

SUBRECIPIENT QUESTIONS

VOCA REPORTING AND PMT WEBINAR

SUBGRANT AWARD REPORT (SAR)

QUESTION # 7

1. Should all counties served by the agency be reported, or just those served by VOCA funding? For example, we provide services in 7 counties, but the VOCA staff person only covers two of those counties.

The intent is to capture the service area of the agency. In this example, you would report all 7 counties.

QUESTION #10

2. Our agency budget has been revised for 2015-2016. Our budget for 2015-2016 has increased slightly from the amount we originally included in the inputs section of the Logic Model. Should the revised number be reported in Question # 10, B.?

Yes. If the total agency budget dedicated to victim services has changed since the Logic Model was approved, please report the revised number.

3. In Question 10, Item C, we are to report on other grants we receive for victimization programs from other sources. We receive funding from Direct Federal grants that are given to the City of Memphis; we subcontract with the City of Memphis. Do we report these as Federal, Non-Federal or Local?

Question 10, Item C requires you to report your agency's total budget dedicated to victim services by source. Please note: The funding information requested here is not limited to grant funding.

While the funds you describe are provided through a subcontract with the City of Memphis, they are actually **federal** grant dollars and therefore should be reported as "Other Federal". Similarly, if you were asked the source of your VOCA funding, you would respond that it is Federal (even though you receive it through a grant from the State of Tennessee).

“Local funds” refers to funds obtained from sources that are described as county, municipal, local nonprofit, and/or local group that raises money on behalf of your organization, etc.

“Other Federal” refers to funds obtained from federal sources other than VOCA.

“Other Non-Federal” refers to funds obtained from non-local agencies that are not federal agencies, such as the National Center for Victims of Crime or a national foundation.

4. I am a bit confused on the SAR report for question #10 D and E. We have 3 full time employees and 1 part time employee. So, for D – would the answer be 3.5?

Not necessarily.

- #10, D. asks for the total number of paid staff for **all agency** victimization programs and/or services. If the entire agency victim service staff is made up of 3 full time employees and 1 part time employee, those are the individuals you will need to report. Please review the FTE calculation example provided in the webinar training.

If a full time employee works 40 hours per week, that is 1.00 FTE (2,080 hours). If the full time employee works 37.5 hours per week, the FTE will be less. To calculate the FTE for an employee working 37.5 hours per week you will use the following formula:

$52 \text{ weeks} \times 37.5 \text{ hours per week} = 1,950 \text{ hours}$

$1,950 \text{ hours} / 2,080 \text{ hours} = .94 \text{ FTE}$

Use the same formula to calculate the FTE for a part time employee. Let’s say the employee works 25 hours per week.

$52 \text{ weeks} \times 25 \text{ hours per week} = 1,300$

$1,300 \text{ hours} / 2,080 \text{ hours} = .62 \text{ FTE}$

So, if you have 3 full time employees at 37.5 hours per week, and 1 part time employee at 25 hours per week, your total agency FTE to be reported in #10, D. is 3.44.

- #10, E. asks for the FTE of **VOCA funded staff** only. You would need to then use the same calculation as above, but only based on the percentage of the position funded by VOCA. So, if one of the full time positions at 37.5 hours per week is funded 50% by VOCA, calculate as follows:

$52 \text{ weeks} \times 37.5 \text{ hours per week} = 1,950 \text{ hours}$

$1,950 \text{ hours} \times .50 = 975 \text{ hours}$

$975 \text{ hours} / 2,080 \text{ hours} = .47 \text{ FTE}$

5. Previously, we reported on agency wide volunteers, but now we only report the hours of volunteers supporting our VOCA- if our volunteers are only agency wide, is this a problem?

For Question #10, F. you are required to report the total number of volunteer hours dedicated to supporting the work of the VOCA project. This would include all volunteer hours that are counted as in-kind match, as well as other volunteer hours that would be considered supporting the work of the VOCA project. You would not include non-victim service related volunteer hours. In order to be eligible for VOCA funding, all subrecipient agencies must use volunteers.

If you meet the VOCA eligibility of using volunteers, but do not use the volunteers to support any aspect of the VOCA project, then you would report zero (0).

SUBGRANTEE DATA REPORT (OUTPUT)

I. POPULATION DEMOGRAPHICS, QUESTION # 1 - 4

1. Do I understand this new reporting correctly in that the year now starts October 1st instead of July 1st? If that is the case, then I need to immediately revise ALICE custom fields to capture NEW/CONTINUING/PREVIOUS clients as of October 1st. Our current data (which was used for the quarterly report we submitted in October) defines new clients beginning July 1st. I'm not sure how to undo that now, but I can change the custom field in ALICE to indicate new clients are now defined as those October 1st and beyond but the ones already in ALICE as "new" as defined by the July 1st date are now technically incorrect if the year now begins October 1st.

The new reporting process began October 1st. Your VOCA contract will remain on the state fiscal year of July 1st – June 30th; however, you will be reporting on the federal fiscal year of October 1st – September 30th.

Your data collection system should be revised to begin collecting client information according to the new required reports. That would mean that for the first quarter (beginning October 1st), all clients should be counted as “new”, and clients should be classified as “new” or “continuing” from that point on until the end of the reporting year (September 30th).

Based on your description, it will not be an issue that your system has counted clients as “new” beginning July 1 as long as you now change that date to October 1. Because all clients are reported as “new” in Quarter 1, any active individuals in your database as of October 1 would be required to be marked as “new”.

2. Since in July we already counted continuing clients from June into July is that going to mess up our numbers for this fiscal year (July 1st) as we will report those continuing from Sept into Oct for the

new reporting? How is that going to impact our SAR numbers since those and the VOCA logic model and funding is based on the state fiscal year? Do we need to do a new projection?

All active clients should be reported as “new” on the Quarter 1 report each year. Therefore, going forward after Quarter 1, you will need to track which clients are new and continuing.

OCJP may request that agencies update their logic model projections based on the new reporting measures at a later date.

3. We saw a significant number of people in July, August and September. If we saw these same people in October, November or December for the same reason (counseling) or for a different service do we count them as new or continued?

Each year, all active clients should be counted as “new” on the Quarter 1 report.

4. 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 agency classifies them.

5. If my agency 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.

6. How do we track the same victim for multiple cases? Example: Victim A is a victim of domestic assault and Defendant A is the suspect. Three months later victim A is a victim of another domestic assault; however, Defendant B is the suspect. Do we count the victim as a new client or returning client?

In this example, the individual would be counted as “continuing” when he/she received services related to the domestic assault by Defendant B. An individual should be counted as “new” upon receiving services from the agency for the first time during the reporting year. After that, the same individual would be counted as “continuing”, and included in the unduplicated count for Question #1, regardless of the victimization type or type of services he/she received.

I. POPULATION DEMOGRAPHICS, QUESTION #6, A. – TYPES OF VICTIMIZATIONS

7. If we have a VOCA client that is a victim of sexual assault and human sex trafficking, do we report the client under both victimization types?

If an individual is a victim of sex trafficking and sexual assault, and receives VOCA funded services from your agency related to both victimizations, you would report the individual under both victimization categories. You would also then report the individual in item B (because he/she presented with more than one type of victimization).

8. If a defendant is charged in the same case with two different crimes (i.e. robbery and assault) on the same victim, can this victim now be counted as an assault and robbery?

Yes. The individual would be counted under both assault and robbery in item A if the client received VOCA funded services for each crime. You would also need to report that the individual presented with more than one type of victimization in item B.

9. When we record the type of victimization, do we count the charges that the defendant has been arrested for or the charges which the defendant has been convicted of?

This should be reported based on the presenting victimization. Only report the individual under each victimization type for which he/she received VOCA funded services.

10. The first Victimization Type is "Adult Physical Assault (Includes Aggravated and Simple Assault)" and then there is one titled "Domestic and/or Family Violence". Could we get a little more description for these two? Which one should be used, for example, for an aggravated domestic assault on an adult?

Please review Appendix B of the Subgrantee Data Report. It provides helpful definitions for many of the Victimization Types on the report, including the two in your question. In the example you provided, the client would be reported under Domestic and/or Family Violence.

11. Under Victimization Type one of the options is "bullying (verbal, cyber, or physical)". How is VOCA defining bullying? When our clients are emotionally abused with threats is that bullying?

Please review Appendix B of the Subgrantee Data Report. It provides helpful definitions for many of the Victimization Types on the report, including Bullying.

Repeated, negative acts committed by one or more children against another. These negative acts may be physical or verbal in nature – for example, hitting or kicking, teasing or taunting – or they may involve indirect actions such as manipulating friendships or purposely excluding other children from activities. Implicit in this definition is an imbalance in real or perceived power between the bully and victim. Examples of cyber bullying include mean text messages or emails, rumors sent by email or posted on social networking sites, and embarrassing pictures, videos, websites, or fake profiles.

12. Do I count thefts from a business (private/corporate) on my stats, and if so what do I classify it as? If I look under the Victimization types this is not described in Burglaries or Robberies.

You should not be counting services provided to a business. VOCA funding should be used to provide services to individual victims of crime defined as, “A **person** who has suffered physical, sexual, financial or emotional harm as the result of the commission of a crime.” If an individual is victimized by or during a theft from a business, that individual may be served by VOCA funding and should be reported according to his/her presenting victimization.

13. How do I classify auto burglaries and theft of vehicles? I was reading the definitions of Victimization types and under burglary it says “not auto burglary”.

Please report auto burglary and theft of vehicle under “Other” and provide a brief explanation.

I. POPULATION DEMOGRAPHICS, QUESTION #6, C. – SPECIAL CLASSIFICATIONS OF INDIVIDUALS

14. Do I need to make a form to put in with the VIS/VLS that I send to the victims asking about their Special Classifications of Individuals, or is there one already made? Our police reports do not have that information.

You are required to collect this information for all clients served. Your agency should determine the best way to collect and document this information.

15. With respect to the new requirement to report on self-reported special classifications, do we list these on our written application form or ask the individuals? If we are to list these on the written application form, is there specific language that should introduce these “self-reported” categories?

It is up to each agency to establish a process for collecting this information. Clients served with VOCA funding should be provided an opportunity to self-report in one or more of these categories.

16. How is VOCA defining "homeless"? By HUD's definition or Department of Education definition or other?

Please define "homeless" as your agency defines it for the clients served.

II. DIRECT SERVICES, QUESTION #7 – VICTIM COMPENSATION

17. The definition of assisting victims with Victims' Comp has changed to counting only those who we actually assist with the application. As you know, many victims are either not eligible for VC or choose to complete the forms themselves. Our current guidelines state that we inform all victims of VC which was previously counted in this category. Will the State's expectation change or will there be another means of reporting the notification?

Question # 7 of the Subgrantee Data Report specifically asks for the number of clients who were assisted with completing a victim 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.

We are aware that there are instances where you may only provide information to a client about victim compensation, and they may either complete the application themselves or not complete it. If you do provide information about victim compensation, but do not actually assist a client with completing the application, you would report that "service" in question # 9 under A. Information & Referral – A2. "Information about victim rights, how to obtain notifications, etc." You will still be able to indicate that you provided a service; it just won't fall under the specific request in # 7.

The VOCA Federal Guidelines state that all VOCA subrecipients must help victims apply for compensation benefits. Such assistance may include identifying and notifying crime victims of the availability of compensation, assisting them with application forms and procedures, obtaining necessary documentation, and/or checking on claim status. This is still a requirement and should be documented in client files.

18. For clarity, under #7 on the Subgrantee Data Report, am I correct in understanding that what you want there are only the number of clients that a Counselor assisted in completing the application process, (whether they submitted it or not) and then under A. Information & Referral, A2. "Information about victim rights, how to obtain notifications, etc." is where we indicate if the Counselor went over the victim's compensation information with the client?

Yes, Question #7 specifically asks for the number of clients who were assisted with completing a victim 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.

We are aware that there are instances where you may only provide information to a client about victim compensation, and they may either complete the application themselves or not complete it. If you do provide information about victim compensation, but do not actually assist a client with completing the application, you would report that “service” in question # 9 under A. Information & Referral – A2. “Information about victim rights, how to obtain notifications, etc.”

19. It appears that simply giving out information and/or verbally explaining Victim's Comp to our clients no longer can be counted under "Victim's Comp Assistance", is that correct? We can only count if we have actually assisted them in filling out the application?

Question # 7 of the Subgrantee Data Report specifically asks for the number of clients who were assisted with completing a victim 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.

We are aware that there are instances where you may only provide information to a client about victim compensation, and they may either complete the application themselves or not complete it. If you do provide information about victim compensation, but do not actually assist a client with completing the application, you would report that “service” in question # 9 under A. Information & Referral – A2. “Information about victim rights, how to obtain notifications, etc.” You will still be able to indicate that you provided a service; it just won’t fall under the specific request in # 7.

The VOCA Federal Guidelines state that all VOCA subrecipients must help victims apply for compensation benefits. Such assistance may include identifying and notifying crime victims of the availability of compensation, assisting them with application forms and procedures, obtaining necessary documentation, and/or checking on claim status. This is still a requirement and should be documented in client files.

20. Since the new report form limits the criminal injuries compensation count to those where we actually complete the form, this will affect the projected numbers we listed since we previously could count those that we advised about the CIC process, claim, etc. without an actual completion of the form. Will this be a problem for us?

The VOCA Federal Guidelines state that all VOCA subrecipients must help victims apply for compensation benefits. Such assistance may include identifying and notifying crime victims of the availability of compensation, assisting them with application forms and procedures, obtaining necessary documentation, and/or checking on claim status. While the question on the report now requests a more specific measure than previously reported, this is still a requirement, and should be documented in client files.

You will report individuals assisted with completing an application in question #7, and then report individuals provided with information about victim compensation in question number 9 where appropriate.

21. Will we be penalized if we do not help the victim fill out the sheet and will this affect our logic model? In the OCJP manual, it states that we are required to “identify and notify crime victims of availability of compensation, assist them with documentation, and/or with applications forms and procedures”.

The VOCA Federal Guidelines state that all VOCA subrecipients must help victims apply for compensation benefits. Such assistance may include identifying and notifying crime victims of the availability of compensation, assisting them with application forms and procedures, obtaining necessary documentation, and/or checking on claim status. While the question on the report now requests a more specific measure than previously reported, this is still a requirement and should be documented in client files.

You will report individuals assisted with completing an application in question #7 and then report individuals provided with information about victim compensation in question # 9 under A. Information & Referral – A2. “Information about victim rights, how to obtain notifications, etc.”

22. How are the questions for VOCA reporting going to enhance, duplicate or add to what we have to track for monitors? An example is victim's compensation which under monitoring we had to notate given, not given and if not given why or if not qualified for why. Under this new VOCA reporting we only document if we assist with an application.

The VOCA Federal Guidelines state that all VOCA subrecipients must help victims apply for compensation benefits. Such assistance may include identifying and notifying crime victims of the availability of compensation, assisting them with application forms and procedures, obtaining necessary documentation, and/or checking on claim status. This is still a requirement and should still be documented in client files.

II. DIRECT SERVICES, QUESTION #9 – SERVICES PROVIDED

23. Our VOCA service categories for the January report will be the old VOCA service categories, should I plug these in the best I can to the new sub-categories or should I just put totals under each main category for this report?

We are aware that you may not have been collecting data on many of the newly required measures. Please complete the report to the best of your ability based on the data you have. Please utilize the “Not Tracked” option (as explained in the webinar trainings) to indicate that certain measures were not tracked. While you may not be able to report on some measures, it may not be appropriate to enter a value of zero. Several of the new service categories/subcategories may have been provided by your agency, but you can’t report a number because you were not yet tracking them. In that case, you would enter NT. Only enter a value of zero if you are certain you did not provide a service.

24. Want to confirm that under this new reporting we report the total number of times a service is provided to an individual? The old way was VOCA counted only once and FVPSA counted as many times as delivered in the year.

The revised VOCA report requires you to report both measures. You are required to report the total number of individuals that received each service category in #9, A-E. You are also required to then report the number of times each subcategory service was provided in #9 A1 – A4, B1 – B10, C1 – C7, D1 – D3, and E1 – 11.

25. Can “follow up” contact be counted numerous times on the same victim? (i.e. letters informing the victim of reset dates, plea, restitution hearings or request, and making travel arrangements)

The services you are describing should be counted each time they are provided to each client. “Follow Up” is no longer an option on the report. Please familiarize yourself with the service categories and subcategories to determine the most appropriate place to report the services you provide. For example: Each time you provide information about the criminal justice process, you would report it in A. 1. Each time you provide information/notification of court dates, case status, etc. you would report it in E. 1.

26. Is there now no difference in an information/referral "by phone" versus "in person"?

The report no longer requires that you specifically indicate whether services were provided “in person” or “by phone”.

27. Should a single letter with information about the criminal justice process and victim rights be counted once for each of those subcategories?

Yes.

28. Under B. Personal Advocacy/Accompaniment one of the choices is B3. Law enforcement interview advocacy/accompaniment and this exact same choice is also under Criminal/Civil Justice System Assistance as E9. What is the difference?

Subrecipients should report on this service in only one category. You must provide data only for the Direct Service categories you 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.

29. In section E titled CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE, Item 4 reads: “Civil legal attorney assistance in obtaining protection or restraining order”. We assist clients with obtaining Orders of Protection but we are not attorneys. Is it still appropriate for us to check this box as this is a service our VOCA staff provides? If claiming the service in this section is not an option, what other section could we use to claim the service?

Many of the subcategory services within this category are services that must be provided by a licensed attorney, including E 4. Any assistance with obtaining orders of protection that is not provided by a licensed attorney should be reported under E. 6 “Other emergency justice-related assistance”.

30. E8. Prosecution interview advocacy/accompaniment with prosecuting attorney and victim/witness- Can we use this section if we are victim witness?

Yes.

31. We're assuming that "Criminal Advocacy/Accompaniment" would cover the court advocacy we do in both civil and criminal court. Are we correct?

E. 10 “Criminal Advocacy/Accompaniment” would be the appropriate option for reporting criminal court advocacy/accompaniment services. All other court advocacy/accompaniment would be reported under E.6 “Other emergency justice-related assistance” if considered “emergency”, or B.4

“Individual Advocacy”. Be sure to review all service categories and subcategories to make sure that each distinct service you provide is being counted in the appropriate place.

32. Could you please clarify several subcategory services under E. Criminal/Civil Justice System Assistance? E.4 “Civil legal attorney assistance in obtaining protection or restraining order”, E.5 “Civil legal attorney assistance with family law issues”, and E.11 “Other legal advice and/or counsel”. It seems that E.4 and E.5 could mean helping our clients find attorneys for these needs or does it literally mean providing attorney assistance (which sounds like legal assistance which we can't/don't provide because we are not attorneys). Then E.11 is worded "legal advice and/or counsel" which we can't give either but we often refer our clients to attorneys for other types of legal advice and/or counsel not specifically listed in E.4 or E.5. How (if at all) are these above named service categories different than A. Information & Referral (4) - Referral to other services, support, and resources which specifically names "legal" as included?

E.4, E.5, and E.11 all refer to services that would be provided by a licensed attorney. The assistance you are describing (assisting clients with finding legal assistance/referring clients to attorneys, etc.) should be reported in A. Information and Referral – A.4 – Referral to other services, supports, and resources.

33. Does OCJP have any cheat sheets with categories and sub-categories that can be utilized for staff training?

No, however, specific questions about service categories and subcategories may be sent to your OCJP Program Manager.

ANNUALLY REPORTED QUESTIONS

34. Will the annually reported questions on the Subgrantee Data Report replace the Annual Narrative Performance Report that is typically due October 31?

No. The annually reported questions on the Subgrantee Data Report are in addition to the Annual Narrative Performance Report. OVC has also revised and expanded the Narrative Performance Report. OCJP will provide additional information about the revisions to the Narrative Report at a later date.

35. For the question, “Was the client’s request for services unmet because of organizational capacity issues”- Can you list an example, as it applies to our work?

Example 1: An agency that has 1 full time therapist with a full caseload and is operating on a wait-list for therapy services.

Example 2: A victim/witness coordinator that could not accompany a victim to court in one county because of obligations to serve a victim in another county. It may be that the request for service could not be met due to agency staffing capacity.

Data Tracking Spreadsheet

1. We plan on adopting the use of the new data tracking spreadsheet that you provided to grantees. However, we felt that rather than using the “Not Tracked” columns for those categories we’ve not previously been tracking, could we simply introduce the new data tracking tool to our VOCA Counselors and have them go back to October 1st to put in the client information? That way we would not have to use that category at all. Please let me know if that will be okay.

If your data collection system contains any of the new information required on the report, you are absolutely able to submit it on the first quarterly report. The “Not Tracked” Option is available for a limited time to provide a way for agencies to indicate that they have not yet updated their data collection systems to report on the new measures. If your agency has been collecting any or all of the newly required client information, please report it if possible.

Please note: While you may be able to go back and enter some of the newly required information, there will most likely still be measures you will have to report as Not Tracked. If your data collection system was not set up to collect these measures exactly as requested on the report, you will need to enter Not Tracked until they are updated. Please review the example in the second webinar training regarding Race/Ethnicity.

2. Data tracking spreadsheet - When you are counting the number of occurrences a client has received a particular service, do you put that number on the data tracking spreadsheet in the section Direct Services columns even though it instructs you to place a value of 1 each time a client receives a service? For instance, if the client receives 2 referrals to other victim service programs, (A3.), would the Counselor put a value of 1 or 2 in that column on the spreadsheet? Again, I just want to be clear about how the Counselors should be counting the services they are providing to clients, especially when they are providing it multiple times over the course of the life of their case.

The data collection spreadsheet instructs you to enter a value of 1 if the client received services in each **category**. That is accurate because the report requests the total unduplicated number of clients

that received services in each category (A. Information and Referral, B. Personal Advocacy/Accompaniment, etc.).

The data collection spreadsheet also instructs you to enter a value of 1 for each **subcategory** service the client received. This is not necessarily accurate. The report requires that you indicate the number of times each service was provided. Therefore, on the data collection spreadsheet, you would enter the number of times the service was provided to each individual during the reporting period, which would not always be a value of 1.

For example: 1 Client received 4 separate referrals to victim service programs during the reporting period. You would record it on the spreadsheet as follows:

A. Information & Referral – 1

A3. “Referral to other victim service programs” – 4

MISCELLANEOUS

1. The statement below is on the new online reporting system under the REPORTS tab. What does this mean and do we need to submit or report anything by the Dec 30 deadline?

“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.”

The PMT online system was primarily built to interface with the State agencies that administer VOCA funding. As such, there may be instructions in PMT that are meant for the State (OCJP) and not subrecipients. The above statement is a State (OCJP) requirement and does not apply directly to subrecipients. Please follow the instructions in the VOCA Reporting and PMT email sent on December 2nd for upcoming deadlines. SAR Part II must be submitted by January 4th, 2016, and the Subgrantee Data Report for Quarter 1 must be submitted by January 20th, 2016.

2. Will there be any requirements going forward to report FVPSA numbers?

All VOCA Shelter subrecipients are required to meet the new VOCA reporting requirements and are also required to complete the FVPSA report. You will be notified of changes to the FVPSA report after the first of the year.

3. Are there any changes to reporting cycles for the other reports such as DV Outcomes?

Not at this time.