

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
EXECUTIVE OFFICE OF THE MAYOR**



OFFICE OF VICTIM SERVICES AND JUSTICE GRANTS

OFFICE OF VICTIM SERVICES

**Office of Victim Service Performance Management Initiative
A Primer for Grant Application**

The Office of Victim Services is currently accepting applications for funding under two Requests for Applications (RFAs). In both processes, there is an intentional focus on data management and performance outcome measurement. This document is intended to briefly describe the differences between the two sets of data, how to correctly apply for funding, and the expectations of grantees, if an application is successful.

The OVS Performance Management Initiative (PMI) is not intended to replace each grant's goals and objectives. Each application should detail goals and objectives that the potential grantee hopes to meet with the grant funding, during the grant period.

Data Measures (or Performance Measurement) is what all OVS grantees reported during Fiscal Year 2015. Each grantee, regardless of the nature of their work, was required to report on a standard set of measurements that allowed OVS to get basic information about the aggregate work happening in the victim services community.

For your Fiscal Year 2016 application, all grantees are required to estimate the numbers in each category. These estimates are your targets. The **Data Measures** that will be required for OVS grantees in Fiscal Year 2016 are:

- Number of unique **primary victims** served by OVS funding each quarter. (For the purposes of this performance measure, unique means one person. A primary victim is a person who has been directly injured as the result of the crime; it is the person against whom the crime was committed. Grantees may not count a person twice in this category even if that person received more than one service.)
 - Unique primary victims served, by victim's stated gender
 - Male
 - Female
 - Transgender, Male to Female
 - Transgender, Female to Male
 - Unique primary victims served, by victim's stated race or ethnicity¹
 - White

¹ Based on classification used in Truman, J, Langton, L., and Planty, M. (2013). *Criminal Victimization, 2012*. Bureau of Justice Statistics and White, N. and Lauritsen, J.L. (2012).

- Black/African American
 - Hispanic/Latino
 - American Indian/Alaska Native
 - Asian/Native Hawaiian/other Pacific Islander
 - Two or more races
- Unique primary victims served, by victim's age²
 - Under age 12
 - 12-17
 - 18-24
 - 25-34
 - 35-49
 - 50-64
 - 65 and older
- Number of unique **secondary victims** served by OVS funding each quarter. (For the purposes of this performance measure, unique means one person. A secondary victim is a person who has been injured as the result of the primary victim's victimization; it is a person who, by the nature of their relationship to the primary victim, is injured. Grantees may not count a person twice in this category even if that person received more than one service.)
 - Unique secondary victims served, by victim's stated gender
 - Male
 - Female
 - Transgender, Male to Female
 - Transgender, Female to Male
 - Unique secondary victims served, by victim's stated race or ethnicity³
 - White
 - Black/African American
 - Hispanic/Latino
 - American Indian/Alaska Native
 - Asian/Native Hawaiian/other Pacific Islander
 - Two or more races
 - Unique secondary victims served, by victim's age⁴
 - Under age 12
 - 12-17
 - 18-24
 - 25-34
 - 35-49
 - 50-64
 - 65 and older

² Based on classification used in Truman, J, Langton, L., and Planty, M. (2013). *Criminal Victimization, 2012*. Bureau of Justice Statistics and White, N. and Lauritsen, J.L. (2012). *Violent Crime Against Youth, 1994-2010*. Bureau of Justice Statistics

³ Based on classification used in Truman, J, Langton, L., and Planty, M. (2013). *Criminal Victimization, 2012*. Bureau of Justice Statistics

⁴ Based on classification used in Truman, J, Langton, L., and Planty, M. (2013). *Criminal Victimization, 2012*. Bureau of Justice Statistics and White, N. and Lauritsen, J.L. (2012). *Violent Crime Against Youth, 1994-2010*. Bureau of Justice Statistics

- Number of unique (primary and secondary) victims served by the **organization as a whole** each quarter. (This performance measure should include, but not be limited to, the number served by OVS funding.)
- **Location of residence** for each unique crime victim served each quarter. (For the purposes of this performance measure, unique means one person. Grantees may not count a person twice in this category even if that person received more than one service. Location of residence means the Ward in which the crime victim resides. If the crime victim has a permanent address out of the District, there will be a category to capture that data. If the crime victim has no fixed address, there will be a category to capture that data. While OVS will accept “Unknown” as a category, every effort should be made by the grantee to determine the crime victim’s location of residence.
 - Ward 1
 - Ward 2
 - Ward 3
 - Ward 4
 - Ward 5
 - Ward 6
 - Ward 7
 - Ward 8
 - Unknown
 - No fixed address
- **Category of crime victims** for each unique victim served with OVS funding each quarter. Examples include homicide, intimate partner violence, sexual assault, child physical or sexual abuse, and stalking (For the purposes of this performance measure, clients who are victims of multiple crimes may be counted in more than one category. It is possible that the number generated in this performance measure does not equal the total number of unique victims served.)
 - Homicide
 - Sexual assault
 - Intimate partner violence
 - Child physical abuse
 - Child sexual abuse
 - Stalking
 - Other
- **Type of service** provided to each unique crime victim served with OVS funding each quarter. Examples of type of service include case management, criminal justice advocacy, civil legal services, criminal legal services, mental health counseling, forensic or medical care, housing, hotline services, etc. (For the purposes of this performance measure, clients who are being provided more than one type of service may be counted in more than one category. It is possible that the number generated in this performance measure does not equal the total number of unique victims served.)
 - Case management
 - Systems advocacy
 - Civil legal services
 - Criminal legal services
 - Mental health counseling
 - Forensic services
 - Medical services
 - Housing

- Hotline
 - Crisis intervention
 - Prevention/Education
 - Language access
 - Other
- Number of **outreach events** conducted with OVS funding each quarter. (For the purpose of this performance measure, an outreach event is an event conducted by your organization or agency for the purpose of increasing awareness in the community about your services, your organization or agency, or about the crimes to which you respond.)
 - Number of **participants served by outreach events** conducted with OVS funding each quarter. (For the purpose of this performance measure, an outreach event is an event conducted by your organization or agency for the purpose of increasing awareness in the community about your services, your organization or agency, or about the crimes to which you respond.)
 - Number of **trainings or continuing education events** conducted with OVS funding each quarter. (For the purpose of this performance measure, a training event is an event conducted by your organization or agency for the purpose of increasing knowledge, skills, or abilities of allied professionals.)
 - Number of **unique participants trained or educated** with OVS funding each quarter. (For the purpose of this performance measure, a training event is an event conducted by your organization or agency for the purpose of increasing knowledge, skills, or abilities of allied professionals.)
 - Number of **unique crime compensation claims** for which your agency or organization provided assistance in filing or referrals for filing. (For the purposes of this performance measure, unique means one person or one claim. Crime victim compensation means the District of Columbia Crime Victim Compensation Program or the appropriate crime victim compensation program in another jurisdiction.)
 - Number of unique **campus victims served** each quarter. (For the purposes of this performance measure, unique means one person. A campus victim is a person who enrolled in one of the District's institutions of higher education.)
 - Number of unique **military victims** served each quarter. (For the purposes of this performance measure, unique means one person. A military victim is a person who is an active duty member of the U.S. military or is a dependent of an active duty member of the U.S. military.)
 - Number of **outreach events** conducted on **DC-based campuses** each quarter. (For the purpose of this performance measure, an outreach event is an event conducted by your organization or agency for the purpose of increasing awareness in the community about your services, your organization or agency, or about the crimes to which you respond.)
 - Number of **participants served by outreach events on DC-based campuses** each quarter. (For the purpose of this performance measure, an outreach event is an event conducted by your organization or agency for the purpose of increasing awareness in the community about your services, your organization or agency, or about the crimes to which you respond.)

- Number of **trainings or continuing education events conducted on DC-based campuses** each quarter. (For the purpose of this performance measure, a training event is an event conducted by your organization or agency for the purpose of increasing knowledge, skills, or abilities of allied professionals.)
- Number of unique **participants trained or educated on DC-based military installations** each quarter. (For the purpose of this performance measure, a training event is an event conducted by your organization or agency for the purpose of increasing knowledge, skills, or abilities of allied professionals.)
- Number of **outreach events conducted on DC-based military installations** each quarter. (For the purpose of this performance measure, an outreach event is an event conducted by your organization or agency for the purpose of increasing awareness in the community about your services, your organization or agency, or about the crimes to which you respond.)
- Number of **participants served by outreach events on DC-based military installations** each quarter. (For the purpose of this performance measure, an outreach event is an event conducted by your organization or agency for the purpose of increasing awareness in the community about your services, your organization or agency, or about the crimes to which you respond.)
- Number of **trainings or continuing education events conducted on DC-based military installations** each quarter. (For the purpose of this performance measure, a training event is an event conducted by your organization or agency for the purpose of increasing knowledge, skills, or abilities of allied professionals.)
- Number of unique **participants trained or educated on DC-based military installations** each quarter. (For the purpose of this performance measure, a training event is an event conducted by your organization or agency for the purpose of increasing knowledge, skills, or abilities of allied professionals.)
- Number of **unique participants engaged in community engagement or primary crime prevention activities** with OVS funds each quarter. (For the purpose of this performance measure, community engagement or prevention activities mean activities whose primary purpose is to building a collective vision or movement in a community that is designed to prevent violence or crime.)
- Number of **ASK or UASK downloads** facilitated each quarter. (For the purpose of this performance measure, ASK or UASK means that SmartPhone application that is intended to connect DC residents and visitors to direct services, agencies, and organizations within the District.)
- Number of **Limited English Proficient (LEP) clients** served each quarter. (For the purpose of this performance measure, LEP means a client who does not speak English proficiently or who speaks English in a limited way.)
- Number of times your **agency accessed the victim services interpreter bank** each quarter. (For the purpose of this performance measure, the victim services interpreter bank means the interpreter bank provided through grant funding by the Office of Victim Services.)
- Number of **volunteers utilized** by your agency or organization to perform the services for which you have been provided funding by OVS. (For the purpose of this performance measure, volunteer

means someone who is not employed by, contracted with, or receives any compensation for work with your agency or organization.)

****New for Fiscal Year 2016****

Outcome Measurement is intended to capture standard measures for the impact of your work (or outcomes of your work) on the community. Standardizing outcome measures is challenging since so much of what we do is qualitative and difficult (if not impossible) to measure. However, OVS is committed to doing the best we can to measure these outcomes.

Outcomes will be measured based on the type of service that you provide. When you are developing your application for funding, each organization or agency should carefully consider how their intended services fit into one of the pre-determined categories. If you choose to provide service in that category, you will be required to report on the outcome measures specified for that category of service.

Pre-determined service categories are:

- **Housing and shelter.** For the purposes of the OVS PMI, housing and shelter services are any services that provide victims of crime with safe housing or shelter, towards the overall goal of stabilizing the life of the crime victim and their family.
- **Financial reimbursement or compensation.** For the purposes of the OVS PMI, financial reimbursement or compensation services are those services that provide a tangible, financial award to the crime victim to alleviate an emergency need or to stabilize the victim's life in the aftermath of victimization. Examples including providing security deposits for relocation, changing locks, paying a deductible, etc.
- **Prevention and community engagement.** For the purposes of the OVS PMI, community engagement or prevention activities mean activities whose primary purpose is to building a collective vision or movement in a community that is designed to prevent violence or crime.
- **Mental health services.** For the purposes of the OVS PMI, mental health services means professional care provided by a clinician with appropriate licensure that is intended to treat symptoms of trauma, reduce symptoms of trauma, and improves the crime victim's general functioning after victimization.
- **Legal services.** For the purposes of the OVS PMI, legal services means any service provided by or in consultation with a licensed and barred attorney for the purpose of addressing a legal need that has occurred to the crime and victimization.
- **Outreach, education, and training.** For the purposes of the OVS PMI, outreach events or activities are events or activities conducted by your organization or agency for the purpose of increasing awareness in the community about your services, your organization or agency, or about the crimes to which you respond. Education and training events are those that are conducted by your organization or agency for the purpose of increasing knowledge, skills, or abilities of allied professionals
- **Crisis intervention and hotline.** For the purposes of the OVS PMI, crisis intervention and hotline services are those that seek to engage crime victims in crisis for the purpose of providing accessible care that stabilizes a victim from the point of emotional, financial, or physical crisis. Crisis intervention and hotline services are intended to be short-term services that meet an immediate need for the victim.
- **Case management and advocacy.** For the purposes of the OVS PMI, case management and advocacy services are those that engage the victim in a (usually) intermediate to long term relationship for the purpose of empowering that victim post-trauma, assisting that victim in engaging the systems of care

and justice that the victim chooses, and using the victim's experience to advance a larger mission of system change. Case management and advocacy services are intended to be intermediate or longer term services that meet needs of the victim that occur after the point of crisis.

- **Medical and forensic services.** For the purposes of the OVS PMI, medical services are services that engage professional care provided by a clinician with appropriate licensure that is intended to identify and treat injury and physical needs of a crime victim. Forensic services are services that seek to collect evidence for use in a legal proceeding or to review evidence for future use.

The **Outcome Measures** required for each area of service are:

Goal	Outcome	How Measured	Target
HOUSING - FINAL			
To provide access to safe nights	Victim's need for safe housing is achieved.	Number of days to house the victim measured from the number of days between when the need for housing was identified and the victim was placed in safe housing	
		Number of safe nights of housing provided **Target will be different for emergency and long-term transitional housing programs**	
		Number of attempts to access housing by the victim prior to the housing being provided	
	Children of primary victims are provided with a stable living environment	Measured decrease in trauma symptoms experienced by children living in the trauma program	
		Measured attendance of children in school (if school age) or in pre-school/day care programming (if not school age), measured in terms of absences as a percentage of available school days	
To ensure the stability of survivor's future housing	Survivor achieves long-term stable housing	Completion of exit interview to determine type of housing in which the victim landed. Categories for measurement include: safe and permanent, safe and temporary, tenuous, shelter	
		Determination of whether the victim returned to the housing program and/or experienced a new incident of violence within the year	
To connect the victim to emotional/psychological supportive services	Whether the survivor's services match the needs assessment plan	Conducting a needs assessment and follow ups at specified times that determines whether the current services in which the client is enrolled match the services in the plan, as measured by a percentage of match	
FINANCIAL REIMBURSEMENT/COMPENSATION - FINAL			

To provide for the client's basic emergency financial needs	Whether the emergency financial assistance met the stated need of the victim	Measured by the percentage of need(s) met with the emergency financial assistance, e.g. if the victim requested need of \$1000 and if the program provided \$500, the measure is 50%. If the program provided, \$1000, the measure is 100%.	
To enable the victim to maintain their status previous to the victimization	Whether the emergency financial assistance provided successfully prevented the loss of the victim's previous status	Measured by whether the emergency financial assistance prevented the stated greater harm to the victim, measured at partial or complete success	
PREVENTION AND COMMUNITY ENGAGEMENT - FINAL			
To implement protective factors and reduce risk factors in a community	Number of activities in which community was exposed to a protective factor	Count number of activities conducted in which the primary purpose was primary prevention or development of a shared community vision	
	Number of participants in the activity that quantitatively demonstrated understanding of protective factors	Through pre- and post- test, a percentage of the participants in each activity that demonstrated a change in knowledge, skills, or behaviors at the conclusion of the prevention activity. If activity is a single incident activity, measurement of knowledge, skills, or behaviors pre-activity and post-activity. If an activity is a multiple incident activity, measurement of knowledge, skills, or behaviors should occur at the beginning of the activity and at the end of the activity, or after a pre-determined session. Pre- and post- tests will be provided by OVS.	
	Number of participants in the activity that qualitatively demonstrated understanding of protective factors	Through documented observation or written anecdotes at the conclusion of the activity, participants are demonstrating ability to use new behaviors. Activity leader should either ask participants to describe in writing or through behavior an understanding of the content of the training.	
To develop and institutionalize relationships between community-based organizations and organizations/communities outside of traditional victim services	Number of relationships developed between community-based organizations and organizations/communities outside of traditional victim services	Measured on a scale for each relationship developed: 1: Contact/initial meeting 2: Initial training on protective factors 3: Formalization of relationship through MOU or similar document 4: Ongoing schedule complete	
MENTAL HEALTH SERVICES - FINAL			

To reduce trauma symptoms of crime victims who are engaged in mental health services	Reduction of trauma symptoms between first appointment and a pre-determined visit	Measured using a validated instrument of the provider's choice	
To improve the general functioning of a crime victim	Increase in the victim's ability to function on an individual level and social level	Measured using a validated instrument of the provider's choice and/or increase of the victim's functioning as determined by an acuity scale	
To reduce the stigma of accessing mental health services in various (specific to the grantee) communities	Increase in the victim's willingness to engage with mental health resources, indicating that the victim feels supported and less isolated	Measured using the number of contacts that the victim has with the mental health service provider, i.e. phone calls, groups, individual therapy, intakes, etc.	
		Measured using qualitative observations on the part of the mental health provider on the victim's willingness to engage in services	
LEGAL SERVICES- FINAL			
To meet the legal needs of the crime victim, as stated by the victim	Legal needs of the crime victim were met	Measured as an evaluation of the number of referrals/request for services received, the stated legal needs of the victim that were met by the direct service provider, and the manner in which the needs were met Needs assessment tool will be provided by OVS	
		Measured through outcomes achieved by every case in which the victim received legal representation through the provider service, to include measures of dismissal at victim's request or termination of representation at victim's request Measurement tool will be provided by OVS	
To increase the victim's understanding of their legal rights and options available to them	Victim is aware of the legal rights and options available to them	Measured through post test of whether the victim had an increase of understanding of the core legal services available to them, e.g. civil protective options, criminal options, administrative options Post-test will be provided by OVS	
		Measured as a number of crime victims receiving information on available legal services, rights, and options available to their specific needs	
OUTREACH, EDUCATION, AND TRAINING – FINAL			

To raise awareness of the issue or of the services that you offer	Community demonstrates an increase in the awareness of the issue or of the services provided	Measured by the increase in engagement of the community with your services via five measures: (1) increase in calls for service, (2) hits to your website or app downloads, (3) increased Twitter presence; (4) increase Facebook or Instagram presence; and (5) increase in requests for trainings or events. Grantees must report on all five measures	
To increase the competency of allied service providers and your own staff	Allied service providers demonstrate an increase in substantive knowledge, skills, and abilities	Measured by mandatory pre-/post- tests of information learned during the training	
	Allied service providers demonstrate an increase in cultural competency	Measured by mandatory pre-/post- tests of information learned during the training	
	Partner agencies with whom you are engaged in a continuum of care report an increase in the knowledge, skills, abilities, and cultural competency of your staff	Measured by mandatory stakeholder/360 surveys which are completed by partner agencies	
To increase partnerships and strengthen the continuum of services for crime victims	Increase in the number of agencies/organizations with whom you have formal partnerships	Measured by the number of formal partnerships established and maintained during the reporting period. This is two separate measures, i.e. partnerships established and partnerships maintained during the reporting period. Partnerships are defined as those collaborations which are formalized by an MOU or other similar document cementing the provider's place in the continuum of service.	
CRISIS INTERVENTION AND HOTLINE – FINAL			
To stabilize a victim from a point of physical, emotional, or financial crisis	Victim achieves stabilization	Measured by whether the crisis advocate was able to meet the stated needs of the victim, as defined by housing, other basic human needs, safety, criminal justice, emotional support, medical or forensic care	
		Measured by the amount of time that it takes for a crisis advocate to meet the stated needs of the victim	
To provide crisis services that are accessible to the victim population that you serve	Whether the target population of victim is able to access the crisis services that you offer	Measured by the number of calls, texts, or chats that were unanswered	
		Measured by the percentage of instances in which the crisis function was provided in the victim's preferred language	

CASE MANAGEMENT AND ADVOCACY – FINAL			
To empower the victim post-trauma	The victim demonstrates increased empowerment, resiliency, and coping skills after a period of case management or advocacy	Measured based on pre- and post-test validated assessments, e.g. resiliency scale, coping scale, or empowerment scale	
To engage the victims in systems of care or justice that the victim chooses	The victim demonstrates an ability to participate in the systems of care or justice that he or she chooses	Measured by determining a percentage of systems of care in which the victim has successfully participated, of those that are an option for that victim based on a needs assessment and that the victim chooses. This is measured by a determination of the number of systems of care for which the victim is eligible vs. the systems of care that the victim chose vs. the systems of care that were deemed successful by the victim. Providers should determine a mechanism for measuring all points.	
To use the victim/survivor experience to advance a larger mission of system change	The agency utilizes the experiences of the victims/survivors with whom they work to recommend systemic changes	Measured by the agency's participation in: (1) multidisciplinary continuums of care; (2) engagement of the media to achieve a larger system goal; (3) use of testimony to advocate for a policy or legislative change; (4) successful use of social media to advance awareness of a topic or issue (measured by Twitter, Facebook, and Instagram presence) All measures are required	
MEDICAL AND FORENSIC CARE – FINAL			
To provide appropriate and high quality medical care to victims/patients	The medical provider comprehensively identifies the victims' medical needs and meets the victims' needs	Measured by the percentage of victims who were identified as needing and received: (1) treatment of injury; (2) identification and documentation of injury; (3) infection prophylaxis All measures are required	
	The medical provider subjects the cases to peer review	Measured by the number/percentage of cases subjected to peer review during the reporting period	
	The medical provider ensures that their employees are adequately trained and certified	Measured by the number/percentage of employees who: (1) engaged in continuing education credits during the reporting period; (2) achieved certification by the appropriate certification board; (3) had a case peer reviewed during the reporting period All measures are required	

To provide appropriate and high quality forensic care to victims/patients	The provider comprehensively collects evidence for use in a legal proceeding that is consistent with the victim's narrative	Measured by the number/percentage of cases in which the provider: (1) collects a toxicology sample; (2) collects a full PERK, consistent with the victim's narrative; (3) collects a coherent narrative, based on the victim's recitation of facts All measures are required	
	The forensic provider subjects the cases to case review	Measured by the number/percentage of cases that were case reviewed by a multidisciplinary team during the reporting period	

Applicants are able to apply for funding in more than one area of service. Applicants can choose to apply for funding in one area of service, or in all areas of service. However, for each category of service in which the applicant chooses to apply, the applicant must demonstrate a plan for collecting outcome measures in each area of service. When funded, the grantee's reimbursement of funds is contingent on the grantee accurately reporting on each outcome in the category of service.

Applicants are required to detail the method by which outcomes will be measured. All outcomes need to be verifiable for them to be meaningful. Applicants are required to explain in their application the method by which the applicant will measure the data requested in section 1 and the outcomes requested in section 2. All documentation of that measurement shall be available for OVS review at OVS' discretion and request.

Applicants are required to identify a target for each outcome area, based on the best data available to the applicant at the time of the application. Because this is the first year of collecting outcome measures, OVS will not measure the success of any grant against the target measures that were put in the application. However, OVS will measure the success of the grant based on the grantee's good faith effort to meet the goals and objectives of the area of service for which they are funded and to accurately report on those measures.

All further questions about the OVS PMI should be forwarded to Cortney Fisher, Deputy Director, OVS at Cortney.fisher@dc.gov.

If the question is referencing application under this RFA, please use the process outlined in the RFA for submitting questions to OVS.