

**OFFICE FOR VICTIMS OF CRIME
VICTIM ASSISTANCE FORMULA GRANT PROGRAM
FREQUENTLY ASKED QUESTIONS**

GENERAL

#	Question	Answer
1.	<p>What is the reporting schedule? How will I know when data is due in the PMT?</p>	<p>Subgrant Award Reports (SARs) are due within 90 days from the start date of the subaward. Once completed, subgrantee performance data is due in the PMT after the close of the reporting period on a quarterly schedule. A reporting period represents the time period during which activities occur and data was collected. Data is submitted in the PMT after the close of each reporting period.</p> <p>Each reporting period is one quarter of the federal fiscal year:</p> <ul style="list-style-type: none"> – Quarter 1: October 1–December 31 – Quarter 2: January 1–March 31 – Quarter 3: April 1–June 30 – Quarter 4: July 1–September 30 <p>All subgrantee data must be submitted in the OVC PMT within 45 days of the close of each reporting period (e.g., February 15 for Quarter 1). SAAs may need to establish earlier due dates for subgrantees to ensure all data is entered and reviewed by the 45th day. Subgrantees should contact their SAA for further information about reporting deadlines.</p> <p>The person indicated as the point of contact for the SAA organization and any additional contacts entered in the PMT (for that SAA organization) will receive an e-mail 45, 30, and 15 days before the final submission deadline. Grantees who do not submit data in the PMT will receive a past due notice from the OVC PMT system.</p> <p><i>OVC understands that you may not be able to report ALL the data requested right away, and there is no penalty for that. OVC will work with states on an individual basis to establish an appropriate timeline for overcoming any unique issues in coming into compliance with our reporting requirements. Once you make changes to your data collection system over time, you can submit the enhanced data sets to OVC through the PMT when they are available.</i></p>
2.	<p>When should I submit a Performance Data Report to OVC?</p>	<p>The PMT system will produce an annual <i>State Performance Data Report</i> after all four quarters of data have been submitted and marked as complete. Each federal fiscal year you must submit the annual <i>State Performance Data Report</i> to OVC through the Grants Management System (GMS) by December 30.</p>
3.	<p>Are we required to report on all performance measure questions?</p>	<p>You are required to enter data on all performance measures based on VOCA plus match-funded activities only.</p>
4.	<p>How often will I be asked narrative questions?</p>	<p>You will be asked narrative questions annually in the PMT when you submit data for the July–September reporting period.</p>

OVC PMT – Victim Assistance – FAQs

#	Question	Answer
5.	How do I find my OVC Victim Justice Program Specialist?	<p>Your Victim Justice Program Specialist's contact information is on the OVC Web site at http://www.ovc.gov/contacts.html. If you are a VOCA grantee and have questions about your grant, contact your OVC Victim Justice Program Specialist directly. If you do not know who this is, call OVC's general information number: 202-307-5983.</p> <p>If you are a VOCA subgrantee, contact your state VOCA Administrator. Visit OVC's U.S. Resource Map of Crime Victim Services & Information for contact information.</p>
6.	Will my report be submitted to OVC from the OVC PMT?	<p>To comply with OVC annual grant reporting requirements due in the GMS, you must save a PDF copy of the ANNUAL report from OVC PMT to your computer and upload it as an attachment to your annual report in the GMS by December 30.</p>
7.	Should my agency report on technology/infrastructure improvements? If so, how?	<p>This may be reported in the Grantee Report section of the <i>State Performance Report</i>.</p>
8.	Will OVC provide individual in-state training to subgrantees?	<p>Individual in-state training is not approved by OVC. Trainings will be offered via webinar and are designed to provide SAAs with guidance from OVC about the data that is expected. In most cases, this will be applicable to subgrantees funded in each state. Therefore, during the implementation phase, training will be offered to meet the needs of both subgrantees and grantees to understand the performance measures and the PMT system. SAAs are asked to provide subgrantees with any specific guidance regarding data collection and reporting requirements. All trainings are recorded and are available within the PMT to review. The PMT Help Desk is always available for individual assistance with the measures and the data collection tool.</p>
9.	Where can I get a copy of the data collection forms and other training materials?	<p>The most up-to-date versions of the forms and measures are located at https://www.ovcpmt.org on the Home and Help pages. Here you will find the following:</p> <ul style="list-style-type: none"> • PMT Reporting schedule; • Recorded webinar trainings; • SAR and Performance measures guides; data collection template • PMT User Guide on how to navigate and enter data into the PMT; and • Frequently asked questions (FAQs).

SUBGRANT AWARD REPORT (SAR)

#	Question	Answer
10.	Who is supposed to submit the SAR?	OVC has not changed its guidance on who is responsible for submitting the SAR report to OVC. The SAR is the state's responsibility. How data is obtained to complete a SAR for each subaward is for the state to determine.
11.	If we give separate VOCA subgrants to a single agency, will the agency need to combine all of its data into one report, or submit separate reports for each subgrant?	A separate SAR is required for each subgrant. However, only one Subgrantee Data Report is required for each subgrantee for each reporting period, if the project start and end dates for each subaward 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 (subawards) active during that period.
12.	Will this report replace the SARs that are submitted in GMS?	Yes, as of October 1, 2015.
13.	If we are distributing VOCA funds from prior years (2013 and 2014), should we submit a SAR in GMS or PMT? What if our contracts are on a July to June fiscal year (07/01/15–06/30/16)?	Enter SARs for subawards that began prior to October 1, 2015 in the GMS system. This includes contracts that span from July 2015 to June 2016. Enter SARs for subawards that begin after October 1, 2015 in the PMT. The PMT will be uploaded with subawards that were created prior to October 1, 2015 for SAAs to review and verify.
14.	Our contracts for domestic violence (DV) and sexual assault (SA) services are with the two statewide coalitions for DV and SA services. They in turn will subcontract with their nonprofit member centers for the actual direct services. Do we prepare SARs at the contract level with the coalitions or at the subcontract level with the member centers?	A SAR should be created for each subaward made by the SAA to a subgrantee organization. In turn, the OVC PMT system will create a record for submission of the performance data for these subgrantee organizations. In the case where a coalition is the recipient of funds from an SAA and subawards funds to other providers in turn, then this data may be aggregated and submitted for each coalition that received funds from the SAA.
15.	Should the Budget and Staffing category be a projection at the outset of the subaward? Should it be updated throughout the project period as changes are made? Should other categories be updated as well (e.g., increasing VOCA/match amounts, priority/underserved allocations, adding/changing services)?	The SAR represents intent and should provide information that represents what is planned for the federal fiscal year period. Grantees are required to update any changes to the SAR based on activity within that subgrant award.
16.	Information "for the current fiscal year" may not be for the subaward project period, regardless of whether or not that is same as the current fiscal year or changes throughout the subaward project period, correct?	The budget information represents the subgrantee organization's fiscal year period. Data collected during the subaward project start and end dates should match the quarterly reporting period for which it is submitted.
17.	Should agencies only count volunteer hours used as match for the VOCA subaward or for all of the agency's victimization programs and/or services, even if not used as match for this VOCA award?	The subgrantee organization should include volunteer hours used as match for this VOCA subaward.

#	Question	Answer
18.	How should a state or territory's definition of "underserved" be entered into the SAR?	"Underserved" requirements are determined by each state based on legislation and other factors that may be germane to that state's population. Therefore, it is not necessary for the state to enter this definition into each individual SAR that is active during the federal fiscal year period of activity. The state will enter that information once, and then it will be auto-populated into each additional SAR that the state creates.
19.	The SAR asks about which counties cover the "service area for your organization." Is the question also intended to identify all counties served by the subgrantee or just those funded with this particular subgrant award? For example, a subgrantee may provide services in seven counties, but the VOCA subgrant is used for services in just two of those counties.	The intent is to capture the service area of the subgrantee organization. Funds used in targeted areas could possibly change over time. In this example, you would answer seven counties. There is also a secondary data field to enter counties that may be outside the organization's designated state.
20.	In the budgeting section, does "Local" mean only public funds (county, municipal, etc.) or does this include private foundations, donations, bake sales, etc.? Does "Other Federal" just mean non-VOCA assistance grant funds? Does "Other Non-Federal" also include other non-state and other non-local?	"Local funds" refers to funds obtained from sources that are described as county, municipal, local nonprofit, local group that raises money on behalf of your organization, etc. "Other Non-Federal" refers to non-local agencies that are not federal agencies, such as the National Center for Victims of Crime or a national foundation.

SUBGRANTEE DATA REPORT

#	Question	Answer
21.	Will subgrantees submit the report online, where it is then forwarded to State Administrators for approval? What is the exact process for the subgrantees?	While data must be entered for each subgrantee organization that receives VOCA funds, SAAs may decide whether to enter that data into the PMT themselves or allow subgrantees to report directly into the PMT. SAAs will be able to review data entered by subgrantees and must approve it before submitting it to OVC.
22.	Will the state be required to submit a Subgrantee Report for each subgrantee or can the state aggregate the data into one report?	A Subgrantee Data Report must be submitted for each subgrantee each quarter. After all four quarters of data have been submitted, the PMT will produce an <i>ANNUAL Performance Data Report</i> that must then be uploaded to the Grants Management System (GMS) by December 30.
23.	Does quarterly reporting begin this calendar year, even if FY15 VOCA funds will not be subgranted until FY16?	Quarterly data collection begins with Quarter 1 of federal fiscal year 2016, which is October 1, through December 31, 2015.
24.	If we follow a July-June fiscal year, how should we report on activities during the three months between 7/1/2015 and 9/30/2015?	Please report subgrantee data for the July to September quarter in GMS. Report data for the following quarter (October to December) in the PMT. OVC recognizes that the July-September data will differ from the quarters that follow it. OVC also understands that subgrantees may need more time to collect the new data.
25.	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 subgrantees or 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.
26.	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 your organization or state classifies them.
27.	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.
28.	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.
29.	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
30.	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.
31.	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)?	<p>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.</p> <p>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.</p>
32.	How should a client’s gender be reported?	All demographic data for the Subgrantee Data Report is self-reported by the client. Please report whichever gender identity the client reports.
33.	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.
34.	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.”
35.	How do you add written detail to a data block, such as under the gender identity category? For example, if we have a trans-man 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.

OVC PMT – Victim Assistance – FAQs

#	Question	Answer
36.	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.
37.	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.
38.	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, Sears, or Lowe’s? Is no “business” option.	Most crimes against businesses may be reported as financial crimes.
39.	How should I report on property crime?	Property crime may be reported in the Victimization Types chart as “other.”
40.	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.
41.	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.
42.	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.
43.	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.

#	Question	Answer
44.	<p>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?</p>	<p>Report data only on activities funded with VOCA plus match funding.</p>
45.	<p>For the “Total number of individuals who received services by service type” question: Are subgrantees answering this question for services provided to new victims, or for new and returning victims?</p>	<p>For this section, report on services provided to ALL victims served during the reporting period.</p>
46.	<p>Item 9.D 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 bednights? What do you mean by the “number of times a service was provided”?</p>	<p>For items 9.D1-3, shelters may report bednights as the number of times each service was provided.</p>
47.	<p>Are there going to be questions that the state grantees need to answer annually in addition to questions for the subgrantees? The questions in the existing performance report include narrative information that is frequently provided by subgrantees (including anecdotes). Our subgrantees are asking if the questions on this report are the only questions that they need to address annually.</p>	<p>Yes, there is a Grantee Report that state grantees must answer. The final version is available on the PMT website. The purpose of the Grantee Report is to collect qualitative data from grantees on VOCA-funded Victim Assistance activities in their state over the past year. Grantees may choose to contact their subgrantees for information that might help them complete this report, and if so, they may continue to use whatever process they already had in place to gather this information. However, the ultimate purpose of the Grantee Report is to provide a state-level perspective.</p>
48.	<p>Will you be providing a client feedback survey form for subgrantees to use, or do you want providers to create a form of our own?</p>	<p>If subgrantees have a survey tool they use to collect client feedback (on paper, online, by phone, etc.), they should submit it to their State's Administrator. However, subgrantees that do not survey clients are not required to submit a survey tool through the PMT.</p>
49.	<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>

#	Question	Answer
50.	In Appendix B, 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).
51.	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.
52.	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.”
53.	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.
54.	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.
55.	Should subgrantee data be reported for each discrete agency, or is it OK to report compiled data for all subgrantees?	It is OVC’s expectation that a record will be created in the PMT for each VOCA-funded subgrantee to submit data, or that the state will submit data for each subgrantee each quarter. The State Administrator will then create an annual report to submit to OVC that aggregates data for all subgrantees funded by the State.
56.	Is this Quarterly Performance Measure Report taking the place of our Monthly Performance Report?	OVC now requires quarterly reporting. Grantees may additionally require monthly reporting. Please defer to your state’s requirements.

#	Question	Answer
57.	Although I feel this reporting style will be easier, it will cause my agency to change the way we collect our data in our database. I will have to spend time reformatting our database or we will have to pay someone else to do it.	Please contact your State VOCA Administrator about additional resources to help you with these costs.
58.	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.
59.	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.
60.	Should a single letter with information about criminal justice process, victims’ rights, and referrals be counted once for each of those three subcategories?	Yes.
61.	Under “Types of Victimitizations,” 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.

OVC PMT – Victim Assistance – FAQs

#	Question	Answer
62.	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.
63.	As it is written, 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 he or she makes contact in A and would also be listed in A3 or A4. Is this correct?	That is correct. As explained above, A is simply 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 services or the same service multiple times, each instance/occurrence of a service being provided should be counted in A1–A4.
64.	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.

GRANTEE REPORT

#	Questions	Answers
65.	Are questions 2 through 7 limited to activities using state administrative funds?	The response should represent allowable activities that were funded with the state's administrative funds.
66.	For question 6, what does "program" refer to? Just educational/training events? Only those items/materials developed during the period? Web sites, apps, etc. might take several quarters to develop; should they be reported only during the period when they are finished?	"Program" should represent all allowable training/education activities that are funded with the state's VOCA administrative funds. They should be reported during the period that funds were expended and activity completed.
67.	For question 9, does "Program policies" relate only to VOCA assistance programs?	Include any program policy changes that may impact victimization services and programs in a state.
68.	For question 10, should "earned media" relate only to VOCA assistance programs?	This relates to instances of media coverage from radio, print, or TV that has not been purchased occurring as a result of some local or state VOCA-assistance-related activity or event (mass violence, homicide, news topic of the day, etc.).
69.	For question 18, does "your victim assistance program" refer to the state VOCA administrative agency or subgrantees?	The answer may refer to state and/or local level (subgrantee) activities.
70.	Who does question 22 refer to?	The answer refers to any state and/or local outcome measures that are reported to the state's governor.

PERFORMANCE MEASUREMENT TOOL (PMT)

#	Questions	Answers
71.	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.
72.	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., !, @, \$).
73.	The information on the Profile page in the PMT is wrong. How can I change it?	Grantee organization and grant information in the PMT is received and updated regularly from the GMS. If you need to make changes, please update the information in the GMS by submitting a Grants Adjustment Notice, and notify the PMT Help Desk and your program specialist.
74.	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.
75.	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.
76.	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.
77.	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.

OVC PMT – Victim Assistance – FAQs

#	Questions	Answers
78.	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>
79.	Who do I call if I have questions about the performance measures and the PMT?	<p>Contact the OVC PMT Help Desk via email at OVC_PMT@csrincorporated.com or call toll-free 1(844) 884-2503.</p>