Maryland
GOVERNOR'S OFFICE OF CRIME PREVENTION AND POLICY

FAQ - Performance Measures Updates for GOCPP Victim Services Grants

New Victim Services' Performance Measures

Revised February, 2025

1. During this reporting period and using ONLY THESE grant funds, how many NEW primary victims who live, work, or were victimized in Maryland were served? A primary victim is an individual who directly experiences harm or abuse as the result of a crime; such as physical, emotional, or sexual violence.
2. During this reporting period and using ONLY THESE grant funds, how many NEW secondary victims who live, work, or were victimized in Maryland were served? A secondary victim is an individual who is indirectly affected by a crime or harmful event as a result of a crime. They may be impacted emotionally or psychologically because of their relationship with the primary victim.
3. During this reporting period and using ONLY THESE grant funds, how many NEW total victims (both primary and secondary victims) who live, work, or were victimized in Maryland were served?
4. During this reporting period and using ONLY THESE grant funds, how many victims who live, work, or were victimized in Maryland received ongoing services? (This should not include NEW primary or secondary victims.)
5. During this reporting period and using ALL funding sources (all grants, general funding, fundraising, etc.), how many unduplicated NEW primary victims who live, work, or were victimized in Maryland were served? A primary victim is an individual who directly experiences harm or abuse as the result of a crime; such as physical, emotional, or sexual violence.
6. During this reporting period and using ALL funding sources (all grants, general funding, fundraising, etc.), how many unduplicated NEW secondary victims who live, work, or were victimized in Maryland were served? A secondary victim is an individual who is indirectly affected by a crime or harmful event as a result of a crime. They may be impacted emotionally or psychologically because of their relationship with the primary victim.
7. During this reporting period and using ALL funding sources (all grants, general funding, fundraising, etc.), how many total unduplicated NEW victims (both primary and secondary victims) who live, work, or were victimized in Maryland were served?
8. During this reporting period and using ALL funding sources, how many victims who live, work, or were victimized in Maryland received ongoing services? (This should not include NEW primary or secondary victims.)

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Important Definitions:

A **primary victim** is an individual who directly experiences harm or abuse as the result of a crime; such as physical, emotional, or sexual violence.

A **secondary victim** is an individual who is indirectly affected by a crime or harmful event as a result of a crime. They may be impacted emotionally or psychologically because of their relationship with the primary victim.

Secondary Victim Examples:

- **Witnesses of a Violent Crime**: Someone who observes an assault but is not directly targeted might still experience psychological distress.
- **Close Friends or Family of Abuse Victims**: Observing the abuse without being the target can cause vicarious trauma.

An **unduplicated count** means that each victim is counted only once even if the victim meets more than one criteria, specific data variable, or service. This number will show the total number of continuing victims served who have continued to receive services outside of the first reporting period where they were counted. Each continuing victim will only be counted once, even if served under multiple funding sources.

Ongoing means services that are provided to current victims that are not counted under the new primary or secondary metrics.

A **new client** is a person who is seeking assistance or support from a victim services program for the first time. In cases where an individual experiences multiple unrelated victimizations at different times, they are considered a new victim for each separate incident. For example, if someone receives domestic violence services and later requires assistance for an unrelated burglary, agencies would count these as two distinct victimizations.

Direct services refers to immediate, tangible assistance provided to crime victims to help them recover, ensure their safety, and navigate the criminal justice system. These services typically include crisis intervention, emergency shelter, counseling, legal advocacy, medical assistance, transportation, and other support necessary for victims' physical, emotional, and financial well-being. Federal grants often require that funds be used primarily for direct services rather than administrative or indirect costs. Please reference Notices of Funding Availability (NOFA) for additional information regarding grant requirements.

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General Questions

1. Question (Q): Which are state questions vs. federal questions?
    a. All performance measures in the Grants Management System (GMS) are required by the state. PMT/VAWA MEI and supplemental form reporting are federal requirements.
2. Q: Which funding sources will continue to require the additional reports or reporting questions?
    a. Federal reporting requirements are not changing (PMT/VAWA MEI, etc.). You are to continue collecting and reporting data required for federal reports.

How to Count Victims

3. Q: Are we reporting on only Maryland data?
    a. Yes, all victims who live, work, or were victimized in Maryland should be included.
4. Q: For the questions asking for victims served using all funding sources, should we include all victimizations served?
    a. Yes, the number should represent all victims, not just those served under GOCPP grants. For example: If your organization served: 100 homicide victims with VOCA funding and then served 50 sexual assault victims with GOCPP SARC funding and THE SAME 50 sexual assault victims with GOCPP SASP funding, and 10 domestic violence victims with solely OVW funding (non GOCPP), your total unduplicated victims served would be 160.
5. Q: Our funds are tied to staff, rather than clients, and we have spread the funds among several staff members for sustainability. Do you have suggestions on how to break out who is served specifically by these funds?
    a. Each organization is responsible to account for accurate time and effort dedicated to each grant funding source. With that said, if a staff member is funded with three different funding sources and all three funding sources are used to serve 25 victims, the total victims served is still 25 even if each victim was counted once under each of those funding sources.
6. Q: If you connect with a victim, explain services and maybe give a handout, but s/he declines an intervention, do you count that as service?
    a. No, victim services must meaningfully address the physical, emotional, and psychological needs of victims. Victim services can include crisis intervention, counseling, legal advocacy, financial assistance, and help with navigating the criminal justice system (or others outlined in the specific grant NOFA). Brief interactions, such as contact at outreach events, a brief hotline call, referrals,

introductions, one time financial assistance without accompanying services, etc., while valuable, should not be included in numbers for direct victims served. Subrecipients are encouraged to include this data in their progress report.

7. Q: Victims who are carried into a new grant cycle are not to be counted as new in any quarter. Is this number of carryovers reported anywhere?
    a. Thanks to stakeholder feedback, GOCPP added additional questions regarding victims receiving ongoing services.
8. Q: I'm assuming that if folks have a wait list - their quarterly reports might show a decreasing number of new clients served because there is no space to take on new clients due to full caseloads - then subgrantees should report this in the narrative section under barriers. Is this a correct approach
    a. Thanks to stakeholder feedback, GOCPP added additional questions regarding victims receiving ongoing services. More details can also be included in the progress report narrative.
9. Q: If grant funds are used for staff/partner training that in essence benefit all new victims counted that quarter because of enhanced skills, new skills, etc. would you count all victims as being served?
    a. No. Only direct services should be counted. This information can be included in the progress report.
10. Q: We provide legal clinics at organizations whose clients meet our client guidelines 95%+ of the time , but occasionally there is a client who denies all crime victimization but because of their life experiences is (obviously) put at high risk for all these experiences. Once we figure this out we will have had a "meaningful experience" with this client enough to count their intake, but given that they are not a crime victim, we will have made an outside referral for them. We should NOT count this victim, correct?
    a. Correct, GOCPP victim service funding can only serve crime victims.

Primary and Secondary Victims

1. Q: Should the total victims served be equal to the sum of the primary and secondary victims?
    a. Yes, total victims should equal the sum of the primary and secondary victims, unless in some cases the secondary is also a primary victim. In those scenarios, the victim should be counted under the highest level of services received.
2. Q: In answering "How many secondary victims served" - does that relate to direct services (like counseling) or can it more generally mean assisted, as in if your organization extends rental assistance to a family, for instance?

   a. Secondary victims should only be counted if they are the primary focus of the direct service being provided. Counseling is a great example of this. If a secondary victim benefits from a service that is directed toward the primary victim (like rental assistance) then they should not be counted.
3. Q: There are times when a primary victim can also be a secondary victim in the same reporting period. Can you explain how agencies should handle this?
   a. If a primary victim also happens to be a secondary victim in the reporting period, please only count them as the primary victim. Only the highest level of victimization should be reported.
4. Q: How do we report primary victims when both the parent and a child/ren have been victims of domestic violence/child abuse, etc.
   a. If the parent experienced an incident of domestic violence and the child also experienced a direct incident of domestic violence, they are both primary victims. If the parent or child witnessed the incident and received services as a result, they would be considered a secondary victim.
5. Q: Would legal representation as a service for child abuse/domestic violence mean that the parent and child would be counted once?
   a. If you are providing legal services directed at both a child abuse victim and a domestic violence victim, they should be counted separately as primary victims. If you are providing legal services to a domestic violence victim and their children may in some way benefit or be impacted by those services that child may be a secondary victim or not a victim at all. The level of victimization is ultimately up to your organization to determine.

New and Continuation Victims

1. Q: Are we only reporting those newly served each quarter, or all served?
   a. For the performance measures asking for new victim counts, report on those that are newly served each quarter. This should be an unduplicated count.
2. Q: Is the count for primary and secondary victims only counted once or by quarter?
   a. Each new victim will only be counted in the first quarter that they start to receive services from your organization. If the agency continues to service the client, the client would be counted as an "ongoing client" after the first quarter.
3. Q: Is there any time when the clock restarts? For instance if it is a multiyear grant or continuation funding for an existing project, would all clients in the first quarter of the new fiscal year be new even if they were served in the prior quarter?
   a. No. The clock does not restart with a new fiscal year. Each victim should only be counted once as "new." Clients still being served from a prior year can be counted

in the ongoing services questions (questions 4 and 8 of the new performance measures).

Miscellaneous Questions for Specific Programs

1. Q: In our agency unpaid volunteers provide direct services to children. How should we count this?
    a. If your agency is not directly serving victims with grant funds, zeros should be placed in the performance measure counts and an explanation, including number of victims served by volunteers can be provided in the progress report narrative.
2. Q: For state's attorney's offices do we count a victim as new if they became a victim in a different incident? For example, they were a victim in a Jan 2nd Burglary and then again a victim of carjacking on Feb 3rd.
    a. There are some unique situations. If the victimizations are unrelated, separate incidents and the victim is accessing different services, they should be counted twice. If the victim and perpetrator are the same but there are multiple related incidents (such as domestic violence), the victim should be counted once. If the situation is not clear please contact your Grant Program Manager.