Office for Victims of Crime

JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Performance Measurement Tool User Guide

Victims of Crime Act
Victim Assistance Subgrantee User Guide

Updated October 2018

Overview and Purpose

- The Performance Measurement Tool (PMT) collects performance measurement data on a quarterly basis. Your grantee will determine your quarterly due dates for entering data in the PMT.
- The purpose of this user guide is to instruct the Office for Victims of Crime (OVC) PMT users on the following—
  - How to access and navigate the PMT
  - Actions to ensure your report is correctly submitted
  - Troubleshooting steps for errors that users may encounter.

Contents

- Overview of Performance Management at the Office for Victims of Crime
- Accessing and Logging into the Performance Measurement Tool
- Entering Subgrant Award Reports
- Preparing the Subgrantee Data Report
- Troubleshooting Tips and Additional Resources

Overview of Performance Management at the Office for Victims of Crime

Role of Grantees

- As a grantee, your role in performance measurement reporting includes the following—
  - Identify individuals in your organization who will have access to the PMT and maintain your organization’s profile page
  - Attend training on performance measures offered by OVC and reviewing resource materials; asking questions if you are unsure of how to report any data
  - Enter Subgrant Award Reports (SAR) for any subawards made
  - Communicate with subgrantees about reporting, monitoring subgrantee reporting, and reviewing subgrantee data in the PMT
  - Submit quarterly data reports and an Annual Grantee Report
  - Clarify and updating data in response to any inquiries from OVC

Role of Subgrantees

- As a subgrantee, your role in performance measurement reporting includes the following—
    - Identify individuals who need system access and understanding what data the grantee will need you to enter into the system
    - Contribute information to the SAR, if directed by the grantee
    - Enter performance measures quarterly, if directed by the grantee, or submit data to the grantee for entry
    - Maintain documentation of individuals served and services provided to support data reported in the PMT
    - Clarify and update data in response to any inquiries from the grantee

Role of OVC Staff

Grant monitors and members of OVC's Performance Management Team perform the following activities related to performance measure data–

- Provide training and technical assistance, including Helpdesk support, on using the PMT system and entering performance measures
- Review data entered by grantees and subgrantees to promote consistency and accuracy
- Analyze data to develop grant program reports and respond to data inquiries.

Reviewing Subgrantee Data: Role of the SAA, Subgrantee and OVC

Subgrantee
- Subgrantee checks the data before submitting it to the State Administering Agency (SAA)

SAA
- SAA reviews what the subgrantee has submitted

PMT Analyst
- Analysts apply statistical techniques to identify potential errors and request clarification

OVC Staff
- OVC staff members review annual progress reports

Micro → Macro

PMT Definitions

General Definitions:

- **Performance Management**: The regular collection of data in a systematic manner to assess program outputs/outcomes, showcase program results, and improve program performance.

Reporting Systems:

- **Performance Measurement Tool (PMT)**: The online system maintained by the OVC for collecting performance measure data from grantees and subgrantees.

- **Grants Management System (GMS):** The online data collection system maintained by the Office of Justice Programs (OJP) for all grants administered through OJP. GMS is the priority system of record for information about grants.

PMT Definitions (cont.)

Parties Involved:

- **Grantee:** The primary grant recipient of funds directly from the OVC.

- **Subgrantee (or Subrecipient):** An entity that receives a portion of grant funding through a formal agreement with the grantee. Grantees are required to monitor subgrantees to ensure subgrant funds are appropriately spent.

- **State Administering Agency (SAA):** The grantee; the state office responsible for receiving funds and reporting data.

PMT Definitions (cont.)

Reports:

- **SAR:** This report collects information about the subgrantee organization, the length of the subawards and activities to be implemented by the subgrantee, and the allocation of grant funds.

- **Subgrantee Data Report:** This report collects information quarterly on victims served with Victims of Crime Act (VOCA) plus match funding, including victim demographics, types of victimization, and services provided.

- **Annual Grantee Report:** This report collects the information on victims served with VOCA plus match funding over a federal fiscal year (October–September). The report is a PDF document that the PMT automatically generates after all data entry is complete.

Accessing and Logging into the Performance Measurement Tool

Accessing the PMT

- Grantees will determine if subgrantees will enter data in to the PMT.
- Grantees will establish their processes and timelines for subgrantee data entry and review.
- Grantees will set up user accounts for subgrantee users by entering their contact information into the PMT. The system will then send the subgrantee user an email to set up a password and complete the account set up process.
- Each individual user must have their own unique login to access the system for security purposes.

Important Note: The OVC PMT Helpdesk cannot add subgrantee users; only grantees can add subgrantees as users.

Logging into the PMT

- Visit the PMT website at this address, https://ojpsso.ojp.gov/, and enter your user name and password.
- The user name is the user's email address.
- If the grantee provides you with access to the PMT, you will receive an email from OVC PMT with instructions on creating a new user account.

Logging into the PMT (cont.)

If you forget your password:

1. Enter your user name (email address) and leave the password field blank.
2. Select Forgot Password.
3. Enter and submit the answer to your challenge question.
4. If this is correct, the PMT will send you an email with a link to create a new password.

Passwords must be at least 12 characters and contain both upper and lowercase letters, one number, and one special character (e.g., !, @, $).

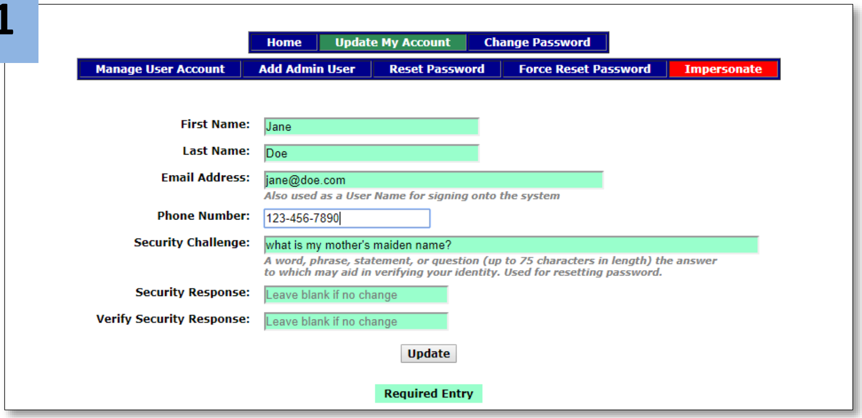
Updating Your User Account and Changing Your Password

- Select the Update My Account button to update your login information (see Image 1).

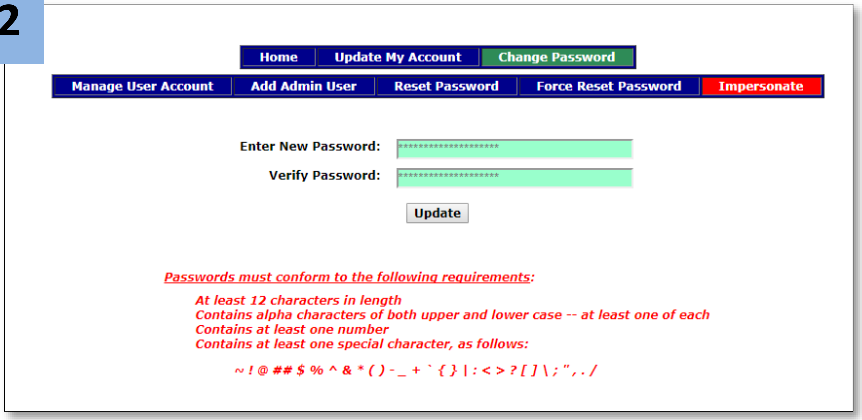
- Select the Change Password button if necessary (see Image 2).

- Please remember to adhere to the password guidelines that are shown on the screen.

1



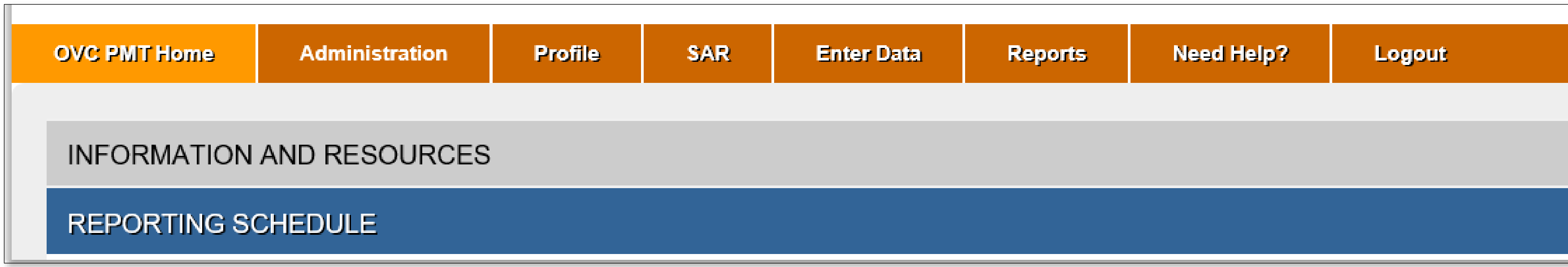
2



Accessing Your PMT Account Home Page

- Once you have created your account, you can update or change your account and password information.
- Click OVC PMT to continue with your data entry.

Main Navigation Menu



- **OVC PMT Home:** General information about your award and reports
- **Administration**: List of subawards and user information
- **Profile:** Lists contact information for your organization and point of contact (POC)
- **SAR**: Data entry pages for all Subgrant Award Reports associated with your organization
- **Enter Data**: Data entry pages for the quarterly Subgrantee Data Report
- **Reports**: Lists current and past reports and their status
- **Need Help?**: Resources for using the PMT and submitting feedback/questions
- **Logout**: Logs you out of the PMT system

OVC PMT Home Page

OVC PMT Home | Administration | Profile | SAR | Enter Data | Reports | Need Help? | Logout

INFORMATION AND RESOURCES

REPORTING SCHEDULE

Reporting Period	Type of Data Required	PMT Due Date
October 1 - December 31	Program Performance Measures	February 15
January 1 - March 31	Program Performance Measures	May 15
April 1 - June 30	Program Performance Measures	August 15
July 1 – September 30	Program Performance Measures and Narrative	November 15

- On the OVC PMT Home Page, you can view information and resources, as well as the reporting schedule.

Administration: Federal Award List

OVC PMT Home | Administration | Profile | SAR | Enter Data | Reports | Need Help? | Logout

Federal Awards & Subawards Table

Save

Search:

Federal Award	Admin Funding	Training Funding	Total Federal Award Amount	Subaward Number (State Assigned)	Distributed Amount	Total Sub Award Amount	Subgrantee
1324567				Award DV	123,333.00	123,333.00	ABC ORG DV
1324567				123 AW 001	128,956.00	128,956.00	Coldbox inc

- From the Federal Award List under the Administration tab, you can view a list of your state's federal awards and search for subawards.
- For subawards to show up on the list, the SAR must have the subaward amount listed.

Administration: Current User List

- The List of Current Users displays all users for your organization. Organizations should manage their users.
- You may delete users who are no longer with your organization or engaged in PMT data entry.
- You may add individuals who should have access for data entry and review purposes.

Entering Subgrant Award Reports

Entering Subgrant Award Reports

- A SAR is required for each subgrant that implements programming with VOCA plus match funding. Please see the Subgrant Award Report FAQ document for details on when SARs are required.
- Only one Subgrantee Data Report is required for each subgrantee organization.
- SAR Part 1 (Questions 1–6):
  - Subaward information
  - Must be completed by the grantee
- SAR Part 2 (Questions 7–11):
  - Information about the subgrantee
  - May be completed by the grantee or subgrantee

Subgrant Award Report (SAR)

OVC PMT Home | Administration | SAR | Enter Data | Reports | Need Help? | Logout

Click on the Subaward number to enter/edit SAR data.

Hide/Show Comments History

SAR for Subaward VOCA ATTORNEY GENERAL 23332 (Approved) [**Review**]

Comments History	Comments	Action	By Whom	Date
	No comments	Certified		09/10/2018
	No comments	Send for Revisions		09/10/2018
	No comments	Certified		09/10/2018

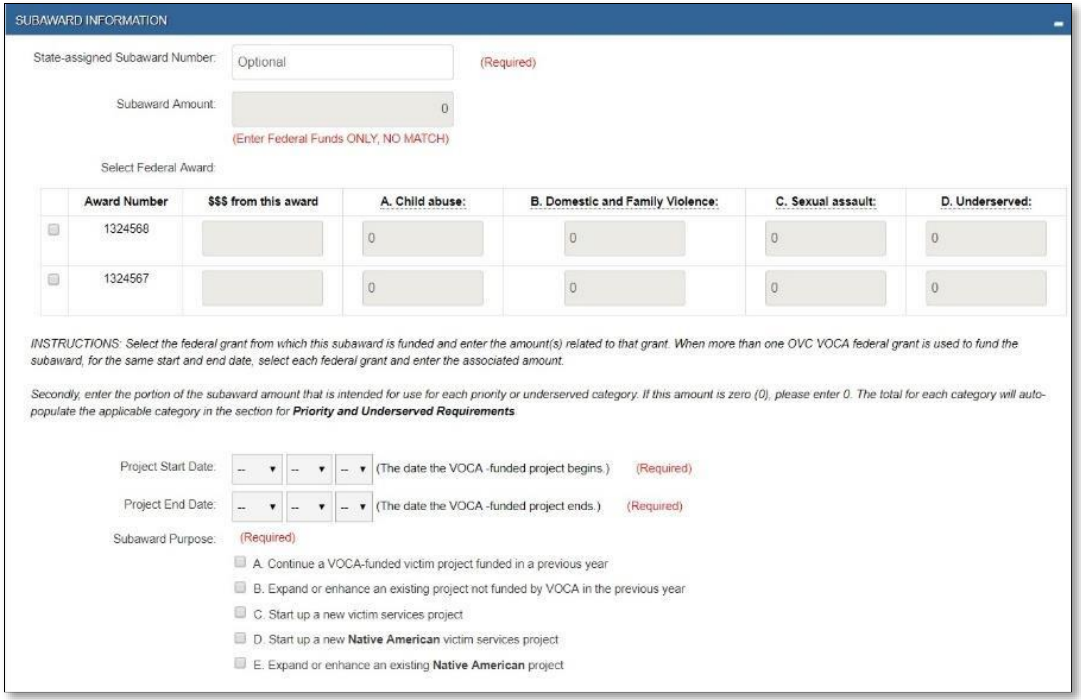
SAR for Subaward VOCA-ATTORNEY GENERAL 23346 (Approved) [**Review**]

Comments History	Comments	Action	By Whom	Date
	No comments	Certified		09/10/2018
	No comments	Send for Revisions		09/10/2018

- Under the SAR tab, you will find a list of the SARs for each of your subawards.
- Select the subaward for which you want to enter data.

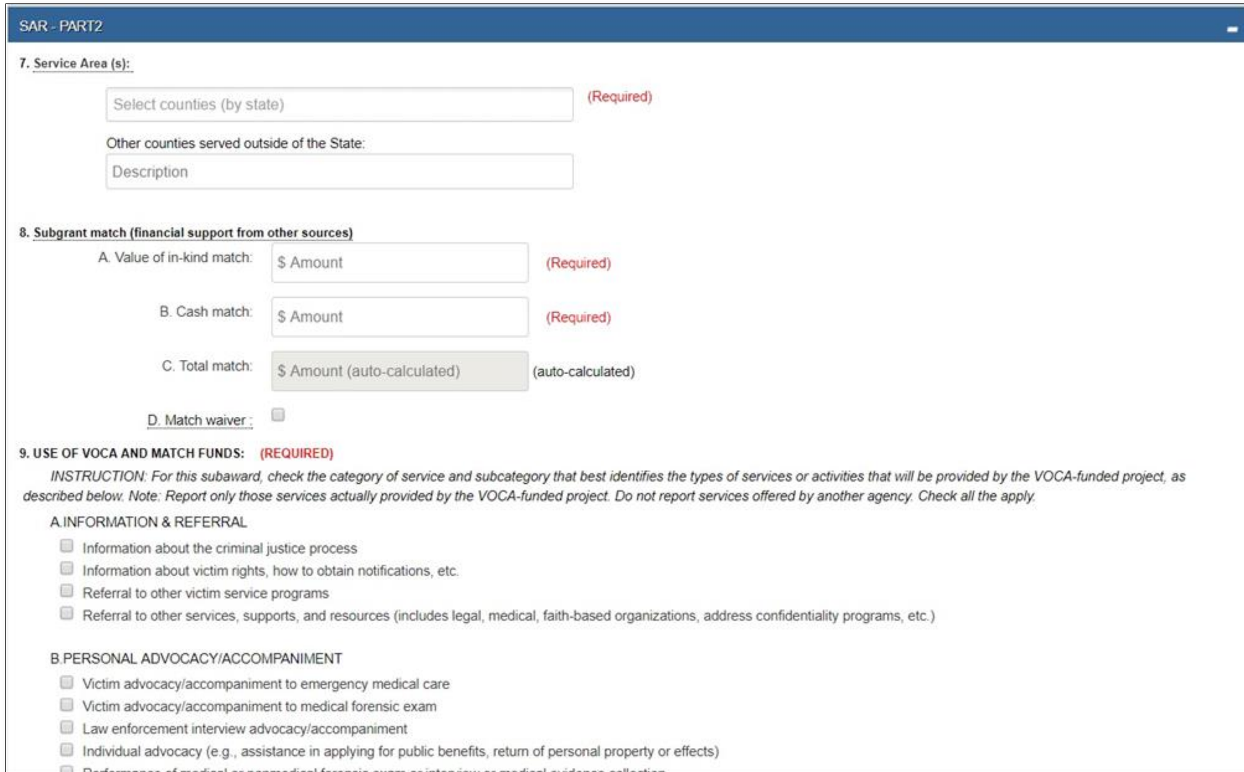
SAR – Part 1: Subaward Information (Questions 1–6)

- Only your grantee can enter data in SAR – Part 1.
- You can select SAR – Part 1 to see the data already entered by the grantee.



SAR – Part 2: Subgrantee Information (Questions 7–11)

- Grantees are able to allow subgrantees to enter data on Part 2 of the SAR, or they may complete this portion of the report themselves.



SAR - PART2

7. Service Area (s):

Select counties (by state) (Required)

Other counties served outside of the State:

Description

8. Subgrant match (financial support from other sources)

A. Value of in-kind match: $ Amount (Required)

B. Cash match: $ Amount (Required)

C. Total match: $ Amount (auto-calculated) (auto-calculated)

D. Match waiver :

9. USE OF VOCA AND MATCH FUNDS: (REQUIRED)

INSTRUCTION: For this subaward, check the category of service and subcategory that best identifies the types of services or activities that will be provided by the VOCA-funded project, as described below. Note: Report only those services actually provided by the VOCA-funded project. Do not report services offered by another agency. Check all the apply.

A.INFORMATION & REFERRAL

- Information about the criminal justice process
- Information about victim rights, how to obtain notifications, etc.
- Referral to other victim service programs
- Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)

B.PERSONAL ADVOCACY/ACCOMPANIMENT

- Victim advocacy/accompaniment to emergency medical care
- Victim advocacy/accompaniment to medical forensic exam
- Law enforcement interview advocacy/accompaniment
- Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)
- Performance of medical or nonmedical forensic exam or interview or medical evidence collection

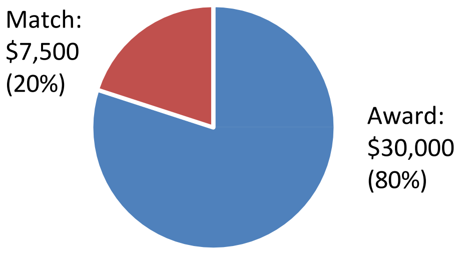
SAR – Part 2: Subgrantee Match

8. Subgrant match (financial support from other sources)

A. Value of in-kind match:	$ Amount	(Required)
B. Cash match:	$ Amount	(Required)
C. Total match:	$ Amount (auto-calculated)	(auto-calculated)
D. Match waiver :	☐	

- In Question 8, please enter the values of in-kind, cash, and total match funding provided.
- The match must be 20 percent of the total project budget. For example, see the pie chart to the right: if a subgrant award is $30,000, then the match requirement is $7,500.
- Consult with your SAA regarding options for a match waiver.

Sample Project Budget: $37,500



SAR – Part 2: Budget and Staffing

11. BUDGET AND STAFFING:

INSTRUCTION: Indicate below the requested information based on the subgrantee's current fiscal year: Report the total budget available to the victim services program, by source of funding. Do not report the entire agency budget, unless the entire budget is devoted to victim services. For example, if VOCA funds are awarded to support a victim advocate unit in a prosecutor's office, then only report the budget for the victim advocate unit. NOTE: Do not include in-kind match; do not report sums less than one dollar.

Information Requested	Response	
A. Total budget for all victimization programs/services for this agency (The amount reported is for the current fiscal year. Include the subaward amount reported in Question 4.)	20000	
B. Annual funding amounts allocated to all victimization programs and/or services for the current fiscal year (Identify by source the amount of funds allocated to the victimization programs/services budget of the subgrantee agency. Do not count funds in more than one category. OTHER FEDERAL includes all federal funding except the subaward amount reported in Question 4.)	B1. Subaward Amount:	10000
	B2. OTHER STATE/TERRITORY:	5000
	B3. OTHER LOCAL:	1000
	B4. OTHER FEDERAL:	3000
	B5. OTHER NON-FEDERAL:	1000

- In Question 11.A and 11.B, indicate the total budget and sources for all of the subgrantee's programs/services for the agency's current fiscal year.
- Refer to the Subgrant Award Report Frequently Asked Questions (FAQ) for additional details on the sources of funding.

SAR – Part 2: Budget and Staffing (11.C–11.D)

- In Question 11.C, report the total number of paid staff for your program, regardless of funding source. You should include both VOCA-funded and non-VOCA funded positions.
  - Count each staff once
  - Do not prorate
  - Only enter whole numbers

- In Question 11.D, report the number of hours funded with VOCA or match funds. Do not include non-VOCA funded hours here.
  - This question is not a percentage of staff time (e.g., 50 percent)
  - This question is not a full-time equivalent of staff time (e.g., 0.50).

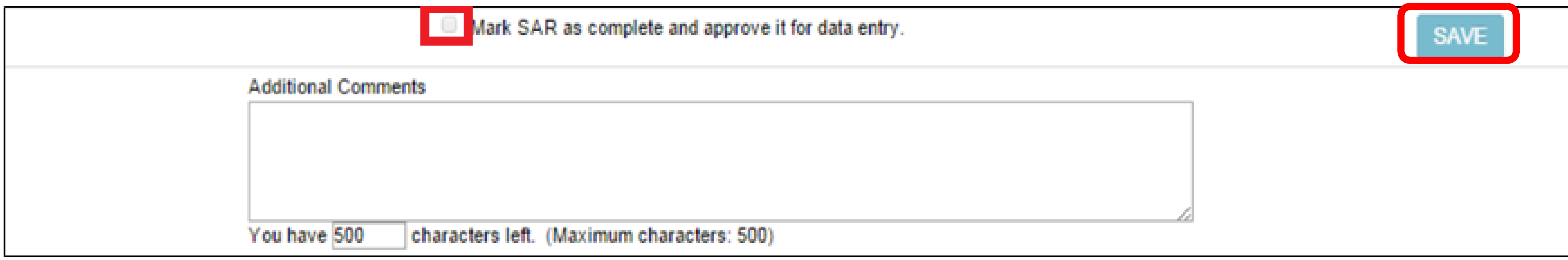
SAR - Part 2: Volunteer Hours (11.E–11.F)

- In Question 11.E, report the number of volunteers with VOCA plus match funds.
  - Count each volunteer once
  - Do not prorate
  - Only enter whole numbers
- In Question 11.F, report the total number of volunteer hours funded with VOCA plus match funds. Do not include non-VOCA funded hours here.
- Please refer to the Subgrant Award Report FAQ for additional guidance on calculating number of positions and hours and how to prorate data if staff are supported by VOCA and non-VOCA funds.

SAR: Review & Approval

- Once you saved your data for SAR–Part 2, you will be brought to the SAR Review page.
- Within this page, you can review all SAR data entered by both the grantee and subgrantee to confirm its accuracy.

SAR: Review & Approval (cont.)



- Once your data entry is complete, select the Save button. You will then receive a message stating that your data has been certified.

- Notify your grantee will then be able to review the SAR data and click the radio button approving the SAR.

Note: The SAR must be approved by your grantee before you can complete your data entry for the performance measures for the Subgrantee Data Report.

Preparing the Subgrantee Data Report

Subgrantee Role in Data Entry

As a subgrantee, your role in performance measurement reporting includes—

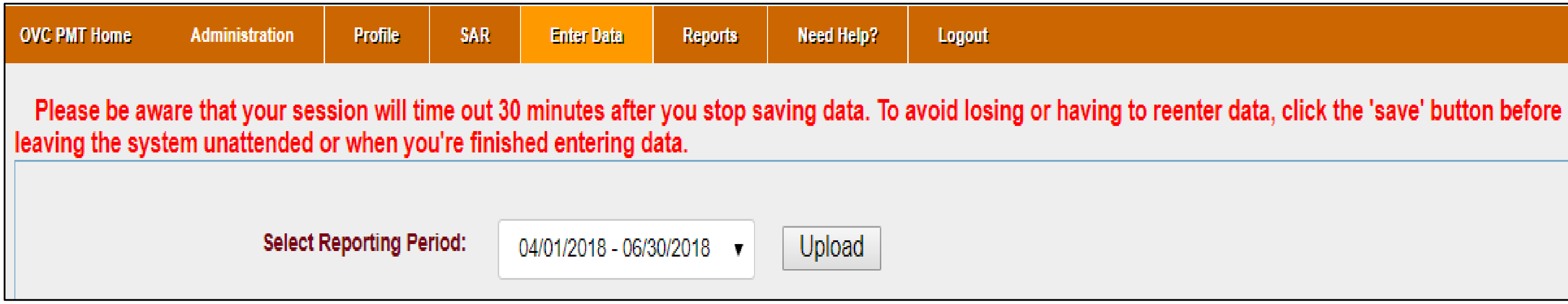
- **Collecting:**
  - Collect data for all performance measures listed in the PMT.
  - Consider using the Subgrantee Data Tracking Template to collect and aggregate data on individual victims served.
- **Reporting:**
  - Report data on a quarterly basis.
  - Follow state processes and deadlines for submitting performance data.
- **Communicating:**
  - Contact the SAA if there are questions about how to report data.
  - Look for emails from the SAA and the OVC PMT Helpdesk with reminders and Information.
  - Respond to inquiries from the SAA about data entered.

Reporting Schedule: OVC Deadlines

Quarterly Reporting in PMT			
Reporting Period	**Submission Period**	**Content**	**OVC Deadline**
October 1–December 31	January–February 15	Performance Measures	February 15
January 1–March 31	April 1–May 15	Performance Measures	April 30
April 1–June 30	July 1–August 15	Performance Measures	July 30
July 1–September 30	October 1–November 15	Performance Measures and Narrative Questions	October 30

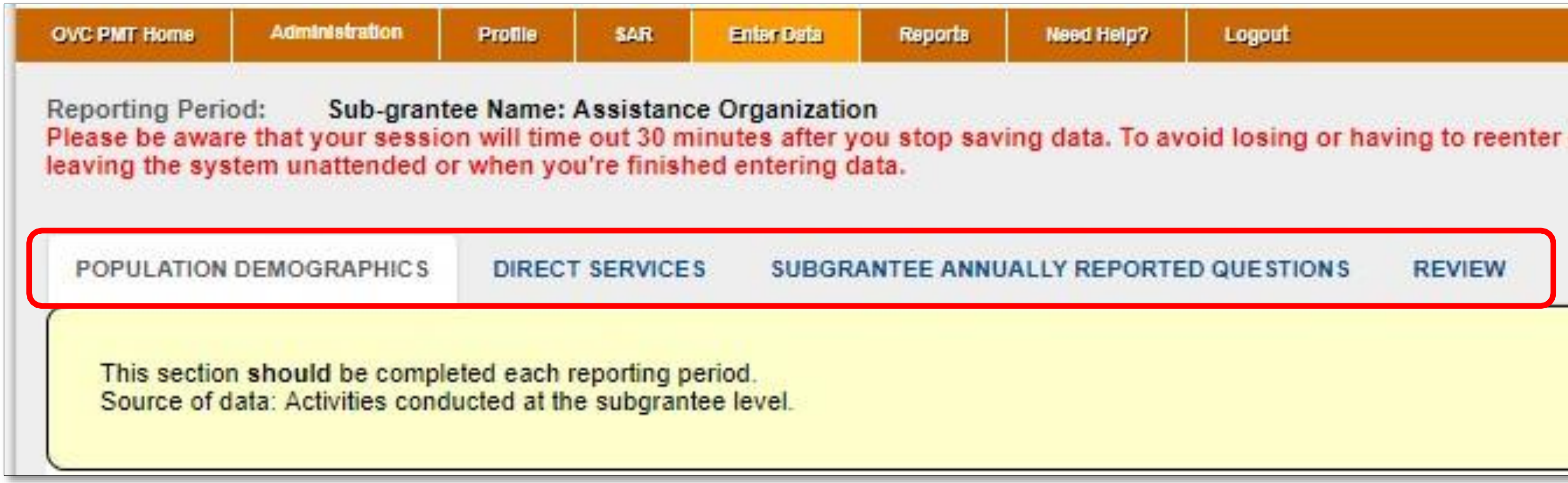
Important Note: Remember to only report on activities that occurred during the reporting period.
Important Note: Clarify any internal due dates with your SAA. States may require subgrantees to enter data earlier than the OVC deadline to build in time to review, clarify, and approve subgrantee data prior to the OVC report due date.

Subgrantee Data Report: Data Entry Screens



- Once the SAR data entry has been approved by the grantee, the subgrantee will then be able to complete their Performance Measures data entry in the Subgrantee Data Report.
- Select the Enter Data tab, and a dropdown list will appear with reporting periods.
- Select the reporting period for which you want to enter data.

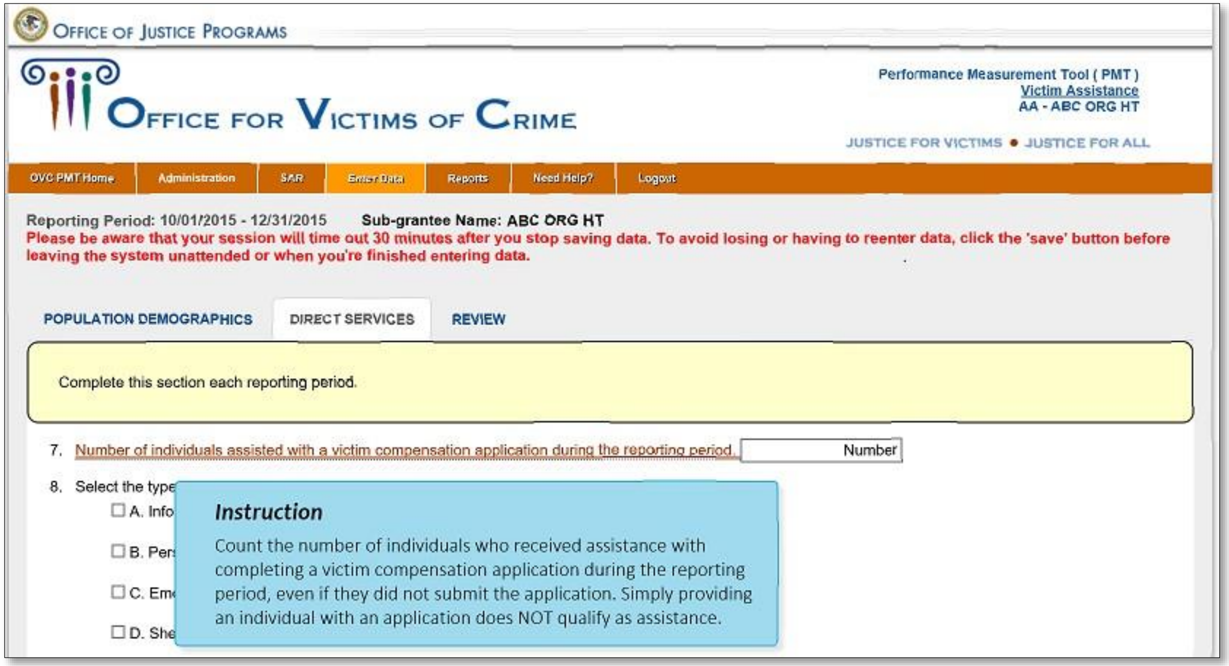
Performance Measure Screens



- Users can navigate to different data entry screens by clicking on the secondary menu bar above the data entry fields.
- Please refer to the Subgrantee Data Report FAQ for more detailed information about subgrantee performance measures.

Data Entry Reminders

- All fields marked "Number" will only accept numeric values.
- Underlined text within the PMT is a hyperlink to a definition that will appear when you click or hover over it.



Please refer to slides 48-50, "Quick Tips for Navigating the PMT," for a full list of tips for using the PMT system.

Number of Individuals Served

POPULATION DEMOGRAPHICS | DIRECT SERVICES | SUBGRANTEE ANNUALLY REPORTED QUESTIONS | REVIEW

This section **should** be completed each reporting period.
Source of data: Activities conducted at the subgrantee level.

1. **TOTAL** number of individuals who received services during the reporting period. 10
2. **TOTAL** number of anonymous contacts received during the reporting period. 5
3. Of the number of individuals entered in question 1, how many were **NEW** individuals who received services from your agency **for the first time** during the reporting period. 2

☐ We cannot track new individuals

- Enter the total number of **individuals served** during the reporting period and the number of **anonymous contacts.** See the Performance Measures: Subgrantee Data Report (October 2018) for definitions of "individuals served" and "anonymous contacts."
- Enter the number of **new individuals** served for the first time during the reporting period. All individuals served will be counted as new during the first quarter of the subaward.
- Check the box if you **cannot track** new individuals.

Population Demographics

- Question 4: Enter demographics for only **new individuals** served.
  - The total for each demographic category (e.g., race/ethnicity, gender identity) must equal the total of new individuals identified in question 3.
  - Use the “Not Tracked” and “Not Reported” options as appropriate. See slide 50 of this user guide or the Performance Measures: Subgrantee Data Report (October 2018) for definitions of these terms.
- Question 5: Enter the types of victimization presented by **all individuals served and anonymous contacts**. List all types of victimization presented by each individual.

If subgrantees have questions about the data collection systems, they should contact their grantee.

Types of Victimization

- There are 25 types of victimization available for selection.
- The final field captures “other” types of victimization.
- Grantees/subgrantees should classify experiences using the 25 listed types as frequently as possible – use “other” only when no other type of victimization can apply.
- The victimization types are not meant to reflect formal legal definitions defined by statute in a jurisdiction – they should be viewed more broadly.
- More information on determining victimization types will be forthcoming.

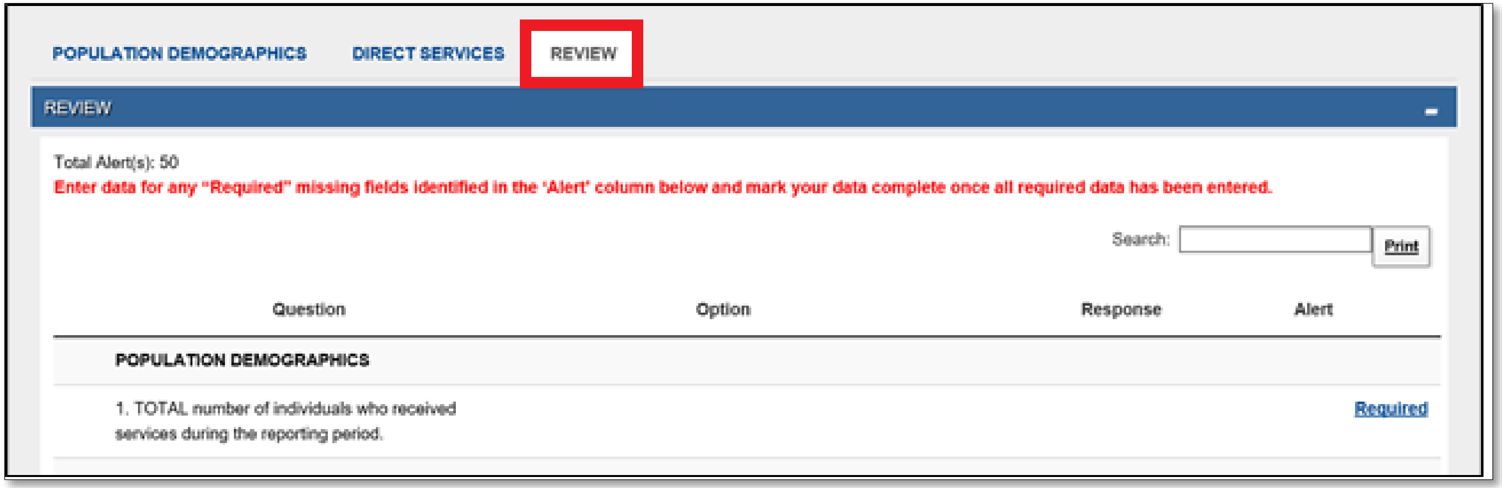
Direct Services

A. Information & Referral

Enter the number of individuals who received services in this category	10	1
A1. Information about the criminal justice process	10	2
A2. Information about victim rights, how to obtain notifications, etc.	20	
A3. Referral to other victim service programs	2	
A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	4	

- Report the **number of individuals** who receive each category of service (item 1).
- Report the **number of times** each subcategory of service is provided (item 2).
- When you add the subcategory occurrences (A1 + A2 + A3 + A4), the total should be equal to or greater than the number of people who received services.
- In this example, 10 + 20 + 2 + 4 > 10 people served.

Reviewing Data Entry



- After completing data entry, you will be prompted to go to the Review tab.
- Subgrantees can review all data entered in the previous tabs.
- Any fields missing data will be marked “Required.”
- You must go back and enter data in any flagged fields before the system will allow you to mark your data entry as complete.

Reviewing Data Entry (cont.)

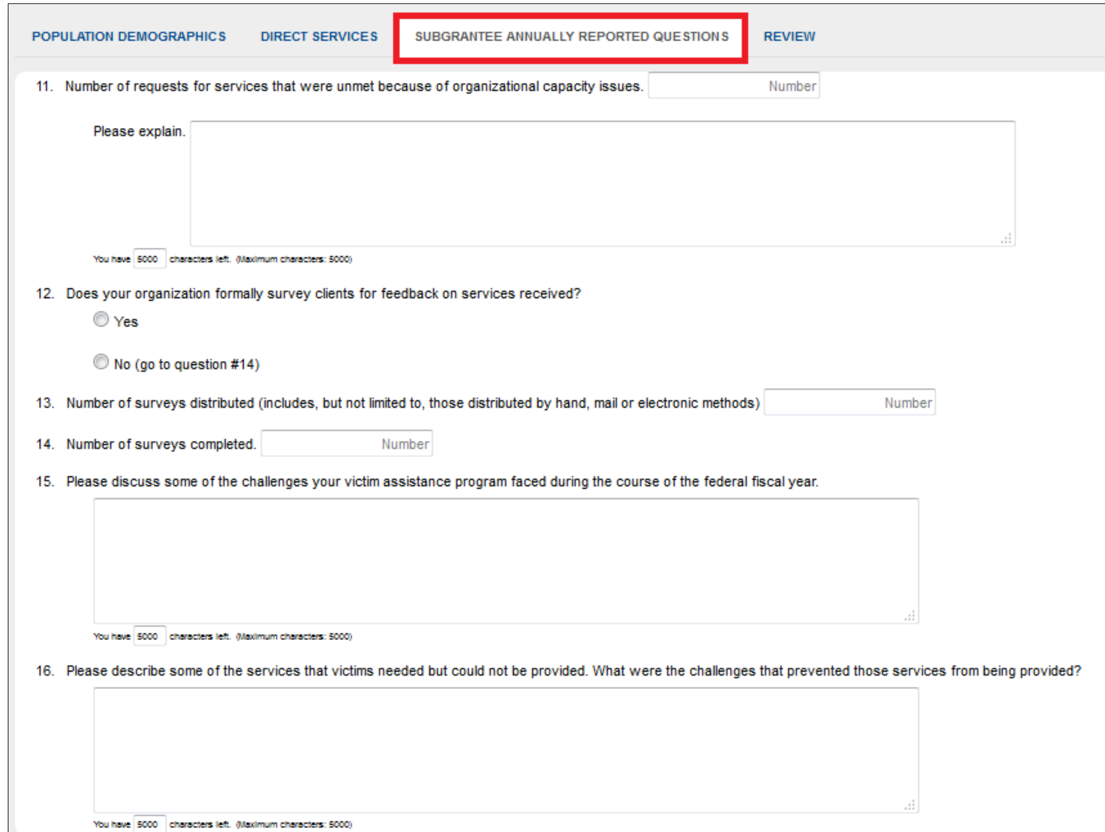
As subgrantees review their data, they should ask:

- Are all questions fully answered?
- Is anything missing?
- Does this report make sense given the funding, staffing, and objectives?
- Are non-VOCA funded activities counted in the report?

Subgrantee Annually Reported Performance Measures

- The Subgrantee Annually Reported Questions tab will appear during the July–September reporting period.
- These questions only need to be answered once per year.
- Enter all data, then select Save & Continue to complete your data entry.

Subgrantee Annually Reported Questions


POPULATION DEMOGRAPHICS | DIRECT SERVICES | SUBGRANTEE ANNUALLY REPORTED QUESTIONS | REVIEW

11. Number of requests for services that were unmet because of organizational capacity issues. Number

Please explain.

You have 5000 characters left. (Maximum characters: 5000)

12. Does your organization formally survey clients for feedback on services received?

Yes

No (go to question #14)

13. Number of surveys distributed (includes, but not limited to, those distributed by hand, mail or electronic methods) Number

14. Number of surveys completed. Number

15. Please discuss some of the challenges your victim assistance program faced during the course of the federal fiscal year.

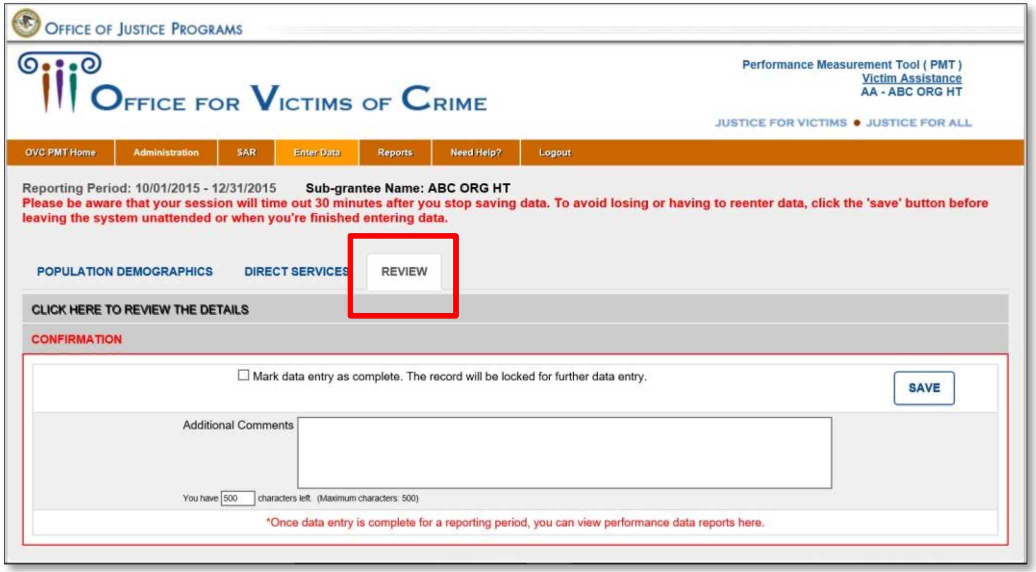
You have 5000 characters left. (Maximum characters: 5000)

16. 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?

You have 5000 characters left. (Maximum characters: 5000)

Completing Report for Grantee Review

- When you finish your data entry, you will be prompted to go to the Review tab.
- Under this tab, you can review all the data you entered. If there are any missing fields, they will be marked as "Required," and you will need to enter data in that field before continuing.
- Once your data entry is complete, click the Mark data entry as complete button then select Save.



Important Note: Once subgrantees select Save, the report will be locked. If subgrantees need to unlock their report, they must contact their grantee. Grantees can unlock the subgrantee's report by accessing the Complete and In progress tab on the Reports page of their PMT account.

Completing Report for Grantee Review (cont.)

- After saving your data, the report will be automatically submitted through the PMT to your SAA for review.
- The PMT will also create a Performance Data Report in PDF format for your records.
- Under the Reports tab, you can also create PDFs of your data entry in previous reporting periods.

After marking your data entry as complete for the reporting period, your report will be submitted through the PMT to your State Administrative Agency (SAA) for review. The ability to enter/edit data will be locked. The PMT will automatically create a PDF-formatted Performance Data Report that you can save for your records. You may also create a data report in PDF of previous periods.

If changes are needed, please contact your SAA to request that your report be unlocked and returned to you to make any necessary changes.

To ensure compliance with quarterly reporting requirements in PMT, check with your SAA for due dates and additional guidance.

Your SAA is responsible for submitting an aggregate State 'ANNUAL Performance Data Report' from the PMT to OVC through GMS, for OVC's review. This report will include your data and as a result, additional changes may be requested of you.

If any changes are made to the data, please mark data entry as complete again to recreate a revised version of your PDF report.

Please be aware that your session will time out 30 minutes after you stop saving data. To avoid losing or having to reenter data, click the 'save' button before leaving the system unattended or when you're finished entering data.

Reporting Period	Data Entry Status	Last Modified	PDF Reports
10/01/2017 - 12/31/2017	Complete		Quarterly PDF
01/01/2018 - 03/31/2018	Complete		Quarterly PDF
04/01/2018 - 06/30/2018	Complete		Quarterly PDF

Troubleshooting Tips
and
Additional Resources

Quick Tips for Navigating the PMT

- Periodically click the Save and Continue button to ensure the data you entered are saved into the system. The system will time you out after 30 minutes of inactivity and data not saved will be lost.
- Please note that simply entering data into a field does not constitute as activity; the system only recognizes saving or the advancement to another page as activities that will keep your session active.
- Click the Exit Data Entry button to close and exit the page. Please note that any data not previously saved will be lost. The Exit Data Entry button does NOT automatically save your work.

Save and Continue

It is critical to periodically click the Save and Continue button to save your work.

Quick Tips for Navigating the PMT

The list below includes tips for using and navigating the PMT system. Please review this list and use it as a reference throughout the data entry process.

- Hovering over underlined text will prompt helpful language explaining the question to appear.
- You must enter a numeric value in all fields marked “Number;” no other value will be accepted.
- Answer all applicable questions on the page, then press the Save and Continue button.
- Before going back to another data entry page to revise data, select the Save and Continue button to ensure the data already entered into the system is saved.

Quick Tips for Navigating the PMT

- Demographic data includes "not reported" and "not tracked" options:
  - Select **not reported** if the subgrantee collects this data, but it was not provided by the victim.
  - Select **not tracked** if the subgrantee is is not yet able to submit data in this category due to the need to update its data collection system. Subgrantees are expected to update their systems to track all demographic data.
- Report "0" to reflect a true value of zero. Do not report "0" if the data is not tracked or not available.

A Note on Data Validation:
The PMT includes some validations to flag data that may not be correct prior to submission. Validation information will appear in the "Review" tab and data should be reconciled before submission.

General Troubleshooting Steps

- If you encounter a system error—
    - Log out of your PMT account and login again using the same browser
    - Try to access your report from a different browser (Internet Explorer, Firefox, or Google Chrome)
    - Clear the cache and cookies on your browser
    - Restart your computer
    - Access the PMT during non-peak periods such as the early morning or late evening
    - Ensure that JavaScript is enabled on your computer.

Need Help Page

- **Performance Measures:** A list of all performance measures with explanations
- **Subgrantee Data Tracking Template:** A tool to help subgrantees collect data
- **Frequently Asked Questions:** Provides additional information on reporting performance measures
- **PMT User Guides:** Includes tips for navigating through the PMT system
- **Training Materials:** Allows you to watch recordings and view presentations about reporting performance measures

Additional Information

OVC PMT Helpdesk

You can contact the OVC PMT Helpdesk Monday–Friday, 8:30 a.m.–5:00 p.m. e.t. via email at *ovcpmt@usdoj.gov* or call the toll-free number: 1–844–884–2503.

State Administering Agency (SSA)

If you have questions relating to your subaward information, performance measures reporting, or state reporting deadlines, please contact your grantee or State Administering Agency.