

Data Collection Guidelines

VOCA • STOP • FVS • METH/CAC

There are two primary reasons for collecting output and outcome data from Tennessee grantees:

- 1) to meet federal reporting requirements; and
- 2) to improve program performance

The Office of Criminal Justice Programs (OCJP) does not collect information in order to compare one grantee with another. However, OCJP does use the output and outcome data submitted by a grantee to check, score, and review its program performance.

Output Data Collections

Grantees collect output data for the STOP, VOCA, FVS and METH/CAC annual output reports. It is important that all grantees use a similar method when counting clients and services. To that end, grantees must use the following definitions for the purpose of reporting statistics to OCJP.

Primary victim – defined as the direct victim of a crime who is seeking services from your agency.

Secondary victim – has a relationship to the primary victim (child, sister, brother, mother, father, husband, etc.); has witnessed the crime or may have also been a victim of a crime; receives services from the agency because the primary victim has sought services from the agency.

NOTE: To include the secondary victim's services in your OCJP output reports, you must work directly with and provide services to the secondary victim. For example, **do not** count the children of a crisis caller as secondary victims; **do not** count the children of a walk-in client as secondary victims unless the children are with the walk-in client and the children receive a direct service.

STOP – Report victims who receive a direct service from staff listed on the STOP grant. There are only two questions on the STOP output report (revised 2008) where you can report secondary victims – #21d **and** #25b. Every other question refers to primary victims who receive services from staff on the STOP grant. Primary victims can not be children under the age of 13. Victims should only be counted / reported once per reporting period.

VOCA – Report primary or secondary victims who receive a direct service from staff listed on the VOCA grant. The VOCA annual output report asks for the total number of victims served during the twelve month reporting period. Victims should only be counted / reported once per reporting period.

FVS - Report primary or secondary victims who receive a direct service from staff on the FVS grant. The FVS annual output report asks for the total number of victims served during the twelve month reporting period. Victims should only be counted / reported once per reporting period. (Exception: Report all crisis calls no matter how many times the same client might call.)

METH/CAC – Report primary or secondary victims who receive a direct service from staff listed on the METH/CAC grant. The METH/CAC annual output report asks for the total number of victims served during the twelve month reporting period. Victims should only be counted / reported once per reporting period.

Grantees must be familiar with the services that the STOP, VOCA, FVS and METH/CAC output reports require you to track/report. The definitions for each service type are described on the actual STOP, VOCA, and METH/CAC output reports and at the end of this document. The FVS output report provides a general explanation for each question. Please review these reports / definitions with your staff from time to time to ensure that everyone on staff is counting clients and services the same way. If you have any questions you should contact your OCJP Program Manager.

Grantees must know what services their grant(s) pays for. Many grantees are reporting that their grant pays for services that the budget does not support. For example, grantees frequently report that victims receive ‘emergency financial assistance’ yet there is no money (cash or match funds) in their budget for ‘specific assistance to individuals.’ Another example is that grantees report their project provides ‘shelter’ but in reality the project only gave referrals to a ‘shelter’ – this must be reported as a ‘referral.’

Grantees must know what staff their grant(s) pays for. Do not report services on the output reports unless the same grant pays some/all of the staff’s salary (or match pays some/all of the staff’s salary) who provided the services. For example, do not report Jane Doe’s services on the STOP output report unless the STOP grant or STOP match paid some portion of Jane Doe’s salary.

Allocating Outputs Among Two or More Funding Sources

Some grantees use more than one OCJP grant to pay for a single grant project (ex: shelter operations) and each staff person’s time is paid for by more than one grant (ex: shelter staff person Jane is paid 35% of her salary by VOCA and 65% of her salary by FVS but she performs the same activities under both grants). In order to accurately report on the annual output reports, grantees should assign clients to a specific funding source using a grant allocation process. For more information and direction refer to the example below.

Example: The Friendship Home

The Friendship Home provides shelter and services to victims of domestic violence. The agency has five employees (staff A-E) who work in the shelter to provide services to the residents and one employee (staff F) who is a court advocate and attends the order of protection court dockets. The agency has an FVS and a VOCA grant that pay for shelter staff A-E. The FVS grant pays 65% of the five salaries and the VOCA grant pays for 35% of the five salaries. The agency has a STOP grant that pays for 100% of the salary for the court advocate (staff F).

The Friendship Home is required to submit to OCJP an FVS, a STOP, and a VOCA annual output report. The five shelter staff provided services to 500 shelter residents and the court advocate provided services to 150 victims requesting an order of protection. The agency will report as follows:

FVS – the agency will report 325 clients served (65% of the 500 residents served) on its FVS output report. The agency will need to examine the 325 client files chosen as FVS clients and then report the services (as asked on the FVS report) received by each of the 325 clients. Do not report any of the 325 clients or the services these clients received on the VOCA output report. For tracking/reporting purposes, it may be easier to assign a client to a funding source at the beginning of services rather than at the end of the reporting period.

VOCA – the agency will report 175 clients served (35% of the 500 residents served) on its VOCA output report. The agency will need to examine the 175 client files chosen as VOCA clients and then report the services (as asked on the VOCA report) received by each of the 175 clients. Do not report any of the 175 clients or the services these clients received on the FVS output report. For tracking/reporting purposes, it may be easier to assign a client to a funding source at the beginning of services rather than at the end of a reporting period.

STOP – the agency will report 150 clients served on its STOP output report; the agency will report 100% of the services (as asked on the STOP report) that each of the 150 clients received from the STOP funded court advocate.

If you or your agency staff has any questions concerning the allocation of outputs (clients and /or services) for your grant projects, please contact your Program Manager.

Outcome Data Collections

OCJP is interested in grantees improving performance as well as quantifying their effort. It has been demonstrated that grantees that want to survive and flourish must

make significant efforts to continually improve performance and to be able to prove it with verifiable measurements.

Outcome data provides additional information related to the results of the grantee's efforts on the clients the grantee serves. Outcome information describes some change in the client's condition and establishes the benefits of the funding in measurable terms.

Client Outcome Data Collections

Core outcome project types include: legal service projects, comprehensive victim service projects, victim/witness coordinators or advocacy projects, sexual assault projects, domestic violence shelter projects, domestic violence law enforcement projects, child advocacy programs, elder and disabled projects, and domestic violence prosecution projects. Core outcome indicators and required measures for each project type listed above can be found in the Appendix section of the OCJP Administrative Manual.

Outcome data should be collected from all clients (or their parents or caretakers) being served by your agency with funding provided by OCJP, unless your agency receives an exception from OCJP for a specific category of clients. **Such exceptions should be described in your logic model narrative description or you must receive written approval from your Program Manager for exceptions.** Currently, OCJP has stated that all grantees are exempt from surveying crisis callers if that is the only service the client receives during the reporting period.

Grantees have been instructed to report **who, when, and how** for each of the measures for the project's outcome type.

Who – Tell OCJP which grant position (s) is distributing the surveys to the clients (ex: court advocate, shelter manager, victim-witness coordinator). Additional information might include which position is responsible for the data collection and tabulation of the outcome surveys.

When – Describe 'when' in the service delivery process the client receives a survey, (ex: 'at the 4th counseling session,' 'when the resident exits shelter,' or 'after the court hearing'). Provide details, as needed, so that OCJP can understand your process. Explain why this is the best time in the service delivery process to distribute a survey. If the delivery process is different for different groups of clients explain the process for each group of clients. Describe how your agency ensures that it is not submitting duplicate surveys for any one client.

Grantees should compare each outcome report with its corresponding output report(s) in order to verify that a survey was distributed to each client served. If not, then the grantee should explain the difference in the outcome report data collection boxes. For example, if your agency serves 'crisis callers' (who received no other service) who were reported

as clients on the output report but who were not surveyed then you should explain in the data collection box that there were, for example, 225 crisis callers reported on the output report that were not surveyed.

Another example might be that your project only surveys clients at the conclusion of their court case. If there are 75 clients that were reported on the output report but whose case has not concluded and who therefore have not received an outcome survey, then you should explain in the data collection box that there were 75 clients who did not receive a survey because their case had not concluded.

OCJP understands that there will be clients who decline to accept a survey, clients who leave the program before receiving a survey, etc. Programs do not have to account for the occasional client who does not receive a survey. Rather, OCJP is interested in the large categories of clients who will not be surveyed (crisis callers) or who have not reached the 'conclusion of services' during the reporting period.

How – Describe how the clients receive the surveys...in-person, by mail, by phone, etc. Explain why you have chosen this method – does it result in a higher response rate, is it more convenient for the clients, is it safer for the clients, etc.

Collaborator Outcome Data Collection

All grantees should complete the collaboration section of the outcome report(s). The collaborator measure/question should not be asked of clients or community education participants. This measure / question should only be asked of an agency representative that you or your agency has worked together with to improve the condition of victims in the community. 'Worked together' implies more than passing referrals back and forth between agencies or talking shop at a meeting. 'Worked together' should describe an ongoing working relationship where ideas are exchanged, a common purpose and common goals are planned and attained, and examples of how victims' condition have improved can be provided, if requested.

Community Outcome Data Collection

The community outcome measures should not be asked of clients or collaborators. Community education is a planned event. Grant staff will provide an educational presentation which is focused on victimization, the criminal justice system, and/or victim rights. Community outcome surveys are distributed to the participants and collected onsite. Community outcome surveys should not be distributed at events where the participation is random and brief, for example, people walking by a booth/table staffed by your agency.

Grantees should review their logic model / application to see if it states that community education will be conducted for their OCJP grant (s). If the logic model doesn't address community education for a particular OCJP grant, then don't

report community outcomes for the grant. For example, an agency has an FVS grant (uses domestic violence shelter outcomes) and a STOP grant (uses sexual assault outcomes). The FVS logic model describes several community education events that will be conducted by staff paid by the FVS grant. The STOP grant logic model does not include community education events. The agency will complete the community education section on its FVS Domestic Violence Shelter Outcome Report. On the STOP Sexual Assault Outcome Report, the agency will type in zeros (0) in the community education section fields.

NOTE: Do not report community education outcomes for one grant if the event was conducted by staff on different grant. For example, if a staff person paid by VOCA conducts a community education event, then the community education outcomes must be reported on the VOCA outcome report

Unique Outcomes

A few grantees have grant projects that can not use one of the ten outcome types listed above. These grantees have submitted ‘unique outcomes’ in their application narrative. Grantees using ‘unique’ outcomes will need to use the ‘unique outcome’ option during online reporting. Grantees using ‘unique’ outcomes should report client outcomes, community education outcomes, and collaborator outcomes depending on their logic model description. **Only grantees that have been approved by OCJP to use the ‘unique outcome’ option can do so.**

Supplemental Outcome

Some grantees have been reporting outcome information in one of the ten outcome report types listed above and submitting additional information using the ‘supplemental’ option during online reporting. OCJP will no longer provide a ‘supplemental outcomes’ option during online reporting. While grantees can collect any and all outcome data for their own use, OCJP will only be evaluating data collected for the ten outcome measures listed above and pre-approved unique outcome measures. Please contact your Program Manager if you are unsure which type of outcome measure your agency grant (s) should be using.

NOTE: Effective July 1, 2008 (for outcome reports submitted in July 2009), grantees will no longer be allowed to combine outcomes for two or more funding sources. Grantees will need to submit a separate outcome report for every OCJP grant.

For example, an agency will no longer be allowed to report the total outcomes for their VOCA and their FVS grants on the same outcome report even if both VOCA and FVS use the domestic violence shelter projects outcomes. In July 2009, the agency will submit an outcome report using the domestic violence shelter projects outcomes for the VOCA grant and the agency will submit a separate outcome report

using the domestic violence shelter projects outcomes for the FVS grant. The VOCA domestic violence shelter outcome report will only report on outcomes from the clients assigned to the VOCA grant. The FVS domestic violence shelter outcome report will only report on outcomes from the clients assigned to the FVS grant.

In this same example, the community education outcome section of the online report would be completed on the VOCA report only if VOCA staff conducted community education during the reporting period; and the community education section of the FVS report would only be completed if FVS staff conducted community education during the reporting period.

Last, the collaborator outcome section of the report would be completed on both the VOCA report and the FVS report – duplications of collaborator responses are allowable.

Service Definitions by Fund Source

Grantees must be familiar with the services that the STOP, VOCA, FVS and METH/CAC output reports require you to track/report. Please review these definitions with your staff from time to time to ensure that everyone on staff is counting clients and services the same way. If you have any questions you should contact your OCJP Program Manager.

STOP Service Definitions

Civil legal advocacy / Court accompaniment – assisting a victim/survivor with civil legal issues including preparing paperwork for a protection order and accompanying the victim/survivor to a protection order hearing or other civil court proceeding. Does not include advocacy by attorneys and/or paralegals.

Civil legal assistance – civil legal services provided by an attorney and/or a paralegal.

Counseling / support group – individual or group counseling or support provided by a volunteer, peer, or professional.

Criminal justice advocacy / Court accompaniment – assisting a victim/survivor with criminal legal issues, including notifying the victim/survivor of case status, hearing dates, plea agreements, and sentencing terms; preparing paperwork such as victim impact statements, accompanying a victim/survivor to a criminal court proceeding or law enforcement interview; and all other advocacy within the criminal justice system.

Crisis intervention – crisis intervention is a process by which a person identifies, assesses, and intervenes with an individual in crisis so as to restore balance and reduce

the effects of the crisis in her/his life. In this category, report crisis intervention that occurs both in person and over the telephone.

Forensic exam – exam conducted by a sexual assault nurse examiner or by a sexual assault forensic examiner.

Hospital / clinic response – accompanying a victim/survivor to or meeting a victim/survivor at the hospital or clinic.

Transportation – Muskie has not defined this service. Please call your OCJP Program Manager if you have any questions.

Language services – interpretation and/or translation.

Victim/survivor advocacy – actions designed to assist the victim/survivor in obtaining support, resources, or services including employment, housing, shelter services, health care, victim's compensation, etc.

Hotline calls – crisis or information and referral calls received by an agency's hotline or office telephone.

Victim witness notification/outreach to victims – unsolicited letters, phone calls, or visits.

VOCA Service Definitions

Crisis counseling – refers to in person crisis intervention, emotional support, and guidance and counseling provided by advocates, counselors, mental health professionals, or peers. Such counseling may occur at the scene of a crime, immediately after a crime, or be provided on an ongoing basis.

Follow-up – refers to in person contacts, telephone contacts, and written communication with victims to offer emotional support, provide empathetic listening, check on victim's progress, etc.

Therapy – refers to intensive professional psychological and/or psychiatric treatment for individuals, couples, and family members related to counseling to provide emotional support in crisis arising from the occurrence of crime. This includes the evaluation of mental health needs, as well as the actual delivery of psychotherapy.

Group treatment / support – refers to the coordination and provision of supportive group activities and includes self-help, peer and social support, etc.

Shelter / safehouse – refers to offering short and long-term housing and related support services to victims and families following victimization.

Information / referral – refers to **in person** contacts with victims during which time services and available support are identified.

Criminal justice support / advocacy – refers to support, assistance, and advocacy provided to victims at any stage of the criminal justice process, to include post-sentencing services and support.

Emergency financial assistance – refers to cash outlays (but not cash directly to clients) for transportation, food, clothing, emergency housing, etc.

Emergency legal advocacy – refers to filing temporary restraining orders, injunctions, and other protective orders, elder abuse petitions, and child abuse petitions, but does not include criminal prosecution or the employment of attorneys for non-emergency purposes, such as custody disputes, civil suits, etc.

Assistance filing compensation claims – includes making the victim aware of the availability of crime victim compensation, assisting the victim in completing the required forms, gathering the needed documentation, etc. It also may include follow-up contact with the victim compensation agency on behalf of the victim.

Personal advocacy – refers to assisting victims in securing rights, remedies, and services from other agencies; locating financial assistance, intervening with employers, creditors, and others on behalf of the victim; assistance in filing for losses covered by public and private insurance programs including workman’s compensation, unemployment benefits, welfare, etc.; accompanying the victim to the hospital, etc.

Telephone contact information / referral – refers to contacts with victims during which time services and available support are identified. This does not include calls during which counseling is the primary function of the telephone call.

Crisis hotline counseling – refers to crisis hotline contacts with victims during which crisis counseling is the primary function of the telephone call.

Forensic exams – refers to an examination provided to sexual assault victims by medical personnel trained to gather evidence of a sexual assault in a manner suitable for use in a court of law. Forensic exams are allowable only under VOCA to the extent that other funding sources (such as state compensation, private insurance, or public benefits) are unavailable or insufficient and such exam conforms with state evidentiary collection requirements.

Safety planning – refers to assisting victims in creating a safety plan.

Media activities – refers to the number of presentations made that are designed to identify crime victims and provide or refer them to needed services.

Other – refers to other VOCA allowable services and activities not listed (must specify).