Performance Measurement Tool
User Training
Victims of Crime Act
Victim Assistance Grantee User Training
Updated October 2019
Performance Measurement Tool: Overview, Access, Managing Users and Your Profile Page
# Performance Measurement Tool Definitions

<table>
<thead>
<tr>
<th>Performance Management</th>
<th>The systematic use of strategic planning, goals, performance indicators, evaluation, analysis, and data-driven reviews, evaluations, and reporting to improve the results of programs and the effectiveness and efficiency of agency operations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Measurement Tool (PMT)</td>
<td>The online system maintained by the Office for Victims of Crime (OVC) for collecting performance measure data from grantees and subgrantees.</td>
</tr>
<tr>
<td>Grants Management System (GMS)</td>
<td>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.</td>
</tr>
<tr>
<td>Grantee</td>
<td>The primary grant recipient of funds directly from OVC.</td>
</tr>
<tr>
<td>State Administering Agency (SAA)</td>
<td>The grantee; the state office responsible for receiving Victims of Crime Act (VOCA) Victim Assistance and Victim Compensation funds and reporting data.</td>
</tr>
<tr>
<td>Subgrantee</td>
<td>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.</td>
</tr>
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</table>
## Performance Measurement Tool Definitions

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Subgrant Award Report (SAR)</strong></td>
<td>This report collects information about the subgrantee organization, the length of the subawards and activities to be implemented by the subgrantee, and the allocation of grant funds.</td>
</tr>
<tr>
<td><strong>Subgrantee Data Report</strong></td>
<td>This report collects information quarterly on victims served with VOCA plus match funding, including victim demographics, types of victimization, and services provided.</td>
</tr>
<tr>
<td><strong>Annual Grantee Report</strong></td>
<td>This report allows grantees to report on activities and/or factors that impact program delivery such as emerging trends, policy changes, and outreach efforts.</td>
</tr>
</tbody>
</table>
Role of Grantees

As a grantee, your role in performance measurement reporting includes—

• identifying individuals in your organization who will have access to the PMT and maintaining your organization’s profile page,
• collecting data required in the PMT and ensuring its accuracy,
• entering SARs for any subawards made,
• communicating with subgrantees about reporting, monitoring subgrantee reporting, and reviewing subgrantee data in the PMT,
• submitting quarterly data reports and an Annual Grantee Report in the GMS by the established deadlines, and
• clarifying and updating data in response to any inquiries from OVC.
Role of the State Administering Agency, Subgrantee and Office for Victims of Crime

OVC program specialists and members of OVC’s Performance Management Team perform the following activities related to performance measure data—

- identify appropriate performance measures for grantees to report based on program goals and anticipated outputs/outcomes,
- provide training and technical assistance, including helpdesk support, on using the PMT system and entering performance measures,
- review data entered by grantees and subgrantees to promote consistency and accuracy, and
- analyze data to develop grant program reports and respond to data inquiries.
Gaining Access to the Performance Measurement Tool for the First Time

• As a new grantee point of contact (POC), the OVC PMT Helpdesk or the existing grantee POC for your organization can add you to the PMT.

• After your account is created, you will receive an email from the OJP PMT Administrator (ojpsso@usdoj.gov) indicating you now have access to the OVC PMT.

• Emails are sent by the system within 10 minutes after the request is made. Please follow the instructions in the email.

If you do not receive an account creation email, contact the OVC PMT Helpdesk.
Updating Your User Account

Each individual using the PMT should have their own user account. For security purposes users should not share accounts.

- **Full Name**—Include your first and last name.
- **Email Address**—Enter your work email address. User registration confirmation, and any communications sent from the system, will go to this email.
- **Phone Number**—Enter your work phone number or the best daytime number.
- **Security Challenge and Response**—A word, phrase, statement, or question (up to 75 characters in length) which may aid in verifying your identity in case you forget your password.
Logging into the Performance Measurement Tool Site

- Visit the PMT website, https://ojpsso.ojp.gov/, and enter your user name and password.
- If you forget your password:
  1. Enter your user name and leave the password field blank.
  2. Select **Forgot Password**.
  3. Enter and submit the answer to your challenge question.
  4. On the following page, click on the **OVC PMT** button to sign in to the PMT.
Main Menu Bar

- **OVC PMT Home**: General information about your award(s) and reporting schedule
- **Administration**: Details of federal awards and user information associated with your organization
- **Profile**: Contact information for your organization and organization POC
- **SAR**: Data entry pages for all SARs associated with your award
- **Enter Data**: Data entry pages for the quarterly Subgrantee Data Report and Annual Grantee Narrative
- **Reports**: List of current and past reports and their status
- **Need Help?**: Resources for using the PMT as well as submitting feedback and questions
- **Logout**: Logs you out of the PMT system
1. Hover your mouse over the Administration tab to view the Federal Award List.
2. The Federal Awards and Subawards Table displays a list of your state’s federal awards and all subawards made under those awards.
3. Allocate a total of 5 percent of each active federal award to administrative and/or training activities. This information should be reported and updated every year in the last quarter of the federal fiscal year. If state did not set aside administrative and/or training funds, please enter zero dollars ($0).
Administration: User Management Adding a New User

1. Determine the individuals in your organization who need access to the system.
2. Hover your mouse over **Administration** from the top navigation bar and then click **User Management** to manage the user accounts associated with your state.
3. To add a new user, select the **Add a New User** button.
4. After entering the new user information in all fields, click **Save** to create a new user.
Administration: User Management Deleting a User

OVC encourages grantees to review their users each year and take ownership to remove individuals who are no longer working with OVC grants.

1. Hover your mouse over **Administration** from the top navigation bar and then click **User Management** to manage the user accounts associated with your state.
2. Select the **Delete** button to remove the user.
3. Confirm the user’s profile was successfully deleted.
Profile Tab

• Here you can view grantee organization and grant(s) information. This information is pulled from GMS and is not editable within the PMT.

• View the contact information for each award by selecting the “+” symbol sign.

• If any information on the Profile page is incorrect, you must submit a Grant Adjustment Notice (GAN) in GMS to correct it.
Entering Subgrant Award Reports
Entering Subgrant Award Reports

• A SAR is required for each subgrant that implements programming with VOCA plus match funding.

• SAR Part 1 (Questions 1–6):
  – Subaward information
  – Must be completed by the grantee

• SAR Part 2 (Questions 7–11):
  – Information about the subgrantee
    – May be completed by the grantee or subgrantee

• SARs should be entered into the PMT system within 90 days of awarding funds to the subgrantee.

• SARs should be updated within 30 days of information changes (e.g., award amounts, project start and end dates).
SAR: Adding a New Subgrantee

1. Hover over the SAR tab and click the **Add New Subgrantee** option.

2. Add subgrantee organization and POC information.

3. Select the **Allow Data Entry?** option if you would like the subgrantee to complete PMT reporting data.
SAR: Adding a New Subgrantee

4. Enter the subgrantee’s contact information.

5. Create one subgrantee profile for each organization and align all of the organization’s subawards to the profile.
   - Enter the subgrantee’s legal name.
   - Avoid acronyms.
   - Avoid internal references that would not be understood by the general public.
Adding or Editing a Subgrant Award

1. Navigate to the **Subgrantee List**.
2. Click on the number in the **Subaward Count** column.
3. Click **Enter/Edit** data to update an existing SAR.
4. Click **Add Subaward** to add a new SAR for this subgrantee.
Subgrant Award Report – Part 1: Subaward Information
(Questions 1–6)

1. Check the box for the award number that funds the subaward.

2. Enter the total subaward amount and the amounts allocated toward each of the priority areas, including—
   A. Child Abuse
   B. Domestic & Family Violence
   C. Sexual Assault
   D. Underserved

**Note:** Enter the portion of the subaward amount that is intended for use for each priority or underserved category (A–D). If this amount is zero (0), please enter 0. The total for each category will auto-populate the applicable category in the section for Priority and Underserved Requirements.
The subaward amounts entered in categories A–C will auto-populate to the corresponding fields, as shown above.

For each category, you have the option of entering what portion of the funds will be used for various subcategories. If a field has red text that says “required,” and no funds are allocated to this, then simply put zero dollars ($0).

See Appendix for child sexual victimization definitions. Child sexual abuse or assault should be reported EITHER in category 6A, CHILD ABUSE, or in category 6C, SEXUAL ASSAULT, depending on how the state or territory funds and reports this data. SELECT ONLY one.
SAR – Part 1: Subaward Information (Questions 1–6)
Underserved (D)

- For each underserved category, you have the option of entering what portion of the funds will be used for various subcategories.

- The sum of the subcategories for underserved (D) must equal the category total (D1–D9).
• There is a record locking security feature in the system to prevent multiple users from accessing and entering data on the same record. This may be triggered if the state enters SAR Part 2 or a quarterly performance data report on behalf of a subgrantee that is allowed data entry.

• States may wish to have subgrantees complete SAR Part 2 to ensure successful access to and entry of the subgrantees’ quarterly data.
SAR – Part 2: Subgrantee Match

All VOCA awards must be matched (20 percent) either with an in-kind or cash match, except for subgrants made in—

- the Virgin Islands,
- Puerto Rico,
- American Samoa,
- Guam,
- Northern Marianas, or
- Palau.

- tribal organizations, and
- organizations with approved match waivers.

The match must be 20 percent of the total project budget. For example, see the pie chart to the right: If a subgrant award is $30,000, then the match requirement is $7,500.
Question 11A, report the **total budget** for all victimization programs/services for this subgrantee. Include the subaward amount reported in Question 4.

Question 11B, report **annual funding amounts allocated** to all victimization programs and/or services. Identify by source the amount of funds allocated to the victimization programs/services budget of the subgrantee agency.
SAR – Part 2: Staffing and Hours

• Question 11C, report the total **number of paid staff** for your program, regardless of funding source. You should include both VOCA-funded and non-VOCA funded positions.
  – Count each staff member once
  – Do not prorate
  – Only enter whole numbers

• Question 11D, report the **number of hours** funded with VOCA or match funds. Do not include non-VOCA funded hours here.
  – This question is not a percentage of staff member time (e.g., 50 percent)
  – This question is not a full-time equivalent of staff member time (e.g., 0.50)
SAR – Part 2: Volunteers

- Question 11E, report the **number of volunteers** supporting the work of this award with VOCA plus match funds.
  - Count each volunteer once
  - Do not prorate
  - Only enter whole numbers

- Question 11F, report the **total number of volunteer hours** funded with VOCA or match funds for subgrantee’s victimization program and or/services.
  - Do not include non-VOCA funded hours here.
  - Count all volunteer hours that support the activities of your VOCA Assistance program, even if they are not used as match.
1. Navigate to the **Review** page to review all SAR data. You may also print a copy.
2. Check the box to approve the SAR and click **Save**.
Preparing the Subgrantee Data Report
2019 Updates

Data Validations

OVС added new validations to the PMT system to help with data reporting and verification process. These validations help to increase data accuracy and reduce the need for grantees to go back and clarify inconsistencies with subgrantees.
How to Use Victim Assistance Data

How OVC Uses Victim Assistance Data

- Demonstrate the value and specific benefits of the program to government agencies, the victim services field, the general public, and other stakeholders.
- Generate an annual report on the program and respond to specific inquiries.

How Grantees Can Use Victim Assistance Data

- Monitor progress and determine whether the organization is on track to meet the project goals and objectives.
- Evaluate past performance and set reasonable goals, objectives, and targets for future awards.
Prorating Strategies

- OVC expects all grantees and their subgrantees to collect and report performance measure data for activities supported by the Victim Assistance program.
- OVC recognizes that in some situations, tracking VOCA-funded activities separately from other activities may not be possible.
- In these circumstances, the grantee should work with the subgrantee to apply an appropriate strategy for prorating subgrantee activity so that a reasonable portion is allocated to the VA subgrant(s) and reported in the PMT.
- OVC is developing a prorating strategies resource to support VA grantees and subgrantees with prorating.
Reporting Schedule: OVC Deadlines

Performance data is due in the PMT on a quarterly basis. Grantees that do not submit data in the PMT by the due date may receive a notice from their OVC Program Specialist to ensure compliance with the quarterly grant reporting requirements.

<table>
<thead>
<tr>
<th>Reporting Period</th>
<th>Submission Period</th>
<th>Content</th>
<th>Deadline</th>
<th>Reporting Period</th>
<th>Submission Period</th>
<th>Annual PMT Report</th>
<th>Deadline</th>
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<tr>
<td>October 1–December 31</td>
<td>January 1–February 15</td>
<td>Performance Measures</td>
<td>February 15</td>
<td></td>
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<tr>
<td>January 1–March 31</td>
<td>April 1–May 15</td>
<td>Performance Measures</td>
<td>May 15</td>
<td>October 1–September 30</td>
<td>October 1–December 30</td>
<td>Performance Measures &amp; Narrative Questions</td>
<td>December 30</td>
</tr>
<tr>
<td>April 1–June 30</td>
<td>July 1–August 15</td>
<td>Performance Measures</td>
<td>August 15</td>
<td></td>
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<td>July 1–September 30</td>
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<td>November 15</td>
<td></td>
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</table>
Communicating with Subgrantees

- Grantees can use the email feature on the **Need Help? page** to email their subgrantees. Select the reporting period and report status (Complete, In Progress, or Not Started) from the dropdown fields to select the appropriate subgrantee recipients.

Note that the PMT does not have the ability to send attachments with email messages.
Enter Data Tab

1. Select the desired reporting period and the subgrantee and click **Continue**.
2. Only subgrantees whose SARs are approved and are active during the selected reporting period will be displayed in the dropdown menu.
Population Demographics (Questions 1–3)

1. **TOTAL number of individuals who received services during the reporting period.** 120
2. **TOTAL number of anonymous contacts received during the reporting period.** 2
3. 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

- Question 1, enter the total number of **individuals served** during the reporting period and the number of **anonymous contacts** in Question 2.
- 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 subaward.
- Check the box if you **cannot track** new individuals.
Demographics (Question 4)

A. **Race/Ethnicity**—Count each victim in only one race/ethnicity category as self-reported. Individuals who self-report in more than one race/ethnicity category are counted in the Multiple Races category.

   The race/ethnicity total field will auto-calculate after the user clicks the Save button at the bottom of this data entry page. It does not auto-calculate as each data field is entered.

B. **Gender**—Enter the number of victims by population. The total for each gender category should equal the number of victims reported in Question 3. Count each victim once.

C. **Age**—Age should reflect the age at the time of the crime reported on the intake form.
Victimization Types (Question 5A)

**Question 5A: Types of Victimizations**

- Grantees and subgrantees should apply a broad definition to the 25 victimization types listed and use “Other” only when no other type of victimization can apply.

**Question 5A: Hate Crime: Racial/Religious/Gender/Sexual Orientation/Other**

If no victims served:
- The PMT no longer requires narrative data in the Please Explain field if no victims were served. This field may be left blank.

If victims served:
- If a number greater than zero (0) is entered, the system will display a Please Explain field. The subgrantee should indicate the hate crime motivation (e.g., race, religion, sexual orientation) if known or indicate if unknown.
Performance Measure Dictionary and Terminology Resource

- OVC is developing a **Performance Measures Dictionary and Terminology Resource** to be a resource for terms used as part of OVC’s performance data collection efforts.

- This resource will create a single location to find definitions and examples of terms used across the modules and will standardize definitions for easier reporting. This resource will be available in the near future.
Victimization Types (Question 5B–C)

**Question 5B: Multiple Victimizations**
- Of the total number of individuals who received services, indicate the number who presented with more than one type of victimization during the reporting period.

**Question 5C: Special Classifications of Individuals**
- Indicate the number of victims who self-report under the special classification categories.
Direct Services (Questions 6 - 8)

<table>
<thead>
<tr>
<th>POPULATION DEMOGRAPHICS</th>
<th>DIRECT SERVICES</th>
<th>SUBGRANTEE ANNUALLY REPORTED QUESTIONS</th>
<th>REVIEW</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Complete this section each reporting period.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Question 6:** Count the number of individuals who received any level of assistance with completing a Victim Compensation application during the reporting period, even if they did not submit the application.
Direct Services (Questions 7–8)

Question 7: Select the types of services your organization provided during the reporting period.

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

Question 8: Report on the number of individuals who received services in each category and the number of times each particular service (subcategory) was provided.

- If Question 1 + Question 2 equals 20 individuals, then the number of individuals served per main category of service (A, B, C, D, or E) would be less than or equal to 20.
- If 10 individuals received A. Information and Referrals, the number of times each subcategory of service was provided (A1 + A2 + A3 + A4) should be greater than or equal to 10.
As grantees review subgrantee data, they should ask:

- Are all questions fully answered? Is anything missing?
- Does this report make sense given the subgrantee’s funding, staffing, and objectives?
- Is the subgrantee counting non-VOCA funded activities in their report?
- Is the subgrantee prorating their data? If so, are they using an appropriate method for prorating and calculating the VOCA program portion properly?
- Should any victimization types described as Other be reported in an existing victimization category?
- Are there any illogical responses? (e.g. entering N/A or ”0” as a response, then including a narrative response about the related activity)
- If the subgrantee had data that needed clarification last quarter, does that data appear to be accurate this quarter?
Reviewing and Completing Data

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<th>REVIEW</th>
</tr>
</thead>
</table>

**REVIEW**

Enter data for any “Required” missing fields identified in the ‘Alert’ column below and mark your data complete once all required data has been entered.

<table>
<thead>
<tr>
<th>Question</th>
<th>Option</th>
<th>Response</th>
<th>Alert</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. TOTAL</strong> number of individuals who received services during the reporting period.</td>
<td></td>
<td>Required</td>
<td></td>
</tr>
<tr>
<td><strong>2. TOTAL</strong> number of anonymous contacts received during the reporting period.</td>
<td></td>
<td>Required</td>
<td></td>
</tr>
</tbody>
</table>

- The **Review page** shows grantees what you have entered into the system under the Response column and provides alerts about any issues found in your data entry (e.g., missing data).
- Use the tabs to navigate to any data entry page where you need to edit data to address alerts.
After confirming that your data entry 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, contact the **OVC PMT Helpdesk**.
Generating the Annual Grantee Report
Narrative questions are asked once a year during the July–September reporting period and cover activities and data that occurred during the entire federal fiscal year (October–September).

You can enter up to 5,000 characters in each text box.

Reports lock after submission and cannot be edited. Please draft responses in Word and copy and paste to ensure your have a copy.

Remember to select Save periodically as you enter your narrative questions.
Generating the Annual Grantee Report

The PMT system will aggregate the four quarters of data to generate the annual report. You will not need to enter a separate set of annual numbers.

1. Navigate to the **Reports** page.
2. Identify the Annual Report and generate the PDF.
3. Save the PDF to your local computer and upload a copy of this annual report as an attachment to your annual report in GMS by **December 30**.
Troubleshooting Tips and Additional Resources
### General Troubleshooting Tips

<table>
<thead>
<tr>
<th><strong>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 unsaved data will be lost.</strong></th>
<th><strong>Note that simply entering data into a field does not constitute as activity; the system only recognizes saving or the advancement to another page as activities that will keep your session active.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Click the Exit Data Entry button to close and exit the page. Please note that any unsaved data will be lost. The Exit Data Entry button does NOT automatically save your work.</strong></td>
<td><strong>Hover over underlined text to prompt helpful language explaining the question to appear.</strong></td>
</tr>
<tr>
<td><strong>The fields labeled “Number” or “Number Required” will only accept a numeric response. You will not be able to enter text, decimals, or special characters.</strong></td>
<td><strong>The value of “0” must represent a true value of zero. If data for a field is not available or the field is not applicable, then enter “N/A” if it is a required field or leave the field blank if it is not required.</strong></td>
</tr>
</tbody>
</table>
# If You Encounter a System Error

<table>
<thead>
<tr>
<th>Tip 1: Log out of your PMT account and login again using the same browser</th>
<th>Tip 2: Try to access your report from a different browser (Internet Explorer, Firefox, or Google Chrome)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tip 3: Clear the cache and cookies on your browser</td>
<td>Tip 4: Restart your computer</td>
</tr>
<tr>
<td>Tip 5: Access the PMT during non-peak periods such as the early morning or late evening</td>
<td>Tip 6: Ensure that JavaScript is enabled on your computer.</td>
</tr>
</tbody>
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Recorded Webinar Trainings

Need Help? Page

- **PMT User Guide**: Includes tips for navigating through the PMT system
- **Performance Measures**: A list of all performance measures with explanations
- **Subgrantee Data Tracking Template**: A tool to help subgrantees collect data
Office for Victims of Crime Performance Measurement Tool Helpdesk

If you have any questions about performance measures, system navigation, or the content in this presentation, please contact the **OVC PMT Helpdesk**.

- The OVC PMT Helpdesk is available from 8:30 a.m.–5:00 p.m. ET on weekdays, except federal holidays and via email at [ovcpmt@usdoj.gov](mailto:ovcpmt@usdoj.gov) or toll-free at 1–844–884–2503.

- If you are experiencing a system issue, the helpdesk may escalate your issue to the development team for further investigation. If the issue is widespread amongst grantees and subgrantees, OVC will send an email to all grantees with necessary information and next steps.

**GMS Helpdesk**

To contact the GMS Helpdesk, please call 1–888–549–9901 and dial 3 when prompted or email the GMS Helpdesk at [GMS.Helpdesk@usdoj.gov](mailto:GMS.Helpdesk@usdoj.gov).