

# VOCA PMT Frequently Asked Questions

<p><b>Should the “total number of individuals who received services during the reporting period” in question #1 include primary and secondary victims?</b></p>	<p>This number should include all individuals who receive services funded by VOCA plus match funds, regardless of how your organization or state classifies them.</p>
<p><b>If my organization provides various types of services and is able to report an unduplicated count of individuals served for some services but not others, should I check the checkbox in Question 1?</b></p>	<p>Yes. If the total count of individuals you served includes any individuals who may have been counted more than once during the reporting period, please check the box.</p>
<p><b>Question 2 asks whether my agency can track individuals throughout the federal fiscal year. If my agency does not utilize the federal fiscal year, should I answer “no” to this question?</b></p>	<p>The intent of this question is to determine the extent to which your agency can uniquely track individuals across an entire year. Note that even if your agency does not utilize the federal fiscal year, you are required to report on your activities on a quarterly basis according to the federal fiscal year.</p>
<p><b>Should all clients be reported as “new” when PMT reporting begins in October, or will any individuals served in the previous reporting period need to be reported as “carried over”?</b></p>	<p>For the first reporting period of each fiscal year (Oct.–Dec.), ALL clients should be counted as NEW to establish a baseline for that year.</p>
<p><b>Does “individuals served...for the first time during the reporting period” mean served for the first time ever? For the first time that year? For the first time during that reporting period?</b></p>	<p>This depends on the subgrantee organization’s tracking capabilities. If possible, this number should be an unduplicated count of clients who were served by the subgrantee during the reporting period for that federal fiscal year. (Because all clients are counted as “new” at the beginning of each new federal fiscal year, this may not truly represent the first time the individual “ever” received services.) If the organization can only track clients from one reporting period to the next and not from the beginning to the end of the Federal fiscal year, the organization should report the number of “new” clients who did not receive services during the previous reporting period.</p>
<p><b>How should agencies report clients that self-identify as Hispanic or Latino? When combining race with ethnicity, should a person be reported in the “Multiple Races” category? If, for example, we had a client who identifies as Black/African American and Hispanic, should we report that person in the “Multiple Races” category (even though Hispanic is an ethnicity and not a race)?</b></p>	<p>Yes, this client should be reported in "Multiple Races." OVC's intent is to capture those individuals who self-identify solely as Hispanic or Latino, as well as those who self-identify as both Hispanic or Latino and some other race. Those who self-identify as both Hispanic or Latino and some other race—for example, both Black and Hispanic—should be counted in the “Multiple Races” category. Each new person receiving services should be counted in only one category each quarter. Grantees and subgrantee organizations are required to update their data collection processes to track individuals served through VOCA funding within the demographic categories provided. In the meantime,</p>

# VOCA PMT Frequently Asked Questions

	states and agencies should report demographic information to the best of their ability.
<b>How should a client's gender be reported?</b>	All demographic data for the Subgrantee Data Report is self-reported by the client. Please report whichever gender identity the client reports.
<b>The data collection form for race, gender, and age has a "Not Tracked" option. Does that mean it is OK to not collect and report that information( i.e., it is acceptable to continue that practice)?</b>	No, it is not acceptable to continue this practice. OVC's guidance is for states and their subgrantees to collect and report the race/ethnicity, gender, and age categories of victims served as requested in the document. The "Not Tracked" option allows the state or subgrantee to indicate to OVC that the organization is unable to collect the data in the format requested during the reporting period due to the need to change the local data collection system. The state or subgrantee needs to have efforts underway to track the data as requested to submit in the next reporting period. It is OVC's expectation that the "Not Tracked" option will be gradually phased out as subgrantees develop the capacity to track the data as requested.
<b>How do you add written detail to a data block, such as under the gender identity category? For example, if we have a trans-man who self-reports as male, do we say he is male with no explanation? Or are we supposed to provide an explanation?</b>	In this situation, you may use the "Other" category, and you can provide a brief explanation of the gender identities that are represented in your count.
<b>For a person's age—does this mean age at the time of the crime/victimization, or age at the time the person received services?</b>	Age should reflect the age at the time of the crime or victimization as reported on the intake form.
<b>How should attempted murder be categorized in the "Types of Victimizations" chart?</b>	Attempted murder and other violent assaults should be reported as "Adult Physical Assault," which includes both simple and aggravated assaults. Aggravated assault includes assaults accompanied by the use of a weapon or by means likely to produce death or great bodily harm.
<b>In the "Types of Victimizations" section, should agencies report only the victimization types for which clients were provided services, or should they report all victimization types that the client presented with? For example, a survivor may identify that she has been a victim of Adult Sexual Assault, Domestic and/or Family Violence, and Burglary. If the agency only provides her services in the areas of Adult Sexual Assault and Domestic Violence, are those the only two victimization types the agency should report?</b>	Agencies should report only the victimization types for which they provided services. In your example, the agency should count this client only in the categories of Adult Sexual Assault and Domestic and/or Family Violence.

# VOCA PMT Frequently Asked Questions

<p><b>Are agencies that serve a target population expected to track ALL victimization types listed in the report? For instance, is a DV shelter expected to track DUI/DWI victimization, even though it almost never sees clients with that victimization type?</b></p>	<p>Because agencies are asked to report only the victimization types for which they provide services (as stated in the FAQ above), agencies are expected to track only victimization types for which they are able to provide services.</p>
<p><b>In service categories B through E, should agencies report those services only if they provided them directly to victims, or can they report those services if they helped coordinate services that were then provided by a different agency? For example, if a law enforcement victim advocate arranges for a victim to go to a shelter, would they count this under Emergency Shelter or Safe House, even though they themselves are not providing the shelter?</b></p>	<p>Although most of the services listed in categories B through E are meant to represent services directly provided by an agency, there are a few subcategories in which an agency may report services that it coordinated but did not provide directly. These subcategories are 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), making an appointment for a taxi (B9), and arranging a bed for a victim in a shelter (D3). Note that these activities suggest a level of coordination that goes above and beyond the activities listed in the "Information &amp; Referral" category (A), which focus more on providing information that a victim may then use to arrange for services him- or herself. Subcategories B8, B9, and D3 have been amended to reflect that they include coordination of services</p>
<p><b>I have many crimes against businesses, but this is not listed as a victim option. If a business is owned by a single person, I list that person as the victim. But how do I list crimes against corporations such as Wal-Mart, Sears, or Lowe's? is no "business" option.</b></p>	<p>Most crimes against businesses may be reported as financial crimes.</p>
<p><b>How should I report on property crime?</b></p>	<p>Property crime may be reported in the Victimization Types chart as "other."</p>
<p><b>The HUD definition of homelessness includes survivors of domestic violence who are fleeing abuse. Should we log all victims of domestic violence receiving emergency shelter services with us in the "homeless" category, regardless of whether they have a home (because it's not safe to reside there)?</b></p>	<p>Define homeless as your program defines it for the clients served.</p>
<p><b>Special classifications: If an agency currently does not track this information, is the agency supposed to indicate this somewhere, or just leave the section blank, as it is all self-reported?</b></p>	<p>If your agency does not yet track a certain category, enter "NT" for "Not Tracked" in that category to indicate that you are unable to submit the data as requested. This implies that efforts are underway to track this data as requested in the future.</p>

# VOCA PMT Frequently Asked Questions

<p><b>Does “assistance with compensation” mean assistance on filing a specific application, or providing victims with information about the compensation program (brochures, applications, etc.), or both? We do not require anyone to complete an application until they are ready to do so.</b></p>	<p>OVC wants to know the number of clients your organization assisted with completing a compensation application. Count the number of people who received any level of assistance with completing a victim compensation application during the reporting period, even if the application was not submitted. Simply providing a person with an application does NOT qualify as assistance.</p>
<p><b>What if we provide services multiple times for clients, or provide more than one service? How can we be sure not to duplicate the total number of services yet still show that we provided multiple services under one category?</b></p>	<p>Count the number of clients who were provided services in each category (e.g., information and referral); then, for each of the subcategories listed, indicate the number of times you provided that service. You may count a client more than once if he or she received services multiple times and/or received more than one service.</p>
<p><b>The instructions for the Direct Services section requests the number of clients who received services from my agency during the reporting period. Previously, VOCA reporting requested client and service data for the VOCA-funded project (VOCA funds plus match) only. Should I be reporting data for the VOCA-funded project or the Victim Services Program as defined in Appendix B?</b></p>	<p>Report data only on activities funded with VOCA plus match funding.</p>
<p><b>For the “Total number of individuals who received services by service type” question: Are subgrantees answering this question for services provided to new victims, or for new and returning victims?</b></p>	<p>For this section, report on services provided to ALL victims served during the reporting period.</p>
<p><b>Item 9.D requests the number of individuals who received shelter/housing services during the reporting period. This is easy to provide. However, items 9.D1–3 asks for the number of times a service was provided in each subcategory. Does this mean the number of individuals who received each type of shelter/housing? The number of bednights? What do you mean by the "number of times a service was provided"?</b></p>	<p>For items 9.D1-3, shelters may report bednights as the number of times each service was provided.</p>
<p><b>Are there going to be questions that the state grantees need to answer annually in addition to questions for the subgrantees? The questions in the existing performance report include narrative information that is frequently provided by subgrantees (including anecdotes). Our subgrantees are asking if the questions on this report are the only questions that they need to address annually.</b></p>	<p>Yes, there is a Grantee Report that state grantees must answer. The final version is available on the PMT website. The purpose of the Grantee Report is to collect qualitative data from grantees on VOCA-funded Victim Assistance activities in their state over the past year. Grantees may choose to contact their subgrantees for information that might help them complete this report, and if so, they may continue to use whatever process they already had</p>

# VOCA PMT Frequently Asked Questions

	in place to gather this information. However, the ultimate purpose of the Grantee Report is to provide a state-level perspective.
<b>In regards to the “Subgrantee Annually Reported Questions”; should the agency be surveying only VOCA victims, or VOCA and non-VOCA victims as well?</b>	Data should be reported only on activities funded with VOCA Victim Assistance dollars plus match funding.
<b>In Appendix B, the definition of “Domestic and/or Family Violence” refers to “past or present familial, household ... relationship... and any family members or persons residing in the same household as the victim.” Does this only refer to adult relationships? If not, this definition would overlap with the definition of child sexual abuse that includes “activities by a parent or caregiver” as well as child physical abuse/neglect “inflicted by a parent, caregiver or other person.”</b>	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 (Appendix B, item H), and any nonsexual, non-accidental physical injury to a child should be counted within the category of Child Physical Abuse and Neglect (Appendix B, item G).
<b>For “DUI/DWI incidents,” does this include death of another person while operating the motor vehicle, or does it refer to only injury to victim(s)?</b>	Please see Appendix B for full definitions of victimization types. DUI/DWI incidents refer to any victimization related to driving or operating a motor vehicle or common carrier while mentally or physically impaired as the result of consuming an alcoholic beverage or using a drug or narcotic.
<b>The list of victimization types includes “adult sexual assault” and “child sexual assault,” but it does not include “teen sexual assault.” It includes “teen dating victimization,” but this would only apply if a teenager was sexually assaulted by a dating partner. What if a high school student is sexually assaulted by another student?</b>	For the purposes of this questionnaire, teen victimizations not associated with dating qualify as child victimizations, as the definition of "child" includes all minors. Victimization that occurs within a teen dating relationship should be reported as “teen dating victimization.”
<b>In the “Types of Victimization” list, “stalking” connected to “harassment.” These may be two different types of behavior. Should they be separated?</b>	Stalking and harassment are related and may be defined either separately or under the same statute, depending on the state. The definition of stalking provided in Appendix B is a working definition to provide general understanding. For the purpose of consistency, OVC asks that you report on these as one category.
<b>Some states may not have historically “allowed” some of the direct services that appear on the subgrantee report. Why are these included?</b>	OVC will only provide guidance on what is required by the program guidelines and legislation. It is not OVC’s intent to suggest services that states should offer with VOCA funds. The purpose of the Subgrantee Report is to capture data on the services offered by the subgrantee organizations funded in your state. The subgrantee organization would only submit data for those services that are

# VOCA PMT Frequently Asked Questions

	funded with VOCA funds plus match.
<b>We perform nonmedical child forensic exams. How should we report this service in the system?</b>	Because forensic exams deal with evidence that may be utilized in a legal case, you can report these services under the criminal/civil category and use items E8, E9, or E10.
<b>Under Direct Services, “Law enforcement interview advocacy/accompaniment” is listed in two categories, “Personal Advocacy/Accompaniment” and “Criminal/Civil Justice System Assistance.” Should I report data in both?</b>	No, the subgrantee should report on this service in only one category. Agencies must provide data only for the Direct Service categories they select; “Law enforcement interview advocacy/accompaniment” is listed in both 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 agency provides both categories of service, it should report on “Law enforcement interview advocacy/accompaniment” only once, in whichever category best applies.
<b>Why does the Subgrantee Performance Report ask whether an agency can track individuals on an annual basis by federal fiscal year?</b>	This relates to OVC’s goal of getting an unduplicated count of individuals served. While Question 1 relates to duplication within the reporting period, Question 2 attempts to identify whether there will be duplication in the numbers an agency reports across the entire federal fiscal year. To capture a truly unduplicated count of individuals, a process is needed to track them throughout the year. Although an agency may be able to identify new vs. returning clients within a given quarter, it may not be able to maintain those records all year (due to confidentiality laws, capacity issues, etc.), in which case the agency would not know in Quarter 4 whether an individual was new or returning since Quarter 1 of that year.
<b>Should a single letter with information about criminal justice process, victims’ rights, and referrals be counted once for each of those three subcategories?</b>	YES
<b>Under “Types of Victimization,” the first column states: “Do not count an individual more than once for the same victimization type.” If a DV victim comes to a shelter in October, goes back home in November, is abused again and re-enters to a shelter in December, that is two individual intakes and two individual stays for the same victimization type, yet the form suggests this person would only be counted once. Is that correct? It is also entirely possible that a person would be the victim of several victimization types, such as</b>	Your understanding is correct. As in your example, a person may be a victim of domestic violence over a long period and may suffer many individual assaults; that victim is still presenting with a single victimization type—domestic violence—and you would report the victimization one time. If that individual experiences multiple victimization types within the period (such as an unrelated sexual assault and a burglary, in addition to the ongoing domestic violence), that person should be counted once in each of those three victimization types. The intent of this question is to capture how many

# VOCA PMT Frequently Asked Questions

<p><b>sexual assault, child abuse, and burglary in a quarter. How is that reported?</b></p>	<p>people present with each victimization type during the reporting period, not to measure how often services were provided; that is addressed in the Direct Services section.</p>
<p><b>Under the direct services section, do the subcategories have to equal the number of individuals under each of the five main headings?</b></p>	<p>No, the subcategories do not need to equal the number of individuals, and OVC does not expect them to. This section asks agencies to report two things: the number of individuals who received services in each category (the five main headings), and the number of times each particular service (subcategory) was provided. Because some clients may receive multiple services, the total number of times that services were provided within a category may be greater than the number of clients who received those services. OVC expects that the total number of services provided within each category will be equal to or greater than the number of individuals served in that category. Meanwhile, OVC does recognize that some agencies will not be able to track new vs. returning clients (e.g., DV hotlines), which is why Question 3 presents the opportunity to note if this is the case. OVC understands that the Victimization Type chart will likely include some duplication, and so it will not attempt to aggregate these numbers into a unique count of individuals served.</p>
<p><b>As it is written, A1–A4 refers to the number of times each service was provided, whereas A refers to the number of individuals who received services, by service type. For example, if a victim called every day for a referral to a new victim service program, that person would be listed each time he or she makes contact in A and would also be listed in A3 or A4. Is this correct?</b></p>	<p>That is correct. As explained above, A is simply a count of individuals, while A1–A4 are all counts of the number of times each service is provided. Therefore, if an individual receives multiple services or the same service multiple times, each instance/occurrence of a service being provided should be counted in A1–A4.</p>
<p><b>Some states use fewer or different groups of services/subcategories; they may not be able to disaggregate according to PMT categories/subcategories. Will states be allowed to group services into broader categories?</b></p>	<p>States and subgrantee organizations are required to update their collection processes to track individuals in the service categories provided. In the meantime, states should report on these services to the best of their ability.</p>
<p><b>Should agencies only count volunteer hours used as match for the VOCA subaward or for all of the agency’s victimization programs and/or services, even if not used as match for this VOCA award?</b></p>	<p>The subgrantee organization should include volunteer hours used as match for this VOCA subaward.</p>
<p><b>Question 10 mentions “services that were unmet because of capacity issues.” Does “capacity” refer to things our funding covers or</b></p>	<p>OVC’s intent in inquiring about organizational capacity is to understand the challenges that organizations funded under the VOCA Assistance</p>

# VOCA PMT Frequently Asked Questions

---

**to our ability as an agency to handle the situations presented (for instance, if we were so busy that no advocates were available to take the client)? If it does refer to funding, would we still list this as “Yes,” even if we refer them to a place that does cover their situation under their funding?**

program are confronted with in providing services to victims. These issues may be related to technology, staff, staff training, professional development, and/or resources. In other words, what challenges did your organization face during the reporting period that made it difficult to achieve its mission effectively and efficiently? Your State Administrator may be able to provide you with more specific guidance on the information that subgrantee organizations in your state are expected to report for this question.