FY2011
Performance Report Instructions
for
Sexual Assault and Prevention Crisis Services-State (SAPCS-State) Programs

I. GENERAL INSTRUCTIONS

The Performance Report Form is to be used to report only the activities funded by the SAPCS-State Program. Do not send information based on your agency as a whole (except for Section 3, Volunteer Involvement). The totals for Section 2, with the exception of Total Victims Served by Type of Service, and Section 3 auto-calculate. Additionally, throughout the report there are other areas that have been pre-filled by the OAG such as targets for Direct Victim Services, Victim Services Professional Training, Outreach or Community Education are being measured based on information submitted in your application. Email your grant manager directly to discuss necessary changes to this information.

(NEW) Performance Report Format Change

1. The FY2011 SAPCS-State Performance Report Excel document has four tabs, one for each quarter. When completing the report, the First Quarter Tab will only allow reporting of first quarter data and narratives. Second, Third and Fourth Quarters are locked.

2. Second Quarter tab auto populates the First quarter data, and allow you to enter the second quarter data and narratives. The First, Third, and Fourth Quarter data sections are locked.

3. Third Quarter tab auto populates the First and Second quarter data, and allows you to enter the third quarter data and narratives. The First, Second, and Fourth Quarter data sections are locked.

4. Fourth Quarter tab auto populates the First, Second and Third quarter data, and allows you to enter the fourth quarter data and narratives. The First, Second, and Third Quarter data sections are locked.

(NEW) Summary of Employee Monthly Grant Activity Form

A Summary of Employee Monthly Grant Activity Form is now required for each employee whose position is funded in whole or part by a grant contract. This form will be completed monthly for each employee funded by the grant and shall reflect the total activity for the entire month on each employee. The employee signature is required as well as the person validating the hours worked. **This form is not a time sheet and is not to be used as a substitute for a time sheet.** The report and instructions are available from the OAG or you may download the form at: http://www.oag.state.tx.us/victims/forms.shtml#financial2010

Instructions for submission:

- The performance report must be submitted electronically no later than the 30th day of each month following the end of the quarter (Section 4.1 OAG SAPCS-State Grantee Contract). For FY2011, quarterly statistical reports are due on or before:
  - 1st Quarter – December 30, 2010
  - 2nd Quarter – March 30, 2011
  - 3rd Quarter – June 30, 2011
  - 4th Quarter – September 30, 2011

- The Summary of Employee Monthly Grant Activity Forms are required to be completed monthly for each employee funded by the grant and submitted quarterly with the performance report.
- The following must appear in the subject line of the email: your grant type (State), your grant number and the reporting period
- (example subject line: "State #1000000, 1st Quarter Performance Report").
- Email the report and activity form to OAG-Grants@oag.state.tx.us
- Questions regarding the contract, the performance report, and/or the activity form should be directed to your grant manager.

II. HOW TO REPORT

The Performance Report is a reflection of your progress toward accomplishing the work proposed in your grant application. **Do report:** all services provided by SAPCS-State funded staff for the time on the grant. **Do not report:** activities provided under another funding source or by non SAPCS-State funded staff. **Note-** if SAPCS-State funded staff are performing a significant amount of work outside the scope of what was proposed in your grant application, contact your grant manager to discuss how to realign the work with the scope of what was approved and funded by the OAG.

Targets and other information throughout the report have been pre-filled by the OAG based on information submitted in your application. Email your grant manager directly to discuss necessary changes to this information.

Section 1. Agency Information

This section reflects information submitted on your application and has been pre-filled by the OAG. To update the Authorized Official information – the Governing Body must submit a written request on letterhead with an original signature. Changes to the Grant Contact must be made by the Authorized Official – this change can be via email, fax or on letterhead. For all other changes submit a request via email to your grant manager. Please note that the person listed as "Person to Contact for Corrections" can be the same person listed as the Grant Contact, or can be a different person, but should reflect the person who actually works on the Performance Reports, and will receive and send the Performance Report revisions. Although this cell will be pre-filled by the OAG initially, you are free to change this person, as needed, and the cell is open for you to enter the correct or updated information, including this person's current Phone and Email information.

Section 2. Direct Victim Services

This section reflects cumulative targets for grant-funded staff as submitted on the application and has been pre-filled by the OAG unless otherwise indicated. The target number and monthly numbers should represent the number of **victims** that receive a particular service, not the number of times a particular service will be provided.

Subsection "Victims Served"

Report the number of victims served each month and the particular types of services they receive each month, not the number of times a particular service is provided.

New Victims Served – Received no prior services for any reason from a funded staff person during Fiscal Year 2011 (September 2010-August 2011).

Continuing Victims – Received at least one funded service from a funded staff person for the month and who have also received at least one funded service from a funded staff person in any previous month of FY2011.

Victims may only be counted once per month, even if they have multiple visits in a month or if they receive services from more than one grant-funded staff. Throughout this section you will see examples of one way to calculate your numbers. You do not need to use this method, but any method you choose should be consistent for the entire life of the grant.

Starting in September 2010, ALL victims served by an SAPCS-State-funded staff person should be counted as "New" the first time they receive services in the Fiscal Year (September 1, 2010 to August 31, 2011). This includes victims both directly and indirectly impacted by the sexual assault (primary and secondary victims). A person may only be counted once in this category per fiscal year, even if they are a victim of multiple unrelated sexual assaults.

Calculation Instructions and Examples:

If all victims served are Sexual Assault Victims, the following examples are appropriate. If not all victims being served are Sexual Assault Victims, outputs should be reported for services provided to sexual assault victims during grant-funded staff time on the grant by whichever method your agency determines appropriate.

New Victims Served – One Staff Funded Calculate the number of New Victims Served for this Report by multiplying the total number of New Victims that the (one) funded staff member served by the percentage of salary funded for that position.

> ***Example:*** *An Advocate funded by SAPCS at 25% serves 30 new sexual assault victims in one month. To calculate: 30 x 25% = 8 New Victims Served for the Performance Report that month.*

New Victims Served – Multiple Staff Funded: If multiple staff are funded, calculate the number of New Victims Served for each staff and add these together. That sum is the number of victims that should be reported. If more than one staff person has served a victim in a month make sure that victim is not counted more than once. If more than one grant-funded staff provided services to a victim in a month, the victim may only be counted once. How you determine which staff member counts the victim is up to your Agency. This method should remain consistent throughout the life of the grant.

> ***Example:*** *An Advocate funded by SAPCS at 25% served 35 new sexual assault victims and Counselor funded by SAPCS at 30% served 45 new sexual assault victims in one month. To calculate:*
> *35 new victims x 25% Advocate= 8.75 (round up to 9)*
> *+45 new victims x 30% Counselor= 13.5 (round up to 14)*
> *23 New Victims Served for that month.*

Continuing Victims Served – <u>One</u> Staff Funded Calculate the number of Continuing Victims Served for this Report by multiplying the total number of Continuing Victims Served that the one funded staff member served by the percentage of salary funded for that position.

> ***Example:*** *An Advocate funded by SAPCS at 25% serves 60 continuing sexual assault victims in one month. To calculate: 60 x 25% = 15 Continuing Victims Served for the Performance Report that month.*

Continuing Victims Served – <u>Multiple</u> Staff Funded: If multiple staff are funded, calculate the number of Continuing Victims Served for each staff and add these together. That sum is the number of victims that should be reported. If more than one staff person has served a victim in a month make sure victim is not counted more than once. (How you determine which staff member counts the victim is up to your Agency. This method should remain consistent throughout the life of the grant.)

> ***Example:*** *An Advocate funded by SAPCS at 25% served 45 continuing sexual assault victims in one month and Counselor funded by SAPCS at 30% served 50 continuing sexual assault victims in one month. To calculate:*
> *45 new victims x 25% Advocate= 11.25 (round up to 12)*
> *+50 new victims x 30% Counselor= 15*
> *27 Continuing Victims Served for that month.*

Total Victims Served - this section includes the sum of the Number of New Victims Served and the Number of Continuing Victims Served per month. This number will be automatically calculated for you each month on the Performance Report.

Victims Served and Types of Services Provided are reported on a monthly basis. A victim may receive a particular type of service more than one time throughout the grant year.

> ***Example:*** *During the month of September a victim receives Information and Referral five times, Crisis Intervention two times and Victim Advocacy one time, all three types of service would be reported, but only once under each type of service for the month of September. If that victim were to receive the exact same services during the following month of October, services would be reported the exact same way.*

<u>Subsection "Total Victims Served by Face to Face Sexual Assault Services"</u>
Report the number of Total Victims Served (both New Victims Served and Continuing Victims) that received a particular service, not the number of times a particular service was provided. A victim may receive more than one service in a month, however, each service is only reported **<u>once</u>** in a month per victim regardless of how many times a service is provided. For this reason, the number of times a service is reported may not exceed the total number of victims served for that month. The numbers reported should be cumulative for all staff on the grant and not reported by individual personnel.

Total Victim Served by Face to Face Sexual Assault Services – One Staff Funded: Calculate the number of victims that receive each service for this Report by multiplying the TOTAL victims who received each service by the percentage of salary funded for each position.

> ***Example:*** *An Advocate funded by SAPCS at 25% provides Crisis Intervention to 20 sexual assault victims. To calculate: 20 victims x 25% = 5 Victims Received Crisis Intervention Services for the Performance Report that month.*

Total Victim Served by Face to Face Sexual Assault Services – Multiple Staff Funded: If multiple staff are funded, figure the number of victims that received each service for each staff and add these together. That sum is the number of victims that received each service that should be reported. **If more than one staff person has served a victim in a month make sure victim is not counted more than once.**

> ***Example:*** *An Advocate funded by SAPCS at 25% provided Crisis Intervention Services to 20 sexual assault victims and a Counselor funded by SAPCS at 30% provided Crisis Intervention Services to 30 sexual assault victims in one month. To calculate:*
> *20 victims received Crisis Intervention (Advocate)x 25% = 5*
> *+30 victims received Crisis Intervention (Counselor)x 30% =9*
> ***14 Total Victims*** *received Crisis Intervention Services by OAG Funded Staff for the Performance Report that month.*
>
> ***Example for Multiple Staff who serve the same victims:*** *An Advocate funded by SAPCS at 25% provided Crisis Intervention Services to 20 sexual assault victims and a Counselor funded by SAPCS at 30% provided Crisis Intervention Services to 30 sexual assault victims in one month. <u>5 of those victims were the same for both staff</u>. To calculate – choose who will count the 5 victims served by both grant funded staff: (Counselor counts "joint" victims)*
> *20 victims received Crisis Intervention (Advocate)x 25% = 5*
> *+25 victims received Crisis Intervention (Counselor)x 30% = 7.5 (round to 8)*
> ***13 Total Victims*** *received Crisis Intervention Services by SAPCS Funded Staff for the Performance Report that month.*
>
> ***Example for Multiple Staff who serve the same victims:*** *An Advocate funded by SAPCS at 25% provided Crisis Intervention Services to 20 sexual assault victims and a Counselor funded by SAPCS at 30% provided Crisis Intervention Services to 30 sexual assault victims in one month. 5 of those victims were the same for both staff. To calculate – choose who will count the 5 victims served by both grant funded staff:*
> *(Advocate counts 1 victims, Counselor: 4)*
> *19 victims received Crisis Intervention (Advocate)x 25% = 4.75(round to 5)*
> *+26 victims received Crisis Intervention (Counselor)x 30% = 7.8(round to 8)*

13 Total Victims *received Crisis Intervention Services by SAPCS Funded Staff for the Performance Report that month.*

Subsection "Total Telephone Sexual Assault Services"

Hotline Calls From or About Victims of Sexual Assault
For this subsection ONLY: Since this type of call cannot be tied to a particular victim, information may be reported by the number of **instances** a service is provided, rather than the number of victims receiving a particular service.

Crisis Intervention (by Telephone)
Report by number of victims that received a particular service, not the number of times a particular service was provided. A victim may receive more than one service in a month, however, each service is only reported **once** in a month per victim regardless of how many times a service is provided.

Sexual Assault Hotline Calls
Report by number of victims that received a particular service, not the number of times a particular service was provided. A victim may receive more than one service in a month, however, each service is only reported **once** in a month per victim regardless of how many times a service is provided.

> ***Example:*** *During the month of September a victim is given Crisis Intervention (by telephone) several times and Sexual Assault Hotline Call twice all during the calendar month, both types would be reported, but only once under each category.*

The total number in each cell may not exceed the "Total Victims Served" under Section 2, "Victims Served". The numbers should be cumulative for all staff on the grant, not reported by individual personnel.

Subsection "SAPCS Training and Outreach Presentations and Participants"
This section reflects target information, if applicable, submitted on your target spreadsheet and has been pre-filled by the OAG. Report total number of presentations and participants, by type, each month.

For Volunteer Education Presentations
Count the number of presentations by training, regardless of how many sessions, sections, topics, or days make up the training.

> ***Example:*** *Volunteer Education Presentations consist of a one week, 40 hour training including sessions on dynamics of sexual assault, system response, working with survivors, etc. This would be counted as one (1) presentation.*

Section 3. Volunteer Involvement

All non-profits must complete this section. Report numbers for the agency as a whole, not just for the project funded by SAPCS-State for this section.

Section 4. Outcomes

This section reflects your approved outcomes and some information has been pre-filled by the OAG.

All Grantees are required to measure two outcomes. One outcome must be a Direct Service Outcome. Grantees were allowed to measure outcomes from the outcomes listed below:

Direct Service Outcomes:
Increase in knowledge and understanding of crime victims' rights.
Increase in knowledge of and access to community resources and services.

Professional Training Outcome:
Increase in knowledge and understanding of crime victims' rights.

Community Education Outcome:
Increase in knowledge of and access to community resources and services.

Measuring Outcomes

Collecting information on outcomes involves asking victims, service providers or others to tell you whether, what type and how much impact your program or services have made on victims and their families.

In order to determine if your program is impacting individuals in a specific and positive way, you need to find a way to determine that a positive change is occurring for the individual in the area of services provided. You can identify change through observation of individual's behavior as well as by asking individuals if they feel different (i.e., more confident) or they believe they have changed (i.e., "I know more now...").

Some examples of how to measure outcomes are: surveys, self-reporting measures, and observational methods that focus on the impact of a service.

Reporting Outcome Measures

The outcomes being measured have been pre-filled with information from your application; if any changes are necessary contact your grant manager to discuss.

The following information needs to be entered for each outcome being measured:

Outcome Instrument – Report the method used to measure each outcome. The cell is located to the right of the “Outcome” heading. Examples of how to measure outcomes are; Surveys, self-reporting measures, and observation.

Target Level % – Fill in the desired target level percentage for each outcome being measured. The target level is the percentage of individuals you aim to have report the desired outcome.

Number of Instruments given to Individuals – If applicable; report the number of instruments given to individuals, i.e. survey. If a method other than survey was used to measure outcomes and the data cannot be reported in “instruments given”, such as observation, leave this cell blank.

Number of Instruments Completed by Individuals – Report the number of instruments completed by individuals. If there was not an instrument given to individuals, for example surveys, you should report the number of individuals that were measured through other methods, such as observation or self reporting.

Individuals Reporting the Desired Outcome – Report the number of individuals who reported the desired outcome from the number of individuals that were measured.

Outcome Narrative – If necessary, describe in detail in the “Outcome Narrative” what tool/method was used to measure the outcome. Any additional information may be included in the “Outcome Narrative.”

With this information the performance level (%) will be auto-calculated. The performance level is the percentage of individuals reporting the desired outcome out of the number of individuals completing the instrument.

Performance Level Example:
12 surveys are handed out, 10 are completed and returned. Out of the 10 surveys completed and returned, 8 demonstrate the desired outcome. To calculate: 8 ÷ 10 = .80 or 80%. Therefore, the performance level would be 80% for the Performance Report that month.

Section 5. Grant Related Activities During the Reporting Period

The data and numbers provided in the rest of this report cannot fully illustrate all of the work achieved through your SAPCS-State project. To give a fuller picture of the additional work performed through this grant, report meetings (internal to your agency or with community representatives), community collaborations on victim service-related projects, or other activities that support the SAPCS-State project.

Section 6. Successes During the Reporting Period

Use this section to describe any successes you had with regard to meeting your goals, objectives, and targets.

Section 7. Challenges You Encountered During the Reporting Period

Use this section to explain any issues that made it difficult or challenging for you to meet your goals, objectives, and targets. This might include difficulties in hiring staff, purchasing equipment, etc. Also include any actions you took to overcome these challenges.

Section 8. Program Impact Narratives

This is qualitative information that can be conveyed to those interested in knowing what impact the program is having on victims and their families.

Use this section to include at least one narrative per quarter about a client who staff on the grant helped, or services your agency provided with SAPCS-State funds that made a difference in someone's life.

You can also include stories about ways in which your program is making a difference in the community such as changes in policies, protocols, cooperation and/or awareness.

Do not use more space than is provided. These summaries are instrumental in demonstrating the importance of grant-funded services provided to victims to aid in their recovery.

Also, mail or email copies of any letters from victims or newspaper clippings about your program that you would like to share with the OAG. (Be sure to include your contract number on any documents sent.)

Section 9. Description of Training and Outreach

This is qualitative information that can be conveyed to those interested in knowing the number of participants reached through training and outreach presentations, the physical space used to hold the training or outreach (high school gymnasium, civic center, teacher's lounge, etc.), audience type (teachers, parent groups, high school youth groups, professional organizations) and topics covered (date-rape drugs, sexual harassment prevention, self-esteem, healthy relationships, etc).

Use this section to include at least one narrative per quarter to explain training or outreach your agency provided with SAPCS-State funds.

Section 10. Key Personnel

Describe any changes in key personnel that may have occurred during the reporting period.

Section 11. Positions Left Vacant

If applicable, explain any grant-funded positions left vacant for more than three months, and what is being done to fill the position.

Section 12. Data Verification

The Grant Contact or Authorized Official must review and approve the accuracy of the data in the Performance Report before submitting it to the OAG. One of these two individuals must type her or his initials and the date the report was reviewed to indicate the appropriate review was completed.

III. DEFINITIONS

Direct Victim Services – are defined as providing the following activities:

- Assistance with Crime Victims' Compensation
- Assistance with Texas VINE
- Information and Referral
- Accompaniment (Criminal Justice, Law Enforcement, Medical)
- Crisis Intervention
- Individual Counseling
- Groups (Support, Therapeutic)
- Peer Support Services
- Assistance with Victim Impact Panels
- Assistance with Victim Impact Statements
- Lodging
- Transportation
- Telephone Services/ Hotline

Assistance with Crime Victims' Compensation – is assistance provided to a victim explaining Crime Victims' Compensation (CVC) forms and processes and/or completing the appropriate forms. Providing general information on CVC should be counted under "Information and Referral."

Assistance with Texas VINE – is assistance provided to a victim explaining Texas VINE and/or registering or accessing information. Providing general information on Texas VINE should be counted under "Information and Referral."

Information and Referral – refers to all forms of contact with victims in which services and available support (provided by the Applicant or the community) are identified and/or offered. This includes general information provided to victims on the Crime Victims' Compensation (CVC) program, victim rights, Texas VINE program, the Victim Impact Statement (VIS), and issues related to victimization. Information and Referral does not include Assistance with Crime Victims' Compensation, Texas VINE or Victim Impact Statements, these should be included in their specific categories.

Accompaniment

> **Criminal Justice Accompaniment –** is support provided to a victim while that victim is participating in the criminal justice system. The law enforcement and medical accompaniment are listed separately.
>
> **Law Enforcement Accompaniment –** is support provided to a victim while that victim is interacting with a law enforcement agency.
>
> **Medical Accompaniment –** is support provided to a victim while receiving services at a medical facility. A minimum of 45 minutes must be spent with the victim.

Counseling/Therapy

Crisis Intervention – is assistance provided to a victim to reduce stress and provide immediate, short-term support to reduce the impact of the crime.

Individual Counseling – is provided to a victim face-to-face by a licensed professional and uses one-on-one psychological and/or therapeutic methods of treatment for a minimum of 45 minutes.

Support Groups – are groups for victims led by trained staff, volunteers or peer facilitators covering educational material or issues brought up by the group.

Therapeutic Groups – are groups facilitated by a licensed professional and includes therapeutic/counseling and/or psycho-educational content for victims.

Peer Support Services – is one-on-one peer support provided by trained staff and/or volunteers to increase client functionality and facilitate empowerment in meeting his/her physical, medical, legal, and or psychological needs.

Assistance with Victim Impact Panels – is assistance provided to a victim to prepare a victim to present on a Victim Impact Panel.

Assistance with Victim Impact Statements – is assistance provided to a victim explaining the Victim Impact Statement and/or completing the appropriate forms. Providing general information on Victim Impact Statements should be counted under “Information and Referral.”

Face-to-Face – services provided in person, as opposed to via telephone or in writing.

Key Personnel – may include, but are not limited to, Authorized Official, Grant Contact Person, Board President, Executive Director (ED), Chief Executive Office (CEO), Chief Financial Officer (CFO), County Auditor, and/ or Program Director.

Lodging – is arranging and/or providing lodging for a victim.

Telephone Services

Hotline Calls from or about Victims of Sexual Assault – is an <u>incoming</u> telephone call seeking information and assistance regarding sexual assault without enough information given by the caller to open an ITS intake and create a client record.

Crisis Intervention (by telephone) – is an <u>outgoing</u> telephone call from a trained staff person or volunteer that can be tied to a sexual assault client.

Sexual Assault Hotline Call – is an <u>incoming</u> telephone call to a trained staff person, volunteer that can be tied to a sexual assault client.

Transportation – is arranging and/or providing transportation for a victim for planned activities to one or more destinations in a single trip, or to an unplanned or crisis situation to or from locations such as medical facilities, shelters, or police stations.

Victim Services Training (Professional Training, Structured Education and Volunteer Training) – is training provided to professionals and volunteers to improve their ability to inform victims of their rights, to assist victims in their recovery, or to establish a continuum of care for victims.

> **Professional Training –** training about sexual assault provided by trained staff or volunteers designed to impact the skills of professionals interacting with victims/survivors. These professional groups may include, but are not limited to: 1) law enforcement; 2) medical professionals; 3) the judiciary; 4) district attorneys; 5) clergy; and 6) teachers.
>
> **Structured Education –** is a curriculum delivered by trained staff or volunteers to provide age and culturally appropriate presentations about sexual assault to groups of students in grades kindergarten through twelve and post-secondary/college. These presentations are delivered in the context of a system that serves this student population. These systems include, but are not limited to: 1) school systems; 2) social and service organizations; and 3) religious organizations. Curriculum-based presentations made to adults working with the indicated population may also be counted as structured education.
>
> **Volunteer Training –** training about sexual assault provided by trained staff or volunteers designed to impact the skills of volunteers interacting with victims/survivors.

Outreach or Community Education – is a presentation that educates and informs the general public or specific groups to help identify victims of crime who might not otherwise be reached and provide or refer them to needed services.