OVC
Office for Victims of Crime

Helping Crime Survivors Find Their Justice

How to Tell Your Organization's Story

OVC Performance Management Team

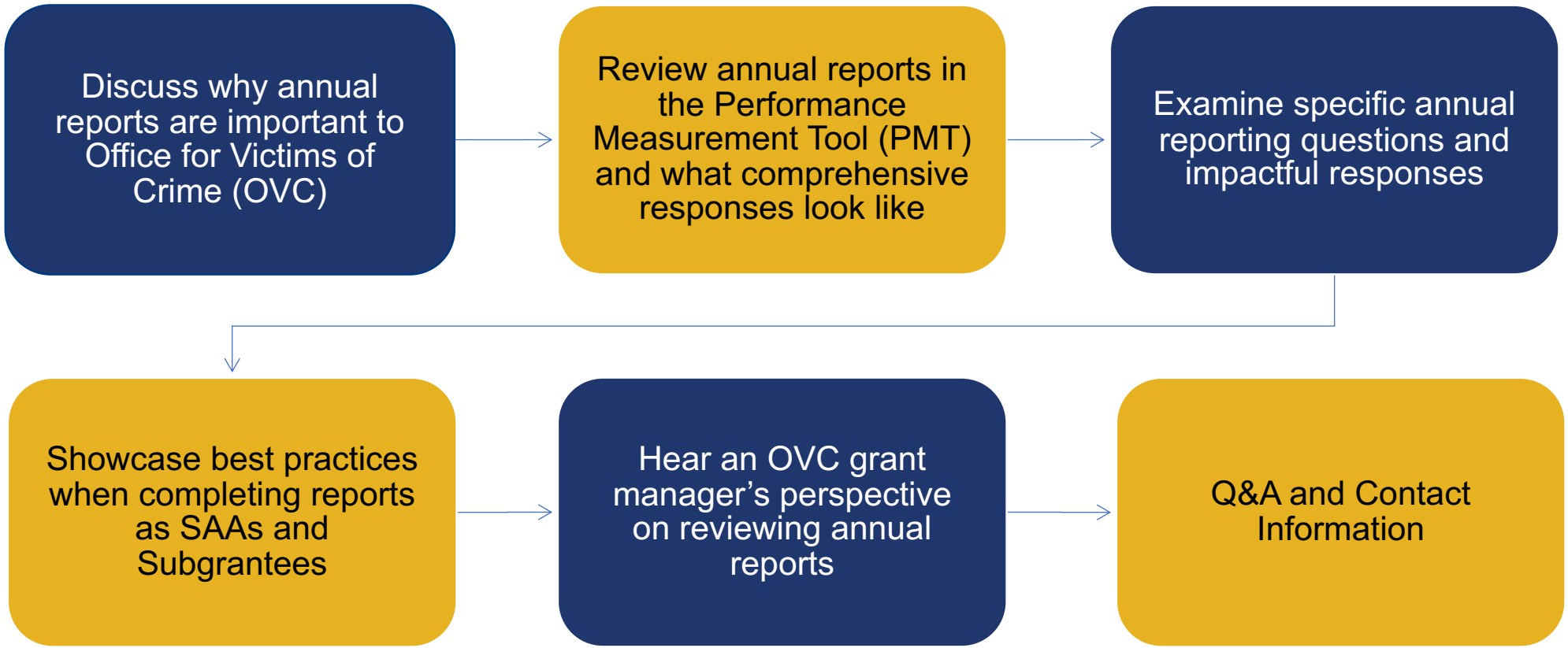
Tina Dimachkieh

Icebreaker

What is your favorite task in your role as a State Administering Agency (SAA)?

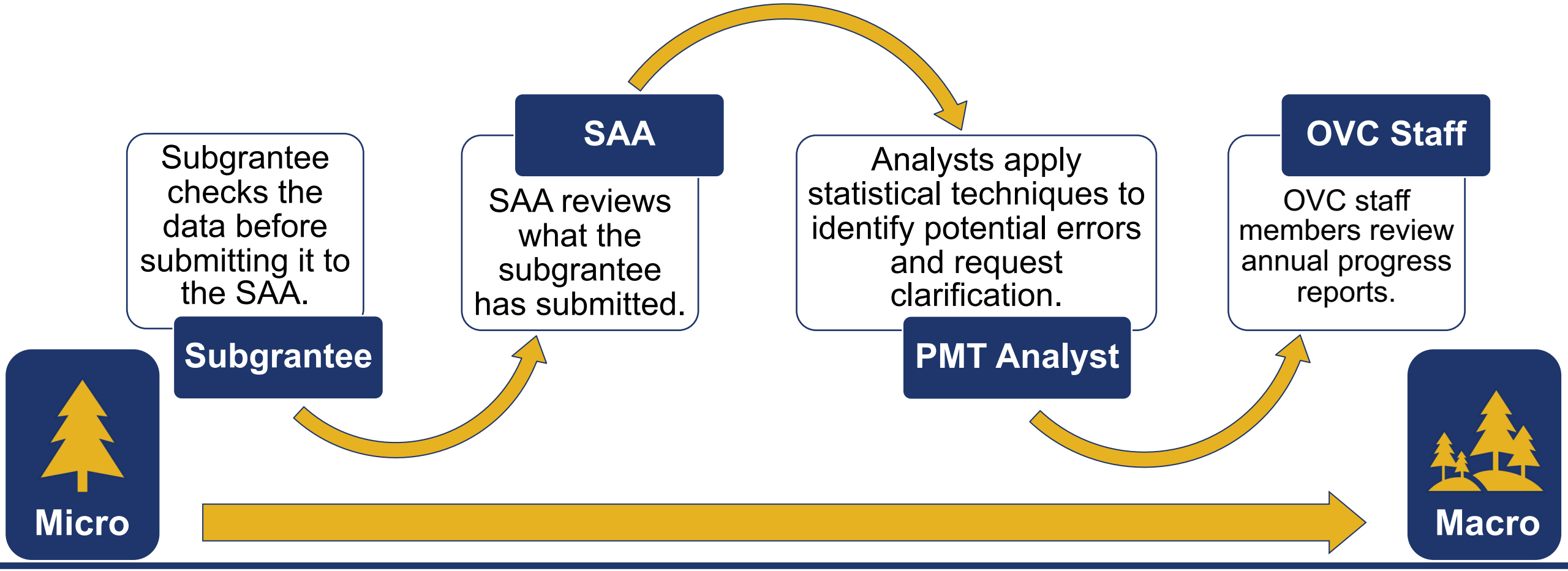
1. Reviewing quarterly subgrantee data
2. Creating and reviewing the Subgrant Award Reports (SARs) with subgrantees
3. Completing annual narrative reports at the end of the year
4. Monitoring SAR estimates vs. actuals spent in priority and underserved areas
5. Outreach to subgrantees when verification emails are sent to the state

Overview


Discuss why annual reports are important to Office for Victims of Crime (OVC)
Review annual reports in the Performance Measurement Tool (PMT) and what comprehensive responses look like
Examine specific annual reporting questions and impactful responses
Showcase best practices when completing reports as SAAs and Subgrantees
Hear an OVC grant manager's perspective on reviewing annual reports
Q&A and Contact Information

Why Are Annual Reports Important?

Data Review Process

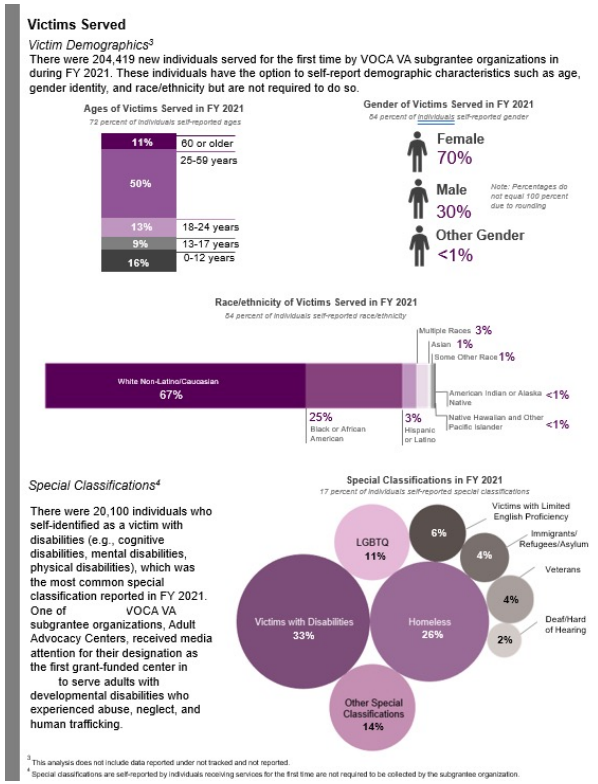


How Comprehensive Reports Support Office for Victims if Crime

- Revisions to the Uniform Grants Guidance
- Grant Performance and Results Act–Modernization Act
- Foundations for Evidence-based Policymaking Act
- President's Management Agenda: Results-oriented Accountability for Grants
- Grant Reporting Efficiency and Agreements Transparency

How Comprehensive Reports Support Office for Victims of Crime's Performance Management Team

State Profile



Victims Served

Victim Demographics[3]

There were 204,419 new individuals served for the first time by VOCA VA subgrantee organizations in during FY 2021. These individuals have the option to self-report demographic characteristics such as age, gender identity, and race/ethnicity but are not required to do so.

Ages of Victims Served in FY 2021

72 percent of individuals self-reported ages

- 11% 60 or older
- 50% 25-59 years
- 13% 18-24 years
- 9% 13-17 years
- 16% 0-12 years

Gender of Victims Served in FY 2021

64 percent of individuals self-reported gender

- Female 70%
- Male 30%
- Other Gender <1%

Note: Percentages do not equal 100 percent due to rounding

Race/ethnicity of Victims Served in FY 2021

64 percent of individuals self-reported race/ethnicity

- White Non-Latino/Caucasian 67%
- Multiple Races 3%
- Asian 1%
- Some Other Race 1%
- American Indian or Alaska Native <1%
- Native Hawaiian and Other Pacific Islander <1%
- 25% Black or African American
- 3% Hispanic or Latino

Special Classifications[4]

There were 20,100 individuals who self-identified as a victim with disabilities (e.g., cognitive disabilities, mental disabilities, physical disabilities), which was the most common special classification reported in FY 2021. One of VOCA VA subgrantee organizations, Adult Advocacy Centers, received media attention for their designation as the first grant-funded center in to serve adults with developmental disabilities who experienced abuse, neglect, and human trafficking.

Special Classifications in FY 2021

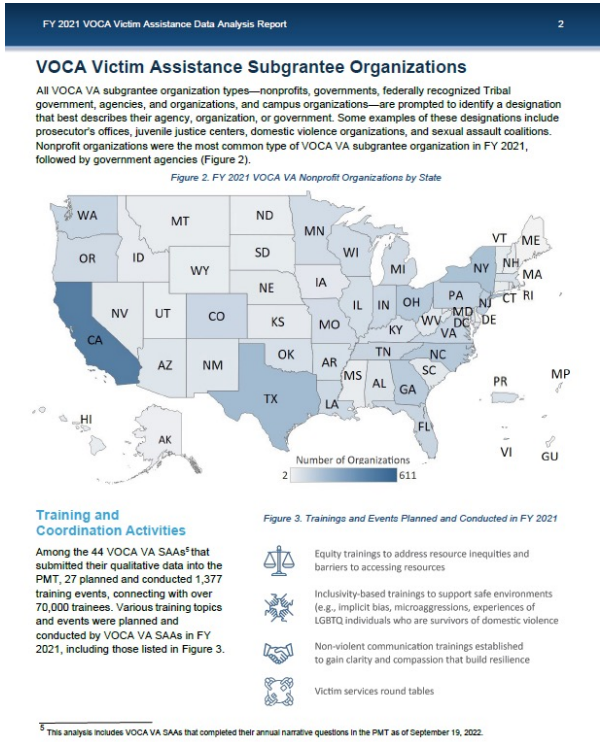
17 percent of individuals self-reported special classifications

- Victims with Limited English Proficiency 6%
- Immigrants/ Refugees/Asylum 4%
- Veterans 4%
- Deaf/Hard of Hearing 2%
- Victims with Disabilities 33%
- Homeless 26%
- LGBTQ 11%
- Other Special Classifications 14%

[3] This analysis does not include data reported under not tracked and not reported.

[4] Special classifications are self-reported by individuals receiving services for the first time are not required to be collected by the subgrantee organization.

Annual Reports



FY 2021 VOCA Victim Assistance Data Analysis Report 2

VOCA Victim Assistance Subgrantee Organizations

All VOCA VA subgrantee organization types—nonprofits, governments, federally recognized Tribal government, agencies, and organizations, and campus organizations—are prompted to identify a designation that best describes their agency, organization, or government. Some examples of these designations include prosecutor's offices, juvenile justice centers, domestic violence organizations, and sexual assault coalitions. Nonprofit organizations were the most common type of VOCA VA subgrantee organization in FY 2021, followed by government agencies (Figure 2).

Figure 2. FY 2021 VOCA VA Nonprofit Organizations by State

Number of Organizations 2 611

Training and Coordination Activities

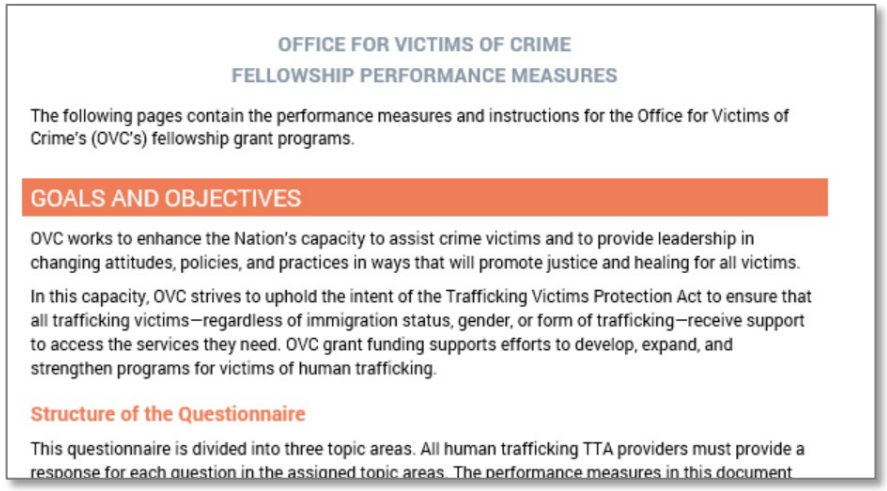
Among the 44 VOCA VA SAAs[5] that submitted their qualitative data into the PMT, 27 planned and conducted 1,377 training events, connecting with over 70,000 trainees. Various training topics and events were planned and conducted by VOCA VA SAAs in FY 2021, including those listed in Figure 3.

Figure 3. Trainings and Events Planned and Conducted in FY 2021

- Equity trainings to address resource inequities and barriers to accessing resources
- Inclusivity-based trainings to support safe environments (e.g., implicit bias, microaggressions, experiences of LGBTQ individuals who are survivors of domestic violence
- Non-violent communication trainings established to gain clarity and compassion that build resilience
- Victim services round tables

[5] This analysis includes VOCA VA SAAs that completed their annual narrative questions in the PMT as of September 19, 2022.

Performance Measure Review & Data Collection Tools



OFFICE FOR VICTIMS OF CRIME

FELLOWSHIP PERFORMANCE MEASURES

The following pages contain the performance measures and instructions for the Office for Victims of Crime's (OVC's) fellowship grant programs.

GOALS AND OBJECTIVES

OVC works to enhance the Nation's capacity to assist crime victims and to provide leadership in changing attitudes, policies, and practices in ways that will promote justice and healing for all victims.

In this capacity, OVC strives to uphold the intent of the Trafficking Victims Protection Act to ensure that all trafficking victims—regardless of immigration status, gender, or form of trafficking—receive support to access the services they need. OVC grant funding supports efforts to develop, expand, and strengthen programs for victims of human trafficking.

Structure of the Questionnaire

This questionnaire is divided into three topic areas. All human trafficking TTA providers must provide a response for each question in the assigned topic areas. The performance measures in this document

Why Should State Administering Agencies Submit a Comprehensive Annual Report?

Focusing on submitting a comprehensive annual report, that is being developed ***all year long,*** can help SAAs and OVC:

- Showcase the breadth of work conducted with OVC grant funds
- Better manage subawards and report accurately to decision-makers
- Monitor grant activity, goals, and deliverables closely
- Oversee the use of federal funds in real time
- Assess outputs and outcomes throughout the fiscal year
- Inform OVC of the needs of the field

Booz Allen Hamilton Internal

Annual Reports and the Performance Measurement Tool Data

Annual Report Tips and Tricks

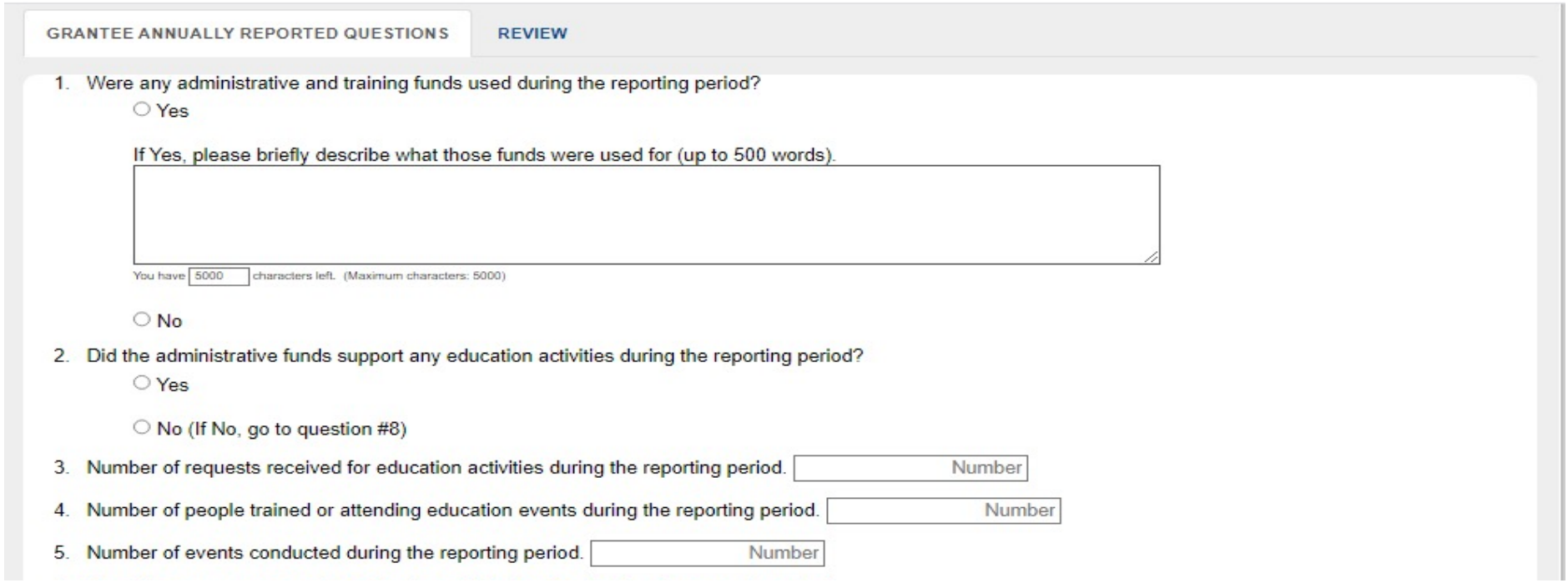
- The annual report covers grant activities for the entire federal funding year.
  - Language: *"In Fiscal Year (FY) 2022 Quarter 3 and Quarter 4, **Organization X** completed..."*
  - Avoid using first person pronouns.
  - Be specific and use concrete examples and evidence from PMT data.
- Be sure to frequently save your responses.
- Yes, every question needs an answer.
- No, N/A is not an acceptable answer.

Annual Report Tips and Tricks

- Ensure narrative responses do not exceed the character limit and are not cut-off in the report.
- **Do not** include personally identifiable information in your report. This includes any information that could be compiled to identify an individual, not just the individual's name or social security number (SSN).
- **Do not** include hyperlinks to news or media, as they may expire or require registration or subscriptions to view. Instead, provide a summary of the news story or media appearance.

Annual Report Tips and Tricks

Create your responses of 5,000 characters in a Word document using **plain text only,** then copy and paste each answer into the PMT.



GRANTEE ANNUALLY REPORTED QUESTIONS | REVIEW

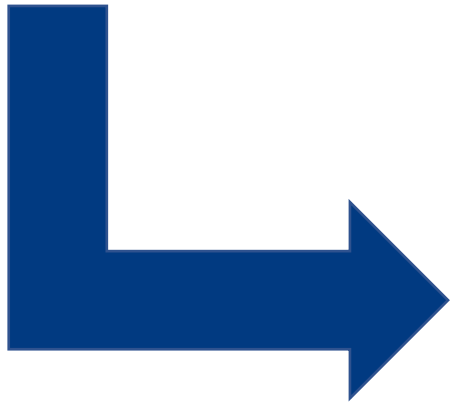
1. Were any administrative and training funds used during the reporting period?
   - ○ Yes

     If Yes, please briefly describe what those funds were used for (up to 500 words).

     You have 5000 characters left. (Maximum characters: 5000)
   - ○ No
2. Did the administrative funds support any education activities during the reporting period?
   - ○ Yes
   - ○ No (If No, go to question #8)
3. Number of requests received for education activities during the reporting period. Number
4. Number of people trained or attending education events during the reporting period. Number
5. Number of events conducted during the reporting period. Number

Performance Measurement Tool Data Sets

I. Population demographics
II. Direct services
III. Subgrantees' annually reported outcomes



- Grantee and subgrantee specific successes and challenges
- Data increases and decreases
- New initiatives, projects, deliverables, and resources
- Statewide or local community specific highlights

Impactful Annual Reporting

Describe	• Adverse conditions that affect overall and specific goals or objectives throughout the year. • Significant outreach efforts and how funds were publicized on state and local levels to raise victim awareness of available services.
Indicate	• If the grantee and subgrantees were on track to fiscally and programmatically complete goals and objectives, and any unmet needs. • Any significant sustainability efforts that led to the continuation of any grant-funded activities for the grantee and subgrantees past the funding period.
Highlight	• Collaborative victim services and multidisciplinary response efforts. • Activity around victim service priority areas and underserved populations.

Annual Report Questions

What to Consider as a Team When Creating Responses

- What major accomplishments were achieved using grant funding over the past fiscal year?
- What areas of opportunity were identified?
- Are any changes occurring in your organization, statewide or on the local level, that affected the Victims of Crime Act (VOCA) award deliverables?

What to Consider as a Team When Creating Responses

- Are there any specific performance measures that should be addressed in the narrative responses?
- Were there any increases or decreases in the data reported after reviewing and monitoring subgrantees' numbers?
- Did subgrantees meet the goals as expected?

Example Responses

Describe any program policies changed during the reporting period.
“No program policies were changed during the reporting period."

Describe any program policies changed during the reporting period.
“An updated subrecipient match waiver policy was drafted by the Grants Management Unit in this reporting period and approved by leadership in October 2021.”

Describe any program policies changed during the reporting period.
“The Grants Management Unit continues to evaluate its policies and procedures. Although no changes were finalized during the reporting period, changes being developed include revising monitoring policies, revision of provisions related to validation of data entered into subgrant award reports and quarterly reporting data; and civil rights compliance. These policies will be finalized during the next reporting period.”

Example Responses

Describe any earned media coverage events/episodes during the reporting period.
"N/A"

Describe any earned media coverage events/episodes during the reporting period.
"There were no media coverage or media events during the reporting period."

Describe any earned media coverage events/episodes during the reporting period.
"The Grants Management Unit regularly engages the media regarding events, announcements, and policy issues impacting our constituency of survivors and service providers across the state. During the reporting period, the following earned media was covered in varying outlets throughout the state: **LINK** – Opinion piece, co-authored by the Grants Management Unit and victim service agencies, that highlights the need for state legislators to pass increased protections for students and victims of sexual violence on college campuses."

Example Responses

Please list and explain any outcome measure(s) that are reported to the governor, legislature, or other state entity during the reporting period.

"The Grants Management Unit reported outcome measures to the Governor, legislature or other state entity."

Please list and explain any outcome measure(s) that are reported…

"The Grant Management Unit is statutorily required to file reports to the Legislature regarding the victim services program and trust funds administered by the agency each year. The following is a summary of those reports and respective deadlines: Legislative Report (due: February 5, 2021)- the unit's domestic and sexual violence civil court advocacy program that was created by the Legislature in 1995. This report is submitted to the House and Senate Committees as required by State Budget Line Item 0000-000. The Drunk Driving Trust Fund (DDTF) Legislative Report (due: February 28th of each year)- The DDTF was created by the Legislature in 2003 to direct assessments imposed on convicted offenders for operating under the influence of drugs or alcohol to support direct services for victims as well as prevention, education, and training activities in communities. This report is submitted to the House and Senate Committees as required by statute 0000."

Group Discussion

Identify any emerging issues or notable trends affecting your state or a specific subgrantee during the current reporting period.

Questions on Educational Activities

2. Did the administrative funds support any education activities during the reporting period? (Yes/No) **(If No, go to Question #8)**

3. Number of requests received for education activities during the reporting period.

4. Number of people trained or who attended education events during the reporting period.

5. Number of educations events conducted during the reporting period.

6. Describe any program or educational materials developed during the reporting period (e.g., postcards, media, brochures, websites, apps).

7. Describe any planning or training events held during the reporting period.

Educational Activities – Let's Share!

What comes to mind when you think about educational activities that your subgrantees or your organization were engaged in over the past fiscal year in relation to OVC VOCA funding?

Questions on Coordination Activities

8. Did the grant support any coordination activities (e.g., with other service providers, law enforcement agencies) during the reporting period? (Yes/No)

11. Describe any coordinated responses/services for assisting crime victims during the reporting period.

13. Describe ways that your agency promoted the coordination of public and private efforts within the community to help crime victims during the reporting period.

Coordination Activities – Let's Share!

What comes to mind when you think about coordination/multidisciplinary activities that your subgrantees or your organization were engaged in over the past fiscal year in relation to OVC VOCA funding?

Questions on Improvements

9. Describe any program policies that changed during the reporting period.

14. Describe any notable activities at the grantee level during the reporting period that improved delivery of victim services.

Improvements – Let's Share!

What comes to mind when you think about improvements that your subgrantees or your organization were engaged in over the past fiscal year in relation to OVC VOCA funding?

Questions on Media Coverage and Outreach

10. Describe any earned media coverage events/episodes during the reporting period.

Earned media coverage refers to media attention on radio, print, or TV that has not been purchased (e.g., Public Service Announcements). If an agency/organization holds a press conference and it appears in the local newspaper, or is highlighted on TV, the media attention has been "earned" and not paid for.)

19. Explain your state process to publicize its victim assistance funding for services to victims of crime during the reporting period.

Questions on Challenges and Opportunities

12. Discuss the major issues in your state that either assisted or prevented victims from receiving assistance during the reporting period.

17. Identify any emerging issues or notable trends affecting crime victim services in your state during the reporting period.

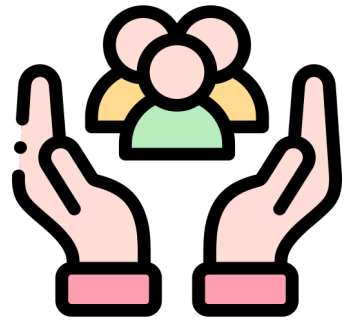
18. Briefly outline any staffing retention issues that your victim assistance program has and why these issues may have occurred during the reporting period (e.g., high turnover due to insufficient salary, insufficient benefits, and heavy workload).

21. Explain how your program was able to respond to gaps in services during the reporting period.

Questions on Priority and Underserved Areas

15. Discuss each priority (i.e., child abuse, domestic assault, sexual assault, and underserved) in which VOCA funds have been used to assist crime victims during the reporting period.

20. Explain how your state was able to direct funding to new/underserved populations during the reporting period.



Questions on Additional Questions

16. Briefly describe efforts taken to serve victims of federal crime during the reporting period.

22. List and explain any outcome measure(s) that are reported to the governor, legislature, or other state entity during the reporting period.

Questions on Challenges and Unmet Needs: Annual Report for Subgrantees

14. Discuss some of the challenges your victim assistance program faced during the course of the federal fiscal year.

15. Describe some of the services that victims needed but you could not provide. What were the challenges that prevented you from providing those services?

An Office for Victims of Crime Grant Management Specialist's Perspective

Summary and Resources

Summary

1. Make your responses powerful and effective!
2. Ask your team or partners to contribute stories.
3. Be specific. Use evidence from PMT data.
4. Work on your annual report all year long!
5. Discuss narrative reports with subgrantees to better capture data and outcomes.
6. Train subgrantees on OVC performance measures and take accountability when monitoring subgrantees.
7. Hold yourself and your team accountable for action items, and explore the online resources OVC provides on OVC performance measures.

Resources

Resources on the OVC website:

- List of all performance measures
- User guides for the PMT system
- Recorded trainings and webinars
  - **Writing An Impactful Annual Report**
- Performance Measure Dictionary and Terminology Resource

Have a more in-depth question?

- Call/email the PMT Helpdesk with specific questions about submissions or measures.
- Schedule a “Welcome to OVC Performance Management” session for new staff members or a team training session.
- Schedule a 30-minute Webex session to review your reports and answer questions about specific measures.

Contact Information

OVC PMT Helpdesk

Monday–Friday, 8:30 a.m.–5 p.m. Eastern Time
Toll free number: 1–844–884–2503*

Email:
ovcpmt@usdoj.gov

Website:
https://ovc.ojp.gov/funding/performance-measures

** Appointments are available outside of normal business hours by request only.*

JustGrants

Available Daily, 5 a.m.–9 p.m. Eastern Time
Toll free number: 1–833–872–5175

Email:
justicegrants.support@usdoj.gov

Website:
https://justicegrants.usdoj.gov/

Thank you!

"This product was supported by contract number GS-00F-008DA, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this product are those of the contributors and do not necessarily represent the official position or policies of the U.S. Department of Justice."