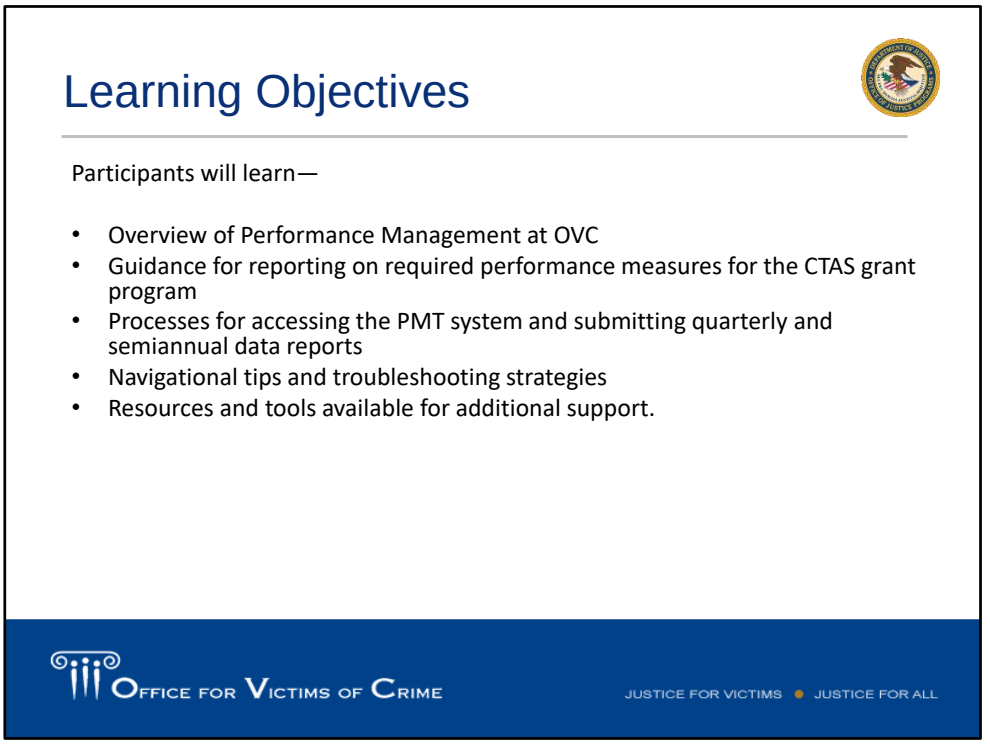
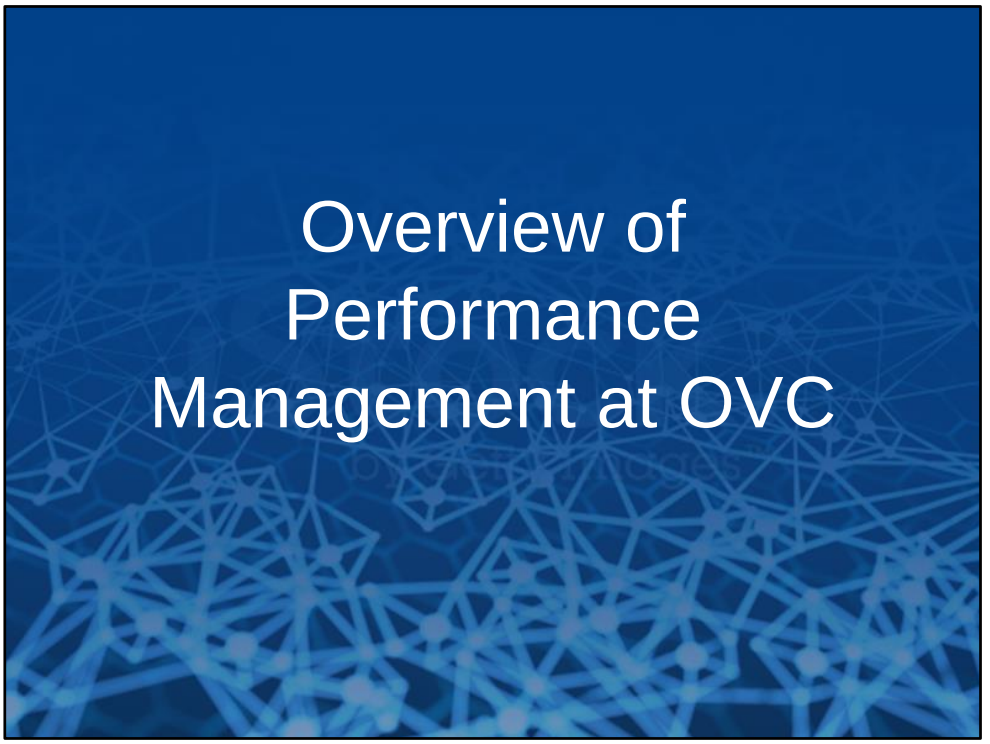
[Tina] Hello everyone. Thank you for joining us for this Performance Measurement Tool (PMT) User Training for grantees of the Coordinated Tribal Assistance Solicitation (CTAS). My name is Tina Wenzlaff, and I provide contractor support to the Office for Victims of Crime's (OVC) Performance Management team. I'm joined here today by my colleague Alex Hosmar, our PMT Helpdesk subject matter expert.



[Tina] By the end of today's presentation, you will learn an overview of performance management at OVC. We will provide an overview of reporting on the required performance measures for the CTAS grants program. We will provide some guidance on the processes for accessing the Performance Measurement Tool, or PMT system and submitting quarterly and semiannual data reports. We will also provide you with some navigational tips and troubleshooting strategies. And of course, some resources and tools at the end of the presentation. This webinar is being recorded and will be available for playback in the near future. If you have any questions along the way, please utilize the chat feature. So, welcome, and we're going to go ahead and get started.



[Tina] So before we dive into the presentation, I would like to provide an overview of performance management at OVC. The Transforming Victim Services, or TVS initiative which you'll hear throughout the presentation, encompasses non-formula awards made under the Federal Assistance listing Crime Victim Assistance Discretionary grants, and other awards as deemed appropriate. The TVS initiative ties in performance reporting for awards under multiple solicitations to set a standard of performance measures that provide consistent data reporting, so CTAS falls under that discretionary grant. The accuracy and timeliness of data reporting is extremely important. The data that's reported by you all, as the grantees, allows the Office for Victims of Crime, or OVC, to demonstrate the value and specific benefits of its grant program to government agencies, to the victims services field, to the general public, and other stakeholders. OVC uses the data provided by grantees to respond to specific inquiries about grant activities, so sometimes we will be aggregating data to give nationwide totals, but the PMT system allows us to drill down to investigate specific inquiries that come our way, and when you provide thorough and complete data, then we can provide a nationwide view on the services provided at the local level. The PMT data that we collect also helps to inform decision making priorities, so where do we see the trends in data, where do we see the needs in our communities, and gaps that warrant our attention?

Roles of Grantees

As a grantee, your role in performance measurement reporting includes the following—

- Identifying individuals in your organization who will have access to the PMT and maintaining your organization's profile page,
- Collecting all data required in the PMT and ensuring its accuracy,
- Submitting quarterly and semiannual reports, and
- Clarifying and updating data in response to any inquiries from OVC.

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[Tina] Starting from an administrative perspective, you're responsible for managing access to the PMT system, so this means identifying who from your organization will have access for entering and reviewing the data and for maintaining your organization's profile page. You will be 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, and we'll provide you with some of those tools along the way. You're ultimately responsible for completing quarterly reports and semiannual reports, which we'll touch on later. And, if OVC has any questions about the data that you reported in this system, then you play a role in helping to clarify or update that data.

PMT Definitions

General Definitions:

- **Performance Management**: The regular collection of data in a systematic manner to assess program outputs/outcomes, showcase program results, and improve program performance.

Reporting Systems:

- **Performance Measurement Tool:** The online system maintained by OVC for collecting performance measure data from grantees.
- **Grants Management System (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.

[Tina] The next few slides have some definitions of key terms. I would like to highlight Performance Management because that's really our ultimate goal in collecting data from grantees. The data we collect and analyze helps us better manage our programs so we can help more victims with appropriate services. Now, there are two reporting systems that you'll need to be aware of, the first is the Performance Measurement Tool, also known as the PMT, which is the online system maintained by OVC for collecting performance measure data, which is ultimately our focus of this training. And then there's also the Grants Management System, which is the official record, system of record, for OJP grants.

PMT Definitions (cont.)

Parties Involved:

- **Grantee**: The primary grant recipient of funds directly from OVC.
- **Subgrantee (or Subrecipient):** An entity that receives a portion of grant funding through a formal agreement with the grantee. Grantees are required to monitor subgrantees to ensure subgrant funds are appropriately spent.

Reports:

- **Quarterly Performance Measure Report**: This report collects information quarterly on grantee activities.
- **Semiannual Report:** This report includes narrative questions related to grantee and subgrantee activities. This report is generated within the PMT and then uploaded as an attachment into GMS.

[Tina] There are different reports that you as the grantee are responsible for. You will enter data quarterly in the PMT and you will also respond to a set of narrative questions as part of this semiannual report. I want to mention we are aware only a few CTAS grantees have subgrantees, so there will be mention of the subgrantee contribution throughout the presentation.

[Tina] Now that we've covered OVC's expectation and your role as a grantee, I want to pass it over to Alex to talk about how you can access the Performance Measurement Tool system, manage users, and set up your profile, come January 1st, 2019. Alex?

Logging into the PMT

- Visit the PMT website at this address, https://ojpsso.ojp.gov/, and enter your user name and password.
- The user name is the user's email address.
- 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.

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[Alex] Great, Tina, thank you very much, and thank you to everybody for your time on the line today to discuss the PMT system. Again, my name is Alex and I am the OVC subject matter expert on the PMT Helpdesk, so should any system or report-related inquiry arise, I am ready and willing to provide assistance in any way that is necessary. So today, during this webinar, I will be sharing information for logging into the PMT system, as well as basic site navigation, before turning it back over to Tina, who will get into greater detail about the specific performance measures that you'll be expected to report on during the lifespan of your grant. So, at the PMT login page, I would like to first mention that the new fiscal year 18 awards will be added to the PMT system in the coming weeks, and when those awards are added, a user profile will be established for your grant point of contact (POC). And so, when the January submission period opens, we will provide additional guidance for new users to complete their account setup. And again, the PMT Helpdesk will be helping you throughout that process. Specifically, with regards to the slide at hand here, the URL page that will direct you to the PMT login is ojpsso.ojp.gov. Once you navigate to this page, you will see the login page, which is pictured here, where you are able to input your credentials before moving forward. Please have in mind that this slide only applies to users who have already created an account. New users, for example, someone taking over a colleague's reporting roles, or representing a new award, will have to create an account, which will be explained in greater detail later in this presentation. Your email address is referred to here as your user name and the password are the two credentials required to enter. If you do not remember your

password, you can select the “Forgot Password” link, which is outlined in red on the slide, using your email address. The system will ask for an answer to your security question at which point you can reset the password.

Updating Your User Account and Changing Your Password

- Select the Update My Account button to update your login information (see Image 1).
- Select the Change Password button if necessary (see Image 2).
- Please remember to adhere to the password guidelines that are shown on the screen.

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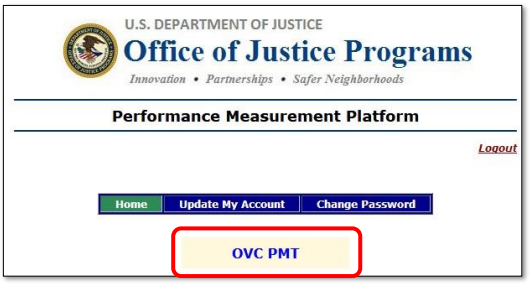
[Alex] When logging into the PMT system, you will notice three options at the top of the page. First, clicking on the Update My Account button. If there is a change in any personal information, such as a name, phone number, email address, or security question, you can make those changes on this page. Note that if you change your email address here, please make sure to start using that address as your user name, going forward when logging into the PMT. When finished, please ensure to hit the Update button, for these changes to take place. Additionally, if you'd like to change your password, that is one that you have not forgotten, you can select the “Change Password” Button at the top. Please be mindful of the password requirements when creating a new password by including the appropriate number of letters, numbers, and special characters. After you are finished, again, please ensure to hit the “Update” button.

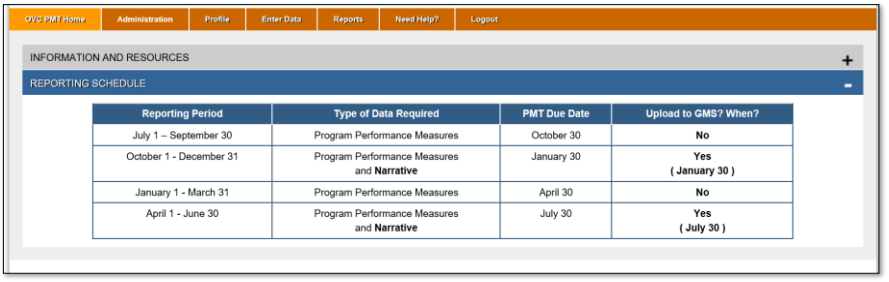
Accessing Your PMT Account Home Page



- Once you have created your account, you can update or change your account and password information.
- Click OVC PMT to continue with your data entry.

[Alex] After you have finished updating the account, to enter the PMT officially, you can select the blue “OVC PMT” button, which is outlined in red here, and you will now be navigated into your PMT profile.

Your OVC PMT Home Page



Reporting Period	Type of Data Required	PMT Due Date	Upload to GMS? When?
July 1 – September 30	Program Performance Measures	October 30	**No**
October 1 - December 31	Program Performance Measures and **Narrative**	January 30	**Yes (January 30)**
January 1 - March 31	Program Performance Measures	April 30	**No**
April 1 - June 30	Program Performance Measures and **Narrative**	July 30	**Yes (July 30)**

- The first page in your account is the Home Page.
- Here, you can view the reporting schedule for your organization.

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[Alex] Along with viewing the information and resources about the PMT and your award, you can also find the reporting schedule, pictured here, under the OVC PMT Home tab. When open quarterly submission periods begin on January 1st, April 1st, July 1st, and October 1st, during the year. And CTAS users are giving 30 days to complete their reports from those dates as indicated in this reporting schedule table, here in the PMT, for your reference. Please remember that all PMT due dates are on the 30th of the given submission month regardless of whether that month has 31 days.

Reporting Period Schedule

Quarterly Reporting in PMT				Semiannual Reporting in GMS			
Reporting Period	**Submission Period**	**Content**	**Deadline**	**Reporting Period**	**Submission Period**	**Content**	**Deadline**
January 1–March 31	April 1–30	PM	April 30	January 1–June 30	July 1–30	PM & Narrative	July 30
April 1–June 30	July 1–30	PM & Narrative	July 30				
July 1–September 30	October 1–30	PM	October 30	July 1–December 31	January 1–30	PM & Narrative	January 30
October 1–December 31	January 1–30	PM & Narrative	December 30				

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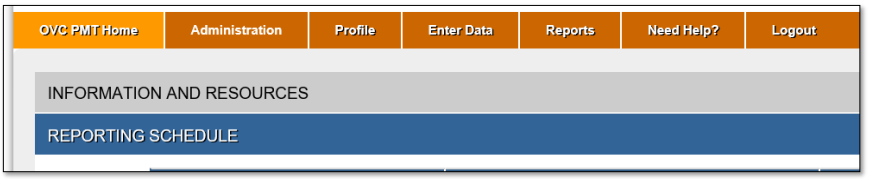
[Alex] Grantees are responsible for also submitting quarterly performance measure data. After each reporting period, there is a 30-day submission period. Grantees are also responsible for submitting semiannual reports in the GMS system. Those reports are based on the calendar year and reflect activity from January 1st to June 30th, July 1st to December 31st, respectively. For the semiannual reports, grantees will respond to a set of narrative questions and then generate the semiannual report in the PMT, and later upload that document into the GMS system. Grantees do not submit quarterly data reports in the 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 six-month, semiannual reporting period. Grantees will then collect this performance measurement data from their subgrantees and attach each subgrantees' completed questionnaire to their semiannual report in GMS.

Main Navigation Menu



- **OVC PMT Home**: General information about your award and reports
- **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**: Lists 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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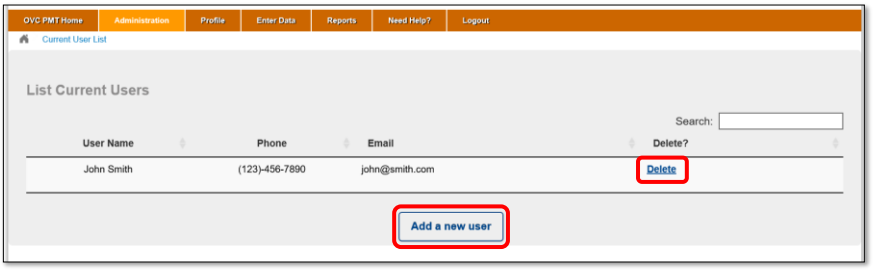
[Alex] Now that we are inside the PMT profile, please take a look at the options at the top of the banner. We were already on the OVC PMT Home page, where you can find the general information about your award, as well as that reporting schedule. Next, is the Administration tab, which contains an award roster and allows you to add users to the PMT system. Next is the Profile tab, which contains general information about the State Administering Agency and contact information for POCs and grant managers associated with each active award number.

Administration: User Management – Adding a New User



- Hover over the Administration tab from the top navigation bar and then click User Management from the dropdown list.
- In the Current Users List, you will see all users from your organization.
- To add a new user, click the Add a New User button.
- To delete a user who no longer needs access to PMT, click the Delete button.

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[Alex] When you hover your mouse over that Administration tab, from the top navigation bar, you can click on “User Management” to manage the user accounts associated with your statement. To add a new user, click on the “Add a new user button,” which is highlighted in red.

Administration: User Management – Adding a New User (cont.)

- After entering the new user information in all fields, click Save to create a new user.
- All new users will automatically receive an email asking them to set up their password and security information.

[Alex] Adding a new user will require a first name, last name, email address, and phone number. When finished, please click the “Save” button, highlighted in red. Once that information is captured, the new user will be sent a link to complete his or her account profile, which includes security questions and a password.

Profile Page

- Here you can view grantee organization and grant(s) information. This information is pulled from GMS and is not editable within the PMT.
- If any information on the Profile page is incorrect, you must submit a Grant Adjustment Notice (GAN) in GMS to correct it.

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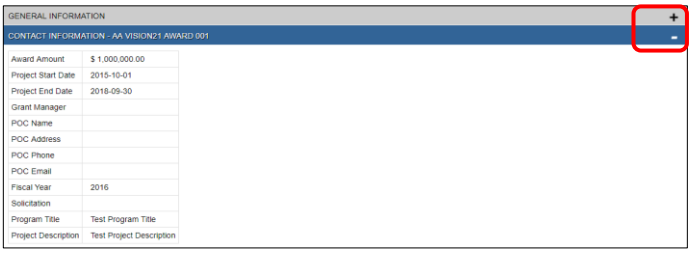
[Alex] The profile page allows you to view grantee organization and grants information. This information is pulled from the GMS system and is therefore not editable within the PMT. The general information displayed here provides basic information about the grant, its organization, and contact information. If any information in the PMT profile page is incorrect you must submit a grants adjustment notice, or GAN, in GMS to correct it.

Profile Page (cont.)



- View the contact information for each award by selecting the "+" symbol sign to the right.

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.

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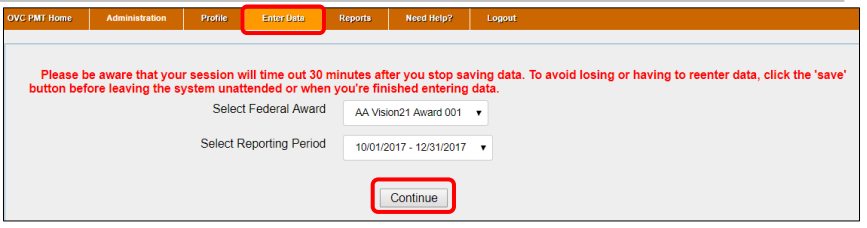
[Alex] You can also view contact information for each specific award number by selecting the plus symbol sign to the right, which expands the accordion. Contact information is updated each quarter in advance of the submission period and is guided by the GANs that are submitted by our users.

Enter Data Page



- Select the award and reporting period that you'd like to report data for from the dropdown list.
- Click Continue once you've selected the desired reporting period.

Important Note: The current reporting period will appear only if all previous reporting periods have been marked as complete.

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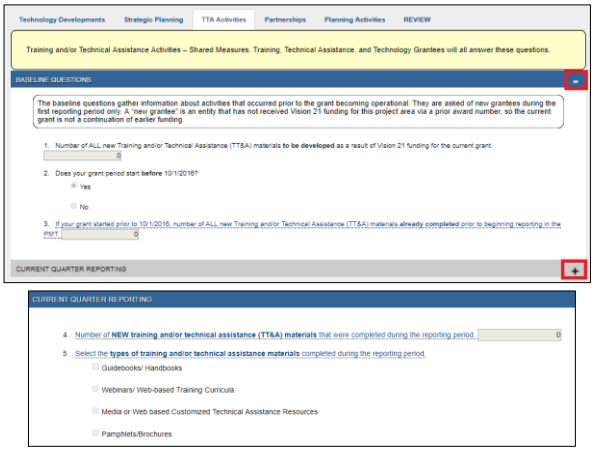
[Alex] The next tab on the top of your PMT profile is the Enter Data tab, which is displayed here. You will use this tab to input all performance measurement data into the PMT quarterly, as well as your semiannual narrative data in January and July. In order to access the appropriate report, please first select the dropdown menu to select the appropriate federal award from the system. From there you can select the appropriate reporting period before clicking "Continue" to be advanced to your data entry form.

Enter Data Page (cont).

- The Enter Data page will contain different activity areas depending on your award solicitation.
- Expand the "+" symbol to the right to answer the Baseline Questions and Current Quarter Reporting module beneath it.
- Enter your data in the Current Quarter Reporting and select the Save and Continue button.



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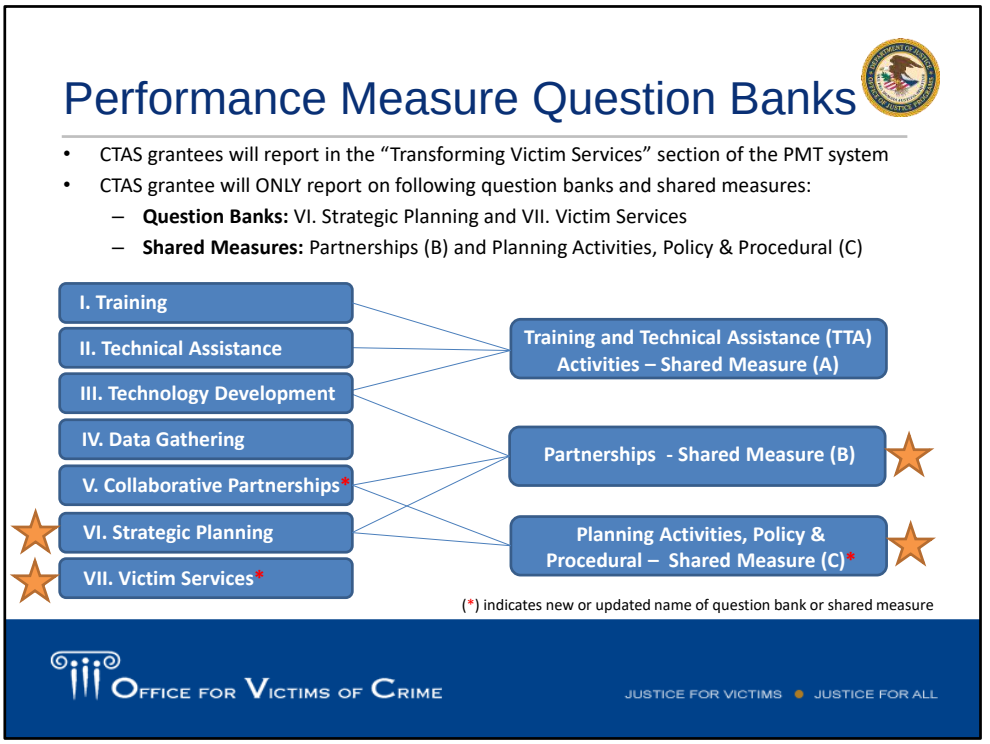
[Alex] In general the data entry pages will have similar formats. Some question banks include baseline questions and all question banks have questions for current quarter reporting. There's a heading for the baseline questions and a heading for the current quarter reporting. Again, using the plus symbols to reveal those questions is going to be needed during these sections. And now, I would like to turn it back over to Tina, who will be discussing Performance Measurement Question Banks, in greater detail.

[Tina] The question banks that grantees must respond to are selected based on the type of activities that the grantees will perform. The selections are made with input from OVC's grant managers and OVC's performance management team. Grantees may respond to one, several, or all of the questions banks and you all as CTAS grantees will respond to two question banks that we'll cover later in the presentation. When you log into the PMT system, you will only see the performance measures for your assigned question bank. If you do not understand how the question banks relate your project activities or if you think there has been an error, please contact the OVC PMT Helpdesk and the PMT Helpdesk will work with you and your OVC grant manager to address the issue.



[Tina] A key concept in understanding this Transforming Victim Services performance measures that you all will reporting under are these question banks. OVC uses TVS for wide-ranges of solicitations, supporting many diverse programs. These programs engage in different types of activities and one of the great aspects of TVS is that they're grouped into these question banks and then each grantee only needs to respond and reply to each of the question banks that relate to their program. As CTAS grantees, you are responsible for two of the seven question banks, so number six, strategic planning, and number seven, victim services. And we'll go into those in greater detail in a few slides. Now in addition to performance measures that are unique to the seven activity areas, OVC has determined that some performance measures apply to multiple activity areas. So instead of building those performance measures into each of the seven areas, they created three sets of shared measures and the shared measures that you all will be reporting on are Partnerships, the Shared Measure B, and then Planning Activities, Policy and Procedural, Shared Measure C.

Question Bank Navigational Menu

Technology Developments | Strategic Planning | TTA Activities | Partnerships | Planning Activities | REVIEW

- When grantees navigate to the Enter Data section, the secondary navigational menu will show ONLY the question banks assigned to that grantee.
- OVC's Performance Management Team and grant managers work together to determine the appropriate question banks for each grantee.
- Grantees must enter performance metrics for all questions that appear.
- Question Bank 6 includes baseline questions that are answered one time during the first reporting period of the grant. You will not be required to report on them again after that.

Important Note: This user guide includes screen shots of the current "Vision 21" module. Views will change slightly when updates to the CTAS module go live in January 2019.

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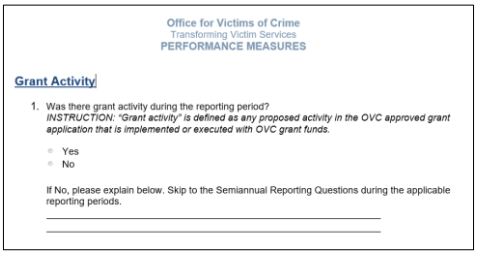
[Tina] The question banks that apply to each award again are determined by OVC's performance measurement manager and the grant manager. The baseline questions help OVC understand the activity that your organization was doing before the grant, so OVC can then compare the level of activity before and after the grant, and more clearly demonstrate the impact the grant had on your organization's services and activities. Other baseline questions relate to your planned activities for the entire award period, so understanding your program goals can help OVC understand the progress that you make each quarter to accomplish these goals. You will answer these baseline questions in the first reporting period of your award and once the grantee responds to the baseline questions in that first quarter, then you do not need to respond to those questions again.

Grant Activity



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Transforming Victim Services
PERFORMANCE MEASURES

Grant Activity

1. Was there grant activity during the reporting period?
   INSTRUCTION: "Grant activity" is defined as any proposed activity in the OVC approved grant application that is implemented or executed with OVC grant funds.

   - Yes
   - No

   If No, please explain below. Skip to the Semiannual Reporting Questions during the applicable reporting periods.

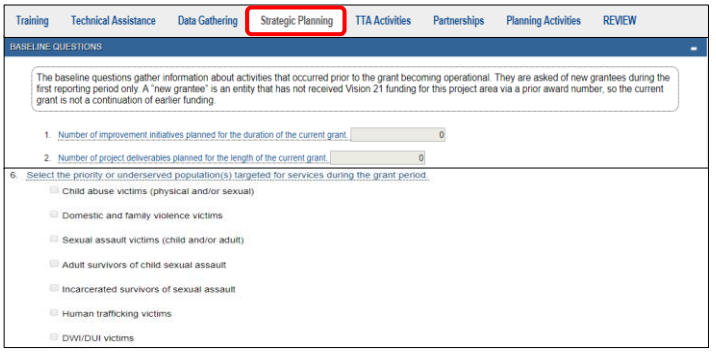
   _____

   _____

- **Definition:** Grant activity is defined as any proposed activity in the OVC approved grant application that is implemented or executed with OVC grant funds.
  - If the grantee had activity in the reporting period, select the "Yes" radio button.
  - If no, explain in the narrative box and only answer the Semiannual Reporting Questions.

[Tina] Grant activity is defined as any proposed activities in the OVC-approved grant application that is implemented or executed with OVC grant funds. When you are reporting if there was activity during that particular reporting period for the quarter, then you would select the "Yes" radio button. If there was not activity, which we understand there may not be for many of our grantees, then you will select "No" and explain in the narrative box in the next semiannual reporting period come July 2018.

Strategic Planning (Question Bank 6)



- **Definition:** Planning efforts to improve direct services to victims
- **Baseline measures include:**
  - Number of improvement initiatives and project deliverables planned
  - Underserved populations targeted for services

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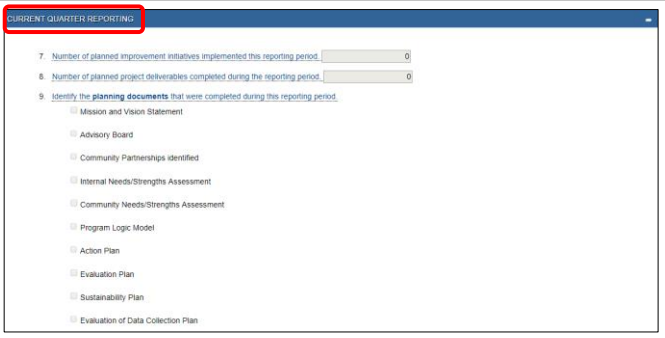
[Tina] Strategic Planning is the first question bank that you will be reporting on. These planning efforts are used to understand the direct services that are being made to victims. The baseline for our strategic planning includes how many planning efforts or initiatives have been implemented prior to the program and how many project deliverables are planned for the award period, and you'll also identify any priority or underserved populations that you do plan to target.

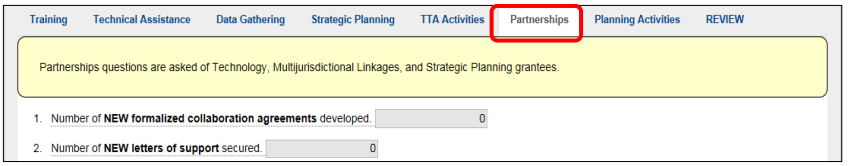
Strategic Planning (Question Bank 6) cont.



- **Current quarter measures include:**
  - Number of planning efforts implemented
  - Number and type(s) of planning documents completed

[Tina] For each quarter under the question bank six, you will report on the number of planning efforts implemented and the type of planning documents that were completed and the PMT system. Once you log in, you will see a list of 10 different types of documents that you can select what types of documents that you have completed. That could include mission and vision statement, advisory board, a logic model, an action plan, an evaluation plan, and so forth.

Partnerships–Shared Measures (B)



- Grantees who respond to the **strategic planning** performance measures **ALSO** respond to **partnerships shared measures.**
- **Baseline measures include:** None
- **Current quarter measures include:**
  - Number of new formalized collaboration agreements developed and letters of support received
  - Level of engagement of working group partners

[Tina] The Partnerships shared measures are answered by grantees that have activities the strategic planning question banks. There are no baseline measures here. For the current quarter you'll report on the number of new formal collaboration agreements and new letters of support that you secured.

Partnerships–Shared Measures (B)

3. Rate the following group partners based on the statement "This partner is actively involved in the program."

INSTRUCTION: Please rate your active working group partners on a scale of 1–5 as indicated below. Actual criteria used to determine how "actively involved" a partner is, are at the discretion of the grantee. Suggestions may include things such as attends and participates in meetings, carries out assigned tasks and deliverables thoroughly and on time, contributes meaningfully to accomplishing team goals, provides leadership in key areas, demonstrates dedication to serving victims of crime, etc., with the idea that the more criteria a partner meets, the higher the rating they might receive from the grantee.

Working Group Partner		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
This partner is actively involved in the program	**N/A**	**1**	**2**	**3**	**4**	**5**
Community-based service providers (e.g., housing, employment)						
Local leadership (e.g., mayor's office)						
Local community group (e.g., neighborhood watch, community center)						
Other Local Community Partner						
Corrections						
Pretrial service organizations						
Law enforcement agencies (including detectives/ investigators)						
Prosecution						
Public defender/indigent defense						
Courts						
Forensic Laboratories						
Victim services						
Child protective services						
Other General Criminal Justice Affiliated Partner						

- If you have multiple partners in a category, rate them as a whole. If you partner fits in more than one category, rate it in the one category that fits best. Do not rate yourself.

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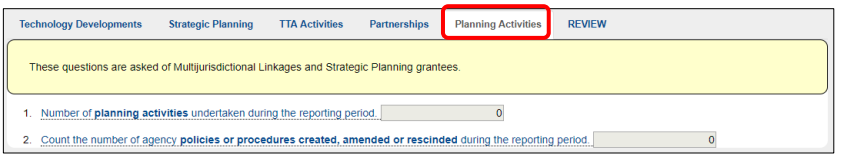
[Tina] You will then report on the level of engagement from your partners, which we'll touch on the next slide. Within the partnerships shared measures, you will be asked to rate your active working partners on a scale from 1-5, as indicated here in the screenshot. Actual criteria used to determine how actively involved a partner is, are really at the discretion of the grantee. Suggestions made to include things as the number of attendees, number of participants in meetings, and so forth. If you have multiple partners in a category, please rate them as whole, if your partner fits in more than one category, rate it in the category that fits best. Do not rate yourself.

Planning Activities, Policy, & Procedural Changes–Shared Measures (C)



- Grantees who respond to the **strategic planning** performance measures **ALSO** respond to **planning activities shared measures.**
- **Baseline measures include:** None
- **Current quarter measures include:**
  - Number of planning activities undertaken
  - Number of agency policies or procedures created, amended, or rescinded

[Tina] The last and second set of shared measures that you'll be reporting on is the planning activities, policy, and procedural changes, shared measure C. So, these apply to grantees who report in the strategic planning question bank, there are no baseline questions and just two measures that you'll report on each quarter. You will report on the number of planning activities undertaken during the reporting period and then the number of agency policies or procedures created, amended, or rescinded during the quarter.

Victim Services (Question Bank 7)

POPULATION DEMOGRAPHICS | DIRECT SERVICES | SUBGRANTEE ANNUALLY REPORTED QUESTIONS | REVIEW

This section **should** be completed each reporting period.
Source of data: Activities conducted at the subgrantee level.

- **Definition:** Provision of direct services to crime victims. Report all victims served through your OVC-funded program.
- **Baseline measures include:** None
- **Current quarter measures include:**
  - Number of victims served and the portion of victims who are new,
  - Types of victimization experienced, and
  - Number and types of services provided.

[Tina] Moving on to question bank seven or victim services. These were designed to collect data around direct services provided to crime victims. There are no baseline measures for this question bank and here you will be reporting on the number of victims served, including those who are new, the type of victimization experienced, and the number of types of services that were provided. Before you begin entering data into the PMT, we recommend that you compile all of your data so that you can quickly enter the numbers into the PMT, come the quarterly submission period. And one tool that we will provide for you at the end of the presentation is a TVS data template Excel that you can use specifically for these victim services performance measures that we'll touch on in a few slides.

Victims Served (Questions 1–4)

1. **TOTAL** number of individuals who received services during the reporting period. 50
2. **TOTAL** number of anonymous contacts received during the reporting period. 75
3. 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. 20

☐ We cannot track new individuals

- **Question 1:** Enter the total number of individuals served during the reporting period
- **Question 2**: Enter the number of anonymous contacts served during the reporting period
  - See the TVS Questionnaire document for definitions of "individuals served" and "anonymous contacts."
- **Question 3:** Enter the number of new individuals served for the first time during the reporting period. All individuals served will be counted as new during the first quarter of the award
- **Question 4:** Check the box if you cannot track new individuals

[Tina] The victim service questions are currently used by our Victims of Crime Act (VOCA) victim assistance grantees. For question one, you will report and enter the total number of individuals served during the reporting period. Question two, you will enter the number of anonymous contacts served during the reporting period, so this includes contacts received through a hotline, an online chat, or any service where the individual, the individuality of the contact cannot be established. If your organization did not have anonymous contacts, you will enter zero. Question number three, you'll enter the number of new individuals served for the first time during the reporting period. And all individuals served will be counted as new during the first quarter of the award. If you cannot track new individuals in a quarter, you should enter, check the box for question four, that you cannot track new individuals.

Data Review Tips (Questions 1 –4)

- Question 1 = New + continuing clients
- Question 2 = Anonymous contacts (e.g., hotline callers)
- Question 3 = New clients only

Grantee review tips:

- Question 1 ≥ Question 3
- **IF** checked "We cannot track new individuals," **THEN** Question 3 = 0

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[Tina] As we go through the victim services question bank, we added in some data review tips that will follow each of the questions. We developed these to help you with the calculation, so please be sure to review each of these tips, once data submission comes.

Demographics (Question 5)

- All demographic data is self-reported by the client or the person receiving services.
  - Race/Ethnicity
  - Gender Identity
  - Age
- Individuals who self-report in more than one category should be counting in the "multiple races" category.
- If no data are collected, enter "NT" in that category to mark it as Not Tracked.
- If no data are collected for an individual, count that individual in the Not Reported category.

- See Appendix A for definitions of each race/ethnicity category.

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[Tina] Question five captures information about demographics. All of the demographic data is self-reported by the client or the person receiving the services, so when you're inputting data for question five, please ensure that before completing data entry, the different demographic breakdowns, race/ethnicity, gender identity, and age, add up to the total number of new individuals. The PMT system does not have a validation built in to catch any differences in the breakdown of question five and the total number of new individuals served, so within our experience working with victim assistance grantees, we do notice some differences, so we just wanted to bring that to your attention.

Data Review Tips (Question 5)

A. RACE/ETHNICITY (self-reported)

Population	Number of New Individuals
American Indian or Alaska Native	2
Asian	2
Black or African American	2
Hispanic or Latino	2
Native Hawaiian or Other Pacific Islander	2
White Non-Latino or Caucasian	4
Some Other Race	2
Multiple Races	2
Not Reported	2
Not Tracked	Number
Race/Ethnicity Total (auto-calculated after save)	20

Data collection systems should be updated to track all demographic data in PMT.

Grantee review tip:

- Demographic subtotal = Question 3

[Tina] Here's another slide to help serve as a review tip as you report on Demographic data.

Victimization Types (Question 6A)

A. Number of individuals who received services based on a presenting victimization during the reporting period.

Victimization Type	Number of Individuals
Adult Physical Assault (Includes Aggravated and Simple Assault)	Number
Adult Sexual Assault	Number
Adults Sexually Abused/Assaulted as Children	Number
Arson	Number
Bullying (Verbal, Cyber or Physical)	Number
Burglary	Number

- There are 25 types of victimization available for selection.
- Enter the number of victims that ***presented*** with that type of victimization in the quarter.
- Include new and continuing clients (Question 1) plus anonymous contacts (Question 2).

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[Tina] Victimization types, question 6A, asks you to report the number of individuals receiving services based on different victimization types. Here you will report on individuals served and, which includes the total individuals in question one, plus the total anonymous contacts in question two. In this section, do not count an individual more than once for the same victimization type. So for example, if a person is coming in for, as a victim of domestic violence, then this victim is presenting a single victimization type, so then you would report that one time. And the intent of this is really to capture how many people were present with each of the victimization types, so, you know, adult physical assault, sexual assault, arson, bullying, during the reporting period, not to measure how often the services were provided for that particular victimization type.

Victimization Types: Other cont. (Question 6A)

Victimization Type Classification	Includes Victimizations Such As…
Adult Physical Assault	• Strangulation • Obstruction of breathing • Obstruction of airway • Attempted murder
Bullying (verbal, cyber, or physical)	• Cyberbullying
Stalking/Harassment	• Menacing • Threatening • Intimidating a victim • Intimidating a witness

[Tina] I just wanted to provide some examples of victimization types that we have seen in the “other” category and can be classified under one of the victimization types. On the left side, you will see the classification type that's the standard by OVC, so adult physical assault. You may encounter a victim who comes in showing signs of strangulation, or obstruction of airway, or attempted murder and feel these cannot be classified in the victimization types listed in the PMT. Our goal is to help you to avoid using the “other” field and gain a larger image of the victimization types across all categories.

Victimization Types: Other cont. (Question 6A)

Victimization Type Classification	Includes Victimizations Such As…
Child Physical Abuse or Neglect/ Elder Abuse or Neglect	• Endangering the welfare of a child • Neglect • Parental abuse
Identity Theft/Fraud/Financial Crime	• Forgery
Adult Sexual Assault	• Sexual harassment • Sexual misconduct • Problematic sexual behavior • Indecent exposure • Attempted sexual assault

[Tina] Here is another example where neglect or parental abuse was included in the "other" category but could be classified under child physical abuse or neglect.

Data Review Tips (Question 6A)

- Use “other” only when no other type of victimization can apply.
- Classify experiences using the 25 listed types as frequently as possible.
- Apply a broad definition to the victimization types listed. They are not meant to reflect formal legal definitions defined by statute in a jurisdiction.
- What’s coming up in FY19 –
  - OVC PMT is working with the Center for Victim Research (CVR) to develop a crosswalk of common criminal codes and PMT victimization types.

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[Tina] To summarize, please use other only when no other type of victimization can apply and classify the experiences using the 25 listed in the PMT as frequently as possible, apply a broad definition to the victimization type and they're not meant to reflect formal, legal definitions defined by statute in a jurisdiction. I would like to mention, coming up in FY19, we are working with the Center for Victim Research, or CVR, to develop a crosswalk of common criminal codes and PMT victimization types to help you with this particular question, when you're entering data in the PMT, so please look out for that in FY19.

Victimization Types (Question 6B and 6C)

B. Of the individuals who received services, how many presented with more than one type of victimization during the reporting period?

Enter Number: Number

- **Question 6B:** Report the number of individuals who presented with more than one type of victimization in the quarter

C. Special classification of individuals (Self-reported)

Victimization Type	Number of Individuals
Deaf/Hard of Hearing	Number
Homeless	Number
Immigrants/Refugees/Asylum Seekers	Number
LGBTQ	Number
Veterans	Number
Victims with Disabilities: Cognitive/ Physical /Mental	Number
Victims with Limited English Proficiency	Number
Other	Number
Total	0 (auto-calculated)

Question 6C

- Enter the number of individuals who self identify in one or more of each special classification category.

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[Tina] Question 6B is gathering information about how many individuals who received services were presented with more than one victimization type, so here you will report on a number of individuals who presented with more than one type of victimization in the quarter. Question 6C captures the number of individuals who self-identify in one or more of the categories listed on the screen, so deaf or hard of hearing, homelessness, LGBTQ, veterans, and so forth.

Compensation Application (Question 7)

- **Question 6:** Number of individuals assisted with a victim compensation application during the reporting period.
  - Count the number of individuals who received assistance with completing a victim compensation application during the reporting period, even if they did not submit the application.

- **Important note:** Simply providing an individual with an application does NOT qualify as assistance.

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[Tina] Question seven is capturing the number of individuals assisting with compensation applications during the reporting period. Here you will count the number of individuals who received assistance with completing an application, even if they did not submit the application, and just as a note, simply providing an individual with an application, does not necessarily qualify as assistance.

Services Provided (Question 8)

POPULATION DEMOGRAPHICS | DIRECT SERVICES | REVIEW

Complete this section each reporting period.

6. Number of individuals assisted with a victim compensation application during the reporting period. Number

7. Select the types of services provided by your organization during the reporting period:
   - [x] A. Information & Referral
   - [x] B. Personal Advocacy/ Accompaniment
   - [x] C. Emotional Support or Safety Services
   - [ ] D. Shelter/ Housing Services
   - [ ] E. Criminal/ Civil Justice System Assistance

- Check each applicable box indicating the types of services provided by your organization during the reporting period.

[Tina] Question eight captures the types of services provided by your organization during the reporting period. This can include information and referral services, personal advocacy or accompaniment, emotional support or safety services, shelter/housing services, or criminal justice, criminal civil justice system assistance. In the PMT system, you will check each applicable box indicating the type of services provided by your organization during the reporting period.

Victim Services: Number of Individuals and Services (Question 9)

8. Total **number of individuals who received services** by service type AND **number of times each service was provided** during the reporting period

A. Information & Referral

Enter the number of individuals who received services in this category	125	1
Enter the number of times services were provided in each subcategory.		
A1. Information about the criminal justice process	60	2
A2. Information about victim rights, how to obtain notifications, etc.	125	
A3. Referral to other victim service programs	25	Total services: 220
A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	10	

- Report the **number of individuals** who receive each category of service (Item 1).
- Report the **number of times** each subcategory of service is provided (Item 2).
  - When you add the subcategory occurrences (A1 + A2 + A3 + A4), the total should be equal to or greater than the number of people who received services.
  - In this example, 10 + 20 + 2 + 4 > 10 people served.

[Tina] Question nine captures two different types of information. Question nine captures the number of victims receiving different categories of services, and then breaks that down within each category, how many times that sub-category of services were provided. Item number one is where you'll report the number of individuals who received each category of service. In item two, you'll break that down into number of times that services were provided. So, in this example, information about victim rights and how to obtain notifications were provided 125 times, 25 times for referrals to other victim services programs and then 10 times for referral to other services, support, and/or resources. If you add all those up, 60 +125, + 25 +10, your total equal 220 times information and referral services were provided, which should be greater than the 125 people who received that information. OVC recognizes that some individuals served receive multiple subcategories of services, or perhaps receive a subcategory of service multiple times, so if you need any assistance with the calculations, please be sure to reach out.

Data Review Tips (Question 9)

Number of individuals who received services:

- Number of individuals served in category ≤ Question 1 + Question 2
  (total individuals served + anonymous contacts)
- Number of individuals served in category ≤ Sum of all the times services were provided across multiple subcategories

Number of times services were provided:

- Total number of services in category ≥ Number individuals in a category
- Total number of services in category ≠ 0
  (if individuals were served)

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[Tina] Here is another data review tip as it relates to question number nine.

Review Data Entry

Training | Technical Assistance | Data Gathering | Strategic Planning | TTA Activities | Partnerships | Planning Activities | REVIEW

- After saving responses on each data entry page, navigate to the tab titled REVIEW.
- The system will display alerts if any data is missing or in the wrong format. Return to the data entry pages to address issues as needed.
- Once you confirm that your data entry is complete and accurate, scroll to the bottom of the Review page to complete data entry.

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[Tina] Now that you have responded to all of the performance measures in question bank six, question bank seven, and the two shared measures, you will advance to the review page. This page allows you to review all of your responses to the performance measures and flag if any items were left blank. You can navigate back to the relevant data entry page, if you need to fill in any missing information or maybe correct any typos.

Review Data Entry (cont.)

As grantees review their data, they should ask:

- Are all questions fully answered?
- Is anything missing?
- Does this report make sense given the funding, staffing, and objectives?
- Are there any illogical responses? (e.g. entering N/A or ”0” as a response, then including a narrative response about the related activity)

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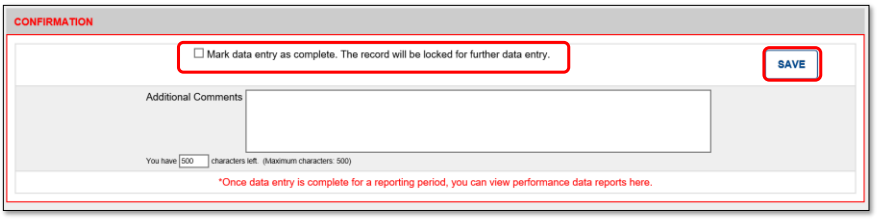
[Tina] As you're reviewing your data, please continue to ask yourself - have all the questions been fully answered? Is there anything that's missing? Does the report make sense given the funding, staffing and really the objectives of your program? Are there any illogical responses?

Completing Data Entry



- After confirming that your data is accurate, check the “Mark data as complete” box and click save.
- Saving will lock your report and prevent additional editing. If you need to unlock your report, please contact the OVC PMT Helpdesk.

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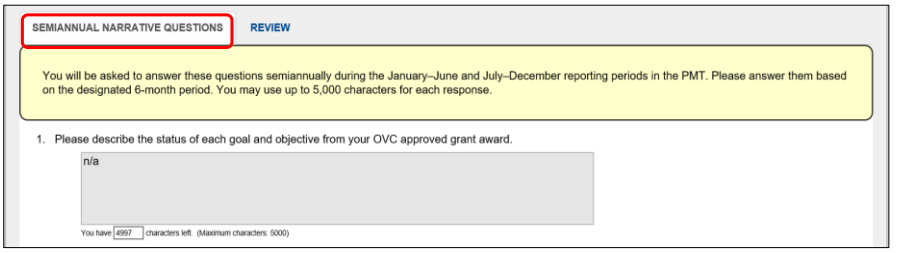
[Tina] Now it’s time to complete your data entry. At the bottom of the review page in the PMT system you'll see a confirmation heading. Once you are ready to click submit, you will check the box to mark your data entry as “complete” and then click “save.” When you click save, your report will automatically lock. If you would like to go in and change a response, that's not a problem at all. Please contact the OVC PMT Helpdesk and they can unlock your report, and then you can make the edits and then re-save in the system.

[Tina] Now let’s dive into the semiannual report.

Report Section: Semiannual Narrative



- Narrative questions are asked twice a year during the April–June and October–December reporting periods.
- Semiannual responses should reflect the previous 6 month reporting period: January–June and July–December.
- You may use up to 5,000 characters for each response.

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[Tina] CTAS grantees report quarterly in the PMT, but then every six months you will submit a semiannual report in the Grant Management System. You will respond to a set of narrative questions based on the entire six month period. You will be describing the status of your goals and objectives and reflect on what was accomplished during this six months. This is an opportunity to connect with OVC and describe any concerns you may have about your program, and share your approach for the next six months ahead. Please remember to periodically save this page as you enter the narrative responses. You may want to prep your responses in another document, which is perfectly fine, and then copy them into the system.

Semiannual Narrative (Question 8) – Subgrantee Activities

8. Is the federal award shared with other entities (i.e., subgranted) to implement grant-approved activities? If so, please identify any subgrantees who implemented grant-approved activities during the reporting period in the space below and provide a summary of their activities.

   Please provide each subgrantee a copy of the TVS Performance Measure Tracking Spreadsheet so that subgrantees can record their data for the 6-month semiannual reporting period. Attach each subgrantee's completed tracking sheet to your semiannual report in GMS.

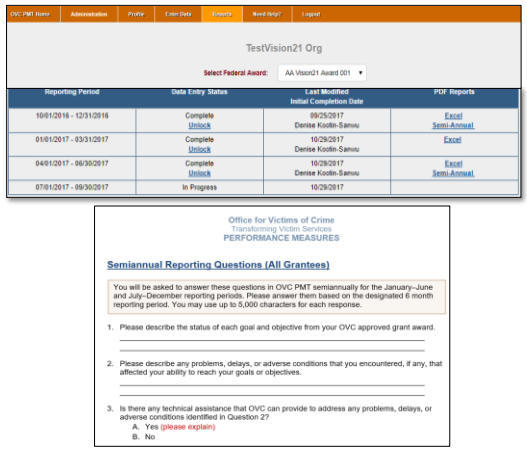
   The data submitted for each performance measure within the quarterly data entry pages should represent the activity that occurred at the prime recipient level and the data gathered from the other entities should be reported here in the narrative questions section.

- The performance measure data fields should reflect only the prime grantee's activities during the quarter.
- Subgrantee activities are reporting in the semiannual narrative question 8.
  - For each subgrantee, indicate the name of the subgrantee and a summary of their activities
  - Provide each subgrantee a copy of the TVS Performance Measure Questionnaire fillable PDF. Attach each subgrantee's completed PDF to the semiannual report in GMS by January 30 and July 30.

[Tina] If you have subgrantees, you will be asked to report on their activities in question number eight of the semiannual report. The quarterly reporting does not include any subgrantee activities, that's all grantee-based. And if you do have a subgrantee, you'll need to share a copy of the TVS Performance Measure fillable PDF, which we'll be providing to you all later in this month, and that is an opportunity to go through the applicable question banks and the shared measures, while tracking the information that you're collecting.

Generating the Semiannual Report

- Navigate to the Reports page.
- Identify the Semiannual Report in the table and generate the PDF.
- Semiannual reports will include the previous two quarters of information and narrative in one report.
- Save the PDF to your local computer and upload a copy of this report as an attachment to your semiannual report in GMS by January 30 and July 30.



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[Tina] Once you've entered all of your narrative responses, navigate to the Reports page in the PMT system that Alex had alluded to earlier in the presentation. Once you have completed the semiannual report, you will then attach a copy of that completed fillable PDF and upload it into the Grant Management System by January 30th and July 30th.

[Tina] So now we are going to go over some troubleshooting tips and then provide you with additional resources. I'll pass it over to Alex for that, thank you.

General Troubleshooting Steps

- 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 (Google Chrome works best),
  - 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, and
  - Ensure that Javascript is enabled on your computer.

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[Alex] Thank you very much, Tina, alright everyone, so now that we've talked about the greater PMT reporting it's not always foolproof and it's not always as seamless as we hope it to be, but hopefully the end of this presentation will provide you with some tools that will help in most cases where there may be an error thrown at you. So starting here with just some general troubleshooting tips if you're logging into the PMT and maybe you don't see the report that you're looking for, it doesn't look updated whether it be contact information or reporting, we always recommend as the first best practice to log out of the PMT and then log back in using the same browser, and generally speaking, please try to access the PMT using Google Chrome, if your office does allow that, because we do find that that browser works the best for our grantees and for the PMT system. If you're noticing, again, lack of updates in terms of data that you have entered, another option beyond logging out, could be clearing the cache and the cookies on your browser where some of that old information and some of those log in attempts may be still lurking in the background. Additionally, restarting your computer may help as well and then when it comes to generating PDF reports or pulling data from the PMT, we do know that there is often times a lot of traffic during business hours, so that's about nine to about three o'clock, 9 a.m. to about three o'clock p.m. on the east coast here. Please, if you do find that there are some issues, particularly during high volume surge periods like the submission period months we discussed earlier, try accessing the PMT during non-peak hours, either earlier in the morning or later in the afternoon. Additionally, the one program, internet program, that is required for the PMT is JavaScript, so please

ensure that that is loaded appropriately onto your machine.

Data Entry Reminders

- When reviewing data entry, please check specifically for the following items when finalizing your reports –

  Special characters:
  - Numbers entered into numeric boxes should be whole number integers, without commas, decimal points, or other characters
  - The only text allowed in numeric boxes (such as “NT” for “not tracked”) will be explicitly mentioned in the directions for a given section of the report. If the directions do not mention “NT” or another designation for no activity, please put a “0” instead

  Text Boxes:
  - Please do not copy and paste tables or large portions of text into qualitative text boxes
  - Spaces, indentations, bullet points, dashes, and similar characters that may be found pasted text and are not validated in the PMT system. It is recommended to type responses
  - Even if there is no information to report in a qualitative text box, please insert “NA”

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[Alex] As Tina alluded in her synopsis of the reporting questions, the PMT does not accept all kinds of data, all kinds of symbols and everything of that kind, so the following slides that you see here are going to be some best practices when it comes to data entry in the PMT, both for your quarterly reports and semiannual narrative reports, as well. So the two typical issues that we see on the Helpdesk revolve around special characters and text boxes. Particularly when individuals are reporting, for example, using commas, bullet points, dashes, basically non-whole number integers in their reporting, the PMT often times does not like that type of data. Please limit those special characters and keep it to whole numbers and you should be okay. Additionally, unless the PMT specifically states that you can put NT for not tracked, please put zero in those question banks instead because often times numbers in a text box or vice versa can cause the PMT to throw an error. And if you have any particular questions or don't feel like that question bank or the way that we're asking you to answer the question will appropriately capture the type of data that you'd like to report, please call the Helpdesk and we can provide a workaround and help you as we navigate that situation. In terms of text boxes, please try not to copy and paste tables or large portions of text that may have indentations, bullet points, commas, dashes, underscores, or any other types of non-natural symbols, as that can also cause an issue in the PMT.

Save and Continue Reminder

- 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 data not saved will be lost.
- Please 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 data not previously saved will be lost. The Exit Data Entry button does NOT automatically save your work.

Save and Continue
It is critical to periodically click the Save and Continue button to save your work.

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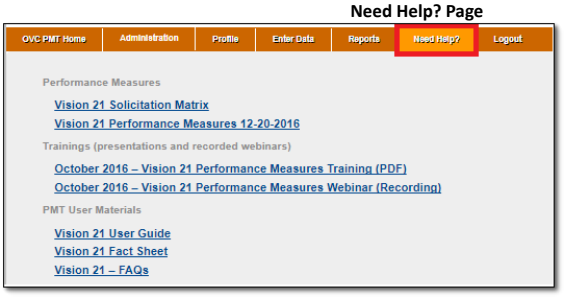
[Alex] Generally speaking, the PMT will time you out after 30 minutes of inactivity, and inactivity in the PMT is not just reporting data on a given data form, but it's actually saving and continuing. That is what constitutes activity in the PMT. And so we'd recommend clicking the Save and Continue button as soon as possible, even if you may not be entirely finished with a particular data tab in the enter data tab. Please ensure that once you are complete, you are making sure to click Save and Continue throughout so everything is saved, and then you'll be able to move forward. You'll also notice that there is the Exit Data Entry button as well, next to the Save and Continue button, and I'd like to caution you to not click that if there is unsaved data in the PMT. That does not constitute activity and that will not save your data, so again, we can't harp enough to please, once you're in the PMT and you're reporting that data, ideally in one fell swoop, using that information in those PDF reports that Tina and I will share later in this presentation, hopefully it can be done in one motion within that 30 minute time frame and go from there, just to ensure that there's no data is left unsaved.

Need Help Page

- **Performance Measures:** A list of all performance measures with explanations
- **Frequently Asked Questions:** Provides additional information on reporting performance measures
- **PMT User Guides:** Includes tips for navigating through the PMT system
- **PMT Fact Sheet:** Provides quick tips for reporting in the PMT
- **Training Materials:** Allows you to watch recordings and view presentations about reporting performance measures

Need Help? Page



Important Note: If you miss a live training webinar on reporting, the PMT system, or performance measures, you can access the recording on this Need Help page.

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[Alex] We recognize that there's a lot of information that was shared today and we want emphasize that there are resources and not just in terms of physical resources, but also in terms of people like myself, so the Need Help tab is another tab at that top navigation bar of the PMT that will be shared with the refreshed resources in the coming weeks where you will be able to look at a lot of what we've talked about and have some of these troubleshooting tips going forward.

[Tina] We have created a Zip file of all of our resources that we're going to share for you and that includes a fact sheet, outlining the Transforming Victim Services initiative, an FAQ document including common frequently asked questions. We really outline those commonly asked questions and provide you with a thorough response. There's also the Transforming Victim Services questionnaire that outlines the performance measures and highlights all of the questions that fall under the question banks and the shared measures that you'll be reporting on. There is also the solicitation map outlining which grantees that fall under the FY15 – 18 initiatives and maps to the question banks and shared measures they will be reporting on. We will also share a PDF of this presentation deck, and the recording will be coming at a later time at a later time.

Additional Information

OVC PMT Helpdesk

You can contact the OVC PMT Helpdesk Monday–Friday, 8:30 a.m.–5:00 p.m. e.t. via email at *ovcpmt@usdoj.gov* or call the toll free number: 1–844–884–2503.

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*.

Office for Victims of Crime

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[Tina] We want to thank you so much for joining us. For additional information, please contact the OVC PMT Helpdesk Monday through Friday, 8:30 a.m. to five o'clock p.m. Eastern Standard Time. And also the Grants Management System Helpdesk, if you need any support with uploading your semiannual report and anything related to GMS. They're also there and available to assist you. Thank you and have a great day.