

OVC SUB-GRANTEE DATA REPORT: FAQs

General Questions

Question	Answer
If a Grantee has multiple VOCA grants, will the agency need to combine all of its data into one report, or submit separate reports for each grant?	Only one Sub-grantee Data Report is required for each reporting period, if the project start and end dates for each award are active concurrently during each reporting period. A <i>Sub-grantee Data Report</i> should include data for all activity occurring during each quarterly reporting period that represents all funds (awards) active during that period. This includes the VOCA One-Time grant if the project includes direct victim services (emergency services, other project)
If a Grantee agency does not provide direct services with VOCA funds, but does perform other VOCA-funded activities (e.g., public presentations, training volunteers, technology upgrades, etc.), how should this agency report its activities on the Sub-grantee Performance Data Report?	Because the SAR and Sub-grantee Performance Data Report are designed to collect basic information on the direct services that sub-grantees provide to victims, these reports do not capture data on all activities that an agency might provide. The State must submit a SAR for all organizations that receive VOCA funds, but a Sub-grantee Performance Data Report is not required for a reporting period in which there is no data to report on direct services provided to victims. However, OVC would like to capture this information at the State level, so this Grantee’s activities should be included in the annual State Report. For instance, there are questions in the State Report that provide State Administrators the opportunity to describe trainings and education activities offered in the state throughout the year. The State may also wish to discuss these activities when answering the questions on how Grantees improved the delivery of victim services and how Grantees publicized victim assistance funding for services to victims of crime.
Do I need to review the SAR (Sub-grantee Award Report)?	CVSSD enters data into the SAR based on Grantee responses on E-Grants applications. You should review the SAR to verify the information. Grantee responses on the Direct Services page in the PMT must coincide with the responses in question 9 in the SAR, that is, if any box is checked in 9A, 9B, 9C, 9D and 9E, then these same services categories must be included the responses on the Direct Services page.
Will OVC provide any assistance to agencies in terms of data collection?	OVC offers an optional data collection template in the form of an Excel spreadsheet, which is available for download on the PMT website. This resource may help grantees track and aggregate individual-level performance data on activities funded by VOCA plus match funds. Data must still be entered into the PMT. Advanced users can modify this tracking tool as needed to support their own data collection needs, but there will be minimal technical support available for resolving any problems that may result from tool modification.
How do I get access or log in to the	The OVC PMT is accessible at: https://www.ovcpmt.ojp.gov . All

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PMT?	individual users of the PMT must have their own unique log-in to access the system. The primary grant POC listed in GMS or added to PMT will receive an invitation via e-mail from PMT with instructions on how to create a new user account. The POC may then add additional users. To add new users, go to the Administration–User Management page in the PMT. All new users added will receive an e-mail to create their own unique log-in.
I forgot my password for the PMT. What do I do?	If you forgot your password, enter your user name (or e-mail address), leave the Password field blank, and select Forgot Password . Enter and submit the answer to your challenge question. If correct, the PMT will send you an e-mail with a link to create a new password. Passwords must be at least 12 characters and contain both upper- and lowercase letters, one number, and one special character (e.g., !, @, \$).
When I begin entering data, can I log out and finish later?	Yes, once you click the Save button at the bottom of the page, all your work up to that point is saved. When you log in again, you can resume entering data from where you last saved your work. Please be aware that due to security rules and regulations, your session will time out in the PMT after 30 minutes of inactivity . To avoid having to reenter data, click the Save button before leaving the system unattended or when you’re finished entering data.
Are we required to answer each question on the Performance Data Report?	You are required to enter data on all performance measures based on VOCA plus match-funded activities only.
How often will I be asked narrative questions?	You will be asked narrative questions annually in the PMT when you submit data for the July–September reporting period.
If my agency does not track data for a Required field, do I leave it blank?	No, if your agency does not yet track a certain category, enter “NT” for “Not Tracked” in that category to indicate that you are unable to submit data as required. This implies that efforts are underway to track data as requested in the future.
What is the purpose of the Review page?	The Review page shows all the questions, answers, and any alerts/errors (e.g., missing required values) for the reporting period. The alerts/errors are all the way to the right of the screen. You may need to scroll to see them. There’s a Print option on the Review page that lets you save a PDF copy of the information before certifying or marking the data complete.
I’m receiving a message that someone else is logged in, and I can’t access the data entry pages.	To manage multiple users within the same account and ensure data quality, only one user may enter/edit data at a time. If you get this message, then someone else within your account is using the system, and you will need to wait for that user to exit before you can log in. When you are entering data and are ready to end your session, select the Exit Data Entry button at the bottom of each data entry page or the Logout button to exit and to allow others within your account access.

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<p>How do I submit my report?</p>	<p>All fields must have complete data entry (do not leave any fields blank). The option to mark data entry as complete will appear on the Review page. Check the box, click Save, and your data entry will be locked and submitted.</p>
<p>Will I receive confirmation that my performance data reports are up to date and complete?</p>	<p>You can find the status of your data entry and reports on the Reports page in the PMT.</p>
<p>How can I make changes to a completed data report?</p>	<p>After you mark data entry complete for a reporting period, the ability to enter/edit data will be locked.</p> <ul style="list-style-type: none"> • If you need to make changes during a data submission period, select Unlock to return the data entry status back to In-Progress. • If you need to make changes and the data submission period has ended, contact the OVC PMT Help Desk to request that the data entry be unlocked. <p>If you make changes, remember to mark data entry as Complete again to recreate the PDF and replace any previous versions saved in your files.</p>
<p>Who do I call if I have questions about the performance measures and the PMT?</p>	<p>Contact the OVC PMT Help Desk via email at OVCPMT@csrincorporated.com or call toll-free 1(844) 884-2503.</p>
<p>How do we determine what proportion of our program-wide services to record in the PMT?</p>	<p>There are a number of ways that agencies can determine the appropriate proportion of activities funded by VOCA grant and VOCA match funds to report in the PMT. The most common method is using prorated FTE.</p> <p>The first step is to determine the FTE for the entire <i>Victim Services Program</i> (DV/SA, CAIC, VAP, program within a larger agency serving victims of crime, etc.). The next step is to determine the VOCA-funded FTE and any VOCA match FTE (non-federally funded staff being used as match or volunteer hours). The next step is to calculate the percentage of VOCA grant and VOCA match funded FTE. For example, assume that in the reporting period the <i>Victim Services Program</i> had a total of 10 FTE and 1500 volunteer hours (with 520 hours available per FTE in the quarter this is equivalent to 2.9 FTE). The VOCA funded FTE was 1.25, the VOCA match FTE was 0.25 and volunteer provided 250 hours to the VOCA-funded program (with 520 hours available per FTE in the quarter this is equivalent to .48 FTE). The VOCA FTE (funded and match) represents 15.35% of the total FTE (1.98/12.9).</p> <p>The last step is to then determine the number of individuals served and the number of direct services to be reported in the PMT. Data should be compiled for the entire <i>Victims Services</i></p>

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	<p><i>Program</i>, including the services provided by volunteers. Then 15.35% of the total individuals served and the total direct services should be reported in the PMT.</p>
How do I add a row to Quarter 1 in the Sub-grantee Data Tracking Template?	Quarter 1 is different from the other quarters. Right click the “add new row” in column A, and on the drop down box select “insert” and “table rows above”.

Population Demographics

#	Question	Answer
1	Should all clients be reported as “new” when PMT reporting begins in October, or will any clients served in the previous reporting period need to be reported as “carried over”?	For the first reporting period of each fiscal year (October–December), ALL people who received services should be counted as NEW to establish a baseline for that year.
1	Does “individuals served...for the first time during the reporting period” mean served for the first time ever? For the first time that year? For the first time during that reporting period?	This depends on the subgrantee organization’s tracking capabilities. If possible, this number should be an unduplicated count of clients who were served by the subgrantee during the reporting period for that Federal fiscal year. (Because all clients are counted as “new” at the beginning of each new Federal fiscal year, this may not truly represent the first time the person “ever” received services.) If the organization can only track clients from one reporting period to the next and not from the beginning to the end of the Federal fiscal year, the organization should report the number of “new” people who did not receive services during the previous reporting period.
1	Should the “total number of individuals who received services during the reporting period” in question #1 include primary and secondary victims?	This number should include all individuals who receive services funded by VOCA plus match funds, regardless of how the individuals are classified.
1	My organization provides various types of services and is able to report an unduplicated count of individuals served for some services but not others. How should I respond to question 1	Provide an unduplicated count (to the best of your ability) of all individuals served by your organization with the use of VOCA plus match funds during the report period, regardless of the number of services they received or victimization types with which they presented. Do not count anonymous contacts here.
1	If we have an open case for a victim, but we didn’t actually provide any services during the quarter, would that individual be counted?	No, an actual service should be provided during the quarter in order to count the individual in the reporting period.
1	If we are working with a victim on multiple cases, do we count them multiple times (once for each case)?	No, question 1 is asking for the number of unduplicated individuals so you would only count this individual once in this question. The multiple cases would be recorded in the “Victimization Type” section.

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1	Some of the victims our VOCA-funded staff works with also work with VAWA-funded staff. Can the same victim be represented in the VOCA stats and in the VAWA stats based on the funded staff they work with?	Yes, as long as not for the same service (for example, attendance at a support group), unless both the VOCA and VAWA advocate provided the “same” service (for example, each made referrals, although for different resources).
1	What do I do if I didn’t serve any individuals during the quarter?	If a sub-grantee does not serve any individuals, we ask that the sub-grantee please provide an explanation in the question 8 comments textbox as to why there was no activity during the reporting period.
1-3	<p>Revised 6/2018</p> <p>My organization operates a crisis line with VOCA supported FTE and in another grant VOCA funds support an advocate. Since just one PMT is submitted we are not able to track the crisis line calls but we can track the victims served through the VOCA supported Advocate FTE. How do we report this information in one PMT?</p> <p>NEW 12/2016 Special instructions for Quarter 1</p>	<p>Provide an unduplicated count (to the best of your ability) of all individuals served by your organization with the use of VOCA plus match funds during the report period, regardless of the number of services they received or victimization types with which they presented. Do not count anonymous contacts here as those should be included in question 2.</p> <p>Then, in response to Question 3, enter the number of NEW individuals supported by the advocate – those who can be tracked. Demographics (4A-C) would be tracked for the new individuals entered in question 3.</p> <p>The response to questions 1 and 3 must be the same in the first quarter of each reporting year (October 1 – December 31). The demographic data has to equal the number of victims served as reported in both questions 1 and 3. Therefore the responses for 4A-C would be reported for the new individuals for whom demographic data is available.</p>
3	If an organization checks the box indicating that they are unable to track new individuals across quarters can new individuals be entered in questions 4 and 5?	No. A validation has been added to the PMT to automatically skip questions 4 and 5 if a sub-grantee indicates that they are unable to track new individuals in question 3 at this time. OVC expects that the sub-grantee will be updating its data collection system, but efforts are underway to track data as requested.

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4	If the demographic data is supposed to equal the number for new individuals reported, how are we to going to get it to match when victims often don't respond to requests for demographic information?	Any new victim served that does not self-report demographic data should be reported in the Not Reported category.
4	Does "individuals served...for the first time during the reporting period" mean served for the first time ever? For the first time that year? For the first time during that reporting period?	This depends on the sub-grantee organization's tracking capabilities. If possible, this number should be an unduplicated count of clients who were served by the sub-grantee during the reporting period for that federal fiscal year. (Because all clients are counted as "new" at the beginning of each new federal fiscal year, this may not truly represent the first time the individual "ever" received services.) If the organization can only track clients from one reporting period to the next and not from the beginning to the end of the Federal fiscal year, the organization should report the number of "new" clients who did not receive services during the previous reporting period.
4	How should a client's gender be reported.	All demographic data for the <i>Subgrantee Performance Data Report</i> is self-reported by the client or person receiving services. Please report whichever gender identity the client reports.
4	The data collection form for race, gender, and age has a "Not Tracked" option. Does that mean it is OK to not collect and report that information (i.e., it is acceptable to continue that practice)?	No, it is not acceptable to continue this practice. OVC's guidance is for states and their sub-grantees to collect and report the race/ethnicity, gender, and age categories of victims served as requested in the document. The "Not Tracked" option allows the state or sub-grantee to indicate to OVC that the organization is unable to collect the data in the format requested during the reporting period due to the need to change the local data collection system. The state or sub-grantee needs to have efforts underway to track the data as requested to submit in the next reporting period. It is OVC's expectation that the "Not Tracked" option will be gradually phased out as sub-grantees develop the capacity to track the data as requested.
4	How should agencies report clients that self-identify as Hispanic or Latino? When combining race with ethnicity, should a person be reported in the "Multiple Races" category? If, for example, we had a client who identifies as Black/African American and Hispanic, should we report that person in the "Multiple Races" category (even	Yes, this client should be reported in "Multiple Races." OVC's intent is to capture those individuals who self-identify solely as Hispanic or Latino, as well as those who self-identify as both Hispanic or Latino and some other race. Those who self-identify as both Hispanic or Latino and some other race—for example, both Black and Hispanic—should be counted in the "Multiple Races" category. Each new person receiving services should be counted in only one category each quarter. Grantees and sub-grantee organizations are required to update their data collection processes to track individuals served through VOCA funding within the demographic categories

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	though Hispanic is an ethnicity and not a race)?	provided. In the meantime, states and agencies should report demographic information to the best of their ability.
4	How do we report demographic data for businesses who are victim of crime?	<p>You can only report businesses in PMT if you can identify a victim, that is, the business owner. This will usually be limited to sole proprietorships and partnerships. For these businesses you should report demographic data on the sole owner or the primary partner. The one exception to this rule is that all businesses are eligible to receive restitution services; for these businesses demographic data should be reported once in each category as NR (Not Reported).</p> <p>Businesses, not just sole proprietorships, can be reported under CFA.</p>
4	Revised 6/2018 What if we have demographics on only a portion of the victims? We have more information for victims served in the shelter than on victims calling the hotline. The VOCA funded staff may take 15 crisis calls a day and we do not have their demographic information.	<p>The total number of individuals will be entered into question 1. Anonymous contact through your crisis line, hotline, online chat or other service where the individuality of each contract cannot be established will be only entered into question 2.</p> <p>Demographic information will be entered for those individuals included in the response to Question 3.</p>
4B	How should a client's gender be reported?	All demographic data is self-reported by the client. Please report whichever gender identity the client reports.
4B	How do you add written detail to a data block, such as under the gender identity category? For example, if we have a transman who self-reports as male, do we say he is male with no explanation? Or are we supposed to provide an explanation?	In this situation, you may use the "Other" category, and you can provide a brief explanation of the gender identities that are represented in your count. Sub-grantees must provide a response explaining what their organization means by "other gender". If the gender of an individual is not reported, that individual should be counted in the "gender not reported" category.
4C	For a person's age—does this mean age at the time of the crime/victimization, or age at the time the person received services?	Age should reflect the age at the time of the crime or victimization as reported on the intake form.
5A	I have many crimes against businesses, but this is not listed as a victim option. If a business is owned by a single person, I list that person as the victim. But how do I list crimes against	Most crimes against sole proprietorships and partnerships may be reported as financial crimes. If the crime is not financial in nature then categorize it in the most appropriate category or in "other". For example, criminal trespass would be reported in "other".

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	corporations such as Wal-Mart or Sears? Is there no “business” option?	Large businesses may only receive restitution services so only report crimes against large businesses in PMT if they received restitution services. Restitution-related services should be reported in Identity Theft/Fraud/Financial Crime victimization type.
5A	Are agencies that serve a target population expected to track ALL victimization types listed in the report? For instance, is a DV shelter expected to track DUI/DWI victimization, even though it almost never sees clients with that victimization type?	Because agencies are asked to report only the victimization types for which they provide services (as stated in the FAQ above), agencies are expected to track only victimization types for which they are able to provide services.
5A	In the “Types of Victimization” section, should agencies report only the victimization types for which clients were provided services, or should they report all victimization types that the client presented with? For example, a survivor may identify that she has been a victim of Adult Sexual Assault, Domestic Violence, and Burglary. If the agency only provides her services in the areas of Sexual Assault and Domestic Violence, are those the only two victimization types the agency should report?	Agencies should report only the victimization types for which they provided services. In your example, the agency should count this client only in the categories of Adult Sexual Assault and Domestic and/or Family Violence.
5A	How should attempted murder be categorized in the “Types of Victimization” chart?	Attempted murder and other violent assaults should be reported as "Adult Physical Assault," which includes both simple and aggravated assaults. Aggravated assault includes assaults accompanied by the use of a weapon or by means likely to produce death or great bodily harm.
5A	How should I report on property crime?	Property crime may be reported in the Victimization Types chart as “other.”
5A	When the instructions state “presenting” victimization type, does this mean the predominate victimization type for the incident (for example, DV cases in Oregon generally have multiple charges)?	Yes, you should report the predominate presenting victimization type for each incident of crime. If there are multiple victimization types in a single incident of crime that are distinctly unrelated, for example, a domestic violence victimization and a motor vehicle theft, then the two distinct victimization types should be reported if services are delivered related to each of the victimization types.
5A	Under “Types of Victimization,”	Your understanding is correct. As in your example, a person

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	<p>the first column states: “Do not count an individual more than once for the same victimization type.” If a DV victim comes to a shelter in October, goes back home in November, is abused again and re-enters to a shelter in December, that is two individual intakes and two individual stays for the same victimization type, yet the form suggests this person would only be counted once. Is that correct? It is also entirely possible that a person would be the victim of several victimization types, such as sexual assault, child abuse, and burglary in a quarter. How is that reported?</p>	<p>may be a victim of domestic violence over a long period and may suffer many individual assaults; that victim is still presenting with a single victimization type—domestic violence—and you would report the victimization one time. If that individual experiences multiple victimization types within the period (such as an unrelated sexual assault and a burglary, in addition to the ongoing domestic violence), that person should be counted once in each of those three victimization types. The intent of this question is to capture how many people present with each victimization type during the reporting period, not to measure how often services were provided; that is addressed in the Direct Services section.</p>
5A	<p>The list of victimization types includes “adult sexual assault” and “child sexual assault,” but it does not include “teen sexual assault.” It includes “teen dating victimization,” but this would only apply if a teenager was sexually assaulted by a dating partner. What if a high school student is sexually assaulted by another student?</p>	<p>For the purposes of this questionnaire, teen victimizations not associated with dating qualify as child victimizations, as the definition of “child” includes all minors. Victimization that occurs within a teen dating relationship should be reported as “teen dating victimization.”</p>
5A	<p>NEW 12/2016 Where should child emotional abuse, child witness/exposure to violence, child exposure to drugs (drug endangered children), medical child neglect and medical child abuse (Munchausen by proxy) be categorized in the “Types of Victimization” chart?</p>	<p>All of these victimization types should be reported in the Child Physical Abuse and Neglect category (exposure to violence is being categorized as emotional abuse).</p>
5A	<p>In the “Types of Victimization” list, “stalking” connected to “harassment.” These may be two different types of behavior. Should they be separated?</p>	<p>Stalking and harassment are related and may be defined either separately or under the same statute, depending on the state. The definition of stalking provided in Appendix B is a working definition to provide general understanding. For the purpose of consistency, OVC asks that you report on these as one category.</p>

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5A	The definition of “Domestic and/or Family Violence” refers to “past or present familial, household ... relationship... and any family members or persons residing in the same household as the victim.” Does this only refer to adult relationships? If not, this definition would overlap with the definition of child sexual abuse that includes “activities by a parent or caregiver” as well as child physical abuse/neglect “inflicted by a parent, caregiver or other person.”	Yes, the category of Domestic and/or Family Violence pertains primarily to violence against adult family members. Any sexual offense against a child should be counted within the category of Child Sexual Abuse and Assault (Appendix B, item H), and any nonsexual, non-accidental physical injury to a child should be counted within the category of Child Physical Abuse and Neglect (Appendix B, item G).
5A	How would unlawful removal of tribal artifacts be categorized?	Unlawful removal of tribal artifacts may be reported in the Victimization Types chart as “other.”
5A	For “DUI/DWI incidents,” does this include death of another person while operating the motor vehicle, or does it refer only refer to injury?	DUI/DWI incidents refer to any victimization related to driving or operating a motor vehicle or common carrier while mentally or physically impaired as the result of consuming an alcoholic beverage or using a drug or narcotic.
5A	We work with youth who frequently disclose multiple victimizations after initially presenting with one victimization type. For example, youth may be referred to us initially for bullying; later they disclose that they were the victim of abuse as a young child; and then they disclose that they were a victim of teen dating violence. Would that be 3 victimizations to report or should we just stick with the initially reported victimization and count it as 1 type? Or, do we need to track the quarters in what victimization we are currently working on. For example, in quarter 1 we addressed bullying (1 reported victimization), quarter 2 we addressed the abuse (1 reported	Yes, you would report the 3 victimizations as you described, that is, based on the services provided related to the presenting victimization during the reporting period: in quarter 1 services provided related to bullying - report one bullying victimization type; in quarter 2 services provided related to abuse – report one child sexual abuse/assault victimization type; and in quarter 3 services provided related to abuse and teen dating violence - report one child sexual abuse/assault victimization type and one teen dating victimization type.

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	victimization), and quarter 3 we addressed abuse and teen dating (2 reported victimizations).	
5C	In the “Types of Victimization” table, will there be a drop-down list of LGBTQ terms, or is it expected that the descriptive word will be inserted by the person reporting, for example, “transgender man”?	The system does not capture individual-level data. The data collected from your clients should be aggregated and entered as a single number. For example, out of the 25 clients served, if 5 described themselves as transgender, that number would be applied to the special category for "LGBTQ."
5C	Special classifications: If an agency currently does not track this information, is the agency supposed to indicate this somewhere, or just leave the section blank, as it is all self-reported?	If your agency does not yet track a certain category, enter "NT" for "Not Tracked" in that category to indicate that you are unable to submit the data as requested. This implies that efforts are underway to track this data as requested in the future.
5C	The HUD definition of homelessness includes survivors of domestic violence who are fleeing abuse. Should we log all victims of domestic violence receiving emergency shelter services with us in the “homeless” category, regardless of whether they have a home (because it’s not safe to reside there)?	Define homeless as your program defines it for the clients served.

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Direct Services

#	Question	Answer
6	Does “assistance with compensation” mean assistance on filing a specific application, or providing victims with information about the compensation program (brochures, applications, etc.), or both? We do not require anyone to complete an application until they are ready to do so.	OVC wants to know the number of clients your organization assisted with completing a compensation application. Count the number of people who received any level of assistance with completing a victim compensation application during the reporting period, even if the application was not submitted. Simply providing a person with an application does NOT qualify as assistance. Each subrecipient organization shall meet the following requirements: “Help victims apply for compensation benefits. Such assistance may include identifying and notifying crime victims of the availability of compensation, assisting them with the application forms and procedures, obtaining necessary documentation, and/or checking on claim status.”
6	If we assist individuals multiple times with the completion of a victim compensation application, are these services counted multiple times?	No, for the completion of compensation applications, OVC wants to know the number of individuals assisted during the reporting period, not the number of times assistance provided.
8	What if we provide services multiple times for clients, or provide more than one service? How can we be sure not to duplicate the total number of services yet still show that we provided multiple services under one category?	Count the number of clients who were provided services in each category (e.g., information and referral); then, for each of the subcategories listed, indicate the number of times you provided that service. You may count a client more than once if he or she received services multiple times and/or received more than one service.
8	For the “Total number of individuals who received services by service type”: Are grantees answering this question for services provided to new victims, or for new and returning victims?	For this section, report on services provided to ALL victims served during the reporting period.
8	The instructions for the Direct Services section requests the number of people who received services from my agency during the reporting period. Previously, VOCA reporting requested client and service data for the VOCA-funded project (VOCA funds plus match) only. Should I be	Report data only on activities funded with VOCA plus match funding.

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	reporting data for the VOCA-funded project or the Victim Services Program as defined in Appendix B?	
8	Some states may not have historically “allowed” some of the direct services that appear on the sub-grantee report. Why are these included?	OVC will only provide guidance on what is required by the program guidelines and legislation. It is not OVC’s intent to suggest services that states should offer with VOCA funds. The purpose of the Sub-grantee Report is to capture data on the services offered by the sub-grantee organizations funded in your state. The sub-grantee organization would only submit data for those services that are funded with VOCA funds plus match.
8	Some states use fewer or different groups of services/subcategories; they may not be able to disaggregate according to PMT categories/subcategories. Will states be allowed to group services into broader categories?	States and sub-grantee organizations are required to update their collection processes to track individuals in the service categories provided. In the meantime, states should report on these services to the best of their ability.
8	My sub-grantees would like further clarification on the victimization types listed in the PMT. Can OVC provide additional definitions and/or examples of specific offenses to include in each category?	Because state statutes vary, OVC cannot provide specific examples of victimization types beyond what is included in the appendix of the Sub-grantee Performance Data Report. Instead, grantees are encouraged to interpret the definitions OVC provided within the context of their state codes and offer their sub-grantees specific examples based on state law.
8	Should a single letter with information about criminal justice process, victims’ rights, and referrals be counted once for each of those three categories?	Yes.
8	Under the direct services section, do the subcategories have to equal the number of individuals under each of the five main headings?	No, the subcategories do not need to equal the number of individuals, and OVC does not expect them to. This section asks agencies to report two things: the number of individuals who received services in each category (the five main headings), and the number of times each particular service (subcategory) was provided. Because some clients may receive multiple services, the total number of times that services were provided within a category may be greater than the number of clients who received those services. OVC expects that the total number of services provided within each category will be equal to or greater than the number of individuals served in that category. Meanwhile, OVC does recognize that some agencies

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		will not be able to track new vs. returning clients (e.g., DV hotlines), which is why Question 3 presents the opportunity to note if this is the case. OVC understands that the Victimization Type chart will likely include some duplication, and so it will not attempt to aggregate these numbers into a unique count of individuals served.
8	In service categories B through E, should agencies report those services only if they provided them directly to victims, or can they report those services if they helped coordinate services that were then provided by a different agency? For example, if a law enforcement victim advocate arranges for a victim to go to a shelter, would they count this under Emergency Shelter or Safe House, even though they themselves are not providing the shelter?	Although most of the services listed in categories B through E are meant to represent services directly provided by an agency, there are a few subcategories in which an agency may report services that it coordinated but did not provide directly. These subcategories are B8 (Child or dependent care assistance), B9 (Transportation assistance), and D3 (Relocation assistance). An agency may report that it provided these services if it directly arranged for them to be provided by another agency. Examples include scheduling childcare for a victim (B8), making an appointment for a taxi (B9), and arranging a bed for a victim in a shelter (D3). Note that these activities suggest a level of coordination that goes above and beyond the activities listed in the “Information & Referral” category (A), which focus more on providing information that a victim may then use to arrange for services him- or herself. * Subcategories B8, B9, and D3 have been amended to reflect that they include coordination of services.
8A	A1–A4 refers to the number of times each service was provided, whereas A refers to the number of individuals who received services, by service type. For example, if a victim called every day for a referral to a new victim service program, that person would be listed each time she makes contact in A and would also be listed in A3 or A4?	A is a count of individuals, while A1–A4 are all counts of the number of times each service is provided. Therefore, if an individual receives multiple information and referral services or the same service multiple times, the individual would be counted once in A and each instance/occurrence of a service being provided should be counted in A1–A4, as appropriate.
8B	If we transport a mother and 3 children to a medical appointment, how are the services counted?	The answer depends on who is the actual recipient of the service. If the appointment is for the mother and the children are going along because child care is not available, count one “transportation assistance” and/or one “accompaniment to emergency medical care”. If the appointment is for a one child, count 2 “transportation assistance” and/or 2 “accompaniment to emergency medical care” since the mother’s presence is required in order for the child to receive the service.
8 B3 & E9	Under Direct Services, “Law enforcement interview advocacy/accompaniment” is listed in two categories,	No, the sub-grantee should report on this service in only one category. Agencies must provide data only for the Direct Service categories they select; “Law enforcement interview advocacy/accompaniment” is listed in both categories so that

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	<p>“Personal Advocacy/Accompaniment” and “Criminal/Civil Justice System Assistance.” Should I report data in both?</p>	<p>agencies that provide only “Personal Advocacy/Accompaniment” but not “Criminal/Civil Justice System Assistance” (or vice versa) will have the opportunity to report on that specific service. If an agency provides both categories of service, it should report on “Law enforcement interview advocacy/accompaniment” only once, in whichever category best applies.</p>
8 B3	<p>Do we count a forensic interview in B3 if the interview is being conducted on behalf of law enforcement (such as by our staff forensic interviewer for a case referred by law enforcement) or is this category limited to interviews actually conducted by law enforcement officers? That is, it’s a criminal investigation but for whatever reason, the law enforcement officer requested that someone else conduct the forensic interview.</p>	<p>If VOCA-funded staff conducted the forensic interview, whether on behalf of law enforcement, DHS, or another entity, the services should be reported in B5. Performance of medical forensic exam or interview.</p> <p>Grantees would use B3 if VOCA-funded staff accompanied a victim to a law enforcement interview or provided advocacy to a victim related to a past or future law enforcement interview. This category is not intended to report interviews conducted by law enforcement.</p>
8 B5	<p>Since the VOCA-funded position is not actually performing the medical forensic exam or evidence collection, but the VOCA-funded position does enable these services to take place (arranging the appointment, doing intake, orienting the family at the appointment itself) should services be reported in B5?</p>	<p>No, the services provided by the VOCA-funded position (arranging the appointment, doing intake, orienting the family at the appointment itself) can be reported, depending on the agency and the particular services provided, in B2 or C1.</p>
8D	<p>Item 8D requests the number of individuals who received shelter/housing services during the reporting period. This is easy to provide. However, items 9.D1–3 asks for the number of times a service was provided in each subcategory. Does this mean the number of individuals who received each type of shelter/housing? The number of bed nights? What do you mean by the "number of times a</p>	<p>For items 8.D1-3, shelters may report bed nights as the number of times each service was provided.</p>

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	service was provided"?	
8E E3	How are direct services for crimes against corporations such as Wal-Mart or Sears reported?	You can only report restitution services for businesses that are larger than a sole proprietorship or partnership which should be reported in E3.
8E E5- E8	Direct Service questions E5, E6, E7, and E8 all mention "attorney assistance..." We are not attorneys, but we often assist clients with protection/restraining orders and other miscellaneous law-related systems. How should we report those activities?	You may use the attorney-related subcategories to place your counts for the advocates who provide this assistance. These questions are being revised to remove the word "attorney" so that they apply to staff of all professions who perform those functions, be they advocates, attorneys, paralegals, and so on. The aim is simply to capture the number of times these services are provided.
8E E8- E10	We perform nonmedical child forensic exams. How should we report this service in the system?	Because forensic exams deal with evidence that may be utilized in a legal case, you can report these services under the criminal/civil category and use items E8, E9, or E10.

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Sub-grantee Annual Questions

The following questions will only appear in the July-September report. The responses to these questions represent the annual reporting period October – September.

#	Question	Answer
11	<p>Revised 6/2018</p> <p>Question 11 mentions “services that were unmet because of capacity issues.” Does “capacity” refer to things our funding covers or to our ability as an agency to handle the situations presented (for instance, if we were so busy that no advocates were available to take the client)? If it does refer to funding, would we still list this as “Yes,” even if we refer them to a place that does cover their situation under their funding?</p>	<p>OVC’s intent in inquiring about organizational capacity is to understand the challenges that organizations funded under the VOCA Assistance program are confronted with in providing services to victims. These issues may be related to technology, staff, staff training, professional development, and/or resources. In other words, what challenges did your organization face during the reporting period that made it difficult to achieve its mission effectively and efficiently? You should report all requests that represent services that your <u>victim services program provides</u>, both VOCA-funded and non-VOCA-funded services. Do not report requests for services that are not provided by your program, that is, if you received requests for shelter and your program does not operate a shelter then do not report these requests as unmet. If your victim services program is part of a larger organization, only report unmet requests for services provided by the victims services program, not the larger organization.</p>
13	<p>NEW 6/2018</p> <p>In regards to the “Subgrantee Annually Reported Questions”, should the agency be surveying only VOCA victims or VOCA and non-VOCA victims as well?</p>	<p>Data should be reported only on activities funded with VOCA Victim Assistance dollars plus match funding.</p>
13-14	<p>New 12/2016</p> <p>What time period should be used to report the number of surveys distributed and completed?</p>	<p>You should be counting all surveys distributed and completed during the 4 quarters in the annual reporting period. The number of surveys reported as distributed and completed in the PMT annual report should equal the number of surveys reported as distributed and completed in E-grants for each quarter in the reporting period (Oct-Dec, Jan-Mar, Apr-Jun, Jul-Sep).</p>
15-16	<p>New 10/2016</p> <p>Should the response to the annual narrative questions only include VOCA supported victims?</p>	<p>No. The response to the annual narrative questions are not confined to just crime victims served by VOCA dollars. The responses should provide an overview of challenges and needs of the victim services program. If your victim services program is part of a larger organization, only report challenges and needs of the victims’ services program, not the larger organization.</p>