Office for Victims of Crime

JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Welcome to
Performance Measures Training

Human Trafficking
Training and Technical Assistance Providers

May 13, 2021

Announcements

- Copies of these slides will be sent to all participants after the presentation.

- Type questions in the question and answer (Q&A) box, which will be summarized by the host and answered for the group.

- Please have the performance measures open that were sent on May 5, 2021.

- All participants are muted to start.

- After the event is over, you will be prompted to answer a few questions about your experience.

Webex Q&A Features

Locate the Q&A box. Use this tool to send questions during the presentation.

To open Q&A

Toggle to send questions to panelists, hosts, or cohosts

Participants (1)

Search

ES Elaine Stefanou
Host, me, internal

Q & A

Ask: All Cohosts

Select a host or cohost in the Ask menu first and then type your question here. There's a 512-character limit.

> Notes

Participants   ? Q & A   ...

Webex Audio Features

Ensure your microphone is muted. If you chose the Webex option to connect to audio devices, select the red microphone next to your name in the participant list or at the bottom of your screen.
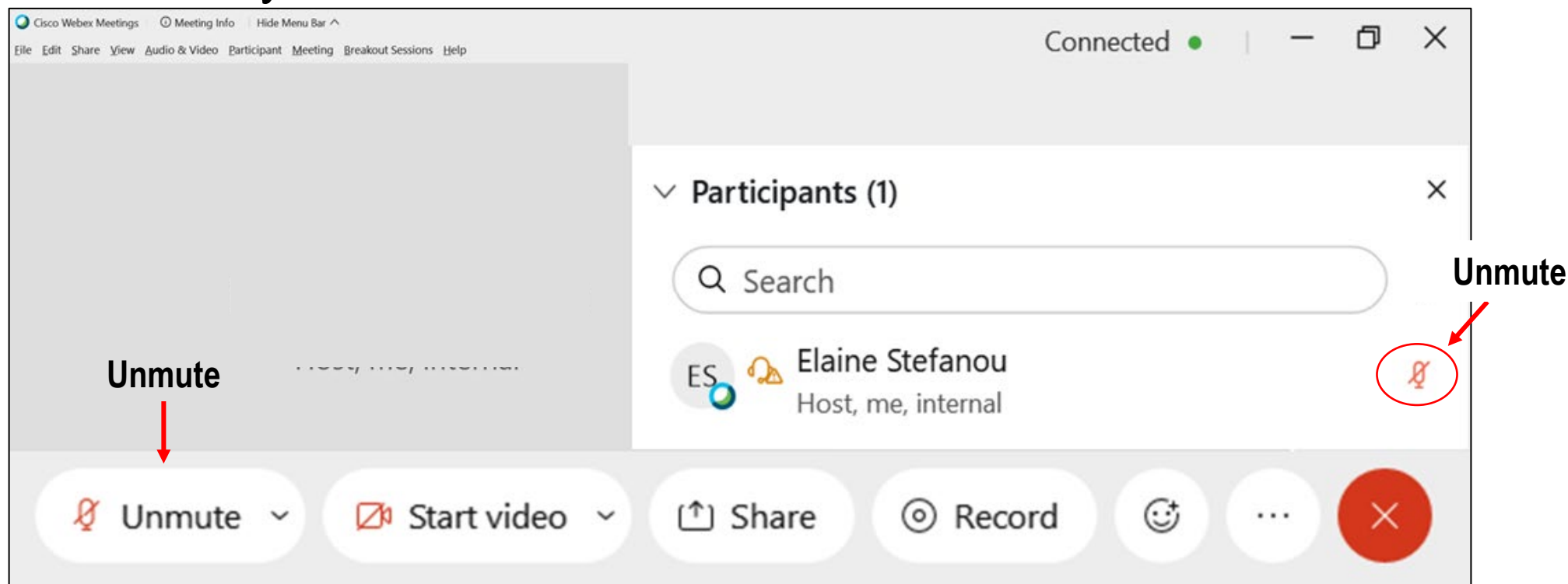
Technical Issues?

For technical issues, please use the Q&A feature to send questions or comments, and we'll respond with technical assistance:
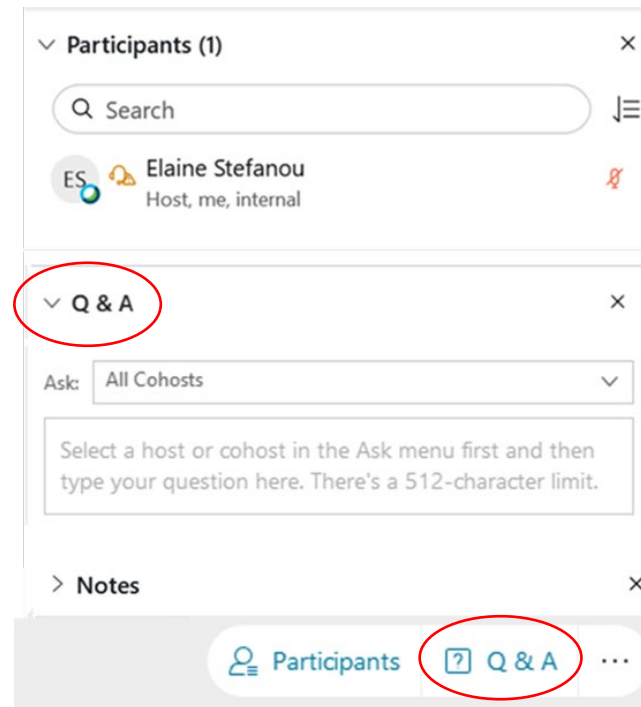
Webex Q&A Practice

What is the name of your organization plus location (state)?
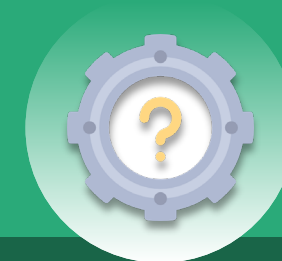
Post your answer in the Q&A box.

Agenda

PERFORMANCE MEASURE OVERVIEW

PERFORMANCE MEASURES FOR DATA COLLECTION

REPORTING

Performance Measurement Overview

What are Performance Measures? Why are They Important?

- Performance measures are a specific value or characteristic that measure the output or outcome of a grantee's activities and services in demonstrating accomplishment of the goals of Office for Victims of Crime (OVC) programs.
- Reporting ensures compliance with the [Government Performance and Results Act of 1993](#), as well as:
  - Public confidence in the federal government.
  - Federal agency accountability for achieving program results.
  - Program effectiveness and service delivery.
  - Enhanced congressional decisionmaking.
- Since the Trafficking Victims Protection Act was passed, OVC has become the largest federal funder for direct services to victims of human trafficking in the United States.

OFFICE FOR VICTIMS OF CRIME

JUSTICE FOR VICTIMS ● JUSTICE FOR ALL

How Does the Office for Victims of Crime Use Performance Measures Data?

OVC uses grantee performance measure data to:

- Understand how funds are distributed.
- Comply with federal reporting requirements.
- Make strategic planning and funding decisions.
- Report program results to stakeholders.
- Revise program designs and implementation strategies.

Desk reviews:

- Identify training and technical assistance (TTA) needs.
- Track award activity and progress toward program goals.

What are our Roles and Responsibilities?

Team Member	Responsibility
OVC	• Review reports for completeness and reasonableness • Articulate how performance measures relate to specific project activities grantees perform • Identify appropriate performance measures based on program goals and anticipated outputs/outcomes
OVC Performance Management Project TTA Specialist	• Support grantee data and performance management through webinars and coaching calls to promote consistency and accuracy • Collaborate with data analysts, helpdesk, and OVC grant managers to determine grantee needs and develop resources
OVC Helpdesk	• Support grantee data entry to promote consistency and accuracy • Answer calls, emails, and responds to data inquiries

Grantee Performance Management in Real Life

Collect – Gather OVC performance measures for your award(s). Create or update organization files to capture and securely save performance measure data.

Track – Document internal processes on data collection, refine performance measure definitions based on award objectives to create consistency in data reporting.

Report – Establish a reporting point of contact and a backup who knows reporting due dates and OVC reporting platforms (example JustGrants).

Analyze – Set up internal usability checks of data for future funding applications, or a grant manager review of OVC performance reports.

Performance Measure Overview and Data Collection

Human Trafficking Training and Technical Assistance Providers

All grantees have the same first question.

Grant Activity

1. Was there grant activity during the reporting period?
   - Yes
   - No
   - If No, explain why in narrative format

Potential Topic Areas for Reporting:

- Training
- Technical Assistance (TA)
- TTA Activities

OFFICE FOR VICTIMS OF CRIME

JUSTICE FOR VICTIMS ● JUSTICE FOR ALL

What is in the Office for Victims of Crime Question Set?

Question Sets Include:

• **Baseline Questions**: Gather information about activities that occurred prior to the award becoming operational.

• **Current Report Questions**: Standard performance measure data collected from a variety of grantees.

• **Narrative Questions**: Qualitative, open-ended questions about program goals and objectives.

Training vs. Technical Assistance

Training increases knowledge and builds skills according to specified learning objectives; it is instructor-led or self-paced and is followed by feedback surveys.

Technical Assistance delivers knowledge to help address a problem, need, or emerging issue; requests range from single call or email exchange, to several activities over time.

Training

Training (Collect and Track)

- **Baseline**:
  - Number of training hours delivered in the quarter before the grant was operational (i.e., before the start of grant activity)

- **During the Reporting Period**:
  - Number of trainings scheduled and conducted
  - Number of participants who registered, attended, or completed
  - Types of participants who attended or completed
  - Number of training hours delivered
  - Feedback surveys distributed
    - Identified an increase in knowledge
    - Implementation of training knowledge

Training (Report and Analyze)

Validations:

- Semiannually, review raw data for the two quarters that make up the report and calculate the percentage of registered individuals who completed the training.
- Are the number of hours of training reasonable? Are the number of hours of training delivered feasible (e.g., 24 hours vs. 2,400 hours)?
- Do the responses about feedback surveys exceed the number of training participants?

Performance Measures Purpose:

- Strategic planning for new trainings or updates to materials
- Activities converting inputs to outputs
- Outcomes of measurable progress toward program goals
- Outputs such as trainings and materials need to be highlighted in semiannual narrative questions
- Feedback surveys give light to program performance

Technical Assistance

Technical Assistance

- **Baseline**: None

- **During the Reporting Period**:

  - TA requests received and completed
  - Number and types of TA recipients
  - Feedback surveys distribution:
    - Number who completed a post-TA feedback survey
    - Levels of satisfaction with the TA delivered
    - Reports to implement changes to policy or programs based on TA delivered

Technical Assistance (Report and Analyze)

Performance Measures
Purpose:
- Strategic planning with partners
- Analysis on themes in requests
- Output of product or service
- Feedback surveys for program analysis

Validations:
- Count the number of requests received during the reporting period for TA, compare it to the prior two quarters. What may have driven an increase or decrease?
- The number of requests may not equal the number of recipients— one request may encompass TA for multiple recipients/individuals.
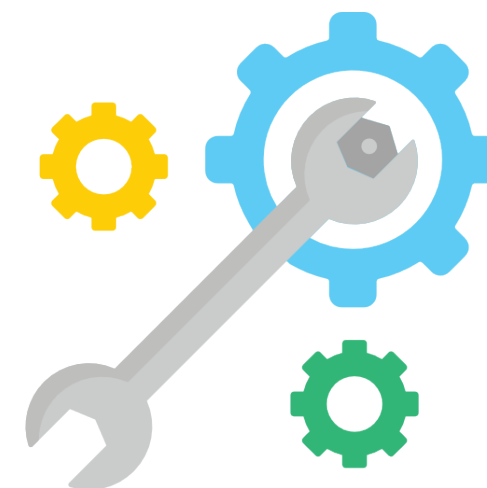- The intent is to measure the progress of awards that have this activity.

Training or Technical Assistance Activities

Technical Assistance

- **Baseline**: Estimate all new TTA materials to be developed as a result of grant funding.

- **During the Reporting Period**:
  - New TTA materials that were completed
  - Types of materials and activities that were completed

Technical Assistance (Report and Analyze)

Performance Measures

Purpose:
- Strategic planning with partners
- Output of product or service
- Are any materials part of qualitative data in the semiannual question?

Validations:
- For TTA calculations, consider using the total number instead of a percentage, because the number of materials completed (over the life of the project) can be aggregated without double-counting.
- The intent is to measure the progress of awards that have this activity.

Semiannual Narrative

Semiannual Narrative Questions

Describe adverse conditions that affect goals or objectives.

Ask for technical assistance 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.

OFFICE FOR VICTIMS OF CRIME

JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Narrative Questions: Defining Goals

Examples:

- Technical Assistance - "Based on our award's goals and OVC performance measure list, our program defines TA as … In Quarter 2, XX technical assistance requests were received."

- Training -"In Quarter 1, we trained XX people from XX organizations and afterward, XX asked for more guidance. One example is ..."

S	**Specific**
M	**Measurable**
A	**Achievable**
R	**Relevant**
T	**Time-bound**
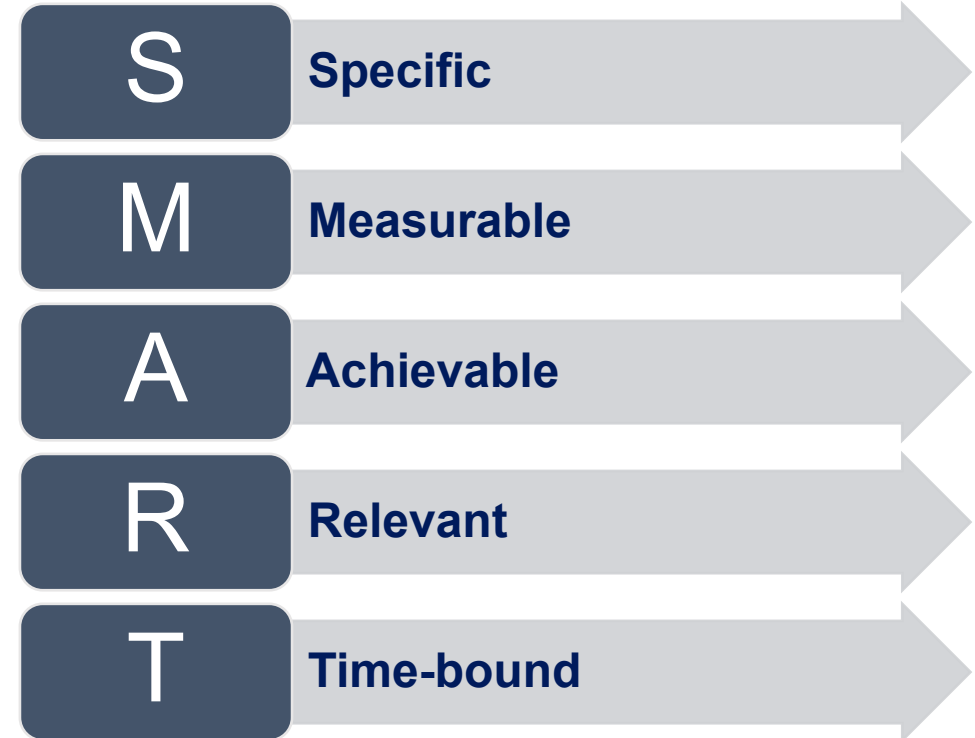
Performance Measure Reporting

JustGrants Reporting

The following covers the process for submitting performance reports in JustGrants to help Grant Award Administrators:

1. Locate a performance report.
2. Complete the necessary steps and requirements to submit a performance report.
3. Understand reporting periods and due dates.

https://justicegrants.usdoj.gov/training/training-performance-reporting#1n407h

Additional Resources for Reporting

- [Troubleshooting Performance Reports Using Question Sets](#)
  - o Steps to trouble shoot
- [Submit Performance Report](#)
  - o Infographic
- [Managing Deliverables in JustGrants](#)
  - o Uploading additional documents

Reporting Schedule

Reporting Period	Data Required	Enter in JustGrants?
July 1–December 31	Performance Measures and Narrative Questions	Yes January 30
January 1–June 30	Performance Measures and Narrative Questions	Yes July 30
Last Reporting Period of Award	Performance Measures, Narrative Questions	Yes 121 Days after End of Award

How Can We Help? Questions?

Contact Information

OVC PMT Helpdesk
Monday–Friday
8:30 a.m.–5:00 p.m. Eastern Time

Toll free: 1–844–884–2503*
Email: *ovcpmt@usdoj.gov*

*Appointments are available outside of normal business hours by request.

OFFICE FOR VICTIMS OF CRIME

JUSTICE FOR VICTIMS ● JUSTICE FOR ALL