



Helping Crime Survivors Find Their Justice

Utilizing PMT Data to Determine Gaps in Services

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Panelists



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Agenda

Foundations of Gap Analyses

Types of Analyses Utilizing Data to Determine Gaps

Georgia's Criminal Justice Coordinating Council Approaches to Using Data for Gap Analysis, Decision-making, and Technical Assistance

Q & A

Foundations of Gap Analyses

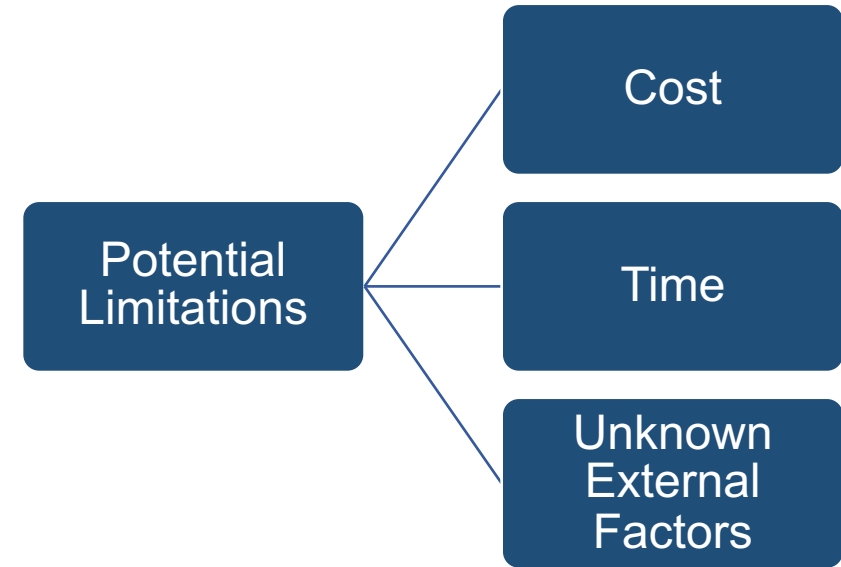
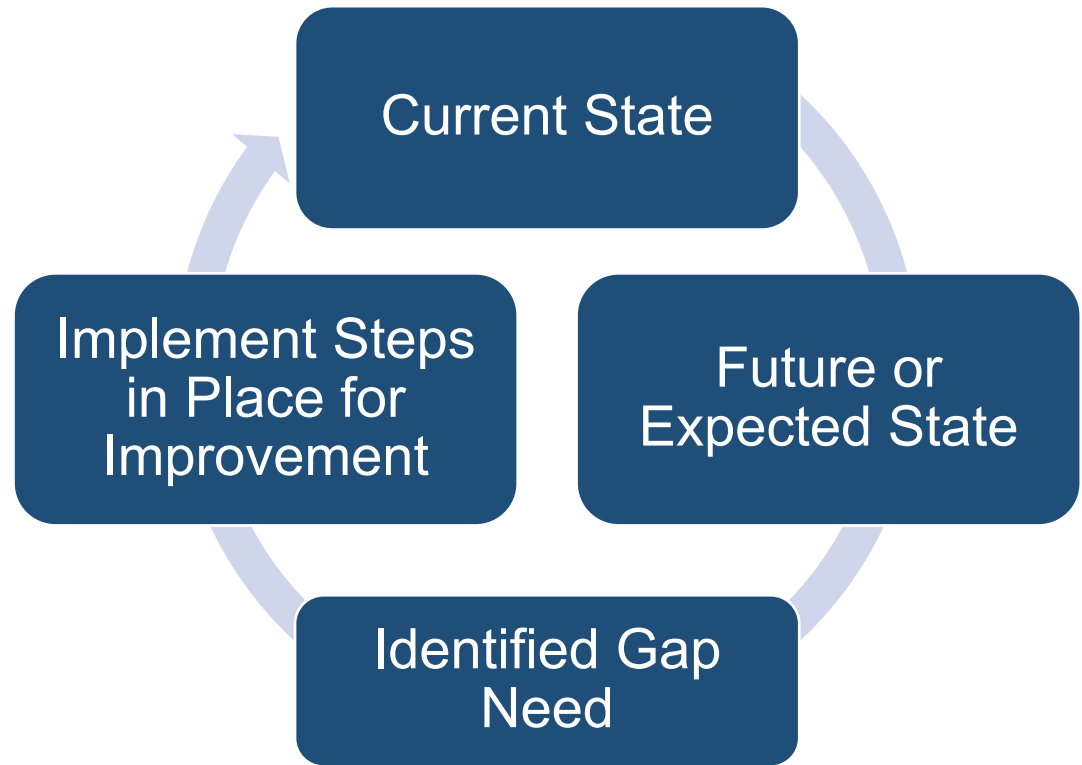
Advantages of Utilizing Data

Data can be utilized to...

justify and aid in getting additional funding sources

help assess and meet the needs of the community

What is a gap analysis?



Important Considerations



- Discuss & establish the purpose of your gap analysis
 - Discuss the why & create key performance indicators (KPIs)
- Discuss the reliability and validity of the data collected
- Discuss any external factors or context that might impact implementation
- Discuss potential data platforms and tools that could be used and their limitations
- Discuss partnering with a statistical analysis center, evaluator, or designating a position for data analysis if skills are not in house

Group Discussion



Please take a few minutes to break up into groups at your tables and answer the following questions. We will report back to the group in 10 minutes.

- How are you currently utilizing your organizational or PMT data?
- How has that been useful or helpful in your programmatic/organizational planning?
- What challenges have you been experiencing?
- How would you like to utilize your organizational data moving forward?
- What solutions or lessons learned do you have while incorporating data analytics in your organization?

Types of Analyses Utilizing Data to Determine Gaps

Performance Measures Analysis

What is it:

- Assessing performance measures for consistency, accuracy, and rate of usage
- Determining KPI's for your organization would help drive this type of analysis

Questions to consider:

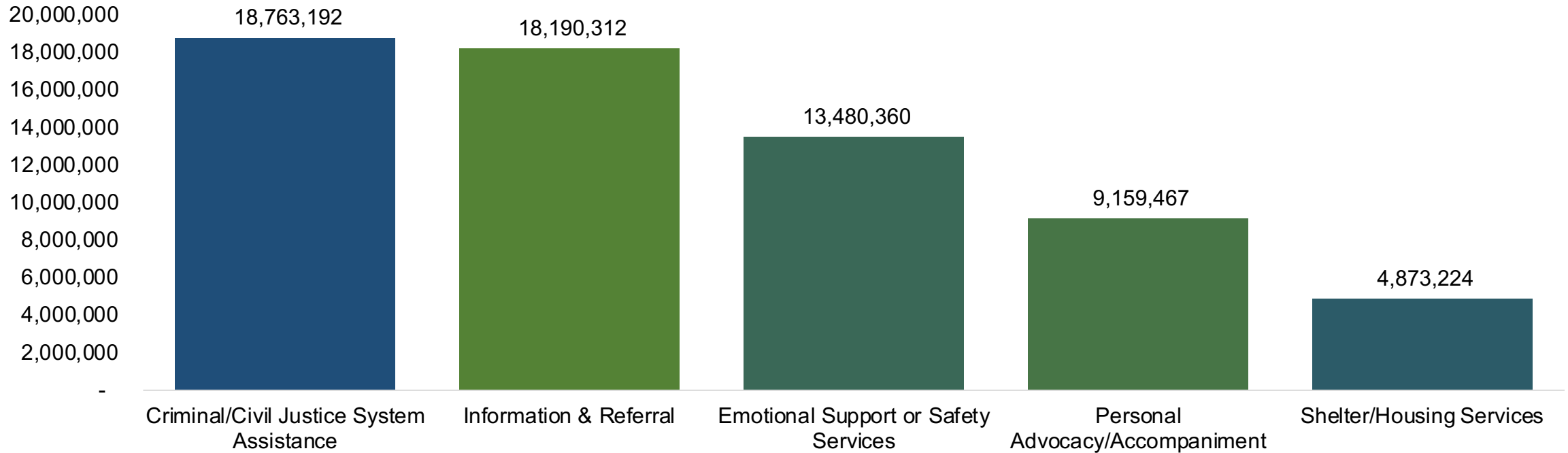
- Is there a reason why a certain measure is showing low numbers or not being used at all? Does it make sense with programmatic context?
- Are there trending community needs in your state that aren't captured by your current performance measures?

Potential limitations:

- Unknown impacts to usage rates, such as the potential for misleading performance measures

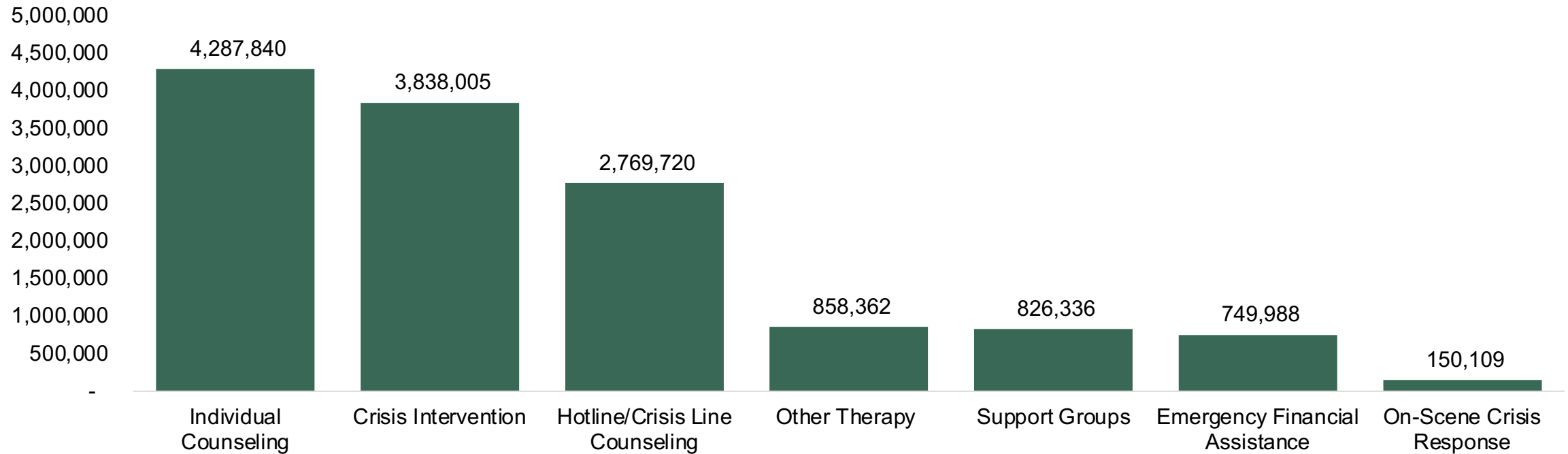
Performance Measures Analysis: Direct Service Categories

FY 2022 VOCA VA - Number of Times Direct Services were Provided



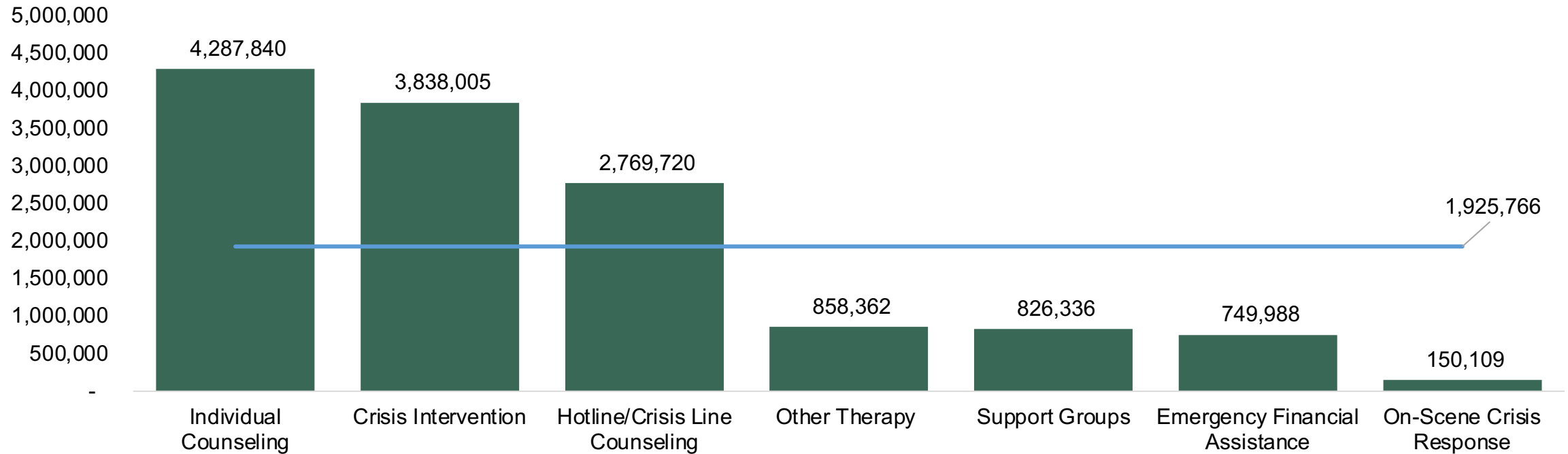
Performance Measures Analysis: Emotional Support or Safety Services

FY 2022 - Number of Times Emotional Support or Safety Services were Provided



Performance Measures Analysis: Emotional Support or Safety Services

FY 2022 - Number of Times Emotional Support or Safety Services were Provided



Trend Analysis

What is it:

- Assessing performance measures through a longitudinal lens

Questions to consider:

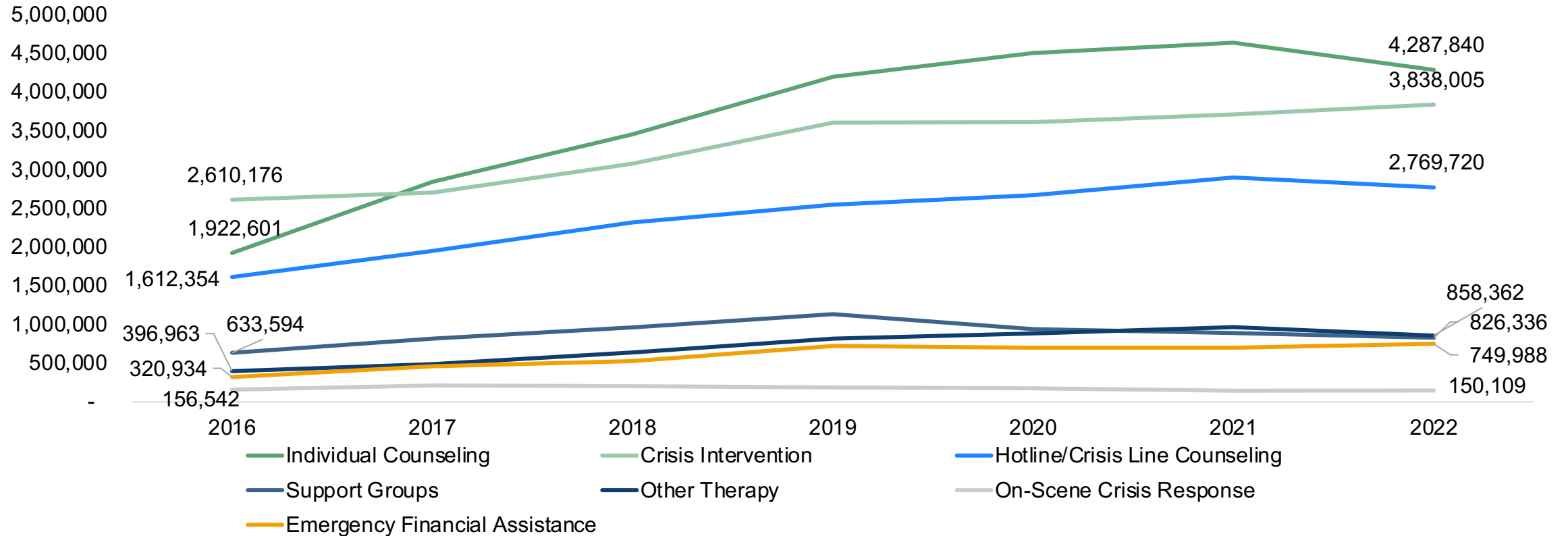
- Are there certain time periods that may impact the data?
- Are there trending community needs or issues in your state that aren't captured by your current performance measures?

Potential limitations:

- Unknown or known external factors may especially impact a trend analysis

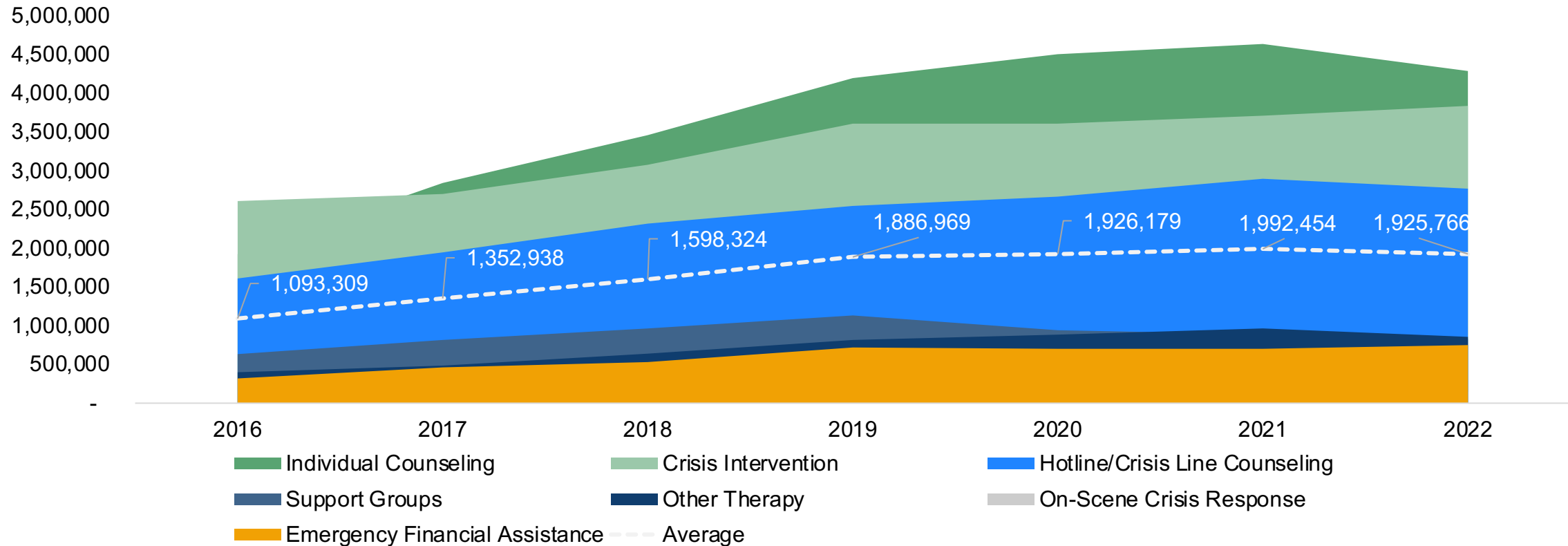
Trend Analysis: Emotional Support or Safety Services

FY 2016–2022 VOCA VA – Number of Times Emotional Support or Safety Services were Provided



Area Trend Analysis: Emotional Support or Safety Services

FY 2016–2022 VOCA VA – Number of Times Emotional Support or Safety Services were Provided



Geographic Analysis

What is it:

- Assessing performance measures using locational data (zip codes, towns/cities, etc.)

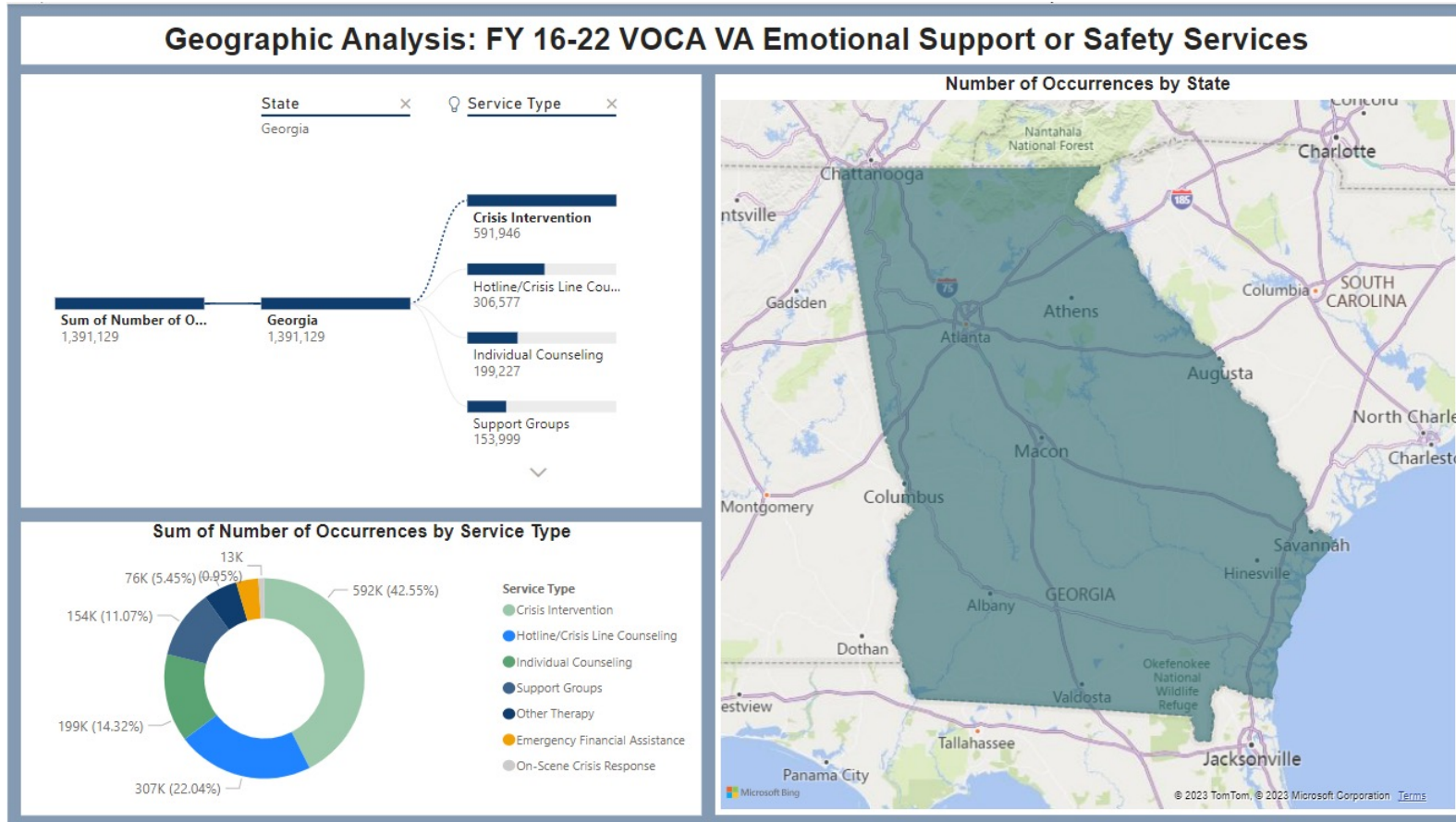
Questions to consider:

- Will the type of community (rural, urban, suburban) impact the type of data being collected?
- Are there trending community needs or issues in your state that aren't captured by your current performance measures?

Potential limitations:

- Unknown community context or data limitations might impact this type of analysis

Geographic Analysis: Emotional Support or Safety Services



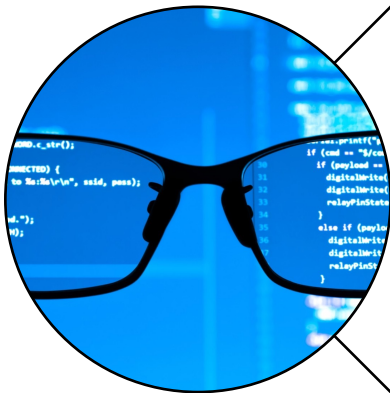
Georgia's Criminal Justice Coordinating Council

Approaches to Using Data for Gap Analysis, Decision-making, and Technical Assistance

How Georgia Utilizes PMT and Other Data Sources



Strategic Development, Capacity Building, and Requests for Funding to Fill Gaps in Georgia



Partnership with SACs can provide access to data beyond what is in VOCA systems – Human Trafficking Data Clearinghouse

Partnership with SAC



1. Provide data to inform remaining needs/gaps
2. Conduct Technical Assistance/Audits of performance data
3. Prepare data to inform state legislature of victim needs and request funds
4. Provide feedback on agency performance and compliance with grant special conditions
5. Process and provide data to apply for competitive federal funds to augment VOCA formula grants



1. Maintains data collection from VOCA, VAWA, SASP subgrantees
2. Leverage subgrantee & compensation data to inform program performance and planning
3. Creating data warehouse to show VOCA subgrantee + compensation data side-by-side
4. Prepare data for PMT submission



1. Monitor claims payments and output
2. Provide data to ensure health of GA Crime Victims Emergency Fund
3. Provide data to inform training for providers and agencies assisting with victims compensation
4. Create reports to monitor timeliness, efficiency, and accuracy of processing of victims compensation, forensic interview, and forensic medical exam claims



VSSR/PMT Overview

- **What is the Victim Services Statistical Report (VSSR)?**

The VSSR is a report administered by CJCC that collects victim services data on a county level by victimization type.

- **Who's required to complete this report?**

All VOCA, VAWA, and SASP subgrantees are required to submit this report.

- **When is the VSSR due?**

The VSSR is due quarterly, based on the Federal Fiscal Year. A notification email is sent to ED's/Reporting Staff on or around the 1st of the month prior to the reporting deadline.

VSSR Data Types

This report captures:

- The number of new, existing, and secondary victims served
- The number of underserved populations served
- The demographics for new victims and new secondary victims
 - *Existing victim's demographics should have been captured on previous reports*
- Number of services provided to new, existing, and secondary victims
- Types of services provided to new, existing, and secondary victims

Focus on Good Data

The importance of accurate reporting:

- Monitoring use of funds, assessment of progress, and targeted improvements
- Track program performance and enhance service delivery
- Good data makes a case for continued/increased funding
- Data should accurately represent the agency



State and Federal use of VSSR

1. To complete Federal reports including PMT
2. To monitor the use of grant funds
3. To help improve services
4. To identify areas of need throughout the state
5. For continued and increased Federal funding



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How the VSSR Data Helps Subgrantees and SAA

- VSSR can be a useful tool to manage, optimize, and enhance performance
- Provides an overall scope of the agency's effectiveness in victim outcomes
- Will help maintain a centralized location for historic and current data to see trends and forecasts
- Data Repository/PowerBi Dashboards
- Provides evidence of gaps in services and victim service needs

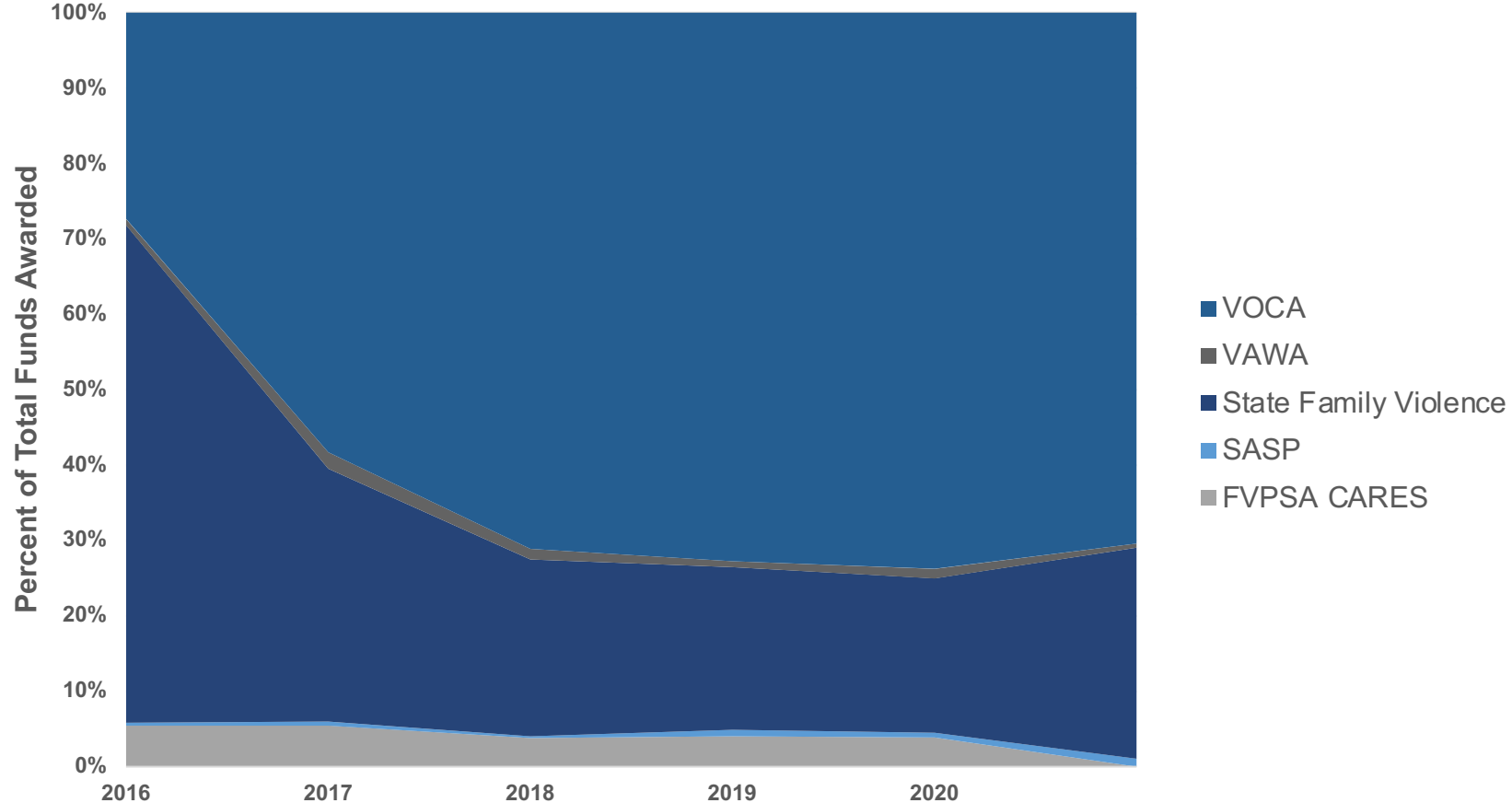
Using Data to Support Supplemental Funding Requests to Fill Identified Gaps and Reduction in VOCA

- VOCA Reduction Impact Analysis
 - Brief Disseminated to Governor's Office, Office of Planning and Budget, Legislature
 - Collaboration with Service Providers and Coalitions to Educate Policy Makers and Communities
- ARPA Victim Service Grant – Non-profits
- CAPTA Victim Service Grant
- CDS Grant for Domestic Violence Shelters and Child Advocacy Centers
- Discretionary Grants – Federal and Private
- Partnership with Department of Behavioral Health and Developmental Disabilities
- State Appropriations



Helping Crime Survivors Find Their Justice

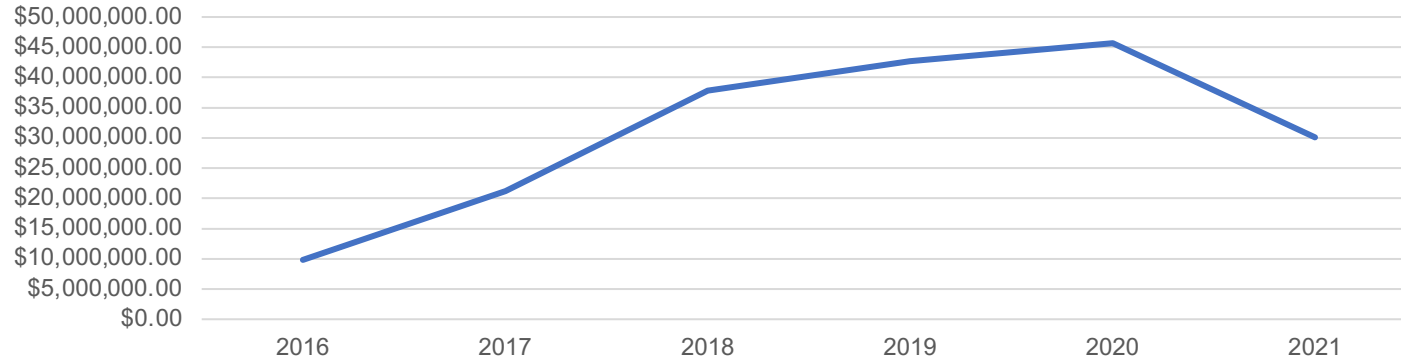
VOCA As a Percentage of Total Victim Services Funding Awarded By Year



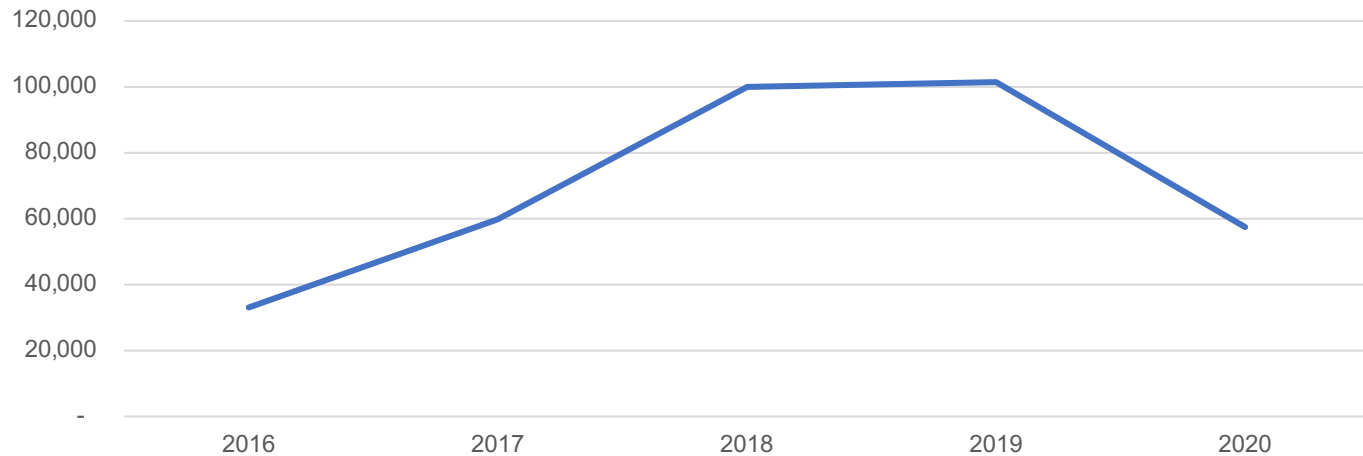
Key Takeaways:

- 2016 Total Victim Services funding awarded that was VOCA – 27%
- 2021 Total Victim Services funding awarded that was VOCA – 70%
- VOCA has **overtaken** state funds as the predominant source of victim services funding awarded to domestic violence and sexual assault agencies.

Amount of VOCA Funding Awarded to DV/SA State Funded Agencies
by Year



Number of Victims Served



Key Takeaways:

- While increasing steadily since 2016, from 2019 to 2020 the amount of funding awarded has fallen by 34% due to award declines.
- From 2016 to 2017, total awarded increased by 115% - leading to a capacity surge in local agencies.
- From 2016 to 2019, DV and Sexual Assault agency service numbers increased by **over 200%**
- **Services declined in 2020 because agencies, especially shelters, were operating at 50% capacity.**

Victim Services Statewide Landscape Opportunity Assessment and Statewide Planning Alignment

Purpose

The Landscape Opportunity Assessment identifies existing conditions that directly or indirectly impact services for victims of crime in the State of Georgia. Factors assessed included the availability and accessibility of existing victim services, the capacity of existing service providers, evidence of effectiveness of services, and opportunities for strategic service alignment and investment.

Components

Process



Literature & Documentation Scan

Over 200 plans, reports, articles, and other documents

- State Plans
- State Reports
- Best Practices



Qualitative Analysis

- Interviews
- Focus Groups/Work sessions
- Survey



Quantitative Data Analysis

Review of 9 key data sets, including:

- 2015 Summary Report Uniform Crime Reporting (UCR) Program
- CJCC Grants Management System
- Family Violence and Prevention and Services Acts Reports
- Georgia Family Connection Partnership, KIDS COUNT Data Center
- Outcomes Performance Measures (VOCA funded programs)
- Recertification Analysis collected by the CJCC – Jan 2014-Feb 2016
- U.S. Census Bureau Data
 - 2010
 - American Community Survey, 2009-2015
- Victims Services Statistical Report (VSSR)
 - Data from VOCA, SASP and VAWA funded programs



Components

Qualitative Analysis



Interviews

26 interviews with
31 individuals
19 organizations or
collaboratives represented
Subpopulations represented:

- Children
- Community with a military base
- Direct service providers
- Domestic violence
- Emergency Medical Services Personnel
- Executive leadership
- Human trafficking
- Immigrants and LEP
- Law enforcement (Chiefs and Department of Community Supervision)
- Legal services
- Older adults and adults with disabilities
- Rural residents
- Sexual assault
- Survivors
- Volunteers



Focus Groups

6 focus groups with approximately 106 people in attendance. All of the focus groups participated in a five-question survey.

- Service Providers to Older Adults and Adults with Disabilities who are VOC
- Sexual Assault Centers
- Service Providers to Children who are VOC
- Domestic Violence Agencies
- Law Enforcement
- Victim Advocates



Survey

Survey to understand capacity and training

- 157 Certified and/or CJCC-Funded Organizations



Gaps Identified - Goals

Objective:

Improve access to existing services and strengthen capacity, quality, and consistency of victim services.

Primary Activities to Achieve Objective:

- ii.) Improve access to health services (with an emphasis on mental health) and economic supports.
- iii.) Build capacity of established victim serving organizations to serve an increased number of victims and enhance service quality and support the growth of new victim-serving organizations that address key service gaps.



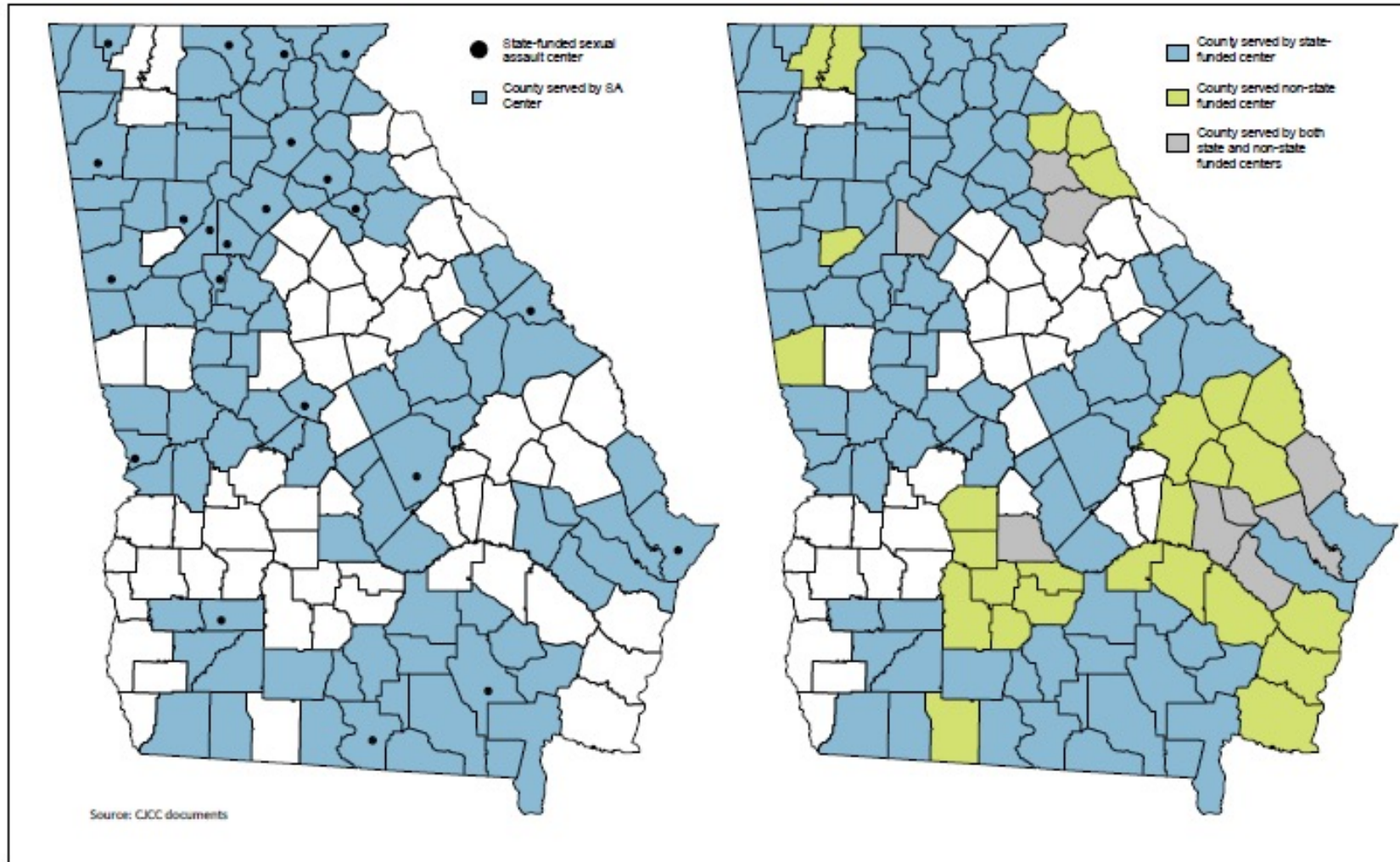
Helping Crime Survivors Find Their Justice

Service Availability & Accessibility

Key Findings

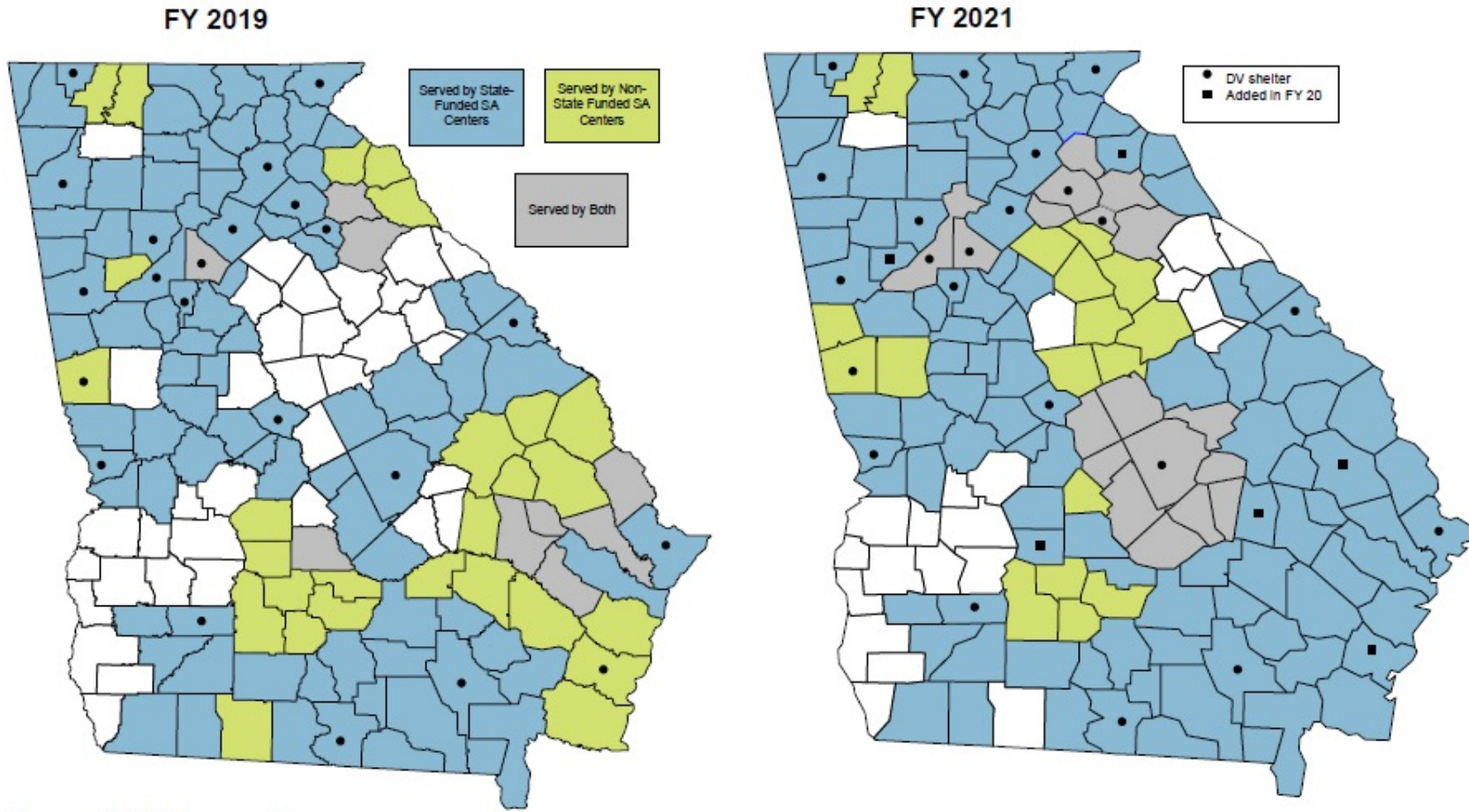
4. **Service availability and accessibility vary significantly based on a number of victim characteristics: geography, financial status, immigrant/refugee status, victimization type, and prosecution status.**
 - The majority of CJCC certified and/or funded victim service providers are concentrated in metro areas and in the northern part of the state. While this pattern reflects that of reported violent crime prevalence, as well as concentrated areas of child abuse and neglect, it leaves some part of the state with reduced services.
 - While all counties within the state are technically served by a CJCC certified and/or funded agency, some agencies cover a large number of rural counties and do not have a physical location in every county, limiting access for many crime victims living in rural counties.
 - People with limited resources can not afford to take unpaid time off from work, cover the cost of childcare, or arrange for the transportation needed to pursue services.

2018 Sexual Assault Services



2021 Sexual Assault Services

Despite Increased Coverage, Gaps Remain



Source: CJCC documents



Service Availability & Accessibility

Key Findings

6. Access to needed mental health services is limited for many victims. This is due to geographic service limitations, language barriers, associated stigma, as well as a victim's limited ability to pay for services.
 - The local Community Services Board (CSB) offers mental health counseling free of charge; however, capacity varies geographically.
 - Providers noted that some victims can be told they have to wait 45 days for an appointment.
 - Service providers expressed concern that many long-term residential mental health facilities in Georgia are being closed and that there were limited alternative options for people in need of more intensive in-patient counseling and support.
 - Counseling services available through private providers can be cost prohibitive especially for under resourced victims. Even for victims with insurance, covering the cost of the co-pay for multiple sessions is not possible.
 - There are few to no therapists who can provide counseling in a non-English speaking client's native language. It was also noted that interpretation services is not an eligible cost for crime victims compensation. Even with an interpreter there is a question of patient confidentiality.

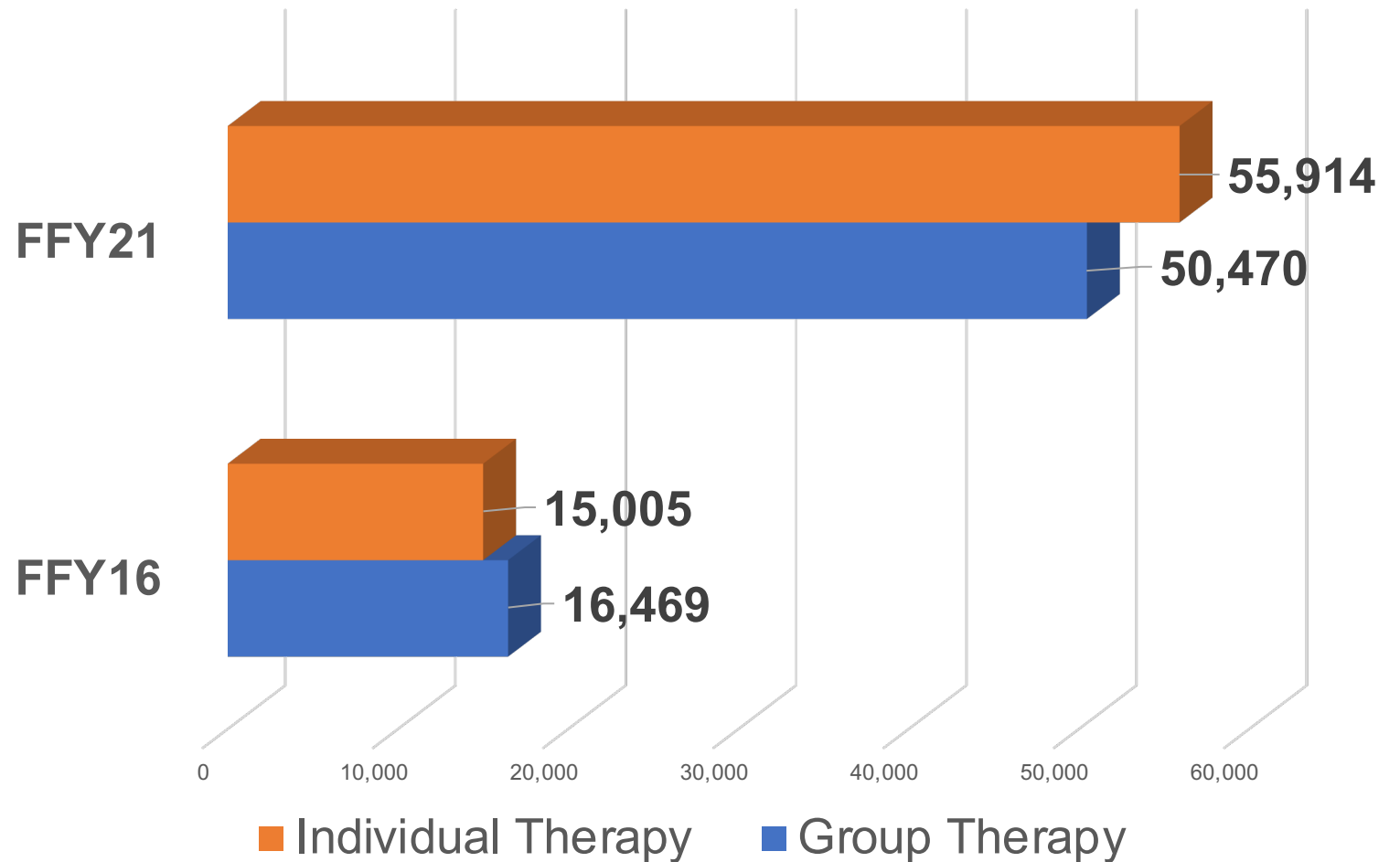
Service Availability & Accessibility

Opportunities

- Develop a “No Wrong Door” approach to service access. Build off of existing efforts underway (such as VLAN) to pilot and refine model.
- Coordinate with the Georgia Association of Community Service Boards (GACSBs) to improve understanding of services and opportunities for greater alignment with local victim assistance service providers.
- Work in partnership with the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) and the CSBs to pilot the co-location of a behavioral health specialist within a victim service provider. Consider the use of VOCA funds to address possible service gaps and/or additional capacity needs.

- As a result of the gap analysis and opportunity assessment, CJCC prioritized mental health training, funding, and new partnerships.
- An increase in VOCA funding between FY16-FY18 allowed agencies to contract and/or hire counselors/therapists on-site and to pay for therapy services off-site. Subrecipients budgeted over \$5M to support mental health services for victims of crime.

Therapy Service Units FY16 vs FY21



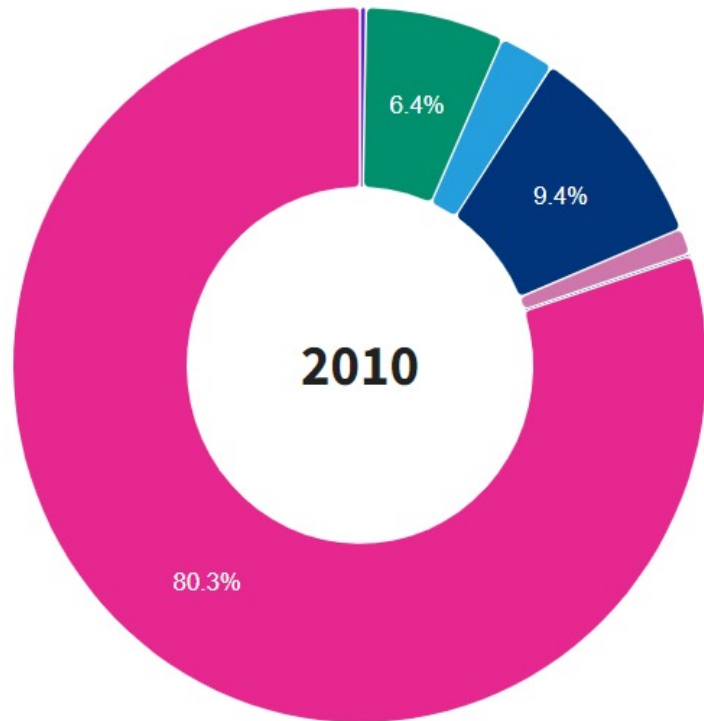
Capacity Building and Gap Analysis – Forsyth County CAC Service Statistics 2017-2022

Organizational Capacity

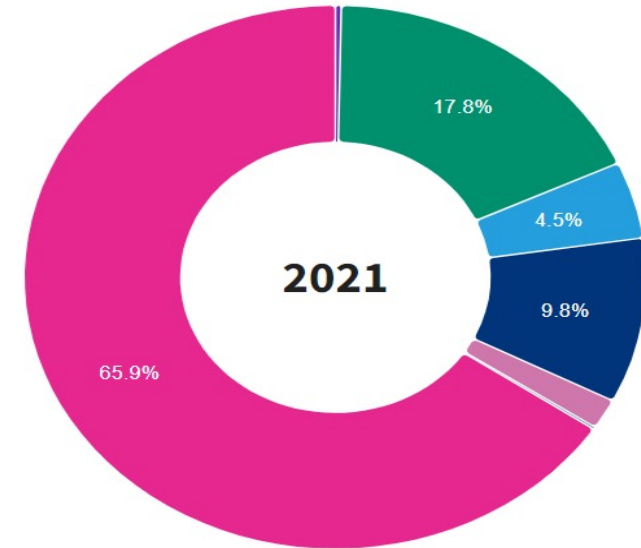
Key Findings

- 13.** In general, most service providers have limited resources dedicated to organizational infrastructure (i.e. non-direct service delivery).
- Although there is a great range of full-time (0-116) and part-time (0-53) employees per certified agency, most organizations have very few. Most agencies (75%) have 7 or fewer full-time and four or fewer part-time employees.
 - Most agencies (75%) have one or fewer full-time equivalent staff members (FTEs) devoted to data reporting and analysis or fundraising and grant-writing, two key positions for organizational quality improvement and development.
 - Despite the low number of staff members devoted to data reporting and analysis, certified agencies report using between one and five tools for tracking information and data. The greatest percentage of agencies (36.9%) report using three tools.
 - There is a significant reliance on volunteers by certified agencies, with half of agencies relying on more than four and a range of up to 180 regular volunteers per agency. Although volunteers can increase an organization's capacity, they offer only part-time assistance and require staff management and supervision.

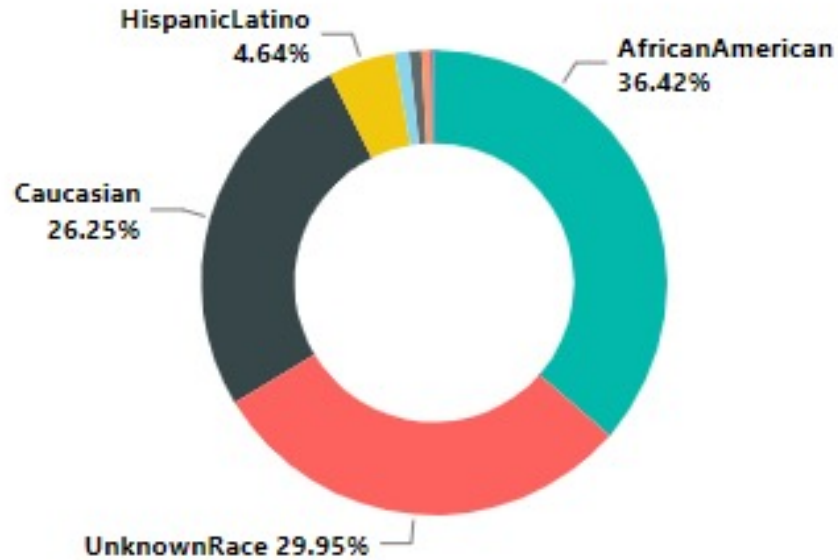
In 2021, Forsyth County was more diverse than it was in 2010. In 2021, the white (non-Hispanic) group made up 65.9% of the population compared with 80.3% in 2010.



Between 2010 and 2021, the share of the population that is Asian (non-Hispanic) grew the most, increasing 11.4 percentage points to 17.8%. The white (non-Hispanic) population had the largest decrease dropping 14.5 percentage points to 65.9%.



New Victims Served by Race



The population of Forsyth County, Georgia in 2021 was 260,206, 47.2% up from the 176,736 who lived there in 2010. For comparison, the US population grew 7.3% and Georgia's population grew 11.2% during that period.

In 2021, the largest racial or ethnic group in Forsyth County was the white (non-Hispanic) group, which had a population of 171,410. Between 2010 and 2021, the Asian (non-Hispanic) population had the most growth increasing by 35,070 from 11,322 in 2010 to 46,392 in 2021.

Asian	1%
Multi Racial	.86%



2017-2022 VSSR Overview

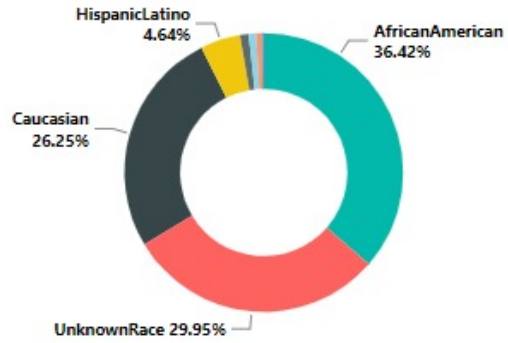
Year:
 Quarter:

Agencies:

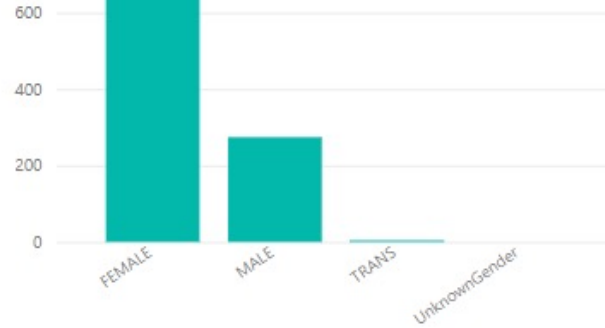
Program Type:

Source:

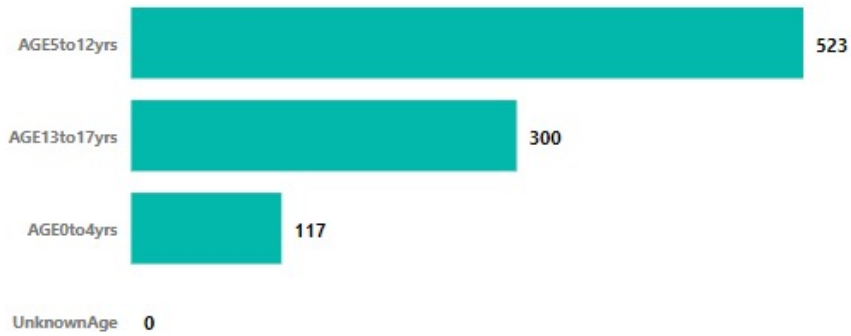
New Victims Served by Race



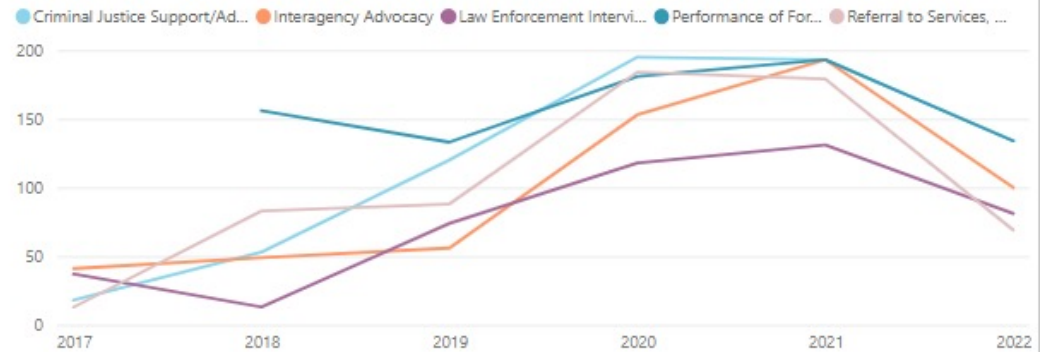
Proportion of Victims Served by Gender



Age of Respondants



Top 5 Services (VSSR)

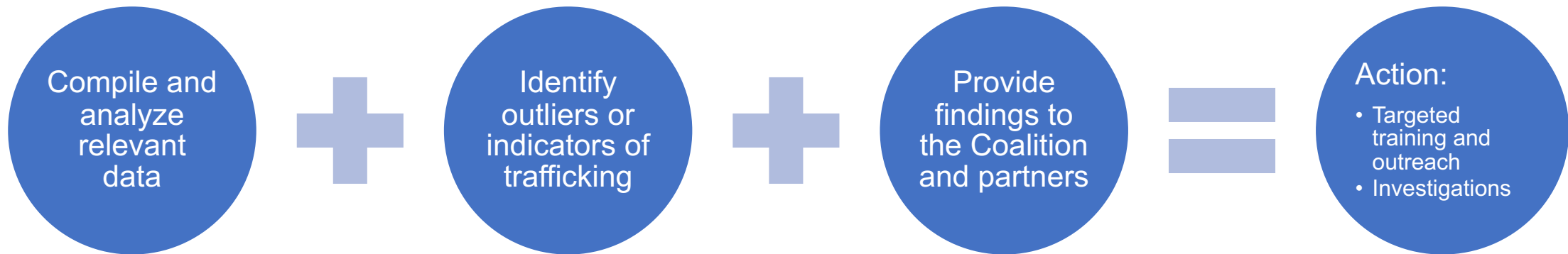


Human Trafficking Data Clearinghouse



Helping Crime Survivors Find Their Justice

The Georgia Statistical Analysis Center provides action research for the Georgia Coalition to Combat Human Trafficking to aid in data driven human trafficking investigations, identify and track indicators of trafficking, and monitor performance and collaborative factors of the Coalition.



The GASAC produces three main products for their Coalition partners

1. Human Trafficking Data Clearinghouse

- This is a SharePoint site that Coalition members can access for administrative data from various sources that are direct measures of human trafficking or information related to the subject.

2. Targeting Analysis

- This analysis looks at different factors to identify areas within the State to focus Coalition efforts and potential targets.

3. Network Analysis (labor trafficking specific)

- The network analysis is intended to help inform current investigations and add to intelligence reports created by the GBI Analyst.
- The network analysis is intended to connect information from various data sources on individual businesses, their owners, worksite locations, housing locations, other associated business, and indicators of human trafficking we have identified.





Human Trafficking Task Force Data Clearinghouse

H-2A Program ▾ Housing Feedback Survey ▾ Department of Labor - Wage and Hour ▾ Georgia County Indicator Analysis ▾ Wider Collaborative Factors Inventory ▾ Arrest Data and Gang Validation ▾ Victims Serv

+ New ▾ Page details Analytics

Welcome to the Human Trafficking Coalition Data Clearinghouse!

This site was created for the Georgia Coalition to Combat Human Trafficking by the Georgia Statistical Analysis Center (GASAC) of the Criminal Justice Coordinating Council (CJCC) to help promote a shared understanding of human trafficking in Georgia by providing easy access to relevant data, analysis, and performance measures.



H-2A Program

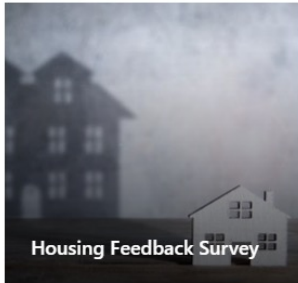
[H-2A Program: Temporary Agricultural Employment of Foreign Workers](#)

The H-2A Temporary Agricultural Program is a program designed to bring temporary, nonimmigrant foreign workers (H-2A workers) into the United States to meet the temporary or seasonal agricultural labor needs due to a shortage of available domestic workers.

Data for the H-2A visa certifications analysis comes from US Department of Labor (USDOL) Office of Foreign Labor Certification (OFLC) and includes the number of agricultural workers requested by employers and certified to work in the US by the OFLC. This data is publicly available, and can be found [here](#).

Users can find information on the location of certified visa workers, when these workers are working, the businesses requesting these workers, wage information, and more.

UPDATE SCHEDULE: Quarterly
LAST UPDATED: May 2023



Housing Feedback Survey

[Housing Feedback Survey](#)

This Housing Feedback Survey is a tool designed to collect data from our service provider partners about the housing sites they visit when conducting outreach. They are able to collect information from the individuals at these housing sites and also through their observations that would otherwise be inaccessible from their law enforcement counterparts; this allows for a different angle when looking at the issue of human trafficking/exploitation, as well as an alternative source of data.

This survey tool is constantly being updated and changed through the collaboration and contributions of the various partners in the HGBF Agricultural Labor Trafficking Taskforce. Updates to the survey will be administered based on feedback from service providers and their needs and use cases.

UPDATE SCHEDULE: N/A
LAST UPDATED: April 2023

The Human Trafficking Clearinghouse is a SharePoint site that Coalition members can access to help promote a shared understanding of human trafficking in Georgia by providing easy access to relevant data, analysis, and performance measures. The information is a compilation of administrative data from nine sources that are direct and indirect measures of human trafficking or information related to the subject

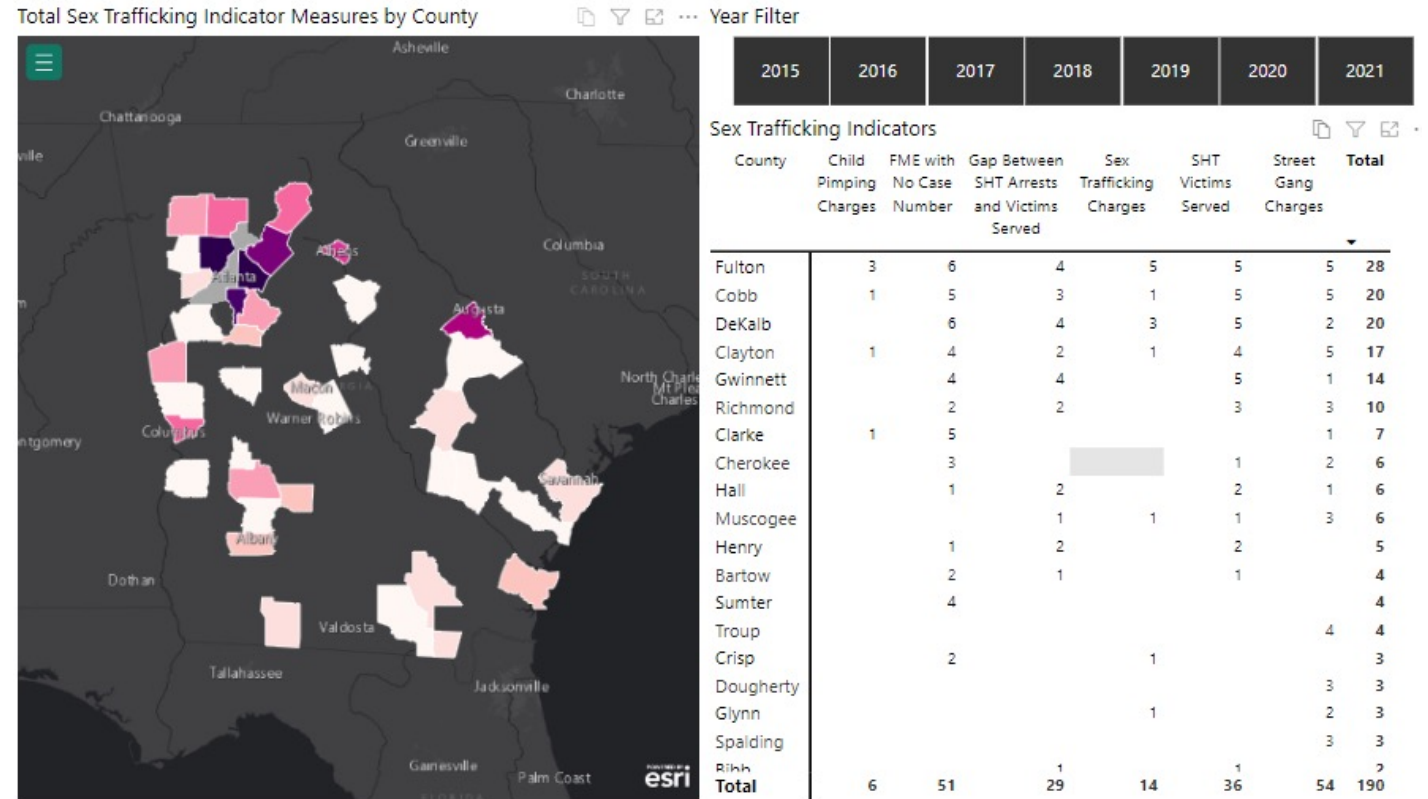


Victim service data collected through the VSSR is the best data source to measure the extent of human trafficking in GA

The data is analyzed by itself and combined with other data, many proxy indicators, to help drive decision making and where to allocate coalition resources.

- Example 1 – comparing human trafficking victims served to the number of human trafficking arrests
- Example 2 – looking at where there are many human trafficking victims served and high number of gang arrests
- Example 3 – looking at where there are few human trafficking victims served but a high number FMEs not reported to law enforcement.

Sex Trafficking Indicator Analysis



Contact Information

OVC PMT Helpdesk

Monday–Friday, 8:30 a.m.–5:00 p.m. Eastern
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.*

JustGrants

5:00 a.m.–9:00 p.m. Eastern
Toll free number: 1–833–872–5175

Email:

justicegrants.support@usdoj.gov

Website:

<https://justicegrants.usdoj.gov/>



Helping Crime Survivors Find Their Justice

Questions?

