OFFICE FOR VICTIMS OF CRIME
VICTIM COMPENSATION FORMULA GRANT PROGRAM
FREQUENTLY ASKED QUESTIONS

GENERAL

#	Question	Answer
1.	**Are we required to report on all performance measure questions?**	You are required to enter data on all performance measures based on VOCA-funded activities only.
2.	**How will I know when reporting is due in the PMT?**	Performance data is due in the PMT quarterly. The point of contact for the organization and any additional contacts entered in the PMT will receive an e-mail 45, 30, and 15 days before the submission deadline. Grantees that do not submit data in the PMT *may* receive a notice from their OVC program specialist to ensure compliance with quarterly grant reporting requirements.
3.	**How do I find my OVC Victim Justice Program Specialist?**	Your Victim Justice Program Specialist's contact information is on the OVC Web site at http://www.ovc.gov/contacts.html. If you are a **VOCA grantee** and have questions about your grant, contact your OVC Victim Justice Program Specialist directly. If you do not know who this is, call 202-307-5983. If you are a **VOCA subgrantee**, contact your state VOCA administrator. Visit OVC's U.S. Resource Map of Crime Victim Services & Information for contact information.
4.	**When should I submit a *Performance Data Report* to OVC?**	After you complete four quarters of data in the PMT for each fiscal year, the PMT will produce an ANNUAL *Performance Data Report* that you must submit to OVC through the Grants Management System (GMS) by December 30.
5.	**Will my report be submitted to OVC from the OVC PMT?**	To comply with OVC annual grant reporting requirements due in the GMS, you must save a PDF copy of the ANNUAL report from OVC PMT to your computer and upload it as an attachment to your annual report in the GMS by December 30.
6.	**Where do I find information on when I need to report, and where can I find training materials?**	This information is on the **Home** and **Help** pages in the PMT. Here you will find the following: • Reporting schedule; • Recorded webinar trainings; • Performance measures; • PMT User Guide on how to navigate and enter data into the PMT; and • Frequently Asked Questions (FAQs).

PEFORMANCE MEASURES

#	Question	Answer
7.	Where can I get a copy of the measures?	The most up-to-date version of the measures is at www.ovcpmt.org on the **Help** page.
8.	For reporting demographic information, what if we do not track information in the categories provided for race and age?	Count each victim in only **one** race/ethnicity type as self-reported. For victims who self-report in more than one race category, enter the total number of victims in the "Multiple Races" category. If the state collects demographic information and the victim does not self-report it, the state should assign the value of **NR** (not reported) to this victim. Total all victims who meet this criterion, and enter the number in the "Not Reported" category. If the state does not currently collect demographic information for any of the categories (race, gender, and age) in its current application, the state should assign the value of **NT** (not tracked) to each victim. Total all victims who meet this criterion, and enter the number in the "Not Tracked" category. If you have no victims who self-report in a particular racial category, enter **0** for that category. • **Not Reported** represents that the state collects this data, but it was not provided or indicated by the person completing the application. • **Not Tracked** represents that the state's laws or regulations allow for this, but the state is unable to collect this data in the format requested during the reporting period due to the need to change the data collection system (i.e., software and/or application). • **The value of "0"** represents a true value of zero. The state has the ability to collect and provide this data.
9.	If there are 100 total applications, can reasons for denial exceed the number of applications? It's not unusual for applications to have more than one reason for denial.	Select just one key reason for each application that you indicated in question 7. The number of applications reported in question 7 as denied/closed must equal the total number of reasons for denial in question 8.
10.	What's the deadline for reporting in the PMT?	Data for the first two reporting periods of October–December 2014 and January–March 2015 are due in the PMT by May 15th. All FY2015 data must be submitted in the PMT by November 15th. Thereafter, the deadline for submitting data in the PMT is 45 days after the close of the quarterly reporting period. OVC understands that you may not be able to report ALL the data requested right away, and there is no penalty for that. Once you make changes to your own state systems over time, you can submit the enhanced data sets to OVC through the PMT when they are available.

#	Question	Answer
11.	How do I report the number of claims "closed" versus those that are "denied?" For example: • A victim or provider doesn't provide the necessary information to approve them, and the claim is *closed*, not *denied*. • Administratively closed claims were previously required for reporting under "denied or closed claims." Do you still expect the numbers for claims *closed* versus those that are *denied*? • "Reckless conduct" does not necessarily fall under any of the reasons for denial. How should I categorize it?	For question 7, enter the number of applications that were not approved for compensation benefits. For each application, select the key reason for the decision made. **Use your mouse to hover over each reason to read what is included in that response option.** A definition for each reason is in the performance measures questionnaire and in the PMT system when you hover over them. Select one key reason for each application you indicated in question 7, and enter the total number of applications for each reason. These are for applications that had a determination made during the reporting period regardless of when the application was first received. Use the **"other"** category to indicate the number of applications that were denied or closed for reasons not included in the reasons noted. Your response should include each reason applied to the "other" applications. For applications that states consider "administratively closed," report the number along with the state's definition for this term in the text box provided.
12.	What if I cover a crime not on the OVC list? I do not see an option to report "other" crime types.	A textbox is available in the PMT to capture a list for "other" crime types you may make payments for. These should be crime types that do not fit into the crime types provided. Include data for the paid expenses and types of victimizations. This list will be included in your report to OVC for review.
13.	Please define "Federal Crime Victim."	OVC defines this as a victim of an offense that violates a federal criminal statute or regulation. Federal crimes also include crimes that occur in an area where the federal government has jurisdiction, such as Indian reservations, some national parks, some federal buildings, and military installations.
14.	How do we report multiple victimizations for a crime?	Indicate a number in each victimization type for that crime. You can report more than one type if necessary.
15.	Sexual assault forensic examinations are referred out to and provided by another state program agency. Should we report these in the PMT?	Only report on VOCA-funded activities.

#	Question	Answer
16.	**What if a state cannot report what is paid in each expense category for each crime? The former performance report only asked for the total expenses paid in that crime category.**	OVC understands that you may not be able to report ALL the data in the format requested right away, and there is no penalty for that. Once you make changes to your own state systems over time, you can submit the enhanced data sets to OVC through the PMT when they are available. In the payment statistics section, if you are not able to submit data in the format requested, do the following: 1) Select all crime types for which payments were made during the reporting period. 2) Enter in the "other" crime category textbox the crime types that are not included in the list above. Please check the Appendix for descriptions. Include expense types, dollars associated with each expense type, and the number of victimizations associated with each application for that crime type. 3) Enter the total number of applications for which payments were made during the reporting period. 4) For each expense type, enter the dollar amount paid during the reporting period, or "NT" for those that are recognized for payment by your state program but that you are unable to track. 5) If you are not able to identify each expense paid by crime type, enter the total amount paid for all expenses for that crime type in the "other" expense type category. 6) Enter the number of applications associated with each victimization type for that crime type.
17.	**How should we count false imprisonment, home invasion, and criminal mischief/vandalism? Those crime types are not listed as options.**	Please use the Appendix to review the descriptions. The descriptions are provided to allow a state to apply its state code. Select the crime type that made the claim eligible for compensation for each application.
18.	**What's the definition of an "approved application?"**	An approved application is one that meets the state's eligibility requirements/criteria, whether payments are subsequently made or not; this includes applications that are eligible for payment but there are no compensable expenses.

#	Question	Answer
19.	Our program allows for supplemental awards to be issued after an initial award is issued, so we have numerous claims that are paid throughout the year as well as over a period of years. If we are reporting numbers quarterly, and reporting how many claims we paid in each quarter, our aggregate numbers for the year will in no way be a representation of the number of claims that we paid during any one year. Should we include supplemental payments? Will the four quarterly reports be aggregated together for each year, or will we report annual numbers as well?	Yes, include the number of applications for which supplemental payments were made during the reporting period. OVC understands that this may produce a duplicate nonunique count and therefore will not aggregate the number of applications reported in the PMT. A unique count of applications will be calculated from a previous question that asks for the number of *new* applications received. The annual report that is submitted to OVC will provide a view of each quarter's data and some aggregate totals. You are not required to submit annual numbers. OVC would like for supplemental and other payments made during the reporting period to be captured in the Payment Statistics section. You may update the OVC PMT when information is available. In the Payment Statistics section, report the number of applications (claims) paid during the quarter for each crime type. Then provide the amount paid for each crime type by service type. The total across all service (expense) types will be auto-calculated by the PMT. You are also asked to identify the number of applications that relate to a type of victimization. You may select more than one victimization type for each crime.
20.	Please define the reasons for the denial category of "Incomplete Information," and when we would use that selection.	"Incomplete Information" refers to applications that do not meet your state's requirements to consider for a determination.
21.	For reporting the number of applications versus the number of victims, what about a situation where there are three applicants but one victim? For example, we have a homicide victim (father), and we receive a claim from the wife for loss of support and a claim from her on behalf of their two children. The children are minors and cannot be counted as applicants. Do I count all three as victims?	The response submitted for question 1 should represent all people who apply for compensation benefits, and that depends on how your state collects its applications. Enter either one person per application or multiple persons per application. The number reported here represents both primary (the wife in the example) and secondary or direct or indirect victims of the crime (the children in the example). Question 2 represents the victim whose victimization is the basis for the eligibility for the application.
22.	How does OVC define a child?	A person under the age of 18 or as otherwise defined by state law.
23.	How often will I be asked narrative questions?	Narrative questions will be asked annually in the PMT when submitting data for the July–September reporting period.
24.	How do I get access or log in to the PMT?	All individual users of the PMT must have their own unique log-in to access the system. The primary grantee or grant POC listed in GMS will receive an invitation via e-mail from PMT with instructions on how to create a new user account. The POC may then add additional users. To add new users, go to the **Administration–User Management** page in the PMT. All new users added will receive an e-mail to create their own unique log-in.

PERFORMANCE MEASUREMENT TOOL (PMT)

#	Questions	Answers
25.	I forgot my password for the PMT. What do I do?	If you forgot your password, enter your user name (or e-mail address), leave the **Password** field blank, and select **Forgot Password**. Enter and submit the answer to your challenge question. If correct, the PMT will send you an e-mail with a link to create a new password. Passwords must be at least 12 characters and contain both upper- and lowercase letters, one number, and one special character (e.g., !, @, $).
26.	The information on the **Profile** page in the PMT is wrong. How can I change it?	Grantee organization and grant information in the PMT is received and updated regularly from the GMS. If you need to make changes, please update the information in the GMS by submitting a Grants Adjustment Notice, and notify the PMT Help Desk and your program specialist.
27.	When I begin entering data, can I log out and finish later?	Yes, once you click the **Save** button at the bottom of the page, all your work up to that point is saved. When you log in again, you can resume entering data from where you last saved your work. Please be aware that due to security rules and regulations, your **session will time out in the PMT after 30 minutes of inactivity**. To avoid having to reenter data, click the **Save** button before leaving the system unattended or when you're finished entering data.
28.	What is the **Review** page for?	The **Review** page shows all the questions, answers, and any alerts/errors (e.g., missing required values) for the reporting period. There's a **Print** option on the **Review** page that lets you save a PDF copy of the information before certifying or marking the data complete.
29.	I'm receiving a message that someone else is logged in, and I can't access the data entry pages.	To manage multiple users within the same account and ensure data quality, only one user may enter/edit data at a time. If you get this message, then someone else within your account is using the system, and you will need to wait for that user to exit before you can log in. When you are entering data and are ready to end your session, select the **Exit Data Entry** button at the bottom of each data entry page or the **Logout** button to exit and to allow others within your account access.
30.	Will I receive confirmation that my performance data reports are up to date and complete?	You can find the status of your data entry and reports on the **Reports** page in the PMT.
31.	How can I make changes to a completed data report?	After you mark data entry complete for a reporting period, the ability to enter/edit data will be locked. • If you need to make changes during a data submission period, select **Unlock** to return the data entry status back to **In-Progress**. • If you need to make changes and the data submission period has ended, contact the OVC PMT Help Desk to request that the data entry be unlocked. If you make changes, remember to mark data entry as **Complete** again to recreate the PDF and replace any previous versions saved in your files.