

**FY 2021
Performance Report Instructions
for
Other Victim Assistance Grant (OVAG)
and
Victim Coordinator and Liaison Grant (VCLG)
Programs**

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I. GENERAL INSTRUCTIONS

The Performance Report Form is to be used to report only the activities funded by either the Other Victim Assistance Grant (OVAG) or Victim Coordinator and Liaison Grant (VCLG) Program. Throughout the report there are areas that have been pre-filled by the OAG such as targets for Direct Victim Services, Victim Services Training, and Outreach that are being measured based on information submitted in your application and/or through target negotiation. Email your grant manager directly to discuss necessary changes to this information.

Performance Report Format

The FY 2021 OVAG/VCLG Performance Report Excel document has five color coded tabs: one tab for each reporting quarter, and a Year-To-Date (YTD) total tab.

Entering Data for 1st Quarter Reporting (Green Tab)

To enter your first quarter data, click on the 1st Quarter tab located on the bottom left of the Microsoft Excel Spreadsheet. The 1st Quarter tab will only allow reporting of first quarter data and narratives. Only enter the first quarter data on this tab. The second, third, and fourth quarters are on separate tabs.

Entering Data for 2nd Quarter Reporting (Yellow Tab)

To enter your second quarter data, click on the 2nd Quarter tab located on the bottom left of the Microsoft Excel Spreadsheet. The 2nd Quarter tab will allow you to enter the second quarter data and narratives. Only enter the second quarter data on this tab. The first, third, and fourth quarters on separate tabs.

Entering Data for 3rd Quarter Reporting (Orange Tab)

To enter your third quarter data, click on the 3rd Quarter tab located on the bottom left of the Microsoft Excel Spreadsheet. The 3rd Quarter tab allows you to enter the third quarter data and narratives. Only enter the third quarter data on this tab. The first, second, and fourth quarters are on separate tabs.

Entering Data for 4th Quarter Reporting (Red Tab)

To enter your fourth quarter data, click on the 4th Quarter tab located on the bottom left of the Microsoft Excel Spreadsheet. The 4th Quarter tab allows you to enter the fourth quarter data and narratives. Only enter the fourth quarter data on this tab. The first, second, and third quarters are on separate tabs.

Year-To-Date (YTD) Reporting (Purple Tab)

This tab is solely for the internal use of OAG Grants Staff in order to track Year-To-Date totals and assess target percentage completion. This tab is locked and grantees **SHOULD NOT** attempt to enter/change data on this tab. If you believe any information on this tab is incorrect or should be changed, contact your grant manager.

Instructions for submission:

- Use the performance report you received from your Grant Manager to record quarterly activities and submit to the OAG mailbox. Do not copy or make changes to the performance report as this may change formulas and/or formatting in the document.
- ***IMPORTANT NOTE: If you receive a revised performance report at any time during the grant year from your Grant Manager, remember to use the revised report to gather and submit quarterly activities for the remainder of the grant year.***
- If you have any questions, contact your grant manger.
- The performance report must be submitted electronically no later than the 30th day of each month following the end of the quarter (Section 4.2.1 OAG OVAG or VCLG Grantee Contract). For FY 2021, quarterly statistical reports are due on or before:
 - 1st Quarter – December 30, 2020
 - 2nd Quarter – March 30, 2021
 - 3rd Quarter – June 30, 2021
 - 4th Quarter – September 30, 2021
- The following must appear in the subject line of the email: your grant type (either OVAG or VCLG), your grant number and the reporting period. Example subject line: “OVAG #2100000, 1st Quarter Performance Report”.
- Email the report to OAG-Grants@oag.texas.gov
- Questions regarding the contract and the performance report should be directed to your Grant Manager.

II. HOW TO REPORT QUARTERLY PERFORMANCE

The Performance Report is a reflection of your progress toward accomplishing the work proposed in your grant application. **Do report:** all victim services and activities being provided by OVAG/VCLG funded staff during their time on the grant, regardless of whether you have provided a target for that activity. **Note** – if OVAG/VCLG-funded staff are performing a significant amount of work outside the scope of what was proposed in your grant application, contact your grant manager to discuss how to realign the work with the scope of what was approved and funded by the OAG.

Section 1. Agency Information

This section reflects information submitted on your application and has been pre-filled by the OAG. To update the Authorized Official information – the Governing Body must submit a request on letterhead with an original signature. Changes to the Grant Contact must be made by the Authorized Official – this change can be via email, fax, or on letterhead. For all other changes submit a request via email to your grant manager. *Please note that the person listed as “Person to Contact for Corrections” can be the same person listed as the Grant Contact, or can be a different person, but should reflect the person who actually works on the Performance Reports, and will receive and send the Performance Report revisions. The cell is open for you to enter the correct or updated information, including this person’s current Phone and Email information.*

Helpful Hint for Sections 2 and 3: If you are unsure about the percentage of resources spent on each activity and victim type, skip to Sections 4 and 5. After completing Sections 4 and 5, use the data entered to determine the allocations for Sections 2 and 3.

Section 2. Allocation of Resources for Activities

Enter the percentage (estimated) of the agency’s total OVAG/VCLG budget that was spent on each of the listed activities. Quarterly percentages must total 100%. Note: There are data entry sections in the body of the performance reports that correspond to activities listed. If your organization enters resources for an activity under Section 2, the corresponding data must be entered in the appropriate section in the body of the performance report.

Example: If your organization indicated that 80% of the agency’s total OVAG/VCLG budget was spent on Direct Victim Services, then data must be entered in Section 4.

Section 3. Allocation of Resources for Victim Types

For the resources spent on Victim Services in Section 2, enter the percentage of the agency’s total OVAG/VCLG budget that was spent on each of the listed victim types. Quarterly percentages must total the percentage of Direct Victim Services allocated in Section 2. *The cell box for the total Allocation of Resources for Victim Types will turn red if the percentage does not equal the total percentage for Direct Victim Services in Section 2.*

Section 4. Direct Victim Services

This section reflects your approved targets and has been pre-filled by the OAG. **The numbers should be cumulative for all staff on the grant, not reported by individual personnel.**

For each sub-section of Section 4 (Victims Served, Demographics, Specific Populations, Type of Victimization of New Victims, and Total Victims Served by Type of Service) report direct victim services provided by grant funded staff during grant funded hours under the Victims Served During Grant Hours columns which are color coded purple. Victims served by non-grant funded staff and victims served during non-grant funded hours **should not** be reported.

Calculation Instructions and Examples:

For victims served who are receiving services provided by your OVAG/VCLG program, the following examples are appropriate.

Calculating Victims Served:

New Victims Served – One Staff Funded:

Calculate the number of **New Victims Served** for this Report by adding up the total number of **New Victims** that the (one) funded staff member served during the grant hours worked for the reporting period.

Example: An Advocate worked 80 hours funded by OVAG in one month and served 15 new victims during those hours. The Advocate would report 15 New Victims Served for the Performance Report that month.

New Victims Served – Multiple Staff Funded:

If multiple staff are funded, calculate the number of **New Victims Served** for each staff and add these together. That sum is the number of victims that should be reported. If more than one staff person has served a victim in a month make sure that victim is not counted more than once. If more than one grant-funded staff provided services to a victim in a month, the victim may only be counted once. How you determine which staff member counts the victim is up to your Agency. This method should remain consistent throughout the life of the grant.

Example: An Advocate worked 80 hours funded by OVAG in one month and served 15 new victims during those hours. A Counselor worked 40 hours funded by OVAG and served 5 new victims during those hours. To calculate:

Advocate = 15
+ Counselor = 5
20 New Victims Served for that month.

Continuing Victims Served – One Staff Funded:

Calculate the number of **Continuing Victims Served** for this Report by adding up the total number of **Continuing Victims Served** that the funded staff member served during the grant hours worked for the reporting period.

Example: An Advocate worked 80 hours funded by OVAG in one month and served 15 continuing victims during those hours. The Advocate would report 15 Continuing Victims Served for the Performance Report that month.

Continuing Victims Served – Multiple Staff Funded:

If multiple staff are funded, calculate the number of **Continuing Victims Served** for each staff and add these together. That sum is the number of victims that should be reported. If more than one staff person has served a victim in a month make sure victim is not counted more than once. (How you determine which staff member counts the victim is up to your Agency. This method should remain consistent throughout the life of the grant.)

Example: An Advocate worked 80 hours funded by OVAG in one month and served 15 continuing victims during those hours. A Counselor worked 40 hours funded by OVAG and served 5 continuing victims during those hours. To calculate:

Advocate = 15
+ Counselor = 5
20 Continuing Victims Served for that month.

Subsection 4.1 Victims Served

There are two different categories of Victims Served, and it is important to ensure that they are reported correctly in the proper category. These are defined as follows:

New Victims Served - Received no prior services for any reason from a funded staff person during Fiscal Year 2021 (September 2020-August 2021).

Continuing Victims - Received at least one funded service from a funded staff person for the month and have also received at least one funded service from a funded staff person in any previous month of Fiscal Year 2021.

Victims may only be counted once per month, even if they have multiple visits in a month or if they receive services from more than one grant-funded staff. Refer to the examples provided at the beginning of this section to determine how to calculate victims served during grant funded hours.

Starting in September 2020, ALL victims served by an OVAG/VCLG-funded staff person should be counted as “New” the first time they receive services in the Fiscal Year (September 1, 2020 to August 31, 2021). This includes victims both directly and indirectly impacted by the crime (primary and secondary victims). A person may only be counted once in this category per fiscal year, even if they are a victim of multiple

unrelated crimes. The Demographic, Specific Populations, and Type of Victimization Sections will be completed for New Victims only.

Subsection 4.2 Demographics of New Victims

Report for new victims only. If demographic information such as age, gender and/or ethnicity are unknown, categories for unknown have been provided and should be used so that the totals for each demographic subsection total the number of New Victims Served.

Subsection 4.3 Specific Populations of New Victims Served

Only report Persons with Disabilities if the disability is observable or if the information is offered by the victim.

Subsection 4.4 Type of Victimization of New Victims

Report for new victims only. Limit of one type of victimization for each victim. Since only one type of victimization is reported for each new victim, the total number should be equal to the number of “New Victims Served” from Section 4 under “Victims Served.” If a new victim has more than one type of victimization, it is contingent upon the reporting agency to decide which type to report for each victim. We suggest that the ‘primary’ type be chosen. How the primary type is determined is up to the reporting agency, and may be considered primary because it is the most ‘severe’ type reported, the type originally presented by the victim, or any criteria the agency decides upon, but the method of reporting should be consistent throughout the grant year.

Subsection 4.5 Victim Services Provided

The numbers reported represent the number instances services were provided to Total Victims Served (both New Victims Served and Continuing Victims) during grant funded hours in a month. Services provided by non-grant funded staff and services provided during non-grant funded hours **should not** be reported.

Calculation Instructions and Examples:

For victims served who are receiving services provided by your OVAG/VCLG program, the following examples are appropriate.

Direct Services – One Staff Funded:

Calculate the number of services each victim received during a month by adding up the services provided to the victims served during grant funded hours.

Example: An Advocate funded by an OVAG grant provides Crisis Intervention 15 times to 5 victims during grant funded hours. A total of 15 should be reported in Crisis Intervention Services on the Performance Report for that month.

Direct Services – Multiple Staff Funded:

If multiple staff are funded, figure the number of services each victim received during a month by adding up the services provided to victims served during grant funded hours by grant funded staff.

Example: An Advocate funded by an OVAG grant provided Crisis Intervention Services 15 times to 5 victims during grant funded hours in one month and a Counselor funded by an OVAG grant provided Crisis Intervention Services 20 times to 10 victims during grant funded hours in one month. To calculate:

15 instances of Crisis Intervention (Advocate)
+ 20 instances of Crisis Intervention (Counselor)
35 Total Instances of Crisis Intervention Services by OAG Funded Staff for the Performance Report that month.

Section 5. Grant Related Activities for the Reporting Period

If grant funding is used for Outreach or Training, report those activities in this section. Volunteer Involvement is required for non-profits and must be reported for the agency as a whole, regardless of funding sources.

Sub-Section 5.1. Outreach

This section includes your approved targets and has been pre-filled by the OAG. Note: Activities previously captured under Outreach/Community Ed. Presentations and Participants should be captured under Public Speeches and Participants.

Total Number of Public Speeches – Report the number of victim related public speeches given by grant funded staff. If a presentation is counted for OVAG/VCLG it may not be counted for another funding source.

Total Number of Participants – Report the number of individuals who attended the victim related public speeches by grant funded staff reported in sub-section 5.1. If a presentation is counted for OVAG/VCLG it may not be counted for another funding source.

There are different ways to estimate the number participants for public speeches. Below are a few different examples that each involve a different method of calculating the number of outreach participants.

Example 1: Count the number of chairs in the room where the presentation is given before the presentation starts. You count 200 chairs. Ask a friend to count the number of empty chairs during the middle of the presentation. If your friend counts 30 empty chairs, then report $200-30= 170$ outreach participants.

Example 2: The outreach event is held in the high school gymnasium for the 10th grade. Ask the person who keeps daily attendance records to let you know how many 10th graders were absent the day of the outreach presentation (45) as well as the number of students in the 10th grade (500). Subtract the number of absent 10th graders the day of your outreach presentation from the number of students enrolled in the 10th grade. $500-45 = 455$ outreach participants.

Example 3: Count the number of handouts you brought with you to the outreach presentation (750). Have a friend pass one out to each person as they enter the door of

the facility where the outreach presentation is held. At the end of the presentation, count the number of handouts your friend has left (237). Subtract the number of handouts you have remaining after the outreach event from the number you brought with you. $750 - 247 = 513$ outreach participants.

Example 4: Ask someone who knows the maximum occupancy of persons allowed by the fire code to fit in to the event space. If their answer is 5,000 and the room looks half empty, estimate 2,500 outreach participants. $5,000/2 = 2,500$ outreach participants.

Informational Booths – Report the number of Informational Booths in which grant funded staff participate.

Total Attendees at Informational Booths – Enter the number of attendees at the booth. The Report will automatically calculate 25% of the attendees at the booth to be counted for OVAG/VCLG.

Sub-Section 5.2 Victim Services Training

This section includes your approved targets and has been pre-filled by the OAG. NOTE: Victim related activities historically identified as Structured Education should be included under this category.

Number of all Training Sessions – Report the total number of victim related training sessions held by grant funded staff during the month. If a training session is counted for OVAG/VCLG it may not be counted for another funding source.

Individuals Trained – Report the number of individuals who received victim related Training by grant funded staff. Report individuals by the Training categories listed. If a training session is counted for OVAG/VCLG it may not be counted for another funding source.

Sub-Section 5.3. Volunteer Involvement

All non-profits must complete this section. Report numbers for the agency as a whole, not just for the project funded by OVAG/VCLG for this section.

Section 6. Outcomes

All Grantees are required to measure outcomes. Unless granted an exception for Direct Victim Services by the OAG as a result of an exception request on the FY 2020-2021 OVAG/VCLG grant application, all grantees must report outcomes for Direct Victim Services. Grantees shall report on outcomes selected in the FY 2020-2021 OVAG-VCLG Application Kit and any additional outcomes for activities provided with grant funds.

- Example: Agency A provides Direct Victim Services and Outreach with OVAG grant funds, Agency A should provide outcomes for Sections 6.1, 6.2, and 6.3.

6.1 Direct Service Outcomes: Increase in knowledge of crime victims' rights.

6.2 Direct Service Outcomes: Increase in knowledge of Community Resources and Services.

6.3 Outreach Outcome: Increase in knowledge of Community Resources and Services.

6.4 Training Outcome: Increase in knowledge of Community Resources and Services.

Measuring Outcomes

Collecting information on outcomes involves asking victims, service providers or others to tell you what type and how much impact your program or services have made on victims and their families.

In order to determine if your program is impacting individuals in a specific and positive way, you need to find a way to determine that a positive change is occurring for the individual in the area of services provided. You can identify change through observation of individual's behavior as well as by asking individuals if they feel different (i.e., more confident) or they believe they have changed (i.e., I know more now...).

Some examples of how to measure outcomes are: surveys, self-reporting measures, and observational methods that focus on the impact of a service.

Reporting Outcome Measures

The following information needs to be entered for each outcome being measured:

Number of Instruments given to Individuals – If applicable; report the number of instruments given to individuals, i.e. survey. If a method other than survey was used to measure outcomes and the data cannot be reported in “instruments given”, such as observation, estimate a number of persons observed.

Number of Instruments Completed by Individuals – Report the number of instruments completed by individuals. If there was not an instrument given to individuals, for example, you should report the number of individuals that were measured through other methods, such as observation or self reporting.

Individuals Reporting the Desired Outcome – Report the number of individuals who reported the desired outcome from the number of individuals that were measured.

Outcome Narrative – Provide a detailed description of the systems, including tools and/or processes, written policies and procedures, databases, tracking forms or quality control testing used to track and measure the outcome being reported. Grantees may include any additional information they feel necessary.

With this information the performance level (%) will be auto-calculated. The performance level is the percentage of individuals reporting the desired outcome out of the number of individuals completing the instrument.

Performance Level Example:

12 surveys are handed out, 10 are completed and returned. Out of the 10 surveys completed and returned, 8 demonstrate the desired outcome. To calculate: $8 \div 10 = .80$ or 80%. Therefore, the performance level would be 80% for the Performance Report that month.

Section 7. Grant Narratives

Sub-Section 7.1 Additional Grant Related Activities During the Reporting Period

The data and numbers provided in the rest of this report cannot fully illustrate all of the work achieved through your OVAG/VCLG project. To give a fuller picture of the additional work performed through this grant, report meetings (internal to your agency or with community representatives), community collaborations on victim service-related projects, or other activities that support the OVAG/VCLG project.

Sub-Section 7.2 Successes During the Reporting Period

Use this section to describe any successes you had with regard to meeting your goals, objectives, and targets.

Sub-Section 7.3 Challenges You Encountered During the Reporting Period

Use this section to explain any issues that made it difficult or challenging for you to meet your goals, objectives, and targets. This might include difficulties in hiring staff, purchasing equipment, etc. Also include any actions you took (or anticipate taking) to overcome these challenges.

Sub-Section 7.4 Program Impact Narratives

This is qualitative information that can be conveyed to those interested in knowing what impact the program is having on victims and their families.

Use this section to include at least one narrative per quarter about a client who staff on the grant helped, or services your agency provided with OVAG/VCLG funds that made a difference in someone's life. You can also include stories about ways in which your program is making a difference in the community such as changes in policies, protocols, cooperation and/or awareness.

Do not use more space than is provided. These summaries are instrumental in demonstrating the importance of grant-funded services provided to victims to aid in their recovery.

Also, mail or email copies of any letters from victims or newspaper clippings about your program that you would like to share with the OAG. (Be sure to include your contract number on any documents sent.)

Sub-Section 7.5 Key Personnel

Describe any changes in key personnel that may have occurred during the reporting period. Grantees must also notify their Grant Manager within ten business days of any change in key personnel (Section 4.1.3 OAG OVAG or VCLG Grantee Contract).

Sub-Section 7.6 Positions Left Vacant

If applicable, explain any grant-funded positions left vacant for more than three months, and what is being done to fill the position.

Section 8. Data Verification

The Grant Contact or Authorized Official must review and approve the accuracy of the data in the Performance Report before submitting it to the OAG. One of these two individuals must type her or his initials and the date the report was reviewed to indicate the appropriate review was completed.

III. Definitions

Accompaniment – to hospitals, law enforcement offices, prosecutors’ offices and courts – in-person support, assistance and provision of information about crime victims’ rights during the survivors’ interaction with medical or criminal justice professionals at hospitals, law enforcement offices, prosecutors’ offices and courts. To qualify as an Accompaniment to a Hospital, a minimum of 45 minutes must be spent with the survivor.

Advocacy – in-person or via telecommunication assistance provided on behalf of a victim to third parties (e.g., schools, employers, law enforcement agencies, housing authorities, health care professionals, prosecutors; offices, CVC).

Assistance with Crime Victims' Compensation – assistance provided to a victim or claimant, as defined by Texas Code of Criminal Procedure Art 56.32 (a) (2) and 56.32 (a) (11), that may include explaining Crime Victims’ Compensation (CVC) forms, processes, or completing the appropriate forms. Providing general information on CVC should be counted under “Information and Referral.”

Assistance with Texas Statewide Automated Victim Notification Service (SAVNS) – assistance provided to a victim explaining Texas SAVNS and/or registering or accessing information. Providing general information on Texas SAVNS should be counted under “Information and Referral.”

Assistance with Restitution – at a minimum, those duties required under Texas Code of Criminal Procedure, Articles 56.02, 56.04, and 56.08, which include notice of right to restitution and a written notification of the general restitution process within 10 days after the date that an indictment or information is returned against a defendant. Assistance with Restitution may also include assisting victims with calculating losses; gathering documentation/receipts; reviewing victim impact statements for potential restitution requests; contacting CVC to determine if funds have been expended on victim’s behalf; and providing restitution information and CVC reimbursement requests for the prosecution.

Assistance with Victim Impact Panels – assistance provided to a victim to prepare a victim to present on a Victim Impact Panel.

Assistance with Victim Impact Statements – assistance provided to a victim explaining the Victim Impact Statement identified in Art. 56.03 Code of Criminal Procedure and/or completing the appropriate forms. Providing general information on Victim Impact Statements should be counted under “Information and Referral”.

Crisis Intervention – in person or via telecommunication assistance provided to a victim to reduce stress and provide immediate, short-term support to reduce the impact of the crime.

Direct Victim Services – include but are not limited to providing the following activities:

- Accompaniment (to Hospitals, Law Enforcement Offices, Prosecutors' Offices and Courts)
- Advocacy
- Assistance with Crime Victims' Compensation
- Assistance with Restitution
- Assistance with Texas SAVNS
- Assistance with Victim Impact Panels
- Assistance with Victim Impact Statements
- Crisis Intervention
- Emergency Funds
- Follow up with Victim
- Groups (Support, Therapeutic)
- Information and Referral
- Individual Counseling
- Peer Support Services
- Legal Assistance
- Lodging
- Transportation
- Other Direct Victim Services

Education – For purposes of this grant includes the following:

- Outreach – includes but is not limited to public speeches, information booths, media interviews, public service announcements, newsletters, articles, editorials, and website visits conducted for the purpose of generally informing the public about crime related topics and available victim services.
- Training – includes general training sessions, video conference training sessions, and computer based training sessions conducted to train on a certain topic. Training is designed to increase knowledge on crime related topics, impact the skills of individuals interacting with victims, including victim service training, or to improve the overall response to victimization. Training may be provided internally to volunteers and staff, or externally to the public. Note: Victim related activities historically identified as Structured Education should be included under this category.

Emergency Funds – funds that the Applicant will provide directly to victims for items needed immediately following a crime and that would not otherwise be paid for by the Crime Victims' Compensation Program.

Follow-up with Victim – in person, telephone or written communication, initiated by the advocate that occurs as a follow-up to an initial meeting with the victim—to provide or offer services such as emotional support, empathetic listening and checking on progress.

Individual Counseling – provided to a victim by a licensed professional and uses one-on-one psychological and/or therapeutic methods of treatment for a minimum of 45 minutes.

Information Booth – Events where organizations staff booths to provide information to the general public about different topics. This may include but is not limited to community fairs, conferences, or other public gatherings.

Information and Referral – all forms of contact with victims in which services and available support (provided by the Applicant or the community) are identified and/or offered. This service may be provided in addition to or along with other Direct Victim Services such as Advocacy, Peer Support Services, Assistance with Crime Victims’ Compensation, etc.

Legal Assistance – assistance provided to a victim with criminal or civil legal issues, including, but not limited to, completing and/or filing of temporary restraining orders, injunctions, other protective orders, elder abuse or child abuse petitions. The available scope of legal services may be for the following service areas: Legal services to assist victims of human trafficking; legal services to assist victims of crime to obtain temporary or permanent protective orders; spousal/child support, divorce and relocation, legal services to assist victims of crime with immigration proceedings; and legal services relating to victims of crime obtaining Crime Victims’ Compensation benefits. Any other scope of legal services must have the prior written approval of the OAG. Legal assistance does not include activities solely for the prosecution of an offender, such as witness coordination; expert witness fees; or prosecutor salaries.

Lodging – arranging and/or providing lodging for a victim, to include but not limited to emergency housing assistance. For example, the number of victims who received lodging as arranged by grant funded staff.

Peer Support Services – one-on-one peer support provided by trained staff and/or volunteers to increase client functionality and facilitate empowerment in meeting his/her physical, medical, legal, and or psychological needs.

Support Groups – groups for victims led by trained staff, volunteers or peer facilitators covering educational material or issues brought up by the group.

Therapeutic Groups – groups facilitated by a licensed professional and includes therapeutic/counseling and/or psycho-educational content for victims.

Transportation – arranging and/or providing transportation for a victim for planned activities to one or more destinations in a single trip, or to an unplanned or crisis situation to or from locations such as medical facilities, shelters, or police stations.

Unique Victims Served – a victim of crime that receives any direct victim service from staff funded on this grant counted only once per fiscal year.

Volunteer – a person who provides an unpaid service to the organization.