VOCA QUESTIONS & ANSWERS

Topic: Victims of Crime Act (VOCA) Grant

QUESTION	ANSWER
1) *If volunteers are utilized in my agency but do not work directly on the grant, how can I account for these volunteers?*	If your VOCA-funded program is using volunteers as match contribution, submit timesheets. (Programmatic Change Forms or resumes do not need to be submitted for interns or volunteers that are not named on the budget.)
2) *What should I do if personnel's salary changes throughout the grant period?*	If salary or fringe benefits are increased, you must make a budget amendment and shift the money from a separate line item. Please note, your award amount and your total budget does not change.
3) *What if my agency provides new fringe benefits?*	If your agency wishes to add fringe benefits, you would have to take the amount to account for this change from a separate line item on the budget. A budget amendment is required.
4) *Do you have to indicate the VOCA match hours?*	Yes, we must see backup documentation for all expenditures, including match. Submit timesheets that your agency currently uses with your expenditure, and if any changes need to be made to delineate VOCA match time, your grant manager can help you.
5) *Do I have to submit match documentation?*	Yes, match documentation must be retained and included with expenditure reports.
6) *If an individual who was working as match leaves the program or the agency, do I need to notify my grant manager and would this require a Programmatic Change Form?*	Yes, notify your grant manager of any programmatic changes before the expenditure report is submitted.
7) We currently have a vacancy; what would be the best way to revise our budget in this situation?	It's suggested to do a budget amendment now and add any staff who are working on the VOCA project while the vacant position is still open. Once hired, you can submit another budget amendment and Programmatic Change Form.
8) How soon should I submit a budget amendment?	As soon as you know of the need for an amendment.
9) How do I report hours worked?	An employee can shift hours as long as they are still working the total amount of hours as indicated per week on the budget. This can be shown in the timesheets submitted with the expenditure reports.
10) Is there any penalties if I submit documents, such as expenditure reports and performance reports, late?	If an expenditure report is submitted late, reimbursement will be delayed.

11) *Is there a client satisfaction survey template we should be using?*	OVC and MOVA do not require VOCA-funded agencies to survey clients and do not offer a survey template.

Topic: VOCA performance reporting

QUESTION	ANSWER
General	
1) *Who should be collecting data for the performance reports?*	The agency may determine who within the sub-recipient will collect data.
2) *Who should be reporting data on the PMT?*	The agency may determine who within the agency will collect data and who will report data. It is highly recommended that only one individual report data on the PMT. If your agency has multiple VOCA-funded programs, it is recommended that one individual combine all programs' data in advance of reporting this data on the PMT.
3) *When must agencies begin collecting performance data in the new data tracking spreadsheet?*	Agencies will be required to begin collecting performance data using OVC's data tracking spreadsheet on July 1, 2017. If your agency uses a database (i.e., EmpowerDB), please ensure that it can collect and produce performance data as outlined in OVC's data tracking spreadsheet.
4) *When will agencies begin reporting data directly in the online performance measurement tool (PMT)?*	The first report of data collected over July-September must be entered by the agency in the online PMT by October 30, 2017.
5) *How should agencies save their data?*	It is recommended that agencies save their completed data tracking spreadsheets using the following file name: "[Agency Name] – [Program Name] – [Quarter #] FY18 Victim Assistance Subgrantee Data Tracking Report" Completed quarterly data tracking spreadsheets and PMT reports should be saved and retained in the agency's grant file(s) for the minimum record retention period outlined in the MOVA VOCA P&P Manual.
6) *When will agencies be able to access the online PMT?*	We anticipate that agencies will be provided with access to the PMT on or about October 2, 2017.
7) *Will agencies be required to submit performance reports to MOVA in FY18?*	Beginning July 1, 2017, with exception for supplemental reports, VOCA-funded agencies will no longer be required to submit performance reports to MOVA. All performance data will be reported in the PMT.
8) *Should performance reports be submitted by program or by agency?*	Performance data must be tracked (using OVC's data tracking spreadsheet) by program. For agencies with multiple VOCA-funded programs, all performance data should be

	combined and reported at an agency level on the PMT. Maintain both the program level data and combined agency performance report in your grant file(s) as it may be requested at any time. Also see Q&A #2, above.
9) *Should services funded by both VOCA and match be counted and reported?*	Yes, agencies should report all direct services provided to clients funded by VOCA plus match.
10) *Are agencies required to answer every question on the PMT?*	Yes, agencies are required to report data on VOCA-funded direct services for all performance measures. Where there is no data to report, you must enter a zero (0) in the PMT.
11) *Should agencies modify their internal performance measurement and reporting systems/processes?*	MOVA recommends that VOCA-funded agencies review and modify their reporting systems/processes, and to plan for any related administrative costs, if necessary.
12) *Are agencies required to submit their expenditure reports on OVC's PMT?*	No, VOCA-funded agencies will continue to submit expenditure reports to MOVA as they currently do.
13) *Do we have to submit, as we have in the past, narrative information regarding training, noticeable trends and addition comments?*	*We are not currently seeking that information. MOVA will notify all VOCA-funded agencies if we intend to ask for additional qualitative or quantitative data in the future.*
Population Demographics	
14) *Should the "total number of individuals who received services during the reporting period" in Question #1 include "primary" and "secondary" victims?*	This number should include all individuals who receive services funded by VOCA plus match funds, regardless of how you classify victims.
15) *What should I report as the victimization type for a "secondary" victim (i.e., a non-offending parent of a child who has been a victim of sexual abuse)?*	Report the victimization type that applies to the "primary" victim (i.e., "Child Sexual Abuse/Assault").
16) *Should we indicate if two clients (i.e., "primary" and "secondary" victims) are linked in our data collection and report?*	No, there is no need to indicate any linkage between/amongst clients. Also see #15 above.
17) *For Questions #3, what does "new individuals who received services from your agency for the first time during the reporting period" mean?*	If possible, this number should be an unduplicated count of clients who were served for the first time by your agency during the reporting period.
18) *When should we report **all** clients as "new" in the FY, to establish a baseline for measurement?*	Agencies should count all clients as "new" the first time they receive services during the Quarter 1 reporting period (July-September). This will establish a baseline for the FY, from which performance may be measured.
19) *How can sub-recipients track additional gender identities (i.e., transgender)?*	OVC's data tracking spreadsheet and PMT provide only "Male," "Female," and "Other" as gender identity options. If a client self-reports as identifying as another gender (i.e., transgender), sub-recipients are currently requested to count this client as "Other" and to provide clarification.

20) *How should sub-recipients report those individuals who self-identify as combined race and ethnicity (i.e., Hispanic and African-American/Black)?*	Individuals who self-identify with a combined race and ethnicity should be reported in "Multiple Races."
21) *Should agencies count multiple victimization categories if a client discloses an incident including elements of several categories?*	Agencies may count an individual client in more than one victimization type for a single incident that includes elements of several victimization types. For example, if a client discloses having experienced a single incident involving elements of "Adult sexual assault" AND "Robbery," the sub-recipient would count the individual in each of these categories.
22) *Should we count victimization types that the client discloses that fall outside of the scope of our program's funded services?*	Yes, count and report all of the victimization types a client discloses.
23) *Does the definition for "Domestic and/or Family Violence" in Appendix B refer only to adult relationships?*	Yes, the category of "Domestic and/or Family Violence" pertains primarily to violence against adult family members. Any sexual offense against a child should be counted within the category of "Child Sexual Abuse and Assault," and any non-sexual, non-accidental physical injury to a child should be counted within the "Child Physical Abuse and Neglect" category.
24) *Which category should we count children who are experiencing/have experienced emotional/verbal abuse?*	Count children who are experiencing/have experienced emotional/verbal abuse under "Other."
25) *Which category should we count a child who has witnessed domestic and/or family violence?*	Count children who has witnessed domestic and/or family violence under "Other."
26) *When reporting stalking of a teenaged client, should the client be counted under "Teen dating victimization," which includes stalking, or under both "Teen dating victimization" and "Stalking/Harassment"?*	The client should be counted under "Teen dating victimization" only, because the definition includes stalking (see definitions of victimization types in Appendix B of the Sub-Grantee Data Report).
27) *How should a client who is a high school student that is sexually assaulted by another student be counted?*	Teen victimizations not associated with dating qualify as child victimizations, as the definition of "child" includes all minors.
28) *Where/how should violation of court orders be counted?*	Agencies should count violation of court orders (under Victimization types) under "Other".
29) *How do I track demographic information and special classifications for a client that we continue to service since the last fiscal year? For example, Client A was homeless when he first sought our services in FY17; however, we've since helped him find housing and he is not homeless as of FY18. Do I still need to count this client as homeless?*	First, please track all clients (even clients previously served in FY17) as new at the beginning of FY18. Please only track disclosed demographic information and special classifications that apply to the client as of FY18. You may count demographic information and special classifications as presented by the client over the current FY.

30) *The Department of Housing and Urban Development (HUD) definition of "homelessness" includes survivors of domestic violence who are fleeing abuse. Should sub-recipients count victims of domestic violence receiving emergency shelter services with us in the "homeless" category, regardless of whether they have a home (because it is not safe to reside there)?*	Agencies are asked to define "homeless" as your program defines it.
Direct Services	
31) *Should agencies report on **ALL or NEW** clients in this section?*	Agencies should report on **ALL** clients served (including both new and continuing clients).
32) *For Question #7, what does "assistance with compensation" mean?*	This question is asking for the number of clients the sub-recipient assisted with completing a compensation application, which may include: identifying and notifying crime victims of the availability of compensation, assisting them with the application forms and procedures, obtaining necessary documentation, and/or checking on claim status. If the agency assists a victim in completing an application, but the application is not submitted, the agency should still count this activity as assistance with compensation.
33) *For Question #9, service categories B through E, should agencies report services that only they provided directly to victims, or can they report services they helped coordinate that were then provided by a different sub-recipient?*	Although most of the services listed in categories B through E are meant to represent services provided directly to a victim, there are a few subcategories in which an agency may report services that it coordinated but did not provide directly: "B8. Child or dependent care assistance," "B9. Transportation assistance," and "D3. Relocation assistance." An agency may report that it provided these services if it directly arranged for them to be provided by another agency. Examples include: scheduling childcare for a victim (B8), calling a taxi (B9), and arranging a bed for a victim in a shelter (D3).
34) *Should agencies report on the number of clients served or the number of times a service was provided to clients?*	Agencies should report both the number of clients served under each broad category of service as well as the number of times a service was provided to the client during the reporting period. Because some clients may receive multiple services on multiple occasions, the total number of times that services were provided within a category may be greater than the number of clients who received those services. For example, if a client attends a support group on eight separate occasions over the reporting period, the agency would count eight occurrences of "C5. Support groups (facilitated or peer)" for that client.

35) *Does "B8. Child or dependent care assistance" include financial support for this kind of assistance?*	Given the category includes coordination of services, financial assistance for child or dependent care could be counted under B8.
36) How should I count referrals to another program/resource in our agency?	It's recommended that referrals to other programs/resources within the sub-recipient agency be counted under "A3. Referral to other victim service programs" or "A4. Referral to other services, supports, and resources."
37) *Can I include referrals to helpful websites under "A4. Referral to other services, supports and resources"?*	Yes.
38) *Why is "Law enforcement interview advocacy/accompaniment" listed in two categories? Should agencies report data in both?*	"Law enforcement interview advocacy/accompaniment" is listed in two categories to allow sub-recipients that provide only "B. Personal Advocacy/Accompaniment," but not "E. Criminal/Civil Justice System Assistance" (or vice versa) the opportunity to report on that specific service. The agency should report on its service in only one category. If a sub-recipient provides both categories of service, it should report on the service in the category that best applies.
39) *We often help our clients with their victim impact statement because the client has a trusting relationship with our advocates and asks us to help. How should this be counted?*	It is recommended that you count this under "E2. Victim impact statement assistance."
40) *When bilingual VOCA-funded staff provide interpretation while delivering other services to a client, should "B10. Interpreter services" be counted as an occurrence of service?*	Agencies may count occurrences of "B10. Interpreter services" if VOCA-funded staff provided language interpretation in conjunction with an occurrence of other direct services.
41) *Does coordination of interpretation (i.e., use of the Language Line or coordinating the services of an interpreter) for a client under the VOCA grant count as "B10. Interpreter services"?*	Yes, coordination of interpretation services for a client, funded under VOCA, can be counted as "B10. Interpreter services."
42) *What is the difference between "C4. Individual counselling" and "C6. Other therapy"?*	"C4. Individual counselling" includes assistance and guidance provided to an individual victim by a VOCA (or match) funded staff person. "C6. Other therapy" could include traditional therapy provided by a licensed clinician AND allowable types of therapy (i.e., *traditional, cultural or alternative healing; art, writing, or play therapy, etc.*) provided either by a VOCA (or match) funded licensed clinician or another staff person.
43) *Under what sub-category should agencies count family counselling services?*	It is suggested that sub-recipients report family counselling/therapy services under "C5. Support Groups (facilitated or peer)".

44) *What is a support group and how do I count clients who attend a support group provided by my program?*	For these data collection and reporting purposes, "C5. Support Groups (facilitated or peer)" is a broad catch-all category to count clients who attend groups in which two or more clients with common experiences/concerns meet for discussion and to provide each other with encouragement, comfort, and advice. The group may be facilitated by a VOCA (or match) funded staff person(s) or peer(s). The group may be offered remotely (i.e., facilitated Skype or online group chat etc.). Each participant under the VOCA (or match) funded program attending a VOCA (or match) funded group should be counted under this category separately.
45) *If an agency provided non-medical child forensic exams, how should this service be reported?*	Because forensic exams deal with evidence that may be utilized in a legal case, you can report these services under the criminal/civil category items E8, E9, or E10.
46) *Where should I count follow-up interactions with a client?*	It's recommended that direct follow-up interactions with a client be counted under "C4. Individual Counseling."
47) *Where should I count consultation with other service providers?*	This would not be counted as it is not a direct service to a victim.
Sub-Grantee Annually Reported Outcomes	
48) *How often will agencies have to report the annually reported outcomes?*	Agencies will be required to report on the annually reported outcomes once per FY, when sub-recipients submit data for the Quarter 4 (April-June) reporting period. It is recommended that agencies track data pertaining to these outcomes across the FY, in preparation for reporting this data on the PMT in the Q4 reporting period.
49) *What information is being sought with regards to "capacity issues"?*	Question #10 is asking for agencies to report the number of times a request for services was unmet because the agency was experiencing issues or challenges that contributed to an inability to meet a service request.
50) *If an agency surveys its clients anonymously, how should it track distributed and completed surveys?*	The current data tracking spreadsheet instructs agencies to enter a value of 1 for each survey distributed and completed for each client, then auto-calculates these totals. If an agency surveys its clients anonymously and as such, surveys distributed and completed cannot be attributed to any one client, the agency should simply enter the *total* number of surveys distributed and complete in cells.

Updated: 9/20/2017