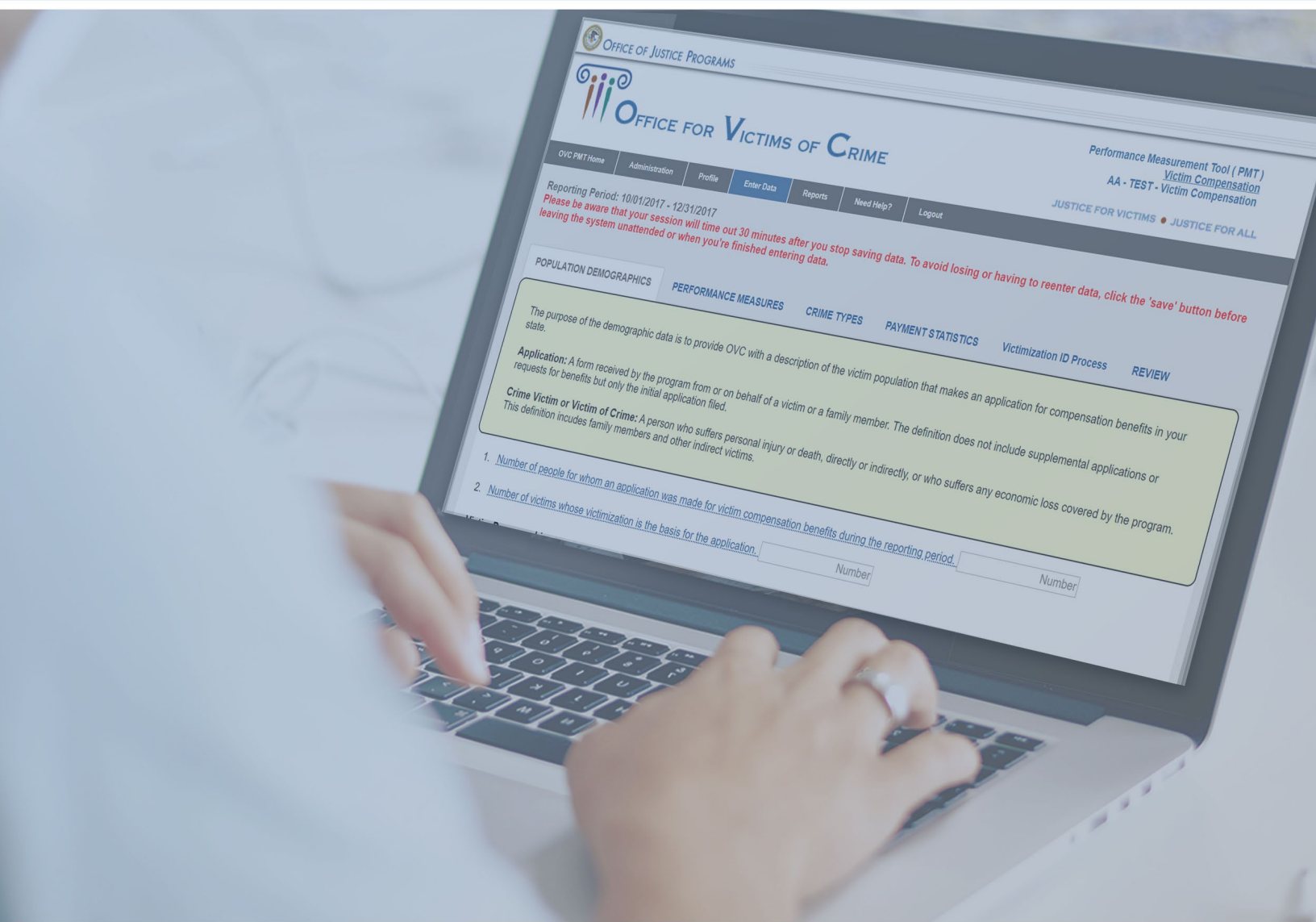


# Victims of Crime Act Victim Compensation Performance Measurement Tool User Guide



JUSTICE FOR VICTIMS  
JUSTICE FOR ALL

Office for Victims of Crime  
**OVC**

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# I. Introduction

## 1.1 Overview of Performance Management at the Office for Victims of Crime

The purpose of this document is to assist Victims of Crime Act (VOCA) victim compensation grantees in completing and submitting accurate performance measure data in the Office for Victims of Crime (OVC) Performance Measurement Tool (PMT). OVC uses grantee-reported data in reports and publications to educate key stakeholders and the public on the value of OVC's grant programs and OVC-funded victim services across the country. OVC also uses the data to respond to inquiries from Congress and other government agencies, the media, Freedom of Information Act requests, organizations in the victim services field, and other entities. Therefore, it is imperative that grantees make every effort to report performance measure data accurately, thoroughly, and consistently.

This document is a companion to the Victim Compensation Performance Measures document and further explains what, when, where, and how to report data.



If you need further assistance or have questions about the PMT, please contact the OVC PMT Helpdesk via email at [ovcpmt@usdoj.gov](mailto:ovcpmt@usdoj.gov) or via phone at 844-884-2503.

## 1.2 Grantee Roles and Responsibilities for Reporting

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

- **Identifying** individuals in your organization who will have access to the PMT and maintain your organization's profile page
- **Collecting** all data required in the PMT and ensuring its accuracy
- **Submitting** data via PMT and the Grants Management System (GMS) by the deadlines established for your program
- **Clarifying** and **updating** data in response to any inquiries from OVC.

States should report all state compensation payments in the PMT, including claims paid with federal and state funds. OVC will use this data in two ways—

- **First**, to show the impact of all compensation programs across the country. The Annual Victim Compensation Report will continue to showcase the contributions of both federal and state funds across the nation.
- **Second**, OVC will prorate each state's data based on their OVC award amount. The prorated data is for internal use and to meet OVC's data reporting requirements under the U.S. Department of Justice.

### 1.3 Role of the Office for Victims of Crime Staff

Grant monitors and members of OVC's Performance Management Team perform the following activities related to performance measure data—

- Identify appropriate performance measures for grantees to report based on program goals and anticipated outputs/outcomes.
- Provide training and technical assistance, including helpdesk support, on using the PMT system and entering performance measures.
- Review data entered by grantees and subgrantees to promote consistency and accuracy.
- Analyze data to develop grant program reports and respond to data inquiries.

### 1.4 How the Office for Victims of Crime Uses Victim Compensation Data

The accuracy and timeliness of reporting data is extremely important. Data reported by grantees allows OVC to demonstrate the value and specific benefits of the program to government agencies, the victim services field, the general public, and other stakeholders. OVC uses the data provided by Victim Compensation grantees to generate an annual report on the program and to respond to specific inquiries.

### 1.5 How Grantees Can Use Data



Grantees can use data to **monitor** progress and determine whether the organization is on track to meet the project goals and objectives. Grantees can also use data for **strategic planning** by evaluating past performance and setting reasonable goals, objectives, and targets for future awards.



#### Ask OVC...

**Q: Should I report on federal and state victim compensation funds, or only the state's federal VOCA Victim Compensation award?**

**A:** States should report all state compensation payments in the PMT, including those claims paid with federal and state funds. OVC will use this data in two ways. First, to show the impact of all compensation programs across the country. The Annual Victim Compensation Report will continue to showcase the contributions of both federal and state funds across the nation. Second, OVC will prorate each state's data based on their OVC award amount. The prorated data is for internal use and to meet OVC's data reporting requirements under the U.S. Department of Justice.

## II. Accessing the Performance Measurement Tool: Creating a New Grantee Point of Contact Account

### 2.1 Gaining Access to the PMT for the First Time

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



After your account is created, you will receive an email from the OJP PMT Administrator ([ojpsso@usdoj.gov](mailto:ojpsso@usdoj.gov)) indicating you have been granted access to the OVC PMT. Emails are sent by the system within 10 minutes after the request is sent. Please follow the instructions in the email. If you did not receive an account creation email, contact the **OVC PMT Helpdesk**.

### 2.2 Updating Your User Account

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

User account data fields are—

**Full Name**—Include at least first and last name.

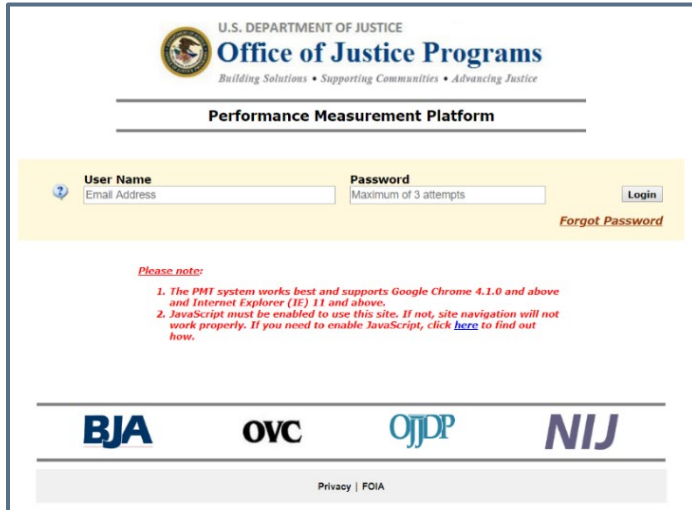
**Email Address**—Please enter your work email address. User registration confirmation and any communications sent from the system will go to this email.

**Phone Number**—Please enter your work phone number or the best daytime number.

**Security Challenge and Response**—A word, phrase, statement, or question (up to 75 characters in length) the answer to which may aid in verifying your identity in case you forget your password.

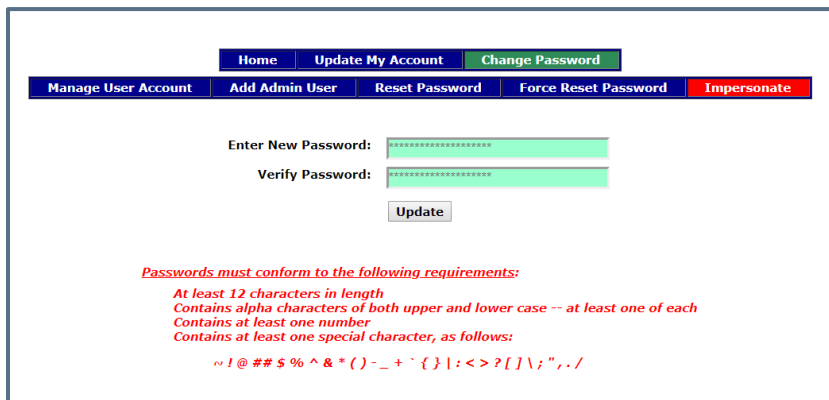
### III. Navigation

#### 3.1 Log into the PMT site



To log into the PMT site, go to <https://ojpsso.ojp.gov/> and enter your user name and password. We recommend using Google Chrome 4.1.0 and above and Internet Explorer (IE) 11 and above for the best quality experience.

On the next page, click on the **OVC PMT** button to sign in.



PMT passwords do not expire; the system will not automatically prompt you to update your password. You can reset your password if desired for enhanced security.

Passwords must conform to the following requirements—

- At least 12 characters in length
- Contains alpha characters of both upper and lower case – at least one of each
- Contains at least one number
- Contains at least one special character

If you forget your password—

1. Enter your user name and leave the password field blank.
2. Select **Forgot Password**.
3. Enter and submit the answer to your challenge question.
4. Please remember to adhere to the password guidelines.
5. Click the **Update** button at the bottom of the page.

The system will generate a message confirming that your new password has been saved.

## 3.2 Menu Bar

The top menu bar can be used to navigate between the different sections of the site.



The primary sections are—

**OVC PMT Home**—General information about your award(s) and reporting schedule

**Administration**—Details of federal awards and user information associated with your organization

**Profile**—Contact information for your organization and organization POC

**Enter Data**—Data entry pages for performance measures

**Reports**—List of current and past reports and their status

**Need Help?** —Resources for using the PMT and submitting feedback and questions

**Logout**—Logs you out of the PMT system



### Important Note #1

If any information on the Profile page is incorrect, you must submit a Grant Adjustment Notice (GAN) in GMS to correct it. The PMT is updated with information from GMS prior to the start of each data submission period.

### Important Note #2

Always “Logout” of the PMT when you are finished with your session. You can always log back in and return later to where you left off to complete data entry.



### 3.3 Administration Tab

The administration tab contains information about the Federal Award List and User Management.

Federal Award	\$ Amount	Subgrantee	StartDate	EndDate	Descr
2018-V1-AA-0000	\$600,000.00		2017-10-01	2021-09-30	The grant award provides funds ..

#### Federal Award List

The Federal Award List displays all awards for your organization to which you have access. You may use the search fields to filter by selected parameters and click on the up and down arrows next to each column header to sort the content. From this screen, you can also drill down to view details on specific award amounts and view start and end dates.

#### User Management: Adding a New User and Deleting a User



The award POC listed in GMS will automatically receive an email from the PMT system to set up a user account. This individual can then add other users. Each individual should have his or her own user name and password for security purposes.

Follow the steps below to **add a new user**:

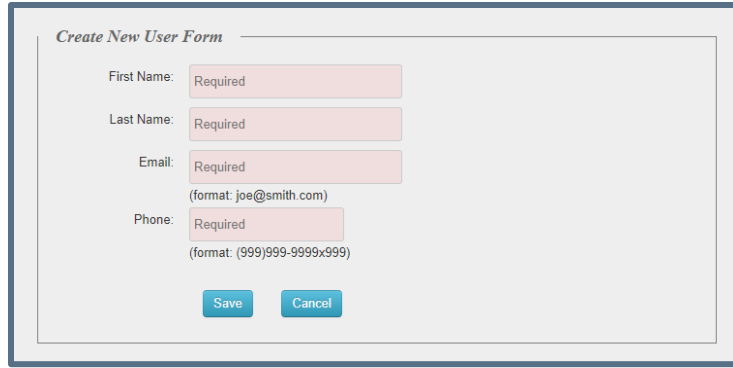
User Name	Phone	Email	Delete?
Matthew Kenyon	8448842503	OVCPMTTier4@ojp.usdoj.gov	<a href="#">Delete</a>

[Add a new user](#)

**Step 1:** Determine the individuals in your organization who need access to the system to maintain your organization's profile page and enter performance measure data.

**Step 2:** Hover your mouse over **Administration** from the top navigation bar and then click **User Management** to manage the user accounts associated with your organization.

**Step 3:** To add a new user, select the **Add a New User** button.



*Create New User Form*

First Name: Required

Last Name: Required

Email: Required  
(format: joe@smith.com)

Phone: Required  
(format: (999)999-9999x999)

Save Cancel

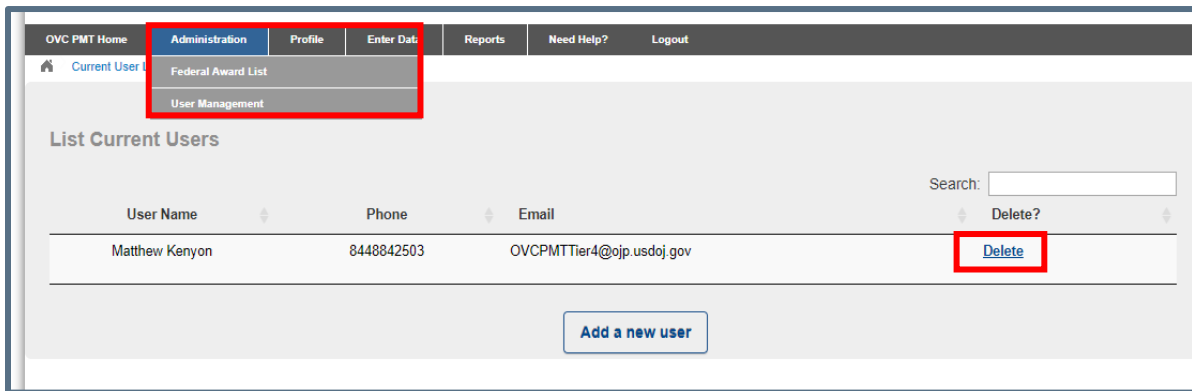
**Step 4:** After entering the new user information in all fields, click **Save** to create the new user.



All new users will automatically receive an email asking them to set up their password and security information. Users have access to all OVC PMT awards associated with their grantee organization.

Follow the steps below to **delete a user**:

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



OVC PMT Home Administration Profile Enter Data Reports Need Help? Logout

Current User: Federal Award List User Management

List Current Users

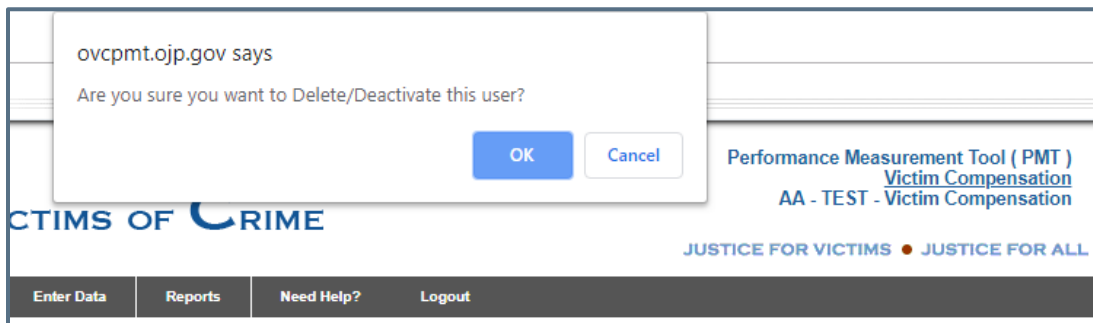
Search:

User Name	Phone	Email	Delete?
Matthew Kenyon	8448842503	OVCPMTTier4@ojp.usdoj.gov	Delete

Add a new user

**Step 1:** Hover your mouse over **Administration** from the top navigation bar and then click **User Management** to manage the user accounts associated with your organization.

**Step 2:** Select the **Delete** button to remove the user.



ovcpmt.ojp.gov says

Are you sure you want to Delete/Deactivate this user?

OK Cancel

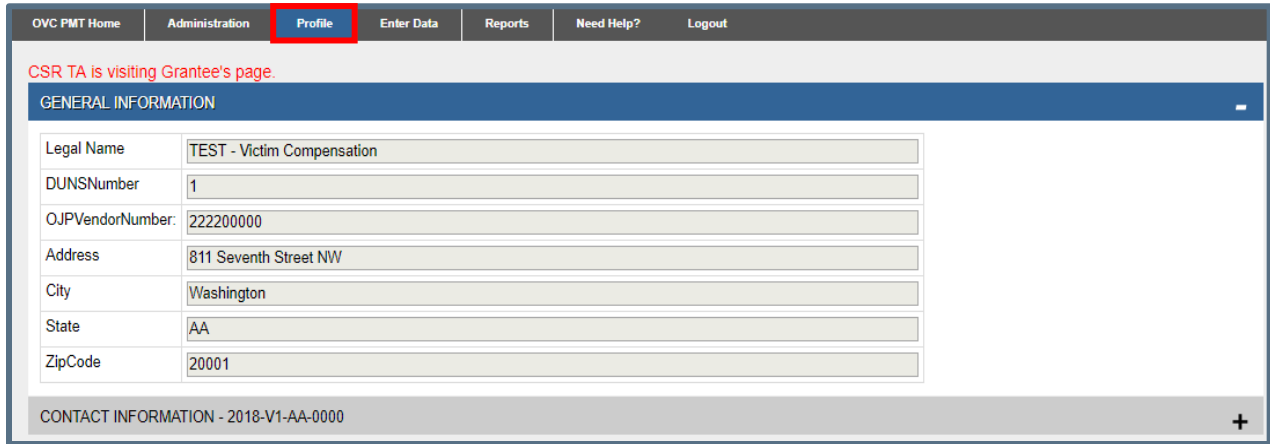
Performance Measurement Tool (PMT)  
Victim Compensation  
AA - TEST - Victim Compensation

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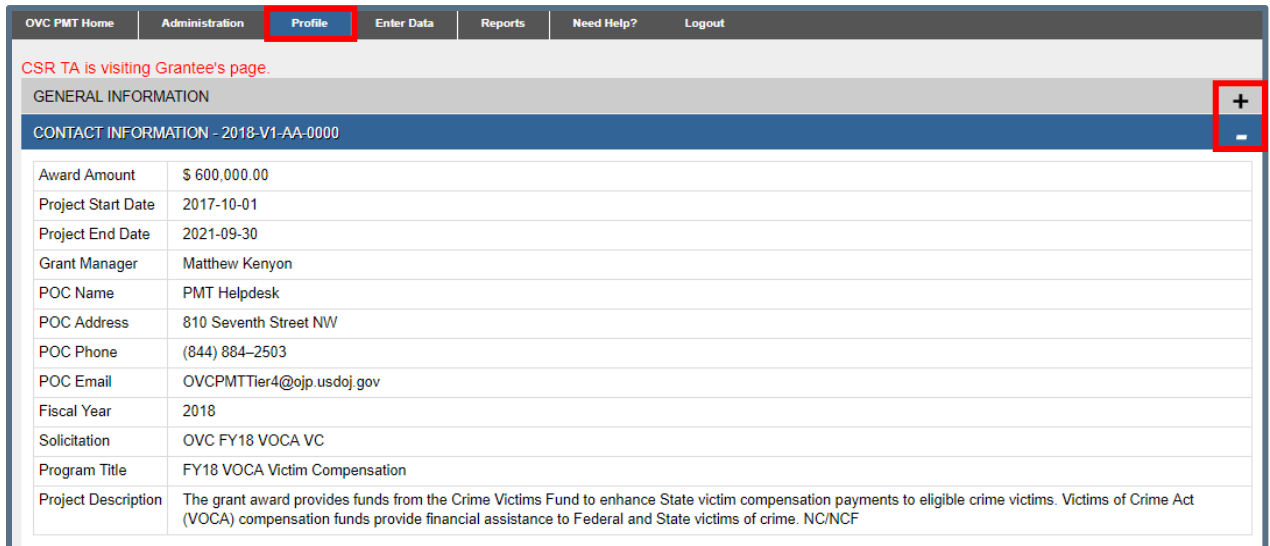
Enter Data Reports Need Help? Logout

### 3.4 Profile Tab

Here you can view grantee organization and grant(s) information. After pulling this information from GMS, it is not editable within the PMT. If any information on the Profile page is incorrect, you must submit a GAN in GMS to correct it. The PMT is updated with information from GMS prior to the start of each data submission period. If you recently submitted a GAN to change any of this information, it may not be immediately reflected in PMT.



View the contact information for each award by selecting the “+” symbol on the right of the page.



## IV. Entering Quarterly Performance Measures

### 4.1 Reporting Schedule: Office for Victims of Crime Deadlines



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

Quarterly Reporting in PMT				Annual Reporting in GMS			
Reporting Period	Submission Period	Content	Deadline	Reporting Period	Submission Period	Annual PMT Report	Deadline
October 1– December 31	January 1– February 15	Performance Measures	February 15	October 1– September 30	October 1– December 30	Performance Measures & Narrative Questions	December 30
January 1– March 31	April 1– May 15	Performance Measures	May 15				
April 1– June 30	July 1– August 15	Performance Measures	August 15				
July 1– September 30	October 1– November 15	Performance Measures & Narrative Questions	November 15				

After the final quarter of the federal fiscal year (July–September), grantees must respond to a set of narrative questions. Grantees will then generate an annual report in the PMT that aggregates data from the entire fiscal year. Grantees must submit this annual report into the GMS by December 30.



**Important Note #1**

The point of contact (POC) for the organization, and any additional users entered into the PMT, will receive an email at the start of the report submission period. They will also receive two reminder emails approximately 30 days and 15 days before the submission deadline.



**Important Note #2**

These reminder emails may contain important information about system functionality or new resources. Be sure to read any correspondence from the **VOCA PMT Helpdesk**.

## 4.2 Enter Data Tab

PMT requires a grantee to enter data for each quarter before the user has the option of entering data for the following quarter. For example, a grantee must enter data for the January–March 2019 reporting period before the dropdown list displays an option for the April–June 2019 reporting period.

Select the desired reporting period from the dropdown list and click **Continue**.

If you do not see the current reporting period in the dropdown list, confirm that all previous quarterly reports have been entered (check report submission status via the Reports tab).

## 4.3 Population Demographics

The purpose of capturing demographic data is to provide OVC with a description of the victim population that makes an application for compensation benefits in your state.

**Question 1:** Provide a unique total count of all **people** included in applications for compensation benefits during the reporting period, such as spouses, parents, and/or other relatives. This represents the number of people for whom an application was made for victim compensation benefits during the reporting period.

**Question 2:** Indicate the number of **victims** whose victimization was the basis for the application. Count each victim once. This number should be **less than or equal to** the number reported in **Question 1**.

### Victim Demographics

**Question 3:** The table below represents the race/ethnicity, gender, and age of each **victim** whose victimization is the basis for the application for compensation benefits (received during the reporting period). This data is used for statistical purposes to comply with federal regulations.



The total number of individuals in each demographic category **should equal** the number of victims indicated in **Question 2**.

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



Note: The Race/Ethnicity Total field will auto-calculate after the user clicks the Save button at the bottom of this data entry page. It does not auto-calculate as you enter data in each field.

A. RACE/ETHNICITY (self-reported)	
Population	Number of Victims
<a href="#">American Indian or Alaska Native</a>	<input type="text"/> Number
<a href="#">Asian</a>	<input type="text"/> Number
<a href="#">Black or African American</a>	<input type="text"/> Number
<a href="#">Hispanic or Latino</a>	<input type="text"/> Number
<a href="#">Native Hawaiian or Other Pacific Islander</a>	<input type="text"/> Number
<a href="#">White Non-Latino or Caucasian</a>	<input type="text"/> Number
<a href="#">Some Other Race</a>	<input type="text"/> Number
<a href="#">Multiple Races</a>	<input type="text"/> Number
Not Reported	<input type="text"/> Number
Not Tracked	<input type="text"/> Number
Race/Ethnicity Total (auto-calculated after save)	<input type="text"/>



### Ask OVC...

**Q:** How should agencies report those who self-identify as Hispanic or Latino? When combining race with ethnicity, should a person be reported in the “Multiple Races” category? For example, if 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)?

**A:** OVC aims to collect data on individuals who self-identity solely as Hispanic or Latino and those who self-identify as both Hispanic or Latino and some other race. Agencies should report individuals who self-identify as both Hispanic or Latino and some other race—for example, both Black and Hispanic—in the Multiple Races category. Agencies should report each new person receiving services in only one category.

**Not Reported**—This indicates that the state collects this data, but the person completing the application did not provide it. If your state collects demographic information and a victim does not self-report it, assign the value of “NR” (Not Reported) to this victim. Total all victims who meet this criterion and enter that number in the Not Reported field.

**Not Tracked**—This indicates that your state is unable to collect this data in the format requested during the reporting period because it needs to change its data collection system (e.g., software and/or application). If your state does not currently collect demographic information for one or more categories listed in the PMT, then use the Not Tracked field to report the total number of victims whose demographic data your state did not track using the categories in the PMT. OVC expects that grantees are making efforts to track this data as soon as possible.

**B. Gender**—Enter the number of victims by population. The total for each gender category should equal the number of victims reported in Question 2. Count each victim once.

B. GENDER (self-reported)	
Population	Number of Victims
Male	<input type="text" value="Number"/>
Female	<input type="text" value="Number"/>
Not Reported	<input type="text" value="Number"/>
Not Tracked	<input type="text" value="Number"/>
Gender Total (auto-calculated after save)	<input type="text"/>

**Gender: “Other”**—OVC recognizes this option is not currently available and plans to create this option in the future. In the meantime, count individuals who self-report as “other” in the Not Reported category. If grantees collect data on Gender: “Other” in their state systems, and would like to provide OVC with the total number of individuals who self-report as Gender: “Other,” grantees can do so in the Annual Report narrative **question 13**.

**C. Age**—Age should reflect the age at the time of the crime reported on the application.

C. AGE (self-reported)	
Population	Number of Victims
Age 0- 12	<input type="text" value="Number"/>
Age 13- 17	<input type="text" value="Number"/>
Age 18- 24	<input type="text" value="Number"/>
Age 25- 59	<input type="text" value="Number"/>
Age 60 and Older	<input type="text" value="Number"/>
Not Reported	<input type="text" value="Number"/>
Not Tracked	<input type="text" value="Number"/>
Age Total (auto-calculated after save)	<input type="text"/>

## 4.4 Application Status

The performance indicators provide OVC with data that is tracked over time to examine trends and changes in compensation programs. The annually reported questions (at the end) will provide the context for the data provided.

4. [Based on your program's general procedure, indicate if](#)
- [Only one application is usually counted per crime](#)
  - [Victims and indirect victims generally count as separate applications](#)

**Question 4:** Select the radio button for the option that reflects your program's general procedure for counting applications.

5. [Number of new applications \*\*received\*\* during the reporting period.](#)  Number
6. [Number of applications \*\*approved\*\* during the reporting period.](#)  Number

**Question 5:** Indicate the number of new applications [received](#) during the reporting period



“New” applications are a count of the initial applications received since the end of the last reporting period. For applications for payment of sexual assault forensic examinations made through your regular compensation application process, include them here. For applications made through a process separate from your regular compensation application, do not include them here; instead, report them in [Question 8](#).

**Question 6:** Indicate the number of applications [approved](#) during the reporting period.



An approved application is one that meets the state's eligibility requirements/criteria, whether payments are subsequently made or not; this includes applications that are eligible for payment but there are no compensable expenses. If applications for payment of sexual assault forensic examinations are made through a process separate from your regular compensation application, do not include them here. The number reported represents all applications that had a determination made during the reporting period, regardless of when you received the application.



## 4.5 Applications Denied

7. Number of applications **denied/closed** (i.e., applications that were not approved) during the reporting period:  Number

**REASONS FOR DENIAL OR CLOSE STATUS:**  
 For each reason shown below, indicate the number of applications that were not approved for compensation benefits. The number should equal the total indicated in question 7. Select **one** reason per application. The response selected for each application should represent the key reason for the decision made for each application. The number reported represents all applications that had a determination made during the reporting period regardless of when the application was first received.

A. Application not filed within time limit  Number

B. Failure to report to police  Number

C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program  Number

D. Incomplete information  Number

E. Contributory misconduct  Number

F. Ineligible crime  Number

G. Ineligible application  Number

H. Other reason (Explanation required)  Number

Explanation  Please explain other reason

I. Please use this space to provide comments to explain, if desired, any numbers entered for reasons 7A-7G.

You have 5000 characters left. (Maximum characters: 5000)

**Question 7:** Enter the total number of applications **denied/closed** (i.e., applications that were not approved) during the reporting period.



The total number of applications denied/closed must equal the sum of each category for denial/closure (including “Other”) listed in the question. Although it is not unusual for applications to have more than one reason for denial, for the purposes of reporting, select just one key reason for each application that you indicated in **Question 7**.

For each denied/closed application during the reporting period, indicate the one primary reason for the denial/closure.

Please review the denial categories and their definitions—

- A. Application not filed within time limit**—including, but not limited to, late filing or filing after the deadline.
- B. Failure to report to police**—including, but not limited to, cases not reported to police, or reported to police after the deadline.
- C. Failure to cooperate with law enforcement, victim/witness coordinator, and/or other official required by program**—including, but not limited to, failure to attend hearing, or failure to file status report.
- D. Incomplete information**—including, but not limited to, failure to provide information, or unable to contact applicant.
- E. Contributory misconduct**—including, but not limited to, substantial provocation, victim committed legal act, or applicant is the offender.
- F. Ineligible crime**—including, but not limited to, no crime, crime not substantiated, request not compensable or allowed by policy, property damage only, or an accident.

**G. Ineligible application**—including, but not limited to:

1. No economic loss/no expense to consider
2. Expenses not related to victimization
3. Expenses do not meet minimum loss
4. Expenses already reimbursed by insurance, Medicaid, or another collateral source
5. Applicant failed to use collateral payment source
6. Maximum benefit has been paid
7. Incident occurred outside state/jurisdiction
8. Applicant is not an eligible party
9. Applicant is incarcerated, on probation, on parole, or has a prior felony conviction
10. Applicant is deceased
11. Applicant owes restitution or child support
12. Duplicate application
13. Unjust enrichment

**Ask OVC...****Q: How do I report the number of applications closed compared with those that are denied?**

**A:** Grantees report closed applications and denied applications together using the same denied/closed reasons. A closed application indicates that there was not enough information to fully review the application. Whereas a denied application indicates that all information was provided, and the application was denied. Enter the total number of applications that were not approved for compensation benefits either because they were closed or denied.

**Q: How do I report administratively closed applications?**

**A:** For applications that states consider administratively closed, you may report the number as part of the “Other” category or select one of the existing categories if you feel it applies. Please provide the state’s definition of administratively closed in the text box provided, and you may indicate what portion of the “Other” total reflects administratively closed applications. OVC understands that states use different criteria to classify some of the reasons that they may close an application. Please use the text box to indicate any further explanation for applications closed/denied for reasons 7A–7G.

*4.6 Sexual Assault Forensic Examinations*

8. [Number of applications received for Sexual Assault Forensic Examinations during the reporting period](#)

[Not applicable to my state's process](#)

Number of applications received

**Question 8:** Indicate the number of applications received for sexual assault forensic examinations during the reporting period.


All grantees should include the number of applications paid and the amount paid for sexual assault forensic examinations in the categories of “Child Sexual Abuse” and/or “Sexual Assault” in Crime Types Category. If payment for sexual assault forensic examinations are made through a separate process, report the number of examination applications here.

8. [Number of applications received for Sexual Assault Forensic Examinations during the reporting period](#)

Not applicable to my state's process

Number of applications received

If you pay for examinations through your regular compensation application process, then include examination applications in your response to **Question 5** (number of new applications received during the reporting period) and select the Not Applicable radio button in **Question 8**.

 **Ask OVC...**

**Q: Sexual assault forensic examinations are referred out and provided by another state program agency. Should we report these in the PMT?**

**A: No.** Only report sexual assault forensic examinations if they are funded by VOCA victim compensation funding or state victim compensation funding.

### 4.7 Crime Types

In the PMT, for each quarter, select all crime types that you will be reporting data on during the reporting period. Select the crime assigned to the application that determines eligibility for compensation benefits. Based on the crime types you select, the PMT will display the appropriate data fields for reflecting data on each type of crime. If you do not select a crime type, then no data fields will display for that type.

POPULATION DEMOGRAPHICS | PERFORMANCE MEASURES | **CRIME TYPES** | PAYMENT STATISTICS | Victimization ID Process | REVIEW

Select **ALL** crime types for which data will be submitted.  
Select the crime assigned to the application that determines eligibility for compensation benefits.  
Please select at least one crime type for which claims were paid during the reporting period.

Please Check All that Apply  Select / Deselect All

<input type="checkbox"/> Arson	<input type="checkbox"/> Assault	<input type="checkbox"/> Burglary	<input type="checkbox"/> Child Physical Abuse/Neglect
<input type="checkbox"/> Child Pornography	<input type="checkbox"/> Child Sexual Abuse	<input type="checkbox"/> DUI/DWI	<input type="checkbox"/> Fraud/Financial Crimes
<input type="checkbox"/> Homicide	<input type="checkbox"/> Human Trafficking	<input type="checkbox"/> Kidnapping	<input type="checkbox"/> Other Vehicular Crimes
<input type="checkbox"/> Robbery	<input type="checkbox"/> Sexual Assault	<input type="checkbox"/> Stalking	<input type="checkbox"/> Terrorism

Please list "Other" crime types not listed above along with any associated expenses paid during the reporting period.



Please do not select any crime types that you do not have any payment statistics to report for that period. You may return to the Crime Types tab at any point to add or remove crime types as needed.



### Ask OVC...

**Q: What if I cover a crime not listed in the PMT?**

**A:** A text box is available in the PMT to capture any other crime types for which you made a payment. These should be crime types that do not fit into the crime types provided.

## 4.8 Payment Statistics

POPULATION DEMOGRAPHICS	PERFORMANCE MEASURES	CRIME TYPES	PAYMENT STATISTICS	Victimization ID Process	REVIEW
<p>For each crime type that is applicable to your state's payment activity. In the reporting tool, for each quarter, select all crime types for which data will be submitted.</p> <ul style="list-style-type: none"> <li>• Indicate the total number of applications paid for that crime type.</li> <li>• Indicate the total amount paid during the reporting period for each expense type by crime type. \$0 is a valid response.</li> <li>• Include supplemental payments made during the reporting period.</li> <li>• For "Other" list other expense types and the amount paid that are not in the list provided.</li> </ul> <p>And where applicable:</p> <ul style="list-style-type: none"> <li>• Indicate whether the crime was related to domestic violence, bullying, hate crimes, elder abuse, or mass violence.</li> </ul> <p>For each application, report only the crime determined eligibility for compensation benefits.</p> <p><i>A decision tree will be provided (each submission period) that will ask the grantee to select all crime types for which data will be submitted for the reporting period.</i></p> <p>The following guidelines are provided:</p> <p><b>Enter data for all requested cells.</b> If no data then,</p> <ul style="list-style-type: none"> <li>• "NA" (not applicable) as a response option is allowed to represent that the variable is not applicable to the state's program or crime type.</li> <li>• "NT" (not tracked) as a response option is allowed to represent that the state's laws or regulations allow the type of service but are unable to collect this data during the reporting period due to the need to change the data collection system.</li> <li>• "0" (zero) as a response option is allowed to represent a true value of "0." The state has the ability to collect and provides for that expense type; however, there is no data to submit for the reporting period.</li> </ul>					

For each crime type that is applicable to your state's payment activity—

- Indicate the total number of claims paid for that crime type.
- Indicate the total amount paid during the reporting period for each expense category by crime type.
- You may include cents, or you may round up to the nearest whole dollar.
- If you used no funds in an expense category, then enter \$0. Include supplemental payments made during the reporting period.
- For "other," list other expense types and the amount paid that are not in the list provided.

The first crime type you select will appear expanded when you navigate to the page, but you can use the "+" or "-" symbol (on the far right) to expand or collapse the data entry fields for each crime type.

ARSON	+
ASSAULT	+
BURGLARY	+
CHILD PHYSICAL ABUSE/NEGLECT	+
CHILD PORNOGRAPHY	+
CHILD SEXUAL ABUSE	+
DUI/DWI	+
FRAUD/FINANCIAL CRIMES	+
HOMICIDE	+
HUMAN TRAFFICKING	+
KIDNAPPING	+
OTHER VEHICULAR CRIMES	+
ROBBERY	+
SEXUAL ASSAULT	+
STALKING	+
TERRORISM	+

Enter the total number of claims paid related to each crime type. Enter the total amount paid in each category of expense. You may include cents, or you may round up to the nearest whole dollar.

“Other” is an optional field—If you enter any data here (even 0), you must provide an explanation in the next field.

ARSON

Any willful or malicious burning or attempting to burn, with or without intent to defraud, a dwelling house, public building, motor vehicle or aircraft, personal property of another, and so on.

**Expense Types Paid**

Total Number of applications paid during the reporting period	Number
Crime Scene Clean Up	\$\$ required
Dependent Care	\$\$ required
Economic Support	\$\$ required
Funeral/Burial	\$\$ required
Medical/Dental (except mental health)	\$\$ required
Mental Health	\$\$ required
Relocation	\$\$ required
Replacement Services	\$\$ required
Travel	\$\$ required
Other (please explain)	\$\$
Other Explanation	
Total Paid for this Crime Type During the Reporting Period (auto-calculated after save)	



### Ask OVC...

**Q: Should we include supplemental payments when reporting the “total number of applications paid during the reporting period”?**

**A:** Yes, include the number of applications for which supplemental payments were made during the reporting period. OVC understands that this field may produce a duplicate nonunique count of applications.

**Q: How should I count credit adjustments to an already issued payment, for example, a reduction in payment based on an insurance reimbursement?**

**A:** Payments that are reversed or returned, in whole or part, should be reported in the annual narrative questions due December 30 (when reporting annually in GMS). Do not account for credit adjustments or returned funding in the current reporting period or go back and adjust prior reported totals.

## 4.9 Victimization Related to Crime Types

Below the expense type data fields are a set of data fields related to types of victimization. Indicate if any of the paid claims were related to specific types of victimization.

**Types of Victimization Related to CrimeTypes**

[Number of applications related to Bullying that were paid during the reporting period](#)

[Number of applications related to Domestic and Family Violence that were paid during the reporting period](#)

[Number of applications related to Elder Abuse/Neglect that were paid during the reporting period](#)

[Number of applications related to Hate Crimes that were paid during the reporting period](#)

[Number of applications related to Mass Violence that were paid during the reporting period](#)

## Victimization ID Process

**Question 10:** Please explain the process used to identify the individuals counted in each of the given victimization types in Question 9, Payment Statistics. Select all that apply, and clarify as needed in the text box next to Option D (shown below).

POPULATION DEMOGRAPHICS  
 PERFORMANCE MEASURES  
 CRIME TYPES  
 PAYMENT STATISTICS  
 Victimization ID Process  
 REVIEW

10. Please explain the process used to identify the individuals counted in each of the five victimization types as reported in the Payment Statistics. Select as many as apply

- A. Victim self-selection on the application form
- B. Victimization type named in police report, either in charging area or in the narrative description
- C. Staff analysis of content in materials used to support the application, such as the affidavit or other supporting documents
- D. Other (please explain)



### Ask OVC...

**Q: How do I report on victimization types in the Payment Statistics section?**

**A:** OVC is developing a Performance Measures Dictionary and Terminology Resource to be a resource for terms used as part of OVC’s performance data collection efforts. This resource will create a single location to find definitions and examples of terms used across the modules and will standardize definitions for easier reporting. This resource will be available in the near future.

## V. Reviewing and Completing Data Entry

### 5.1 Reviewing Data Entry

The Review page shows you what you have entered into the system under the Response column and provides alerts about any issues found in your data entry (e.g., missing data). Use the tabs to navigate to any data entry page where you need to edit data to address alerts.

Category	Question	Option	Response	Alert
POPULATION DEMOGRAPHICS	1. Number of people for whom an application was made for victim compensation benefits during the reporting period.			Required
	2. Number of victims whose victimization is the basis for the application.			Required
Victim Demographics				
A. RACE/ETHNICITY				
	American Indian or Alaska Native			Required
	Asian			Required

### 5.2 Completing Data Entry



After confirming that your data entry is accurate, check the **Mark Data Entry as Complete** box. Click the **Save** button. Saving will lock your report and prevent additional editing. If you need to unlock your report, contact the **OVC PMT Helpdesk**.

Mark data entry as complete. The record will be locked for further data entry.

**SAVE**

Additional Comments

You have 500 characters left. (Maximum characters: 500)

\*Once data entry is complete for a reporting period, you can view performance data reports here.

## VI. Annual Narrative Questions and Generating the Annual Grantee Report

### 6.1 Annual Narrative Questions

You report narrative questions once a year during the **July–September reporting period** and cover activities and data that occurred during the entire federal fiscal year (October–September). You can enter up to 5,000 characters in each text box. Please remember to select the **Save** button periodically as you enter your narrative questions.

If you draft your responses in Word and then paste them into the PMT, please avoid bullet point lists/indentation and special characters, which may not transfer properly into the text boxes.



The OVC Performance Management Team reviews grantee-entered data at the end of each submission period. If we have questions about the data, we may email grantees for clarification.

**Question 1:** Please explain any significant change in the number of applications received during the reporting period.

**Question 2:** Indicate the average length of time to process an application for claim eligibility for compensation. Count the days from the time of receipt of an application to decision.

*Note: Processing time is based on a state's established procedure.*

**Question 3:** Indicate if your state has a victim satisfaction survey. If they do not, navigate to Question 4. If they do, report:

- A. Number of victim satisfaction surveys distributed during the reporting period.
- B. Number of victim satisfaction surveys completed during the reporting period.
- C. Number of surveys that indicated satisfaction with the victim compensation program during the reporting period.



**Question 4:** Describe any emerging/major issues or notable trends that were encountered in your state that had an impact on your program's ability to meet the needs of crime victims during the reporting period.

**Question 5:** Describe efforts taken to serve Victims of Federal Crime during the reporting period.

*Note: Victim of Federal Crime is a victim of an offense that violates a federal criminal statute or regulation. Federal crimes also include crimes that occur in an area where the Federal Government has jurisdiction, such as Indian reservations, some national parks, some federal buildings, and military installations.*

**Question 6:** Describe any notable activities during the reporting period that improved the process of victim compensation services.

**Question 7:** Describe in detail ways in which your state used VOCA Administrative funds and the impact of these funds on the state's ability to improve victim compensation services during the reporting period.

**Question 8:** Indicate if there any laws, initiatives, or policy changes in your state regarding victim compensation during the reporting period? If yes, please briefly describe them and their impact.

**Question 9:** Describe system-coordination efforts with prosecutors, law enforcement, courts, U.S. attorneys' offices, tribal systems, the State VOCA Victim Assistance Coordinator, or other key personnel within the criminal justice system in your state to reduce barriers to victims who may apply to receive victim compensation.

**Question 10:** Explain any public outreach efforts to improve awareness about your program.

**Question 11:** List any other outcome measure(s) that are reported to the governor, legislature, or other state entity that have not been reported in this submission. Provide the actual measure(s). The data may be reported separately in your progress report.


**Question 12:** Provide any additional comments that are helpful to improving the Victim Compensation state and/or federal program.

**Question 13:** Explain the process used to identify the individuals counted in each of the five victimization types as reported in the Payment Statistics. Select as many as apply:

- A. Victim self-selection on the application form
- B. Victimization type named in police report, either in charging area or in the narrative description
- C. Staff analysis of content in materials used to support the application, such as the affidavit or other supporting documents
- D. Other (please explain)

## 6.2 Generating the Annual Grantee Report

The PMT system will aggregate the four quarters of data to generate the annual report. You will not need to enter a separate set of annual numbers. Before submitting your annual report, please review each quarterly report's data in the PMT system to ensure accuracy for each of the reporting periods.



Performance Measurement Tool (PMT)  
Victim Compensation  
AA - TEST - Victim Compensation

JUSTICE FOR VICTIMS • JUSTICE FOR ALL

OVC PMT Home
Administration
Profile
Enter Data
Reports
Need Help?
Logout

After marking your data entry as complete for the reporting period, your ability to enter data will be locked. The PMT will create automatically, a PDF-formatted Performance Data Report for the current period. You may also create a PDF data report of previous periods.

- If changes are needed and it's during a data submission period, select "unlock" to return the data entry status back to 'In Progress'.
- If changes are needed and the data submission period has ended, please contact the OVC PMT help desk (844-884-2503) to request that the report is unlocked.

To comply with annual reporting requirements due in the Grants Management System (GMS), by December 30, you must save a PDF copy of the 'ANNUAL Performance Data Report' from OVC PMT to your computer and upload it as an attachment to the GMS.

After submitting your Performance Data Report to OVC through GMS, OVC will review the information. If any changes are requested by your OVC Victim Justice Program Specialist, please contact the OVC PMT help desk to request that the report is unlocked in the PMT for you to make any necessary changes.

If any changes are made to the data, please remember to again mark data entry as complete to recreate the PDF. Replace the previous version in your files.

Please be aware that your session will time out 30 minutes after you stop saving data. To avoid losing or having to reenter data, click the 'save' button before leaving the system unattended or when you're finished entering data.

Reporting Period	Data Entry Status	Last Modified	PDF Reports
10/01/2018 - 12/31/2018	Complete	01/10/2019	<a href="#">Quarterly PDF</a>
01/01/2019 - 03/31/2019	Complete	04/10/2019	<a href="#">Quarterly PDF</a>
04/01/2019 - 06/30/2019	Complete	07/03/2019	<a href="#">Quarterly PDF</a>
Annual Report			<a href="#">PDF Excel</a>

**Step 1:** Navigate to the **Reports** page

**Step 2:** Identify the Annual Report in the table and generate the PDF

**Step 3:** Save the PDF to your local computer and upload a copy of this annual report as an attachment to your annual progress report in GMS at <https://grants.ojp.usdoj.gov/>.






Upload the annual report to **each** Victim Compensation award that was active during the fiscal year. For example, you should upload the annual report for FY 2018 to your state's 2015, 2016, 2017 and 2018 profile in GMS (unless otherwise directed by OVC).

Annual reports must be uploaded by **December 30**. Once reports are reviewed and approved by OVC staff, they may be posted on OVC.gov or otherwise shared outside of OVC. All grantee reported data is subject to requests under the Freedom of Information Act and OVC reserves the right to share grantee data and reports as it deems appropriate.




## VII. Troubleshooting Tips and Additional Resources

### 7.1 Quick Tips for Navigating the PMT

#### QUICK TIPS

 <p>Periodically click the Save and Continue button to ensure the data you entered are saved into the system. The system will time you out after 30 minutes of inactivity and unsaved data will be lost.</p>	<p>Note that simply entering data into a field does not constitute as activity; the system only recognizes saving or the advancement to another page as activities that will keep your session active.</p>
<p>Click the Exit Data Entry button to close and exit the page. Please note that any unsaved data will be lost. The Exit Data Entry button does NOT automatically save your work.</p>	<p>Hover over underlined text to prompt helpful language explaining the question to appear.</p> 
<p>The fields labeled “Number” or “Number Required” will only accept a numeric response. You will not be able to enter text, decimals, or special characters.</p> 	<p>The value of “0” must represent a true value of zero. If data for a field is not available or the field is not applicable, then enter “N/A” if it is a required field or leave the field blank if it is not required.</p>

#### IF YOU ENCOUNTER A SYSTEM ERROR

 <p>Log out of your PMT account and login again using the same browser</p>	<p>Try to access your report from a different browser (Internet Explorer, Firefox, or Google Chrome)</p>
<p>Clear the cache and cookies on your browser</p>	<p>Restart your computer</p> 
<p>Access the PMT during non-peak periods such as the early morning or late evening</p> 	<p>Ensure that JavaScript is enabled on your computer.</p>

## 7.2 Recorded Webinar Trainings

OVC PMT webinars are available via the PMT's Need Help? Page or via OVC's public-facing website on the **Performance Measurement Tool Webinar Series page** (<https://www.ovc.gov/grants/performance-measurement-tool-webinar-series.html>).

### Performance Measurement Tool: Victims of Crime Act Victim Compensation User Training

This OVC webinar provides guidance for reporting on the required performance measures for the FY 2018 Victims of Crime Act victim compensation formula grant program. Members of OVC's performance measurement team discuss—

- processes for accessing the PMT system,
- submitting quarterly and semiannual data reports,
- navigational tips for the PMT system, and
- troubleshooting strategies for successful reporting.



#### View the Recorded Webinar

[https://youtu.be/2\\_7lcfOhKNQ](https://youtu.be/2_7lcfOhKNQ)

#### View the Presentation and Transcript

<https://www.ovc.gov/grants/pdfxt/FY18-Victim-Compensation-Training-Transcript-508.pdf>

## 7.3 Need Help? Page

The **OVC PMT Helpdesk** communicates with grantees when updated resources are available for download. If a grantee would like to confirm they have the most current resources, they can contact the helpdesk for the latest file.

## 7.4 Office for Victims of Crime PMT Helpdesk



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

The OVC PMT Helpdesk is available from 8:30 a.m.–5:00 p.m. ET on weekdays, except federal holidays and available via email at [ovcpmt@usdoj.gov](mailto:ovcpmt@usdoj.gov) or toll free phone number at 844–884–2503. If you are experiencing a system issue, the helpdesk may escalate your issue to the development team for further investigation. If the issue is widespread amongst grantees and subgrantees, OVC will send an email to all grantees with the necessary information you need to know and next steps.