

FY2009
Performance Report Instructions
for
Other Victim Assistance Grant (OVAG)
and
Victim Coordinator and Liaison Grant (VCLG)
Programs

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I. General Instructions

The Performance Report Form is to be used to report only the activities funded by either the Other Victim Assistance Grant (OVAG) or Victim Coordinator and Liaison Grant (VCLG) Program. Do not send information based on your agency as a whole (except for Section 6, Volunteer Involvement). The totals for Section 2, with the exception of “Services for Total Victims Served”, 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, and Outcomes being measured based on information submitted in your target spreadsheet. Email your grant manager directly to discuss necessary changes to this information.

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 OVAG or VCLG Grantee Contract). For FY2009, quarterly statistical reports are due on or before:
 - 1st Quarter – December 30, 2008
 - 2nd Quarter – March 30, 2009
 - 3rd Quarter – June 30, 2009
 - 4th Quarter – September 30, 2009
- The following must appear in the subject line of the email: your grant type (either OVAG or VCLG), your grant number and the reporting period (example subject line: “OVAG #0800000, 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.

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 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 target information submitted on your target spreadsheet and has been pre-filled by the OAG.

Subsection “Victims Served”– see “How to Report”, beginning on page 5, for information on how to count victims.

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Subsection “Demographics of New Victims” – report for new victims only. If demographic information such as age, gender and/or ethnicity are unknown, categories for unknown have been provided and should be used so that the totals for each demographic subsection total the number of New Victims Served. Only choose Persons with Disabilities if the disability is observable or if the information is offered by the victim.

Subsection “Type of Victimization of New Victims” – report for new victims only. Limit of one type of victimization for each victim. Since only one type of victimization is reported for each new victim, the total number should be equal to the number of “New Victims Served” from Section 2 under “Victims Served.”

If a new victim has more than one type of victimization, it is contingent upon the reporting agency to decide which type to report for each victim. We suggest that the ‘primary’ type be chosen. How the primary type is determined is up to the reporting agency, and may be considered primary because it is the most ‘severe’ type reported, the type originally presented by the victim, or any criteria the agency decides upon, but the method of reporting should be consistent throughout the grant year.

Subsection “Total Victims Served by Type of Service” - the numbers should represent 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 **once** in a month per victim regardless of how many times a service is provided. For example, if a victim is given Information and Referral several times in one month, Crisis Intervention twice and Victim Advocacy once, all during the calendar month, all three 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.

Section 3. Victim Services Professional Training

This section reflects target information, if applicable, submitted on your target spreadsheet and has been pre-filled by the OAG. **Report total number of training sessions provided each month. Also, provide numbers of individuals who attended training.**

Section 4. Outreach or Community Education

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/events each month. Also provide number of individuals who attended presentations/events.**

Section 5. Victim Assistance Public Awareness Campaign (Statewide Only)

This section applies to Statewide Grantees only and reflects target information, if applicable, submitted on your target spreadsheet and has been pre-filled by the OAG. **Report numbers of products/activities and written materials distributed.**

Section 6. Volunteer Involvement

All non-profits must complete this section. **Report numbers for the agency as a whole, not just for the project funded by OVAG/VCLG for this section.**

Section 7. Direct Service Outcomes

This section reflects information from your target spreadsheet and has been pre-filled by the OAG.

All Grantees are required to measure two outcomes. In addition to the two required outcomes, all Grantees have the option to report on one additional outcome. The outcome being measured has been pre-filled with information from your target spreadsheet; if any changes are necessary contact your grant manager to discuss. Please be sure to enter the Outcome Instrument in the cell allocated for this, to the right of the “Outcome” heading. The target level percentage will also be pre-filled with the information from your target spreadsheet regarding what outcome % is desired. Please enter, if applicable, the following information: the number of victims offered the instrument, the number of victims completing the instrument, and the number of victims demonstrating the desired outcome. With this information the performance level (%) will be auto-calculated. Any additional information may be included in the “Outcome Narrative”.

The target level is the percentage of victims you aim to have report the desired outcome.

The performance level is the percentage of victims reporting the desired outcome out of the number of victims 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: $8 \div 10 = .80$ or 80%. Therefore, the performance level would be 80% for the Performance Report that month.

If surveys are not used, enter the data for the instrument used. Describe in detail in the “Outcome Narrative” what tool/method was used to measure the outcome.

Section 8. 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 OVAG/VCLG 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 OVAG/VCLG project.

Section 9. 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 (or anticipate) to overcome these challenges.

Section 10. Program Impact Narratives - Required

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 OVAG/VCLG 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 11. 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.

II. How to Report

The Performance Report is a reflection of your progress toward accomplishing the work proposed in your grant application. **Do report:** only the type of victims and activities described in your application and provided by OVAG/VCLG funded staff. **Do not report:** victims or activities not described in your application. **Note** – if OVAG/VCLG-funded staff are performing a significant amount of work outside the scope of what was proposed in your grant application during the work time funded by OVAG/VCLG, contact your grant manager to discuss how to realign the work with the scope of what was approved and funded by the OAG.

The Performance Report should reflect data for OVAG/VCLG funded activities only. **DO NOT USE THE TOTAL NEW VICTIMS SERVED BY THE AGENCY IN YOUR CALCULATIONS. ONLY USE THE VICTIMS SERVED BY THE GRANT-FUNDED STAFF.**

NEW Report the number of victims receiving a service, not the number of times a service is provided. For example: When the first contact with a victim is materials sent from your organization (i.e. brochures, information, CVC application): a) that victim is counted as a new victim, and b) those materials are counted as Information and Referral provided to a victim.

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Victims Served

There are two different categories of Victims Served, and it is important to ensure that they are reported correctly in the proper category. These are defined as follows:

New Victims Served - Received no prior services for any reason from a funded staff person during Fiscal Year 2009 (September 2008-August 2009).

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 FY09.

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 2008, ALL victims served by an OVAG/VCLG-funded staff person should be counted as “New” the first time they receive services in the Fiscal Year (September 1, 2008 to August 31, 2009). This includes victims both directly and indirectly impacted by the crime (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 crimes. The Demographic and Type of Victimization Sections will be completed for New Victims only.

Note – in Section 2 the “Total” cells will turn red if the totals are greater or less than the “Total Victims Served” number.

Calculation Instructions and Examples

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) Staff Funded Member served by the percentage of salary funded for that position.

Example: An Advocate funded by OVAG at 25% serves 30 new victims in one month. To calculate: $30 \times 25\% = 8$ 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.

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Example: An Advocate funded by OVAG at 25% served 35 new victims and Counselor funded by OVAG at 30% served 45 new victims in one month. To calculate:

35 new victims x 25% Advocate= 9
+45 new victims x 30% Counselor= 13.5 (round up to 14)
23 New Victims Served for that month.

Continuing Victims Served – One Staff Funded

Calculate the number of **Continuing Victims Served** for this Report by multiplying the total number of **Continuing Victims Served** that the One Staff Funded Member served by the percentage of salary funded for that position.

Example: An Advocate funded by OVAG at 25% serves 60 continuing victims in one month. To calculate: $60 \times 25\% = 16$ Continuing Victims Served for the Performance Report that month.

Continuing Victims Served – Multiple 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 OVAG at 25% served 45 continuing victims in one month and Counselor funded by OVAG at 30% served 50 continuing 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.

Type of Victimization of New Victims:

It is important to remember that the reporting for this section is limited to only **one** type of victimization per new victim per month. If a victim presents with more than one type of victimization, only the ***primary type*** should be reported.

Total Victims Served by Type of Service

This section should represent the number of victims that received a particular service, not the number of times a particular service was provided. Victims may have more than one type of

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service provided to them, but each of these services is reported only once per month, regardless of how many times it is provided during that month, hence the numbers reported will represent the number of victims served (both new and continuing) that received a particular service, not the number of times a particular service was 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.**

Direct 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 OVAG at 25% provides Crisis Intervention to 20 victims. To calculate: $20 \text{ victims} \times 25\% = 5 \text{ Victims Received Crisis Intervention Services}$ for the Performance Report that month.

Direct 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 OVAG at 25% provided Crisis Intervention Services to 20 victims and a Counselor funded by OVAG at 30% provided Crisis Intervention Services to 30 victims in one month. To calculate:

$20 \text{ victims received Crisis Intervention (Advocate)} \times 25\% = 5$
 $+30 \text{ victims received Crisis Intervention (Counselor)} \times 30\% = 9$

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 OVAG at 25% provided Crisis Intervention Services to 20 victims and a Counselor funded by OVAG at 30% provided Crisis Intervention Services to 30 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: (Counselor counts “joint” victims)

$20 \text{ victims received Crisis Intervention (Advocate)} \times 25\% = 5$
 $+25 \text{ victims received Crisis Intervention (Counselor)} \times 30\% = 7.5 \text{ (round to 8)}$

13 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 OVAG at 25% provided Crisis Intervention Services to 20 victims and a Counselor funded by OVAG at 30% provided Crisis Intervention Services to 30 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 3 victims, Counselor: 2)

$17 \text{ victims received Crisis Intervention (Advocate)} \times 25\% = 4.25 \text{ (round to 5)}$

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+28 victims received Crisis Intervention (Counselor)x 30% = 8.4(round to 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 OVAG at 25% provided Crisis Intervention Services to 20 victims and a Counselor funded by OVAG at 30% provided Crisis Intervention Services to 30 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 OAG Funded Staff for the Performance Report that month.

Victim Services Professional Training

- **Individuals Trained** – Report the number of individuals who received Professional Training by grant funded staff. Except for SAPCS-State Grantees who enter data into ITS, if an individual is counted as receiving OVAG/VCLG training they may not also be counted for another funding source.
- **Number of Training Sessions** – the total number of training sessions held by funded staff during the month. Except for SAPCS-State Grantees who enter data into ITS, if a training session is counted for OVAG/VCLG it may not be counted for another funding source.

Outreach or Community Education

- **Outreach/Community Ed. Presentations** – Report the number of presentations given by grant funded staff. Except for SAPCS-State Grantees who enter data into ITS, if a presentation is counted for OVAG/VCLG, it may not be counted for another funding source.
- **Outreach/Community Ed. Participants** – Report the number of individuals who received Outreach/Community Education by grant funded staff. Except for SAPCS-State Grantees who enter data into ITS, if an individual is counted as receiving OVAG/VCLG Outreach/Community Education they may not also be counted for another funding source.
- **Informational Fairs** – Report the number of Informational Fairs in which grant funded staff participate.

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- **Informational Fairs Participants** – Enter the number of attendees at the Fair. The Report will automatically calculate 25% of the attendees at the fair to be counted for OVAG/VCLG.

Appendix I. Definitions

Accompaniment

Criminal Justice Accompaniment – is support provided to a victim while that victim is participating in the criminal justice system. Only count one instance of accompaniment per victim per day. 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. Only count one instance of accompaniment per victim per day.

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; only count one instance of accompaniment per victim per day.

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."

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."

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, increase client functionality and facilitate immediate empowerment in meeting her/his physical, medical, legal and/or psychological needs.

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.

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

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)
- Assistance with Victim Impact Panels
- Assistance with Victim Impact Statements
- Emergency Funds
- Follow up with Victim
- Legal Assistance
- Lodging
- Transportation
- Victim Advocacy

Emergency Funds – are funds that the Applicant will provide directly to victims for items needed immediately following a crime and that would not otherwise be paid for by the Crime Victim Compensation Fund.

Follow-up with Victim – in person, telephone or written communication, initiated by the advocate that occurs as a follow-up to an initial meeting with the victim—to provide or offer services such as emotional support, empathetic listening and checking on progress.

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.

Legal Assistance – refers to assistance provided to a victim with criminal or civil legal issues, including, but not limited to, completing and/or filing of temporary restraining orders, injunctions, other protective orders, elder abuse or child abuse petitions. Legal assistance does not include activities solely for the prosecution of an offender, such as witness coordination, expert witness fees, or prosecutor salaries.

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

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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.

- Informational Fairs (Health Fairs, State Fairs, etc)

Public Awareness Campaign – is a coordinated series of public service announcements, articles, press events and/or other activities designed to connect crime victims to services for the purpose of supporting or assisting in their recovery.

- Hard Media (Newspapers, Billboards, etc)
- Electronic Media (TV and Radio, etc)
- Written Materials (Brochures, Flyers, Posters, etc)

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 Advocacy – assistance and advocacy provided on behalf of victims to a third party. Victim Advocacy includes phone calls or in-person visits to a law enforcement, criminal justice or other agency to gain information on behalf of the victim, assist the victim in securing his or her rights, remedies and services from other agencies, intervention with employers, following-up on CVC claims filed, assisting with other agencies that may provide non-criminal justice related services for victims such as job training. Victim Advocacy does not include any legal filings – see “Legal Assistance.”

Victim Services 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.

- Law enforcement (Police Departments, Sheriff’s Offices, Constable’s Offices, etc)
- Prosecution/ Judicial (County Attorneys, District Attorneys, etc)
- Medical (Doctors, Nurses, etc)