



**OVC
Webinar Transcript**

2012 OVC Discretionary Grantee Orientation Series

Grant Requirements

December 13, 2012

Welcome

(audio recording begins with welcome comments in progress)

Sharron Chapman: ...a momentary lapse in the Webinar session. In the event of a problem, please be patient with us and remain on the line, and the Webinar session will resume shortly, and just go ahead and wait for us to restart. My name is Sharron Chapman and I am the Lead Victim Justice Program Specialist in OVC, and I will be your facilitator for today's session.

Agenda

Sharron Chapman: On the agenda today, after our welcome, we will review our learning objectives. We will then have a quick review of the Webinar rules and etiquette. We will then move on to a message from our Acting Director, and then we move into the bulk of our presentation, which will cover the Grants Management System (GMS), progress reporting, the OVC Resource Center, OVC Publications Team, OVC TTAC resources, and then we will close and have time for additional Q&A.

Presenters

Sharron Chapman: In addition to myself, you will hear from today Joye E. Frost, who is our Acting Director in OVC, our colleague Joel Hall, who is a Victim Justice Program Specialist in OVC, our other colleague, Emily Bauernfeind from our OVC Resource Center, and Cheryl Tyiska from OVC TTAC.

Learning Objectives

Sharron Chapman: Just to review our learning objectives today, by the end of today's Webinar you will be able to demonstrate how to navigate GMS, explain how to submit a progress report, a Grant Adjustment Notice (GAN), and a financial status report in GMS. You will be able to describe the OVC Resource Center, locate resources on the OVC Web site, and also describe the OVC Training and Technical Assistance Center (TTAC) resources and services.

Webinar Tools

Sharron Chapman: As I mentioned, we are going to review some of the Webinar tools that are available today to try to keep the session as interactive as we can and hopefully keep everyone engaged and awake. I did mention previously that all the participants will be muted throughout the course of the Webinar, so in order to take questions we will be using the chat box. The chat box should be located at the bottom left of your screen, and you will be able to submit questions by typing that in and hit enter. You should see right now a message that says, "To hear the Webinar, please call 1-877..." and put in the passcode there. Please make sure you submit all of your questions to us. If you have any problems at all, or if you have any questions for the presenters, there will also be a pause at the end of the section so that you can answer and ask questions.

Sharron Chapman: We will also use the feedback box, which is located just above the chat box, and we will be using that to, again, keep everyone engaged, and we can demonstrate that now. If everybody is able to hear me okay and is able to see the presentation, could you click yes? And, of course, if you cannot do either of those things, feel free to click no. Okay, I am pausing to give

everyone a chance to locate the feedback box to click yes or no. If you are clicking no, could you submit whatever your issue is through the chat box so we can try to reach out and give you some assistance? And I will remind everyone again that if you are having any issues with the presentation as far as viewing it, go ahead and re-log into the Webinar platform. Now, we will move on and have some opening remarks from OVC's Acting Director Joye E. Frost.

Message from Joye E. Frost, Acting Director, OVC

Joye E. Frost: Good afternoon, everyone. This is Joye E. Frost, the Acting Director here at OVC, and this is OVC's third Webinar. It is called *Grant Requirements* but I think you are going to find some of this quite interesting, particularly when we start talking about publications, OVC online resources, and I think especially OVC Training and Technical Assistance Center. There are just a wealth of resources that can help you with your project with OVC, as well as other aspects of service provision to crime victims that are developing training and technical assistance. At this point, I will keep it at that so we can jump right into the Webinar. But I also want to wish everybody happy holidays and just say that OVC really looks forward to working with you during the coming year. Thank you.

Sharron Chapman: Thank you, Joye, for those remarks. And now we will move to the next portion of our presentation and hear from our colleague, Joel Hall.

Grants Management System (GMS) – Detailed Review

Joel Hall: My name is Joel Hall with OVC, and I will be going over the Grants Management System detailed review.

Learning Objectives

Joel Hall: First, we will start off with a generalized introduction using a GMS learning tool that many of you may have used or may not have. Then, we will be going over the learning objectives, which are a general review of the system, who, what, why, and where; and a detailed review of how to navigate GMS, what to expect when working in GMS, how to file progress reports, how to submit GANs and Financial Status Reports in GMS, and how to access assistance if needed.

External Overview

Joel Hall: We are going to go over the External Overview just for a quick moment. This is a canned presentation so let me know if you cannot hear anything, and it should take about a few minutes.

Recording: External Overview. Welcome to the Office of Justice Programs' (OJP) Grants 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.

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

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

Roles of Each Department

Joel Hall: All right, so we are going to go over the roles of each department. I am sorry, some of you may have missed that introduction, but we will go into more detail and answer questions after the session. There are three OJP departments we need to think about when operating GMS. One is the Program Office, two is the Financial Office, and three is the Information Office. Each of these three offices has different operations within GMS and will improve certain things or fix certain things, while others do not.

Joel Hall: For example, the Program Office, which is the Office for Victims of Crime, can approve and review progress reports, change and submit GANs, closeouts, and training and technical assistance.

Joel Hall: The Financial Office, which is the Office of the Chief Financial Officer (OCFO), specifically will look at the FSRs or Financial Status Reports, and then will also give final approval for closeouts and other things of that nature, as well as some grants in some cases.

Joel Hall: The Information Officer, who is in charge of the operation of GMS, will specifically work on if you have login problems or if you have other kinds of, maybe, software or other kinds of system problems, they might be able to assist you as well.

GMS Sign In

Joel Hall: What you are looking at here is the GMS sign in page. This is the first page you should see right before you get ready to login.

Applicant Sign In

Joel Hall: Once you click in that you are a user, you will see the applicant sign in page. You will put in your user ID and your password. Many of you will probably have received this password already when you applied for your application. But in some cases, sometimes the person who applied for the application may not be the person who will actually be managing the grant, so you may need to work with GMS or the person who applied to make sure you have a password.

GMS Home Page

Joel Hall: What you are looking at here is the GMS home page. If you look on the left hand side, you will see many different links that are used throughout the process of your grant. If you are looking at the home page in general, you will see the many different grants that may be available or that you may be in charge of. As you click on one of those links, you will get this page. This, for example, is a Fellowship Grant. You will notice the grant number, the contact information, and a very important one is the correspondence page, that is to keep an eye on. Lots of times GMS may not send you an e-mail, or you should keep an eye on when they do and they do not give you enough information. Look at the correspondence; that will give you information of what the Grant Manager is talking about.

Financial Status Reports

Joel Hall: The next thing we are going to talk about is Financial Status Reports. These are the dates that they are due. This is also one of the links that was on the previous page. If you click that, you will submit your Financial Status Report, and you will notice that OCFO is the one who reviews that. This gives you a list of the dates so you can make sure it is important that you turn them in on time. I will talk about this some more, but if you do not submit certain reports by the date they are due, this could lead to freezing of funds and other complications related to your grant. The system is computerized, so it is very important to remember that it is very hard for your program officer to write extensions or allow for extra time in most cases, unless there is a really large issue—for example, Hurricane Sandy, where the Department made a choice. So it is very important to follow all due dates.

Grant Adjustment Notices (GANs)

Joel Hall: So we are going to go over one more review here, and we are going to go over the Grant Adjustment Notices. We are going to go over two of these modules, Grant Adjustment Notices and Progress Reports. The other ones will be talked more about by other components of the Webinar series. First we will do Grant Adjustments.

Recording: The OJP now offers an electronic module to process Grant Adjustment Notices, known as GANs, as part of an effort to improve service to the grantees.

Recording: OJP requires a GAN for any changes associated with grants.

Recording: 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.

Recording: A GAN is required when making the following changes to a grant: budget modifications request, change grantee authorized signing official, change grantee contact or alternate contact/principal investigator, change in grantee mailing address, change grantee name, change project period, change project scope, Program Office approvals, and sole source approvals.

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

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

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

Joel Hall: All right. One thing I want to bring up about the Grant Adjustment Notices is it is very important to remember that your program officer is not the only one who approves these things. In the system, it can go to multiple different people, depending on the nature of the grant. It may go to your program specialist, and then it has to go to that person's supervisor, and in some cases all the way up to the Acting Director Joye E. Frost, and then will move its way over to OCFO. When it comes to grants, I, at one time, counted 23 different approvals that it needed just for a grant. So for a GAN, it could be up to seven, eight, or nine. So just because you submitted a GAN

does not mean they will be instantaneously approved. It may have to take time, depending on the nature. The more complicated the nature, for example, sole source, the longer it may take.

Progress Reports

Joel Hall: Progress reports.

Recording: In an ongoing effort to improve services, the Office of Justice Programs and the Office on 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.

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

Recording: 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.

Recording: 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.

Recording: 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.

Asking for Help

Joel Hall: All right. The last section on the GMS Training Tool is Asking for Help. What I am briefly going to go over is when to ask your program specialist, program officer, and when to contact GMS. Many times we do not have direct information or accessibility to the system in terms of modifications. If you need to change your password and you cannot do it for some reason, or you are trying to type in a name and it is not working out, a lot of times it has to do with what is in the GMS system and only the GMS Help Desk can help. However, if it is, for example, a Grant Adjustment Notice that got sent back and you cannot seem to find it, the program officer may be able to help to a certain extent. Any kind of technical issues, software, things of that nature, my first advice would be to call the GMS Help Desk. If, for some reason, it is not something that can be done by the GMS Help Desk, if it is a program thing, they will directly connect you to the program officer. That would be my first step, unless it is, of course, the nature of the content that you are entering in or something specifically around the Program Office.

Joel Hall: That is about it. If you have any questions regarding this section, submit them now.

Questions?

Sharron Chapman: Okay, and Regina has submitted a question already, and her question is: Is it okay to submit progress reports early and update over the course of a quarter?

Joel Hall: Yes, you can do that. That is not much of a problem. It is a problem after you have submitted it and it is accepted, but you can sometimes start working on things, depending – and I am not sure about discretionary, but on formula you can do draft forms and then change it as you go along.

Sharron Chapman: Okay, does anyone else have another question they would like to ask? If you have a question, please feel free to use the chat box. Please type that in so we can get an answer to you from Joel, our expert.

(silence)

Sharron Chapman: Okay, looks like that is it for right now, so we will move on to the next section.

Progress Reporting

Joel Hall: All right, thank you very much, Sharron. Again, I am Joel and I will be talking about the second section of my presentation, which is Progress Reporting. This is going to go more in detail in terms of what to put into your progress reports. But you can ask, at the end of the presentation, any questions related to how it is submitted, when and how, and things of that nature. But most of what I am going to go over here is a little bit of content in terms of best practices, what to enter, and what we are looking for.

Joel Hall: Progress reports provide relevant information to performance and activities of a plan, program, or project, and are due at the intervals noted. Regarding the last question, you cannot necessarily – and I have had this question before – submit your progress reports for the whole year upcoming. It has to be within the quarter that is open. You cannot get two or three quarters ahead. I have been asked that quite a lot. So my advice would be just to do it in the report that is open. GMS will only really allow you to do it in that quarter when it is due.

Why do Grantees Submit Progress Reports?

Joel Hall: Why do grantees submit progress reports? Well, number one, it is the law. You have to do it. We are stewards of the government's funds in that we must see what kind of progress you are making with the government's funds. Whether it is \$100 million to \$1, we need to know how that money is spent. And there are many different laws, like the Government Performance and Results Act (GPRA) that require us, and are always being modified and changed so that we can monitor and better do our job and, hopefully, make you do your job better as well.

Joel Hall: OJP is accountable to Congress. It is very common that we have reports to Congress and we have many different avenues, reports, projects that we present to Congress, and sometimes they will just ask questions, what we like to call "data calls," just wanting to know about this. Where do we obtain most of this information? A lot of times it is from progress reports and the data that you may enter into GMS. We can have different tools to tally this information and give that information to your Representatives, depending on what their questions are.

Joel Hall: Grantees are subject to audit. Funding recipients must ensure that valid and auditable source documentation is available to support all data collected. What does that mean? This is something that I very much get on all my grantees, whether it be formula or discretionary. If you are putting it in a report, make sure you have it on paper somewhere, whether it be time sheets or volunteer logs, or if you are doing some kind of a deliverable, make sure you are keeping track of all the different receipts that you may be using to pay for video equipment, things of that nature. It is very important. You cannot necessarily put all that stuff into your progress reports, even though you can attach a lot. You have to always remember you are always preparing for audit, so document, document, document.

Report Due Dates

Joel Hall: These are the report due dates. In most cases, progress reports are semi-annual. There are some odd cases where they are quarterly, and formula grants are usually only annually. So in regards to the discretionary grants, which this is, it will be semi-annually. I do not think there are any exceptions for anybody listening to this Webinar. And, again, January 1 through June 30, you have 30 days to complete that progress report, and it is very important that you get it done. Again, there is no real extension that we can do. After July 30, it is considered late. Then you probably may not be able to enter into it, and it can affect – automatically the system will notify OCFO that the report is late, and depending on the nature of the report, they may just freeze funds right there and then you have to do a GAN to unfreeze them. So it is very important to get things done on time.

Joel Hall: The final report, you have 90 days after the end of the grant to submit the final FSR, which is the Final Status Report, and to close out the grant. So you have an extension when it comes to the final report. But in regards to the life of the grant, make sure you do it within 30 days of each semi-annual period.

Penalties for Noncompliance

Joel Hall: Penalties for noncompliance. Funds will be frozen, as I spoke earlier. It is very important and it happens all the time. A lot of times it is done by the system automatically. You may not know it and we may not know it, and I have to check GMS and it will be like, “Yes, you were 4 hours late on your progress report and your funds are now frozen.” It might take 2 or 3 days to get that turned back on. Again, as I spoke with the GAN, it might take five, six, seven, eight people to approve that GAN to then turn your funds back on.

Joel Hall: Process to reverse freeze, I already spoke about that.

Submitting Progress Reports

Joel Hall: Submitting progress reports. What you need to do is do an online report via GMS. The report should contain performance measurement 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. Again, you can always put in, if you have a very long narrative that you are worried about your characters, you can always say, “See attachment 1-2B,” or whatever number you want to put in. I have gotten 20-page long narratives before, so it varies, and there may only be so many characters that (unclear).

GMS Online Training Tool

Joel Hall: GMS Online Training Tool. The previous thing that we went over that was a canned thing is the GMS Reporting Tool. It goes over many different aspects of GMS. I advise you to always keep track of it. If you want to know where to find it, it is very simple. You go into GMS, the front page, and there is a little tiny icon underneath GMS, it is not really an icon, it is a link, and you hit that button and it will take you to the GMS Training Tool. If you have any questions about GANs or anything of that nature, I usually try to tell people to keep a mental note or even to shortcut it or favorite it on your links list.

Tips for Successful Reporting

Joel Hall: Tips for successful reporting. Remember, this is a report that showcases your progress. We will be reviewing it, even if it might only be a program officer or specialist that will be reviewing it. Many times if it is something very hot – if it is something that is important to the Department and to the Office of Justice Programs, it could be reviewed by a lot of different people and highlighted in other reports. So it is very important to be professional and highlight what you are doing, not to use generalizations, but to say, “This is what we did this for, and it was very good.”

Joel Hall: Re-familiarize yourself with the original program solicitation. Many of the performance measures that you will be looking at are located within the solicitation, so it is very important that you highlight those in your narrative and in other parts. Sometimes discretionary grants are a little different but, in general, you want to make sure that you highlight – it may direct you to highlight those performance measures, or it might be more general and you have to make sure you put them in there.

Joel Hall: Performance metrics are numerical. Develop a strong narrative that supports these metrics and provide clear and detailed information about the project’s accomplishments. Include attachments, as many as you want, brochures, articles, pictures, drafts, or final products. Please, please, please do not add attachments just to add attachments. Make sure that they have weight or support your narrative or other things. Many times I find newspaper articles, which can be very good, but you may not need 110 newspaper articles as individual attachments. So my advice would be to consolidate your attachments, make sure they are there in support of the information that you have supplied in the performance report, and that way it makes our job easier – well, it makes your job easier as you submit the information, and it makes our job easier as we review the information.

Tips for Successful Reporting (continued)

Joel Hall: One more page for Tips for Successful Reporting. Contact your program specialist if there are any other project issues to address, delays or unanticipated changes. Projects do not always go exactly as planned. When your project steers off its time task plan, describe it in the progress report that this happened. It is important to make sure that your program specialist is aware, but you can detail it in the report. My advice is good communication with your program specialist, so they will not be surprised when they read your progress report that there was a major scope change or a problem that occurred. Good communication always reduces problems.

Questions?

Joel Hall: Any questions?

Sharron Chapman: If you have any questions about progress reports, now is the time to ask.

(silence)

Sharron Chapman: Okay, I do not see any questions in the chat box so we will move – oh, wait a minute. One slid in right at the line but that is fine. We have a question from Lola. Her question is: Is there any format you prefer? And I am assuming that is in reference to the progress report.

Joel Hall: Not really. That is something that you may want to work out with your program specialist. GMS is a format in itself, as you enter in the information you can be creative. If you are talking about fonts and this, again, you can do what you want to do. I mean, we do have certain recommendations about the type of font you should use, such as Arial or Times New Roman, different ones that are more generalized instead of using Sanskrit or something like that, which we do sometimes get in italics or different things which are hard to read. But, in general, just put it in the box and when we print it out it is in its own format.

Sharron Chapman: Okay, thank you. And if that concludes the questions, we will now move to our next presenter for this Webinar, and it is my colleague, Emily Bauernfeind from the OVC Resource Center.

OVC Resource Center (OVCRC)

Emily Bauernfeind: Thanks, Sharon, and good afternoon, everybody. As previously mentioned, my name is Emily Bauernfeind and I am the Program Manager for OVC's Resource Center, which is a component of the National Criminal Justice Reference Service (NCJRS). I am going to spend a little time today providing an overview of OVCRC, OVC's Publications Team, and multiple OVC online resources that might be of assistance to you.

Emily Bauernfeind: So let us start with the OVC Resource Center. Our mission is to link OVC's publications, products, and program information to victim service providers and allied professionals through NCJRS. We do this through a variety of services.

Emily Bauernfeind: One, we host the NCJRS Web site, a companion piece to the OVC Web site because it includes not only OVC materials, but also those from the other OJP offices and bureaus, OJP grantees, and other federal agencies. Furthermore, the NCJRS Web site provides access to a collection of victim related publications, of which over 800 are available in full text. And that number keeps growing as we keep working on a scanning project that we are working on.

Emily Bauernfeind: Number two, NCJRS offers a library that boasts over 200,000 documents. And as a member of the World Criminal Justice Library Network, it is one of the world's largest criminal justice libraries. The library includes those OJP grantee reports I mentioned earlier, and are searchable online by title, author, keyword, and date. You also have the ability to subscribe to the Weekly Accessions List, which is an e-mail notification service that provides a list of publications that have been added to the collection during the previous week.

Emily Bauernfeind: Number three, NCJRS provides a reference and referral service through which we, one, respond to questions from the field by phone, e-mail, letter, fax, and Web chat, although Web chat is only for order inquiries. We maintain the NCJRS Questions and Answers database, which includes over 400 victim related FAQs that can assist you in locating your answers. And we offer registration opportunities to receive news from OVC e-blasts, among

others from OJP agencies. I am sure you have all received them over the years. And there is JUSTINFO, which is a biweekly e-mail newsletter that features notification about product releases, solicitations, trainings, etc., from NCJRS sponsoring agencies.

Emily Bauernfeind: I know that was a really quick overview of NCJRS and OVCRC, but I have included all the links in the PowerPoint presentation, so please be sure to visit those links to learn more.

OVC Publications Team - Collaboration

Emily Bauernfeind: OVC Publications Team. This Team works in conjunction with OVC grant monitors, grantees, and OVCRC staff to: 1) ensure timely production and release of high-quality, cost-effective materials for service providers and others who serve victims of crime, 2) communicate requirements and procedures for development, review, and release of publications and multimedia products, and 3) set benchmarks for steady progress from award of grant to completion of the deliverable.

OVC Publications Team - Vision

Emily Bauernfeind: During a meeting or multiple meetings, depending on how many you need to have, the Publications Team – which we also refer to as the Pub Team or the Pub Unit, so you might hear that over the course of your grant – can help shape the vision of the product by working with all the stakeholders to identify the intended audience. For example, who will benefit from this product? Is it victim advocates? Is it law enforcement officers? Is it court professionals?

Emily Bauernfeind: We can also discuss the purpose of the materials. Is the product meant to inform or train? Is it a call to action? Is it meant to help other programs replicate a promising practice?

Emily Bauernfeind: And three, we can talk about potential appropriate formats. It may be a little early in the project, that first meeting you have, to really know what the end product will look like, but you can talk about what it might have up front. So a final product might have a DVD and a guidebook rather than just a report.

OVC Publications Team - Deliverables

Emily Bauernfeind: During those conversations with the team, deliverables will also be discussed. So your deliverables are the components of the final product, not the final product itself, so it is essential that submission requirements are followed. For example, editorial materials for print and online production should be submitted in a Word file. And then the multimedia files, the things for DVDs and CD ROMs, should be submitted as specified in OVC's publishing guidelines, which I am going to be talking about next.

OVC Publications Team - Reviews

Emily Bauernfeind: Finally, as your grant draws to a close, be prepared to respond to two reviews mandated by OJP. There is the external review, which is also known as the peer review, which is conducted by national experts in your field who review your draft materials and provide comments, which your grant monitor will then forward. Then there is the internal review, which is conducted by OJP bureaus and offices, and other relevant agencies. When these reviews are

completed and any questions are resolved, with your input, your grant monitor will submit your materials for final production and dissemination.

OVC Publications Team – Publishing Guidelines

Emily Bauernfeind: On to the Publishing Guidelines. I just mentioned these moments ago. You are going to become very familiar with this publication as you prepare your product. This guide describes the criteria you must follow when preparing all types of communication products for publication, that includes e-publications and multimedia products. This will help expedite the publishing process. For those of you who do not know, publications are reports that are only available electronically and differ from hard copy materials in how the information is conceived and presented. For example, e-pubs should be developed for scanning rather than reading, and that means subheads, links, and lists of pertinent information should be used. More tips for e-publication development are available in the Publishing Guidelines, along with submission deadlines, requirements for the publishing process, product types, writing tips, and legal and policy requirements. The guidelines are designed to help grantees, vendors, and others work more efficiently with OVC to produce quality products that exceed professional standards of excellence.

Emily Bauernfeind: I just want to mention two examples that have won awards in 2012. The SART Toolkit, which some of you may be familiar with, received the 2012 National Association of Government Communicators Blue Pencil and Gold Screen Award of Excellence in the Educational Programs category. And the *OVC News & Program Updates* newsletter, which I will be talking about at the end of the presentation, received the 2012 Award for Publication Excellence (APEX) in the Electronic Newsletter category.

Emily Bauernfeind: One requirement that is mandatory for all OVC grantee products, I want to make sure to mention it here, is the addition of the OVC logo and a funding disclaimer statement. For those grantee products that are submitted to OVC for the final production, the logo and statement will be incorporated into the product at that time, so the grantee does not have to worry about it. However, the grantees that are producing the final products themselves must add the logo and statement themselves. In that case, work with your grant monitor for artwork and instructions.

OVC Online Resources – OVC Web Site

Emily Bauernfeind: Finally, I want to highlight a few of OVC's online resources, including the OVC Web site, which has undergone some updates recently. The OVC Web site, which is www.ovc.gov, boasts a modern navigation scheme which allows for an expansive drop down menu. This drop down menu gives you the opportunity to learn a bit more about what you will find in that section of the site before making your selection. The home page highlights news from OVC and OJP, and a photo rotator that gives OVC the opportunity to focus on key issue areas and initiatives.

Emily Bauernfeind: There are also tools that might be of assistance to you, such as state and local resources located on the right hand side of the home page. It also provides quick links to some of OVC's popular content, such as the Training and Technical Assistance Web page, the OVC Web forum, and the OVC gallery. The Web site also employs dynamically generated content throughout the site. This means that the same content is used throughout the site, but manipulated to meet different needs. The largest repository of this content is found in the topical pages, which provide lists of publications, resources, FAQs, guest host sessions, and solicitations by topic.

These are not static pages and, in fact, we recently updated the topics list to group the Child and Youth Victimization related materials all together.

Emily Bauernfeind: Another feature of the OVC Web site is the U.S. Resource Map, which provides local and state contacts, local programs pulled from the online Directory of Crime Victim Services, victims' rights, and statistics by state.

OVC Online Resources – National Crime Victims' Rights Week (NCVRW)

Emily Bauernfeind: The next online resource is the National Crime Victims' Rights Week Web site, which is an OVC Weblet. This site provides information about the current NCVRW, including dates, themes, colors, and the Resource Guide. And you will want to make sure to visit this site regularly for all your 2013 NCVRW related needs, including the National Crime Victims' Service Award ceremony and the release of the 2013 online Resource Guide.

OVC Online Resources – Vision 21

Emily Bauernfeind: In addition to the NCVRW Weblet, OVC's Vision 21 initiative also has its own Weblet. This site was developed in 2010 to inform the field about this particular initiative. When you visit the site you can read about each project and associated activities, such as stakeholder forums, news associated with the initiative, and this is where the final report will be posted once it has been released.

OVC Online Resources – Online Directory of Crime Victim Services

Emily Bauernfeind: Last but not least, I will run through the remaining online resources with the time that I have left. First off, we have the Online Directory of Crime Victim Services. This was launched in 2003, and since that time we have had over 200,000 visits and over 14,000 programs added. The Directory consists of Victims of Crime Act (VOCA) sub-grantees and programs that have submitted their organization details for review. The comprehensive and user friendly database is searchable by location, type of victimization, type of agency, and available services.

OVC Online Resources – HELP for Victim Service Providers Web Forum

Emily Bauernfeind: Then we have the OVC HELP for Victim Service Providers Web Forum, which is also referred to as just the OVC Web Forum. This is an online community where victim service providers can connect with allied professionals and share ideas and best practices. Every month, OVC hosts one or two guest host sessions during which victim service providers have the opportunity to discuss specific topics of interest with experts in those areas. For example, just last week we hosted a session on *Working With Victims of Gang Violence* with Regina Sobieski and Christopher Grant.

OVC Online Resources – National Calendar of Victim Assistance Related Events

Emily Bauernfeind: On to the National Calendar of Crime Victim Assistance Related Events. We also shortened this one to the OVC Calendar, and that was launched in January 2006. You will find more here in the calendar than just conferences. You will also find meetings, trainings, and ceremonies. We wanted to do that so that we would have the flexibility for the events that are surrounded or that take place during National Crime Victims Rights Week. Not only can you search for events, but you can also add your own conferences to gain more visibility on the national level. And the calendar can assist you in planning your events, so when you are planning

your event you can take a look at the calendar. If there is a lot going on in a particular month, you may host your event in a different month. And the tool is also a cost effective way for your staff to research available and local training.

OVC Online Resources – OVC News & Program Updates

Emily Bauernfeind: Then we have the OVC News & Program Updates Web page, which was first released in April 2011, in conjunction with the newsletter of the same name. *OVC News & Program Updates* newsletter incorporates articles and information from grantees, service professionals, and others who share the mission of promoting justice and healing for victims. The most recent issue was released in November 2012, and it focuses on “Closing the Gaps in Victim Services.” Articles in this edition highlight healing through art workshops for individuals and families recovering from the effects of crime; an interview with Julia Dunkins who, after suffering the loss of both her husband and son to homicide, became a committed activist and advocate for other survivors; help for young victims healing from trauma and violence; and resources available for family members of homicide victims.

Emily Bauernfeind: To receive *OVC News & Program Updates* in your inbox, register with NCJRS and select “victims” as your topic of interest on the topic of interest page.

OVC Online Resources – OVC Gallery

Emily Bauernfeind: Finally, there is the OVC Gallery, which highlights multimedia products that promote crime victims’ rights and services. In the gallery, you will find posters from the 2003-2012 NCVRW Resource Guides, you will find photos and bios of past award recipients, photos of NCVRW and other special events, and promotional Web banners.

Contact OVCRC

Emily Bauernfeind: That is about it. As I mentioned before, please visit the sites that I have included in this presentation for more information about everything I have talked about today. I have also listed OVCRC’s contact information in case you have any questions about what I have discussed, as well as the sites through which you can order publications from OVC. Thanks so much. I am sure we will have questions, hopefully.

Questions?

Sharron Chapman: Okay, so now we have a moment to ask any questions of Emily about the OVC Resource Center. We have one from Rita and her question is: Did I understand it is possible to have OVC actually produce a publication?

Emily Bauernfeind: Well, it actually kind of depends on, one, your grant requirements, if that is an actual deliverable that you will be working with OVC on. If it is a deliverable to produce a product, you will be working with your program manager and the Publications Team to determine who will be producing the final product. So it depends.

Sharron Chapman: Okay, our next question is from Frank and his question is: Is there a point person within the OVC Publications Team we can turn to, name and contact info?

Emily Bauernfeind: You will actually have a point person when you work with your program manager to set up that initial meeting, and then you will have a point person to reach out to at that time. So work with your program manager first.

Sharron Chapman: Okay, we have a moment for additional questions. If there are any, please feel free to submit them via the chat box.

(silence)

Sharron Chapman: Okay, and since there are no more questions of Emily, we will move to our last presenter for today's Webinar, and that is Ms. Cheryl Tyiska who is the Project Director from OVC Training and Technical Assistance Center.

OVC Training and Technical Assistance Center (TTAC)

Cheryl Tyiska: Thank you, Sharron, and hello, everyone. I am Cheryl and I am always happy to talk about OVC's Training and Technical Assistance Center. But before I do that, I would like to find out a little bit about what you already know about OVC TTAC so I have a couple of questions that I wanted to ask, if we could pull up the feedback form. The first question I would like to find out, we have it looks like 143 people on the Webinar today, and I would like to know if you already know about OVC TTAC, can you just click on the yes button?

(silence)

Cheryl Tyiska: Okay, it looks like 75 percent of the people who are here already know about OVC TTAC. That is pretty good. We want to make sure to reach everybody who does not know about OVC TTAC. Of those of you who already do know about OVC TTAC, can you click yes on the feedback button if you have ever taken advantage of any of OVC TTAC's training and technical assistance resources?

(silence)

Cheryl Tyiska: Okay, that is a pretty good number, that is good to see. Last but not least, is there anybody, and you can just click yes or no, whatever is appropriate, is there anybody on the Webinar today who is already an OVC consultant?

(silence)

Cheryl Tyiska: Okay, that is a much smaller number. Well, thank you for answering those questions. That gives me more of a sense of who you are and who I am talking to. So what I would like to do is tell you more about OVC TTAC and, hopefully, more of you as you go along will be interested in perhaps becoming a consultant with us in the future.

Cheryl Tyiska: As it seems like many of you already know, OVC TTAC is OVC's educational arm. Good training is a foundation for providing quality services to crime victims. OVC TTAC provides victim centered training and technical assistance to help victim service providers to serve a diverse array of victims, and to serve them well. A good starting place for really seeing the wealth of training and technical assistance OVC offers is to spend some time exploring our Web site at www.ovcttac.gov. While you are on the Web site, you can join the OVC TTAC listserv so you will automatically get updates on new training opportunities.

OVC TTAC Resources & Services

Cheryl Tyiska: This next slide provides, in a nutshell, an overview of all of the key resources and services that are available through OVC TTAC, and these are the things that I will be talking about for the rest of my presentation. But just as a quick overview, I can let you know that periodically we perform national needs assessment surveys to find out the training needs of the field. We also do personalized needs assessments when people contact us for help with training and technical assistance, but they are not sure exactly what they need. We have an evaluation team that evaluates all of our work to make sure that we provide effective quality training and technical assistance, and we are always tweaking our work based on research and best practices.

Cheryl Tyiska: We can provide in-person and online training. In the coming year, we will be doing even more online training, so you can look forward to more opportunities to learn in your own time and your own location.

Cheryl Tyiska: Sometimes victim service providers need customized training and technical assistance. We can work with you to help you design a TTA event that will meet your needs, including specialized TA on legal assistance for crime victims and on serving victims of human trafficking.

Cheryl Tyiska: OVC TTAC manages VictimLaw, which is a popular online legal resource on crime victims' rights, which we will talk about a little bit later. You can also find that on the OVC TTAC Web site.

Cheryl Tyiska: We also support OVC discretionary grantees, such as yourselves, who are creating training and technical assistance materials, and we support the State Victim Assistance Academies, which are located in most states.

Cheryl Tyiska: Scholarships are one of our most popular resources, especially in this economy. Victim service providers can apply for financial support to attend victim-centered conferences and trainings.

Cheryl Tyiska: And how do we accomplish our work, you might ask? Well, we do it in collaboration with a network of expert consultants and victim/survivors who bring their knowledge and skills to the OVC Consultant Network. So if you would like to provide training and technical assistance for OVC in the future and you are not already a consultant, you might consider applying to become a consultant.

Training by Request

Cheryl Tyiska: We have a number of standardized trainings that are developed and ready to deliver. You can check out the Training Catalog on our Web site to see the titles of all of the trainings that are ready to deliver in the field. Many of our trainings offer Continuing Education Units. One of our newest offerings is Training by Request, and this is an opportunity for you to look at that Training Catalog and if you see a training that you think would serve some specific needs in your community, you can request the training.

Cheryl Tyiska: OVC will provide the instructors, a coordinator to work onsite during the training, and all of the training materials at no cost to you or your program. The only thing you need to do is to invite the people and have a space for the training, and make sure there is some AV equipment there for the training.

Cheryl Tyiska: You will see the URL so if you want to look at the Web site you can find out more about Training by Request that way. It is getting to be quite a popular offering from OVC.

National Victim Assistance Academy (NVAA)

Cheryl Tyiska: Many of you are probably very familiar with the National Victim Assistance Academy, which has long been one of OVC's premier training opportunities. The Academy is currently being redesigned to become a blended or online learning opportunity and it should be available and launching in late 2013.

Cheryl Tyiska: If you sign up for the OVC TTAC listserv, you will automatically be notified when registration for the new NVAA opens. The NVAA also offers Continuing Education Units, which we provide through the International Association of Continuing Education and Training.

Interactive Trainings – Victim Assistance Training Online (VAT Online)

Cheryl Tyiska: OVC currently offers two online interactive trainings for you to complete at your convenience. First is VAT Online, which is a basic victim advocacy Web based training that is divided into various modules so that you can complete it at your own pace. You can take all of the modules or only the ones that are of interest to you. Several universities now require victimology students to complete portions of VAT Online to receive full credit for specific courses, and other programs such as folks who go through the National Victim Assistance Academy also use Victim Assistance Online. Even if you have already taken some or all of VAT Online in the past, you can look forward to new and updated modules coming this year.

Interactive Trainings – Identity Theft Victim Assistance Online Training

Cheryl Tyiska: Another interactive training that we have is Identity Theft Victim Assistance Online. This is an award-winning online training that can provide you with the knowledge and skills to more effectively serve victims of identity theft and assist with their financial and emotional recovery. This is a widely used training. The U.S. Postal Inspection Service uses this course as part of their employee development program. OVC has also shared this training with several partner federal agencies and organizations, including the Internal Revenue Service, the Federal Trade Commission, and the Identity Theft Passport Advisory Council. And like all of these trainings that I have been talking about so far, there is no cost to people to take this training.

Cheryl Tyiska: When you take the Identity Theft Online Training, you will notice that this course is built around the conversational model. It is very interactive. It is based on a learning solution model, and as you select answers to questions that are posed to you during the training, a coach will provide feedback and guidance on your responses.

Cheryl Tyiska: I want to point out here that OVC is developing more online trainings and Webinars that are going to be available to help you serve victims of traditional as well as emerging types of crimes over the coming year. So you can look forward to more of these online trainings as we go along.

Downloadable Instructor Materials

Cheryl Tyiska: If you are a trainer, you might want to check out our growing library of downloadable training materials. Downloadable packages contain all the materials you need to conduct your own training, including an Instructor Manual, a Participant Manual, PowerPoints, customizable agendas, assignments, video clip vignettes, participant feedback forms, and certificates of completion.

Cheryl Tyiska: If you do use any of the downloadable materials, please let us know. We always find it interesting to know how these materials are being used out in the field.

Cheryl Tyiska: Currently, the downloadables that we have available are “Ethics in Victim Services,” “Sexual Assault Advocate/Counselor Training,” which is extremely popular, and “Victim Impact: Listen and Learn.” You can also download the Foundation-level tract for the National Victim Assistance Academy, and we recently uploaded “Supporting Crime Victims With Disabilities” in both English and Spanish versions.

Cheryl Tyiska: If you are creating training curricula or technical assistance materials, I also highly recommend that you download the “Instructional Design Standards,” which can help you to understand and review OVC’s approved approach to adult learning. And you will also see when you go to the Web site that we have a Trainer’s Toolbox that includes a lot of useful information for all trainers.

Customized Technical Assistance

Cheryl Tyiska: In terms of customized technical assistance, we provide a lot of different kinds of support. Basically, we receive applications from organizations requesting help in building their capacity in a number of victim-focused areas. I recommend that you contact OVC TTAC before you apply for technical assistance and talk with one of our TA specialists who can talk with you about your needs and how we can best help you. And that way it makes it easier for you to fill out your application.

Cheryl Tyiska: Some typical types of technical assistance that we can provide include presentations by victim/survivors. This could be a panel presentation or a plenary presentation, or they could do a victim impact presentation. We can provide a consultant to provide a workshop at a conference, if you are putting on a conference. We can provide peer-to-peer training, and even long-term technical assistance wherever that might be needed. So there are a variety of different things that you might consider there. We really focus with the customized technical assistance on areas that are high priorities at OVC.

Training and Technical Assistance on Legal Assistance to Victims

Cheryl Tyiska: There are two other kinds of specialized training and technical assistance that we can provide. One is training and technical assistance on legal assistance to crime victims. Early this year, OVC launched a new capacity-building effort to ensure that all victims of crime have access to quality legal representation on myriad issues that can arise following victimization. This capacity-building initiative encompasses victims’ rights enforcement, services to victims of human trafficking, civil legal assistance, and assistance to victims of identity theft and financial fraud.

Training and Technical Assistance on Human Trafficking (Sex & Labor)

Cheryl Tyiska: In addition to legal assistance TA, we can also provide technical assistance on human (sex and labor) trafficking. With this particular aspect of our project, our primary objective is to support OVC's anti-human trafficking grantees, the anti-human trafficking field, and the task forces that work across the country, and the larger victim services field to identify and help support victims of trafficking. For the task forces, we can provide tailored onsite consultation for task forces that are just getting started or for those that are interested in changing their structure, or if they just need some help in overcoming challenges. For the larger victim assistance field, we can provide expert consultants who will tailor presentations on aspects of human trafficking to meet any audience's need, whether it be a conference you are organizing or if you simply see a need among your victim service providers and allied professionals.

Cheryl Tyiska: On this next slide, this is some of the assistance that we provide to OVC's anti-human trafficking grantees, but one of the things that I particularly wanted to point out to you is that on the OVC TTAC Web site, there is an Anti-Human Trafficking Task Force Strategy and Operations e-Guide. This is an e-guide that provides people with really easy to read information and resources on working with trafficking victims. So even if you are not a member of one of the task forces, this might be something that you would really be interested in reading.

VictimLaw

Cheryl Tyiska: VictimLaw. If you are not familiar with VictimLaw, I strongly urge you to visit the VictimLaw Web site, which is on the slide here at the bottom of the slide, or you can find it through the OVC TTAC Web site, and explore this database. This is an extremely valuable resource not only for victim service providers, but for crime victims and for the general public. It currently contains tens of thousands of legal provisions relating to the basic rights of crime victims. So we do manage that. If you have any questions about VictimLaw, you can certainly ask us. But please share the information about VictimLaw with your colleagues out in your communities.

Curriculum Development Assistance & Review

Cheryl Tyiska: OVC TTAC has its own internal instructional design team or curriculum development team. So we can provide you with assistance with developing your training materials. If you are creating curricula or TA materials as part of your grant product, our instructional design team can review your materials for you to make sure that they maximize the effectiveness, efficiency, and interactivity of the learning methods that you use, and to make sure that they materials are appealing and meet tested theories of adult learning. And I am sure that if you are developing training materials, your project monitor at OVC has or will be telling you to get in contact with OVC anyway. So we will be talking to you soon.

State Victim Assistance Academies

Cheryl Tyiska: I mentioned earlier that OVC provides support and technical assistance to the State Victim Assistance Academies. Currently we provide two consultants who provide comprehensive support to state Victim Assistance Academies. And if you would like more information about the state academies in general, or the state academies in your state, the Web site address is on the slide here, and that is at the www.ovc.gov Web site.

Professional Development Scholarships

Cheryl Tyiska: Professional Development Scholarships. This is a really popular resource that we offer because it is actually providing funding for people to be able to attend training opportunities. The Professional Development Scholarship is for victim service providers and victim/survivors who work or volunteer in a victim assistance program. The scholarships, which are limited in amount but I think somewhat generous, can provide funding to assist with tuition or registration, with transportation expenses up to the government rates, lodging expenses up to the government rates, and meals and incidentals. And you will see the link there to go to the Professional Development Scholarship application form. I do encourage, if you intend to apply for a scholarship, that you apply early because we get a lot of applications in, so we want to make sure to process it in time for you to be able to get your application reviewed and approved by OVC.

Consultant Network

Cheryl Tyiska: I mentioned a little bit earlier that we do have a consultant network. OVC TTAC cannot do its work without the assistance of highly skilled and effective trainers who share their expertise with the field. Our consultants can deliver workshops, panel presentations, they can deliver trainings, they can provide customized TA, they can conduct peer reviews, they can do a variety of different things. They are a very talented and diverse group of people who are really critical to OVC's success in sharing training and technical assistance resources with the field. So if you visit the Web site, and you will see on the slide that is up now the OVC TTAC Web site again, you can click on "Become a Consultant" if you feel as though you have some experience and expertise that you would like to lend to the field.

OVC Training and Technical Assistance Center

Cheryl Tyiska: Last but not least, as you see here on this slide, is our contact information. I know that we went through an awful lot of information really fast, but I hope that you will feel very comfortable calling us or e-mailing us. We are always happy to answer any questions that you have. One of the things I want to make sure everybody remembers is that as you work with OVC TTAC, be sure to collaborate with your grant managers so that your managers at OVC will know that you are working with OVC TTAC so that everybody is on the same page.

Questions?

Cheryl Tyiska: I do not have anything else to say, except maybe answer any questions that you might have.

Sharron Chapman: Okay, so we have a few moments to answer any questions that you all might have for Cheryl regarding OVC TTAC and all of the many resources available.

(silence)

Sharron Chapman: Okay, I know that was a lot to absorb and I am sure you all are just overwhelmed with the possibilities there, so we will just move on.

Measuring Success

Sharron Chapman: I would like to take a few moments before we go to remind everyone to register and mark your calendars for our last and final Webinar in this series. It is scheduled for

January 10 of next year, 2:00 p.m. Eastern time, and the topic is *Measuring Success*. We will go over performance measures, evaluation, as well as closeout instructions.

Evaluation

Sharron Chapman: I also want to ask that everyone please check your e-mail for the evaluation forms that will be sent out regarding today's Webinar. It is important for us to get feedback from you all, so we would love for you to submit that to us so we will know what you thought about the Webinar and any other additional comments or feedback or requests you may have. So please look for that and submit that to us. With that, thank you for your participation today and have a great day. Happy holidays.