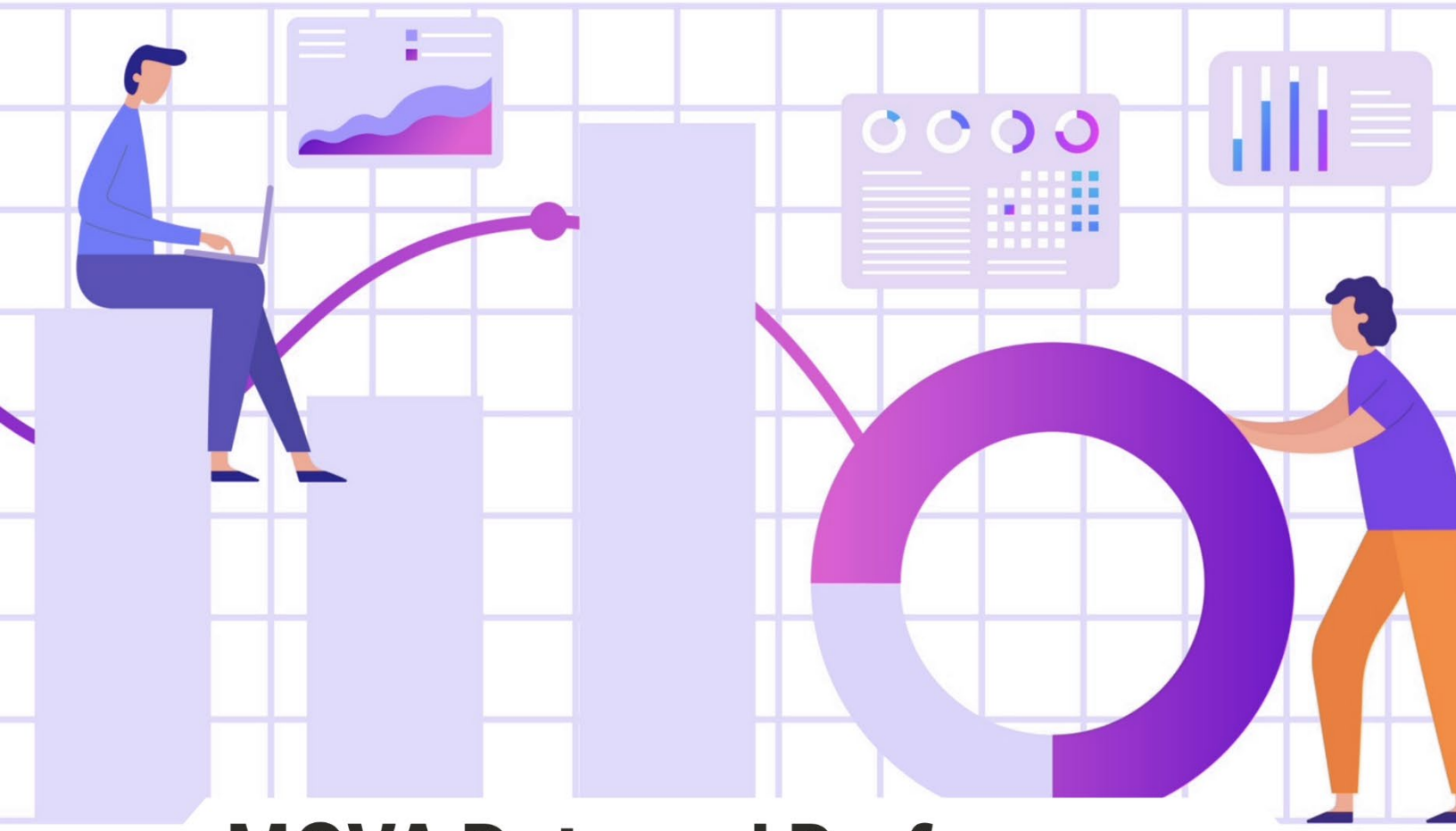


MOVA Data and Performance Reporting Guide

Massachusetts Office For Victim Assistance

MOVA

Victim & Witness Assistance Board

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This guide has been adapted from resources published by Office for Victims of Crime including the Performance Measure Dictionary and Terminology Resource, Victim Assistance Prorating Strategies for Subgrantees, and the Victim Assistance Performance Management Welcome Guide. Definitions in appendices have also been adapted from materials created by Georgia Statistical Analysis Center. Additional sources will be cited throughout the guide.

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Introduction

Overview of Performance Measurement at MOVA

The purpose of this document is to help organizations who receive MOVA-administered grants (grantees) with data collection efforts and ensure they are tracking accurate performance measure data. This guide will outline what grantees need to know about data reporting requirements when receiving a MOVA-administered grant.

Performance measurement for MOVA-administered grants have three components:

- The Logic Model *(optional)*
- The Subgrant Award Report (SAR)
- The Outcome Measurement Tool (OMT)

Logic Model	The Subgrant Award Report (SAR)	The Outcome Measurement Tool (OMT)
• Completed once during contracting period and/or contracting (when required) • Grantees outline grant activites, benefitting populations and desired short and long term outcomes • Used to create measures for the OMT	• Reported annually at the begining of the contract period • The SAR collects information about organization type, service capacity, award amounts, and service areas. • Completed on eGrants	• Reported quarterly • Grantees report data about the people served and the services provided with thier MOVA-administed awards. • Completed on eGrants

Why are Performance Measures Necessary?

According to the Office of Justice Programs (OJP), "Performance measurement is the regular collection of data to assess whether the correct processes are being performed and the desired results are being achieved. It is a way for you to know how your grant is progressing in meeting its goals and objectives as outlined in your application" (https://www.ojp.gov).

Grantees can also utilize the data they collect and report to MOVA for other purposes:

- Share successes and accomplishments with staff
- Use for external engagement opportunities
- Promote services on social media
- Write annual reports for stakeholders
- Examine effectiveness of services

Grantees Roles and Responsibilities

How can grantees ensure performance measure data is consistent, comprehensive, complete, and correct? Consider creating a performance management plan or written data collection policy that all staff can refer to when collecting and reporting data. Grantees should make performance measures a part of a larger performance management plan. These plans are not static but living documents that serve as a point of collaboration and transparency between administering agencies and grantees.

Grantees Roles and Responsibilities:

Collect – Know organization capabilities to securely create, save, and access a system to capture data. Designate points of contact to oversee data collection and reporting:



- *Understand* what data is reported to MOVA and how this data fits into your organization's data collection processes.
- *Create consistency* in how measures are defined for the program and document processes.
- *Identify* individuals who collect, track, and report performance measure data.
- *Track* all required datapoints for MOVA performance reporting.
- *Maintain* documentation of the processes to collect data and on individuals served and services provided to support performance measure data reported. Adequate documentation will allow MOVA to validate performance data during routine monitoring.



- *Know due dates.* Keep a look out for due date reminders from MOVA and make sure any new staff at your organization know the due dates. Alert MOVA of new staff who should be added to the data message list to stay updated on reporting deadlines.

Report – Understand reporting requirements:



- *Gain knowledge* of reporting platforms. Ensure you have access to the most up to date version of the required performance report and understand the submission process.
- *Submit Reports.* Double check your data for errors and submit in a timely manner.

Analyze – Review reports so performance measure data is accurate, reliable, and valid:

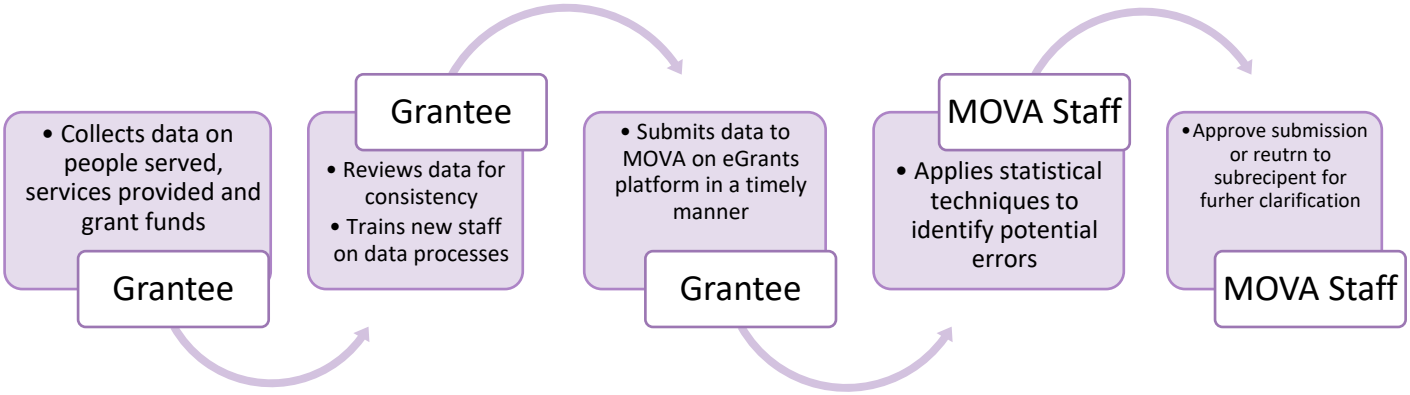


- *Clarify and update* data in response to any inquiries from MOVA.
- *Showcase your work* using your performance data on individuals served and services provided to support program sustainability or access additional funding. You can always reach out to MOVA if you'd like help interpreting your data or want ideas to showcase your data.

MOVA Roles and Responsibilities:

MOVA staff members, including your Program Coordinator, Data Manager and Data Specialist, perform the following activities related to performance measure data:

- Ensure grantees data entry is completed by federal and state mandated deadlines.
- Review grantee reported data on the Outcome Measurement Tool for quality and accuracy.
- Approve Goals & Outcome measurements set by grantee in the Outcome Measurements Tool.
- Ensure the Subgrant Award Report (SAR) is up to date and accurate for grantees records.
- Submit grantee reported data to federal and state reporting systems as necessary.
- Provide resources for training and technical assistance as needed.



The Logic Model

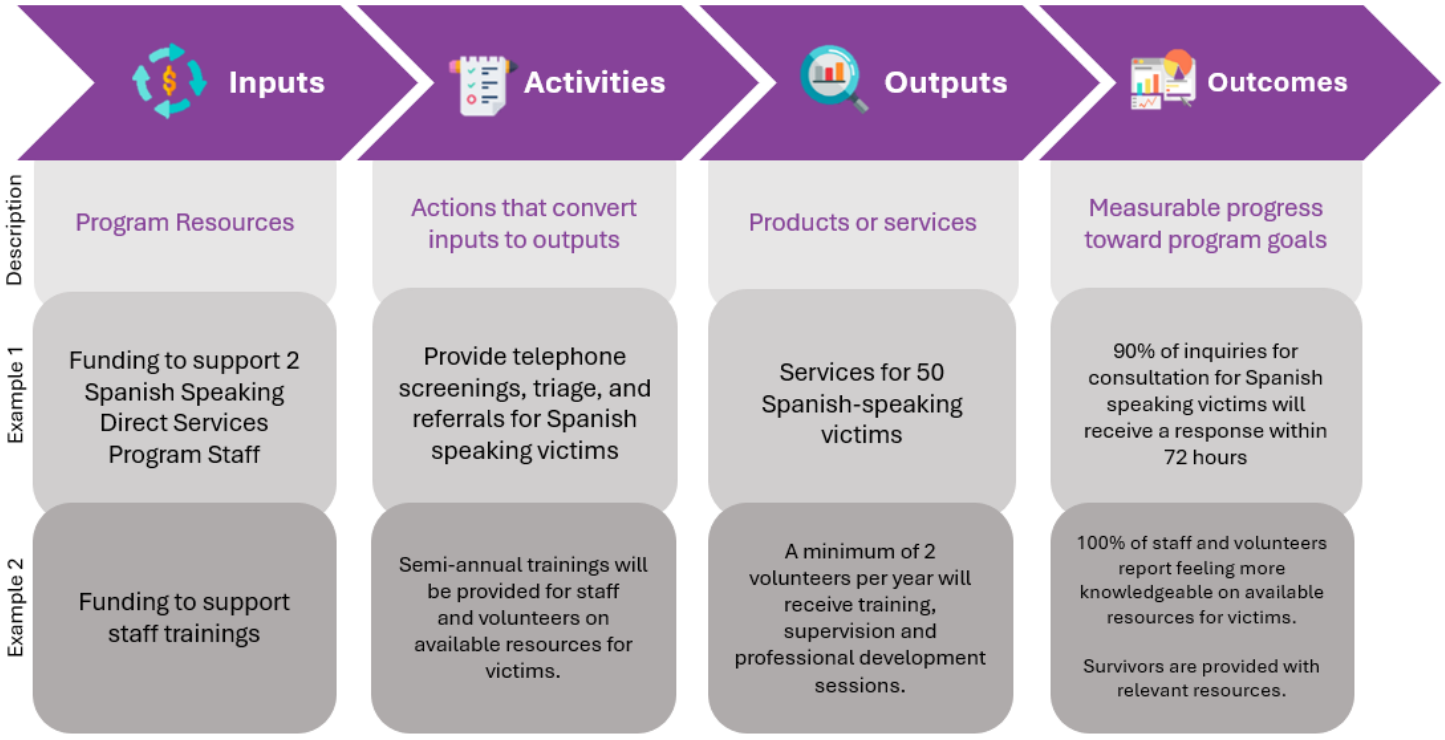
Grantees may utilize logic models to provide a clear depiction of the services, activities, intended goals, and impact of a funded grant. Logic models can also be a helpful guide for performance measurement. When required, logic models are usually completed and submitted at the time of grant application. All MOVA grant applications will specify whether a logic model is required. Taking the time to write a thorough logic model will assist in goals and outcomes setting throughout the performance period. A logic model should be:

- A depiction of the funded program showing what the program will do and what it will be accomplishing.
- A series of “if-then” relationships that, if implemented as intended, lead to the desired outcomes
- The core of program planning and evaluation

A standard logic model consists of four parts:

- **Inputs** are made up of resources that are being invested in the program, such as funding, staff, and new technology.
- **Activities** convert inputs to outputs resulting in measurable progress toward the program's goal. Activities are the actions or events that are performed with the resources provided, such as hiring advocates, providing support groups, creating survivor networks, and suppling food, shelter, or other items.
- **Outputs** describe countable products and services that result from the activities and who will be included in them, such as the survivors who attend support groups or professionals that are trained.
- **Projected Outcomes** are both short- and long-term changes in behavior or knowledge as a result of the program. Short term outcomes are immediate, measurable results of the activity that are typically presented in less than two years and long-term outcomes are intended program results in the future (i.e., four to five years, or more).

The figure below shows a Logic Model example:



The SAR Report

Before grantees begin reporting data at the beginning of their performance period, a Subgrant Award Report (SAR) must be completed. The SAR lets MOVA and funders know grantee organization type, grantee service capacity, subaward amounts, and grantee service areas to respond to different types of priority categories.

MOVA will distribute the SAR to grantees shortly after the beginning of a performance period. The SAR is completed once per performance period via eGrants. You will receive communication when the SAR is open. One SAR will be completed for each MOVA-administered grant. Grantees that have more than one MOVA-administered grant must complete a SAR for each grant. Grantees will be required to complete and submit the SAR to MOVA by the specified deadline. MOVA will utilize the submitted SARs for state and federal reporting purposes.

Components of a SAR:

Part 1 – Priority Categories

Report the portions of the subaward amount intended for use for each priority category. You will submit to MOVA what percentage of your grant funding you anticipate allocating to the below priority categories. Do not include match funds. *For formal definitions and examples, please refer to Appendix B*.

- **Child Abuse**[1]
- **Domestic and Family Violence**[2]
- **Sexual Assault**[3]
- **Underserved**[4]

[1] This may include physical abuse that is nonaccidental physical injury (ranging from minor bruises to severe fractures or death) as a result of punching, beating, kicking, biting, shaking, throwing, stabbing, choking, hitting (with a hand, stick, strap, or other object), burning, or otherwise harming a child, that is inflicted by a parent, caregiver, or other person. Such injury is considered abuse regardless of whether the caregiver intended to hurt the child. This may include activities such as fondling a child's genitals, penetration, incest, rape, sodomy, indecent exposure, and exploitation through prostitution by a parent, caregiver, or other person. Includes teen sexual assault. *(OVC Performance Measure Dictionary and Terminology Resource)*

[2] A crime in which there is a past or present familial, household, or other intimate relationship between the victim and the offender, including spouses, ex-spouses, boyfriends and girlfriends, ex-boyfriends and ex-girlfriends, and any family members or persons residing in the same household as the victim. Involves a pattern of abusive behavior in any relationship that is used by one partner to gain or maintain power and control over another intimate partner. Domestic violence can be physical, sexual, emotional, economic, or psychological actions or threats of actions that influence another person. This includes any behaviors that intimidate, manipulate, humiliate, isolate, frighten, terrorize, coerce, threaten, blame, hurt, injure, or wound someone. *(OVC Performance Measure Dictionary and Terminology Resource)*

[3] Includes a wide range of victimizations; crimes that include attacks or attempted attacks generally involving unwanted sexual contact between victim and offender. Sexual assaults may or may not involve force and include such things as grabbing, fondling, and verbal threats. Also included is rape, which is defined as penetration, no matter how slight, of the vagina or anus with any body part or object, or oral penetration of a sex organ by another person, without the consent of the victim; may also include penetration of the mouth by a sex organ by another person. Note: child sexual assault/abuse should be included in Child Abuse priority category. *(OVC Performance Measure Dictionary and Terminology Resource)*

[4] According to the preamble to the VOCA Final Rule: "Underserved victims may differ between jurisdictions, but some examples of victim populations often underserved at the time of this rulemaking may include, but are not limited to, DUI/DWI victims; survivors of homicide victims; American Indian/Alaskan Native victims in certain jurisdictions with insufficient victim service resources; victims of physical assault; adults molested as children; victims of elder abuse; victims of hate and bias crimes; victims of kidnapping; child victims and adult survivors of child pornography; child victims of sex trafficking; victims of violent crime in high crime areas; LGBTQ victims; victims of federal crimes, victims of robbery; and victims of gang violence." (Victims of Crime Act (VOCA) Victim Assistance Program Rule)

- **MOVA's underserved funding priorities include, but are not limited to:**
  - Culturally specific populations
  - Survivors of homicide victims
  - Persons with disabilities
  - LGBTQIA2+ victims

You will also be asked if you offer specialized services designed for any of the above identified underserved populations. If so, you will be asked what percentage of your grant is dedicated to those specific services.

Part 2 – Service Areas

Report the counties and towns that make up the primary service area of the funded program or project. Primary service areas should reflect the areas where the majority of the individuals served under the grant are from. If grantees select Statewide, they should actively be providing services in all counties across the state.

Part 3 – Match

If match is included in your MOVA-administered grant you will be asked to report the amount of in-kind match and cash match being utilized. If match has been waived for your award, you will select that option on eGrants and be directed to move to the next section.

Part 4 – Services Provided with MOVA-Administered Award

Here you should select the primary services that best represent the types of services or activities that will be provided by the funded grant, including match funds (if applicable). Only report services and activities that are funded by the MOVA-administered grant and do not include services supported by another funding source. The services listed on the SAR should correspond with the services reported quarterly via the OMT. For a full list and more information on services, please see Appendix D.

Part 5 – Types of Victimizations

Include the primary types of victimization that best describe the experiences of the individuals served by the MOVA-administered grant. The victimization types listed on the SAR should correspond with the victimization types reported quarterly via the OMT. For a full list and more information on victimization types, please see Appendix B.

Part 6 – Budget and Staffing

Collect and report the requested budgetary and staffing information based on the grantees MOVA-administered grant budget for the current grant period.

Section 1: Budgets & Billing

- Report annual funding amounts allocated to all victim service-related programs or services for your organization. Identify by source the amount of funds allocated to the victim service-related programs/services budget of the grantee's organization.

Section 2: Staffing & Volunteers

- Report the total number of paid staff at your organization dedicated to victim services, regardless of funding source. You should include both MOVA-funded and non-MOVA- funded positions.
- Report the total number of paid staff at your organization dedicated to victim services that are funded by your MOVA-administered grant.
    - Collect and report the number of staff. Both full-time and part-time staff should be counted as one staff member.
    - Do not calculate based on a full-time equivalents (FTEs).
    - Only report in whole numbers.
    - Include any staff dedicated (more than 50% of their time) to victim services, including administrative support staff for victim services.
- Report the number of personnel hours funded via the MOVA-administered grant or match funds if applicable. Omit non-MOVA funded hours. This amount should match the grantee's approved budget.
- Report the number of volunteers supporting the work of the MOVA-administered grant, including match funds if applicable.
    - Count each volunteer once.
    - Do not prorate.
    - Report in only whole numbers.
- Report the total number of volunteer hours that support the MOVA-administered grant plus match funds or services if applicable.
    - Count all volunteer hours that support the MOVA-funded services and activities.

Quarterly Performance Measurement Data & MOVA's Outcome Measurement Tool (OMT)

All grantees are expected to collect and report performance measurement data for activities supported by the MOVA funded grant and report that data to MOVA via the OMT. This section provides an overview of the measures grantees will collect and report.

Once data is reported to MOVA, it is used to demonstrate the impact of federal and state funding to multiple stakeholders including the Commonwealth legislature, Office for Victims of Crime, and the victim service community.



MOVA Tips

- **Performance Period** refers to the entirety of the fiscal year (July 1 – June 30)
- **Reporting Period** refers to the quarter which you are reporting data for (dates outlined below)

OMT Reporting Schedule

Reporting Period	Reporting Period Data Collection Dates	OMT Reports Due Dates	Notes
Reporting Period 1	July 1 – September 30	October 31st	*All individuals counted as new
Reporting Period 2	October 1 – December 31	January 31st	
Reporting Period 3	January 1 – March 31	April 30th	
Reporting Period 4	April 1 – June 30	July 31st	*Annual questions due

Population Served During Reporting Period

These measures must be collected, tracked, and reported quarterly. Each data point collected will be outlined below. All data reported to MOVA should **ONLY** reflect individuals served and services provided under the funded grant.

- **Total number of individuals who received services** during the reporting period. This number should be an unduplicated count, regardless of the number of services the individual received, or victimization types presented.
- **Total number of anonymous contacts** received during the reporting period through a hotline, online chat, or other service where the individuality (e.g., demographics) cannot be established.
- **New individuals served** during the reporting period. This number should be an unduplicated count of new individuals served during a single reporting period, regardless of the number of services provided or victimization types presented.

See Appendix A for a visualization of New vs. Ongoing individuals.

Population Demographics

Grantees are to collect and report the race/ethnicity, gender identity, and age categories of **new individuals served**. When collecting demographic information from individuals you are working with, you should always allow them to self-identify whenever possible. Your organization's staff may have to explain the demographic categories to those receiving services to help them understand and make the appropriate self-identification. Self-

identification is important and helps your organization collect accurate statistics. Don't assume – ask!

- **Race/Ethnicity** – Grantees collect and track race/ethnicity data as self-reported by the individual served. Individuals who self-report in more than one race/ethnicity category should be counted in the multiple races category.
- **Gender Identity** – Grantees collect and track gender identity data as self-reported by the individual served.
- **Age** – Grantees collect and track age data as self-reported by the individual served. Age should reflect the age at the time of the crime/victimization.
- **Geographic Region** – Grantees collect and track the geographic region where the individual lives as self-reported by the individual. The options are Urban Area (50,000 or more), Suburban Area (2,500 – 49,000), and Rural Area (less than 2,500).
- **Not Reported** – Subrecipient collects demographic data, but the individual served chose not to provide demographic information.
- **Not Tracked** – Grantee is unable to collect the data during the reporting period due to the need to change the data collection system or a technical error with the data tracking system. The grantee needs to have efforts underway to track and submit the data as requested, as soon as possible.



MOVA Tips

- All individuals will be counted as new during the **first** reporting period of your award. During this period, total individuals served (question 1) and total new individuals served (question 3) on your OMT will be equal. eGrants will prompt an error if you do not count everyone as new.
- A new individual should be counted as new for the entire quarter to avoid duplicating data. If they are served again the next quarter, they should be counted as continuing/ongoing.
- Each demographic total (race/ethnicity, gender identity, and age) should equal the number of ***new*** individuals.

Victimization Types

All individuals served with your MOVA-administered grant must be, or have been, a victim or survivor of a crime, defined as "a person who has suffered physical, sexual, financial, or emotional harm as the result of a crime." The individual does not need to interact with police or the criminal legal system to be considered a victim or survivor of crime. While each crime is unique, to collect and standardize this information, we utilize victimization type categories. For a full list and more information on victimization types, please reference Appendix B of this document.

Victimization type is collected for all individuals served during the reporting period, including anonymous victims. Victimization type should be self-reported when possible. Below you will find some reporting tips and additional information about the victimization type section of the OMT.

- **List of Victimization Types:** Grantees should collect and track the type or types of victimizations reported by each individual served. Multiple types of victimizations can be reported for one individual. Victimization types are not meant to reflect formal legal definitions defined by statute in a jurisdiction. For a full list and more on victimization types, reference Appendix B.

- **Hate Crime:** For any hate crime reported, grantees should collect and track the type of hate crime and report it on the OMT in the appropriate category. The options include race, religion, sexual orientation, gender and other which requires a written response.

- **Other Victimization:** If none of the victimization types listed in the OMT apply, grantees may report the victimization type under Other. A written explanation is required for each victimization type reported in the Other category. Please ensure the victimization type being reported is a *crime/victimization type* rather than a specifical classification or experience (e.g., trauma, problematic behavior, homelessness) which may be applicable to be reported in the Special Classifications section. For examples of what can be included in the Other section, please refer to Appendix B.

- **Multiple Victimizations:** Of the total number of individuals who received services, collect and track the number who presented with more than one type of victimization during the reporting period.

- **Special Classifications of Individuals** Collect and track the number of individuals served who self-report under the special classification categories. Current categories include:

    - Exposure to/Victim of Gun Violence
    - Problematic Sexual Behavior
    - Blind/Visually Impaired/Low Vision
    - Incarcerated/Formerly Incarcerated
    - Pregnant
    - Deaf/Hard of Hearing
    - Housing Insecure/Unhoused/Homeless
    - Immigrant/Refugee/Asylum Seeker
    - LGBTQIA+
    - Veteran
    - Victim with Disabilities
    - Victim with Limited English Proficiency
    - Other - requires an explanation

For definitions of the Special Classifications, please refer to Appendix C.



MOVA Tips

- There must be a minimum of one victimization type reported for every individual served, including those reported as anonymous. The total number of victimization types must be greater than or equal to the sum of total number of individuals served plus the total number of anonymous contacts.
- In order to received services under the MOVA administered award, an individual must have been the victim or survivor of a crime. This is not dependent on whether the crime was reported to law enforcement or when the victimization occurred.

Direct Services

Grantees are to collect and track the number individuals who received services in each service type category and the number of times each service was provided during the reporting period.

Individuals qualified to receive services under your MOVA-administered grant include:

- Victims/survivors who experienced a crime, regardless of whether it was reported to law enforcement or when the victimization occurred
- Family members or friends of victims/survivors (secondary victims)
- Non-offending caregivers to victims/survivors

First in the direct service section, you will be asked to report on how many individuals were assisted with victim compensation forms.

- **Individuals Receiving Assistance with Victim Compensation Forms:** Collect and track the number individuals who received assistance with completing an application for victim compensation during the reporting period, even if they did not submit the application. Simply providing an individual with an application does *not* qualify as assistance.

There are five main service type categories:

- Information & Referral
- Personal Advocacy/Accompaniment
- Emotional Support or Safety Services
- Shelter/Housing Services
- Criminal/Civil Justice System Assistance

Each service type has a reporting section and within each section there are two types of information reported:

- The number of individuals who received services that fall within the service type category. A single individual may receive services in multiple categories and would be counted for each of those categories.
- The number of times (instances) each service (subcategory) was provided. Individuals may receive multiple services, and each instance of service would be counted and reported.

Please reference Appendix D of this document for more information on service type definitions and units of measurement for specific services provided.

Information and Referral Services

- The number of individuals who received information and referral services should be less than or equal to the sum of individuals and anonymous contacts served in the quarter.
- The number of times/occurrences should always be equal to or greater than the number of individuals reported in that service section.
- Information and referral services subcategory examples include information about the criminal justice process, referral to other services, support, and resources (includes legal, medical, faith-based organizations, address confidentiality programs) and others.

Personal Advocacy/Accompaniment

- The number of individuals who received personal advocacy/accompaniment services should be less than or equal to the sum of the total number of individuals and anonymous contacts served in the quarter.
- The number of times/occurrences should always be equal to or greater than the number of individuals reported in that service section.
- Personal Advocacy/Accompaniment subcategory examples include advocacy/accompaniment to a medical forensic exam, law enforcement interview advocacy/accompaniment, individual advocacy, immigration assistance (e.g., special visas, continued presence application, or other immigration relief) and transportation assistance plus more.

Emotional Support/Safety Services

- The number of individuals who received emotional support or safety services should be less than or equal to the sum of the total number of individuals and anonymous contacts served in the quarter.
- The number of times/occurrences should always be equal to or greater than the number of individuals reported in that service section.

- The emotional support/safety services subcategory examples include crisis intervention (in-person, includes safety planning, etc.), on-scene crisis response, individual counseling, or emergency financial assistance, plus others.

Shelter/Housing Services

- The number of individuals who received shelter/housing services should be less than or equal to the sum of the total number of individual anonymous contacts served in the quarter.
- The number of times/occurrences should always be equal to or greater than the number of individuals reported in that service section.
- Shelter/Housing services subcategory examples include emergency shelter, safe house, or relocation assistance (includes assistance with obtaining housing).

Criminal/Civil Justice System Assistance

- The number of individuals who received criminal/civil justice system assistance should be less than or equal to the sum of the total number of individuals and anonymous contacts served in the quarter.
- Criminal/Civil justice system assistance subcategory examples include notification of criminal justice events (e.g., case status, a case disposition, release, etc.), victim impact statement assistance, civil legal assistance with family law issues (e.g., custody, visitation, or support), or prosecution interview advocacy/accompaniment and alike.



MOVA Tips

- The sum of services provided for each main service category should be greater than or equal to the number of people who received that category of service. Each individual should have at least 1 service received.
- The number of individuals served in a single category should be less than or equal to the total individuals served – plus anonymous contacts for the reporting period. For example:
  - If 10 individuals are served + 2 anonymous = 12
  - 8 individuals received information and referral ✓
  - 14 individuals received information and referral ❌
- If you add up the total of individuals receiving services in each main category, the amount should be greater than or equal to the total number of individuals served – plus anonymous contacts. For example:
  - 10 individuals served + 2 anonymous = 12 individuals served during the reporting period
  - 8 information and referral services + 8 emotional support/safety services = 16, which is greater than the total individuals served in the reporting period ✓
  - 8 information and referral services + 2 emotional support/safety services = 10, this would mean 2 individuals served during the reporting period are not accounted for in the services ❌

Education & Outreach Activities and Annual Questions

This section includes several **optional** reporting questions on education and outreach activities conducted by your organization. The questions are as follows:

- Section 9: Did your organization formally provide education or outreach to clients during this reporting period?
    - 9a. How many education or outreach sessions were conducted for clients?
    - 9b. How many clients participated in education or outreach during this reporting period?
- Section 10: Did your organization formally survey clients for feedback on services received during this reporting period?
    - 10a. How many surveys were distributed to clients? (includes, but not limited to, those distributed by hand, mail or electronic methods)
    - 10b. Of the surveys distributed to clients, how many were completed?
- Section 11: Did your organization formally train staff this reporting period?
    - 11a. How many training sessions were conducted/attended?
    - 11b. How many staff members were trained?
- Section 12: Did your organization formally survey staff for feedback on the trainings received during this reporting period?
    - 12a. How many surveys were distributed to staff? (includes, but not limited to, those distributed by hand, mail or electronic methods)
    - 12b. Of the surveys distributed to staff, how many were completed?

Annual questions will only be required and appear during the last reporting period submission. The questions are as follows, we recommend making notes throughout the year of anything that should be included come the end of the performance period:

- Please discuss some of the challenges your victim assistance program faced during the fiscal year
- Please describe some of the services that victims needed but could not be provided. What were the challenges that prevented those services from being provided?
- Please share a success story or client spotlight in the space below. Do not include any identifying or confidential information. (optional)

Remember, during the first reporting period, all individuals are counted as new and demographic data is reported for every individual!

Goals

Grantees are expected to implement goals at the beginning of the grant period to measure throughout the grant. Preset Direct Service Categories and Goals have been made available through the drop-down menus on the eGrants form used for setting Goals & Key Outcomes.

Steps for Setting Goals & Output Measures

Step 1 – Select Direct Service Category: There are five services areas reported on the OMT. Each overarching service area contains specific services you will measure throughout your contract. The selected services should represent the purpose and/or scope of your grant. Drop downs menus will be updated based on your selections. Consult your contract for your funded scope of work and approved services to set these measures.

The five service areas are:

1. Information & Referral
2. Personal Advocacy/Accompaniment
3. Emotional Support or Safety Services
4. Shelter/Housing Services
5. Criminal/Civil Justice System Assistance

Step 2 – Select Goal: Select the specific service from the drop-down menu you wish to measure. This will be the goal you are measuring. Select one goal per service area.

To see all available goals, please refer to Appendix D of this document.

Step 3 – Set Milestones: Enter predicted milestones for each goal to show what will be achieved by the end of the grant. Milestones should be cumulative for the entire performance period and realistic under current circumstances.

Reporting on Goals & Output Measures

During each reporting period, the values for each established measure will auto-populate from the Direct Service tab in the “Number of Services Provided” column. Milestone Progress will update upon saving the goals form to indicate your yearly progress.

Key Outcomes

Grantees are expected to implement a standard set of key outcomes at the beginning of the grant period to measure the impact of the services and activities provided throughout the grant. During each reporting period, grantees will provide the outcome for each measure entered in this section for the period.

Grantees are required to measure at least two outcomes per MOVA-funded grant for the performance period. Measures will be set at the beginning of the performance period and reported on in eGrants throughout the year.

Steps for Setting Key Outcomes

Step 1 - Define Key Outcome: Define the measure or question that will be reported throughout the performance period. This question or measure can be assessed in a number of ways, for example, through participant surveys, program data on service levels, case management data, tracking of referral outcomes, or results from assessments. All key outcomes must be measured and reported in a percentage-based format. In FY27 you will report on the total unit/item being measured and how many of those achieved the target/favorable outcome**.**

Step 2 - Enter Milestone: Provide the milestone for the question/measure/item you are measuring in your key outcome to show what you plan to achieve over the course of your grant. The milestone should be realistic for the timeframe. This is not a cumulative number like the goals, but rather an average percentage. There is additional space to provide more detail regarding the milestone in Milestone Note and Additional Notes.

Step 3 - Select Direct Services: Using the drop downs, select the appropriate Direct Service Category for the outcome being measured. Consult your contract for your funded scope of work and approved services to set these measures.

Step 4 - Select Data Collection Source: Using the drop downs, select the source of the data you will be reporting. For example, if you are reporting a survey, select Client/Participant/Self-Reported.

Step 5 – Select Timeline: Select the timeline that represents how often you will be reporting data to MOVA. The default should be quarterly unless the measure is specific to data that is collected annually or bi-annually (e.g., an annual staff survey).

Optional – Milestone Note: if applicable, provide additional details about the milestone here. For example, if your milestone is 75%, you may write in the notes 75% of survey responses are 4 or higher or 75% of survey responses are “Yes.”

Optional – Additional Notes: if applicable, provide any additional notes in this field here. You can use this field to indicate where the data is being collected from, for example the name of the survey or when a survey is conducted.



MOVA Tips

- All the above will be set ***once*** at the beginning of the performance period but can be updated later by contacting your Program Coordinator.

Reporting on Key Outcomes:

During each reporting period, enter the values for each established key outcomes for the current reporting period. On eGrants you will find two fields to fill in for each Key Outcome. You will need to fill in the column titled “Total Count Achieving Favorable Outcome”, and

the column titled "Total Count Eligible for Measure" (language will vary for SAFEPLAN). All Key Outcomes must be reported in a percentage format by reporting how many items were being measured and how many achieved the target outcome. Your Key Outcome percent will auto calculate on eGrants.

Reporting Percentages of Favorable Outcomes	
Example: you are measuring, "70% of individuals report that the counselor they met with, made them feel supported"	
Survey results: you receive 15 responses, 12 people said "yes," while 3 people said "no."	
Total Count Eligible for Measure = 15	Total Count Achieving Favorable Outcome = 12
eGrants will calculate: 80% of people felt supported by their counselor this quarter	

Transforming a Likert Scale Key Outcome to a percentage

Correct Reporting Average Response	
Example: you are asking on a survey "after meeting with an advocate, I am more aware of safety options available to me" and asking individuals served to rank their response on scale of 1 = strongly disagree to 5 = strongly agree.	
Milestone (must be a percentage): 80%	
Milestone Note: 80% of people report a 4 or higher	
Survey Results: you receive 10 responses, 3 people said "5," 4 people said "4," 2 people said "3," and 1 person said "2"	
Total Count Eligible for Measure = 10	Total Count Achieving Favorable Outcome = 7
Percent Achieving Outcome *(auto-calculated)*: 70%	



MOVA Tips

- To help identify outcome measures that could be used in the OMT, determine if there is any outcome data already being collected. Participant or staff surveys are an easy place to collect outcome data.
- If you need assistance formulating outcomes, please contact your Program Coordinator. Remember *outcomes are what you want to happen as a result of the services or activities taking place under the award.*

Completing and Submitting Your OMT

Once you complete your OMT on eGrants, make sure you save it and submit it by using the Submit OMT button on the lefthand sidebar. Once the status says "OMT in Review," you have successfully submitted your OMT and it has been sent to MOVA for review.

Next, MOVA staff will review your OMT and it will be either Approved or, if any revisions are required, sent to Modifications Required. If modifications are required, log into eGrants to see the requested modifications. Once the requested modifications have been submitted, MOVA will review your OMT and approve it if all requested modifications have been addressed.

Data Verification Requests

Following the submission and approval of your quarterly data, you may hear from MOVA staff about fixing errors in the submitted data. Sometimes MOVA identifies issues in following quarters or receives feedback from state and/or federal funding sources on general reasonableness, errors, or stated issues. If these issues are identified, they must be resolved. If you receive an email requesting data validation from MOVA, please respond promptly.



MOVA Tips

- On MOVA's website, you can find step-by-step guides for reporting your OMT on eGrants for all grant types.
- You can also refer to the Subrecipient Manual for general eGrants user instructions such as adding a new user and navigating the eGrants website.
- On the OMT section of MOVAs website, you will find Excel copies of the OMT and a data tracker that are optional for subrecipients to use for internal data collection.

OMT Data Prorating Strategies

Many grantees have multiple funding sources supporting their programs and services. When reporting data for MOVA's OMT, grantees should only report data on the individuals served and services provided through their MOVA-administered grants. In some situations, tracking each individual served and service provided by funding source may be challenging or not possible. In these circumstances, the grantee should apply a prorating strategy to ensure that an appropriate amount of data is reported on the OMT.

When is Prorating Unnecessary?

If the grantee can track and report the individuals served and the services provided that are supported by their MOVA-administered grant separately from individuals and services supported by other funding sources, then prorating is not needed.

When is Prorating Necessary?

If the grantee has data on the total number of individuals served and the total number of services provided but cannot track which individuals and services are supported by the MOVA-administered grant vs. other funding sources, then the grantee should prorate the data prior to reporting it on the OMT. This can often be needed if there are employees who are supported by multiple different funding sources and there is no specific method for tracking which individuals they serve or services they provide by funding source.

Prorating Strategies

There are multiple acceptable prorating strategies and grantees are encouraged to create a prorating plan that is most appropriate for your specific organization. Prorating will be monitored during routine site visits and having a written prorating plan can facilitate an easy discussion at the time of your site visit as well as provide guidance to staff at your organization during times of transition.

Below you will find a summary of three recommended prorating strategies that can be used to prorate your data for MOVA's OMT. Proration strategies are listed here in the preferred order for most accurate data reporting. If you are unsure which prorating strategy is right for you, contact your Program Coordinator for further guidance.

In addition to the guidance provided about prorating strategies in this guide, MOVA has also developed an optional Excel workbook that can assist with data proration utilizing any of the three strategies presented in this guide. MOVA's Data Prorating Tool is available on our website.

Strategy 1- Proration Based on Individual Staff Salary

Prorate data based on the percentage of an individual employee's salary (or hours) that is supported by the MOVA-administered grant versus the percentage of an individual employee's salary (or hours) that is not supported by the MOVA-administered grant.

In the example below, Employee 1's total salary is $60,000. $30,000 of this is supported by the MOVA-administered grant. You will calculate the prorated percent to be reported by dividing Employee 1's Salary Supported by the MOVA-administered Grant by Employee 1's Total Staff Salary. When completing the OMT, you will report 50% of all demographics, individuals served, and services provided by Employee 1. You will repeat this process for each employee and add the prorated amount of demographics, individuals served, and services provided for each employee to the OMT.

Employee Name	*Salary Supported by MOVA-Administered Grant*	*Total Staff Salary*	*Total Data Reported*	*Total Individuals Served*	*Individuals Reported on OMT*
Employee 1	$30,000	$60,000	50%	80	40
Employee 2	$7,500	$75,000	10%	50	5
Employee 3	$81,000	$90,000	90%	75	68
			Total	**205**	**113**

Strategy 2 - Proration based on total staff salary

Prorate data based on the percentage of the total staff salary supported by the MOVA-administered grant versus the percentage of the total staff salary supported by other sources.

In the example below, the total staff salary on the grant is $225,000. $118,500 of this is supported by the MOVA-administered grant. You will calculate the prorated percent to be reported by dividing the total Salary Supported by MOVA-Administered Grant by Total Staff Salary. When completing the OMT, you will report 53% of all demographics, individuals served, and services provided

Employee Name	*Salary Supported by MOVA-Administered Grant*	*Total Staff Salary*	*Proration Percentage*	*Total Individuals Served*	*Individuals Reported on OMT*
Employee 1	$30,000	$60,000	53%	205	109
Employee 2	$7,500	$75,000			
Employee 3	$81,000	$90,000			
Total	**$118,500**	**$225,000**			

Strategy 3- Proration Based on Program Budget

Prorate data based on the percentage of the program budget supported by the MOVA-administered grant versus the percentage of the program budget supported by other sources.

In the example below, the program has a total victim service budget of $275,000. $155,000 of this is supported by the MOVA-administered grant, and the other $120,000 is supported by another funding source. You will calculate the prorated percent to be reported by dividing the Victim Service Budget Supported by MOVA by Total Victim Service Budget. When completing the OMT, you will report 56% of all demographics, individuals served, and services provided.

Victim Service Budget Supported by MOVA-Administered Grant	*Total Victim Service Budget*	*Proration Percentage*	*Total Individuals Served*	*Individuals Reported on OMT*
$155,000	$275,000	56%	120	67

Above prorating strategies adapted from *OVC's Prorating Guide*

Question & Answers

I'm new to MOVA funding! When will I...

- *Submit my goals & outcomes?* Goals and key outcomes will be set for the performance period during contracting. MOVA will provide further instructions and guidance for setting up goals and key outcomes on eGrants when the time comes to do so for your grant.
- *Submit my first completed OMT?* OMTs are due quarterly throughout the performance period The due dates are as follows: October 31, January 31, April 30 and July 31. You will submit your first OMT on the due date following your grant start date.
- *Submit my Subgrant Award Report (SAR)?* The SAR will be submitted on eGrants and available soon after your grant start date. MOVA will communicate when the SAR is open and what the due dates are via email.

When are my annual performance report questions due?

Annual questions are mandatory for the last reporting period of the fiscal year (April 1 – June 30), due July 31st.

Why are all individuals counted as "new" July 1?

To comply with federal data requirements, each individual should be counted unduplicated each year. All individuals will be counted as new during the first reporting period of the state fiscal year, starting July 1.

How can I track my OMT data to report to MOVA?

Grantees can use their own data software to track individuals served and services provided. If you don't have a way to track data, MOVA provides a Microsoft Excel tracking sheet that can be downloaded from our website. Along with a number of other helpful resources related to the OMT. If you choose to use the optional tracking tool, follow the tips below:

- To avoid duplicating data, we suggest assigning each individual an identification number and putting one individual on each line. Every time you meet with them that quarter, update the same line instead of adding them again.
- Demographic information only needs to be reported for new individuals.

MOVA's Data Team provides one-on-one technical assistance to assist grantees with setting up a data tracking system. If you would like to meet with the data team, please email MOVAStats@mass.gov.

Why am I getting emails about inaccurate OMT data from previous quarters?

At MOVA we do our best to catch data errors as soon grantees submit their OMT reports, but occasionally we miss something. This may come from MOVA doing a review of submitted data months following submission or from feedback MOVA has received from a state or federal funding source. If you find yourself continuously getting data validation messages, contact MOVA to set up a meeting with the Data Team (MOVAStats@mass.gov).

What should I do if I'm unsure how to report a specific victimization or service type?

If you have a unique case and are unsure how to report the individual or service within the OMT, email the Data Team at MovaStats@mass.gov with the details (omitting any personally identifiable or confidential participant information) and we will be able to guide you further. Please also refer to Appendix B for more detailed victimization type definitions or Appendix D for more detailed service definitions.

Who should I contact if I need more help on the OMT?

You can always contact your Program Coordinator with questions regarding the OMT or MOVA's Data Team at MovaStats@mass.gov. Check the OMT section of our website for the most up to date training recordings and published resources.

Appendix A – Reporting New vs. Continuing Individuals within the OMT

<table>
<tr><th>New Individuals</th><th>Continuing/Ongoing Individuals</th></tr>
<tr><td>The grantee should count an individual as new if:
The individual has never received services from the organization before.
The individual has received services at the organization before but they were not services supported by the MOVA-administered grant.
The individual has received services before, but it was during a different contract period.
The individual will be counted only once as a new participant during the contract period. If they return for services during another quarter, they will be considered ongoing/continuing.</td><td>An ongoing individual is someone who the grantee has worked with and reported in a previous quarter/reporting period within the same contract year.
The individual will be counted once as an ongoing participant in any quarter where they receive services (other than the first quarter that they were served, in which they are counted as a new individual).</td></tr>
<tr><td colspan="2">Example Scenario: Participant 123 contacts your organization via phone on October 12th. During your discussion you provide them with information about the criminal justice process, referrals to other services at your organization and legal advice. Starting January 22nd, they come into your office for counseling sessions once a week. On April 3rd they attend a group family therapy session and bring their 10-year-old child along (participant 321).
You have now served participant 123 in three different reporting periods and their child, participant 321 in one reporting period.
During reporting period 2 (October 1 – December 31) you will count participant 123 as NEW and record/report all their demographic information as well as the services provided.
During reporting period 3 (January 1 – March 31) you will count participant 123 as ongoing and report the services there were provided.
During report period 4 (April 1 – June 30) you will count participant 123 as ongoing and report the services that were provided. You will also report their child, participant 321, as NEW and report the demographic information and specific services that were provided to the child.</td></tr>
<tr><td colspan="2">Do not report someone as New and Ongoing during the same quarter</td></tr>
</table>

Appendix B – Victimization Type Definitions and Examples

Victimization Type	***Definition***	***Examples***
Adult Physical Assault (includes Aggravated and Simple Assault)	Simple Assault: Assaults and attempted assaults where no weapon was used, or no serious or aggravated injury resulted to the individual. Intimidation, coercion, and hazing are included. Aggravated Assault: An unlawful attack by one person upon another, inflicting severe or aggravated bodily injury. This type of assault usually is accompanied with the use of a weapon or by means likely to produce death or great bodily harm.	• Abuse with intent of miscarriage/ Assault and battery on a pregnant individual • Affray • Aggravated assault • Aggravated battery • Armed assault/Assault and battery with a deadly weapon • Attempted homicide/shooting • Brandishing a weapon/threat with a weapon • Bystander shooting • Deprivation • Intimidation • Shooting/gun violence • Strangulation • Torture
Adult Sexual Assault	Includes a wide range of victimizations/crimes experienced by an adult that include attacks or attempted attacks generally involving unwanted sexual contact. Sexual assaults may or may not involve force and include such things as grabbing, fondling, and verbal threats. Also included is rape, which is defined as penetration of any kind with any body part or object by another person, without consent.	• Attempted rape • Attempted sexual assault • Fondling • Forcible sex offense • Incest • Indecent assault and battery • Indecent liberties • Indecent exposure • Non-consensual exposure to sexual media • Non-forcible sex offense • Open and gross lewdness • Photographing/videotaping in a sexuality explicit manner against someone's will • Rape • Rape by instrument • Sextortion • Sexual assault/misconduct • Sexual assault with an object • Sexual threats • Sexual violence • Sodomy
Adult Sexually Abused/Assaulted as Children	Adult survivors of any form of sexual abuse and/or assault experienced while they were children. See child	For examples of sexual abuse/assault that may have been experienced, see

	sexual abuse/assault for further definition.	child pornography and child sexual assault.
Arson	Any willful or malicious burning or attempting to burn, with or without intent to defraud, a dwelling, house, public building, personal property of another, motor vehicle or aircraft.	
Bullying (Verbal, Cyber, or Physical)	Repeated, negative acts committed by one or more children against another child. 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 involved parties. Similar conduct conducted by an adult against another adult would likely be considered "stalking/harassment."	• Bullying through emails/social media/texting • Creating fake profiles • Hitting or kicking • Posting embarrassing pictures/ videos online through social media • Spreading rumors • Teasing or taunting
Burglary	The unlawful entry of a structure to commit a felony or theft. The FBI's Uniform Crime Reporting (UCR) program includes three subclassifications: forcible entry, unlawful entry where no force is used, and attempted forcible entry. The UCR definition of structure includes apartment, house, barn, house trailer or houseboat when used as a permanent dwelling, office, railroad car (but not automobile), stable, and vessel (i.e., ship).	• Aggravated burglary • Attempted forcible entry • Breaking and entering • Forcible entry • Home invasion • Nonforcible entry • Trespassing • Unlawful entry
Child Physical Abuse or Neglect	Physical abuse that is nonaccidental physical injury (ranging from minor bruises to severe fractures or death) because of punching, beating, kicking, biting, shaking, throwing, stabbing, choking, hitting (with a hand, stick, strap, or other object), burning, or otherwise harming a child, that is inflicted by a parent, caregiver, or other person. Such injury is considered abuse regardless of whether the caregiver intended to hurt the child. Physical discipline, such as	• Abandonment • Assault and battery on a child with bodily injury • Attempted homicide of a child • Adult abused as a child • Child neglect • Child physical assault • Drug endangerment • Endangering the welfare of a child • Exposure to drugs/alcohol • Nonviolent child abuse • Nonviolent child cruelty

	spanking, is not considered abuse if it causes no injury to the child. Child Neglect generally refers to any knowing, intentional, or negligent act by a family member, caregiver, or other person that causes harm or creates a serious risk of harm to a child, including abandonment.	• Reckless endangerment • Substances given to minors • Violent child abuse • Violent child cruelty
Child Pornography	Any visual depiction of sexually explicit conduct, including any photograph, film, video, picture, drawing, or computer-generated image or picture, which is produced by electronic, mechanical, or other means, where: 1. its production involved the use of a minor engaging in sexually explicit conduct; 2. such visual depiction is, or appears to be, of a minor engaging in sexually explicit conduct; 3. such visual depiction has been created, adapted, or modified to appear that a minor is engaging in sexually explicit conduct; or it is advertised, distributed, promoted, or presented in such a manner as to convey the impression that it is a visual depiction of a minor engaging in sexually explicit conduct.	• Child pornography • Possession, distribution and receipt of child pornography • Posing a child in the nude • Production of child pornography • Sexual exploitation of a child
Child Sexual Abuse/Assault	This may include activities such as fondling a child's genitals, penetration, incest, rape, sodomy, indecent exposure, and exploitation through prostitution by a parent, caregiver, or other person. This definition includes teen sexual assault.	• Child enticement • Child exploitation through prostitution • Child molesting • Child sexual abuse • Commercial sexual exploitation of children • Grooming • Disseminating inappropriate sexual matter to a minor • Rape of a child • Teen sexual assault

		• Statutory rape
Community Violence	Encompasses acts of physical, emotional, or psychological harm experienced in public settings. This violence can create an environment of fear and insecurity, impacting the well-being of individuals and the broader community. Those impacted may face direct consequences such as injury or trauma, as well as indirect effects including chronic stress, anxiety, and a diminished sense of safety.	• Gang persecution/violence • Gunfire • Shootings, stabbings, and other violent confrontations between gang members or against non-gang members • Physical altercations that occur in public spaces such as streets, parks, or entertainment districts. • Witness to community violence
Court Protective Order Violations (Harassment / Restraining Orders)	Instances where the individual or individuals against whom the order was issued fail to adhere to the legal restrictions set by the court.	• Makes unauthorized contact • Approaches or enters restricted areas • Engages in prohibited actions
Domestic and/or Family Violence	A crime in which there is a past or present familial, household, or other intimate relationship between the involved parties, including spouses, ex-spouses, boyfriends and girlfriends, ex-boyfriends and ex-girlfriends, and any family members or persons residing in the same household. Involves a pattern of abusive behavior in any relationship that is used by one to gain or maintain power and control over another intimate partner. Domestic violence can be physical, sexual, emotional, economic, or psychological actions or threats of actions that influence another person. This includes any behaviors that intimidate, manipulate, humiliate, isolate, frighten, terrorize, coerce, threaten, blame, hurt, injure, or wound someone.	• Blame • Frighten • Humiliation • Hurt/injury • Intimidation • Imminent fear • Isolation • Manipulation • Terrorize
DUI/DWI/OUI Incidents	Driving under the influence (DUI), driving while impaired (DWI), or operating under the influence (OUI) includes driving or operating a motor vehicle or common carrier while mentally or physically impaired as the result of consuming alcoholic beverages or using drugs or narcotics.	• DUI/DWI/OUI hit and run • DUI/DWI/OUI motor vehicle crash • DUI/DWI/OUI resulting in death • DUI/DWI/OUI resulting in serious bodily injury

Elder Abuse or Neglect (physical or emotional)	Also known as elder mistreatment, generally refers to any knowing, intentional, or negligent act by a family member, caregiver, or other person in a trusting relationship that causes harm or creates a serious risk of harm to an older person. Elder abuse may include abuse that is physical, emotional/psychological (including threats), or sexual; neglect (including abandonment); and financial exploitation.	• Assault and battery on an elderly person • Fraud, scams, or financial crimes targeted at older people
Hate Crime	A criminal offense against a person or property motivated in whole or in part by an offender's bias, hostility, or prejudice against a race, religion, disability, ethnic origin, gender, gender identity or expression, or sexual orientation. Type of hate crime must be specified when using this category.	• Targeting due to identity • Violent, threatening, or abusive behaviors targeted due to a person's identity or perceived identity, including verbal abuse or threats, assault, harassment, damage to person or property, and murder • Hate crime due to immigration or citizenship status
Human Trafficking (Labor)	Obtaining a person through recruitment, harboring, transportation, or provision, and subjecting such a person by force, fraud, or coercion into involuntary servitude, peonage, debt bondage, or slavery (not to include commercial sex acts).	• Forced labor • Labor trafficking • Human trafficking, involuntary servitude
Human Trafficking (Sex)	Inducing a person by force, fraud, or coercion to participate in commercial sex acts, or the person induced to perform such act(s) has not attained 18 years of age.	• Commercialized sex • Commercialized sexual exploitation of a child • Commercialized vice • Human trafficking, commercial sex acts • Sex trafficking • Seduction • Transporting persons for prostitution
Identity Theft/ Fraud/ Financial Crime	Identity theft occurs when someone wrongfully obtains another's personal information without their knowledge to commit theft or fraud. Fraud and financial crimes include illegal acts characterized by deceit, concealment,	• ATM fraud • Bad checks • Bank or credit card fraud • Bribery • Checks, insufficient funds • Confidence game

	or violation of trust and that are not dependent upon the application or threat of physical force or violence. Individuals and organizations commit these acts to obtain money, property, or services; to avoid the payment or loss of money or services; or to secure personal or business advantage.	• Contract fraud • Conversion • Counterfeiting • Credit card fraud • Credit card theft • Deceptive sales • Embezzlement • Extortion • False pretense • False report • Financial fraud • Forgery • Fraud • Fraudulent checks • Hacking/computer invasion • Home improvement fraud • Impersonation • Insurance fraud • Interference with receipt of US mail • Identity fraud of theft • Mail fraud • Misappropriation • Procurement fraud • Receiving stolen property • Swindle • Telephone fraud • Unconstitutional possession of property • Uttering • Wire fraud
Kidnapping (Noncustodial)	Occurs when someone unlawfully seizes, confines, inveigles, decoys, abducts, or carries away and holds for ransom or reward, by any person, except in the case of a minor by the parent thereof.	• Abduction • Forcible detention • Hostage-taking • Kidnapping • Missing person, suspected to have been kidnapped • Unlawful detention • Unlawful restraint
Kidnapping (Custodial)	Occurs when one parent or guardian deprives another of their legal right to custody or visitation of a minor by unlawfully taking the child. The definition and penalties of custodial kidnapping vary by state. In some states, kidnapping occurs only if a child is taken outside of the state	• Abduction • Forcible detention • Hostage-taking • Parental kidnapping • Unlawful detention • Unlawful restraint

	and/or if an existing custody order is intentionally violated.	
Mass Violence (Domestic/ International)	An intentional violent criminal act that results in physical, emotional, or psychological injury to a sufficiently large number of people to significantly increase the need for victim assistance and compensation in the responding jurisdiction	• Bombing • Bomb threat • Mass riot • Mass shooting
Other Vehicular Victimization	May include hit and run crimes, and other vehicular assault. Do not report victimizations resulting from DUI under this category—those should be reported under DUI/DWI/OUI.	• ATV accident • Hit and run • Motor vehicle crash • Motor vehicular homicide • Reckless driving • Train accident • Vehicular assault
Robbery	Taking or attempting to take anything of value from the care, custody, or control of a person or persons by force or threat of force or violence and/or by putting the individual in fear, including carjacking	• Armed robbery • Attempted robbery • Carjacking • Robbery • Strong-arm robbery • Unarmed robbery
Stalking/Harassment	The experience of at least one of the behaviors listed below on at least two separate occasions. In addition, the individuals may have feared for their safety or that of a family member as a result of the course of conduct or have experienced additional threatening behaviors that would cause a reasonable person to feel fear. Stalking behaviors include: making unwanted phone calls; sending unsolicited or unwanted letters or e-mails; following, waiting for, or spying; showing up at places without a legitimate reason; leaving unwanted items, presents, or flowers; and posting information or spreading rumors on the Internet/social media, in a public place, or by word of mouth.	• Death threats • Harassment • Harassing phone calls • Intimidation • Menacing • Sexual threats • Slander • Stalking • Terroristic threats • Threat of crime • Threat of extortion • Threat of honor killing • Threat of illegal lockout • Threat of violence • Threat to dispose of personal belongings • Threat for testifying • Threatening behavior • Threatening conduct • Threatening gesture • Threatening telephone call • Threatening words or statements • Witness Intimidation

Survivors of Homicide Victims	Murder and voluntary manslaughter, which are the willful (intent is present) killing of one human being by another.	• Homicide • Manslaughter • Solicit murder
Teen Dating Victimization	The occurrence of physical, sexual, psychological, or emotional violence within a teen dating relationship, including stalking. It can occur in person or electronically and might occur between a current or former dating partner.	• Emotional violence • Physical violence • Psychological violence • Sexual violence • Stalking
Terrorism (Domestic/ International)	Domestic: An activity that involves a violent act or an act dangerous to human life that is a violation of the criminal laws of the United States or of any State, or that would be a criminal violation if committed within the jurisdiction of the United States or any State, and appears to be intended to: a. intimidate or coerce a civilian population b. influence the policy of a government by intimidation or coercion c. affect the conduct of a government by assassination or kidnapping (18 U.S.C. 3077). International: The Antiterrorism and Emergency Reserve Fund Guidelines for Terrorism and Mass Violence Crimes refers to the term terrorism, when occurring outside of the United States, as international terrorism to mean an activity that involves a violent act or an act dangerous to human life that is a violation of the criminal laws of the United States of any State or that would be a criminal violation if committed within the jurisdiction of the United States or of any State, appears to be intended to: a. intimidate or coerce a civilian population b. influence the policy of a government by intimidation or coercion	• Fear of terrorism in home country • Genocide • Terrorism

	c. affect the conduct of a government by assassination or kidnapping, and occur primarily outside the territorial jurisdiction of the United States or transcend national boundaries in terms of the means by which they are accomplished, the persons they appear intended to intimidate or coerce, or the locale in which their perpetrators operate or seek asylum (18 U.S.C. 2331).w	

Other	If none of the above victimization types apply, select Other. If Other is selected, a description of the Other victimization type must be included.	• Employment crimes:
		  • Employment discrimination
		  • Labor exploitation
		  • Wage theft
		• Evidence tampering
		• False charges
		• False imprisonment
		• Larceny
		• Police violence
		• Property crimes
		  • Defacement of property
		  • Destruction of property
		  • Damage to property
		  • Vandalism
		• Wiretapping

Victimization definitions have been adapted from the OVC Performance Measure Dictionary and Terminology Resource

Appendix C – Special Classifications Definitions and Examples

Special Classification	***Definition***
Blind/Visually Impaired/Low Vision	• Blind: an individual who experiences a complete or near-complete lack of vision. • Visually Impaired: a broad term that encompasses any level of vision loss, ranging from mild to severe. • Low Vision: a condition in which an individual has partial vision loss that cannot be fully corrected with glasses, contact lenses, or surgery. [5]
Deaf/Hard of Hearing	• Deaf: an individual who experiences a complete or near-complete loss of hearing. Individuals who are deaf may have little to no ability to hear, even with amplification devices like hearing aids. Individuals may rely on visual forms of communication such as sign language. • Hard of Hearing: describes individuals who have some degree of hearing loss ranging from mild to severe but who still retain some ability to hear. People who are hard of hearing may use hearing aids, cochlear implants or other assistive devices to enhance hearing. [6]
Exposure to/Victim of Gun Violence	Refers to the experience of witnessing, being directly involved in or being affected by incidents involving firearms. This can include being present during a shooting, knowing someone who has been shot, or living in a community where gun violence is prevalent. Exposure to gun violence can have significant psychological, emotional and physical impacts, leading to trauma, fear, and long-term mental health challenges. [7]
Housing Insecure/Unhoused/Homeless	An individual or family who lacks a fixed, regular, and adequate nighttime residence, such as those living in emergency shelters, transitional housing, or places not meant for habitation. An individual or family who is fleeing or attempting to flee domestic violence, has no other residence, and lacks the resources or support networks to obtain other permanent housing. [8]
Immigrant/Refugee/Asylum Seeker	• Immigrant: An individual who comes to a country to take up residence. [9] • Refugee: An individual who flees their home country to a foreign country to escape violence, anger, or persecution. [10] • Asylum Seeker: an individual who has fled their home county due to persecution, conflict, or violence and is seeking protection in another country. This individual has submitted a

[5] National Eye Institute
[6] World Health Organization
[7] Youth Exposure to Endemic Community Gun Violence
[8] U.S. Department of Housing and Urban Development (HUD)
[9] Merriam-Webster
[10] Merriam-Webster

	request for refugee status, or complementary protection status, and has yet to be processed, or they may not yet have requested asylum, but they intend to do so.[11]
Incarcerated/Formerly Incarcerated	An individual who is currently or has served a criminal sentence in a Federal, State, or local penal institution, prison, jail, reformatory, work farm, or other similar correctional institution.[12] This can include a minor who is, or has been, in Department of Youth Services (DYS) custody/facilities, or similar agencies in other states and/or territories.
LGBTQIA+	LGBTQIA+ is an abbreviation for lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual, and more. These terms are used to describe a person's sexual orientation or gender identity, often used to represent the community as a whole.[13]
Pregnant	An individual who is currently pregnant or pregnant at the time of victimization. It does not matter if the pregnancy was related to the victimization or the catalyst for victimization.
Problematic Sexual Behavior	Problematic sexual behavior (PSB) is commonly used by child advocacy centers to describe when a child is displaying sexual behavior outside of their expected developmental stage that may be harmful to others. Since PSB cannot be reported as a victimization/crime type it is included in the special classification section to accompany a child sexual assault victimization. This classification should be used to describe a child displaying or receiving counseling for problematic sexual behavior. If a child is a victim of problematic sexual behavior, the victimization type should be categorized as child sexual assault.
Veteran	An individual who served in the active military, naval, or air service, and who was discharged or released therefrom.[14]
Victim with Disabilities; Cognitive/Physical/Mental	An individual who experiences a cognitive, physical, or mental condition that limits one or more major life activities. This can include impairments that affect mobility, communication, learning, or the ability to perform daily tasks. Individuals with disabilities may require accommodations or support to fully participate in victim services.[15]
Victims with Limited English Proficiency	Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.[16]

[11] The UN Refugee Agency
[12] National Association of Student Financial Aid Administrators
[13] The Center
[14] U.S. Department of Veteran Affairs
[15] The Americans with Disabilities Act
[16] LEP.gov

Other	If none of the above special classification types apply, select Other. If Other is selected, a description of the Other special classification type must be included.

Appendix D – Service Definitions and Unit Measurements

SECTION A: Information & Referral	
A1. Information about the criminal justice process	Information and assistance provided to explain the criminal justice process and what happens at each stage of the case in the system. Includes explanation of legal terminology and strategy during the processing of the case, provision of courtroom orientation and pre-trial preparation at any stage of the criminal justice process, support, and assistance. Also, includes post-sentencing services and supports, as well as information regarding assistance with property return.
	Units of Service: Each encounter/interaction
A2. Information on victim rights/how to obtain notifications	Includes information provided either in- person, via mail, via telephone, or via email about the existence of the Massachusetts Crime Victims Bill of Rights and general victim rights.
	Units of Service: Each encounter/interaction
A3. Referral to other victim service programs	Provision of information about available programs and services provided by other victim service providers, if organization is unable to provide the needed services and supports. Includes organization referring out due to capacity, jurisdiction, or services needed that are not provided by the organization. Includes referrals to an organization which is known to specifically serve crime victims through specific program models or services. For example, a domestic violence organization referring an individual to the local child advocacy center for assistance. Does not include referrals between programs within the same organization.
	Units of Service: Each unique referral
A4. Referral to other services/supports/ resources	Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.). Refers to contacts with individuals, during which available, supplemental, services and supports are identified. Includes assessment of service needs and provision of referrals or information and contacts to obtain services. Examples include outpatient mental health agencies, food banks, housing agencies, furniture banks, criminal justice agencies, attorneys, etc.
	Units of Service: Each unique referral

SECTION B: Personal Advocacy/Accompaniment	
B1. Victim advocacy/ accompaniment to emergency medical care	The coordination of and/or advocacy necessary for emergency medical care related to the victimization, including emotional support and physical accompaniment during care.
	Units of Service: Each encounter/interaction
B2. Victim advocacy/ accompaniment to medical forensic exam	Emotional support and/or physical accompaniment during forensic interviews or medical exams either at a rape crisis center, child advocacy center, or hospital.
	Units of Service: Each encounter/interaction

B3. Law enforcement interview advocacy/ accompaniment	Emotional support and/or physical accompaniment in preparation for and/or during interviews with law enforcement. Note: Law enforcement interview advocacy/accompaniment is listed in both the Personal Advocacy/Accompaniment and Criminal/Civil Justice System Assistance 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 organization provides both categories of service, it should report on Law enforcement interview advocacy/accompaniment only once, in whichever category best applies.
	Units of Service: Each encounter/interaction
B4. Individual Advocacy	Assistance in accessing needed services (beyond the provision of a referral). May also include the provision of information and tools to empower an individual to advocate on their own behalf in securing rights, remedies, and services from other agencies. Examples include case management, recovering property collected as evidence, assistance managing practical issues created by the victimization, providing follow-up contact for continued services or connection to additional resources, accompaniment to appointments with social service agencies to obtain services necessary for their recovery, assistance with obtaining lock replacement/repairs to ensure safety, and assistance with victim compensation and/or eligibility.
	Units of Service: Each encounter/interaction
B5. Performance of medical or nonmedical forensic exam or interview, or medical evidence collection	**Forensic Interview** Performance of a forensic interview. To be counted as a service allowable under a MOVA-administered grant, the forensic interview must meet the following criteria: (i) The interview will not solely be used for law enforcement and prosecution purposes, but also to identify needs such as social services, personal advocacy, case management, substance use treatment, and mental health services, (ii) Interviews are conducted in the context of a multidisciplinary investigation and diagnostic team, or in a specialized setting such as a child advocacy center, (iii) The interviewer is trained to conduct forensic interviews appropriate to the developmental age and abilities of children, or the development, cognitive, and physical or communication disabilities presented by adults. **Forensic Medical Exam** A forensic medical exam should include: (i) An examination for physical trauma, (ii) A determination as to the nature/extent of the physical trauma, (iii) A patient interview, (iv) Collection and evaluation of evidence collected, and

	(v) Any additional testing deemed necessary by the examiner in order to collect evidence and provide treatment.
	Units of Service: Each interview; each exam
B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	The provision of immigration assistance by a non-attorney advocate. Advocates assisting with the process of obtaining legal status should count services provided here. Examples include special visas, continued presence applications, and other immigration relief. *(For immigration assistance provided by a licensed attorney, see section E.)*
	Units of Service: Each encounter/interaction with an individual or on their behalf
B7. Intervention with employer, creditor, landlord, or academic institution	Securing rights, remedies, and services from non-criminal justice system providers. This includes responding to requests for records from other service providers, intervening with employers, school administrators, creditors, bill collectors, and landlords. Such interventions can be regarding allowances for with employers, educators, landlords, creditors and others for court dates, absences, past due rent or bills, advocacy to amend credit reports or disputing false credit charges, and similar advocacy to help maintain financial and academic stability in the aftermath of a victimization. Includes warm handoffs – direct connection to necessary services and scheduling appointments to coordinate referral completion.
	Units of Service: Each encounter/interaction taken on behalf of an individual
B8. Child or dependent care assistance (includes coordination of services)	The reasonable coordination and/or provision of child/dependent care provided or paid for by the organization so that the individual may participate in appointments, counseling sessions, criminal justice processes, or other public proceedings resulting from the victimization.
	Units of Service: Referring Organization – Each interaction/attempt to obtain child/dependent care Care Provider – Each encounter/interaction where care is provided
B9. Transportation assistance (includes coordination of services)	The provision and coordination of transport service. Transportation needs arising due to victimization may include transportation assistance to ensure access to organization services, as well as attending court hearings/proceedings, medical appointments, etc. Includes the provision of transportation by staff members, as well as taxis and other transportation services, such as Uber and Lyft.
	Units of Service: Each encounter/interaction/transport
B10. Interpreter services	Provision of communication services in any language other than the language used by the person providing the service, including sign language and braille. Includes ensuring the availability of an interpreter, using a language line, distributing translated documents, as well as translations provided via staff/volunteers or a contract with an outside organization/service. Whenever possible, the use of certified interpreters is best practice.
	Units of Service: Each encounter/interaction

SECTION C: Emotional Support or Safety Services	
C1. Crisis Intervention (in-person, includes safety planning, etc.)	Provision of crisis intervention services and activities as the result of a victimization, including emotional support, guidance, and the coordination of communication regarding activities resulting from the victimization. Includes safety planning, actions necessary to expedite a case, initiation of legal actions such as probation revocation, etc.
	Units of Service: Each encounter/interaction, including those on behalf of an individual
C2. Hotline/crisis line counseling	Provision of crisis telephone, text, or web/app-based chat services by trained professionals or volunteers. Includes safety planning, initial assessments/interviews, online chat, etc.
	Units of Service: Each call or chat session
C3. On-scene crisis response (e.g., community crisis response)	Immediate, in-person crisis intervention, emotional support, guidance, and counseling. Such services must occur on-scene, immediately after a crime, or become immediately necessary due to the crime.
	Units of Service: Each encounter/interaction
C4. Individual counseling	Psychological, psychiatric, and/or other counseling related treatment for individuals, couples, and family members by a person who is licensed, certified, or trained to provide the service. This may include the evaluation of mental health needs or the delivery of psychotherapy. While the person providing counseling services must meet professional standards, those standards can be determined by the grantee and are dependent on the type of service provided.
	Units of Service: Each session attended
C5. Support groups (facilitated or peer)	Provision or facilitation of support groups to aid in healing. This can include psychological, psychiatric, and/or other counseling related groups; the facilitation of supportive group activities; and peer support groups.
	Units of Service: Each session attended
C6. Other Therapy (traditional, cultural, or alternative healing: art, writing, or play therapy, etc.)	Activities provided to aid in healing, which respond to emotional, mental, social, financial, or physical needs. Must be based on targeted needs and provided by the organization. Examples include yoga, life skills, art therapy, play therapy, etc.
	Units of Service: Each session attended
C7. Emergency financial assistance	Financial assistance provided to individuals to address emergency needs as a result of the victimization. Examples include grocery gift cards, gas cards, short-term alternative emergency housing (e.g., hotel due to capacity at shelter), changing windows and/or locks, prophylactic and nonprophylactic medications, durable medical equipment, payment for items such as food, clothing, and/or toiletries, etc.
	Units of Service: Each payment or outlay of resource

SECTION D: Shelter/Housing Services	
D1. Emergency shelter or safe house	Provision of emergency short-term housing to individuals and families following victimization. Includes emergency hotel stays. For long-term housing relocation, see "Relocation Assistance."
	Units of Service: Each bed night/each night paid for a hotel
D2. Transitional housing	Provision of safe, affordable, and temporary housing for individuals and families who need time to stabilize housing due to the nature of the victimization. Does not include: • Referral to transitional housing. To report these activities, see Section A. • Rental assistance, security deposits, assistance with utility costs, and other incidental costs. To report these activities, see "Emergency Financial Assistance" for cash outlays or "Relocation Assistance" for staff assistance with these activities.
	Units of Service: Each bed night
D3. Relocation assistance (includes assistance with obtaining housing)	Provision and coordination of assistance with rental expenses, utility deposits, security deposits, and/or moving fees, as well as assistance locating housing for relocation, regardless of distance, due to safety concerns following victimization. See "Emergency Financial Assistance" for outlays of money.
	Units of Service: Each encounter/interaction

SECTION E: Criminal/Civil Justice System Assistance	
E1. Notification of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release, etc.)	Communications of hearings and appearances, the defendant's release from jail, the status of the case, bond hearings, grand jury decisions, disposition options, appellate decisions, etc. Includes assistance in contacting probation and parole offices, community supervision, and Department of Corrections to request information on any changes in the defendant's status.
	Units of Service: Each encounter/interaction
E2. Victim impact statement assistance	Assistance provided in the preparation of victim impact statements, as well as with preparing supporting letters and registering for impact panels, facilitating participations in clemency hearings, etc. Includes accompaniment and assistance receiving and submitting impact statements.
	Units of Service: Each encounter/interaction
E3. Assistance with restitution	Assistance with information about restitution, the application process, and document collection as well as advocacy for restitution.
	Units of Service: Each encounter/interaction
E4. Civil legal assistance in obtaining protection or restraining order	Advice and/or assistance in obtaining a protection/restraining order as well as follow-up hearings associated with finalizing such order.
	Units of Service: Each encounter/interaction– an instance of service should be counted when time is spent preparing documentation,

	meeting with a participant, filing documentation, appearing in court, or attending meetings or depositions.
E5. Civil legal assistance with family law issues (e.g., custody, visitation, or support)	Advice and assistance with family law issues (e.g., divorce, custody, visitation, or child support) tied to the victimization. May also include assistance asserting crime victim rights and protecting victim privacy, as well as motions to vacate or expunge a conviction arising from the victimization.
	Units of Service: Each encounter/interaction – an instance of service should be counted when time is spent preparing documentation, meeting with a participant, filing documentation, appearing in court, or attending meetings or depositions.
E6. Other emergency justice-related assistance	Assistance with civil legal issues tied to the victimization that cannot be captured in the other legal assistance categories. Legal assistance work should be reported here, if providing other emergency civil remedies not included in Family Law or 209A/258E services.
	Units of Service: Each encounter/interaction– an instance of service should be counted when time is spent preparing documentation, meeting with a participant, filing documentation, appearing in court, or attending meetings or depositions.
E7. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	Advice or assistance on legal issues pertaining to refugee and/or immigration issues. Examples include special visas, continued presence applications, and other immigration relief.
	Units of Service: Each encounter/interaction - an instance of service should be counted when time is spent preparing documentation, meeting with a participant, filing documentation, appearing in court, or attending meetings or depositions.
E8. Prosecution interview advocacy/ accompaniment	Emotional support and/or accompaniment in preparation for and/or during interviews with prosecutors or other agents for prosecutorial investigation. Includes accompaniment with prosecuting attorney and with victim/witness.
	Units of Service: Each encounter/interaction
E9. Law enforcement interview advocacy/ accompaniment	Emotional support and/or accompaniment in preparation for and/or during interviews with law enforcement. Note: Law enforcement interview advocacy/accompaniment is listed in both the Personal Advocacy/Accompaniment and Criminal/Civil Justice System Assistance 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 organization provides both categories of service, it should report on Law enforcement interview advocacy/accompaniment only once, in whichever category best applies.
	Units of Service: Each encounter/interaction
E10. Criminal advocacy/ accompaniment	Support, assistance, accompaniment, and advocacy provided at any stage of the criminal justice process, includes initial police report filing, testimony, post-sentencing services, and support. Includes

	communication among Task Force, Multidisciplinary Team (MDT), Sexual Assault Response Team (SART), and other Coordinated Community Response (CCR) teams/members.
	Units of Service: Each encounter/interaction
E11. Other legal advice and/ or counsel	Assistance with legal advice not captured in the above categories. This could include converting ex-parte protection order to permanent orders, eviction or adversary employment actions arising from the victimization, or responding to requests for records by the courts. Civil matters related to the victimization are also included (custody, dependency, juvenile court actions, etc.).
	Units of Service: Each encounter/interaction

SAFEPLAN Definitions and Examples

Term	Definition
Abuse Prevention Order (209A)	The abuse prevention law (Chapter 209A) protects victims against abusive behavior within a relationship considered familial, intimate, or residential. The abuse prevention law allows an individual to seek a court order. It is sometimes called a 209A order, an abuse prevention order, a restraining order, or a protective order. An individual may qualify for an abuse prevention order from a judge if the victim and abuser are or were: • Married • Living together in the same household • Related by blood or marriage • Have one or more children in common • In a serious dating or engagement relationship And the abuser has: • Harmed or attempted physical harm • Placed victim in fear of imminent serious physical harm • Forced, threatened, or pressured victim to have sex with them • Coercively controlled victim.[17]

Harassment Prevention Order (258E)	The harassment prevention law (Chapter 258E) protects victims against someone who is harassing, stalking or sexually assaulting them, regardless of relationship status.
	
	An individual may qualify for a harassment prevention order if:
	• Someone has forced, threatened, or pressured the victim to have sex
	• One of these crimes has been committed against the victim at least once:
	  ○ Indecent assault and battery
	  ○ Rape
	  ○ Statutory rape
	  ○ Assault with intent to rape
	  ○ Enticement of a child
	  ○ Distribution of nude or sexual images
	  ○ Drugging for sexual intercourse
	• The victim has been stalked

[17] MA Legislature - Chapter 209A

	• Someone has committed 3 or more acts against the victim that caused fear, intimidation, abuse or damage to property.[18]

[18] Mass.gov Harassment Prevention Orders