

Welcome to the 2012 OVC Discretionary Grantee Orientation Series: Grant Requirements



December 13, 2012

The material presented during today's webinar session will be available on the OVC Web site in two weeks.

*Please Note: Participants will remain on mute throughout the session.
The session will be recorded.*

The session will begin shortly.



Facilitator:

Sharron Chapman
Lead Victim Justice
Program Specialist
Office for Victims of Crime





Agenda

- Welcome and Learning Objectives
- Webinar rules and Etiquette
- Message from Acting Director
- Grants Management System
- Progress Reporting
- OVC Resource Center
- OVC Publications Team
- OVC TTAC Resources
- Closing and additional Q&A



Presenters

- Joye E. Frost, Acting Director, OVC
- Joel Hall, Victim Justice Program Specialist, OVC
- Emily Bauernfeind, OVC Resource Center
- Cheryl Tyiska, OVC TTAC



Learning Objectives

- Demonstrate how to navigate GMS.
- Explain how to submit a progress report, a Grant Adjustment Notice (GAN) and a financial status report in GMS.
- Describe the OVC Resource Center.
- Locate resources on the OVC Web site.
- Describe the OVC Training and Technical Assistance Center (TTAC) resources and services.



Webinar Tools

- **Chat Box:** Please use the chat box to submit questions during the orientation session.
- **Feedback Box:** Please respond to feedback questions posed by the presenters during the orientation session.

** All participants will remain on mute throughout the entire orientation session*

Message from:



Joye E. Frost
Acting Director

Office for Victims of Crime





Presenter:

Joel Hall, M.S.

Victim Justice Program Specialist

Office for Victims of Crime



Grants Management System - Detailed Review



Learning Objectives

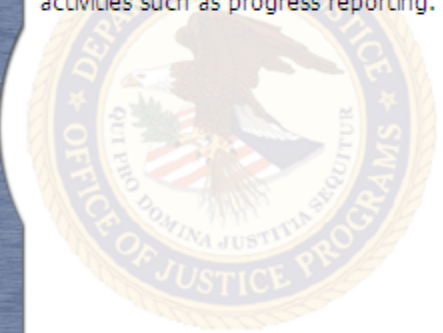
- Overview of the GMS system (Who, What, Why, Where).
- Detailed review of how to navigate GMS
- What to expect when working in GMS.
- How to file progress reports, submit GANS and Financial Status Reports in GMS.
- How to access assistance if needed.



External Overview

Menu External Overview : Intro : Step 1

Welcome to the Office of Justice Programs' Grant Management System. This system will allow you, the grantee, to search for funding opportunities that are available from OJP, apply for these opportunities, accept any awards that have been given to you, manage your grants, and complete required post award activities such as progress reporting.



External Overview

00:00:02 / 00:00:51

External Overview

Menu

External Overview : Intro : Step 1

Please remember that if you are applying for any discretionary competitive programs, you will need to apply on the Internet using Grants.gov.



External Overview

External Overview

Menu

External Overview : Intro : Step 1

You may now select a task from the menu provided above. A summary of each task is included at the beginning of the tasks.



External Overview

Roles of Each Department



- There are three OJP departments we need to think about when operating GMS.
 - **Program Office** - Office for Victims of Crime (OVC)
 - Progress Reports/GANS/Closeouts/T&TA
 - **Financial Office** - Office of the Chief Financial Officer (OCFO)
 - SF-425s/Financial Decisions
 - **Information Office** (Office of the Chief Information Officer (OCIO))
 - GMS



Office of Justice Programs



Welcome to the
Grants Management System

[Click here for Training Material](#)

[GMS Sign-In](#)

[New User? Register Here](#)

[Home](#)





Grant Management System



Attention GMS applicants and grantees

Acceptance documents for OJP and OVW Awards should be signed and returned to the OJP Control Desk either by FAX at (toll free) 1-866-388-3055 or (local) 202-354-4081, or by email to acceptance@usdoj.gov. Refer to Instructions on Award page in GMS.

The acceptance@usdoj.gov email should only be used to send signed award documents to the OJP Control Desk, and it should not be used for any other correspondence with OJP. If you require login or any other GMS-related assistance, please contact the GMS Helpdesk at 888-549-9901, option 3.

Applicant Sign In

User ID:

Password:

[First Time User?](#)

[Forgotten your password?](#)

NOTICE TO USERS You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, and civil and criminal penalties.

By using this information system, you understand and consent to the following:

- You have no reasonable expectation of privacy regarding any communications transmitted through or data stored on this information system. At any time, the government may monitor, intercept, search and/or seize data transiting or stored on this information system.
- Any communications transmitted through or data stored on this information system may be disclosed or used for any U.S. Government-authorized purpose.



Grant Management System Home



- [Manage Users](#)
- [Applications](#)
- [Victim Compensation Certification](#)
- [Awards](#)
- [Funding Opportunities](#)
- [Grant Adjustments](#)
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- [Profile](#)
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- [Change Password](#)
- [Log Off](#)

All programs you are currently participating in are listed below. To reduce the size of program listing, choose from the following criteria and press the **Refresh** button.

| Year | Solicitation |
|------|--------------|
| All | All |

Office of Justice Programs has many other funding opportunities that you may be eligible for. To review these opportunities or to start a new application click on [Funding Opportunities](#).

OVC FY 12 Victim Assistance Professional Development Fellowship Program (Continuation)

| Year | Application No. | Status | Correspondence | Action |
|------|-----------------|---|--|----------------------|
| 2012 | 2012-██████████ | <ul style="list-style-type: none"> Application submitted on 05/07/2012 | No Messages Compose message | View |

OVC FY 11 Victim Assistance Professional Development Fellowship Program Continuation

| Year | Application No. | Status | Correspondence | Action |
|------|-----------------|---|--|----------------------|
| 2011 | 2011-██████████ | <ul style="list-style-type: none"> Application submitted on 05/13/2011 | No Messages Compose message | View |

OVC FY 10 Victim Assistance Fellowship Program

| Year | Application No. | Status | Correspondence | Action |
|------|-----------------|---|--|----------------------|
| 2010 | 2010-██████████ | <ul style="list-style-type: none"> Application submitted on 07/20/2010 | No Messages Compose message | View |

R Recovery Act

OMB Form 1123-0243, exp. 07/31/2007



Grant Management System Awards Home



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- [Change Password](#)
- [Log Off](#)

OVC FY 12 Victim Assistance Professional Development Fellowship Program (Continuation)

| Year | Award Number | Status | Grant Manager | Correspondence | Action |
|------|-----------------|--|--|--|---|
| 2012 | 2010-██████████ | <ul style="list-style-type: none"> Grantee Notified On 08/08/12 Active | Name: ██████████ Phone: ██████████ Ext: ██████████ Fax: ██████████ Other: ██████████ | 13 New Message(s) Compose message | View Award Instructions Semi-Annual Progress Reporting Financial Status Reports Grant Monitoring Closeout |

OVC FY 11 Victim Assistance Professional Development Fellowship Program Continuation

| Year | Award Number | Status | Grant Manager | Correspondence | Action |
|------|-----------------|---|--|--|---|
| 2011 | 2010-██████████ | <ul style="list-style-type: none"> Grantee Notified On 08/08/11 End Date Passed | Name: ██████████ Phone: ██████████ Ext: ██████████ Fax: ██████████ Other: ██████████ | 13 New Message(s) Compose message | View Award Instructions Semi-Annual Progress Reporting Financial Status Reports Grant Monitoring Closeout |

OVC FY 10 Victim Assistance Fellowship Program

| Year | Award Number | Status | Grant Manager | Correspondence | Action |
|------|--------------|--------|---------------|----------------|----------------------------|
| | | | | | View Award |



OVC FY 12 Victim Assistance Professional Development Fellowship Program (Continuation) 2010-VF-

GX-K015



[Financial Status Reports](#)

[FSR Correspondence](#)

Financial Status Reports Handbook

Financial Status Reports

This handbook allows you to complete Financial Status Reports for OVC FY 12 Victim Assistance Professional Development Fellowship Program (Continuation).

[Help/Frequently Asked Questions](#)

For information on previous FSR submissions for this grant, contact the Office of the Chief Financial Officer, Customer Service Branch at 1-800-458-0786 (press 2)

[Financial Status Reports Home](#)

[GMS Home](#)

[Log Off](#)

| Report Number | Reporting Period | Type | Report Due Date | Status | Last Edited | Action |
|---------------|--------------------------|---------|-----------------|-----------|--------------|---------------------------------------|
| 1 | Oct 1, 2010-Dec 31, 2010 | Regular | Jan 30, 2011 | Submitted | Jan 24, 2011 | <input type="button" value="View"/> |
| 2 | Jan 1, 2011-Mar 31, 2011 | Regular | Apr 30, 2011 | Submitted | Apr 20, 2011 | <input type="button" value="View"/> |
| 3 | Apr 1, 2011-Jun 30, 2011 | Regular | Jul 30, 2011 | Submitted | Jul 22, 2011 | <input type="button" value="View"/> |
| 4 | Jul 1, 2011-Sep 30, 2011 | Regular | Oct 30, 2011 | Submitted | Oct 19, 2011 | <input type="button" value="View"/> |
| 5 | Oct 1, 2011-Dec 31, 2011 | Regular | Jan 30, 2012 | Submitted | Jan 25, 2012 | <input type="button" value="View"/> |
| 6 | Jan 1, 2012-Mar 31, 2012 | Regular | Apr 30, 2012 | Submitted | Apr 23, 2012 | <input type="button" value="View"/> |
| 7 | Apr 1, 2012-Jun 30, 2012 | Regular | Jul 30, 2012 | Submitted | Jul 24, 2012 | <input type="button" value="View"/> |
| 8 | Jul 1, 2012-Sep 30, 2012 | Regular | Oct 30, 2012 | Submitted | Oct 17, 2012 | <input type="button" value="Update"/> |
| 9 | Oct 1, 2012-Dec 31, 2012 | Regular | Jan 30, 2013 | | Aug 13, 2012 | <input type="button" value="Create"/> |
| 10 | Jan 1, 2013-Mar 31, 2013 | Regular | Apr 30, 2013 | | | |
| 11 | Apr 1, 2013-Jun 30, 2013 | Regular | Jul 30, 2013 | | | |
| 12 | Jul 1, 2013-Sep 30, 2013 | Final | Dec 29, 2013* | | | |

GMS Online Training Tool



- Review of GMS online Training module
 - External Review
 - Grant Adjustment Notices
 - Progress Reports
 - More to follow in part II
 - Grants Management System Closeouts
 - Financial Status Reporting
- <http://www.ojp.usdoj.gov/gmscibt/>

Grant Adjustment Notices

Menu

Grant Adjustment Notices : Intro : Step 1

The Office of Justice Programs now offers an electronic module to process Grant Adjustment Notices—known as GANs—as part of an effort to improve service to the grantees.



Included in this Grant Adjustment Notices training module are the instructions for performing each of the following tasks:

- Budget Modifications Request**
- Change Grantee Authorized Signing Official**
- Change Grantee Contact or Alternate Contact/Principle Investigator**
- Change in Grantee Mailing Address**
- Change Grantee Name**
- Change Project Period**
- Change Project Scope**
- Program Office Approvals, and**
- Sole Source Approvals**

If you need further assistance, please contact the Help Desk at 1-888-549-9901, or e-mail them at helpdesk@ojp.usdoj.gov.



OFFICE FOR VICTIMS OF CRIME

00:00:01 / 00:01:38



JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Grant Adjustment Notices

Menu

Grant Adjustment Notices : Intro : Step 1

OJP requires a GAN for any changes associated with grants.



Included in this Grant Adjustment Notices training module are the instructions for performing each of the following tasks:

Budget Modifications Request
Change Grantee Authorized Signing Official
Change Grantee Contact or Alternate Contact/Principle Investigator
Change in Grantee Mailing Address
Change Grantee Name
Change Project Period
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Program Office Approvals, and
Sole Source Approvals

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Grant Adjustment Notices

Menu

Grant Adjustment Notices : Intro : Step 1

This GAN module will give you, the grantee, the option to electronically and easily submit grant adjustments via the GMS system, and you will also be able to receive notification of approved GANs via e-mail.



Included in this Grant Adjustment Notices training module are the instructions for performing each of the following tasks:

- Budget Modifications Request**
- Change Grantee Authorized Signing Official**
- Change Grantee Contact or Alternate Contact/Principle Investigator**
- Change in Grantee Mailing Address**
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Grant Adjustment Notices

Menu

Grant Adjustment Notices : Intro : Step 1

A GAN is required when making the following changes to a grant.



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Grant Adjustment Notices

Menu

Grant Adjustment Notices : Intro : Step 1

The GAN module will also be used by OJP to process the removal of special conditions of the awards.



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- Budget Modifications Request**
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Grant Adjustment Notices

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Grant Adjustment Notices : Intro : Step 1

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Grant Adjustment Notices

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If you need further assistance, please contact the Help Desk at 1-888-549-9901, or e-mail them at helpdesk@ojp.usdoj.gov.

Progress Reports

Menu

Progress Reports : Intro : Step 1

In an ongoing effort to improve services, the Office of Justice Programs and the Office of Violence Against Women have made improvements to the Grant Management System's Progress Report module. OJP requires you, the grant recipient, to submit progress reports either quarterly, semi-annually, or annually. In these reports, you should describe the status of meeting the objectives given in the approved award application.

Progress Report Module Introduction

In an ongoing effort to improve services, the Office of Justice Programs and the Office of Violence Against Women have made improvements to the Grant Management System's Progress Report module. OJP requires you, the grant recipient, to submit progress reports either quarterly, semi-annually, or annually. In these reports, you should describe the status of meeting the objectives given in the approved award application.

Progress Reports

Menu

Progress Reports : Intro : Step 1

This new module in GMS gives you the ability to submit, view and edit any of your progress reports and allow you to submit your final progress report up to 90 days after the ending date of the grant.



Progress Report Module Introduction

This new module in GMS gives you the ability to submit, view and edit any of your progress reports and allow you to submit your final progress report up to 90 days after the ending date of the grant.

Progress Reports

Menu

Progress Reports : Intro : Step 1

Additionally, the GMS will send e-mail notifications to the grantee reminding them that their progress reports are due. Please be sure to review your progress reporting profiles for each award in GMS.



Progress Report Module Introduction

Additionally, the GMS will send e-mail notifications to the grantee reminding them that their progress reports are due. Please be sure to review your progress reporting profiles for each award in GMS.

Progress Reports

Menu

Progress Reports : Intro : Step 1

Effective **March 31, 2007**, OJP will freeze funds if any award recipient is delinquent in submitting the required progress reports. Once the award recipient submits a progress report and OJP approves the report, funds will be made available. All progress reports must be submitted via GMS.




Progress Report Module Introduction

Effective March 31, 2007, OJP will freeze funds if any award recipient is delinquent in submitting the required progress reports. Once the award recipient submits a progress report and OJP approves the report, funds will be made available. All progress reports must be submitted via GMS.

Progress Reports

Menu Progress Reports : Intro : Step 1

This program allows you to select the Progress Reporting Task you wish to learn about. Just click on the Menu button in the upper left hand corner of this window, and select a Task from the pull-down menu that appears.



Progress Report Module Introduction

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Asking for Help

- GMS Help Desk
 - For technical difficulties or guidance using GMS, contact the GMS Help Desk. The Help Desk is available via email at GMS.HelpDesk@usdoj.gov, or by phone at 202-514-2024 between the hours of 6:00 a.m. until midnight, Monday through Friday, except Federal holidays.
- Program Office
 - Question regarding content, program office approval and progress reports, please contact your OVC Program Specialist at 202-307-5983



Questions





Progress Reporting



Progress reports:

- Provide information relevant to the performance and activities of a plan, program, or project.
- Are due at the intervals noted.



Why do Grantees Submit Progress Reports?



- **It's the law.**
 - Assists in fulfilling the Department's responsibilities under the Government Performance and Results Act (GPRA), Public Law 103-62.
 - Applicants that receive funding under solicitation must provide data that measures the results of their work.
- **OJP is accountable to Congress.**
 - OJP is required by Congress to report on the use of federal funds and grantee performance.
 - Grantee performance is determined by performance measures, which are defined in grant solicitations on a program-by-program basis and included in progress and performance reports.
- **Grantees are subject to audit.**
 - Funding recipients must ensure that valid and auditable source documentation is available to support all data collected for each performance measure specified in the program solicitation and reports.



Report Due Dates



Semi-Annual Progress Reports

| Reporting Period | Due Date |
|---------------------|------------|
| January 1- June 30 | July 30 |
| July 1- December 31 | January 30 |

Final report

- Due 90 days after the end of the grant
- Covers accomplishments over the life of the award



Penalties for Noncompliance

- **Funds will be frozen.**
 - If the grantee does not submit a report on time (within 30 days of the end of the reporting period), the funds awarded through the grant in question will be frozen.
 - Future awards and grant adjustments may be withheld.
 - Grantees are no longer given a grace period of 15 days after the due date (45 days from the end of the reporting period) to submit a report.
- **Process to reverse freeze:**
 - GMS will notify the grantee Point-of-Contact via e-mail that grant funds have been frozen.
 - When the grantee submits the overdue progress report, the system will immediately generate a "release of funds" Grant Adjustment Notice (GAN). OCFO will release the freeze in the Grant Payment Request System (GPRS) and approve the GAN.



Submitting Progress Reports

- Progress reporting is accomplished by submitting an online report via GMS.
- This report should contain:
 - Performance measures data.
 - A detailed narrative that describes the project status, accomplishments, and deliverables. This includes the grantee's review of the project, progress achieved towards goals and objectives, and activities completed.
 - A narrative may be developed in a separate document and attached within GMS to ensure all aspects of reporting are covered.
- GMS's Address is:
<https://grants.ojp.usdoj.gov/gmsexternal/>





GMS Online Training Tool

- The GMS [Online Training Tool](#) provides step-by-step instructions to complete various functions within GMS, as well as the administrative policies associated with Grant Adjustment Notices (GAN), Progress Reporting, and Closeouts.
- Link to the online training module for progress reporting: <http://www.ojp.usdoj.gov/gmscbt/>

Tips for Successful Reporting



- Remember, this is a report that **SHOWCASES YOUR PROGRESS!**
- Re-familiarize yourself with the original program solicitation.
- Review the performance measures located in the solicitation and in GMS prior to writing your report.
 - Don't wait until the last minute! In advance, review the reporting module within GMS and develop a plan for how to develop your report.
- Performance metrics are numerical– develop a strong narrative that supports these metrics and provides clear and detailed information about the project's accomplishments.
- Include other attachments that show the progress achieved.
 - Brochures, articles, pictures, draft or final products

Tips for Successful Reporting (continued)



- Contact your program specialist if there are any project issues to address.
 - Delays, unanticipated changes
- Projects don't always go exactly as planned. When your project steers off its time task plan, describe this in the progress report!
 - Consider developing a corrective action plan to get it back on course.
 - Request technical assistance.
 - Work with your program specialist to determine whether changes in strategies, time lines, budget, and activities will necessitate a Grant Adjustment Notice (GAN).



Questions





Presenter:

Emily Bauernfeind
Program Manager
Office for Victims of Crime
Resource Center

OVC Resource Center

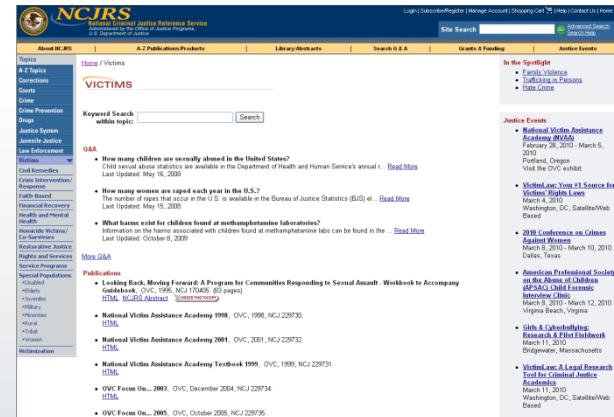


- OVC Resource Center, National Criminal Justice Reference Service
- OVC Publications Team
- OVC Online Resources

OVC Resource Center



- Mission
 - Link OVC's publications and program information to victim services and allied professionals through the National Criminal Justice Reference Service (NCJRS) and other avenues.
- About OVCRC/NCJRS
 - *www.ncjrs.gov*
- Library
 - *www.ncjrs.gov/library.html*
- Reference & Referral
 - *www.ncjrs.gov/App/QA/SearchQA.aspx*



OVC Publications Team



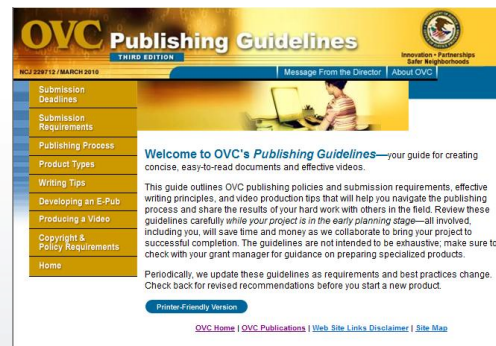
- Collaboration
 - Vision
 - Intended audience
 - Purpose
 - Appropriate format(s)
 - Deliverables
 - Reviews
 - External
 - Internal



OVC Publications Team



- OVC's Publishing Guidelines
 - <http://www.ovc.gov/publications/infores/pubguidelines>
 - Logo & Funding/Disclaimer Statement.
 - OVC Production
 - Grantee Production



OVC Online Resources



- **OVC Web Site (www.ovc.gov)**
 - Navigation/Homepage
 - Topical Pages
 - US Resource Map
- **National Crime Victims' Rights Week (www.ovc.gov/ncvrw)**
 - Dates, Theme, Colors
 - Resource Guide
 - Events
- **Vision 21 (www.ovc.gov/vision21)**
 - Initiative Overview
 - Approach



OVC Online Resources



- **Online Directory of Crime Victim Services**
(ovc.ncjrs.gov/findvictimservices)
 - Searchable by location, type of victimization, type of agency, and services.
- **HELP for Victim Service Providers Web Forum**
(ovc.ncjrs.gov/ovcproviderforum)
 - Victim service providers and allied professionals share ideas/best practices.
- **National Calendar of Victim Assistance-Related Events**
(ovc.ncjrs.gov/ovccalendar)
 - Locate, plan, and promote events online, both local and nationwide.

OVC Online Resources



- **OVC News & Program Updates**
(<http://www.ovc.gov/news/programupdates.html>)
 - A valuable tool for sharing information about OVC initiatives, events, and other items of special interest.
- **OVC Gallery**
(www.ovc.gov/gallery)
 - Highlights multimedia products that promote crime victims' rights and services.

Contact OVCRC



- Contact Information
 - OVC Resource Center
P.O. Box 6000
Rockville, MD 20849-6000
Phone: 800-851-3420 or 301-519-5500
(TTY 301-947-8374)
Ask OVC: <http://ovc.ncjrs.gov/askovc/>
- You also can order OVC publications online at <http://www.ncjrs.gov/App/Publications/AlphaList.aspx>.
- For more information about OVCRC, visit <http://www.ovc.gov/resourcecenter/index.html>.



Questions





Presenter:

Cheryl Tyiska
Project Director

Office for Victims of Crime
Training and Technical Assistance
Center

OVC TTAC helps to build the capacity of the field to serve crime victims by providing comprehensive, quality training and technical assistance (TTA) to victim service providers and allied professionals.

www.ovcttac.gov



OVC TTAC Resources & Services

- Needs Assessment and Evaluation
- In-person and Online Training
- Customized Training and Technical Assistance
- Legal Assistance and Human Trafficking TTA
- VictimLaw
- Support to OVC Grantees and SVAAAs
- Professional Development Scholarships
- Consultant Network



Training by Request

- Program leaders can organize a specific training for their own community.
- OVC provides qualified instructors, an onsite coordinator, and all training materials at no cost.
- You provide the people, the space, and the AV.
- Request at least 135 days in advance.
- www.ovcttac.gov/TBR



NATIONAL VICTIM ASSISTANCE ACADEMY

- Professional Skill-Building Institutes — Develops critical skills for professionals working with victims
- Leadership Institute — Enhances skills and abilities to manage and sustain programs





Interactive Trainings

Victim Assistance Training Online (VAT Online)

35-40 hour basic victim advocacy web-based training program that offers victim service providers and allied professionals the opportunity to acquire the basic skills and knowledge they need to better assist victims of crime.

NOW ONLINE!

Victim Assistance Training Online

New Web-Based Training Program for Victim Service Providers

The Office for Victims of Crime (OVOC) is pleased to announce a new online training opportunity for victim service providers. Victim Assistance Training Online (VAT Online) provides professionals with the basic skills they need to assist victims effectively and sensitively.

Learn anytime, anywhere. With the click of a mouse, service providers can access foundation-level training 24/7 from any Internet-accessible location.

No costs attached. The course is available free of charge...no tuition fees, no travel expenses!

Learn at your own pace. VAT Online is divided into sections that can be completed when convenient. The total course time is approximately 35-40 hours. Just bookmark your place and start where you left off!

Learn something new...or refresh your learning. VAT Online is for victim service providers with less than 3 years of experience. It is also useful as a refresher course for seasoned professionals.

Stay abreast of emerging issues. The course will be updated every 2 years to make sure the content is current and relevant.

Maximize your training dollars. VAT Online provides supervisors with the opportunity to ensure that their staff has access to high-quality training whenever needed.

COMPUTER REQUIREMENTS

VAT Online can be used with either a Mac or PC. Hardware and software requirements include—

- Windows 95, 98, 2000, NT, ME, or higher
- Mac OS 9 or OS X or higher
- 64 mb RAM
- 56K modem minimum speed
- Microsoft Word, Adobe Acrobat Reader
- Macromedia Flash Player
- Screen resolution best at 1024 x 768

VAT Online is funded by the U.S. Department of Justice, Office of Justice Programs, Office for Victims of Crime. The training was developed by Coastal Associates, Inc., in partnership with the National Center for Victims of Crime and Safe Horizons, Inc.

OVOC's Victim Assistance Training Online

VAT Online available at www.ovcttac.gov/vatonline

To learn about other training opportunities available from the Office for Victims of Crime, contact OVOC's Training and Technical Assistance Center at www.ovcttac.gov

OVOC OVCTTAC



Interactive Trainings

Identity Theft Victim Assistance Online Training

Identity Theft: Supporting Victims' Financial & Emotional Recovery



The Office for Victims of Crime (OVC) is pleased to make the e-learning training, Identity Theft: Supporting Victims Financial and Emotional Recovery, available to victim service providers and allied professionals who serve victims of identity theft. Allen Interactions, working with OVC and the Office for Victims of Crime Training and Technical Assistance Center (OVC TTAC), created the e-learning version of the OVC instructor-led training of the same name to make the course more widely available. Much of the information in this training is based on the document, Assisting Victims of Identity Theft: A Resource Guide for Victim Services, prepared under a grant from the U.S. Department of Justice, Office for Victims of Crime (OVC), and awarded to the Institute for Law and Justice.

OVC would like to acknowledge the following individuals and organizations for their contributions to this project: Paula Pierce, Texas Legal Services Center; Joanna Crane, Federal Trade Commission; Kathleen Claffie, Federal Trade Commission; Debbie Deem, FBI; Linda and Jay Foley, Identity Theft Resource Center; Sue Shriner, Immigration and Customs Enforcement; Donna Hatfield, Immigration and Customs Enforcement; Frank Marion, U.S. Postal Inspection Service; Russell Butler and the MD Crime Victims Resource Center; Sharon Knope, US Attorneys Office, NY; Jamie Napp, Identity Theft Action Council of Nebraska; and Savannah Stephens, Atlanta Victim Assistance, Inc. OVC would like to especially acknowledge the victims' stories of identity theft as told by Vanessa Bustamante, Catherine Cole, Tom Kerr, Nicole Robinson and Andrew Sobanet. Their stories served as an inspiration in the groups' efforts to develop this training for victim assistance providers and allied professionals.

The opinions, findings, and conclusions expressed in this training are those of the authors and do not necessarily represent the official position or policies of the U.S. Department of Justice.

[Continue](#)



Identity Theft Victim Assistance Online Training (cont'd)

Identity Theft - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Case 1 - Intake

main menu resources exit

Victim Says **Victim Thinks**

Hello, my name is Alice Morgan. I think somebody stole my identity, and I don't know what to do.

Choose your response

- Office for Victim Services. How may I help you?
- Hello. How can I help you?
- Victim Services. What is your problem, please?

Victim's Emotion Level

HIGH

MEDIUM

LOW

Coach's Feedback

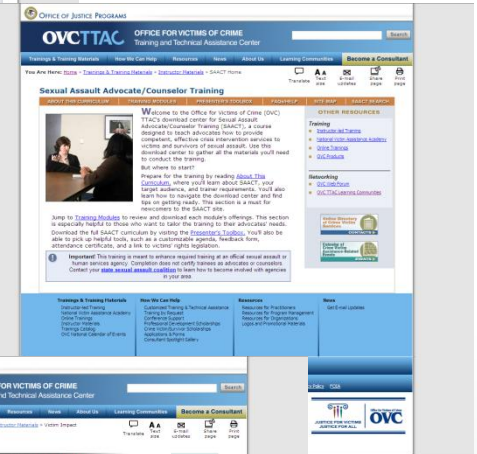
This is the best way to open the call. It helps to put the caller at ease and elicits part of the information you need.

Retry Continue



Downloadable Instructor Materials

Ethics in Victim Services



Sexual Assault Advocate Counselor Training

Victim Impact: Listen and Learn





Customized Technical Assistance

- Speakers Bureau requests
- Presenters for conference workshops or training events
- Peer-to-peer trainings
- Long-term TA
- Focused on:
 - ~ Program Management/Development
 - ~ Types of Victimization
 - ~ Victim-Centered Services
 - ~ Technology/MIS

www.ovcttac.gov/TTA



TTA on Legal Assistance to Victims

Capacity-Building Initiative:

- Victims' rights enforcement
- Services to victims of human trafficking
- Civil legal assistance and
- Assistance to victims of identity theft and financial fraud



TTA on Human Trafficking (Sex & Labor)

- Practitioner-driven, evidence-based TTA and resources to support capacity building for the anti-human trafficking field
- Provide on-site consultations and support requests for training and technical assistance
 - TTA for multidisciplinary task forces on establishing new task forces, strengthening existing task forces and overcoming challenges
 - TTA for the larger victim services field



TTA on Human Trafficking (Sex & Labor)

- Support OVC anti-human trafficking grantees through technical assistance calls, online Learning Community and assistance in data collection and reporting
- Anti-Human Trafficking Task Force Strategy and Operations e-Guide
- OVC/BJA Anti-Human Trafficking Regional Training Forums



VictimLaw

A comprehensive, user-friendly, searchable online database of victims' rights statutes, Tribal laws, constitutional amendments, court rules, administrative code provisions, and summaries of related court decisions and attorney general opinions. Such ready access to information can advance the cause of crime victims' rights by facilitating the exercise, implementation, and enforcement of those rights.

www.victimlaw.info



Curriculum Development Assistance & Review

- **OVC TTAC's Instructional Systems Design (ISD) Specialists** assist Discretionary Grantees working on training and technical assistance curricula and materials.
- **OVC TTAC's ISD Specialists** ideally provide support to Discretionary Grantees from the beginning of the TTA development process, and can also review materials during and after development.



State Victim Assistance Academies

- OVC TTAC provides technical assistance to support the needs of new and veteran state victim assistance academies.

www.ovc.gov/training/svaa



Professional Development Scholarships

Provides up to \$1,000 for individuals and up to \$5,000 for multidisciplinary teams of victim service professionals seeking continuing education opportunities.

Scholarships can be used toward tuition, travel, lodging and per diem.

www.ovcttac.gov/PDS

- * *Application forms must be received by OVC TTAC at least 45 days prior to the start of the requested event.*



Consultant Network

- OVC TTAC supports capacity-building needs of organizations serving victims of crime in collaboration with highly skilled professionals who are effective educators of adults and able to share their expertise with service providers.
- OVC TTAC also supports victims/survivors who make presentations about their experiences as victims.
- A skilled, high quality, and diverse consultant network is critical to OVC TTAC's success in managing training and technical assistance resources designated to support OVC programs, projects, and activities.



Office for Victims of Crime Training and Technical Assistance Center

- **Web:** www.ovcttac.gov
- **Phone:** 1-866-OVC-TTAC (1-866-682-8822)
Monday-Friday, 8:30-5:00 EST
- **Fax:** 703-225-2338
- **TTY:** 1-866-682-8880
- **E-mail:** TTAC@ovcttac.org
- **Address:** 9300 Lee Highway
Fairfax, VA 22031



Questions





Measuring Success

January 10, 2013 2:00 PM – 3:30 PM ET

- Performance measures
- Evaluation
- Closeout instructions



Evaluation

Please complete the “Grant Requirements” online evaluation that you will receive via e-mail.

Thank you for your participation in the
2012 OVC Discretionary Grantee Orientation
Session: Grant Requirements.