

FREQUENTLY ASKED QUESTIONS SUBGRANTEE DATA REPORT

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 Subgrantee 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>Subgrantee 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)
Do I need to review the SAR (Subgrantee Award Report)?	CVSD 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 PMT?	The OVC PMT is located at: https://www.ovcpmt.org . All individual users of the PMT must have their own unique log-in to access the system. The primary grantee or grant POC listed in GMS 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.
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.

Question	Answer
What is the Review page for?	The Review page shows all the questions, answers, and any alerts/errors (e.g., missing required values) for the reporting period. 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.
Will I receive confirmation that my performance data reports are up to date and complete?	You can find the status of your data entry and reports on the Reports page in the PMT.
How can I make changes to a completed data report?	<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>
Who do I call if I have questions about the performance measures and the PMT?	Contact the OVC PMT Help Desk via email at OVCPMT@csrincorporated.com or call toll-free 1(844) 884-2503.
How do we determine what proportion of our program-wide services to record in the PMT?	<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 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>

Population Demographics

#	Question	Answer
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	If my organization provides various types of services and is able to report an unduplicated count of individuals served for some services but not others, should I check the checkbox in Question 1?	Yes. If the total count of individuals you served includes any individuals who may have been counted more than once during the reporting period, please check the box: <i>The total number includes individuals who may have been counted more than once during the reporting period.</i>
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.
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).
2	Why does the Subgrantee Performance Report ask whether an agency can track individuals on an annual basis by federal fiscal year?	This relates to OVC’s goal of getting an unduplicated count of individuals served. While Question 1 relates to duplication within the reporting period, Question 2 attempts to identify whether there will be duplication in the numbers an agency reports across the entire federal fiscal year. To capture a truly unduplicated count of individuals, a process is needed to track them throughout the year. Although an agency may be able to identify new vs. returning clients within a given quarter, it may not be able to maintain those records all year (due to confidentiality laws, capacity issues, etc.), in which case the agency would not know in Quarter 4 whether an individual was new or returning since Quarter 1 of that year.
2	Question 2 asks whether my agency can track individuals throughout the federal fiscal year. If my agency does not utilize the federal fiscal year, should I answer “no” to this question?	The intent of this question is to determine the extent to which your agency can uniquely track individuals across an entire year. Note that even if your agency does not utilize the federal fiscal year, you are required to report on your activities on a quarterly basis according to the federal fiscal year.
4	Should all clients be reported as “new” when PMT reporting begins in October, or will any individuals served in the previous reporting period need to be reported as “carried over”?	For the first reporting period of each fiscal year (Oct.–Dec.), ALL clients should be counted as NEW to establish a baseline for that year.

#	Question	Answer
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 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 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.
5	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 subgrantees 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 subgrantee 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 subgrantee 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 subgrantees develop the capacity to track the data as requested.
5	How do we report demographic data for businesses who are victim of crime?	If it is a small business you can opt to report demographic data on the owner, otherwise, demographic data on businesses should be reported at NR (Not Reported).
5	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.	In most cases you will enter your best estimate of the number of unduplicated individuals you served in #1 and check the box stating that there may be duplications (I assume that you may not know if a hotline caller later accessed services for which you would collect demographic data). If you check NO for #2 and NO for #3 then no demographic data will be required to be entered (question #5 disappears). If you can report the number of unduplicated victims served, including the hotline callers, and you just don't have demographic data on the hotline callers, then you would mark YES in #2 and when you get to the demographic data questions, report the hotline callers as "not reported" (if you report as "not tracked" then OVC assumes that you are developing a system whereby you will track this data at a later date).
5A	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 though Hispanic is an ethnicity and not a race)?	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 subgrantee organizations are required to update their data collection processes to track individuals served through VOCA funding within the demographic categories provided. In the meantime, states and agencies should report demographic information to the best of their ability.

#	Question	Answer
5B	How should a client's gender be reported?	All demographic data for the is self-reported by the client. Please report whichever gender identity the client reports.
5C	For a person's age—does this mean age at the time of the 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.
6A	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 corporations such as Wal-Mart or Sears? Is there no "business" option?	Most crimes against businesses may be reported as financial crimes. If the crime is not financial in nature then categorize in the most appropriate category or in "other". For example, criminal trespass would be reported in "other". Refer to question #5 for how to report demographic data.
6A	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.
6A	Under "Types of Victimization," 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?	Your understanding is correct. As in your example, a person 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.
6A	How should I report on property crime?	Property crime may be reported in the Victimization Types chart as "other."
6A	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).
6A	For "DUI/DWI incidents," does this include death of another person while operating the motor vehicle, or does it refer to only injury to victim(s)?	Please see Appendix B for full definitions of victimization types. 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.

#	Question	Answer
6A	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?	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.”
6A	In the “Types of Victimization” list, “stalking” connected to “harassment.” These may be two different types of behavior. Should they be separated?	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.
6A	How would unlawful removal of tribal artifacts be categorized?	Unlawful removal of tribal artifacts may be reported in the Victimization Types chart as “other.”
6A	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.
6A	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 in their home 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 victimization), and quarter 3 we addressed abuse and teen dating (2 reported victimizations).	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.
6C	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.”
6C	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.

#	Question	Answer
6C	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.

DIRECT SERVICES

#	Question	Answer
7	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.
7	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.
9	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.
9	The instructions for the Direct Services section requests the number of clients 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 reporting data for the VOCA-funded project or the Victim Services Program as defined in Appendix B?	Report data only on activities funded with VOCA plus match funding.
9	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.
9	Some states may not have historically “allowed” some of the direct services that appear on the subgrantee 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 Subgrantee Report is to capture data on the services offered by the subgrantee organizations funded in your state. The subgrantee organization would only submit data for those services that are funded with VOCA funds plus match.
9	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 subgrantee 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.

#	Question	Answer
9	Should a single letter with information about criminal justice process, victims' rights, and referrals be counted once for each of those three categories?	Yes.
9	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 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.
9A	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. Is this correct?	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.
9B	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.
9 B3 E9	Under Direct Services, "Law enforcement interview advocacy/accompaniment" is listed in two categories, "Personal Advocacy/Accompaniment" and "Criminal/Civil Justice System Assistance." Should I report data in both?	No, the subgrantee 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 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.

#	Question	Answer
9 B3	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>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>
9 B5	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?	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.
9D	Item 9D 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 service was provided"?	For items 9.D1-3, shelters may report bed nights as the number of times each service was provided.