What’s New for Performance Measurement?

OVC Performance Management Team
August 14, 2019
Introductions

- **Matthew Kenyon**, Performance Management Specialist, Office for Victims of Crime (OVC)
- **Joselle Shea**, Task Lead, OVC Performance Management Team (Contractor Support)
- **Abria Humphries**, Research Assistant, OVC Performance Management Team (Contractor Support)
- **Tina Wenzlaff**, Training and Technical Assistance Specialist (OVC Performance Management Team (Contractor Support))
- **Scott Kelly**, Associate Administrator for Victim Services Programs, Office of the Governor of Texas
Agenda

• Importance of Data Collection and Reporting
  – OIG Audit Findings
  – OVC Quarterly Data Reviews
• Sharing Data with the Field
  – Ad Hoc Data Requests
  – Reports & Publications: Snapshots, FY 2018 Data Preview
• System Updates
  – New Validations
  – Import Feature
• New Training & Technical Assistance Resources
In FY 2015, the Crime Victims Fund (CVF) tripled from $750 million to $2.4 billion.

Increase in OVC responsibility to monitor that funds are used properly in support of victims.

Identified recommendations for OVC and states regarding the administration of CVF funding.
Office of the Inspector General Audits

VOCA Victim Assistance

- 11 VA audits conducted
- 10 VA SAAs audited
- 7 audits with findings related to performance measure reporting

VOCA Victim Compensation

- 7 VC audits conducted
- 7 VC SAAs audited
- 3 audits with findings related to performance measure reporting

As of May 2019
Common OIG Audit Findings

- Not adequately reviewing all PMT data entered by subrecipients
- Not adequately tracking the 10 percent minimum allocation of funds to priority/underserved categories
- Did not provide accurate SARs in PMT
- Unable to provide supporting documentation to reconcile discrepancies
Suggestions for States

• Create a performance management plan that addresses:
  – Who is responsible for reporting
  – When tasks should be done
  – How data will be managed
  – How data will be reviewed
  – How prorating will be applied (if applicable)
OVC Efforts to Address OIG Audit Findings

- Addressing system issues related to updating SAR data
- Added validations to promote accuracy at data entry
  - SAR period of performance dates aligned to federal awards supporting the SAR
  - Quarterly data validations related to number of individuals served and services provided
- Launched data import feature to facilitate SAA review and entry of subgrantee data
- Provided clarification on PMT as secondary data system for monitoring fund allocations
Looking Forward

Victim Assistance Clarifications
• Coming soon

Victim Compensation Measure Updates
• On hold for now, please continue reporting as you have been.
Quarterly Data Reviews: Process

Data Analysis

- Unexplained increases or decreases
- Numbers larger or smaller than expected
- Illogical responses
- Potential data entry mistakes

Grantee Outreach

- Describe the discrepancies found
- Contact grantees to request clarification/confirmation of submitted data
- Maintain a record of findings and correspondence for audit purposes

As of May 2019
Quarterly Data Reviews: Common Findings
Victim Assistance

<table>
<thead>
<tr>
<th>New Individuals Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Subgrantee indicated they cannot track new individuals, but reported new individuals</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Types of Victimization</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Entered a number for Hate Crime, Other without an explanation</td>
</tr>
<tr>
<td>• Entered a number for Other Victimization Type without providing an explanation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Direct Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main and Subcategory Services</td>
</tr>
<tr>
<td>• Entered a total number of individuals served for a service category that is greater than the total overall number of victims served</td>
</tr>
<tr>
<td>• Entered a total number of times that was less than the individuals served in the service category</td>
</tr>
</tbody>
</table>
Quarterly Data Reviews: Effect of New Validations (VA)

- Validations updated in February 2019

<table>
<thead>
<tr>
<th>FY 2019 Q1</th>
<th>FY 2019 Q2</th>
</tr>
</thead>
<tbody>
<tr>
<td>48 States</td>
<td>44 States</td>
</tr>
<tr>
<td>1,312 Subgrantees</td>
<td>609 Subgrantees</td>
</tr>
</tbody>
</table>

-63% Decrease in Quarterly Review Findings

Findings:
- FY 2019 Q1: 1,661
- FY 2019 Q2: 618

Validations updated in February 2019

Quarterly Data Reviews: Effect of New Validations (VA)
Data Requests

• So far in FY 2019, 34 data requests have been fulfilled
Data Requests: Law Enforcement Subgrantees

• May 2019 – OVC posted its Law Enforcement-Based Victim Specialist Program solicitation

Interest from:
- Principal Deputy Assistant Attorney General
- Bureau of Justice Assistance and other DOJ components (cross-marketing)

Request from OVC Director
- List of law enforcement subgrantee organizations by state
- Subaward dates and amounts
- Any other information that is descriptive of the program

How do we use VA SAR data to fulfill this request?
Data Requests: Law Enforcement Subgrantees (cont.)

Methodology

▪ Searched SAR data (FY 2018 & 2019)
  – Subgrantee organization type
  – Subgrantee name

▪ Shared
  – Subaward data
  – Use of VOCA funds
  – Types of victimizations served

523 subgrantees with law enforcement/justice-related designation

338 Subawards to police and sheriffs’ offices

271 Subawards to other justice entities (e.g., corrections)
Data Requests: Victim Housing Services

- November 2018 – U.S. Dept. of Health and Human Services, Office on Trafficking in Persons hosted event on housing services

Interest from:
- OVC Grant Monitor invited to participate in panel discussion, “Leveraging Federal Resources to Address Housing Needs”

Request from OVC Grant Monitor
- Housing service data

What data would be helpful and how can VA performance data fulfill this request?
Data Requests: Victim Housing Services (cont.)

Methodology

▪ Searched SAR data (FY 2017)
  – Subgrantees with capacity to provide housing services

▪ Searched quarterly data
  – Number of individuals who received housing services
  – Number of times provided

▪ Shared
  – Nationwide and state totals
  – Subgrantee capacity
  – Victim services data

3,364
Subgrantees with capacity for housing services

388,817
Individuals received housing services

2.7 million
Times emergency shelter/safe house services provided
Topical Snapshots (In Development)

**Purpose**
- Focus on grantee activities
- Crosses grant programs to paint a fuller picture of OVC-funded activities
- Disseminated via OVC’s website

**Topics**
- Sexual assault
- Child victimization
- Older victims
- Law enforcement-based victim services
- Domestic violence
VOCA Annual Reports

• Additional analysis of VA subgrantee types
• Spotlights
• Analysis of grantee narrative responses
Victim Assistance Trends

New Individuals Served in FY 2015-2018

70% Increase in new victims served

This slide reflects FY 2015-FY 2018 data entered by VOCA victim assistance compensation grantees into the OVC PMT. This data was exported April 2019.
Victim Compensation Trends

Claims Paid in FY 2015-2018

18% Increase in compensation claims paid

This slide reflects FY 2015-FY 2018 data entered by VOCA victim assistance compensation grantees into the OVC PMT. This data was exported April 2019.
Sexual Assault Trends

FY 2015-FY 2018

Increase in compensation claims paid related to sexual assault: 39%
Increase in individuals served who experienced sexual assault: 107%

This slide reflects FY 2015-FY 2018 data entered by VOCA victim assistance compensation grantees into the OVC PMT. This data was exported April 2019.
Child Abuse Trends

FY 2015–FY 2018

↑ 26% Increase in compensation claims paid related to child abuse

↑ 159% Increase in individuals served who experienced child abuse

This slide reflects FY 2015-FY 2018 data entered by VOCA victim assistance compensation grantees into the OVC PMT. This data was exported April 2019.
Robbery Trends

FY 2015-FY 2018

Increase in compensation claims paid related to robbery: 1%

Increase in individuals served who experienced robbery: 52%

This slide reflects FY 2015-FY 2018 data entered by VOCA victim assistance compensation grantees into the OVC PMT. This data was exported April 2019.
System Updates: New Validations

No explanation required if no one served

Number of individuals compared to total individuals served + anonymous contact

SAR performance period should be within the federal award start and end dates

**Explanation Fields**

- Gender Identity, Other
- Types of Victimization, Hate Crime
- Types of Victimization, Other
- Special Classification, Other

**Direct Services and Victimizations**

- Direct Services (A-E and A1-E11)
- Types of Victimization, Total Victimization

**Subaward Period of Performance**

- SAR Performance Dates
System Updates: New Validations (cont.)

Example: Question 8 (A1-E11) Direct Services, Subcategories

WARNING: Question 8 A should be less than or equal to the sum of Questions A1-A4.
Data Import Tool

• Benefits of import tool
  – Easy, accessible tool for all grantees
  – Reduces time entering subgrantee data separately
  – Simplifies quality review of subgrantee data

• Import Feature – 10 Steps to Success fact sheet
  – Easy steps on how to upload subgrantee data
Data Import Tool: Use by Texas SAA

- Office of the Governor of Texas
  - Scott Kelly, Associate Administrator for Victim Services Programs
  - FY 2018 award: $284,101,321
  - 403 subgrantee organizations

<table>
<thead>
<tr>
<th>Type of Subgrantee Organizations</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Domestic and Family Violence and Sexual Assault Service</td>
<td>28%</td>
</tr>
<tr>
<td>Courts, Law Enforcement, and Prosecutor</td>
<td>28%</td>
</tr>
<tr>
<td>Multiservice Agency</td>
<td>15%</td>
</tr>
<tr>
<td>Other</td>
<td>10%</td>
</tr>
<tr>
<td>All Other Organizations</td>
<td>18%</td>
</tr>
</tbody>
</table>
General Tips – What Works!

- Agency name, headers, and formatting must be exact
- Double check SAR information
- Subgrantee data previously entered manually will not accept data through the import feature
- More than 10 individual data errors in upload can lead to a larger error in importing the full file
Tips for Data Entry

1. **PMT Platform**
   Recommend Google Chrome 4.1.0 and above, Internet Explorer 11 and above

2. **Victim Assistance SAR**
   If subgrantees will enter their quarterly data, then they **MUST** complete SAR Part II in the system
System Issue In Progress

• Issue currently being investigated

Updating Grantee Narratives
Status: In Progress
Resource Updates (In Development)

- Consolidated User Guides
  - Single resource for information about performance measures, validations, and system navigation
  - Will include enhanced guidance on prorating

- Performance Measure Dictionary
  - Single resource for demographic group, victim service, and compensation expense terms for all programs
New Training and TA Resources

- Individual coaching sessions
- Community of practice
- Webinar recordings now available on the OVC Performance Measurement Tool User Training Webinar Series page
Tell Us What You Think

• What data products would you like to see?
• Are there any TTA resources that would be helpful to you?
• What additional questions do you have?
Thank You for Attending!

**OVCPMT Helpdesk**
Monday–Friday, 8:30am–5:00pm Eastern Time
Email: ovcpmt@ojp.usdoj.gov
Phone: 1–844–884–2503

**OVCPMT Lunch & Learn at the VOCA Conference**
Time: Lunch Break, 12:15pm–1:45pm
Location: Sierra B