

What's New for Performance Measurement?

OVC Performance Management Team
August 14, 2019



Introductions



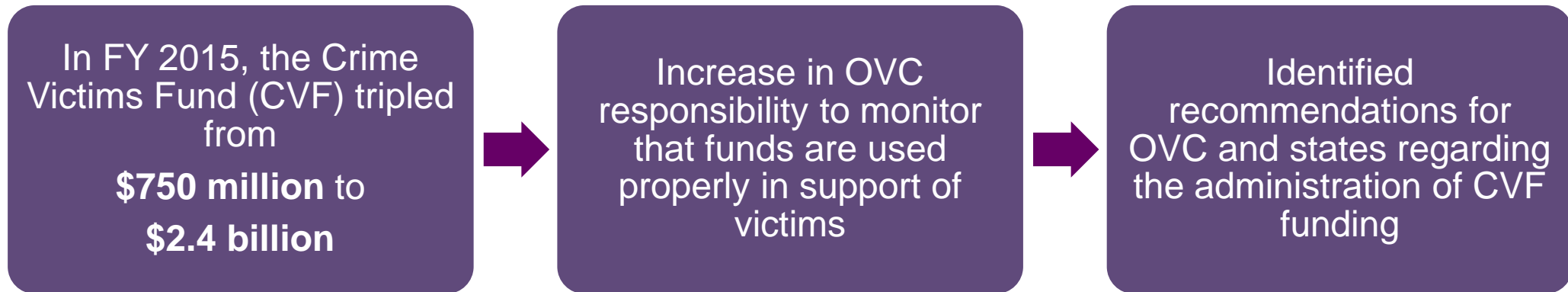
- **Matthew Kenyon**, *Performance Management Specialist, Office for Victims of Crime (OVC)*
- **Joselle Shea**, *Task Lead, OVC Performance Management Team (Contractor Support)*
- **Abria Humphries**, *Research Assistant, OVC Performance Management Team (Contractor Support)*
- **Tina Wenzlaff**, *Training 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

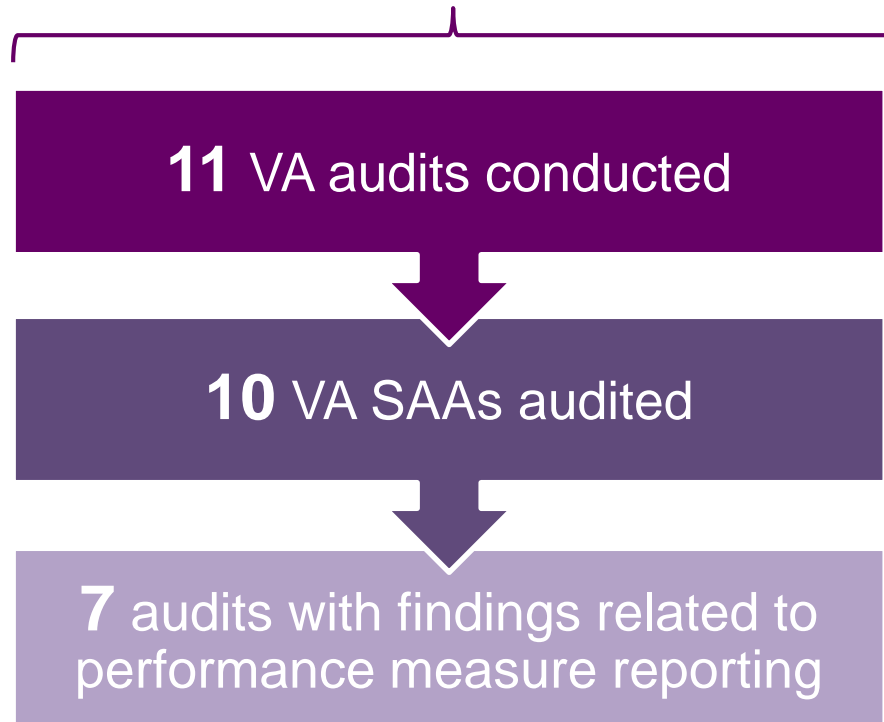
Office of the Inspector General Audits



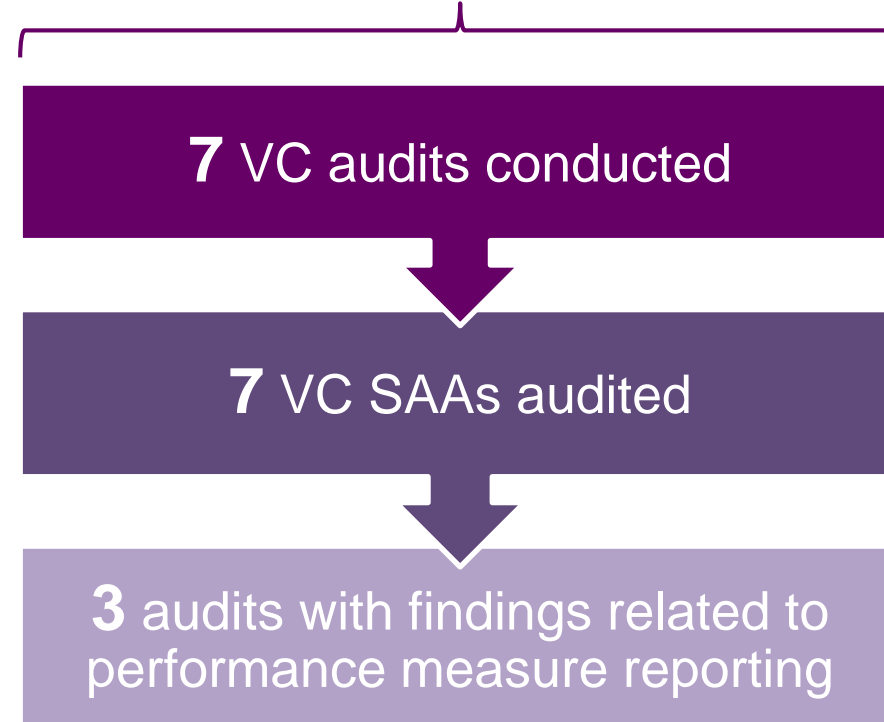
Office of the Inspector General Audits



VOCA Victim Assistance



VOCA Victim Compensation



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

As of May 2019

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

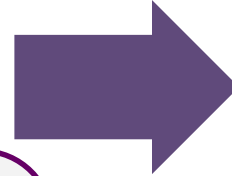
- On hold for now, please continue reporting as you have been.

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



New Individuals Served

- Subgrantee indicated they cannot track new individuals, but reported new individuals

Types of Victimization

- Entered a number for Hate Crime, Other without an explanation
- Entered a number for Other Victimization Type without providing an explanation

Direct Services

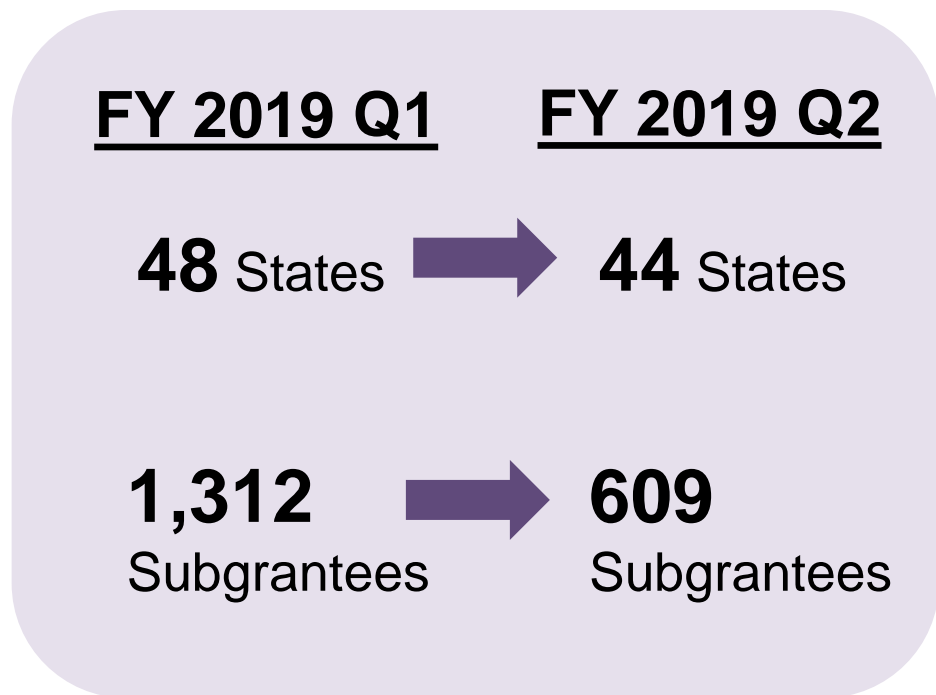
Main and Subcategory Services

- Entered a total number of individuals served for a service category that is greater than the total overall number of victims served
- Entered a total number of times that was less than the individuals served in the service category

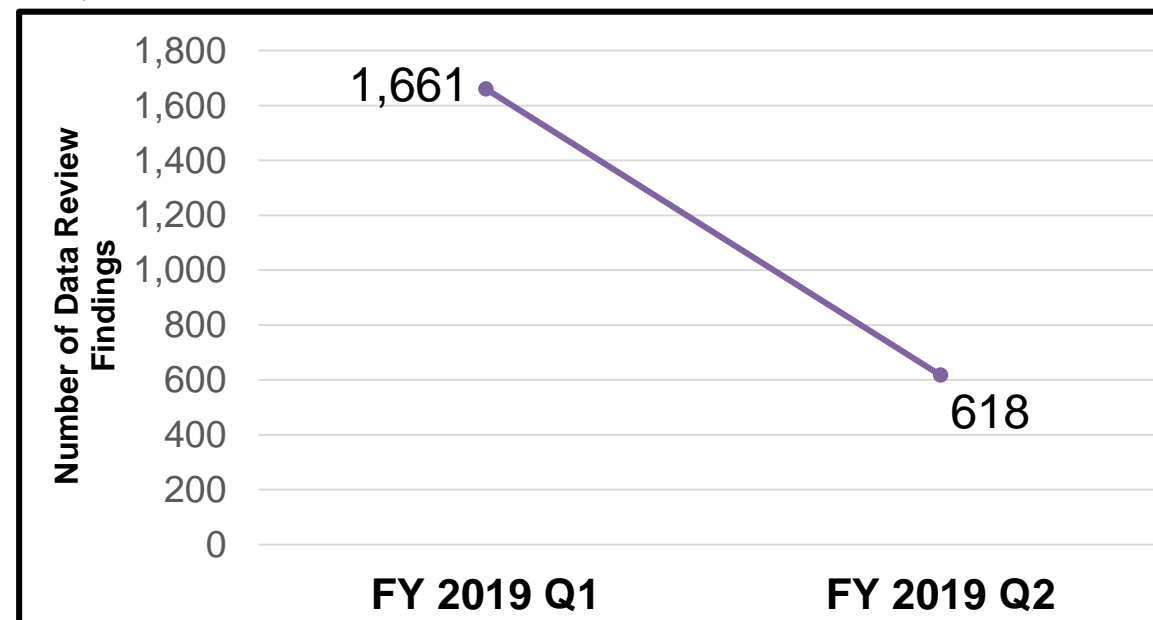
Quarterly Data Reviews: Effect of New Validations (VA)



- Validations updated in February 2019



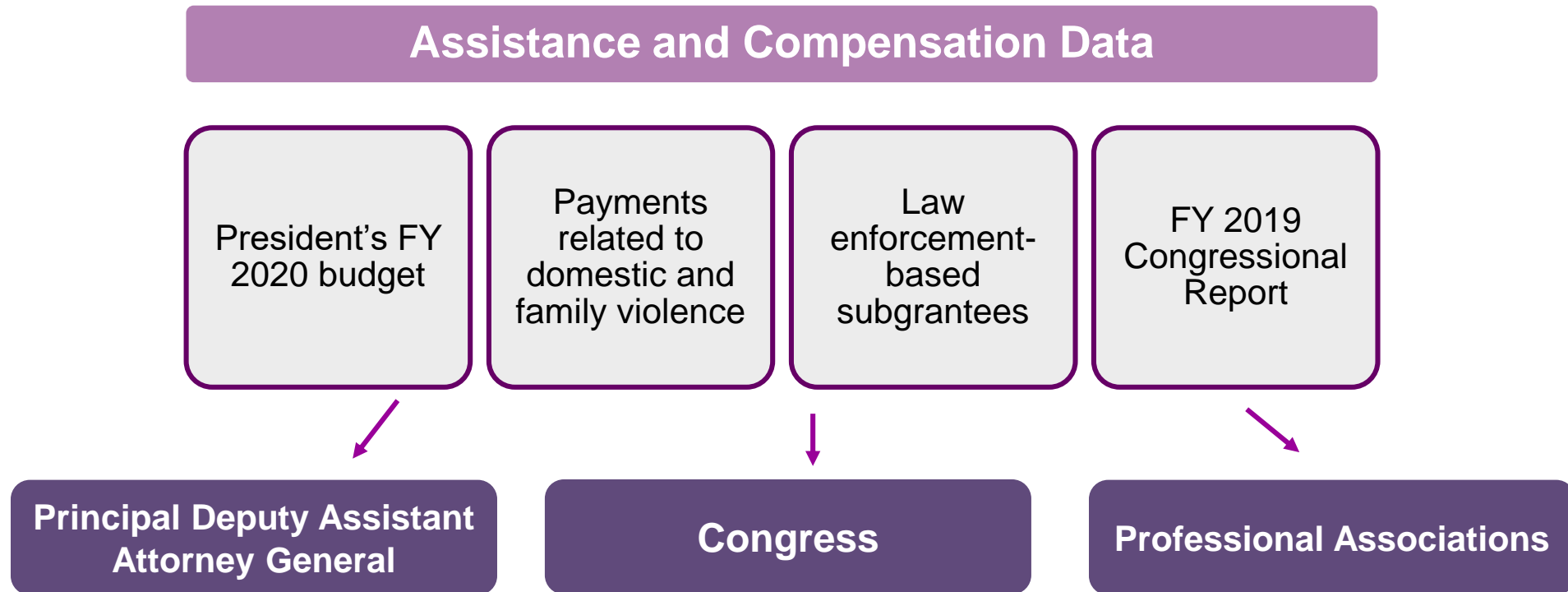
↓ **-63%** Decrease in Quarterly Review Findings



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

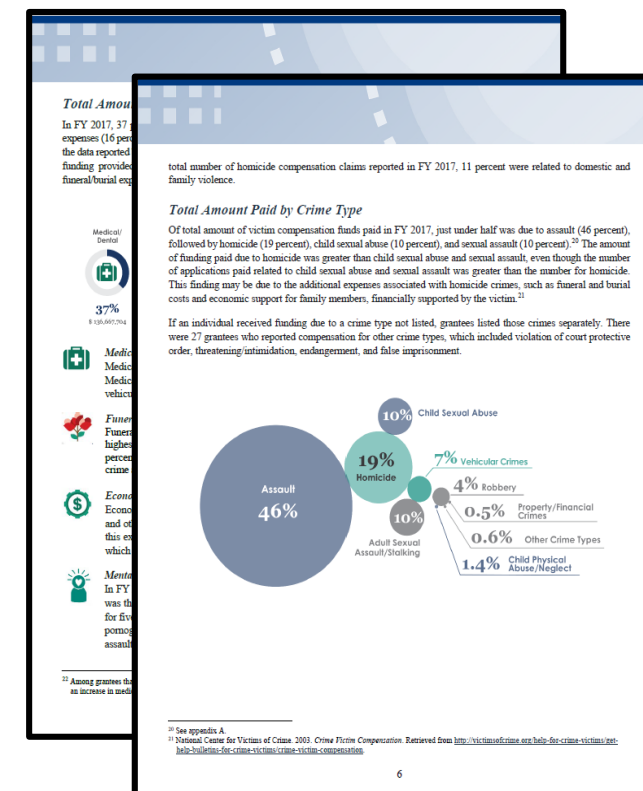
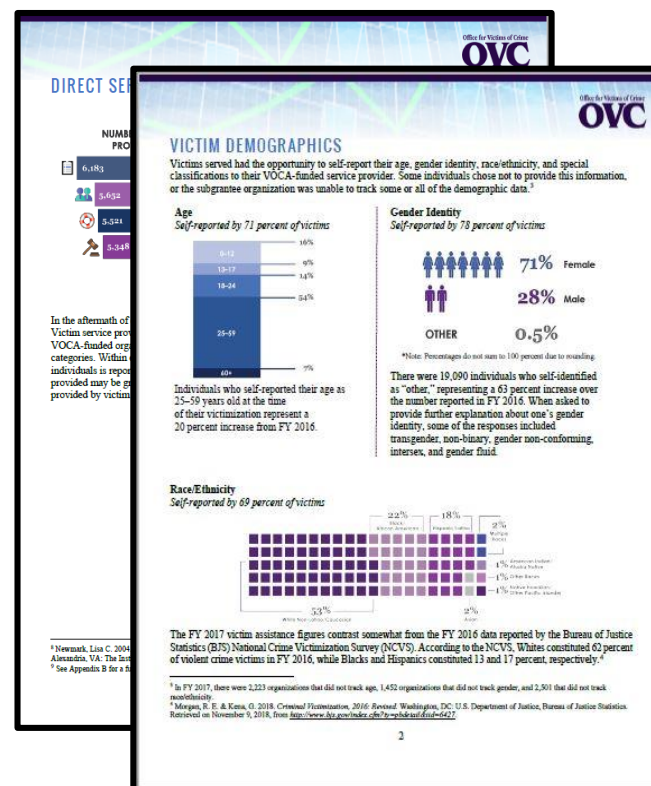
Topics

- Sexual assault
- Child victimization
- Older victims
- Law enforcement-based victim services
- Domestic violence



VOCA Annual Reports

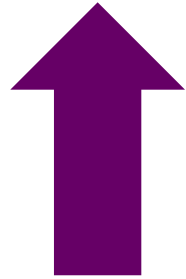
- Additional analysis of VA subgrantee types
- Spotlights
- Analysis of grantee narrative responses



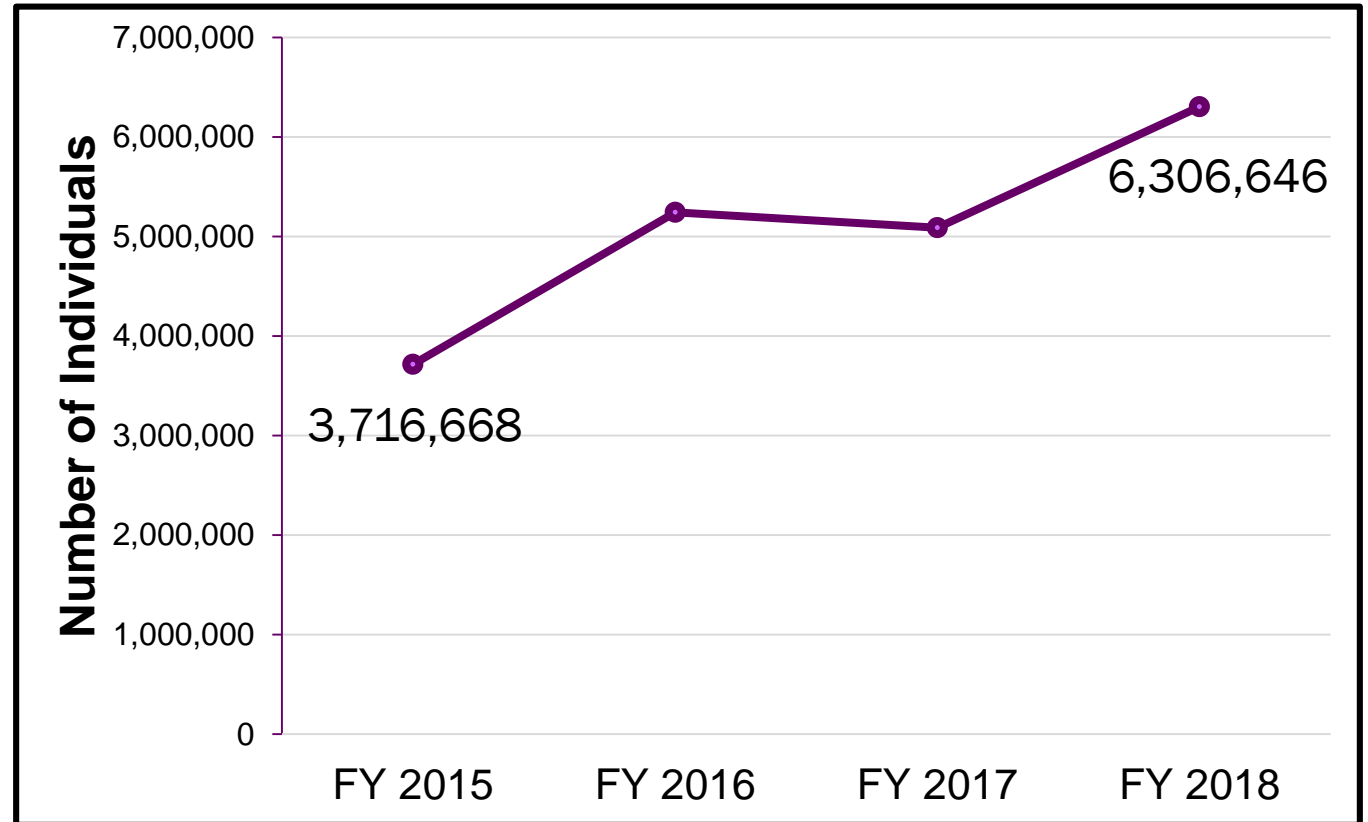
Victim Assistance Trends



New Individuals Served in FY 2015-2018



70%
Increase in
new victims
served

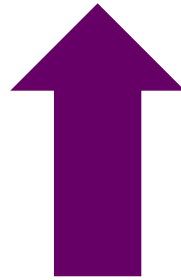


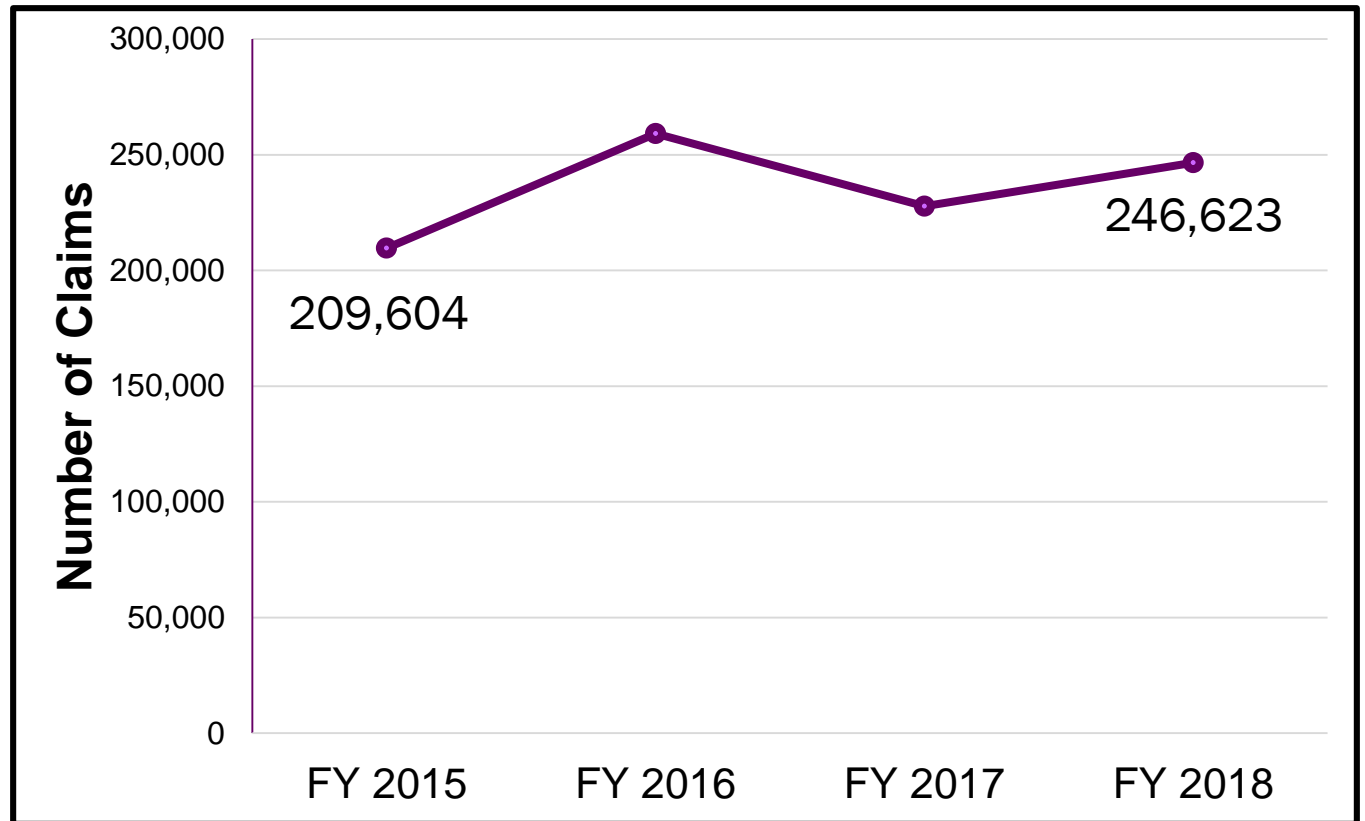
This slide reflects FY 2015-FY 2018 data entered by VOCA victim assistance compensation grantees into the OVC PMT. This data was exported April 2019.

Victim Compensation Trends



Claims Paid in FY 2015-2018

 **18%**
Increase in
compensation
claims paid



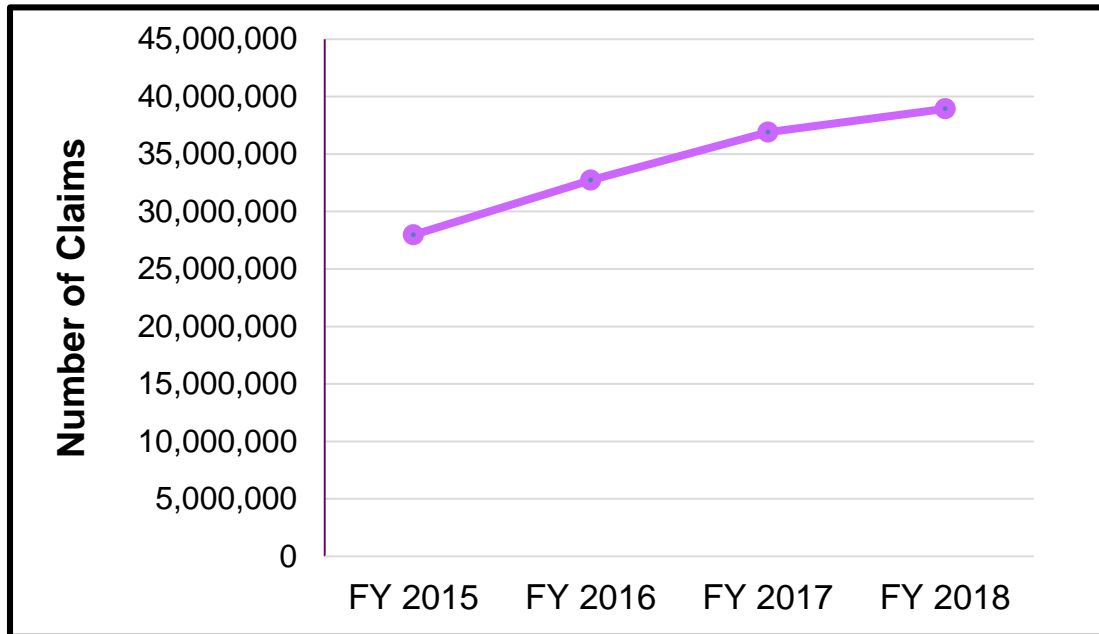
This slide reflects FY 2015-FY 2018 data entered by VOCA victim assistance compensation grantees into the OVC PMT. This data was exported April 2019.

Sexual Assault Trends

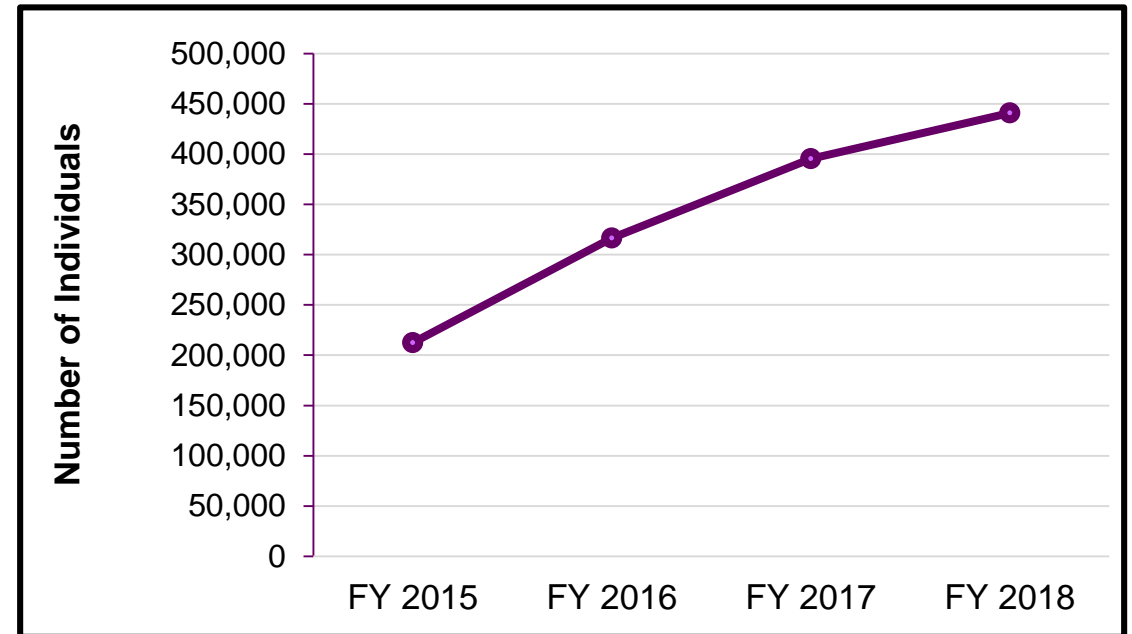


FY 2015-FY 2018

↑ 39% Increase in compensation claims paid related to sexual assault



↑ 107% Increase in individuals served who experienced sexual assault



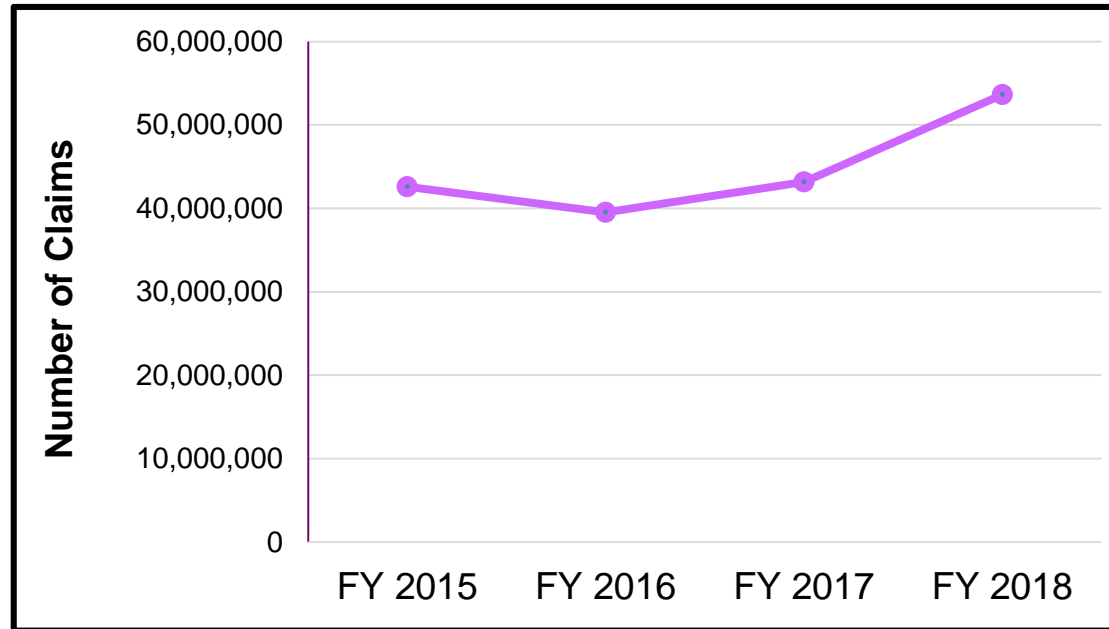
This slide reflects FY 2015-FY 2018 data entered by VOCA victim assistance compensation grantees into the OVC PMT. This data was exported April 2019.

Child Abuse Trends

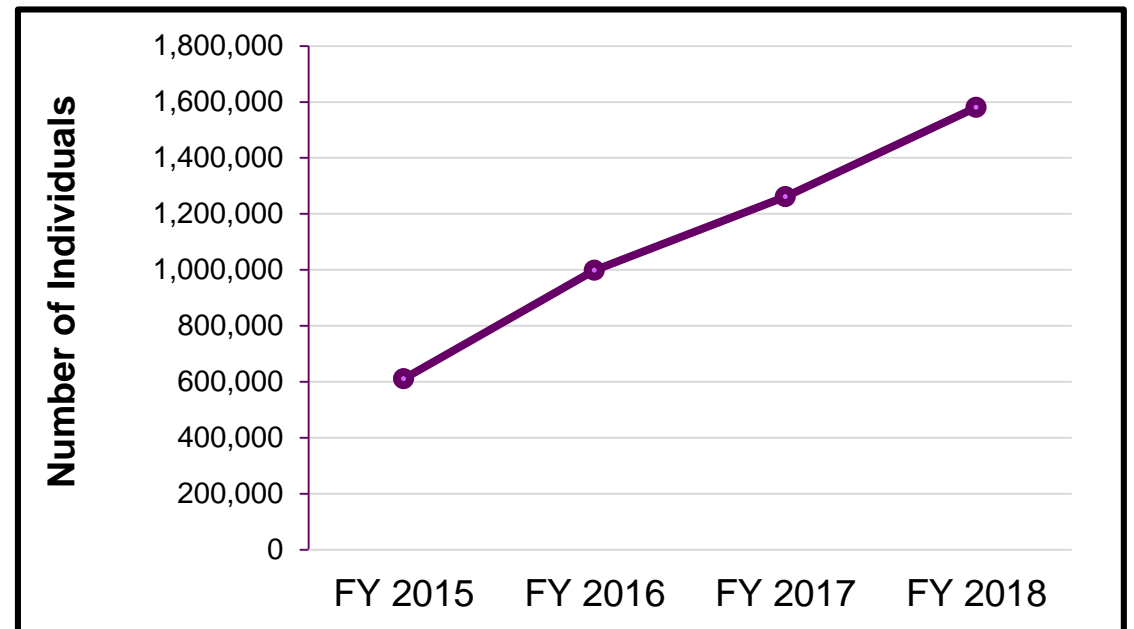


FY 2015–FY 2018

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



↑ 159% Increase in individuals served who experienced child abuse



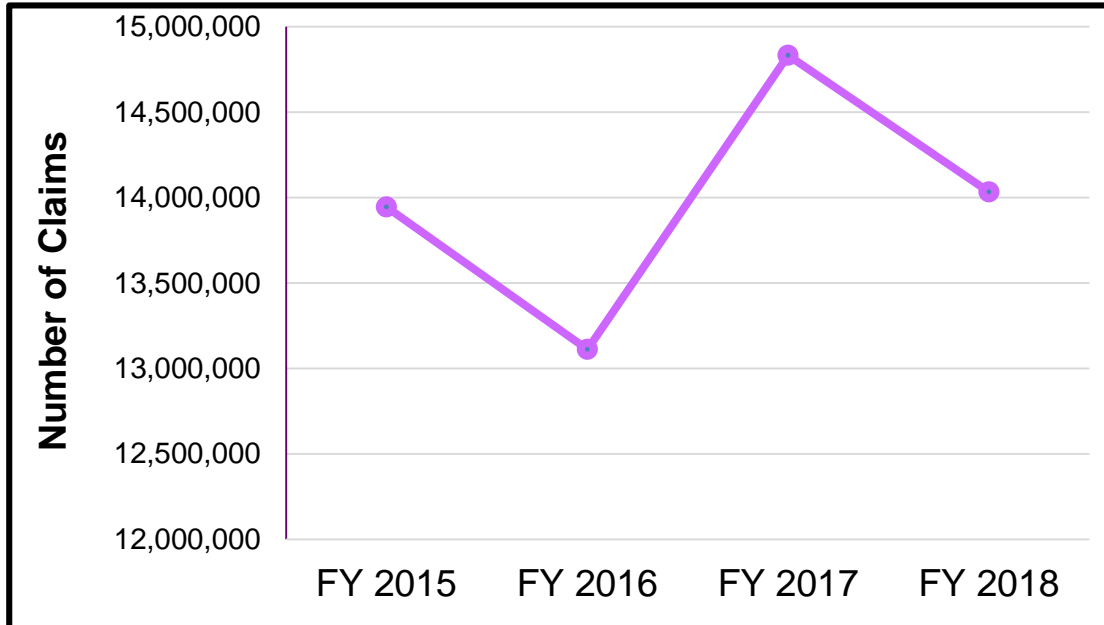
This slide reflects FY 2015-FY 2018 data entered by VOCA victim assistance compensation grantees into the OVC PMT. This data was exported April 2019.

Robbery Trends

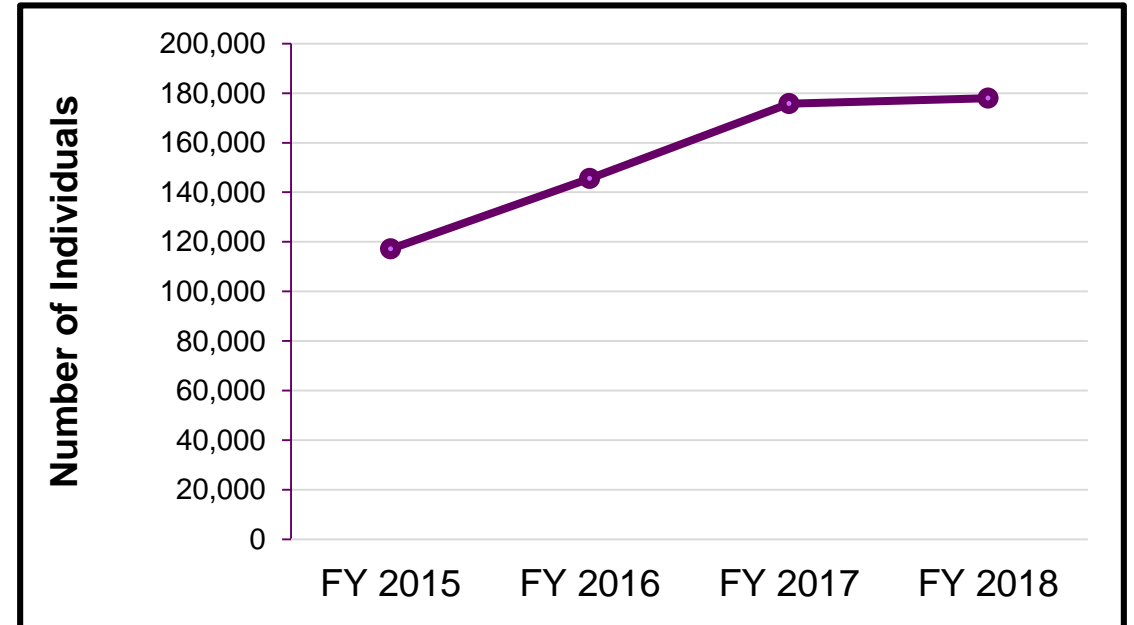


FY 2015-FY 2018

↑ 1% Increase in compensation claims paid related to robbery



↑ 52% Increase in individuals served who experienced robbery



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 Victimizations

Subaward Period of Performance
SAR Performance Dates

System Updates: New Validations (cont.)



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

Complete this section each reporting period

6. Number of individuals who received services

7. Select the type of services provided:

- A. Information & Referral
- B. Personal Advocacy
- C. Emotional Support
- D. Shelter/ Housing Services
- E. Criminal/ Civil Justice System Assistance

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

A. Information & Referral

Enter the number of individuals who received services in this category	100
Enter the number of times services were provided in each subcategory.	
A1. Information about the criminal justice process	25
A2. Information about victim rights, how to obtain notifications, etc.	25
A3. Referral to other victim service programs	0
A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	25

ovcpmt.oip.gov says

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

OK

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

The fact sheet is titled "Victim Assistance Performance Measurement Tool (PMT) Import Feature - 10 Steps to Success". It includes logos for the Department of Justice and the Office of Justice Programs. The "OVERVIEW" section states that VOCA grantees are required to report quarterly and that the PMT import feature was created to automate this process, effective October 1, 2018. An "Important Note" in a box with a warning icon states: "Only use the PMT Import Feature if you enter data on behalf of ALL of your subgrantees." The "WHAT ARE THE STEPS I NEED TO TAKE TO SUCCESSFULLY USE THE IMPORT FEATURE?" section shows a three-step process: "Steps 1-3: Download Import Feature Template", "Step 4-5: Populate and Verify Data", and "Steps 6-10: Import 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

Type of Subgrantee Organizations

Domestic and Family Violence and Sexual Assault Service	28%
Courts, Law Enforcement, and Prosecutor	28%
Multiservice Agency	15%
Other	10%
All Other Organizations	18%

Data Import Tool: Use by Texas SAA (cont.)



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

Note: The PMT system works best and supports Google Chrome 4.1.0 and above and Internet Explorer (IE) 11 and above.

**BJA PMT
OJJDP-DCTAT
OVC PMT**

***** Staying Logged-In *****
Keep this window open for navigation to all of your assigned OJP applications!



2 Victim Assistance SAR

If subgrantees will enter their quarterly data, then they **MUST** complete SAR Part II in the system

<u>A. Child abuse:</u>	200
<u>A1. Child physical abuse/neglect:</u>	\$ Amount (Optional)
<u>A2. Child sexual abuse:</u>	\$ Amount (Optional)
<u>B. Domestic and Family Violence:</u>	300
<u>C. Sexual assault:</u>	500
<u>C1. Child sexual assault:</u>	\$ Amount (Optional)
<u>C2. Adult sexual assault:</u>	\$ Amount (Optional)
<u>D. Underserved:</u>	0

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

A screenshot of a document titled "VOCA Victim Assistance Program: Grantee FAQ". The document is partially obscured by a large, semi-transparent purple box with a white border. The purple box contains the text "FAQ" in large, white, outlined letters, and several large, white question marks. Below the purple box, the text "VOCA Victim Assistance Program Subgrant Award Report" and "Frequently Asked Questions" is visible. The background document shows a list of questions and answers, with some text visible on the left side.

VOCA Victim Assistance Program: Grantee FAQ 3

III. Guidance on Grantee Report Questions

2. Are Question to activities of Yes, your res the state's ac

3. For Question does "prog items/mater things might when they a "Program" sh state's VOCA that were wo encouraged t the activities during the pe

4. Question 9 a "program po Include ANY

5. Question 10 reporting pe This relates t the grantee a (e.g., mass vi programs yo

6. Question 18 these issues to the state V The answer r

7. Question 22 other state e this question Please list an other state e shelter/hous the OVC-iden PMT. This qu Assistance pr

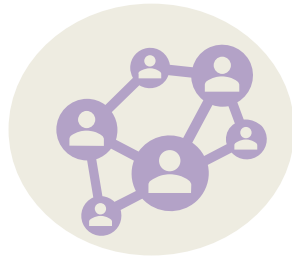
VOCA Victim Assistance Program Subgrant Award Report

Frequently Asked Questions

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!



OVC PMT Helpdesk

Monday–Friday, 8:30am–5:00pm Eastern Time

Email: ovcpmt@ojp.usdoj.gov

Phone: 1–844–884–2503

OVC PMT Lunch & Learn at the VOCA Conference

Time: Lunch Break, 12:15pm–1:45pm

Location: Sierra B