



ATTORNEY GENERAL OF TEXAS
GREG ABBOTT

**OVAG/VCLG
Performance Reporting
FY2012**

Grants Administration Division



Performance Reporting - Purpose

- ▶ Standardize grant performance data
- ▶ Assess technical assistance needs
- ▶ Provide ongoing feedback
- ▶ Identify “best practices”
- ▶ Reflect grantee progress
- ▶ Justification for funds



OAG Staff Review

- ▶ What are we looking for?
 - Completeness and accuracy
 - Achievement of established targets
 - Achievement of outcomes
 - Statistical anomalies
 - Program issues detailed in narrative
 - Program highlights
 - Justification for missing or incomplete data
 - Information involving changes to key personnel



Reporting Due Dates

- ▶ 1st Quarter: December 30, 2011
- ▶ 2nd Quarter: March 30, 2012
- ▶ 3rd Quarter: March 30, 2012
- ▶ 4th Quarter: March 30, 2012



Instructions for submission

- ▶ The following must appear in the subject line of the email:
 - Grant type
 - Grant number and
 - Reporting period (example subject line: “OVAG #1200000, 1st Quarter Performance Report”).

- ▶ Email the report to: OAG-Grants@oag.state.tx.us

- ▶ Questions regarding the contract and/or the performance report should be directed to your Grant Manager.



What to Report?

- ▶ The performance report should reflect data for OVAG/VCLG funded activities only.
- ▶ **Do report:** All victim services and activities being provided by OVAG/VCLG funded staff during their time on the grant, regardless of whether you have provided a target for that activity.
- ▶ **Do not report:** The total new victims served by the agency in your calculations. Only report the victims served by the grant-funded staff.



Performance Report Format

The FY2012 OVAG/VCLG Performance Report Excel document has four tabs, one tab for each reporting quarter.

Entering data for each quarter

To enter quarterly data, click on the appropriate tab located on the bottom left of the Microsoft Excel Spreadsheet.

Example: The 1st Quarter Tab will only allow reporting of 1st quarter data and narratives. To enter the first quarter data, click on the tab marked “1st Quarter” and enter the data on this tab. On the “1st Quarter” tab, the cells for 2nd, 3rd and 4th Quarters are locked and will not allow you to enter data.



Performance Report Format

Microsoft Excel - FY2012 Performance Report OVAG-VCLG

File Edit View Insert Format Tools Data Window Help Adobe PDF

Type a question for help

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y						
1	Section 1. Agency Information																														
2	Grant Number												OAG Grant-Funded Purpose Areas																		
3	Grant Name												<input type="checkbox"/> Direct Victim Services <input type="checkbox"/> Victim Services Training <input type="checkbox"/> Victim Assistance Community Education <input type="checkbox"/> Statewide Only: Victim Assistance Public Awareness																		
4	Person to Contact for Corrections																														
5	Contact's Phone Number for Corrections																														
6	Contact's Email Address for Corrections																														
7	Grant Contact																														
8	Authorized Official																														
9	Section 2. Direct Victim Services																														
10		FY2012 Projects 4 Targets	Sept. 2011	Oct. 2011	Nov. 2011	1st Qtr Total	1st Qtr %	Dec. 2011	Jan. 2012	Feb. 2012	2nd Qtr Total	2nd Qtr %	Mar. 2012	Apr. 2012	May 2012	3rd Qtr Total	3rd Qtr %	Jun. 2012	Jul. 2012	Aug. 2012	4th Qtr Total	4th Qtr %	YTD	YTD %							
11	Victims Served																														
12	New Victims Served	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			YTD																	
13	Continuing Victims	0			0			0			0			0			0														
14	Total Victims Served	0			0			0			0			0			0			0											
15	First Point of Contact with New Victims																														
16	Telephone	0			0			0			0			0			0			0			0								
17	In the Office	0			0			0			0			0			0			0			0								
18	In the Field	0			0			0			0			0			0			0			0								
19	Other	0			0			0			0			0			0			0			0								
20	Total First Point of Contact	0			0			0			0			0			0			0			0								
21	Demographics of New Victims																														
22	Gender of New Victims																														
23	Female	0			0			0			0			0			0			0			0								
24	Male	0			0			0			0			0			0			0			0								
25	Gender Unknown	0			0			0			0			0			0			0			0								
26	Total Number of New Victims Gender	0			0			0			0			0			0			0			0								
27	Age of New Victims																														
28	Age 17 or younger	0			0			0			0			0			0			0			0								
29	Age 18-64	0			0			0			0			0			0			0			0								
30	Age 65 and Older	0			0			0			0			0			0			0			0								
31	Age of Victim Unknown	0			0			0			0			0			0			0			0								
32	Total Number of New Victims Age Group	0			0			0			0			0			0			0			0								
33	Ethnicity of New Victims																														
34	Anglo (Non-Hispanic)	0			0			0			0			0			0			0			0								
35	African American (Non-Hispanic)	0			0			0			0			0			0			0			0								
36	Hispanic	0			0			0			0			0			0			0			0								
37	Asian/Pacific Islander	0			0			0			0			0			0			0			0								
38	American Indian/Native Alaskan	0			0			0			0			0			0			0			0								
39	Multi-Racial	0			0			0			0			0			0			0			0								
40	Other	0			0			0			0			0			0			0			0								
41	Ethnicity Unknown	0			0			0			0			0			0			0			0								
42	Total Number of New Victims Ethnicity	0			0			0			0			0			0			0			0								

1st Quarter 2nd Quarter 3rd Quarter 4th Quarter

Ready NUM



Section 1

Agency Information



Section 1: Agency Information

This information was pre-filled and protected by the OAG.

- ▶ Agency information
- ▶ Grant funded purpose areas
 - Direct Victim Services
 - Victim Services Training
 - Victim Assistance Community Education
 - Victim Assistance Public Awareness



Section 1: Changes to Agency Information

If you require a change to **Agency Information**, contact your Grant Manager. Additionally, grantees are required to notify the OAG of key personnel changes in the organization within ten (10) business days.

Submit the following to your Grant Manager:

- ▶ Name of new key personnel
- ▶ Title
- ▶ Contact address
- ▶ Phone and fax numbers
- ▶ Email address



Section 1: Changes to Agency Information

- ▶ **Authorized Official:** Submit the request in writing. The letter must be signed by the governing body, on grantee's letterhead, indicating the name of personnel change, title, contact address, phone and fax number and email address.
- ▶ **Grant Contact:** The **Authorized Official** must submit a request via email, fax or grantee letterhead to the Grant Manager.
- ▶ **Person to Contact for Corrections:** Name, email and phone number can be changed by the grantee directly on the form.



Section 2

Direct Victim Services



Section 2: Targets

▶ Targets

- 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.



Section 2: Victims Served

▶ **New Victims Served**

- Received no prior services from a grant-funded staff person during FY2012 (September 1, 2011-August 31, 2012).

▶ **Continuing Victims**

- Received at least one service from a grant-funded staff person for the month and who have also received at least one service from a grant-funded staff person in any previous month of FY2012.



Section 2: First Point of Contact

- ▶ First point of contact for delivery of services are conducted via:
 - Telephone
 - In office
 - In field
 - Other

- ▶ For example: When materials are sent from your organization to a victim for the first time:
 - That victim is counted as a new victim
 - That service is counted as **Information** and **Referral** provided to a victim



Section 2: Calculating New and Continuing Victims Served

- ▶ If all victims served are receiving services provided by your OVAG/VCLG program, the following examples are appropriate. If not all victims being served are receiving the services provided by your OVAG/VCLG program, outputs should be reported for services provided to victims during grant-funded staff time on the grant by whichever method your agency determines appropriate.

Reporting Formula

$$\frac{\text{\# Victims Served} \times \text{\% Staff Funded}}{\text{Number of Victims to Report}}$$



Section 2: Victims Served Examples

One Grant-Funded Staff:

- ▶ Advocate 25%
 - 30 new victims served

$$30 \times 25\% = 7.5$$

If percentage is not a whole number, round up!

8 = Total new victims



Section 2: Victims Served Examples

Multiple Grant Funded Staff:

- ▶ Advocate 25%
 - 35 new victims served
- ▶ Bilingual Advocate 30%
 - 45 new victims served

$$35 \times 25\% = 9$$

$$45 \times 30\% = 13.5 \text{ (round up)}$$

$$9 + 14 = 23$$

23 = Total new victims



Section 2: Calculating Services Provided

The target number for services should represent the number of victims that received a particular service, not the number of times a particular service was provided.

Reporting Formula

Victims that Received Services
x % Percent Funded
Number of Service Type to Report



Section 2: Services Provided Example

One Grant Funded Staff:

- ▶ Advocate 25%
 - 20 victims received Crisis Intervention Services

$$20 \times 25\% = 5$$

If percentage is not a whole number, round up!

5 = Total victims who received Crisis Intervention Services



Section 2: Services Provided Example

Multiple Grant Funded Staff:

- ▶ Advocate 25%
 - 20 victims received Crisis Intervention Services

- ▶ Bilingual Advocate 30%
 - 30 victims received Crisis Intervention Services

$$20 \times 25\% = 5$$

$$30 \times 30\% = 9$$

$$5 + 9 = 14$$

14 = Total victims who received Crisis Intervention Services



Section 3

Victim Services Professional Training



Section 3: Victim Services Professional Training

- ▶ Grantees only report training provided by grant-funded personnel.
- ▶ **Number of Training Sessions** – Report the total number of training sessions held by funded staff during the month. If a training session is counted for OVAG/VCLG it may not be counted for another funding source. The only exception is if the OVAG grantee also receives SAPCS-State funds and also enters information into ITS.
- ▶ **Individuals Trained** – Report the number of individuals who received professional training by grant-funded staff. Report individuals by the **Professional Training Categories** listed. If a training session is counted for OVAG/VCLG it may not be counted for another funding source. The only exception is if the OVAG grantee also receives SAPCS-State funds and also enters information into ITS.



Section 4

Outreach or Community Education



Section 4: Outreach or Community Education

- ▶ Grantees only report outreach or education provided by grant-funded personnel. If a presentation is counted for OVAG/VCLG it may not be counted for another funding source. The only exception is if the OVAG grantee also receives SAPCS-State funds and also enters information into ITS.
- ▶ Outreach or Community Education Presentations – Report the number of presentations given by grant-funded staff.
- ▶ Outreach or Community Education Participants – Report the number of individuals who received outreach or community education by grant-funded staff.



Section 4: Outreach or Community Education

- ▶ There are different ways to estimate the number participants in an outreach presentation.
 - **Example 1:** Count the number of chairs in the room where the presentation is given before the presentation starts. You count 200 chairs. Ask a friend to count the number of empty chairs during the middle of the presentation. If your friend counts 30 empty chairs, then report $200-30= 170$ outreach participants.
 - **Example 2:** The outreach event is held in the high school gymnasium for the 10th grade. Ask the person who keeps daily attendance records to let you know how many 10th graders were absent the day of the outreach presentation (45) as well as the number of students in the 10th grade (500). Subtract the number of absent 10th graders the day of your outreach presentation from the number of students enrolled in the 10th grade. $500-45 = 455$ outreach participants.



Section 4: Outreach or Community Education

- **Example 3:** Count the number of handouts you brought with you to the outreach presentation (750). Have a friend pass one out to each person as they enter the door of the facility where the outreach presentation is held. At the end of the presentation, count the number of handouts your friend has left (237). Subtract the number of handouts you have remaining after the outreach event from the number you brought with you. $750 - 237 = 513$ outreach participants.
- **Example 4:** Ask someone who knows the maximum occupancy of persons allowed by the fire code to fit in to the event space. If their answer is 5,000 and the room looks half empty, estimate 2,500 outreach participants.
 $5,000 / 2 = 2,500$ outreach participants.



Section 5

Public Awareness



Section 5: Public Awareness (Statewide Only)

- ▶ Only agencies receiving a Statewide grant can report on Public Awareness.
- ▶ Statewide grants are defined as those agencies that provide services to 6 or more COG regions.



Section 6

Volunteer Involvement



Section 6: Volunteer Involvement

- ▶ This section must be completed for all non profits.
- ▶ Volunteers must be used in some capacity to support the mission of the non profit organization.
- ▶ Report numbers for the Agency as a whole, not just for the project funded by OVAG/VCLG.



Section 7

Direct Service Outcomes



Section 7: Direct Service Outcomes

- ▶ Grantees selected **Outcomes** from those provided in the Application.
- ▶ **Two Required Outcomes** must be reported to the OAG.
- ▶ One Outcome must be a Direct Service Outcome if Direct Victim Services are provided.
 - Increase in knowledge and understanding of crime victims' rights.
 - Increase in knowledge and understanding of community resources and services.
- ▶ Grantees were allowed to select the second outcome.



Section 7: Measuring Outcomes -How to get started?

Measurement Instrument examples

- ▶ Survey
- ▶ Self report
- ▶ Alternate methods of collection like observation, pre-and post tests

The following is how data is collected and reported

- ▶ Number of surveys given to individuals
- ▶ Number of surveys completed by individual
- ▶ Number of individuals reporting the desired outcome



Section 7: Outcome Example using surveys

Outcome 1		State Outcome being measured here:	Increase in knowledge and understanding of crime victims' rights																
		State Outcome Instrument here:	Survey																
Target Level (%)	70%		<u>1st Quarter</u>	<u>2nd Quarter</u>	<u>3rd Quarter</u>	<u>4th Quarter</u>													
Number of Instruments Given to Individuals		500		0			0			0			0						
Number of Instruments Completed by individuals		400		0			0			0			0						
Individuals Reporting Desired Outcome		280		0			0			0			0						
Performance Level (%)		70%																	
Outcome Narrative:																			



Section 8

Grant Related Activities



Section 8: Grant-Related Activities

- ▶ Grantees report meetings (internal agency or with community representatives).
- ▶ Community collaborations on victim service-related projects.
- ▶ Other activities that support the OVAG/VCLG project.



Section 9

Successes During the Reporting Period



Section 9: Successes During the Reporting Period

- ▶ **NEW - Successes During the Reporting Period** is a new section for FY2012.
 - You can use this section to describe any successes you had with regard to meeting your goals, objectives and targets.



Section 10

Challenges



Section 10: Challenges Encountered During the Reporting Period

- ▶ Grantees provide justifications to explain any issues that made it difficult or challenging for them to meet their goals, objectives and targets.
- ▶ This might include gaps in reporting, difficulties in hiring staff, extended leave, staff turnover, natural disasters, etc.
 - For example, if there is no or little data available for a certain section due to a vacancy or timing of the school year (presentations numbers may be lower in the summer months), include this detailed information here. Your Grant Manager may follow up if additional information is needed.
- ▶ Also included are any actions to overcome these challenges.



Section 11

Program Impact Narrative



Section 11: Program Impact Narratives

- ▶ Report at least one narrative per quarter about a client who grant funded staff has helped, or services your agency provided with OVAG/VCLG funds that made a difference in someone's life.
- ▶ Also include ways in which the grantee's program is making a difference in the community (i.e., changes in policies, protocols, cooperation and/or awareness).



Section 12

Key Personnel



Section 12: Key Personnel

- ▶ Describe any changes in key personnel that may have occurred during the reporting period.
 - For example, this would include vacancies for grant-funded positions, changes in Authorized Officials, Grant Contacts, etc.
- ▶ Grantees must also notify their Grant Manager within ten (10) business days of any change in key personnel.



Section 13

Positions Left Vacant



Section 13: 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 14

Data Verification



Section 14: 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.
- ▶ The initials and the date the report was reviewed indicates to the OAG that the appropriate review was completed.



Thank You!

- ▶ Please note that additional detail can be found in the FY 2012 OVAG/VCLG Performance Report Instructions. If you need any further information, contact your Grant Manager.



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