

**Missouri Department of Public Safety**

**Crime Victims Services Unit**

**WebGrants Site Visit FAQ**

**Scheduling and Preparing for a Site Visit**

**Q: How do we schedule a site visit?**

*A: Your Regional Representative will contact you to schedule your site visit. Once a date has been determined, your representative will send a confirmation and release the site monitoring components to your agency via WebGrants.*

**Q: Is it necessary for all grant-funded staff to be present during the site visit?**

*A: Yes, we will need to meet with all grant-funded staff.*

**Q: Is it necessary for volunteers to be present during the site visit?**

*A: No, it is not necessary for volunteers to be present. However, anyone involved with the project or agency is welcome to be present at the site visit.*

**Q: If grant-funded staff is not located at the site of the visit, is video-conferencing an option?**

*A: No. At this time it is necessary for all grant-funded staff to be present during the site visit.*

**Q: How do we know what information is necessary for the visit.**

*A: A confirmation letter will be sent to your agency verifying the date/time of the visit and outlining the information to be submitted by your agency. Only those components required of your grant will be unlocked in the WebGrants system for completion.*

**Q: How long do we have to submit the Site Visit components from the time we receive the letter?**

*A: You will have approximately two weeks to complete and submit the required components to CVSU. The actual visit will take place approximately two weeks after the components have been submitted by your agency, or, about 4 weeks after the confirmation letter was sent.*

**Q: If we have more than one grant will you monitor them all at the same time?**

*A: Yes, we will monitor all of your CVSU grants during the visit.*

**Q: What can we expect during the site visit, as much of the work is done ahead of time?**

*A: The site visit gives us the opportunity to meet with the grant-funded staff, tour your facility, and address any questions/concerns you or our office may have. If we need additional information from your agency, the visit will give us the opportunity to discuss this.*

**Q: How often will site visits occur?**

*A: Site visits will be conducted approximately every other year.*

**Q: Will you request to see case/victim files during the visit?**

*A: We will request to see a “dummy” or “mock-up” file. This is a file created for the visit that is identical to the layout of your regular files.*

**Q: Do all agencies need to have Crime Victims’ Compensation and non-discrimination posters?**

*A: Yes, when we visit we will request to see the locations of these posters. For more information on acquiring these posters (and other information), please visit:*

CVC: <http://dps.mo.gov/dir/programs/cvc/>

Non-discrimination policy information:

<http://www.dol.gov/ofccp/> (Federal)

<http://labor.mo.gov/posters/> (State)

**Completing Webgrants Site Monitoring Information**

**Q: Can we have access to the Site Visit components prior to scheduling a visit?**

*A: No. The components are not made available until after the visit has been scheduled and the confirmation letter sent to your agency.*

*A sample of the site monitoring components is available on our website. Please note these are sample forms, not all of which will be relevant to your particular agency or contract. Again, only those components required for your contract will be unlocked for you to complete.*

**Q: How do we access the Site Visit components?**

*A: After signing into WebGrants, select “My Grants” from the main menu. Select the applicable grant contract (if you have more than one grant with CVSU, this step will need to be repeated for each grant that is to be monitored). From the Grant Components menu, select “Status Reports”. The Status Report type will be “Site Visit”; please note the due date is also provided on this screen. Select the appropriate Site Visit report to open the Site Visit Components.*

**Q: Do we have to complete the Status Report section for each grant if we have more than one?**

*A: Yes. Follow the steps above to access the Site Visit report for each grant.*

**Q: Can narrative answers be copied and pasted across multiple grants?**

*A: Yes, some narrative information can be copied and pasted. You will want to save the information in a Word document in order to copy and paste to each individual report. Please note this information may be different depending on the grant and/or type of project. It is the agency's responsibility to ensure each response is relevant to the grant and/or project.*

**Q: Can you clarify what you mean by "in the past year" and "current year"?**

*A: For current contracts, information should be reported from the beginning of the contract period to the last complete month before the site visit report is due. For example: You have a VOCA contract that began October 2011 and your site visit is scheduled for January 28, 2013. This means your information must be submitted to CVSU by January 14<sup>th</sup>. You would report on activities from October 2011 to December 2012 since January has not yet ended.*

*For closed contracts (those that have already ended) you will report on the entire contract period.*

*You may also reference the "Report Period" in the General Information component of your Site Visit report. Please ensure all information is grant specific, rather than agency-wide.*

**Q: What if one of the components does not apply to our agency?**

*A: When preparing your monitoring report, we will do our best to tailor the components (and requested attachments) to each applicable grant. If ever a question within a component does not apply to your agency or project, please enter either "n/a" or "0".*

**Q: I am unable to submit the Site Visit components within the system. What is wrong?**

*A: Please ensure that all mandatory questions have been answered and that each component has been marked as complete.*

**Q: Whom do I contact with questions regarding the Site Visit components?**

*A: Please contact your Regional Representative with any questions you may have.*