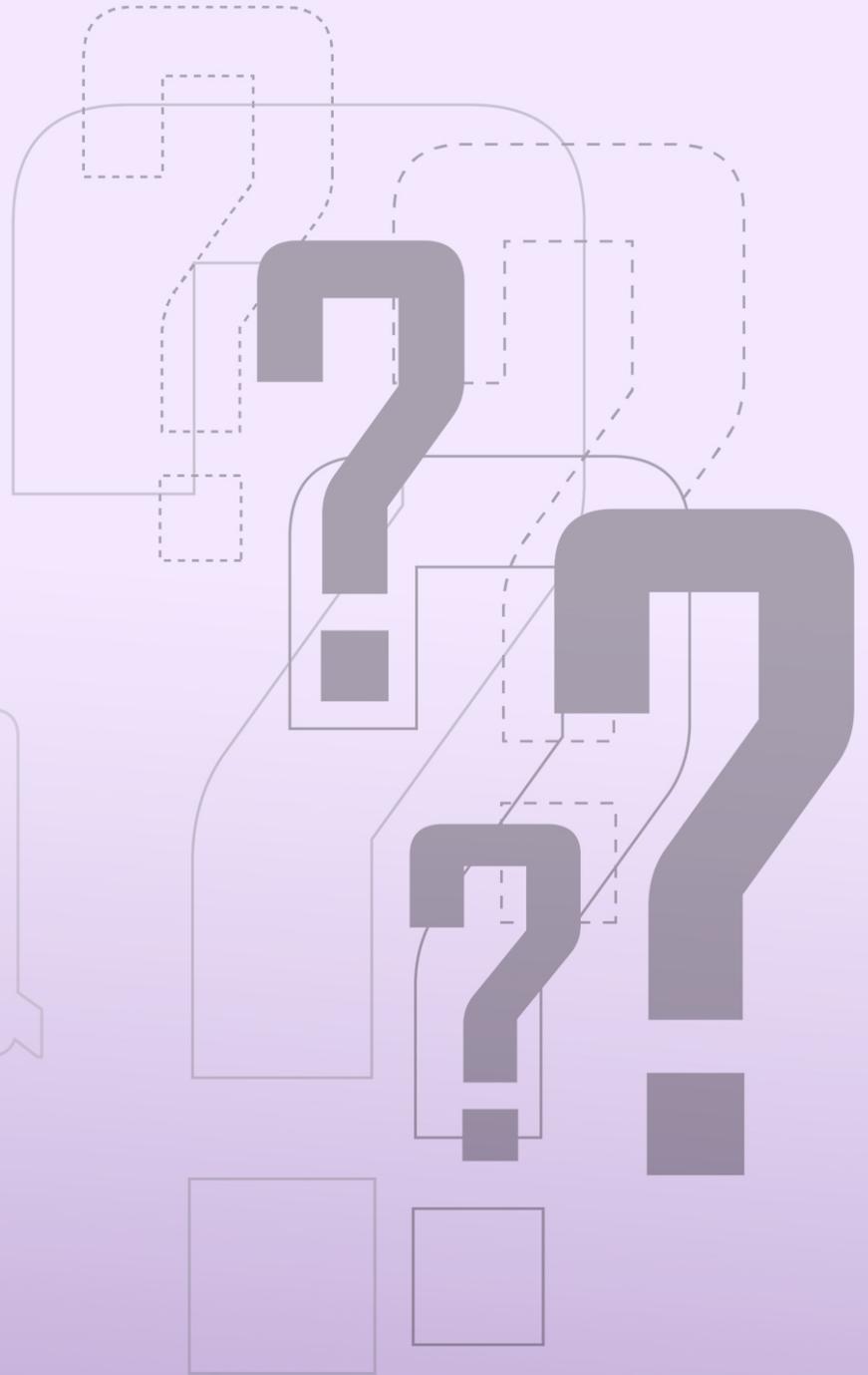




FAQ



VOCA Victim Assistance Program Subgrantee Data Report

Frequently Asked Questions

I. Introduction

The purpose of this document is to assist grantees and subgrantees in completing and submitting an accurate Subgrantee Data Report. This document is a companion to the Subgrantee Data Report Questionnaire and identifies what, when, where, and how data should be reported. We encourage individuals to start the reporting process by reviewing the Subgrantee Data Report 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 the program to government agencies, the victim services field, the general public, and other stakeholders. OVC uses the data inputted by grantees and subgrantees to generate an annual report on the program, as well as to respond to specific inquiries.

II. Accessing the Subgrantee Data Report

1. As a subgrantee, how can I access my organization's records in the Performance Measurement Tool (PMT) to complete our reporting?

You must contact your State Administering Agency (SAA) (i.e., the grantee) to get access to your organization's Subgrantee Data Report. Your SAA must enter information about your organization's subaward into the system and grant your organization the ability to enter data. When the SAA does this, your organization's point of contact, as indicated by the SAA, will receive an email from the OVC PMT system to set up a user account. The OVC PMT Helpdesk cannot grant subgrantees access. The Helpdesk Subject Matter Experts (SMEs) can assist SAAs in giving a subgrantee access.

III. Data Reporting Timeline and Protocols

2. As a subgrantee, what is my role in the performance measure reporting process?

Subgrantees have a role in collecting data, reporting data, and communicating with the SAA about the reporting process. The following are roles of the subgrantee:

Collecting:

- Collect data for all performance measures listed in the PMT.
- Consider using the Subgrantee Data Tracking Template to collect and aggregate data on individual victims served.

Reporting:

- Report data on a quarterly basis.
- Follow state processes and deadlines for submitting performance data.

Communicating:

- Contact the SAA if there are questions about how to report data.
- Look for emails from the SAA and the OVC PMT Helpdesk with reminders and information.
- Respond to inquiries from the SAA about data entered.

3. When should subgrantees complete reporting?

Subgrantees should contact their SAA for report due dates because each state's internal reporting deadlines may be different than OVC's reporting deadlines. States have a responsibility to review and approve data entered by subgrantees prior to completing data entry in the PMT by OVC's deadline, which means states may require subgrantees to submit their data early.

Below are the deadlines for grantees to complete data entry in the PMT. Clarify any internal due dates with your SAA. States may require subgrantees to enter data earlier than the OVC deadline to build in time to review, clarify, and approve subgrantee data prior to the OVC deadline.

Quarterly Reporting in PMT			
Reporting Period	Submission Period	Content	Deadline for Grantees to Complete Data Entry in the PMT
October 1–December 31	January 1–February 15	Performance Measures	February 15
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

Note: Remember to only report activities that occurred during the reporting period.

4. Will the state be required to submit a Subgrantee Data Report for each subgrantee, or can the state aggregate the data into one report?

States should submit a Subgrantee Data Report for each Victims of Crime Act (VOCA)-funded subgrantee for each quarter within the period of performance of the subawards. States can allow subgrantees to enter the data or states can collect and enter the data for each subgrantee each quarter. At the conclusion of the federal fiscal year, grantees must respond to narrative questions about the previous fiscal year and generate an Annual Performance Data Report which aggregates data from all subawards funded by the SAA. Grantees must upload this annual report into the Grants Management System (GMS) by December 30.

5. How should grantees be reviewing subgrantee quarterly data for accuracy?

Grantees should have a subgrantee monitoring processes in place to ensure subgrantees are accurately collecting data and maintaining supporting documentation. Grantees must adequately review and approve subgrantee performance data if the subgrantee enters it directly into the PMT.

As grantees review subgrantee data, they should ask:

- Are all questions fully answered?
- Is anything missing?
- Does this report make sense given the subgrantee's funding, staffing, and objectives?
- Is the subgrantee counting non-VOCA funded activities in their report?
- Is the subgrantee report applicable to the right reporting period?

6. Are there planned updates to the current OVC Victim Assistance performance measures?

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.

7. Is the aggregate performance measure data consistent with changes made to the measures?

Consistency in reporting is the only way to show how things change over time and that data reported for the measures will be consistent going forward. The changes made in the past were part of a planned performance measure verification process, where analysts reviewed data reported, identified specific changes needed to make the measures clearer, and implemented those changes. OVC will take this into consideration when analyzing and presenting data from before and after the measure changes.

8. Is OVC expecting all subgrantees to embrace data collection and reporting?

Yes, in order to have reliable, high-quality data, all subgrantees should be tracking the required performance measure data or implementing processes to track performance measure data. If subgrantees are not currently collecting data to support their reporting in PMT, they should develop their data collection processes and tools as soon as possible so they can fully and accurately report on all of the required performance measures.

9. If subgrantees do not have the option to select the current reporting period and begin data entry, what should they do?

In order for a subgrantee to report on the most recent reporting period, several conditions need to be met—

1. Subgrantee Award Report (SAR) dates must include the current reporting period
2. Awards must be active
3. Reports from previous reporting periods must be completed and submitted
4. Grantees need to enable subgrantees to enter data on the Subgrantee List page.

If you find you are unable to select the current reporting period, contact your SAA to make sure all of the conditions above have been met. If you still are unable to report, the SAA will contact the OVC PMT Helpdesk to resolve the issue.

IV. Population Demographics Section (Questions 1-5 in PMT system)

10. Should the “total number of individuals who received services during the reporting period” in Question 1 of the Population Demographics section of the questionnaire include primary and secondary victims?

This total should include all individuals who receive services funded by VOCA plus match funds, regardless of how your organization or state classifies them.

11. 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 3 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.

12. Some subgrantee victim advocates are funded by both VOCA assistance and non-VOCA funding. How should I report on the number of victims served?

Subgrantees should only report on victims served through VOCA plus match funds. If a victim advocate is funded through several sources, subgrantees should prorate the total number of victims served by that advocate to identify the portion supported by VOCA funds. For example, if a victim advocate's salary is funded 50 percent by VOCA funds, then the subgrantee may report on 50 percent of the total victims served by this advocate in its Subgrantee Data Report. If the advocate served a total of 16 victims during the reporting period, then the subgrantee can report 8 (50 percent) as supported with VOCA funds.

13. Performance Measure Question 3 asks, "Of the number of individuals entered in Question 1, how many were NEW individuals who received services from your agency for the first time during the reporting period?" Does "individuals served...for the first time during the reporting period" mean served for the first time ever, for the first time that year, or for the first time during that reporting period?

"For the first time" is referring to the first time under the subaward, regardless of the subaward length. Please see the table below for two examples.

Subaward Period of Performance	First Reporting Period	Reporting Guidance
October 2018–September 2019	October 2018–December 2018	Count everyone from Question 1 as new for October–December 2018. For January–March 2019 and beyond, report only individuals who were served for the first time during that reporting period.
January 2019 – December 2019	January 2019–March 2019	Count everyone from Question 1 as new for January–March 2019. For April–June 2019 and beyond, report only individuals who were served for the first time during that reporting period.

V. Demographics for New Individuals

14. The performance data collection form for race, gender, and age has a "Not Tracked" option. Does that mean it is OK to not collect and report that information (i.e., it is acceptable to continue that practice)?

No. OVC's guidance is for states and their subgrantees to collect and report the race/ethnicity, gender, and age categories of victims served. The "Not Tracked" option allows the state or subgrantee to indicate to OVC that the organization is unable to collect the data in the format requested during the reporting period due to the need to change the local data collection system. The state or subgrantee needs to have efforts underway to track and submit the data as requested, as soon as possible. It is OVC's expectation that the "Not Tracked" option will be gradually phased out as subgrantees develop the capacity to track the data as requested.

Race/Ethnicity

- 15. How should agencies report those who self-identify as Hispanic or Latino? When combining race with ethnicity, should a person be reported in the “Multiple Races” category? For example, for a client who identifies as Black/African American and Hispanic, should we report that person in the “Multiple Races” category (even though Hispanic is an ethnicity and not a race)?**

Yes, this client should be reported in the “Multiple Races” category. OVC’s intent is to capture those people who self-identify solely as Hispanic or Latino as well as those who self-identify as both Hispanic or Latino and some other race. Those who self-identify as both Hispanic or Latino and some other race—for example, both Black and Hispanic—should be counted in the “Multiple Races” category. Each new person receiving services should be counted in only one category.

Grantees and subgrantee organizations are required to update their data collection processes to track people served through VOCA plus match funding within the demographic categories provided. If subgrantees have not fully updated their processes yet, states and agencies should report demographic information to the best of their ability.

Gender Identity

- 16. How should a client’s gender be reported?**

All demographic data for the Subgrantee Data Report is self-reported by the client or person receiving services. Please report the gender identity the client reports. Gender options within the PMT are female, male, and other (with a description of any other gender identities reported by clients).

- 17. In Question 4B, which refers to an individual’s gender, how do we report a client who identifies as a trans-male?**

In this situation, you may use the “Other” category, and you can provide a brief explanation that the client identifies as “trans-male” in the description.

Age

- 18. For Question 4C, 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.

VI. Types of Victimitizations

- 19. My subgrantees would like further clarification on the victimization types listed in the PMT. Can OVC provide additional definitions and/or examples of specific offenses to include in each category?**

Because state statutes vary, OVC cannot provide specific examples of victimization types beyond what is included in Appendix B of the Subgrantee Data Report Questionnaire. Instead, grantees are encouraged to interpret the definitions OVC provided within the context of their state codes and offer their subgrantees specific examples, based on state law.

- 20. Under “Types of Victimization,” 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—DV—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.

- 21. It is possible that a person can be the victim of several victimization types, such as both sexual assault and burglary in a quarter. How is that reported?**

Scenario	Answer
Scenario 1 – A person comes in multiple times for the same type of victimization (e.g., DV).	Record the person one time for the type of victimization (e.g., DV).
Scenario 2 – A person comes in once for one type of victimization (e.g., assault). Then, the same person comes back for services on a different type of victimization (e.g., fraud).	Record this individual once for each category (e.g., once under assault and once under fraud). This individual would be counted as experiencing “multiple victimizations.”
Scenario 3 – A person comes in for one type of victimization (e.g., DV). While servicing that individual for DV, the provider uncovers that the individual has also experience other types of victimization (e.g., sexual assault). The provider then starts to serve the individual for both DV and sexual assault.	Report the victimization that the individual first presented. If the individual came for services only for DV, then for that quarter the subgrantee would report this individual only for DV. If the individual continued to get services in the subsequent quarters for both DV and sexual assault, then in Quarter 2 and beyond this individual would be counted as once for DV and once for sexual assault. This person would be counted as experiencing “multiple victimizations.”

- 22. In Appendix B, the definition of “Domestic and/or Family Violence” refers to “past or present family, household...relationship...and any family members or persons residing in the same household as the victim.” Does this only refer to adult relationships? If not, this definition would overlap with the definition of child sexual abuse that includes “activities by a parent or caregiver” as well as child physical abuse/neglect “inflicted by a parent, caregiver, or other person.”**

Yes, the category of Domestic and/or Family Violence pertains primarily to violence against adult family members. Any sexual offense against a child should be counted within the category of Child Sexual Abuse and Assault (Appendix B, item H), and any nonsexual, nonaccidental physical injury to a child perpetrated by an adult should be counted within the category of Child Physical Abuse and Neglect (Appendix B, item G).

- 23. Are agencies that serve a target population expected to track ALL victimization types listed in the report? For instance, is a DV shelter expected to track Driving Under the Influence (DUI)/Driving While Intoxicated (DWI) victimization, even though it almost never sees clients with that victimization type?**

Because agencies are asked only to report the victimization types for which they provide services, agencies are expected to track only the victimization types for which they are able to provide services.

- 24. Under Question 5A (Hate Crimes) in the PMT system, my organization entered “0” in the numeric field because we did not serve individuals with this victimization type. The PMT indicated we needed to provide an explanation in the open narrative field for this item. How should we properly report on this question?**

The system requires that the “explanation” field be filled in if there is any number (including zero) in the “hate crimes” field. Subgrantees should enter “N/A” in the explanation if the number served is zero. The “hate crimes” and its “explanation” field should be consistent. If there is a “0” in hate crimes, then the explanation should be “N/A.” If there were hate crime victims served, then a number should be entered and the explanation should be identify the type of hate crimes seen or note that these could not be determined.

- 25. In the “Special Classifications of Victims” table, will there be a drop-down list of Lesbian Gay Bisexual Transgender Queer (LGBTQ) terms, or is it expected that the descriptive word will be inserted by the person reporting, for example, “transgender man”?**

No, there will not be a drop-down list of LGBTQ terms. This question collects the total number of LGBTQ individuals an agency served. For example, out of the 25 clients served, if 5 described themselves as transgender, that number would be applied to the special classification for “LGBTQ.” You may include descriptive text around clients’ gender identity in the demographic section for gender using the “Other” data field and the “Description of Other” data field.

- 26. How should attempted murder be categorized in the “Types of Victimization” 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.

- 27. How should I report on property crime?**

Property crime may be reported in the Victimization Types chart as “other.”

- 28. Special classifications: If an agency currently does not track this information, is the agency supposed to indicate this somewhere, or just leave the section blank, as it is all self-reported?**

If your agency does not yet track a certain category, enter “NT” for “Not Tracked” in that category to indicate that you are unable to submit the data as requested. OVC expects that efforts are underway to track this data as requested in the future.

- 29. The U.S. Department of Housing and Urban Development (HUD) definition of homelessness includes survivors of domestic violence who are fleeing abuse. Should we log all victims of DV receiving emergency shelter services with us in the “homeless” category, regardless of whether they have a home (because it’s not safe to reside there)?**

Define homeless as your program defines it for the clients served.

- 30. For “DUI/DWI incidents,” does this include the death of another person while operating the motor vehicle, or does it refer to only injury to victim(s)?**

Yes, it includes all victimizations (including manslaughter) that result from DUI incidents. Please see Appendix B in the Subgrantee Data Report Questionnaire for full definitions of victimization types.

- 31. 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 sexually assaulted by a dating partner. What if a high school student is sexually assaulted 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.”

- 32. 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. The definition of stalking provided in Appendix B of the Subgrantee Data Report Questionnaire is a working definition to provide general understanding. For the purpose of consistency, OVC asks that you report on these as one category.

VII. Direct Services Section (Questions 6-8 in PMT system)

- 33. The instructions for the Direct Services section requests the number of people who received services from my agency during the reporting period. Previously, VOCA reporting requested client and service data for the VOCA-funded project (VOCA funds plus match) only. Should I be reporting data for the VOCA-funded project or the Victim Services Program as defined in Appendix B?**

Report data only on activities funded with VOCA plus match funding.

- 34. Some states may not have historically allowed some of the direct services that appear on the subgrantee report. Why are these included?**

Different states have different guidelines on what services are “allowed” or not allowed. As the PMT is used by all states, OVC included a wide range of services to accommodate any differences among states. OVC will only provide guidance on what is required by the program guidelines and legislation. It is not OVC’s intent to suggest services that states should offer with VOCA funds. The purpose of the Subgrantee Data Report is to capture data on the services offered by the subgrantee organizations funded in your state. The subgrantee organization would only submit data for those services that are funded with VOCA funds plus match.

- 35. One of our subgrantee agencies did not provide direct services with VOCA funds but did perform other VOCA-funded activities (e.g., public presentations, training volunteers who provide direct services, etc.). How should my state report its activities on the SAR?**

Because the SAR and Subgrantee Data Report are designed to collect basic information on the direct services that subgrantees provide to victims, these reports do not capture data on all activities that an agency might provide. In this example, create a SAR for this subgrantee. Because a response is required for Question 9 on the SAR regarding use of VOCA plus match funds, select “Information

about the criminal justice process” under “Information & Referral.” Activities outside of direct services can be described in the subgrantee annual narrative questions.

36. Under the Direct Services section, do the subcategories have to equal the number of individuals under each of the five main headings?

No, the subcategories do not need to equal the number of individuals, nor does OVC expect them to equal the number of individuals. This section asks agencies to report on two things: the number of individuals who received services in each category (the five main headings) and the number of times each particular service (subcategory) was provided. Because some clients may receive multiple services, or receive the same service multiple times, the total number of times services were provided within a category may be greater than the number of clients who received those services. OVC expects the total number of services provided within each category will be equal to or greater than the number of individuals served in that category.

37. What if we provide services multiple times for clients, or provide more than one service? How can we be sure not to duplicate the total number of services yet still show that we provided multiple services under one category?

Count the number of clients who were provided services in each category (e.g., information and referral). A single client may receive services in multiple categories and would be counted for each of those categories. Then, for each of the subcategories listed, indicate the number of times you provided that service. A single client may receive the same subcategory service multiple times. For example, if there were five instances of providing transportation assistance to the same client, you would report that the service was provided five times. The same client may also receive several subcategories of services within the same larger category.

38. Under Direct Services, “Law enforcement interview advocacy/accompaniment” is listed in two categories: “Personal Advocacy/Accompaniment” and “Criminal/Civil Justice System Assistance.” Should I report data in both?

No, the subgrantee should report on this service in only one category. Agencies must provide data only for the Direct Service categories they select. “Law enforcement interview advocacy/accompaniment” is listed in both categories so that agencies that provide only “Personal Advocacy/Accompaniment” but not “Criminal/Civil Justice System Assistance” (or vice versa) will have the opportunity to report on that specific service. If an agency provides both categories of service, it should report on “Law enforcement interview advocacy/accompaniment” only once, in whichever category best applies.

39. Some states use fewer or different groups of services/subcategories; they may not be able to disaggregate according to PMT categories/subcategories. Will states be allowed to group services into broader categories?

States and subgrantee organizations are required to update their data collection processes to track individuals in the service categories provided. In the meantime, states should report on these services to the best of their ability.

- 40. Question 8 refers to the “Total number of individuals who received services by service type.” Are subgrantees answering this question for services provided to new victims, or for new and returning victims?**

For this section, report on services provided to ALL victims served with VOCA plus match funds during the reporting period.

- 41. Question 8D requests the number of individuals who received shelter/housing services during the reporting period. This information is easy to provide. However, items 8. D1–3 ask for the number of times a service was provided in each subcategory. Does this mean the number of individuals who received each type of shelter/housing or the number of bed nights?**

For items 8. D1–3, shelters may report bed nights as the number of times each service was provided.

- 42. We perform nonmedical child forensic exams. How should we report this service in the system?**

Because forensic exams deal with evidence that may be utilized in a legal case, you can report these services under the criminal/civil category and use items E8, E9, or E10.

- 43. Should a single letter with information about criminal justice process, victims’ rights, and referrals be counted once for each of those three subcategories?**

Yes.

- 44. Question 6 mentions “assistance with compensation.” Does this mean assistance on filing a specific application, or providing victims with information about the compensation program (e.g., brochures, applications), or both? Our organization does not require anyone to complete an application until they are ready to do so.**

OVC wants to know the number of clients your organization assisted with completing a compensation application. Count the number of people who received any level of assistance with completing a victim compensation application during the reporting period, even if the application was not submitted. Simply providing a person with an application does NOT qualify as assistance.

VIII. Subgrantee Annual Narrative Questions

- 45. Are there going to be questions that the state grantees need to answer annually, in addition to questions for the subgrantees?**

The questions in the existing Subgrantee Data Report include narrative information that is frequently provided by subgrantees, including anecdotes. Yes, there is a Grantee Report that state grantees must answer. The final version is available on the PMT website. The purpose of the Grantee Report is to collect qualitative data from grantees on VOCA-funded Victim Assistance activities in their state over the past year. Grantees may choose to contact their subgrantees for information that might help them complete this report. However, the ultimate purpose of the Grantee Report is to provide a state-level perspective.

- 46. Question 10 mentions “services that were unmet because of capacity issues.” Does “capacity” refer to items our funding covers or to our ability as an agency to handle the situations presented? For example, if we were so busy that no advocates were available to take the client. If it does refer to funding, would we still list this as “Yes,” even if we refer them to a place that does cover their situation under their funding?**

OVC’s intent in inquiring about organizational capacity is to understand the challenges that organizations funded under the VOCA Assistance program are confronted with in providing services to victims. These issues may be related to technology, staff, staff training, professional development, funding, and/or other resources. In other words, what challenges did your organization face during the reporting period that made it difficult to achieve its mission effectively and efficiently? Your State Administrator may be able to provide you with more specific guidance on the information that subgrantee organizations in your state are expected to report for this question.

- 47. In regards to Questions 11–13 regarding surveys of clients, should the agency be surveying only VOCA victims or VOCA and non-VOCA victims as well?**

Agencies may choose to survey both VOCA and non-VOCA victims in order to get the best response possible for their services. However, in the PMT, data should be reported only on activities funded with VOCA Victim Assistance dollars plus match funding. If an agency surveys both VOCA and non-VOCA victims, then the agency should prorate Questions 12 and 13, the number of surveys distributed and completed, to reflect the portion of victims served by VOCA plus match funds. For example, if an agency served a total of 400 victims, but only considers 50 percent of those victims to be supported by their VOCA program (and thus reports data on 200 victims in the Subgrantee Data Report), then the agency should report 50 percent of all surveys distributed and 50 percent of all surveys completed in Questions 12 and 13.

- 48. Will OVC be providing a client feedback survey form for subgrantees to use, or should providers create a form of our own?**

OVC is looking into the development of a client feedback survey that can be used by any victim service agency. At the current time, however, agencies can use any available client feedback form, including forms they create themselves.

IX. Additional Resources and Guidance

- 49. Where can subgrantees receive additional training and support?**

For training and guidance on state policies, and support on data collection and reporting processes, subgrantees should contact the SAA (i.e., the grantee). States have primary responsibility for providing training and support to their subgrantees. Grantees and subgrantees can access Victim Assistance training recordings and materials in the Need Help section of the OVC PMT. OVC trainings and materials cover the SAR, performance measures, and the PMT system. It is up to the SAAs to provide subgrantees with any state-specific guidance regarding data collection and reporting processes. All trainings are recorded and are available within the PMT to review.

The PMT Helpdesk is always available for individual assistance with the performance measures and the PMT. You can contact the OVC Helpdesk via email at ovcpmt@usdoj.gov or call the toll-free number at 1–844–884–2503.

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

For technical issues, the OVC PMT Helpdesk is available from 8:30 a.m.– 5:00 p.m. e.t. on weekdays, except federal holidays. Subgrantees can contact the Helpdesk directly with technical glitches and are not required to go directly to their SAA first. The Helpdesk will investigate the issue and coordinate to resolve any system issues. If the issue is widespread amongst grantees and subgrantees, OVC will send an email to all grantees acknowledging the issue and indicating next steps for its resolution. 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.

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

VOCA Grantees: Your Victim Justice Program Specialist’s contact information is listed on the OVC website at <http://www.ovc.gov/contacts.html>. If you are a VOCA grantee and have questions about your grant, please contact your OVC Victim Justice Program Specialist directly. If you do not know your OVC Victim Justice Program Specialist, please call OVC’s general information number at 1–202– 307–5983.

VOCA Subgrantees: If you are a VOCA subgrantee, please contact your state VOCA Administrator. If you do not know your VOCA Administrator, please visit OVC’s [U.S. Resource Map of Crime Victim Services & Information](#) to obtain your VOCA Administrator’s contact information.

52. Will OVC provide any assistance to agencies in terms of data collection for the Subgrantee Data Report?

OVC offers the Subgrantee Data Tracking Template, which is an optional data collection template for subgrantees in the form of a Microsoft Excel spreadsheet. Users can download this template from the Need Help section of the OVC PMT. This resource may help subgrantees or grantees track and aggregate individual-level performance data on activities funded by VOCA plus match funds so they can more readily report the data into the PMT. Advanced users can modify this tracking tool as needed to support their own data collection needs, but there will be minimal technical support available for resolving any problems that may result from tool modification.

53. Some of my state’s subgrantees are still working to upgrade their data collection systems and processes to report on the performance measures in PMT. Are there any resources to help them with these upgrades?

Grantees should contact their Program Specialist at OVC to inquire about additional resources to help with data collection and reporting processes, tools, or costs. Subgrantees should contact their state VOCA Administrator.