

# Underserved Program Reporting Instructions

The Violence Against Women Act of 2000 requires grantees to report on the effectiveness of activities carried out with grant funds. To meet this Congressional reporting requirement and the requirements of the Government Performance and Results Act, the Office on Violence Against Women (OVW) requires all grantees to report data related to their OVW funded activities. Grantees should answer questions based on the activities engaged in under this grant during the current reporting period.

This document details the Semi-Annual Performance Report questions and instructions for the Grants for Outreach and Services to Underserved Populations Program (Underserved Program). The performance report is due to OVW in JustGrants within 30 days of the end of the current reporting period (for the period ending June 30, the deadline is July 30; for the period ending December 30, the deadline is January 30). The performance report data will first be entered by the grantee into an online, interactive performance reporting form in the VAWA IMPACT Tool. Once the report has been completed online, the tool will generate a PDF for the grantee to download and submit into JustGrants.

All grantees should read each section to determine which questions must be answered based on the activities engaged in under the grant during the current reporting period. Optional sections begin with a question that asks if Underserved Program funds were used to support the respective activities during the current reporting period. If grant funds were not used for an activity during the 6-month reporting period, the grantee should select “no.” If the response is no, the rest of that section or subsection is skipped.

All information should reflect activities for the current reporting period only. The activities of volunteers or interns may be reported if they are coordinated or supervised by Underserved Program grant-funded staff or if Underserved Program funds substantially support their activities. If a grantee has not been able to collect or report data as requested on the performance reporting form, please discuss this in the last question within the Narrative section.

For performance report related questions, call, email or visit the website of the VAWA Measuring Effectiveness Initiative (VAWA MEI).

- VAWA MEI phone: 1-800-922-8292
- VAWA MEI email: [vawamei@maine.edu](mailto:vawamei@maine.edu)
- Website: [vawamei.org](http://vawamei.org)

For grant related questions, please contact your OVW program specialist at 1-202-307-6026 (TTY: 202-307-2277).

For JustGrants account related questions, please contact JustGrants.

- JustGrants OVW Support phone: 866-655-4482
- JustGrants OVW support email: [OVW.JustGrantsSupport@usdoj.gov](mailto:OVW.JustGrantsSupport@usdoj.gov)
- JustGrants Support website: <https://justicegrants.usdoj.gov/user-support>

## General Information

**All grantees must complete this section.**

### 1. Date of report

Enter the date this form is completed.

### 2. Current reporting period

Enter the reporting period and year for the current 6-month reporting period being reported on. A new reporting form must be filled out for each reporting period.

### 3. Grantee name

Enter the "Entity Legal Name" and "Doing Business As" name (if different) that can be found at the top of your JustGrants Funded Award Page.

#### **Example:**

University of Maine System dba Cutler Institute

### 4. Grant number

Enter the federal grant number assigned to your Underserved Program grant. This number can be found at the top of your JustGrants Funded Award Page.

### 5. Point of contact

Provide the name, agency name, mailing address, telephone number, and e-mail address for the contact person responsible for the day-to-day coordination of the grant. This person should understand what the grant funds were used for and should be familiar with the performance reporting information submitted.

### 6. Type of funded organization

Check the box for the category that best describes the type of agency receiving the Underserved Program grant.

### 7. Is this a faith-based organization?

Indicate whether the grantee is a faith-based organization.

### 8. Is this a culturally-specific community-based organization?

Indicate whether the grantee is a culturally-specific community-based organization. A culturally-specific community-based organization is one that:

- Has a focus on any underserved population, i.e., has as its primary mission to address the needs of an underserved population or has developed a special expertise regarding a particular underserved population;
- Is not merely providing services to an underserved population, but is providing culturally competent services designed to meet the specific needs of that population;

- At a minimum, has some expertise or demonstrated capacity to work effectively on domestic violence, dating violence, sexual assault, or stalking or acquires that expertise through collaboration with another entity.

9. Does this grant specifically address and focus on tribal populations?

Select “yes” if the Underserved grant specifically focuses on tribal populations and indicate which tribes or nations the grantee agency serves or intends to serve. Report only on tribes or nations intentionally served. Do not include a tribe or nation if they are served incidentally by the program.

**Example 1:**

A victim services organization is located on the Nez Perce reservation. There are members of over a dozen other tribes living on the reservation, and the grantee provides services to anyone who lives on the reservation that needs services. Select yes and report that the grant specifically addresses and focuses on the Nez Perce tribe, but do not report other tribes whose members reside on the reservation.

**Example 2:**

A grantee agency used Underserved Program funds to provide training events for law enforcement in a non-tribal area. Police from a nearby reservation attend a training event. This training did not address tribal codes, nor was there an intention to specifically train tribal police, even though they are welcome to attend the training. Select “no” because the grant does not specifically address or focus on tribal populations, even though tribal populations are welcome to attend Underserved Program-funded activities offered.

10. Does your grant support the creation of products in languages other than English or provide services in languages other than English?

Select “yes” if the agency used Underserved Program funds to provide services or products in languages other than English. Selecting yes will prompt the grantee to list out any languages. Please be specific and name the relevant languages. Select “no” if the agency does not use Underserved Program funds to provide services or products in languages other than English.

11. What percentage of your Underserved Program grant was directed to each of these areas?

Report the area(s) addressed by the Underserved Program grant during the current reporting period and estimate the approximate percentage of funds (or resources) committed to each area. This question is required even if the grantee was not able to spend grant funds during the reporting period. The grantee may choose how to calculate this. Grantees should consider training, staff time, victims services, etc. when determining how to calculate the percentage of funds directed to each area.

**Example:**

A victim services agency receives Underserved funding to offer legal advocacy services for victims/survivors of sexual assault and domestic violence. During the current reporting period approximately 25% of the Underserved Program funded clients are sexual assault victims/survivors and the rest are victims/survivors of domestic violence. If all services received are approximately the same to all clients, one could estimate that approximately 25% of the project's funds are directed to sexual assault and 75% to

domestic violence. If the services received by domestic violence victims/survivors are more comprehensive than those received by sexual assault victims/survivors, the percentage of funds directed to domestic violence would be greater.

**Definition:**

**Sexual assault:** Any nonconsensual sexual act proscribed by Federal, Tribal, or State law, including when the victim lacks capacity to consent.

**Domestic violence:** Includes felony or misdemeanor crimes committed by a current or former spouse or intimate partner of the victim under the family or domestic violence laws of the jurisdiction and includes the use or attempted use of physical abuse or sexual abuse, or a pattern of any other coercive behavior committed, enabled, or solicited to gain or maintain power and control over a victim, including verbal, psychological, economic, or technological abuse that may or may not constitute criminal behavior, by a person who is a current or former spouse or intimate partner of the victim, or person similarly situated to a spouse of the victim, is cohabitating, or has cohabitated, with the victim as a spouse or intimate partner, shares a child in common with the victim or who commits acts against a youth or adult victim who is protected from those acts under the family or domestic violence laws of the jurisdiction.

**Dating violence:** Violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim. The existence of such a relationship is determined by the length of the relationship, the type of relationship, and the frequency of interaction between the people involved in the relationship.

**Stalking:** A course of conduct directed at a specific person that would cause a reasonable person to fear for their safety or the safety of others or suffer substantial emotional distress.

## Staff Information

1. Were Underserved Program funds used to fund staff time (at your agency, at a partner agency, contractors, or stipends) during the current reporting period?

Select “yes” if Underserved Program funds were used to pay for staff salary/wages. Underserved Program-funded staff may be located at an agency other than the grantee agency. Also consider all stipends and contracted staff.

2. Staff

Report the number of full-time equivalent (FTE) staff funded under this grant during the current reporting period. Report staff by function(s) performed, not by title or location. Include employees who are part-time and/or only partially funded with these grant funds as well as consultants/contractors. FTEs are reported in decimals, not as percentages.

Report grant-funded overtime. If an employee or contractor was employed or utilized for only a portion of the reporting period, prorate appropriately. Report all FTEs in decimals, not percentages. If staff members fall into two or more categories of job descriptions, divide their

time as appropriate. One FTE is equal to 1,040 hours—40 hours per week multiplied by 26 weeks.

### **What is an FTE?**

An FTE (full-time equivalent) is the unit of measurement used to report the hours worked by Underserved Program-funded staff. A 100% Underserved Program-funded staff person who worked full time for the entire 6-month reporting period will be reported as 1.00 FTE.

### **Prorating FTEs**

FTEs must be prorated whenever grant funds paid for a portion of a staff person's time, a contractor, stipend, and when staff are hired partway through the reporting period. Any staff time that represents less than a full-time person working the entire reporting period and paid entirely with Underserved Program funds should be prorated to reflect the portion directly supported with Underserved Program funds.

### **What is 1.00 FTE at your agency?**

If the Underserved Program-funded agency considers 40 hours per week to be full-time, then 1.00 FTE is equal to 1,040 working hours in a 6-month reporting period: 40 hours per week multiplied by 26 weeks. If the grantee agency considers something other than 40 hours to be full-time, determine how many hours per week is considered full-time and multiply that number of hours by 26 weeks. This will be the total number of hours in a 6-month reporting period for 1.00 FTE.

#### **Example 1:**

If the Underserved Program-funded agency considers 35 hours per week to be full-time, then 1.00 FTE is equal to 910 working hours in a 6-month reporting period: 35 hours per week multiplied by 26 weeks.

#### **Example 2:**

If the Underserved Program-funded agency considers 37.5 hours per week to be full-time, then 1.00 FTE is equal to 975 working hours in a 6-month reporting period: 37.5 hours per week multiplied by 26 weeks.

### **Choosing a Staff Category**

Report staff by function/activity performed, not by job title or location of the employee. If a staff member spends their Underserved-funded time conducting different types of activities, separate their FTE value into those different staff categories. First calculate the total FTE of that staff person based on how many Underserved Program-funded hours they worked each reporting period. Then split up their FTE into the staff categories by estimating the percentage of their time performing each job function.

### **Staff Category Functions Defined**

- **Administrator:** Staff time spent in administrative positions including, but not limited to financial manager, executive director, and shelter manager.

- **Attorney (does not include prosecutor):** An attorney or lawyer who is legally acting on behalf of a victim/survivor. Activities conducted by a Underserved Program-funded attorney will be captured in the Victim Services and Legal Services Sections.
- **Counselor:** Professional counselors or peer counselors who provide emotional support, guidance, problem solving, etc. to victim/survivors. Underserved Program-funded counseling activities will be captured in the Victim Services Section.
- **Information technology staff:** Staff conducting activities related to technology maintenance, such as building or maintaining computer infrastructures of the company, assisting users with computer and software issues, handling software updates and license renewals and technology contracts, ensuring compliance with quality standards, or overseeing data storage.
- **Legal advocate (does not include attorney or paralegal):** A staff person who assists victims with civil or criminal legal issues including preparing paperwork for protection orders; accompanying a victim to a protection order hearing, administrative hearing, or other civil proceeding; and all other advocacy activities within the civil justice system. This category does not include the work of attorneys, paralegals, or governmental victim advocates (i.e., victim assistant/victim-witness coordinator) or non-governmental victim advocates. These Underserved Program-funded activities will be captured in the Victim Services Section.
- **Outreach worker:** Staff time spent conducting unsolicited outreach to victim/survivors to inform them about services available to them.
- **Paralegal:** Staff assigned tasks by attorneys/lawyers, such as to review and organize client files, conduct factual and legal research, prepare documents for legal transactions, draft pleadings and discovery notices, interview clients and witnesses, and assist at closings and trials. Generally, paralegals may not advise clients or represent clients in court, take depositions, or sign pleadings. Activities conducted by a Underserved Program-funded paralegal will be captured in the Victim Services and Legal Services Sections.
- **Program coordinator:** Staff time spent coordinating specific aspects of the program. This category includes staff functioning as a training coordinator, a prevention/education coordinator, a victim services coordinator, and/or as a legal services coordinator.
- **Support staff:** Staff time spent conducting activities related to administration assistance, bookkeeping, accountant tasks, and/or receptionists' tasks.
- **Trainer/educator:** Staff time spent training or presenting training material to non-grant funded staff and other professional staff (who may be located at other agencies/organizations). These Underserved Program-funded activities will be captured in the Training Section. Also report educator staff time in the trainer category. Staff time spent educating the non-professionals such as students, parents, victims, and the public by presenting educational material and information. Underserved Program-funded education activities will be captured in the Community Education Section.
- **Translator/interpreter:** Staff who translate or interpret from one language to another for victims who are receiving services. Underserved Program-funded translation and

interpretation services provided to victims will be captured in the Victim Services Section. Translation of printed materials such as flyers or training materials will be reported in the Products Section.

- **Victim advocate:** Staff time spent supporting a victim with accessing needed resources or services, providing crisis intervention and safety planning, and providing support during medical exams. These Underserved Program-funded activities will be captured in the Victim Services Section.
- **Other (specify):** Responses in the “Other” category should be very specific. Responses such as graduate assistant, contractor, and consultant are not valid, since they do not specify the function performed by the staff person. Some acceptable “Other” category entries include “data analyst” and “evaluator.”

### FTE Calculation Examples

#### Example 1:

If you have one full-time receptionist whose salary is 100% funded with Underserved Program funds and a full-time bookkeeper whose salary is 25% funded with Underserved Program funds, report 1.25 FTE under support staff.

#### Example 2:

A staff member, whose salary is 100% funded with Underserved Program funds, spends approximately 20 hours a week coordinating the victim services program, 16 hours providing victim advocacy, and 4 hours collecting and analyzing evaluation data. Report as 0.50 under “program coordinator”, 0.40 under “victim advocate”, and 0.10 under other as “evaluator.”

#### Example 3:

During the six-month reporting period, an employee was hired to work full-time and worked only during the last three months of the reporting period. In this case, you would need to pro-rate the FTEs to reflect three months of the six-month reporting period. The correct FTE for that staff person would be 0.50 FTEs, or 3 months/6months.

#### Example 4:

If you contracted with an information technology specialist for full-time services for two months during the reporting period, report that person as “Information technology staff”, 0.33 FTEs, or 2 months/6 months.

#### Example 5:

A staff member works 20 hours a week. The staff member spends 10 hours a week coordinating the victim services program, and 10 hours providing victim advocacy. Report this as 0.25 under “program coordinator”, and 0.25 under “victim advocate.”

## Training

1. Were Underserved Program funds used to support training activities during the current reporting period?

If Underserved Program funds were used for training during the current reporting period, select “yes.”

**Training** means providing information on sexual assault, domestic violence, dating violence, and stalking that provides professionals (or volunteers acting in the role of professionals) with a tool, skill, or resource that better allows them to support victims.

Do not report on Community Education/Public Awareness activities (activities providing general information) in this section. Providing general information to community members, victims, parents, or the general public should be reported in the Community Education/Public Awareness Section.

**Do not report trainings provided to Underserved Program-funded staff in these questions.** OVW considers this to be professional development.

## 2. Live training events

Report the total number of live training events provided during the current reporting period that were either provided by Underserved Program-funded staff or directly supported by Underserved Program grant funds. Include both virtual and in-person events. Do not report on pre-recorded (i.e., asynchronous) trainings in this question.

### Defining a Training Event

A training event is defined by the intended audience. A training event is not defined by how long the training event lasted. If the intended audience is different for each presentation of material, each presentation is considered a separate event. If the intended audience is the same across multiple presentations (such as at a conference), the presentations are considered one single event for one intended audience.

### Examples of Training Events

#### Example 1: Multiple-day event for one audience

A training was provided to one intended audience over the course of three days. The sum of the material presented over the three-day course was considered the “curricula” which the intended audience was expected to learn. Report this as one live training event in Training Question 2.

#### Example 2: Multiple-day event for different audiences

A training was provided to three different audiences over the course of a week-long conference. The material presented to each audience was the same material. Report this as three live training events in Training Question 2.

#### Example 3: Using funds to send non-grant-funded staff to a training

A local agency offered a training on sex trafficking. The agency used Underserved grant funds to pay for the cost of sending five non-grant-funded staff to that training. Report this as one live training event in Training Question 2 and report five professionals trained in Training Question 3. Remember, do not consider Underserved Program-funded staff for this section. OVW considers training of Underserved Program-funded staff to be professional development.



#### Example 4: Partially-funded trainer

A grantee has a full-time trainer. Half of the trainer's salary is paid for by the Underserved Program grant, and half through other means. All trainings are conducted either in-person or through a live webinar, which means they are live events. Report half of the trainings that the trainer conducted as Underserved Program-funded live training events in Training Question 2 and report the number of professionals who attended those events in Training Question 3.

#### 3. Total number of people trained at live training events

Report the total number of people trained at both virtual and in-person live training events that were supported with Underserved Program funds during the current reporting period. Underserved Program-funded staff who attended training events should not be counted as people trained.

#### 4. Most frequently trained

Report the top three types of professionals trained at the Underserved Program-funded live training events. Select the type of professional from the dropdowns. Use the category that is most descriptive of the people who attended the training events. These should be people trained by Underserved Program-funded staff or people attending training events that were directly supported with Underserved Program funds during the current reporting period. Underserved Program-funded staff attending training should not be considered when answering this question.

#### 5. Describe the content of the Underserved Program-funded live training events.

Discuss the topics addressed in training events reported in Training Question 2. For example, this space could be used to describe the conferences that were reported in Training Question 2 and to discuss the types of presentations at the conferences.

#### 6. Were Underserved Program funds used to develop, create, and/or launch pre-recorded trainings during the current reporting period?

Select "yes" if Underserved Program funds were used to develop, create, and/or launch pre-recorded trainings during the 6-month reporting period. If a grantee indicates yes, it will prompt follow-up questions to provide more details on these trainings.

#### 7. Number of pre-recorded trainings

Report the number of pre-recorded trainings developed, created, and/or launched with Underserved Program funds during current reporting period.

#### 8. Describe the target audience and content of the pre-recorded trainings supported with Underserved Program funds during the current reporting period.

Discuss the content topics addressed by the pre-recorded trainings developed, created, and/or launched with Underserved Program funds during current reporting period. Describe the intended audiences by stating which types of professionals the trainings were created for.

#### 9. Did you collect any post-training feedback surveys/questionnaires for the Underserved Program-funded trainings?

Select "yes" if Underserved Program-funded live or pre-recorded trainings had any post-training questionnaires or evaluations completed.

10 Detail the findings/responses to the post-training feedback surveys/questionnaires. Provide details about the post-training feedback surveys/questionnaires for the Underserved Program-funded trainings. For example, this space could be used to discuss what types of information was gathered through the surveys and if the participants' knowledge, skills, or perceptions shifted based on the training.

10. Discuss any additional information about Underserved Program-funded trainings you would like to share.

Some examples of topics that could be addressed here include:

- If training was provided to law enforcement officers, what changes in law enforcement practices is the grantee hoping to see? For instance, has there been a reduction in dual arrest rates in the community following a training on identifying the predominant aggressor?
- What are some changes to coordinated community response activities that have been adopted in response to Underserved Program-funded trainings?
- What are some challenges or barriers the grantee agency has experienced when providing training?

## Community Education/Public Awareness

1. Were Underserved Program funds used for community education/public awareness activities during the current reporting period?

Select "yes" if Underserved Program-funded staff engaged in community education or public awareness activities or if Underserved Program funds directly supported community education or public awareness activities during the current reporting period.

**Education** means providing information to non-professionals (i.e., the general public) that will increase public awareness of sexual assault, domestic violence, dating violence, and stalking.

**Non-professional audiences of educational events might include:** students other than pre-professional students, community members or members of the general public, parents, victims, etc.

**Do not report on training activities** (activities providing information on sexual assault, domestic violence, dating violence, and stalking that provides professionals with a tool, skill, or resource that better allows them to support victims) in this section.

**Do not count psychoeducational services in this section.** Psychoeducation refers to the education of a victim, family member, or offender about sexual assault, domestic violence, dating violence, and stalking issues as part of the victim's goals of intervention, treatment, and/or rehabilitation. Psychoeducation falls under the umbrella of direct services for victims and involves teaching the client about a problem, what to do about it, and how to recognize signs of the problem so that they can get help before the problem worsens or occurs again.

## 2. Live education events

Report the total number of live education events (including exhibits/tabling events) that were supported with Underserved Program funds during the current reporting period. Include both virtual and in-person events.

### **Defining an Education Event**

An education event is defined by the intended audience, not how long the education event lasted. If the intended audience is different for each presentation, each presentation is considered a separate event. If the intended audience is the same across multiple presentations at a single event (such as a student fair), the presentations are considered one single event for one intended audience.

### **Examples of Education Events**

#### **Example 1: Multiple-day event for one audience**

An educational presentation on sexual violence and dating violence was provided to one group of freshman college students over the course of two days. The students were meant to attend both days of the event, so the intended audience was the same for the two days. Report this as one live education event.

#### **Example 2: Multiple-day event for different audiences**

Educational material was provided to different audiences over the course of a community fair, which lasted Monday through Friday. Tickets/admittance was daily. Each day the expected/intended audience was different. The material presented to each audience was the same material. Report this as five live education events.

#### **Example 3: Partially funded staff who presents educational material**

A local agency has a full-time staff who presents educational material. Half of that staff's salary is paid for by the Underserved, and half through other means. All educational presentations are conducted either in-person or through a live webinar, which means they are live events. Report half of the educational events that the staff member conducted as Underserved Program-funded live education events.

## 3. Groups educated with Underserved Program funds

Identify the groups of people that attended the live education events reported in Education Question 2 by the category that best describes the attendees. Check all categories that apply.

## 4. Were Underserved Program funds used to develop and post/share public service announcements (PSAs) or social media content during the current reporting period?

Select "yes" if Underserved grant funds were used to develop and post/share public services announcements (PSAs) or social media content during the current reporting period. This activity would be considered supported with Underserved Program funds if an Underserved Program-funded staff member spent their Underserved Program-funded time creating/writing/designing the content to be shared as a PSA or as a social media post.

## 5. Target audiences for PSAs or social media posts

Check all types of audience members the Underserved Program-funded PSAs or social media posts were aiming to reach during the current reporting period.

6. Describe the content of the education and public awareness activities funded with your Underserved Program funds during the current reporting period.

Provide details about the content that was developed and shared by Underserved Program-funded staff. For example, this space could be used to discuss the topics and goals of the activities, as well as what the agency hoped audiences would learn from the content.

## Coordinated Community Response

**All grantees must complete this section.**

1. Coordinated community response (CCR) activities

Select all agencies/organizations that the Underserved Program-funded agency provided referrals to/received referrals from, met with, or engaged in consultation with during the current reporting period. In the last column, indicate the agencies or organizations with which you have a mandatory collaboration for purposes of your Underserved Program grant. If Underserved Program-funded staff participated in a task force or work group, check all attendees.

2. Discuss the effectiveness of CCR activities funded or supported by your Underserved Program grant and provide any additional information you would like to share about your CCR activities beyond what you have provided in the data above.

Some examples of topics that could be addressed here include:

- What relationships with other agencies/organizations is the Underserved Program-funded agency trying to improve or enhance?
- What changes is the grantee hoping to see within the community because of coordinated community response efforts?
- What systemic issues have been identified as areas for improvement in this community?

## Policies and Legislation

1. Were Underserved Program funds used to develop, substantially revise, or implement policies or protocols or to develop or promote State, local, or tribal legislation and policies during the current reporting period?

If Underserved Program funds were used to developed, substantially revise, and/or implement policies or protocols, or to develop or promoted State, local, or tribal legislation and policies during the current reporting period, select “yes.” This includes if Underserved Program-funded staff worked directly on these activities.

2. Type of organizations/agencies in which policies or protocols were developed, substantially revised, or implemented

Check all the organizations/agencies in which policies or protocols were developed, substantially revised, or implemented using Underserved Program funds during the current reporting period.

3. Describe the protocols and/or policies developed, substantially revised, or implemented with Underserved Program funds during the current reporting period.

Some examples of topics that could be addressed here include:

- What successes and challenges/barriers have the grantee experienced when developing, revising, or implementing policies/protocols?
- What systemic issues are being addressed with the newly developed, revised, or implemented policies/protocols?

4. Describe the development or promotion of State, local, or tribal legislation and policies with Underserved Program funds during the current reporting period.

If Underserved Program funds were used to support the development or promotion of State, local, or tribal legislation and policies that enhance best practices for responding to domestic violence, dating violence, sexual assault, and stalking during the current reporting period, please discuss those activities in the space provided.

## Products

1. Were Underserved Program funds used to develop or substantially revise products during the current reporting period?

Select “yes” if Underserved Program-funded staff developed or revised products or if Underserved Program funds directly supported the development or revision of products. If not, select no.

### Definition:

- **Develop:** To create a new product.
- **Substantially revise:** To make a significant amendment to an existing product.
- **Distributed:** Number of products actually used during the reporting period.

2. Describe the products developed or substantially revised with Underserved Program funds during the current reporting period.

Describe what type of products were developed or substantially revised. Provide details including the title/topic of the product and its intended audience. If the product was translated into a language other than English, please also state what languages the product was translated into (including Braille).

## System Improvement

1. Were Underserved Program funds used for system improvement during the current reporting period?

Select “yes” if any Underserved Program-funded staff engaged in system improvement activities or if Underserved Program funds directly supported system improvements (e.g., interpreters, safety audits, security).

2. Indicate the type of system improvement efforts you engaged in during the current reporting period with Underserved Program funds.

Check all categories that apply.

3. Describe the system improvement activities supported with your Underserved Program funds during the current reporting period.

For example, this space could be used to describe how the system improvements will improve the agency and/or impact staff.

## Victim Services

In this section, only provide information that represents victims who accepted and/or requested Underserved Program-funded services during the 6-month reporting period. Victim services are typically provided by Underserved Program-funded staff or are services that grant funds directly paid for. Report all Underserved Program-funded victim services provided, including services provided by legal services agencies, victim services agencies, or by staff providing victim services within the law enforcement, prosecution, or court system.

If funds are used to support Underserved Program-funded paralegals or attorneys, report the victims that accepted and/or requested Underserved Program-funded legal services in the Victim Services Section and then report the legal services they received in the Legal Services Section.

1. Were Underserved Program funds used to provide victim services (including legal services provided by an attorney or paralegal) during the current reporting period?

Select “yes” if Underserved Program funds were used to support victim services during the current reporting period. If the grantee funded a victim assistant or victim-witness coordinator within the law enforcement, prosecution, or court system, select yes and complete the Victim Services Section to capture that staff’s Underserved Program-funded work.

2. Number of primary victims served, partially served, and not served

Report the number of victims who were served, partially served, and not served with Underserved Program funds during the current reporting period. Report an unduplicated count. This means that each victim who requested or received services during the current reporting period should be counted only once in that reporting period. Report victims in each reporting period that they request services. Do not report secondary victims in this question. Secondary victims will be reported in Victim Services Question 6.

### Defining Served, Partially Served, and Not Served

When determining how to report a victim, consider their choice in accepting or receiving a Underserved Program-funded service.

- **Served:** A victim/survivor should be reported as served if they requested and/or accepted grant-funded services and the program was able to provide all of those services.
- **Partially Served:** A victim/survivor should be reported as partially served if they accepted and/or requested grant-funded services and the program was able to provide some, but not all, of those services.
- **Not Served:** A victim/survivor should be reported as not served if the program could not provide any of the grant-funded services that the victim accepted and/or requested.

**Definition:**

- **Primary victim:** The sexual assault, domestic violence, dating violence, or stalking was experienced by the primary victim.
- **Presenting victimization:** Victims should be counted only once under the presenting victimization. Some victims may have experienced more than one type of victimization, and it may be clear which of those victimizations has led the victim to accept and/or request Underserved Program-funded services. When it is not clear which victimization type has led the victim to accept/request Underserved Program-funded support services, the grantee/service provider should use their discretion to select which victimization will be considered the presenting victimization for the purposes of this reporting form.
- **Unduplicated count:** Each victim who requested or received Underserved funded services during the current reporting period should be counted only once in Victim Services Question 2 (regardless of how many different times they were served during the reporting period). It is possible for a victim to be fully served at one point during the reporting period and then have their status change to partially served due to requesting additional services that they only partially received.

**Example:**

A victim requested criminal justice advocacy from the Underserved Program-funded victim advocate at the beginning of the reporting period, and then the same victim came back at the end of the reporting period and requested legal assistance from the Underserved Program-funded attorney. The grantee was able to provide both services. Although this victim received two different Underserved Program-funded services, the grantee will only count that victim once as served in Victim Services Question 2.

**When are victims not counted on the form?**

Do not report a victim on this form if they:

- Did not request or accept any Underserved Program-funded services that they were offered/were eligible to receive;
- Only accepted and/or requested services that were funded by a different funding stream; or
- Are not a primary victim of sexual assault, domestic violence, dating violence, or stalking.

**Example of Served:**

A victim of domestic violence called a victim services program looking for help with getting a protection order. The Underserved Program-funded legal advocate helped the victim with the paperwork and the filing process, and then also accompanied the victim to the protection order hearing. Report this victim as “served” because the victim received all the Underserved Program-funded services they requested.

**Example of Partially Served:**

A victim of stalking came to the prosecutor’s office to get information about the criminal process. The Underserved Program-funded advocate spent time with the victim to explain what the victim could expect when filing for a protection order and to describe

the different hearings that would take place. The victim asked the advocate to go to the arraignment with her, but the advocate was already scheduled to be in another courtroom on the date. The advocate referred the victim to a different victim services agency. The victim received information from the Underserved Program-funded advocate, but not the grant-funded court accompaniment she requested that are normally provided under the Underserved grant. Report this victim of stalking as “partially served” because the victim received some, but not all, of the Underserved Program-funded services they requested.

**Example of Not Served:**

A police officer responded to a sexual assault incident and the victim agreed to allow the police officer to ask the local agency to send an advocate to the hospital with the victim during her examination. Hospital accompaniment is a service provided by the Underserved grant. There was not an advocate available at the time requested, so the agency referred the victim to another agency. This would be reported as one victim of sexual assault “not served” because the victim did not receive the Underserved Program-funded service requested.

**Example of when someone should not be reported:**

An Underserved Program-funded outreach worker sent out letters to 175 victims of domestic violence based on police reports of domestic violence incidents. These letters were sent to inform victims of services available at the agency. Of the 175 victims contacted through this unsolicited outreach, 35 victims contacted the agency to request Underserved Program-funded services. Report the 35 victims who requested Underserved Program-funded services in Victim Services Question 2. Do not report on the other 140 victims in this question because they did not accept/request an Underserved Program-funded service.

The partially served and not served categories generally have to do with issues within your program that keep you from providing grant-funded services to a victim/survivor who requests those services. If a victim/survivor chooses to discontinue services once they have begun receiving them, then the victim should be reported as “served.” The same is true if a victim/survivor moves, even if they do not inform you, and they are unable to complete the services. When determining whether a victim/survivor is served, partially served, or not served, do not consider services the victim/survivor declined, unless the victim requested a service but found the program rules unacceptable.

3. [Number of victims/survivors who received Underserved Program-funded services for multiple victimizations](#)

Report an unduplicated count of victims reported in the previous question who received Underserved Program-funded support for more than one victimization.

4. [Select all the additional victimization types, including specific forms of abuse, for which these victims received Underserved Program-funded services](#)

Check all that apply.

- **Sexual assault:** Any nonconsensual sexual act proscribed by Federal, Tribal, or State law, including when the victim lacks capacity to consent.



- **Domestic violence:** Includes felony or misdemeanor crimes committed by a current or former spouse or intimate partner of the victim under the family or domestic violence laws of the jurisdiction and includes the use or attempted use of physical abuse or sexual abuse, or a pattern of any other coercive behavior committed, enabled, or solicited to gain or maintain power and control over a victim, including verbal, psychological, economic, or technological abuse that may or may not constitute criminal behavior, by a person who is a current or former spouse or intimate partner of the victim, or person similarly situated to a spouse of the victim, is cohabitating, or has cohabitated, with the victim as a spouse or intimate partner, shares a child in common with the victim or who commits acts against a youth or adult victim who is protected from those acts under the family or domestic violence laws of the jurisdiction.
- **Dating violence:** Violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim. The existence of such a relationship is determined by the length of the relationship, the type of relationship, and the frequency of interaction between the people involved in the relationship.
- **Stalking:** A course of conduct directed at a specific person that would cause a reasonable person to fear for their safety or the safety of others or suffer substantial emotional distress.
- **Female genital mutilation/cutting (FGM/C):** FGM/C refers to procedures involving partial or total removal of female genitalia or other injury to female genital organs for any cultural, religious, or nontherapeutic purpose.
- **Adult victim of child sexual abuse:** A victim who is a legal adult over the age of 18 at the time they seek support services because they suffered any nonconsensual sexual act proscribed by federal, tribal, or state law when the victim lacked capacity to consent as a legal minor under the age of 18.
- **Sex Trafficking:** The recruitment, harboring, transportation, provision, obtaining, patronizing, or soliciting of a person for the purpose of a commercial sex act. Causing a person who has not attained the age of 18 years to engage in a commercial sex act regardless of consent.
- **Labor Trafficking:** The recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, by force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.
- **Economic abuse:** Within the context of domestic, dating violence, and abuse in later life is behavior that is coercive, deceptive, or unreasonably controls or restrains a person's ability to acquire, use, or maintain economic resources to which they are entitled. This includes using coercion, fraud, or manipulation to restrict a person's access to money, assets, credit, or financial information; unfairly using a person's personal economic resources, including money, assets, and credit for one's own advantage, or exerting undue influence over a person's financial and

economic behavior or decisions, including forcing default on joint or other financial obligations, exploiting powers of attorney, guardianship, or conservatorship, or failing or neglecting to act in the best interests of a person to whom one has a fiduciary duty.

- **Technological abuse:** An act or pattern of behavior that occurs within domestic violence, sexual assault, dating violence or stalking and is intended to harm, threaten, control, stalk, harass, impersonate, exploit, extort, or monitor, except as otherwise permitted by law, another person that occurs using any form of technology, including but not limited to: internet enabled devices, online spaces and platforms, computers, mobile devices, cameras and imaging programs, apps, location tracking devices, or communication technologies, or any other emerging technologies.
- **Forced marriage:** A marriage to which one or both parties do not or cannot consent and in which one or more elements of force, fraud, or coercion is present. Forced marriage can be both a cause and a consequence of domestic violence, dating violence, sexual assault or stalking.

5. Describe how Underserved Program funds were used to serve victims who received grant-funded services for multiple victimizations.

For example, this space could be used to describe the prevalence of co-occurring victimizations in the community or the comprehensive wrap-around services the grantee provided victims who disclosed multiple victimization types.

6. Number of secondary victims served

Each secondary victim who received Underserved Program-funded services during the current reporting period should be counted only once in the category of victimization that corresponds to the crime experienced by the primary victim they are connected to. Do not report these secondary victims anywhere else on this reporting form.

**Defining Secondary Victims**

**Secondary victims** are those who are indirectly affected by the domestic violence, dating violence, sexual assault, and/or stalking. They will be children, siblings, spouses or intimate partners, parents, grandparents, and other affected relatives.

**Examples of Secondary Victims**

**Example 1:**

A victim of domestic violence entered an Underserved Program-funded shelter with her three children. The grantee would report the victim of domestic violence as “served” in Victim Services Question 2 because she received the Underserved Program-funded service she requested. They would also report three children as secondary victims in Victim Services Question 6 because they received an Underserved Program-funded service.

### Example 2:

A victim of stalking received assistance with obtaining a protection order from a Underserved Program-funded attorney. The victim's two children are not included on the protection order. Report the victim of stalking victims "served" in Victim Services Question 2 because she received the Underserved Program-funded service she requested. Do not report the two children in Victim Services Question 6 because they did not receive a Underserved Program-funded service.

### 7. Select all of the reasons primary victims who requested Underserved Program-funded services were partially or not served

Indicate all programmatic reasons for partially served and not served victims. Reporting victims as partially served and not served does not reflect negatively on the agency. This information is being collected to identify unmet needs and barriers to service. OVW acknowledges that funded programs may not be able to serve all victims who request services.

#### Defining Reason Categories

- **Conflict of interest:** The program could not serve the victim because current or previous relationships with that victim or other parties related to that victim would interfere with the ability of the program to serve that victim. For example, a Underserved Program-funded counselor declined to work with a victim because of a prior non-professional relationship with the victim.
- **Did not meet statutory requirements:** The program could not serve the victim with the Underserved Program-funded service requested because the victim did not meet requirements of statute. For example, a victim requested help with a divorce, but did not meet statutory residency requirements to file for a divorce in the jurisdiction.
- **Hours of operation:** Hours during which the program provides services were not compatible with the hours the victim was available to receive requested services. For example, a victim was only available to receive counseling after 6pm due to their work schedule, but the program was closed after 5pm and could not provide the Underserved Program-funded counseling requested.
- **Insufficient or lack of culturally appropriate services:** Services currently provided under the grant are not culturally appropriate for the victim. For example, a victim requested a counselor with a particular ethnic background to incorporate cultural practices into the counseling, but the program did not have a staff member to meet that request and referred the victim to another program to best meet the needs of the victim.
- **Insufficient or lack of agency capacity to provide language access (including sign language or assistive communication devices):** Interpreter and/or translation services were not available when the victim requested to receive Underserved Program-funded services.
- **Insufficient or lack of services for people with disabilities:** The Underserved Program-funded services were not accessible to a victim with disabilities. For example, a Underserved Program-funded shelter has a rule against care attendants

accompanying victims, and this prevented a victim with disabilities from being able to receive the Underserved Program-funded shelter services.

- **Insufficient or lack of services for people who are D/deaf or hard of hearing:** The services provided under the grant were not accessible to people who are D/deaf or hard of hearing.
- **Lack of childcare:** The victim was unable to receive requested Underserved Program-funded services because they needed childcare to attend/receive the Underserved Program-funded services but there was no childcare available.
- **Program reached capacity:** Program was operating at full capacity when a victim requested an Underserved Program-funded service. This includes instances where Underserved Program-funded staff caseloads were full and they could not accept additional clients, as well as instances when all available Underserved Program-funded shelter services were at capacity when a victim requested shelter.
- **Program rules not acceptable to victim:** A victim was technically eligible to receive an Underserved Program-funded service, but the victim was not willing to comply with rules of the program.
- **Program unable to provide service due to limited resources/priority setting:** Limited resources may include situations where the Underserved Program-funded activity was unavailable or entirely spent down. For example, the program had to turn down Underserved Program-funded transportation requests because the budget for that type of service was maxed out for the reporting period. Priority setting may include programmatic priorities set for types of cases staff will accept. For example, if the Underserved Program-funded legal advocate specializes in immigration matters and prioritizes those cases, and during the reporting period other types of cases were declined or referred to non-grant-funded staff or another agency.
- **Services inappropriate or inadequate for people with mental health issues:** Staff were not able, for any reason, to provide appropriate or adequate services for a victim with mental health problems. For example, the program did not have overnight staff, and the victim needed 24-hour supervision.
- **Services inappropriate or inadequate for people with substance abuse issues:** Staff were not able, for any reason, to provide appropriate or adequate services for a victim with substance abuse problems. For example, the Underserved Program-funded staff were not trained in best-practices for supporting substance abuse issues in a clinical setting, and so a victim with substance abuse issues who was requesting Underserved Program-funded services was referred to another agency.
- **Services otherwise not appropriate for victim:** For any reason, the program determined that a Underserved Program-funded service being requested by a victim was not appropriate for the victim, perhaps for clinical reasons or programmatic reasons.
- **Transportation:** The victim was unable to arrange for transportation to receive Underserved Program-funded services. This includes situations in which public transportation is not available or could not be paid for with Underserved Program funds.

- **Other:** Describe any other reason for not serving that is not captured above.

### **Examples of Inappropriate “Other” Reasons for Partially or Not Served Victims**

Below are examples of responses in the “other” category that indicate the victim should have been reported in a different category or should not have been reported at all.

#### **Example 1: “Victim refused services”**

This is an inappropriate “other” reason because it indicates that the victim chose not to request/accept Underserved Program-funded services. Victim choice to request and/or accept Underserved Program-funded services is one of the most important factors to consider whether or not to report them. If Underserved Program-funded victim services staff offered services and the victim refused the services or did not respond to accept any Underserved Program-funded services, **do not count** this victim at all in the Victim Services Section.

#### **Example 2: “Service was not provided by our program”**

This is an inappropriate “other” reason because the form is only interested in collecting data about services that were funded by the Underserved grant. Do not consider services that were funded by other sources. Only consider the program’s ability to provide the Underserved Program-funded services that a victim chose to request and/or accept when determining if the victim should be counted as served, partially served, or not served.

- If a victim only requested/accepted services that are not funded by the Underserved grant, **do not count** this victim at all in the Victim Services Section.
- If a victim requested/accepted a Underserved Program-funded service and received that service, report this victim as **served**. This is regardless of any service the victim requested/accepted that was not funded by the Underserved grant.

#### **Example 3: “Could not locate victim”**

This is an inappropriate “other” reason because it indicates that the victim chose to stop accepting/engaging in Underserved Program-funded services or that the victim chose not to accept/engage in Underserved Program-funded services.

- If the victim accepted some grant-funded services and then stopped accepting/engaging in Underserved Program-funded services, count this victim as **served**.
- If the victim indicated interest in accepting an Underserved Program-funded service but then never received any Underserved Program-funded services because they chose not to attend scheduled services or they chose not to answer phone calls, **do not count** this victim. The victim did not end up accepting Underserved Program-funded services.
- If the victim was placed on a waiting list for a Underserved Program-funded service they wanted to receive, and the program was not able to locate the victim at the time they would come off the waiting list (because the agency was then able to provide the service), report this victim as **not served**. Indicate “program reached capacity” in Victim Services Question 7 because the program was not able to provide the service when it was requested.

#### Example 4: “Victim withdrew”

This is an inappropriate “other” reason because it indicates that the victim chose to stop accepting/engaging in Underserved Program-funded services. Even though the agency might consider the services incomplete, the reporting form is asking about the victim’s choice to accept/receive Underserved Program-funded services.

- If the victim received as much of the Underserved Program-funded services as they wanted to accept, and then chose to withdraw from services, report this victim as served.
- If the victim initially indicated that they would accept/request Underserved Program-funded services, went through an intake process, and then chose to withdraw their request for services, do not report this victim. The victim did not end up accepting Underserved Program-funded services.

8. Describe why grant-funded services were not provided, including barriers/challenges your agency faced when providing Underserved Program-funded services, and how those barriers impacted victims/survivors.

#### 9. Race/ethnicity

**Report only on the victims reported as served and partially served. Do not report demographics for secondary victims.**

Report victims in each category they identify as. At least one race/ethnicity must be reported for each victim reported as fully served and partially served. Those victims for whom race/ethnicity is not known should be reported in the “unknown” category. The total race/ethnicity reported must be equal to or greater than the number of victims reported as served and partially served.

#### 10. Gender

Report victims in each category they identify as. At least one gender identity must be reported for each victim reported as fully and partially served. Those victims for whom the gender identity is not known should be reported in the “unknown” category. The total gender reported must be equal to or greater than the number of victims reported as served and partially served.

#### 11. Age

Report the age of each victim reported as fully and partially served. Exactly one age must be reported for each victim reported as fully and partially served. Those victims for whom the age is not known should be reported in the “unknown” category. The total age reported must be equal to the number of victims reported as served and partially served.

#### 12. Additional demographics

Report the number of victims who were served and partially served who identify with these additional demographics if they were willingly disclosed/identified by the victims. These additional demographics are not required.

- **People who are lesbian, gay, bisexual, transgender, or queer (LGBTQ)**
- **People with disabilities:** This may include people who are vision-impaired, people with developmental disabilities, and people with diagnosed mental illness.
- **People whose primary language is not English:** Individuals who do not speak

English as their primary language and who have limited ability to read, write, speak, or understand English can be counted as having limited English proficiency.

- **People who are D/deaf or hard of hearing:** This includes individuals who identify with and participate in the language, culture, and community of Deaf people based on the use of sign language (Deaf); victims who identify within the audiological definition of severe to profound hearing loss and who don't have a cultural affiliation (deaf); and/or victims who identify with any degree of hearing loss from mild to profound and are committed to participate in society through the use of their residual hearing plus hearing aids, speechreading, and/or assistive technology to aid communication (hard of hearing).
- **People who are immigrants/refugees/asylum seekers:** This includes individuals who are/were immigrants/refugees/asylum seekers. This is not a question about immigration or legal status.
- **People who live in rural areas:** This includes individuals who live in a rural area or community. If unsure if an area is rural, any of the following definitions may be used: any area or community, respectively, no part of which is within an area designated as a standard metropolitan statistical area by the Office of Management and Budget, consistent with the U.S. Census; or any area or community, respectively, that is within an area designated as a metropolitan statistical area or considered as a part of a metropolitan statistical area and is located in a rural census tract; or any incorporated place or census-designated place with fewer than 2,500 inhabitants that is located outside an urbanized area.

### 13. Victim services

Based on the victims reported as served and partially served, report the number of primary victims who received Underserved Program-funded services during the current reporting period. Count each victim only once for each type of service that the victim received under the "Number of victims served" column.

Under the "Number of times service was provided" column, report the total number of times victims received the Underserved Program-funded service during the current reporting period. The total for each type of service under the "Number of victims served" column should not be higher than the total number of victims reported as served and partially served. Do not report secondary victims receiving services in this question. Legal assistance provided by a Underserved Program-funded attorney or paralegal should be reported in the Legal Services Section.

#### Service Definitions

- **Civil legal advocacy/court accompaniment:** Assisting a victim with civil legal issues, including preparing paperwork for protection orders; accompanying a victim to a protection order hearing or other civil proceeding; and all other advocacy within the civil justice system. This also includes accompanying a victim to an administrative hearing, such as unemployment, Social Security, TANF, or SNAP hearing.
- **Counseling services/support group:** Individual or group counseling or support provided by a volunteer, peer, or professional.

- **Criminal justice advocacy/court accompaniment:** Assisting a victim with criminal legal issues including notifying the victim of case status, hearing dates, plea agreements, and sentencing terms; preparing paperwork such as victim impact statements; accompanying a victim to a criminal court proceeding or law enforcement interview; and all other advocacy within the criminal justice system.
- **Crisis intervention:** Process by which a person identifies, assesses, and intervenes with an individual in crisis to restore balance and reduce the effects of the crisis in their life. Report crisis intervention that occurs in person and/or over the telephone.
- **Culturally specific services:** Any services specifically designed to meet the cultural preferences/ideologies of the population of victims, including culturally-specific counseling/therapy, culturally-specific support groups etc.
- **Employment counseling:** Actions designed to assist a victim/survivor in obtaining employment, e.g., coaching on career options, skills training, job searchers, resume-writing, marketing, job interviews, and preservation of employment.
- **Financial counseling:** Actions designed to assist a victim/survivor with issues related to improving credit, retiring debt, setting up bank accounts, managing household finances, negotiating with lenders or landlords, developing budgets, managing financial assets, making major purchases such as a home or auto, filing tax returns.
- **Hospital/clinic/medical response:** Accompanying a victim to, or meeting a victim at, a hospital, clinic, or medical office.
- **Job training:** Providing training in specific employment-related skills to a victim/survivor, e.g., on computer literacy
- **Language services:** Provision of interpretation and/or translation.
- **Transportation:** Provision of transportation, either directly or through bus passes, taxi fares, or other means of transportation
- **Material assistance:** Providing victims/survivors with clothing, food, personal items, etc.
- **Victim advocacy:** Actions designed to help the victim obtain needed resources or services including employment, housing, shelter services, health care, victim's compensation, etc.
- **Other:** Services that are not covered in the above available categories. Underserved Program-funded activities that might be reported in the "other" category include holistic services and supervised visitation/exchange services.

#### 14. Shelter services

Report the number of Underserved Program-funded emergency shelter and/or transitional housing services provided to victims and accompanying family members during the current reporting period.

Under the "Number of victims" and "Number of family members" columns, provide an unduplicated count of the number of victims and family members who received Underserved Program-funded shelter services during the current reporting period. Count each individual



victim and each family member who received shelter services only once, regardless of how many times they received shelter services.

Under “Number of bed nights,” provide a total number of nights for those victims and family members during the 6-month reporting period. The number of bed nights is calculated by multiplying the number of victims and family members by the number of nights they stayed in the shelter. The number of bed nights will typically be significantly higher than the number of victims and family members.

**Example:**

Four victims stayed in the emergency shelter for five nights each. One victim was accompanied by three family members who also stayed five nights each. The other three victims were not accompanied by family members. This would be reported as:

Number of Victims: **4**

Number of family members: **3**

Number of bed nights:

Four victims each stayed five nights, for a total of 20 nights.

Three family members stayed five nights each, for a total of 15 nights:

Total nights = 15 + 20 = **35 nights**

**Defining Emergency Shelter and Transitional Housing**

- **Emergency shelter:** Victim is housed in a safe, sometimes confidential place that provides 24-hour access to living quarters for a limited amount of time. Emergency shelters can also be safe-homes (generally private homes allowing a victim who is in immediate danger to stay for a short period of time on an emergency basis) and hotel accommodations.
- **Transitional housing:** Victim is housed either in an apartment or single-family unit. This housing often includes a case management component that would include a work plan for what the client will accomplish while staying at the facility. Victims and their children are offered an array of direct services that the victim service agency offers other clients, such as court advocacy and assistance in getting TANF, WIC, job training, childcare, legal assistance, permanent housing, vouchers, support and educational groups, and other services.

**15. Hotline support, information, and referral**

Report the number of hotline requests received from primary victims and the total number of hotline requests received on phone lines paid for with Underserved Program funds or answered by Underserved Program-funded staff during the current reporting period. Do not report on agency-wide hotline calls. Hotline calls should not be reported as victims/survivors served or partially served unless they also received at least one of the services reported in Victim services questions.

**Partially-funded hotline:**

If grant funds are supporting a portion or percentage of the hotline budget, prorate the total hotline calls to reflect only the percentage of the budget supported by the Underserved Program funds.

**Example 1:**

A victim called the Underserved Program-funded hotline seeking information/referrals. Report this as 1 hotline call from a victim and include this in the total calls. The victim would not be reported in any other questions.

**Example 2:**

A parent of a victim called the Underserved Program-funded hotline and requested information about available services for their child. The hotline staff provided the parent with the information. This parent would be counted once under "Total number of requests."

**When are hotline calls from victims reported as primary victims who received Underserved Program-funded support services?**

If a victim called the Underserved Program-funded hotline and received Underserved Program-funded services beyond a simple referral, report that victim as a primary victim served in Victim Services Question 2.

**Example 1:**

A victim called the Underserved Program-funded hotline and requested information on available resources. While on the phone, the victim also received crisis intervention and victim advocacy. Since this victim received Underserved Program-funded services beyond a simple referral, report this victim as served in Victim Services Question 2.

**16. Victim witness notification/unsolicited outreach to victims**

Report the number of Underserved Program-funded victim witness notification and unsolicited outreach activities during the current reporting period. These activities include informing victims of the available support services and/or providing information about the criminal justice system. For these activities, the Underserved Program-funded agency is initiating the first contact with the victim. These victims might have been identified in police reports or court documents.

Victims who are the recipients of these notification/outreach activities should not be reported as victims served or partially served unless they also received at least one of the Underserved Program-funded services reported in the victim services or shelter services questions. If a victim who received these unsolicited notification/outreach activities chooses to request and/or accept at least one Underserved Program-funded service, then report that victim as a primary victim served in Victim Services Question 2.

**Example 1:**

A Underserved Program-funded outreach worker visited the homes of 10 victims during the current reporting period, providing them with information about available services. All ten victims choose not to accept or request any services. In this case, the program would only report 10 outreach activities in Victim Services Question 16. These victims would not be reported in any other questions because these victims did not accept any Underserved Program-funded services.

**Example 2:**

A local agency sent out 75 letters during the current reporting period to inform victims of services available to them and provide information about the criminal justice system. Of these victims, eight of them chose to request Underserved Program-funded legal advocacy services at the agency. In this situation, the program would report 75 victims as receiving unsolicited outreach in Victim Services Question 16. The eight victims that requested Underserved Program-funded services would also be reported in Victim Services Question 2 as victims who accepted and/or requested victim services.

**17. Victim services staff assistance with protection orders**

Report the total number of temporary and/or final protection orders granted that Underserved Program-funded victim services staff helped victims during the current reporting period. Include all orders having the force of law that are designed to protect the victim from contact with the offender during the pendency of the order. They may be referred to as protection from abuse orders, protection from harassment or anti-harassment orders, restraining orders, no-contact orders, or stay-away orders, and they may be criminal or civil. Temporary orders are generally issued ex parte, meaning without a court hearing, for a short period of time (e.g., 30 days), and final orders are issued after a court hearing for a longer period of time (e.g., two years).

Do not report on the work of Underserved Program-funded attorneys or paralegals in this question. If a Underserved Program-funded attorney or paralegal assisted victims with obtaining protection orders, report those activities in the Legal Services Section.

**18. Discuss the effectiveness of victim services and legal services supported by your Underserved grant and to provide any additional information you would like to share.**

For example, this space could be used to describe the promising practices Underserved Program-funded staff are implementing to respond to victims or how Underserved Program funds have impacted the agency's capacity to provide services.

**Legal Services****1. Were Underserved Program funds used to provide legal services to victims during the current reporting periods?**

Select "yes" if Underserved Program-funded staff (i.e., attorneys or paralegals) provided these services or Underserved Program funds were used to support these services during the current reporting period.

The VAWA 2022 reauthorization expanded the definition of legal assistance to cover assistance provided by attorneys, Board of Immigration Appeals (BIA) accredited representatives, Veterans' Affairs (VA) authorized representatives, and lay advocates in tribal court; and to include assistance in restorative practice processes and in post-conviction relief proceedings where conviction of a victim arose from the victimization.

All victims reported in the Legal Services Section must be reported in the Victim Services Section.

#### 2. Number of victims who received assistance with legal issues.

Report an unduplicated count of victims who received assistance with at least one legal issue during the current reporting period. If a victim received assistance with more than one legal issue, count that individual once in this question and then also count that individual once in the following question. The number of victims reported as receiving assistance with legal issues cannot be greater than the number of victims reported as served and partially served in Victim Services Question 2.

#### 3. Number of victims who received assistance with multiple legal issues.

Of the victims who received assistance with legal issues, report the number of victims who received assistance with more than one type of legal issue during the current reporting period. The total number of victims reported in this question cannot be greater than the total number of victims reported in Legal Services Question 2.

#### 4. Legal issues

Under “Number of victims receiving legal assistance,” report the number of primary victims who received legal assistance from Underserved Program-funded attorneys or paralegals during the current reporting period. Count a victim once in each legal issue category for which they received assistance with Underserved grant funds.

Under “Number of cases closed or issues resolved,” report each case that was closed and each legal issue that was resolved during the current reporting period for which services were provided by Underserved Program-funded attorneys or paralegals. **Do not include cases that are pending or were not yet closed during the reporting period.** “Number of cases closed or issues resolved” may be less than “Number of victims receiving legal assistance.”

#### **Example:**

During the current reporting period, the Underserved Program-funded attorney began representing a victim of domestic violence in a divorce proceeding that included issues of child custody and child support, as well as a bankruptcy proceeding. The attorney also helped the victim obtain a final protection order against an acquaintance who was stalking her. The divorce, child custody, and child support matters were not resolved as of the end of the reporting period. This would be reported as (1) Protection orders, (1) Divorce, (1) Custody/visitation, (1) Child/spousal support, and (1) Consumer/finance under the “Number of victims receiving legal assistance” column. Then in the “Number of cases closed or issues resolved” (1) Protection orders and (1) Consumer/finance would be reported. The divorce, child custody, and child support matters would not be reported under “Number of cases closed or issues resolved” because those matters were not settled as of the end of the reporting period.

## Narrative

### ***Resources for Crafting Narrative:***

Grantees may choose to review the [Crafting Narratives Training Video](#) available on the VAWA MEI website. This training video discusses the ways that OVW uses narrative data, describes best practices for documenting activities and writing compelling narratives, and provides narrative examples taken straight from real grantee reports.

For additional examples of grantee narrative data, access the [Examples of Grantee Narrative Data document](#) available on the VAWA MEI website. This document includes a detailed section outlining the many uses and impact of narrative data.

### **Never Include Personally Identifiable Information**

When writing about the impact of funding and services, never include any information about victims/clients that would allow them to be identified. For example, never include a person's name, address, birth date, case numbers, or anything else in the performance report anywhere. Doing so would breach the person's rights to confidentiality and privacy.

### ***How is narrative data used?***

- **Monitoring:** Each OVW Program Specialist has the responsibility to track grantee's progress and compliance both financially and programmatically. Narrative data supports OVW in monitoring how funds were spent.
- **Understanding Numerical Data:** The narrative data grantees provide can give context and story to the numerical data reported. Narrative fields can be used to explain an increase or a decrease in a certain Underserved Program-funded activity, or a staff vacancy. This can also allow VAWA MEI to identify possible misunderstandings in the numerical data and provide support and technical assistance.
- **Biennial Report to Congress:** OVW is required by statute to report to Congress on the use of VAWA funds. These reports to Congress include both aggregate numbers and highlights from narrative data. Quotes from narrative data help tell the story behind the numbers. These quotes can highlight successes, difficulties, barriers to providing services, and needs for policy and legislation.

1. [Report on the status of your Underserved grant goals and objectives as of the end of the current reporting period.](#)

### **This question is required.**

Briefly report on the status of the goals and objectives for your Underserved grant as of the end of the current reporting period. Your goals and objectives should be those identified in your grant proposal or as revised. Indicate whether the activities related to your objectives for the current reporting period have been completed, are in progress, are delayed or have been revised. Comment on your successes and challenges and provide any additional explanation you feel is necessary for us to understand what you have or have not accomplished relative to your goals and objectives.

If you have not accomplished objectives that should have been accomplished during the current reporting period, you must provide an explanation.

**Example:**

A completed grant goals and objectives question:

- **Objective:** Coordinate the sharing of information concerning domestic violence and sexual assault offenses on the reservation with local law enforcement agencies.
- **Activity:** Hire data specialist to create tracking system for sharing information
- **Status:** Delayed.
- **Comments:** We hired someone who left the position because of a family emergency six weeks after they were hired. We are interviewing new candidates and hope to have someone in the position by the next reporting period.

2. What do you see as the most significant areas of remaining need, with regard to improving services to victims/survivors, increasing victims/survivors' safety, and enhancing community response (including offender accountability)?

**This question is required for the January-June reporting period.**

Describe any significant remaining areas of need. Consider geographic regions, jurisdictional issues, service delivery systems, types of victimizations, and challenges and barriers unique to your service area.

Responses must be limited to 8,000 characters.

3. What has the Underserved Program funding allowed you to do that you could not do prior to receiving this funding?

**This question is required for the January-June reporting period.**

Use this space to describe anything Underserved Program funding has enabled the grantee to do that could not be done before receiving the grant funding.

Responses must be limited to 8,000 characters.

4. Provide additional information regarding the effectiveness of your grant-funded program.

**This question is optional and strongly encouraged.**

Use this space to describe any topics such as promising practices the Underserved Program-funded program used or relationship building among community partners.

Responses must be limited to 8,000 characters.

**Example:**

Our Underserved Program-funded victim advocate served on a task force examining ways the criminal justice system could be more responsive to victims/survivors of sexual assault. As a result, a Sexual Assault Response Team was implemented on the reservation with protocols for forensic exams with a local hospital.

5. Provide any additional information that may provide explanation about the data submitted.

**This question is optional.**

If you have any information that could be helpful in understanding the data you have submitted in this report, please answer this question.

Responses must be limited to 8,000 characters.

**Example:**

- If one agency submitted two different progress reports for the same reporting period, explain how the data was divided between the two reports;
- If the Underserved Program-funded staff were not able to conduct the expected activities due to things such as illness, FMLA, or other extended leave;
- If the agency receiving funds did not use Underserved Program funds to support staff or activities during the reporting period, please explain how the funds were used; or
- If the grantee was not able to obtain data to answer a required question.