JUSTICE FOR VICTIMS
JUSTICE FOR ALL

Office for Victims of Crime
OVC

FAQ

Transforming Victim Services Initiative

Frequently Asked Questions

I. Introduction

The purpose of this document is to assist grantees under the Transforming Victim Services (TVS) initiative, previously referred to as Vision 21, in completing and submitting accurate performance measure data in the Performance Measurement Tool (PMT) system. This document is a companion to the TVS Questionnaire and further explains what, when, where, and how data should be reported. We encourage individuals to start the reporting process by reviewing the TVS Questionnaire, and then reviewing this document for additional details about the performance measures.

The accuracy and timeliness of reporting data is extremely important. Data reported by grantees allows the Office for Victims of Crime (OVC) to demonstrate the value and specific benefits of its grant programs to government agencies, the victim services field, the general public, and other stakeholders. OVC uses the data provided by grantees to respond to specific inquiries about grant activities.

II. PMT Reporting Requirements for Grantees and Subgrantees

1. **Are we required to report on all performance measure questions?**

   TVS performance measures are grouped into several question banks:

   Question Bank:

   I. Training
   II. Technical Assistance
   III. Technology Development
   IV. Data gathering
   V. Collaborative Partnerships
   VI. Strategic Planning
   VII. Victim Services

   Shared Measures:

   - Training and/or Technical Assistance (TTA) Activities
   - Partnerships
   - Planning Activities, Policy & Procedural Changes

   The question banks that grantees must respond to are selected based on the type(s) of activities the grantees will perform. These selections are made with input from OVC grant managers and OVC's Performance Measurement team. Grantees may respond to one, several, or all of the question banks. When grantees login to the PMT system, they will see only the performance measures for their assigned question banks. Grantees are expected to provide a response for each question in the assigned question banks and shared measures. If a specific question does not apply, please enter "NA" and explain this response in the space provided.

2. **What happens if I think my organization has been mapped to the wrong question bank(s)?**

   If you do not understand how the question banks relate to your project activities or if you think there has been an error, please contact the OVC PMT Helpdesk at ovcpmt@usdoj.gov or call the toll free number at 1–844–884-2503. The OVC PMT Helpdesk will work with you and your OVC grant manager to address the issue if there is an error.

3. **How will I know when reporting is due in the PMT?**

   Performance data is due in the PMT on a quarterly basis. OVC expects that agencies will assign a point of contact (POC) to gather and report performance data. The POC for the organization, will receive an email at the start of the report submission period. They will also receive a reminder email approximately 15 days before the submission deadline. Grantees that do not submit data in the PMT by the due date may receive a past due notice from the OVC PMT Helpdesk and/or their OVC grant manager to ensure compliance with the quarterly grant reporting requirements.

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<tr><th colspan="4">Quarterly Reporting in PMT</th><th colspan="4">Semiannual Reporting in GMS</th></tr>
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4. **For which award(s) should the Semiannual Performance Measures Report be uploaded to in Grant Management System (GMS)?**

   A semiannual report should be generated for any award that was active for any portion of the January 1–June 30 reporting period or the July 1–December 31 reporting period. After the April–June and October–December quarters, grantees will be prompted to respond to a set of narrative questions. Grantees will then generate a Semiannual Performance Measures report in the PMT that aggregates data from the prior 6 months. To comply with GMS requirements, report must be submitted into the GMS, a separate reporting system, by July 30 and January 30.

5. **On which activities should I report as a grantee if some of my organization's activities are not funded by the TVS funds?**

   TVS grantees should only report on activities supported by TVS grant funds.

6. **My organization subgrants a portion of our award to other partners. Do they also receive training on reporting performance measures?**

   Grantees should provide subgrantees, if they have any, with data collection and performance measure reporting information. Grantees may share training resources developed by OVC with subgrantees and should communicate directly to subgrantees about any internal data submission deadlines and processes. Subgrantees fill out the Performance Measurement questionnaire and it gets submitted into the GMS along with the PMT report.

7. Will grantees that subgrant their funds be required to submit a quarterly data report in the PMT for each subgrantee, or can the grantee aggregate the data into one report?

Grantees do not submit quarterly data reports in PMT for each subgrantee. Instead, grantees will report on subgrantee performance metrics semiannually.

Grantees should provide each subgrantee a copy of the TVS Questionnaire, so that subgrantees can record their data for the 6 month semiannual reporting period. Grantees will then collect this performance measure data from their subgrantees and attach each subgrantee's completed questionnaire to their semiannual report in GMS.

The data submitted for each performance measure within the quarterly entry data pages should represent the activity that occurred at the prime recipient level. Data gathered from the other entities should be reported in the qualitative box in Question 8 of the narrative questions section.

8. What happens if I finish my award before the grant period ends? Do I still need to report in PMT?

Grantees who are planning to complete their award before the grant period ends should notify the OVC PMT Helpdesk to update your award end date in the PMT. Grantees will still have to complete quarterly reporting for the quarter in which their award ended. For example, if the award ended on May 31, grantees would have to complete reporting for the April 1–June 30 reporting period.

III. Changes in Performance Measures

9. Last year, I reported in "Vision 21." This year, I'm told to report in "Transforming Victim Services (TVS)." What's the difference?

"Transforming Victim Services (TVS)" is the new name for the old "Vision 21" module in PMT. OVC has updated the name to better reflect the overall goals of the many discretionary grant programs that will report on TVS performance measures.

10. Have any performance measures changed?

Yes, OVC has made some revisions to the performance measures based on a planned review of data that grantees submitted in 2017. The updates clarify and streamline the questions. The following performance measures have changed as a result of the update:

- Training and/or Technical Assistance—Includes training and technical assistance participant feedback questions for each question bank and questions on survey collection to help provide context for participant feedback.
- Technology Developments—Includes updates to how to report on client wait time.
- Multijurisdictional Linkages and Wraparound Services—Renamed to "Collaborative Partnerships." We also added a question to gather evidence-based practices used by partners
- Victim Services—This new question bank captures performance measures for some grant programs that directly serve victims
- Semiannual Questions—Subgrantees will receive the questionnaire as a fillable PDF. Grantees will still upload into GMS semiannually.
- Reporting activity—Grantees can indicate if they did not perform grant-funded activity in a quarter

11. Why did OVC change the performance measures?

PMT data analysts conducted a data validity and reliability review (DVR) in fall 2017 to revise Vision 21 performance measures to promote accurate and consistent reporting. These changes reflect the findings of the DVR review and recommendations from grantees.

12. Will the performance measures continue to change?

No, OVC does not currently plan to update any performance measures. Performance measures may change in the future to meet the requirements of any legislative, policy, or procedural change.

13. I reported baseline questions at the start of my award when it was referred to as "Vision 21." Will I have to reenter my baseline questions?

No, you will not be required to reenter your baseline questions. As a reminder, you will answer the baseline questions once during the first reporting period of activity. You will not be required to report on them again after that.

14. Some of the performance measures have changed, starting in the October 1–December 31, 2018 reporting period. Will I have to go back and respond to these changed measures for all of my past reporting periods?

No, you will not need to go back to previous quarters to report on any new or modified performance measures. You will just report on the new/modified measures from the October–December 2018 reporting period forward. Past reporting periods will continue to display the original performance measures and grantee data entered.

IV. Performance Measures

I. Training

15. In Question 5B under Training, what do you mean by participant types?

Participants types refers to the occupation or field of the training participants. For example, this may include victim service providers, legal service providers/courts, law enforcement, medical professionals/healthcare providers, educators/youth service providers, government officials, and community-based organizations are different types of participants. A multiselect list of options is now provided to allow grantees to easily select any applicable types.

16. How does training differ from technical assistance?

Training is generally instructor-led with specified learning objectives, using a specific training curriculum. TA is generally administered in response to a request from another organization and is often customized to meet the needs of that particular organization.

II. Technical Assistance

17. How do we count technical assistance requests received for Question 1 in that section—by number of people or number of requests?

Question 1 captures the number of requests received during the reporting period. A request will generally be made by an organization to build the capacity of one or several staff members. Each individual who receives support from the grantee is considered a recipient of the technical assistance and is reported in Question 3 (number of recipients who received technical assistance during the reporting period). For example, if a staff manager at an organization requests a support for his/her team of 12 staff members, then the grantee would count this as one technical assistance request with 12 recipients.

18. When is a technical assistance request considered "complete?"

A technical assistance request is considered complete when the requestor's needs have been met/satisfied. Grantees should aim to document the completion of technical assistance requests. This could include an email from the requestor or notes from a phone conversation with the requestor indicating that they need no further support related to the initial request.

Technical assistance services may be delivered in-person or via email, telephone, mobile platforms, etc. A request may be completed through a single telephone call or email exchange, or it may include several activities (e.g., multiple conference calls, video chats, or meetings) over a period of time to meet the requestor's need.

19. Am I expected to collect feedback from training and technical assistance participants? If so, will OVC provide a specific feedback form?

Yes, grantees are expected to collect post-training and post-technical assistance feedback surveys from training participants and technical assistance recipients. OVC does not currently provide a specific feedback form, however, grantees can use the performance measures to develop their own form as needed.

III. Technology Developments

20. For technology projects, how do you define "contacts"?

Contacts are counted as an individual reaching out to your organization for information or services. Individuals may contact your organization by visiting your website, sending a message via text, telephone, instant message (IM) chat, etc. Grantees should track the visits and contacts by the type of technology used (telephone, text message service, IM chat service, email, website, and/or mobile app).

21. How do you define "wait time?"

Wait time is defined as the time it takes for a hotline agent to respond to a call or for someone to respond to a request from a mobile app, IM chat, or web form. Grantees will choose the most relevant unit of wait time (e.g., minutes, hours, or days) and report consistently in this unit for their baseline and each quarter of the award period. The purpose is to measure improvement for the most relevant wait time as a result of the technology improvement.

IV. Data Gathering

22. What is a "data gathering initiative?"

Data gathering initiatives include literature searches/reviews, needs assessments, gap analyses, and reports. The intent is to measure progress with research initiatives funded to have an impact on TVS goals and objectives.

23. How do you classify a data gathering initiative as "completed?"

Completed means that data collection is finished and, if applicable, the report has been approved. Other documents such as white papers and briefs created for specific audiences or presentations for a conference are not included here. These fall instead under Question 3, dissemination efforts.

V. Collaborative Partnerships

24. Which groups/organizations/agencies should be included in Question 2 regarding the number of groups/organizations/agencies participating in the initiative as a result of TVS funding during the reporting period?

To count an organizational relationship here, the organization must be active, a new partner, AND receive funding from the TVS award (e.g., as a subrecipient). In other words, this organization was not involved with the initiative before the award, but now is actively involved because of funding support from the TVS award.

Organizations that were actively involved before the award and continue to be involved are counted as part of Question 3 (total number of agencies involved in the initiative). If an agency is involved in the initiative but does not receive a portion of TVS funding, then the organization should be counted as a partner in the Shared Measures - Partnerships section.

OVC understands that grantees may not issue subgrants, and therefore the value reported for Question 2 may be 0 or 1 for the duration of the award period. TVS performance measures are used for many types of grant programs, some of which engage subgrantees to meet the goals of the program.

VI. Strategic Planning

25. Should the number of planned improvement initiatives in Question 1 be equal to the number of implemented improvement initiatives in Question 4?

No, these numbers will be different. The number of planned initiatives should include the number of system-side initiatives planned for the duration of the grant. For Question 4, report only on the initiatives that were implemented during the specific reporting period you are submitting data for.

VII. Victim Services

26. Question 1 asks to report on the total number of individuals who received services during the reporting period. Should the total include the number of new individuals?

Count all individuals served by the organization with the grant funds during the reporting period. Question 1 is the unduplicated count of people served, which equals the number of new individuals plus the number of individuals who are returning for services (these individuals would have been counted as new in previous reporting periods). Therefore, the number of new individuals should be equal to or less than the total number served.

Do NOT count anonymous contacts here. They should be reported in Question 2. If your organization only had anonymous contacts, please enter 0 in Question 1.

27. If my organization provides various types of services and can report an unduplicated count of individuals served for some services but not others, should I check the checkbox in Question 4 that asks if we cannot track individuals?

Yes, if the total count of people you served includes any people who may have been counted more than once during the reporting period, please check the box.

28. In Question 5B, which refers to an individual's gender, how do we report a client who identifies as transgender?

In this situation, you may use the "Other" category, and you can provide a brief explanation that the client identifies as "transgender" in the description. Data should be consistent between what is in the "Other" numeric field and what is in the narrative "explanation" field. If an explanation is provided for "other" gender identity, then a number is expected in the "other" numeric field.

29. For Question 5C, which refers to a person's age, does this mean age at the time of the crime/victimization or age at the time the person received services?

Age should reflect the age at the time of the crime/victimization, as reported on the intake form.

30. Under Question 6 "Types of Victimizations," the first column states: "Do not count an individual more than once for the same victimization type." If a Domestic Violence (DV) victim comes to a shelter in October, goes back home in November, is abused again, and then reenters a shelter in December, that is two individual intakes and two individual stays for the same victimization type, yet the form suggests this person would only be counted once.

Your understanding is correct. As in your example, a person may be a victim of DV over a long period and may suffer many individual assaults; that victim is still presenting a single victimization type—domestic violence—and you would report the victimization one time.

The intent of this question is to capture how many people present with each victimization type during the reporting period, not to measure how often services were provided; that is addressed in the Direct Services section.

31. How should attempted murder be categorized in the "Types of Victimizations" chart?

Attempted murder and other violent assaults should be reported as "Adult Physical Assault," which includes both simple and aggravated assaults. Aggravated assault includes assaults accompanied by the use of a weapon or by means likely to produce death or great bodily harm.

32. The list of victimization types includes "adult sexual assault" and "child sexual assault," but does not include "teen sexual assault." However, it does include "teen dating victimization," but this would only apply if a teenager was victimized by a dating partner. What if a high school student is victimized by another student?

For the purposes of this questionnaire, the definition of "child" includes all individuals under the age of 18 or as otherwise defined by state law. Teen victimizations not associated with dating qualify as child victimizations. Victimization that occurs within a teen dating relationship should be reported as "teen dating victimization."

33. How should I report on property crime?

Property crime includes several types of crime. Some of these, specifically burglary and arson, are identified in the list of victimization types and should be reported accordingly. If a victim seeks services because the victim believes that a property crime was a manifestation of gang violence or an act of hate, the grantee may report the property crime under the "gang violence" or "hate crime" options. If a property crime, such as vandalism, does not fit under any other listed option, then the grantee can report it as "other" and provide an explanation in the narrative field.

34. In the "Types of Victimization" list, "stalking" is connected to "harassment." These may be two different types of behavior. Should they be separated?

Stalking and harassment are related and may be defined either separately or under the same statute, depending on the state. For the purpose of consistency, OVC asks that you report on these as one category.

V. Additional Resources and Guidance

35. What should I do if there is a technical issue that is preventing me from completing my reporting?

The OVC PMT Helpdesk is available from 8:30 a.m.–5:00 p.m. e.t. on weekdays, except federal holidays. Users can email the OVC PMT Helpdesk at ovcpmt@usdoj.gov or call the toll free number at 1–844–884-2503 to report an issue.

The OVC PMT Helpdesk will 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 the necessary information you need to know and next steps.

36. How do I find my OVC Victim Justice Program Specialist?

Your Victim Justice Program Specialist's contact information is on the OVC website at http://www.ovc.gov/contacts.html.

37. Where can I get a copy of the performance measurement questionnaires and other training materials?

You can find the most up-to-date versions of the forms and measures on the OVC PMT's website on the Home and Help pages, accessible at https://ovcpmt.ojp.gov . Here you will find the following:

- **TVS Questionnaire**: Lists and describes all performance measures for TVS awards
- **FAQ**: Provides additional detail on performance measures and reporting in the system
- **User Guide**: Details navigation through the PMT system, including logging in, entering data, and submitting reports
- **PMT Fact Sheet**: Provides quick tips and reminders about reporting deadlines and processes
- **Training**: Includes presentation slides and a link to recorded training sessions that review performance measure definitions and system navigation

38. Who do I call if I have questions about the performance measures and the PMT?

The OVC PMT Helpdesk is available from 8:30 a.m.–5:00 p.m. ET on weekdays, except federal holidays. Users can email the OVC PMT Helpdesk at ovcpmt@usdoj.gov or call the toll free number at 1–844–884-2503 to ask questions or report system issues.