Hello. Thank you for joining us for this Performance Measurement Tool User Training for grantees of the Transforming Victim Services (TVS) initiative. My name is Tina Wenzlaff and I provide contractor support to OVC’s Performance Management Team. I am also joined by colleague, Alex Hosmar, our PMT Helpdesk Subject Matter Expert.
[Tina] By the end of today's presentation, we hope that you will learn some guidance for reporting quarterly and semiannual performance measure data. You will learn the processes for accessing the PMT system and submitting your quarterly and semiannual reports. We will provide you with some navigational tips and troubleshooting strategies. We will also provide you with some resources and tools for additional support along the way. This webinar is being recorded and will be available for playback in the near future.
Before we dive into the presentation, I would like to provide an overview of Performance Management at OVC and speak to the changes in Fiscal Year 2018. The Transforming Victim Services (TVS) initiative encompasses non-formula awards made under the Federal Assistance Listing 16.582, Crime Victim Assistance/Discretionary Grants, and other awards as deemed appropriate. The TVS initiative ties performance reporting for awards under multiple solicitations to a set of standard performance measures that provide consistent data reporting.

The accuracy and timeliness of reporting data is extremely important. Data reported by grantees allows the Office for Victims of Crime (OVC) to demonstrate the value and specific benefits of its grant programs to government agencies, the victim services field, the general public, and other stakeholders. OVC uses the data provided by grantees to respond to specific inquiries about grant activities. Sometimes we are aggregating data to give nationwide totals, but the PMT data also lets us drill down to investigate specific inquiries, so when you provide thorough and complete data, we can provide a nationwide view on services provided at the local level. PMT data can also help inform decision-making and priorities – do we see trends, needs, gaps that warrant 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.

[Tina] Starting from an administrative perspective, you all are responsible for managing access to the PMT for your organization. This means identifying who needs to have access for entering and reviewing data, and for maintaining your organization’s profile page. You are 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. You are ultimately responsible for completing quarterly data reports and a semiannual report. Finally, if OVC has any questions about data reported, 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 definitions of key terms. One that I want to highlight is “performance management,” because that is 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.

There are two reporting systems that you need to use for reporting – the Performance Measurement Tool (PMT), which is our focus in this training, and the Grants Management System (GMS), the official 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’ll enter data each quarter for the Quarterly Performance Measure Report, and you will respond to additional narrative questions as part of the semiannual Report. We’ll go over each of these during this presentation.
What’s New for Fiscal Year 2018

[Tina] On the next few slides I'd like to highlight what's new for Fiscal Year 2018.
What’s New for Fiscal Year 2018

- Transforming Victim Services (TVS) is the new name for the old Vision 21 module in PMT.
- OVC expanded the use of TVS measures to include tribal grantees under the Coordinated Tribal Assistance Solicitation (CTAS) and Tribal Victim Services Set-Aside (TVSSA).
- Grantees have the option to indicate that no grant activity occurred in the reporting period.
- Some performance measures have been modified or added.
  - PMT data analysts conducted a data validity and reliability (DVR) review in fall 2017 to revise TVS performance measures to promote accurate and consistent reporting.
  - These changes reflect the findings of the DVR review and recommendations from grantees.

[Tina] “Transforming Victim Services (TVS)” is the new name for the old “Vision 21” module in PMT. OVC has updated the name to better reflect the overall goals of the many discretionary grant programs that will report on TVS performance measures. In Fiscal Year 2018, OVC expanded the use of TVS measures to include Tribal grantees under the Coordinated Tribal Assistance Solicitation and Tribal Victim Services Set-Aside. This allows OVC to use TVS data to showcase the work done by grantees across multiple solicitations and to provide timely responses to specific inquires. Grantees have the option to indicate that no grant activity occurred in the reporting period. Finally, some performance measures have been modified or added, as we will touch on later in the presentation. PMT data analysts conducted a data validity and reliability review (DVR) in fall 2017 to revise Vision 21 performance measures to promote accurate and consistent reporting. These changes in the presentation reflect the findings of the DVR review and recommendations from grantees.
What’s New for Fiscal Year 2018 (cont.)

- **Training and Technical Assistance (TA):**
  - Includes training and technical assistance participant feedback questions for each question bank and questions on survey collection to help provide context for participant feedback
- **Technology Developments:**
  - Includes updates to how to report on client wait time
- **Multijurisdictional Linkages and Wraparound Services:**
  - Renamed section “Collaborative Partnerships,” added question to gather evidence-based practices used by partners
- **Victim Services:**
  - Captures performance measures for some grant programs that directly serve victims
- **Semiannual Questions:**
  - Subgrantees will receive the questionnaire as a fillable PDF. Grantees will still upload into GMS semiannually

The TVS revisions will be deployed in production starting January 2019. This user guide includes screen shots of the current “TVS” module.

[Tina] Continuing through the new changes for Fiscal Year 2018, let’s begin with the Training and Technical Assistance participant feedback questions for each question bank and questions on survey collection to help provide context for feedback participants. The updates to Technology Developments include how to report on client wait time. OVC renamed Multijurisdictional Linkages and Wraparound Services to Collaborative Partnerships and added questions to gather evidence-based practices used by partners. Victim service is one of the newest question banks and that captures performance measures for some grant programs that directly serve victims. The semiannual questions, the subgrantees will receive a performance measures questionnaire as a fillable PDF. And the grantees will still upload the semiannual report into GMS as previously done. Finally, reporting activities, grantees can now indicate if they did not perform grant-funded activity in a particular quarter.
Great, Tina, thank you very much. And thank you to everybody for taking the time to share an hour with us about the Transforming Victim Services module. So, what I'll be doing now is going over some of the access and site navigation basics for the PMT system. And then at the end of the presentation provide you with some more troubleshooting tips as you begin to report in the PMT.
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. SelectForgot Password.
  3. Enter and submit the answer to your challenge question.

[Alex] First, I’d like to talk about logging into the PMT. The URL that will direct you to the PMT login page is https://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 the presentation. Your email address is referred to in the PMT as your user name, and then there's also a password which the credentials you will create, when first creating that account. If you don't remember your password, you can select the forgot password link, which is outlined here in red, using your email address. The system will then prompt you to answer your security questions at which point you can reset your password and proceed into the PMT.
[Alex] When logging into the PMT, you will notice three options at the top of the page. Click on the update my account button first. If there is a change to any personal information such as name, phone number, email address of security question preferences, you can make those changes on this page. Note that if you do change your email address here or password here, make sure to start using that information when logging into the PMT going forward. When finished, please ensure to hit the update button for these changes to take place. Additionally, if you'd like to change a password, you can select the change password button at the top as well. Please be mindful of the password requirements when creating a new password by including the appropriate number of letters, numbers and special characters required. After you're finished, again please ensure to hit the update button.
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] Once finished updating your accounts, you can enter the PMT by selecting the blue OVC PMT button outlined here. At this point you will be navigated into the PMT profile page.
The first page in your account is the Home Page.

Here, you can view the reporting schedule for your organization.

[Alex] Along with viewing information and resources about OVC and the PMT for your award, you can also find the reporting schedule pictured here. Open quarterly submission periods begin on January 1, April 1, July 1 and October 1 during the year. Users are given 30 days to complete their reports from these dates as indicated in the report schedule table. Please remember that all PMT due dates are on the 30 of a given submission month regardless of whether that month has 31 days.
### Reporting Period Schedule

<table>
<thead>
<tr>
<th>Quarterly Reporting in PMT</th>
<th>Semiannual Reporting in GMS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reporting Period</strong></td>
<td><strong>Submission Period</strong></td>
</tr>
<tr>
<td>January 1–March 31</td>
<td>April 1–30</td>
</tr>
<tr>
<td>April 1–June 30</td>
<td>July 1–30</td>
</tr>
<tr>
<td>July 1–September 30</td>
<td>October 1–30</td>
</tr>
<tr>
<td>October 1–December 31</td>
<td>January 1–30</td>
</tr>
</tbody>
</table>

[Alex] Now for a bit more detail on reporting. I would like to also talk about the semiannual reports that will be required to be submitted to the GMS. These reports are based on the calendar year and reflect activity from January 1 to June 30 and July 1 to December 31 respectively. For the semiannual reports, grantees will respond to a set of narrative questions and then generate the semiannual report in the PMT, uploading that document into GMS when finished. We'll speak to this more later in the presentation. Additionally, grantees who do not submit quarterly data reports in the PMT for each subgrantees, instead grantees will report on subgrantees metrics semiannually.
[Alex] Once you're inside the PMT profile, you will notice that we were just on the OVC PMT homepage where we were talking about the reporting schedule. Next on the navigation bar, you will see the Administration tab, which contains an award roster and allows you to add new users into the system. Next is the Profile tab which contains a general information about your State Administering Agency (SAA) and contact information for its POC, Grant Manager and other information associated with your active award. To the right is the Enter Data tab which is where you'll be able to input all of your quarterly and semiannual data into the PMT. The Reports tab is what aggregates the data collected in the enter data tab and can be used to monitor compliance during submission periods.
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.

[Alex] Hover your mouse over that Administration tab is what will allow you to add new users to the PMT who had previously not reported or had access before. Clicking on User Management, you can then manager user accounts associated with your state. Either deleting a user who has retired, is no longer with the organization, or adding a new user are the two possibilities here. Both are highlighted in red.
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] Once clicking the add a new user button, the system will prompt you to the following, which will be asking for a first name, last name, email address and phone number associated with that contact. Please ensure to click the save button highlighted in red here, which will send an email to that new user asking them to complete their account profile in the PMT, which includes that password and set of security questions alluded to at the beginning of this presentation.
• 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.

[Alex] Next on the PMT is that profile page which allows you to view the grantee and organization and grants information about your award. This information is pulled from the GMS and is therefore not editable within the PMT immediately. The general information displayed here provides that basic information about the grant and its organization. And so, if any of those change, whether it be an address, contact information or name of the organization, we ask that you please submit a grants adjustment notice in the GMS and then at the next quarterly contact list update, the PMT will show that information changed.
• 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.

[Alex] Continuing with the profile page, you could also click on the accordion with that plus sign at the right to pull up the contact information and award information, such as the period start and end date. Contact information is, again, updated each quarter in advance of the submission period, and so if this information here is also not accurate or outdated, please do submit a grants adjustment notice and we'll get that information changed for you in the PMT that next quarter.
• 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.

[Alex] Next is the enter data tab, which is displayed above. You will use this tab to input all performance measurement data into the PMT quarterly as well as that 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 reporting period for that award before clicking continue which will take you into the data entry module.
TVS Performance Measures

- 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.

[Alex] And generally speaking, this picture right here is showing you what that data entry module will look like once you click continue. In general, the data entry pages have a similar format to what you see here. Some question banks include baseline questions and all question banks have questions for that currently quarterly reporting. There is a heading for the baseline questions, which is highlighted in that first image here and then a heading for current quarter reporting, which can be expanded in the recording with those plus signs on the right that are highlighted in red. In order to navigate to the various performance measure categories associated with your award, please make sure to click on those tabs at the top as well as you navigate through your reporting. Looking at the TVS solicitation map, which will be dispersed at the end of this presentation, will help you to determine which of those information category tabs will appear on your report when you begin reporting. And at this point, I would like to turn it back over to Tina who will be talking about those question banks in more detail.
[Tina] The question banks that grantees must respond to are selected based on the type(s) of activities the grantees will perform. These selections are made with input from OVC Grant Managers and OVC’s Performance Management team. Grantees may respond to one, several, or all of the question banks. When grantees login to the PMT system, they will see only the performance measures for their assigned question banks. Grantees are expected to provide a response for each question in the assigned question banks and shared measures. If a specific question does not apply, please enter “NA” and explain this response in the space provided.

If you do not understand how the question banks relate to your project activities or if you think there has been an error, please contact the OVC PMT Helpdesk at ovcpmt@usdoj.gov. The OVC PMT Helpdesk will work with you and your OVC Grant Manager to address the issue if there is an error.
A key concept in understanding TVS data entry is question banks. OVC uses TVS for a wide range of solicitations supporting many diverse programs. These programs engage in different types of activities. One of the great aspects of TVS is that performance measures are grouped into question banks, and then each grantee only needs to answer the question banks that relate to their program activities. So, if a grantee engages in training and has no data gathering activities, the grantee would just need to answer performance measures related to training and wouldn’t be asked any of the measures related to data gathering. This helps OVC aggregate data across all of its TVS programs and really understand how many different technology development efforts were engaged for that reporting period or for example how many strategic partners supported TVS activities. So they really do take this information, data, and aggregate it in a unique way. So, if you're looking at the screen, on the left side these are the primary question banks starting with training, technical assistance, technology development, data gathering, collaborative partnership, strategic planning, and victim services.

Now, in addition to performance measures that are unique to those seven activity areas, OVC determined that some performance measures applied to multiple activity areas. So instead of building those performance measure into each of the seven areas (where grantees might end up responding to the same Question multiple times), it created three sets of “Shared Measures.” These Shared Measures are on the right side starting with Training and Technical Assistance, or TTA activities, Partnerships as
Shared Measure B, and then Planning Activities, Policy & Procedural as Shared Measure C.

To determine what performance measures you would answer, look at the question banks on the left, and then add any related “Shared Measures” on the right. So a grantee engaging in Strategic Planning would answer the strategic planning unique performance measures, plus the Partnerships Shared Measures, plus the planning activities Shared Measures.
• 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 Measurement 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.
• Some question banks include 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 “TVS” module. Views will change slightly when updates go live in January 2019.

[Tina] The question banks are determined by the program solicitation, so all awards for a particular solicitation will report on the same question banks. Later in this webinar we will share a list of the TVS solicitations and the question banks that each solicitation is mapped to. You can find the solicitation for your program, and see which types of performance metrics you’ll report on. Once you know which question banks apply, then you can review the TVS Performance Measure questionnaire and see what specific performance measures you’ll need to report on.
Grant Activity

Grant Activity

1. **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] One of the new changes this year is the option for grantees to report no activity. Grant activity is defined as any proposed activity in the OVC approved grant application that is implemented or executed with OVC grant funds. If there was activity, you will select the yes radio button, if no, you will explain in the narrative box in the next semiannual reporting period during the January and July submission periods which will later be explained in the presentation.
Training (Question Bank 1)

- **Definition**: Training is generally instructor-led with specified learning objectives, using a specific training curriculum.
- **Baseline measures**: Number of hours of training delivered in the quarter prior to the award becoming operational.
- **Current quarter measures include**:  
  - Number of trainings scheduled and conducted,
  - Number participants who attended and completed training,
  - Number participants satisfied with the training delivered, and
  - Number participants planning to implement training knowledge.

[Tina] So, let’s now look at each of the question banks. By training we mean generally instructor-led training that has specific learning objectives and uses a specific training curriculum. There are baseline questions on the number of hours of training conducted in the quarter prior to the award becoming operational. When you count hours of training, think in terms of how many hours the instructor taught. If your instructor led two training sessions, and each of those sessions was 1 hour long, then you provided a total of two hours of training.

For the current quarter reporting, you’ll report on the number of trainings scheduled and actually conducted. You’ll report on the number who actually attended/completed the training – we know sometimes you have people show up who didn’t register, or who registered but don’t attend. We also ask you to describe the type of participants who attend the training. By this, we mean the profession or field these individuals are in. For example, victim advocates, law enforcement, prosecutors, elected officials, and community service providers. You’ll also report participant feedback on the training, which we’ll talk about in a few slides.
**Revisions to Training Measures**  
*(Question Bank 1)*

| Q: Does your grant period start before 10/1/2016? | Deleted question |
| Q: Number of hours of training delivered in six months prior to the start of the TVS grant period. | Q: Number of hours of training delivered in the quarter prior to the grant becoming operational. |
| Q: Types of participants who completed training. | Q: Select the types of participants who attended or completed training  
  • Added multi-select list  
  • Added narrative field  
  • Added validation |

[Tina] Following each of the question banks there will be a blue table mapping the original performance measure questions in Vision 21 against the revised questions in TVS that began October 1, 2018. Existing grantees may recall that questions about participant feedback used to be in the training and TA Shared Measures question bank. Because training and TA are administered differently, we decided to put participant satisfaction questions into both the training and TA question banks. Some of the changes are slight, so I don’t think we need to go through each change point by point. We’ve revised a few of the training measures as noted on this slide and we’ve added some which will be highlighted on the next slide. If existing grantees are interested in the details of the changes, please reference the user guide in greater depth on your own.
Additions to Training Measures (Question Bank 1)

<table>
<thead>
<tr>
<th>New Questions in TVS (Starting October 1, 2018)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q: Were feedback surveys distributed to, and collected from, participants at the end of trainings delivered? If no, skip Questions 8–11.</td>
</tr>
<tr>
<td>Q: Number of participants who completed a post-training feedback survey.</td>
</tr>
<tr>
<td>Q: Number of participants who completed a post-training feedback survey who indicated overall satisfaction with the training.</td>
</tr>
</tbody>
</table>

[Tina] We added a multi-select list of types of training participants so you don't have to type them all in to an narrative field, and we've added questions on participants completing surveys and their satisfaction with the training.
Technical Assistance (Question Bank 2)

- **Definition:** Technical assistance is generally administered in response to a request from another organization, and is often customized to meet the needs of that particular organization.
- **Baseline measure:** None
- **Current quarter measures include:**
  - Number of technical assistance requests received and completed,
  - Number of recipients implementing changes due to technical assistance, and
  - Number of recipients who completed post-technical assistance feedback survey and indicated satisfaction with the technical assistance delivered.

[Tina] The next question bank is for technical assistance. Technical assistance (TA) is a bit different from training because it is usually customized to meet the needs of the requestor (as opposed to a standard training curriculum). TA is sometimes delivered over a period of time, perhaps via multiple phone calls, email exchanges, or maybe even onsite meetings. There are no baseline measures for TA, and for the current quarter you’ll report on the number of TA requests received and completed, and the number of TA recipients. Let me distinguish between a TA request and a TA recipient – a request is generally made by someone on behalf of their organization and it guides the service that the grantee provides. Recipients are the individuals who participate in the TA – for example, a community organization may request TA for 12 of their staff members. That would be counted as 1 TA request and 12 TA recipients.

For TA, similar to training, you’ll also report on participant/recipient feedback on the TA service provided.
Revisions to Technical Assistance Measures (Question Bank 2)

<table>
<thead>
<tr>
<th>Original Questions in Vision 21</th>
<th>Revised Questions in TVS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Q:</strong> Number of recipients reporting that policy or program changes will be implemented based on training and technical assistance delivered using TVS funding.</td>
<td><strong>Q:</strong> Number of technical assistance recipients who completed a post-technical assistance feedback survey who reported plans to implement changes to policy or programs based on technical assistance delivered.</td>
</tr>
</tbody>
</table>

[Tina] Here you can see we’ve revised an original question in Vision 21 to now capture the number of TA recipients who completed a post-technical assistance feedback survey and reported plans to implement changes to policy or programs based on the services delivered.
<table>
<thead>
<tr>
<th>New Questions in TVS (Starting October 1, 2018)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q: Were feedback surveys distributed to and collected from technical assistance recipients at the end of technical assistance delivered? If no, skip Questions 5-8.</td>
</tr>
<tr>
<td>Q: Number of technical assistance recipients who completed a post-technical assistance feedback survey.</td>
</tr>
<tr>
<td>Q: Number of technical assistance recipients who completed a post-technical assistance feedback survey who indicated overall satisfaction with the technical assistance delivered.</td>
</tr>
</tbody>
</table>

[Tina] We’ve added several questions to collect the number of feedback surveys distributed and collected from technical assistance recipients and how many completed the survey.
Training and Technical Assistance Feedback

- Grantees are expected to collect post-training and post-technical assistance feedback surveys from training participants and training assistance recipients.
  - OVC does not currently provide a specific feedback form, however, grantees can use the performance measures to develop their own form as needed.
- The feedback/evaluation form should include questions on:
  - Increase in knowledge as a result of the training or technical assistance,
  - Whether the participant plans to implement knowledge gained after the training or technical assistance event, and
  - Overall satisfaction with the training or technical assistance delivered.
- Participant feedback performance measures are located across the question banks:
  - In the training question bank, report participant increase in knowledge, plans to implement learning, and overall satisfaction with the training.
  - In the technical assistance question bank, report participant plans to implement changes to policy or programs based on technical assistance delivered.

[Tina] I’d like to touch a little on the TA feedback survey and the expectations of grantees. Grantees are expected to collect post-training and post-technical assistance feedback surveys from training participants and training assistance recipients as we discussed in the last several slides. I want to mention that OVC does not currently provide a specific feedback form, however, grantees can use the performance measures to develop their own form as needed. We will provide you with a copy of the performance measures questionnaire at the end of this presentation.

The feedback/evaluation form should include questions on:
- Increase in knowledge as a result of the training or technical assistance
- Whether the participant plans to implement knowledge gained after the training or technical assistance event
- Overall satisfaction with the training or technical assistance delivered.

The participant feedback performance measures are located across the question banks in the questionnaire. For example, in the training question bank, report participant increase in knowledge, plans to implement learning, and overall satisfaction with the training. In the technical assistance question bank, report participant plans to implement changes to policy or programs based on technical assistance delivered.
Technology Developments (Question Bank 3)

- **Definition:** Enhancing access to and use of technology to improve victim services
- **Baseline measures include:**
  - Types of technology to developed/improved through the grant, and
  - Number of contacts received, intakes, dropped calls, and length of wait time prior to the start of grant operations.
- **Current quarter measures include:**
  - Number of contacts received due to new technology,
  - Average length of wait or response time, and
  - Number of staff trained in using the new technology.

[Tina] The third question bank is on technology developments. This relates to using technology to improve access to and delivery of victim services. The baseline measures ask about the types of technology to be developed/enhanced through the grant, and then, what I’ll call, the level of technology use before the start of the award – how many contacts were received via the technology, how many intakes were made based on the technology, the number of dropped calls or wait time for callers before the start of the award.

Current measures will indicate the number of IT improvements begun and how many were deployed for use, and the number of contacts received, number of dropped calls, etc. during the quarter. The goal is to show how technology development may have improved services – were you able to field more inquiries, shorten wait time for callers, etc.
### Revisions to Technology Developments Measures (Question Bank 3)

<table>
<thead>
<tr>
<th>Original Questions in Vision 21 (October 2016 - September 30, 2018)</th>
<th>Revised Questions in TVS (Starting October 1, 2018)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does your grant period start before 10/1/2016?</td>
<td>Deleted question.</td>
</tr>
<tr>
<td>Number of contacts received via current/previous technology in the <strong>six months</strong> prior to the start of the grant, or if your grant started prior to 10/1/2016.</td>
<td>Number of contacts received via current/previous technology (e.g., website, text message, IM-chat, phone, etc.) in the <strong>quarter</strong> prior to the start of grant operations.</td>
</tr>
<tr>
<td>Number of dropped calls in the <strong>six months</strong> prior to the start of grant implementation, or if your grant started prior to 10/1/2016.</td>
<td>Number of dropped calls in the <strong>quarter</strong> prior to the start of the grant operations.</td>
</tr>
<tr>
<td>The average length of wait time or response time for a contact during the <strong>six months</strong> prior to the start of the grant program, or if your grant started prior to 10/1/2016.</td>
<td>The average length of wait time or response time for a contact during the <strong>quarter</strong> prior to the start of the grant program (if applicable).</td>
</tr>
<tr>
<td>Describe the wait time selected to report upon in question 4.</td>
<td>Indicate the unit used to measure wait time or response time.</td>
</tr>
<tr>
<td>If intakes and applications will be impacted by the technology improvement AND your grant started on or after 10/1/2016, report the number of victim intakes or applications completed in the quarter before the start of the grant.</td>
<td>If intakes and applications will be impacted by the technology improvement, report the number of victim intakes or applications completed in the quarter before the start of the grant.</td>
</tr>
<tr>
<td>If intakes and applications will not be impacted by your technology development, enter “NA.”</td>
<td></td>
</tr>
</tbody>
</table>

[Tina] One change I want to highlight is we've added more guidance on indicating wait time-- we've provided options for the unit of wait time (minutes, hours, days) to help grantees report on this more accurately.
Training and/or Technical Assistance—
Shared Measures (A)

- Grantees who respond to the training, technical assistance, and/or technology development performance measures ALSO respond to TTA shared measures.
- Baseline measure: Number of new training and/or technical assistance materials to be developed.
- Current quarter measures:
  - Number and types of new training and/or technical assistance materials completed (e.g., webinars, guidebooks, FAQ documents, toolkits, pamphlets).

[Tina] I’m going to talk about the set of TTA Shared Measures next, because these measures apply to grantees who report on training, technical assistance, or technology developments. As a baseline, grantees will report on the number of new TTA materials they plan to develop. Then, each quarter, grantees will report on the number and type of new TTA materials completed.

Please note there are not participant feedback questions in the share measures.
[Tina] Next we’ll talk about performance measures related to data gathering. Data gathering relates to literature reviews or searches, needs assessments, gap analyses, and similar activities.

As a baseline, you’ll report on the number of data gathering initiatives planned. And then each quarter, you’ll report on the number of data gathering initiatives completed and the resources disseminated.
Revisions to Data Gathering Measures (Question Bank 4)

<table>
<thead>
<tr>
<th>Original Questions in Vision 21 (October 2016 – September 30, 2018)</th>
<th>Revised Questions in TVS (Starting October 1, 2018)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q: Does your grant period start before 10/1/2016?</td>
<td>Deleted question.</td>
</tr>
<tr>
<td>Q: If your grant started prior to 10/1/2016, number of planned data gathering initiatives already completed prior to beginning reporting in the PMT.</td>
<td>Deleted question.</td>
</tr>
</tbody>
</table>

[Tina] We removed two questions from the data gathering question bank, as they were not applicable to the current TVS measures.
Collaborative Partnerships (Question Bank 5)

- **Definition**: Organizations receiving a portion of TVS funding (e.g., a subgrantee) that helps advance demonstration projects, national resources, etc.
- **Baseline measure**: Number of groups/organizations/agencies participating and victims served prior to the award
- **Current quarter measures include**:
  - Number of groups/organizations/agencies participating as a result of funding,
  - Total number of agencies involved in the initiative, and
  - Partners using evidence-based programs

[Tina] Moving on to Collaborative Partnerships, previously known as “multijurisdictional linkages” – this section focuses just on your partnerships with organizations who receive a portion of your TVS funding to help advance demonstration projects, national resources, etc. A key factor here is whether the partner organization gets a portion of TVS funding – perhaps through a subaward, subcontract, or other agreement. If you have partners that don’t get a portion of funding, you’ll report on them in a separate Question bank – the partnerships Shared Measures.

Your baseline questions here are the number of groups/organizations participating and number of victims served through the initiative before the award. Then each quarter you’ll report on the number of agencies engaged during the reporting period, the number of agencies involved that use evidence-based programs or practices in the delivery of services. If you aren’t sure what types of programs and practices are evidence-based, refer to the TVS Questionnaire and there is guidance and a web resource to help you determine this.
<table>
<thead>
<tr>
<th>Original Questions in Vision 21</th>
<th>Revised Questions in TVS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question Bank Name – Multijurisdictional Linkages and Wrap Around Services</td>
<td>Question Bank Name – Collaborative Partnerships</td>
</tr>
<tr>
<td>Q: Does your grant period start before 10/1/2016?</td>
<td>Deleted question.</td>
</tr>
<tr>
<td>Q: Of this group, provide the number that utilize an evidence-based program or practice in the delivery of services.</td>
<td>Q: Of this group, provide the number that utilize an evidence-based program or practice in the delivery of services and list the evidence-based program(s) or practice(s) being used.</td>
</tr>
<tr>
<td></td>
<td>A. Number of partners using evidence-based program(s) or practice(s).</td>
</tr>
<tr>
<td></td>
<td>B. Names of evidence-based program(s) or practice(s).</td>
</tr>
</tbody>
</table>

[Tina] One new item collected here is what evidence-based programs or practices are used. We are interested in seeing if similar programs and practices are used across multiple grantees. This doesn't have to be an exhaustive list-- it's fine to list the top evidence-based programs used.
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

[Tina] The next question bank relates to strategic planning activities. These are planning efforts to improve direct services to victims. Baseline measures include how many planning efforts or initiatives and how many project deliverables are planned for the award period, and you’ll identify any priority or underserved populations that you plan to target.
For each quarter, you’ll then report on the number of planning efforts implemented and the types of planning documents completed. In the system you’ll see a list of 10 different types of planning documents including a mission and vision statement, internal needs/strengths assessment, program logic model, action plan etc. and you can select what types you completed.
## Revisions to Strategic Planning Measures (Question Bank 6)

<table>
<thead>
<tr>
<th>Original Questions in Vision 21 (October 2016 – September 30, 2018)</th>
<th>Revised Questions in TVS (Starting October 1, 2018)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q: Does your grant period start before 10/1/2016?</td>
<td>Deleted question.</td>
</tr>
<tr>
<td>Q: If your grant started prior to 10/1/2016, number of planned improvement initiatives already completed prior to beginning reporting in the PMT.</td>
<td>Deleted question.</td>
</tr>
<tr>
<td>Q: If your grant started prior to 10/1/2016, total number of project deliverables already completed prior to beginning reporting in the PMT.</td>
<td>Deleted question.</td>
</tr>
<tr>
<td>Q: Number of <strong>planned</strong> project deliverables completed during the reporting period.</td>
<td>Q: Number of project deliverables completed during the reporting period.</td>
</tr>
</tbody>
</table>

[Tina] We removed several Questions in the Strategic Planning question bank and revised one of the questions so it captures the number of project deliverables completed during the reporting period. Deliverables may include a report, a website, a tool, a training event, or any item that is an output of your project.
Partnerships–Shared Measures (B)

• Grantees who respond to the technology development, collaborative partners, and/or 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] We have just three more sets of questions to talk through. Shared Measures B, Shared Measures C, and question bank #7 – Victim Services. Partnerships Shared Measures are answered by grantees that have activities in technology development, collaborative partnerships, and/or strategic planning. 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 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 actual 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 attending and participating in meetings, carrying out assigned tasks and responsibilities thoroughly and on time, contributing meaningful input to team goals, providing 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.

<table>
<thead>
<tr>
<th>Working Group Partner</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>This partner is actively involved in the program</td>
<td>N/A</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Community-based service providers (e.g., housing, employment)</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Local government (e.g., mayor’s office)</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Local community groups (e.g., neighborhood watch, community center)</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Other Local Community Partner</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Corrections</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Pretrial service organizations</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Law enforcement agencies (including detectives, investigators)</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Prosecutors</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Public defender/indigent defense</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Courts</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Forensic laboratories</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Victim services</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Crime detective services</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Other General Criminal Justice Affiliated Partner</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>

- 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.

[Tina] You’ll then report on the level of engagement from your partners. For this performance measure, you’ll then see a list of many different types of partners that you may be working with.

For example – pretrial service organizations, law enforcement agencies, mental health care providers. For each category you’ll respond to the statement: “This partner is actively involved in the program” by agreeing or disagreeing on a scale. You may not have partners in all those categories – that’s fine, you can indicate N/A for that category. You may also have multiple partners in a category – perhaps you are working with several law enforcement agencies. If you have multiple partners in a category, look at them collectively and make your best assessment on how engaged that group of partners is. You may want to talk within your organization or with your Grant Manager about how to assess engagement of partners to help you answer this Question.
Planning Activities, Policy, & Procedural Changes—Shared Measures (C)

• Grantees who respond to the collaborative partners, and/or 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 group of shared performance measures is for planning activities. These apply to grantees that engage in collaborative partnerships and/or strategic planning activities. There are no baseline questions, and just two measures that you’ll report on each quarter – 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)

- **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] Victim Services is one of the new question banks that was added to the TVS initiative. There are no baseline measures for this question bank and here you will be reporting on the number of victims served (include those who are new), the types of victimization experienced, and the number of types of services provided. Since this question bank is new to everyone, I’d like to go over each of the questions that are asked for this section and provide some grantee tips as you review the data.

Before you begin to enter your data into PMT, we recommend that you compile all of your data so that you can quickly enter the final numbers into PMT. One tool to help compile their data is the TVS Data Template excel spreadsheet that includes all of the measures for question bank #7, Victim Services. We will share a copy of the template after this webinar.
Victims Served (Questions 1–4)

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Enter the total number of individuals served during the reporting period. 50</td>
</tr>
<tr>
<td>2.</td>
<td>Enter the number of anonymous contacts served during the reporting period. 75</td>
</tr>
<tr>
<td>3.</td>
<td>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</td>
</tr>
<tr>
<td>4.</td>
<td>Check the box if you cannot track new individuals.</td>
</tr>
</tbody>
</table>

• **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] These Questions are currently used by VOCA victim assistance grantees.

Question 1 (Total individuals): The total number should include all individuals who receive services, which equals the number of new individuals plus the number of individuals who are returning for services.

Question 2: Total number of anonymous contacts received during the reporting period. This includes contacts received through a hotline, online chat, or other service where the individuality of each contact cannot be established. If your organization did not have any anonymous contacts, please enter zero.

Question 3 (New individuals): The portion of individuals in question #1 who receive services for the first time under the subaward. Grantees that cannot track new individuals in a quarter should report “0” new individuals served in question #3 and check the box for question #4 that they 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

[Tina] So, the response to question 1 should be greater than or equal to the number of new individuals in question #3. And if a grantee checked that they cannot track new individuals, then the answer to question #3 should be 0.
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.

[Tina] All demographic data is self-reported by the client or the person receiving services. When inputting data for question #5, ensure that before completing data entry that all of the different demographic breakdowns (e.g., gender, 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 #5 and the total number of new individuals served, and sometimes we see different totals.
Data Review Tips (Question 5)

<table>
<thead>
<tr>
<th>Population</th>
<th>Number of New Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian or Alaska Native</td>
<td></td>
</tr>
<tr>
<td>Asian</td>
<td></td>
</tr>
<tr>
<td>Black or African American</td>
<td></td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td></td>
</tr>
<tr>
<td>Native Hawaiian or Other Pacific Islander</td>
<td></td>
</tr>
<tr>
<td>White Non-Latino or Caucasian</td>
<td></td>
</tr>
<tr>
<td>Some Other Race</td>
<td></td>
</tr>
<tr>
<td>Multiple Races</td>
<td></td>
</tr>
<tr>
<td>Not Reported</td>
<td></td>
</tr>
<tr>
<td>Not Tracked</td>
<td></td>
</tr>
</tbody>
</table>

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 is another slide with the grantee review tips. The demographic subtotal should equal the number in question #3.
Victimization Types (Question 6A)

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

<table>
<thead>
<tr>
<th>Victimization Type</th>
<th>Number of Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Physical Assault (Includes Aggravated and Simple Assault)</td>
<td>Number</td>
</tr>
<tr>
<td>Adult Sexual Assault</td>
<td>Number</td>
</tr>
<tr>
<td>Adults Sexually Abused/Assaulted as Children</td>
<td>Number</td>
</tr>
<tr>
<td>Arson</td>
<td>Number</td>
</tr>
<tr>
<td>Bullying (Verbal, Cyber or Physical)</td>
<td>Number</td>
</tr>
<tr>
<td>Burglary</td>
<td>Number</td>
</tr>
</tbody>
</table>

- 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).

[Tina] Question 6A asks users to report the number of individuals receiving services based on different victimization types. Please report the victimization types for all individuals served (so, the total individuals in question #1 plus anonymous contacts in Question #2).

If you did not collect victimization type from an anonymous contact, or if the anonymous contact did not provide it, then you would not be able to report victimization type for that anonymous contact. In this section, do not count an individual more than once for the same victimization type. So, for example, a person may be a victim of domestic violence over a long period of time and may suffer many individual assaults. This victim is still presenting a single victimization type – domestic violence – therefore you would report the victimization one time. The intent of the 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 fall under the direct services section.
Victimization Types: Other cont.  
(Question 6A)

<table>
<thead>
<tr>
<th>Victimization Type Classification</th>
<th>Includes Victimizations Such As...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Physical Assault</td>
<td>• Strangulation</td>
</tr>
<tr>
<td></td>
<td>• Obstruction of breathing</td>
</tr>
<tr>
<td></td>
<td>• Obstruction of airway</td>
</tr>
<tr>
<td></td>
<td>• Attempted murder</td>
</tr>
<tr>
<td>Bullying (verbal, cyber, or physical)</td>
<td>• Cyberbullying</td>
</tr>
<tr>
<td>Stalking/Harassment</td>
<td>• Menacing</td>
</tr>
<tr>
<td></td>
<td>• Threatening</td>
</tr>
<tr>
<td></td>
<td>• Intimidating a victim</td>
</tr>
<tr>
<td></td>
<td>• Intimidating a witness</td>
</tr>
</tbody>
</table>

[Tina] You’ll see that sometimes types of victimization are listed as other, when they are already a category, such as bullying and cyberbullying.
<table>
<thead>
<tr>
<th>Victimization Type Classification</th>
<th>Includes Victimization Such As...</th>
</tr>
</thead>
</table>
| 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 are some additional examples to help you when reporting for question 6A.
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.

[Tina] Please use the “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. OVC is working with the Center for Victim Research (CVR) to develop a crosswalk of common criminal codes and the performance measure victimization types in the performance measures to provide greater clarity on how to report different types of victimizations.
Victimization Types (Question 6B and 6C)

- **Question 5B**: Report the number of individuals who presented with more than one type of victimization in the quarter.

- **Question 5C**: Enter the number of individuals who self-identify in one or more of each special classification category.

[Tina] Question 6B is gathering information on how many individuals who received services were presented with more than one victimization type. Here you will report the number of individuals who presented with more than one type of victimization in the quarter. Question 6C asks for the number of individuals who self-identify in one or more of the categories listed on the screen.
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.

[Tina] Question 7 is capturing the number of individuals assisted with victim 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. Please note, simply providing an individual with an application does NOT qualify as assistance.
Services Provided (Question 8)

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

[Tina] Question 8 captures data about the types of services provided by your organization during the reporting period. This includes:
A. Information & Referral
B. Personal Advocacy/Accompaniment
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.
Victim Services: Number of Individuals and Services (Question 9)

1. 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:

Enter the number of times services were provided in each subcategory:

<table>
<thead>
<tr>
<th>Subcategory Description</th>
<th>Number of Times Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1. Information about the criminal justice process</td>
<td>60</td>
</tr>
<tr>
<td>A2. Information about victim rights, how to obtain notifications, etc.</td>
<td>125</td>
</tr>
<tr>
<td>A3. Referral to other victim service programs</td>
<td>25</td>
</tr>
<tr>
<td>A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)</td>
<td>10</td>
</tr>
</tbody>
</table>

Total services: 220

2. Report the number of individuals who receive each category of service (Item 1).

3. 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, 60 + 125 + 25 + 10 = 220 people served.

[Tina] Question 9 can become challenging because question 9 collects two different types of information: the number of victims receiving different categories of services, and then within each category, how many times subcategory services were provided.

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, 60 + 125 + 25 + 10 = 220 times information and referral services were provided, which is greater than the 125 people who received information & referral services. OVC recognizes that some individuals served received multiple subcategories of services, or perhaps received a subcategory of service multiple times. If the number of individuals served per main category of service is zero, ensure no services were provided—each subcategory would have been provided 0 times.
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)

[Tina] Here we want to highlight some data review tips for question 9. We hope you will use these as a reference guide as you enter data in the PMT system.
Review Data Entry

- 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 (see next slide).

[Tina] Now, once you have responded to all of the performance measures in your assigned question banks, you’ll advance to the Review page. This page will allow you to review your responses to all 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 correct a typo.
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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- Are there any illogical responses? (e.g. entering N/A or “0” as a response, then including a narrative response about the related activity)
Completing Data Entry

• After confirming that your data is accurate, check the Mark Data as Complete box.
• Click the Save button. Saving will lock your report and prevent additional editing.
  If you need to unlock your report, please contact the OVC PMT Helpdesk.

[Tina] At the bottom of the review page will be a confirmation heading. You’ll check
the box to mark your data as complete, and then click save. When you click save, your
report will lock and you won’t be able to make further edits. If you click save and then
realize you need to change a response, you’ll need to contact the OVC PMT Helpdesk
so they can unlock your report for you to make the edit and then resave.
Semiannual Report
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.

[Tina] TVS grantees report quarterly data in PMT, but then every six-months they also submit a semiannual report in GMS. You’ll respond to these questions based on the entire six-month period. For example, in describing the status of your goals and objectives, reflect what was accomplished during the entire six month period. Remember to periodically save this page as you enter your narrative responses. You may want to prep your responses in another document and then copy them into the system. If you compose your responses, you do want to save because the system will time you out after 30 minutes of “inactivity,” and the system doesn’t recognize just typing as an activity. You need to save to refresh the page.
[Tina] We revised some of the semiannual narrative questions as the result of the new TVS measures.

<table>
<thead>
<tr>
<th>Original Questions in Vision 21 (October 2016 – September 30, 2018)</th>
<th>Revised Questions in TVS (Starting October 1, 2018)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Q:</strong> Is the federal award shared with other entities to implement grant-approved activities? If so, please include the data from each entity here.</td>
<td><strong>Q:</strong> Is the federal award shared with other entities (i.e., subgranted) to implement grant-approved activities? If so, 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.</td>
</tr>
</tbody>
</table>
## Additions to Semiannual Narrative

### New Question in TVS
(Starting October 1, 2018)

Q: Will your agency be able to sustain the program efforts after federal funding under this award has ended?
A. Yes, we will likely be able to sustain the efforts and have other sources of funding in place.
B. Yes, we hope to sustain the efforts but are still working to identify funding.
C. No, we will be unable to sustain program efforts.
D. We are unsure at this time.

[Tina] In the semiannual narrative, we added a new question to capture your organization's ability to sustain program efforts after federal funding once the award has ended.
Semiannual Narrative–Subgrantee Activities

- 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 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 8 of the semiannual report. So, this is important to remember – quarterly reporting is just based on your activities as the prime grantee. Quarterly reporting does not include subgrantee activities. As the grantee, you should provide each subgrantee a copy of the TVS Performance Measure fillable PDF. Attach each subgrantee’s completed tracker to the semiannual report in GMS by January 30 and July 30.
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.

[Tina] Once you enter all of your narrative responses, you’ll navigate to the reports page to generate your semiannual report.
[Tina] I would like to now turn it over to Alex to talk through some troubleshooting tips and provide you with some additional resources.
General Troubleshooting Steps

• If you encounter a system error—
  o Log out of your PMT account and login again using the same browser,
  o Try to access your report from a different browser (Google Chrome works best),
  o Clear the cache and cookies on your browser,
  o Restart your computer,
  o Access the PMT during non-peak periods such as the early morning or late evening, and
  o Ensure that Javascript is enabled on your computer.

[Alex] All right, thank you very much Tina. The following screen here shows probably six of the most common troubleshooting tactics that work when dealing with system issues in the PMT. The first of which, and probably the most effective, will be to ask you to log out of your PMT account and log back in again. Doing so will allow any changes such as an unlock request, a new contact or other system improvements to actually take place in the PMT. Simply refreshing the page won't always do that.

If you do notice something isn't exactly correct, try to log out and log back in again. If that doesn't work, we ask you to check which browser you're using. For data entry in the PMT, particularly when it comes to auto calculated tables and summation tables, the best browser is Google Chrome. If you're not using Google Chrome and are experiencing issues in recording, we do ask you to try to transition to that browser if that's possible which allows the PMT to operate in its full capacity. Additionally, clearing cache and cookies on your browser can also help when it comes to wanting some of those changes to take place. Restarting your computer as well. If you notice the PMT system is slowing down, your reports may not generate properly. If this is the case, we do ask you to try to report if possible, during non-peak hours in the PMT going forward. And finally, do ensure that JavaScript is enabled on your computer. Now Tina went over quite a few of data entry courses within the PMT.
[Tina] What I would like to do is zoom out just a little bit and provide you with some generic best practices for data entry in the PMT. When it comes to special characters, we ask that you limit those particularly when it comes to numeric boxes. The boxes should contain whole numbers, NOT integers with commas, decimal points, or other characters. The only text allowed in numeric boxes is oftentimes “NT” which stands for not tracked. If that is permitted for a certain data entry section it will be explicitly stated in the directions. Other than that, please keep numbers in numeric boxes only.

When it comes to text boxes, we ask that you please don't copy and paste tables or large portions of text into those qualitative boxes as those pieces of information will oftentimes have spaces, indentations, dashes, bullet points and other characters that the PMT doesn’t always cooperate with. We ask you to please type those pieces of information into the PMT so that the system has a better chance of validating that information for you and that way you’ll have an easier time navigating the PMT. And when navigating through those different data fields that Tina went over, please ensure to always hit the Save and Continue button that is at the bottom of the page.
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 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.

[Alex] Periodically click the Save and Continue button to ensure the data you entered are saved in the system. So, for example, just entering data or filling in a qualitative text box does not constitute activity and if you don't click the Save and Continue button within that 30-minute timeframe, you will be logged out and anything that was not previously saved will be wiped from that section of the PMT. As a best practice, even if you're not necessarily finished with one section of the PMT, hit that Save and Continue button often and you'll ensure that that information is saved properly. You'll also notice that the exit data entry button is also on the PMT Enter Data tab next to the Save and Continue button. But clicking that will just take you out of the PMT Enter Data tab and does not save. Additionally, if you need further assistance with the PMT beyond these generic best practices, we will be refreshing the need help page which is one of those items on the top banner of the PMT navigation. Grantees can also contact myself at the OVC PMT Helpdesk for the most up to date training recordings materials or to discuss troubleshooting tactics as you report in the PMT.
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

**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.

[Tina] Thank you so much, Alex.

At this time we would like to provide you with all the resources that we have mentioned. If you just bear with us for a few moments, there will be a screen that pops up on your computer that looks like a file transfer. We compiled all of the resources into a zip file so it’s easier for you to download in one place. Some of the resources that we will be sharing include a frequently asked questions (FAQ) document. If there is a question that you have as you’re entering data in the system, please feel free to use that resource because your question may have already been answered. The TVS fact sheet highlights the great work that you all are doing in your communities. In addition, we will provide you with a copy of this user training guide including the full slide deck for your reference. Some other resources include a copy of the TVS Performance Measure Questionnaire which outlines all the information that you’ll be required to report in the PMT. Finally, we included a copy of the FY15 – 18 Solicitation Map. The map provides you with the opportunity to identify your program and determine which question bank(s) you are aligned to.
[Alex] If you have any questions at all, please reach to the OVC PMT Helpdesk, Monday – Friday, 8:30 a.m. – 5:00 p.m. e.t. If you need assistance with uploading your semiannual reports into the Grants Management System (GMS), their contact information is also listed here.

Thank you for taking time to join us for this webinar. Have a great week.