

# GUIDELINES FOR COMPLETING THE PERFORMANCE MEASUREMENT TOOL (PMT)

## General Guidelines:

- All figures should be based on anticipated annual services to be provided.
- Only enter a figure in categories that reference the number of times services are anticipated to be provided, not categories that ask for number of individuals served. (NOT APPLICABLE FOR #6)
- Clients can receive multiple services.
- Each service can only be counted once.
- Services can be counted when provided by OVS or MATCH funded staff ONLY.
- All figures will be prorated based on the percentage of funding allocated to the position in the contract.
- Reporting period is based on federal fiscal year (October 1 – September 30)

## DIRECT SERVICES

**Number 6** Enter the anticipated number of individuals to be assisted with completing an application for OVS claim compensation, (Enter a figure).

Count the anticipated number of individuals who will receive assistance with completing a victim compensation application during the contract reporting year, even if they did not submit the application. **Simply providing an individual with an application or providing compensation information does NOT qualify as assistance.** This is to be reported only once per victim, per crime.

**Number 7** Check the box for each type of service your agency will or may provide.

## **8.A INFORMATION & REFERRAL** **(DO NOT ENTER A NUMBER)**

**8.A1-8.A4** General Guidelines: Information and referral contacts may include in-person, telephone, email, text, etc. Informational contacts are counted in A1 and A2, while referral contacts are counted in A3 and A4.

### **8.A1 Information About the Criminal Justice Process- Advising How the Process Works**

Includes information about investigation, interrogation, arrest, preliminary hearing, grand jury, arraignment, bail, plea negotiations, trial, verdict, sentencing, appeal, post-conviction, etc. May also include information about court preparation, protection orders, restitution, victim impact statements, etc. Enter the anticipated number of times each type of information will be provided during the annual reporting year.

### **8.A2 Information About Victim Rights, How to Obtain Notifications, etc.**

Includes providing information on Victims' Rights, VINE, DOCCS, the post-conviction process, enforcement of rights, etc., and follow-ups with clients (mail, fax, email, phone, leaving messages for the client). Includes registering for VINE and with DOCCS. Enter the anticipated number of times each type of information will be provided during the annual reporting year. Includes any information/explanation about OVS.

### **8.A3 Referral to Other Victim Service Programs**

Includes referral to any outside organization designed to deliver services to victims of crime, including: domestic violence and sexual assault programs, District Attorneys, VAPs, CAC programs and CASA programs. Can include referrals within the same agency or referrals to another program within the same agency (i.e. DV programs referring clients to the agency's housing unit). Organizations may be legal, medical, faith-based, etc. Enter the anticipated number of times each type of referral will be provided during the annual reporting period.

### **8.A4 Referral to Other Services, Supports, and Resources**

Includes referrals to external resources offered by an entity not specifically designed to deliver services to victims of crime. Organizations may be legal, medical, faith-based organizations, address confidentiality programs, etc. Enter the anticipated number of times each type of referral will be provided during the annual reporting period.

## **8.B PERSONAL ADVOCACY/ACCOMPANIMENT (DO NOT ENTER A NUMBER)**

**8.B1-8.B10** General Guidelines: This section refers to personal advocacy and actions taken in-person, on the telephone, or in writing on behalf of a victim, including: securing rights and benefits, providing a supportive presence during visits to other agencies, and following up to ensure appropriate actions have been taken by these agencies.

### **8.B1 Victim Advocacy/Accompaniment to Emergency Medical Care**

The staff member is present and providing advocacy, accompaniment, or both. This DOES NOT include SANE/FRE. Enter the anticipated number of times this service will be provided during the annual reporting period.

### **8.B2 Victim Advocacy/Accompaniment to Medical Forensic Exam**

The staff member is present and providing advocacy or accompaniment, or both. Can include speaking with the medical personnel, and assisting with making follow up appointments after discharge. Forensic Rape Exam (FRE) accompaniment is included. Enter the anticipated number of times this service will be provided during the annual reporting period.

### **8.B3 Law Enforcement Interview Advocacy/Accompaniment**

Agencies that provide both Personal Advocacy/Accompaniment services and Criminal/Civil Justice System Assistance services should report on “Law Enforcement Interview Advocacy/Accompaniment” only once, in whichever category best applies. Includes providing advocacy/accompaniment to interviews with police, CPS, ACS, and Campus Security. This DOES NOT include interviews with a DA (this should be counted under Criminal Justice 8E1-8E11). If counted here – cannot be counted in 8E9. Enter the anticipated number of times this service will be provided during the annual reporting period.

### **8.B4 Individual Advocacy**

Includes assisting victims in securing rights, remedies, and services from other agencies (i.e., DSS, housing); locating emergency financial assistance on behalf of the victim; assisting in filing for losses covered by public and private insurer programs (Workers’ Compensation, unemployment benefits, and public assistance). Includes assistance in applying for public benefits, and return of personal property or effects and additional contact with OVS about compensation applications. Enter the anticipated number of times this service will be provided during the annual reporting period.

### **8.B5 PERFORMANCE of Medical Forensic Exam, Interview, Evidence Collection**

Includes SANE nurses (at the program or a program at the hospital) performing medical forensic exams or medical evidence collection. A person funded by OVS funds and/or MATCH funds must

perform the exam in order to count this service. Enter the anticipated number of times this service will be provided during the annual reporting period.

#### **8.B6 Immigration Assistance**

Includes assistance with special visas, continued-presence application and other immigration relief. Enter the anticipated number of times this service will be provided during the annual reporting period.

#### **8.B7 Intervention with Employer, Creditor, Landlord, or Academic Institution**

Assistance can be in-person, over the phone, or by emails, fax, and letters. Enter the anticipated number of times this service will be provided during the annual reporting period.

#### **8.B8 Child or Dependent Care Assistance**

Includes staff member, volunteers or subcontractors providing child or dependent care assistance to enable victims to participate in criminal justice proceedings or victim service program activities. Also includes arranging for services provided by another organization, (i.e. scheduling child care for a victim). To qualify in this category, service coordination refers to activities that go above and beyond simple information and referral (reported in 8-A3). Enter the anticipated number of times this service will be provided during the annual reporting period.

#### **8.B9 Transportation Assistance**

Includes transportation provided by staff member or volunteers to enable victims to participate in the criminal justice proceedings and access program services. This may include using an agency vehicle. It also includes arrangements for services provided by another organization (i.e. arranging for a taxi). Enter the anticipated number of times this service will be provided during the annual reporting period.

#### **8.B10 Interpreter Services**

Includes staff member, volunteers or subcontractors providing interpretation services to enable victims to participate in criminal justice proceedings and access program services. Also includes the use of the Language Line, other over-the-phone language assistance services, or the use of other adaptive technology. Enter the anticipated number of times this service will be provided during the annual reporting period.

**8.C EMOTIONAL SUPPORT OR SAFETY SERVICES**  
**(DO NOT ENTER A NUMBER)**

**8.C1-8.C7** General Guidelines: May refer to in-person, telephone, electronic, and written communications with the victim to offer emotional support, provide empathetic listening, check on a victim's progress, etc.

**8.C1 Crisis Intervention – In-Person**

Refers to in-person crisis intervention, emotional support, and guidance or counseling provided by a staff member immediately after a crime. This service includes safety planning. Enter the anticipated number of times this service will be provided during the annual reporting period.

**8.C2 Hotline/Crisis Line Counseling – Telephone**

Refers to the operation of a 24-hour/7-day per week telephone service. Enter the anticipated number of times this service will be provided during the annual reporting period.

**8.C3 On-Scene Crisis Response**

Refers to in-person crisis intervention, emotional support, and guidance provided by a staff member at the SCENE OF THE CRIME. May include community crisis response team activities and incidents of mass violence. Enter the anticipated number of times this service will be provided during the annual reporting period.

**8.C4 Individual Counseling**

Refers to counseling-related treatment for individuals, couples, and family members to provide emotional support to victims arising from the occurrence of a crime. This may also include the evaluation of mental health needs. Enter the anticipated number of times this service will be provided during the annual reporting period.

**8.C5 Support Groups**

Refers to the coordination and provision of support group activities and includes self-help, peer, social support, drop-in groups, etc. Support groups can be provided to both adults and children. There must be more than one person. Enter the anticipated number of times this service will be provided during the annual reporting period.

### **8.C6 Other Therapy**

Other therapy refers to traditional and alternative healing therapies including art therapy, writing therapy, play therapy, cultural therapy, yoga, etc. DO NOT include any counseling reported in other categories. Therapy provided by a licensed mental health provider. Enter the anticipated number of times this service will be provided during the annual reporting period.

### **8.C7 Emergency Financial Assistance**

Refers to cash outlays of VOCA or VOCA-match funds for items such as food, clothing, window and/or lock replacement, transportation, emergency housing (hotel costs), etc. Includes emergency loans and petty cash, taxis, prophylactic and non-prophylactic medications, durable medical equipment, food and/or clothing etc. Enter the anticipated number times this service will be provided during the annual reporting period.

## **8.D SHELTER/HOUSING SERVICES (DO NOT ENTER A NUMBER)**

### **8.D1 Emergency Shelter or Safe House**

Refers to an agency-operated facility that provides short-term shelter (usually not longer than 90 days) and related support services to victims and family members following victimization. Related support services includes meals, clothing, toiletries, and other supplies provided to victims and family members in shelter. Services in this category are reported as the number of bed nights. If the shelter/safe house is **not funded** by OVS-funds and/or MATCH-funds, you **CANNOT** count this service. Enter the anticipated cumulative total for all bed nights for all individuals who will receive this service during the annual reporting period.

### **8.D2 Transitional Housing**

If the transitional housing is **not funded** by OVS-funds and/or MATCH-funds, you **CANNOT** count this service. Enter the anticipated cumulative total for all bed nights for all individuals who will received this service during the annual reporting period.

### **8.D3 Relocation Assistance**

Includes moving expenses, security deposits on housing and rental expenses and utility start-up costs and also includes arrangement of services to be provided by another organization (i.e. arranging for a bed for a victim in a shelter). To count services here, coordination must go beyond simple information and referral (counted under 8.A3). Enter the anticipated number of times your program will provide assistance in relocating an individual during the annual reporting period.

### **8.E CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE (DO NOT ENTER A NUMBER)**

**8.E1-8.E11** General Guidelines: May refer to actions taken in-person, on the telephone, or in writing, to support, assist, and advocate for victims on the criminal justice/civil justice system.

#### **8.E1 Notification of Criminal Justice Events**

Criminal justice notifications include advising individuals of hearings and appearances, a defendant's release from jail, the status of a case, grand jury decisions, disposition decisions, arrest, court proceedings, release, etc. Enter the anticipated number of times this service will be provided during the annual reporting period.

#### **8.E2 Victim Impact Statement Assistance**

Enter the anticipated number of times this service will be provided during the annual reporting period.

#### **8.E3 Assistance with Restitution**

Includes assistance in requesting restitution and assistance when collection efforts are not successful. Enter the anticipated number of times this service will be provided during the annual reporting period.

#### **8.E4 Civil Legal Assistance in Obtaining Protection or Restraining Order**

Assistance in obtaining protection or restraining orders provided by a staff member, including court accompaniment for issues pertaining to protection or restraining orders. Enter the anticipated number of times this service will be provided during the annual reporting period.

### **8.E5 Civil Legal Assistance with Family Law Issues**

Assistance with family law issues (custody, visitation, support, etc.) provided by a staff member, including court accompaniment for issues pertaining to family law issues. Enter the anticipated number of times this service will be provided during the annual reporting period.

### **8.E6 Other Emergency Justice-Related Assistance**

Use this category to report civil legal assistance and advocacy services not listed elsewhere. Services may include civil court accompaniment, civil court preparation, etc. Enter the anticipated number of times this service will be provided during the annual reporting period.

### **8.E7 Immigration Assistance**

Assistance related to immigration matters provided by a staff member including issues related to special visas, continued presence applications, and other immigration relief. Enter the anticipated number of times this service will be provided during the annual reporting period.

### **8.E8 Prosecution Interview Advocacy/Accompaniment**

Includes accompaniment with prosecuting attorney and with victim/witness. This objective can be counted as one (1) for advocacy and one (1) for accompaniment. Includes nonmedical child forensic exams. Enter the anticipated number of times this service will be provided during the annual reporting period.

### **8.E9 Law Enforcement Interview Advocacy/Accompaniment**

If an agency provides both Personal Advocacy/Accompaniment services and Criminal/Civil Justice System Assistance services, it should report on “Law enforcement interview advocacy/accompaniment” only once, in whichever category best applies (8.B3 or 8.E9). Includes nonmedical child forensic exams. Enter the anticipated number of times this service will be provided during the annual reporting period.

### **8.E10 Criminal Advocacy/Accompaniment**

Use this category to report criminal advocacy and accompaniment services provided by a staff member and not listed elsewhere. Services may include criminal court accompaniment, criminal court preparation, post-conviction advocacy, nonmedical child forensic exams, etc. Includes CPS, ACS, Campus Police, FBI, Probation, etc. Enter the anticipated number of times this service will be provided during the annual reporting period.

### **8E11 Other Legal Advice and/or Counsel**

Use this category to report civil and criminal legal advice and counsel not listed elsewhere. Services reported in this category may be performed by a staff member providing legal assistance/advice). Enter the anticipated number of times this service will be provided during the annual reporting period.