"/> Number
C. Failure to cooperate with law enforcement; victim/witness coordinator, and/or other official required by statute	<input type="text"/> Number
D. Incomplete information	<input type="text"/> Number
E. Contributory misconduct	<input type="text"/> Number
F. Ineligible crime	<input type="text"/> Number
G. Ineligible application	<input type="text"/> Number
H. Other reason (specification provided)	<input type="text"/> Number

Explanation  Please explain other reason

I. Please use this space to provide comments to explain, if desired, any numbers entered for reasons 7A-7J.

You have 3000 characters left. Maximum characters: 3000.

**Question 7:** Enter the total number of applications denied/closed (i.e., applications that were not approved) during the reporting period.



The total number of applications denied/closed must equal the sum of each category for denial/closure (including “Other”) listed in the question.

To answer Question 7, enter the total number of applications that were not approved for compensation benefits, either because they were closed or denied.

A closed claim indicates that there was not enough information to fully review the claim. Whereas a denied claim indicates that all information was provided and that the claim was denied. Report an application that had denied or closed determination made during the reporting period, regardless of when the application was first received. Identify one key reason for each application that you denied or closed, and in the fields next to each reason, enter the total number of applications for that reason as noted here in item number two.

You can use the “other” category to indicate the number of applications that were denied or closed for reasons that are not listed in the PMT. Your response should include each reason applied to the other applications.

You can find definitions of the denied or closed status categories in the PMT by simply hovering over the definition.

## Sexual Assault Forensic Examinations (Question 8)



8. Number of applications received for Sexual Assault Forensic Examinations during the reporting period

Not applicable to my state's process

Number of applications received

Number

**Question 8:** Indicate the number of applications received for sexual assault forensic examinations during the reporting period.

- All grantees should include the number of applications paid and the amount paid for sexual assault forensic examinations in the categories of “Child Sexual Abuse” and/or “Sexual Assault” in Crime Types Category, **Question 9**.
- If payment for sexual assault forensic examinations are made through a separate process, report the number of examination applications here.
- If you pay for examinations through your regular compensation application process, then include examination applications in your response to **Question 5** (number of new applications received during the reporting period) and select the Not Applicable radio button here.

Question 8: Sexual Assault Forensic Examination payments are made through a separate process. Here you would report the number of examination applications. Only report sexual assault forensic examinations if they are funded by VOCA Victim Compensation funding or State Victim Compensation funding. Grantees that handle these examinations through a process separate from standard compensation application process, should report the number of examination applications received during the reporting period in item B of Question 8.



## Crime Types

Please Check All that Apply  Select / Deselect All

<input type="checkbox"/> Arson	<input checked="" type="checkbox"/> Assault	<input checked="" type="checkbox"/> Burglary	<input type="checkbox"/> Child Physical Abuse/Neglect
<input type="checkbox"/> Child Pornography	<input type="checkbox"/> Child Sexual Abuse	<input type="checkbox"/> DUI/DWI	<input checked="" type="checkbox"/> Fraud/Financial Crimes
<input checked="" type="checkbox"/> Homicide	<input type="checkbox"/> Human Trafficking	<input type="checkbox"/> Kidnapping	<input type="checkbox"/> Other Vehicular Crimes
<input checked="" type="checkbox"/> Robbery	<input checked="" type="checkbox"/> Sexual Assault	<input type="checkbox"/> Stalking	<input type="checkbox"/> Terrorism

- Select the crime types that you will be reporting data on for the reporting period.
- Check the **Select/Deselect All** box as applicable.
- The system will ask for payment statistics for each type of crime you select. If you do not select the box on this screen, you will not get the option to report data on that crime type.

After completing Questions 1–8, you will be navigated to the Crimes Types tab to select the crime types that you will be reporting data on for the specific reporting period. Please select at least one crime type for which claims were paid during the reporting period. Please note the system will ask for payment statistics for each type of crime you select. If you did not select a box on this screen, then you will not get the option to report data on that particular crime type.



## Payment Statistics

POPULATION DEMOGRAPHICS PERFORMANCE MEASURES CRIME TYPES PAYMENT STATISTICS NARRATIVE

REVIEW

ASSAULT	+
BURGLARY	+
FRAUD/FINANCIAL CRIMES	+
HOMICIDE	+
ROBBERY	+
SEXUAL ASSAULT	+

For each crime type that is applicable to your state's payment activity—

- indicate the total number of claims paid for that crime type
- indicate the total amount paid during the reporting period for each expense category by crime type
- you may include cents, or you may round up to the nearest whole dollar



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In the Payment Statistics tab, please report payment statistics for each crime type selected on the previous page. Please do not select any crime types that you do not have any payment statistics to report on for that period.

For each crime type that is applicable to your state's payment activity—

- indicate the total number of claims paid for that crime type
- indicate the total amount paid during the reporting period for each expense category by crime type
- you may include cents, or you may round up to the nearest whole dollar



## Payment Statistics: Expense Type Paid

- Enter the total number of applications paid related to each crime type.
- Enter the total amount paid in each category of expense. You may enter whole numbers.
- “Other” is an optional field –if you enter any data here (even “0”), you must provide an explanation in the next field.
- You may indicate “NA” (not applicable) or “NT” (not tracked) as appropriate.

Expense Types Paid	
Total Number of applications paid during the reporting period	<input type="text" value="15"/>
Crime Scene Clean Up	<input type="text" value="0.00"/>
Dependent Care	<input type="text" value="500.00"/>
Economic Support	<input type="text" value="0.00"/>
Funeral/Burial	<input type="text" value="0.00"/>
Medical/Dental (except mental health)	<input type="text" value="1,500.00"/>
Mental Health	<input type="text" value="0.00"/>
Relocation	<input type="text" value="0.00"/>
Replacement Services	<input type="text" value="300.00"/>
Travel	<input type="text" value="0.00"/>
Other (please explain)	<input type="text" value="\$"/>
Other Explanation	<input type="text"/>
Total Paid for this Crime Type During the Reporting Period (auto-calculated after save)	<input type="text" value="2,300.00"/>



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For the Expense Type Paid, please enter the total number of applications paid related to each crime type. Next, please enter the total amount paid in each category of expense. You may enter whole numbers and when you save, the PMT system will add a decimal for the cents. Even if you entered zero dollars in the other field, this system will force you to provide an explanation. Here you can enter N/A or leave the other field blank to begin with. Next, the system will ask you to report the types of victimization related to specific crime type. If none of these options apply, then you can enter zero in the fields.

Payments that are reversed or returned should be reported in the annual narrative questions due December 30. Do not account for credit adjustments or returned funding in the current reporting period or go back and adjust prior reported totals.



## Victimization Related to Crime Types

**Types of Victimitizations Related to CrimeTypes**

Number of applications related to <b>Bullying</b> that were paid during the reporting period	<input type="text"/> Number
Number of applications related to <b>Domestic and Family Violence</b> that were paid during the reporting period	<input type="text"/> Number
Number of applications related to <b>Elder Abuse/Neglect</b> that were paid during the reporting period	<input type="text"/> Number
Number of applications related to <b>Hate Crimes</b> that were paid during the reporting period	<input type="text"/> Number
Number of applications related to <b>Mass Violence</b> that were paid during the reporting period	<input type="text"/> Number

- Indicate if any of the applications for which expenses were paid were related to specific types of victimization.
- For more information on crime types, please reference the **Performance Measure (PM) Dictionary and Terminology Resource**.

Next, the system will ask you to report the types of victimization related to specific crime types. If none of these options apply, then you can enter zero in the Fields.

## Performance Measure Dictionary and Terminology Resource



- The **Performance Measure (PM) Dictionary and Terminology Resource** is a reference tool for terms used as part of OVC's performance data collection efforts. Terms included in this resource come from the PMT's Victim Assistance, Victim Compensation, and Transforming Victim Services modules.
- This resource creates a single location to find definitions and examples of terms used across the modules and standardizes definitions for easier reporting.

OVC understands that identifying victimizations related to crime type may be challenging for some grantees. To help improve reporting and ease the burden, OVC worked closely with the Center for Victim Research to develop a victimization crosswalk, also known as the Performance Measure Dictionary and Terminology Resource. Definitions for each victimization type that may co-occur alongside a crime paid are given in the PM Dictionary. This resource creates a single location to find definitions and examples of terms used across the modules and standardizes definitions for easier reporting.

Please keep an eye out for the resource very soon.



## Victimization ID Process

POPULATION DEMOGRAPHICS PERFORMANCE MEASURES CRIME TYPES PAYMENT STATISTICS **Victimization ID Process** REVIEW

10. Please explain the process used to identify the individuals counted in each of the five victimization types as reported in the Payment Statistics. Select as many as apply.

- A. Victim self-selection on the application form
- B. Victimization type named in police report, either in charging area or in the narrative description
- C. Staff analysis of content in materials used to support the application, such as the affidavit or other supporting documents
- D. Other (please explain)

**Question 10:** Please explain the process used to identify the individuals counted in each of the five victimization types in Question 9, Payment Statistics. Select all that apply, and clarify as needed in the text box next to Option D

For Question 10, please select all methods that your state uses to identify individuals with the victimization type. You may include any other reasons in the narrative field.

# Reviewing and Completing Data



## Reviewing Data Entry

Category	Question	Option	Response	Alert
POPULATION DEMOGRAPHICS	1 Number of people for whom an application was made for victim compensation benefits during the reporting period.			Required
	2 Number of victims whose victimization is the basis for the application.			Required
Victim Demographics				
A. RACE/ETHNICITY				
	American Indian or Alaska Native			Required
	Asian			Required

- The Review page shows you what you have entered into the system under the Response column and provides alerts about any issues found in your data entry (e.g., missing data).
- Use the tabs to navigate to any data entry page where you need to edit data to address alerts.

The Review page shows you what you have entered into the system under the Response column and provides alerts about any issues found in your data entry (e.g., missing data).

To update or revise data, navigate back to the Enter Data tab where you need to edit data to address alerts.



## Completing Data Entry

**CONFIRMATION**

**1**  Mark data entry as complete. The record will be locked for further data entry.

**2** **SAVE**

Additional Comments

You have  characters left. (Maximum characters: 500)

\*Once data entry is complete for a reporting period, you can view performance data reports here.

1. After confirming that your data entry is accurate, check the **Mark Data as Complete** box.
2. Click the **Save** button. Saving will lock your report and prevent additional editing. If you need to unlock your report, contact the **OVC PMT Helpdesk**.



If all of your data entry is complete and accurate after your review, check the Mark Data Entry as Complete box and then click Save. By clicking Save, you will lock your report and prevent additional editing. If you need to unlock your report, please the OVC PMT Helpdesk.

# Generating the Annual Grantee Report



## Report Section: Annual Narrative

POPULATION DEMOGRAPHICS PERFORMANCE MEASURES CRIME TYPES PAYMENT STATISTICS **NARRATIVE**

REVIEW

You are asked to answer these questions **once a year**, as of Sept. 30. You can use up to 5,000 characters for each response.

1. Please explain any significant change in the number of applications received during the reporting period.

We identified a significant change in...

You have 2567 characters left. (Maximum characters: 5000)



- Narrative questions are asked once a year during the July–September reporting period and cover activities and data that occurred during the entire federal fiscal year (October–September).
- You can enter up to 5,000 characters in each text box.
- Remember to select **Save** periodically as you enter your narrative questions.

Once you have successfully completed four quarters of data, you will be asked to complete 13 qualitative questions as part of the Annual Grantee Report. The purpose of the grantee report is to collect quality data from grantees on VOCA-funded Victim Compensation activities in their state over the past year.

If you draft your responses in Word and then paste them into the PMT, please avoid bullet point lists, indentation, and special characters, which may not transfer properly into the text boxes.

The OVC Performance Management Team reviews grantee-entered data at the end of each submission period. If we have questions about the data, we may email grantees for clarification.

Once reports are reviewed and approved by OVC staff, they may be posted on OVC.gov or otherwise shared outside of OVC. All grantee-reported data is subject to requests under the Freedom of Information Act and OVC reserves the right to share grantee data and reports as it deems appropriate.



## Generating the Annual Grantee Report

The PMT system will aggregate the four quarters of data to generate the annual report. You will not need to enter a separate set of annual numbers.

1. Navigate to the **Reports** page.
2. Identify the Annual Report and generate the PDF.
3. Save the PDF to your local computer and upload a copy of this annual report as an attachment to your annual report in GMS by **December 30**.

After marking 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 the data submission period is not yet ended**, 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 (844-884-2503) to request that the report is unlocked.

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

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

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

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

Reporting Period	Data Entry Status	Last Modified	PDF Reports
10/01/2018 - 12/31/2018	Complete <a href="#">Unlock</a>	01/15/2019 Kate Hudson	<a href="#">Quarterly PDF</a>
01/01/2019 - 03/31/2019	Complete <a href="#">Unlock</a>	04/10/2019 Kate Hudson	<a href="#">Quarterly PDF</a>
04/01/2019 - 06/30/2019	Complete <a href="#">Unlock</a>	07/03/2019 Kate Hudson	<a href="#">Quarterly PDF</a>
Annual Report			<a href="#">PDF Excel</a>



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1. Navigate to the **Reports** page.
2. Identify the Annual Report and generate the PDF.
3. Save the PDF to your local computer and upload a copy of this annual report as an attachment to your annual report in GMS by **December 30**.

Please upload the annual report to **each** Victim Compensation award that was active during the fiscal year. For example, you should upload the Annual Report for FY 2018 to your state's 2015, 2016, 2017 and 2018 profile in GMS (unless otherwise directed by OVC).

# Troubleshooting Tips and Additional Resources



## General Troubleshooting Tips



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.

Print a copy of the image and post next to your computer—easy tips to remember!



## 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.



## Recorded Webinar Trainings



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



This webinar is being recorded and will be posted to OVC's public facing website in the near future. If you have others from your organization who would benefit from listening to the 2018 recording, please guide them to click on the link and listen in. We also provide the presentation slides and chat transcript.



## Need Help Page

- **Performance Measures:** A list of all performance measures with explanations
- **PMT User Guide:** Includes tips for navigating through the PMT system
- **PMT Fact Sheet:** Provides quick tips for reporting in the PMT

The screenshot shows the OVC PMT Helpdesk interface. At the top, there are navigation tabs: OVC PMT Home, Administration, Profile, Enter Data, Reports, Need Help? (highlighted), and Logout. Below the tabs, the page is organized into sections:

- Performance Measures:** Includes a link for [Victim Compensation - Performance Measures](#) (December 2016).
- PMT User Materials:** Includes links for [Victim Compensation - User Guide for Grantees](#) (Fall 2018), [Victim Compensation - FAQs for Grantees](#) (Fall 2018), [Victim Compensation - FAQs on the PMT System](#) (Fall 2017), and [Victim Compensation - Progress Reporting Fact Sheet](#) (Fall 2018).
- Trainings:** Includes links for [Victim Compensation - Performance Measures Training Slides](#) (Fall 2018) and [OVC Performance Measurement Tool Webinar Series Recordings](#).



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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. One new resource that will be coming your way soon is the Victim Compensation Performance Measures User Guide. This is a comprehensive, one stop shop guide that combines guidance for reporting, commonly asked questions, data review tips and more!

## 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 available via email at [ovcpmt@usdoj.gov](mailto:ovcpmt@usdoj.gov) or toll-free number 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](mailto: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**.

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