Introduction

Office for Victims of Crime Performance Management

The purpose of this document is to help the Office for Victims of Crime (OVC) Enhanced Collaborative Model Task Force to Combat Human Trafficking (HT ECM) Fiscal Year (FY) 2020 grantees and future grantees as you begin tracking and verifying performance report data. This welcome package highlights tips that the Performance Management team developed in response to questions posed to the Performance Management Tool (PMT) Helpdesk and from OVC's quarterly data reviews.

The HT ECM program provides funding to local, state, and tribal jurisdictions to develop, expand, or strengthen a multidisciplinary approach to fight human trafficking. This collaborative approach focuses on working together to provide a set of appropriate services for trafficking victims, training for law enforcement and other stakeholders on how to identify victims of trafficking in persons and related offenses, and providing justice for victims of human trafficking.

> **Human Trafficking:**
> **Legislation Supporting Victims**
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> *Trafficking Victims Protection Act of 2000 and its subsequent reauthorizations* ensures that all trafficking victims—regardless of sex or form of trafficking—receive justice and support in accessing the services they need.

This document includes information and responses to frequently asked questions such as, "When and where are my reports due?" While logistics are important, they are just one piece of the puzzle. Performance measure data offers common ground for your task force to talk about everything from how you want to collaborate (task force meetings) to who is part of a case (investigations, prosecutions, and populations demographics).

This is not a comprehensive guide, rather it is a place to begin your journey as you consider data collection, tracking, analysis, and reporting. The human trafficking performance measures were revised in 2020 to:

- Better reflect and report the activities of OVC's human trafficking grantees.
- Standardize the questions across OVC's human trafficking portfolio.
- Align the human trafficking performance measures to other OVC performance measures.

Four Questions to Ask about Performance Measurement

It is important to understand the who, what, when, where, and why of performance measure reporting. This section addresses what performance measurement is, when reports are due, where reports are submitted, who is responsible for each report, and why performance measures are necessary. These questions may be used to help grantees create a performance management plan. More details on performance management are included in later sections.

What is performance measurement?

According to the Office of Justice Programs, "Performance measurement is the regular collection of data to assess whether the correct processes are being performed and the desired results are being achieved." It allows grantees to demonstrate how their programs perform against the solicitation goals and objectives. Some examples of HT ECM program goals and objectives include:

- Developing, sustaining, and strengthening the leadership structure and coordination of multidisciplinary human trafficking task force partnerships and activities.
- Improving access to services for victims of sex and labor trafficking while achieving increased safety, independence, self-sufficiency, and well-being.
- Increasing victim knowledge of the criminal justice system through the implementation of victim-centered, trauma-information, collaborative approaches.
- Collecting data and conducting ongoing assessment activities to determine if the program is meeting stated goals and objectives.

Why are performance measures necessary?

OVC requires all grantees and subgrantees to collect and report performance measure data for activities supported by HT ECM funds. The data submitted into the PMT provides OVC with the basis for reports to the President, Congress, and the general public, as well as to respond to data requests from those same audiences.

When and where are reports due?

Grantees must submit performance measure data in the PMT every reporting period, even if there was no grant activity. On a semiannual basis (i.e., during the January and July reporting periods), grantees must generate a semiannual PDF report in the PMT and upload the report to the Justice Grants System (JustGrants). Additionally, grantees are expected to respond to semiannual narrative questions that are available in JustGrants.

Reporting Schedule		
Reporting Period (federal fiscal year)	**Data Required**	**Upload PMT Semiannual PDF to JustGrants**
October 1–December 31	Due January 30 Performance measures in PMT and narrative questions in JustGrants	Yes January 30
January 1–March 31	Due April 30 Performance measures in PMT	No
April 1–June 30	Due July 30 Performance measures in PMT and narrative questions in JustGrants	Yes July 30
July 1–September 30	Due October 30 Performance measures in PMT	No

Who is responsible for performance measure data?

All grantees and subgrantees are responsible for collecting and reporting performance measure data for activities supported by the award. Only grantees are responsible for sharing grantee and subgrantee data with OVC during performance reporting periods.

Below are some recorded presentations that provide guidance on managing OVC awards:

- Putting the Pieces Together: OVC Grantee Orientation – This orientation equips OVC grantees with knowledge and resources to successfully manage grant awards.
- Putting the Pieces Together: Understanding your Award Special Conditions – This webinar provides grantees with knowledge and resources on a variety of special conditions that must be met to successfully manage your OVC grant.

Start Here

Know the Award Information

Save information about the award in this document for future use.
Grantee Entity Name (Type organization name here as it appears in JustGrants)
Award Number and Solicitation Name (Type the award number assigned by JustGrants and solicitation name here)
Grant Award Administrator (Type primary point of contact name(s) here)
Entity Administrator (Type primary point of contact name(s) here)
Reporting Schedule for This Award Grantee: Quarterly and semiannually Subgrantee: Quarterly and semiannually combined with prime grantee (if applicable)

Optional Other Award Information

Does your agency have more than one OVC award?

Next: Locate Performance Measure Information

Grantees can find general reporting guidance for Human Trafficking awards on the Performance Measures webpage.

NOTE: Human trafficking initiatives encompass non-formula, trafficking-focused awards that cover a variety of topics. Emails that are sent to grantees from the PMT Helpdesk in a peach color scheme denote content related to human trafficking grant programs.

General reporting guidance for HT ECM Task Forces:

- Law enforcement and victim service providers work together to report performance measure data accurately.
- Some performance measures are "shared measures," which means that law enforcement partners and victim service providers will present the same data in their respective reports (i.e., task force meetings; policies, procedures, and protocols; and semiannual narrative responses).
- Semiannual narrative questions in JustGrants appear for each award; task force grantees are encouraged to work collectively on the narrative responses, though responses for law enforcement partners and victim service providers might be tailored to each discipline's work throughout the semiannual reporting period.
- Performance measures for the HT ECM program focus on the work of the task force as a whole, not only on activities of solely grant-funded individuals (e.g., meetings, training, or investigations and prosecutions).

Helpful Resources: The solicitation map shows the assigned performance measure topic areas for each award.

Victim service providers should use the HT ECM VSP questionnaire which includes the topic areas pertaining to their awards. Law enforcement partners should use the HT ECM LE questionnaire which includes the topics areas pertaining to their awards.

These are the topic areas OVC asks HT ECM task force grantees to report:	
Investigations and prosecutions	Training
Personnel	**Task force meetings**
Victim services	**Policies, procedures, and protocols**
Data collection and evaluation	Community outreach
Semiannual narrative questions	Trafficking population
(Topic areas in bold indicate shared measures)	

Lastly: Access the PMT

Grantees can access the PMT platform using this single sign-on link: https://ojpsso.ojp.gov. If a grantee has not previously used the PMT for OVC reporting, gaining access to the platform will be the first step to take in order to report on grant activity. As a new grantee point of contact (POC), the OVC PMT Helpdesk or the existing POC for your organization can add you to the PMT as a user. Once a grantee staff member has an account created and can access the PMT, they should update their profile and password. For security purposes, each individual using the PMT should have their own user account. Users should not share accounts.

Below are some recorded presentations that provide guidance on how to navigate the PMT and report quarterly data:

- [Performance Measurement Tool Training](#)
- [HT ECM Performance Measures Training](#)

A Word about Multiple Awards

OVC understands that some individuals are served by OVC funding recipients who may be funded by multiple grant awards (e.g., a Victims of Crime Act victim assistance formula grant program grant as well as a HT ECM grant). In order to prevent the duplication of data being reported, carefully define the deliverables, and choose relevant services to be reported under the appropriate grant performance report.

Your grant manager and the OVC Performance Management team can help you determine how best to report on multiple OVC awards.

Everyday Data Collection, Tracking, and Reporting

Law enforcement agencies and victim service providers must submit separate but coordinated performance measure data to fulfill reporting requirements and demonstrate how funding was used to combat human trafficking during the project period.

Helpful Resources: Open the HT ECM performance measure questionnaire and review the measures before logging into the PMT to complete data reporting.

Human Trafficking Data Excel Spreadsheet: A Helpful Job Aid

Grantees can use the Excel spreadsheet developed by OVC as a job aid to assist you with collecting and tracking human trafficking data throughout the reporting quarter. Consider these tips as you fill out the data excel spreadsheet:

- **Only** report on grant-funded activities.
- Aggregate data from the grantee and subgrantees (if applicable).
- Ensure the grantee has a primary data collection system that can track the performance measures found in the questionnaire or utilize the Excel spreadsheet as a tool to do so.
- Be sure to only report on the assigned performance measures for each quarter's grant activity.
- Topic areas and performance measures in the data excel spreadsheet and questionnaire are in the same order.
- When there is a recurring number in the Excel spreadsheet, it represents a table from the performance measure questionnaire.
- Performance measures with Yes/No responses have dropdown menus and may employ skip logic with skip directives included in the dropdown menu options and indicated within the questionnaire. Grantees should pay close attention to the instructions within each question. Automatic skip logic is in place when reporting directly in the PMT for these specific questions.

> **Key Terms**
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> **Grantee**
> The primary grant recipient of funds directly from OVC.
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> **Subgrantee (or Subrecipient)**
> An entity that receives a portion of the grantee's award (through a formal subaward agreement) for the purpose of implementing a portion of the grantee's federal grant program.

How Does Performance Management Relate to Program Work?

Performance management is the systematic use of strategic planning, goals, performance indicators, evaluations, analysis, and data-driven reviews, and reporting to improve program results and ensure effective, efficient agency operations.

How do grantees ensure performance measure data is consistent, complete, and correct? Consider performance measure reporting as part of a larger performance management plan. These plans are not static but living documents that serve as a point of collaboration and transparency between grantees and subgrantees. Contact the PMT Helpdesk or your Grant Manager early and often with questions about performance measures or reporting requirements.

The necessity of performance measurement, along with associated roles and responsibilities, including when and where reports are due and who is responsible, have been explained in previous sections. All of these items should be considered by grantees and incorporated into their performance management plans. In turn, these plans are a key resource for grantees during monitoring or desk reviews.

When creating a performance management plan, consider how you will collect, track, report, and analyze data. The subsequent sections provide key points to consider when developing your plan.

Collect – Know agency capabilities to securely create, save, and access a system to capture data

Designate points of contact to oversee data collection and reporting who:

- **Understand** what data needs collection for reporting quarterly and semiannually. Review how current OVC performance measures fit into your agency's data collection repository.
- **Contribute** to the victim service provider and semiannual narrative questions.
- **Deconflict** awards that your agency is executing and identify overlap.

Recorded presentations providing guidance on performance measures:

- [HT ECM Performance Measures Webinar](#) – An overview of performance measures; information about data collection, tracking, and analysis; and the reporting process, troubleshooting, and additional resources.

Track – Create consistency in how measures are defined for the program and document processes

- **Identify** individuals who collect, track, and report performance measure data.
- **Maintain** documentation of data collection processes for individuals served and services provided to support performance measure data reported. Adequate documentation allows our team to validate performance data during routine monitoring.
- **Know due dates** for reporting in JustGrants and the PMT.

Report – Understand reporting requirements

- **Gain system access** and knowledge of the PMT for reporting, especially if your agency has multiple awards.

Analyze – Review reports to ensure performance measure data is accurate, reliable, and valid

- **Clarify** and **update** data in response to any inquiries from the grantee.
- **Review** your program's data on individuals served and services provided to ensure performance measure data is captured correctly and prevent having to correct reports after the fact.

Need Help?

If you have questions specific to your grant or the reporting requirements outlined in your award's special conditions, contact your OVC grant manager.

Office for Victims of Crime Performance Measurement Tool Helpdesk

If you have questions about performance measures, system navigation, or the content in this welcome guide, contact the OVC PMT Helpdesk. The helpdesk is available via email at ovcpmt@usdoj.gov or toll-free at 1–844–884–2503, Monday–Friday from 8:30 a.m.–5:00 p.m. Eastern Time, except federal holidays. Appointments are available outside normal business hours upon request.

If grantees have questions beyond what is addressed in this welcome guide or webinars, feel free to contact the OVC PMT Helpdesk to schedule a virtual technical assistance session for account review, specific performance measure questions, support with staff turnover or any other issues.