

## Q&A Session for NEW 2016 VOCA Reporting Requirements

### Section I: ETO Questions:

Q1: Will agencies have any input regarding the updated version of ETO?

A1: Currently, we are ensuring that ETO will have the necessary changes to reflect the new reporting requirements. However, if you have any suggestions regarding ETO enhancements, please send this information to Nick Hartman at nihartman@pa.gov. The suggested ETO changes will have to be reviewed in order to ensure that they are applicable to everyone. If the changes requested are more for your specific agency then PCCD will work with to determine the best way to proceed.

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Q2: For the new demographic information - will that already be a part of the quarterly reports in ETO? Or is this something that we may need to change to our intake forms, so that it's entered into ETO?

A2: This information is already in ETO Touchpoints, and will be a part of the new Quarterly reports. If you have a hard copy of the intake forms, please revise them in order to capture all of the information that will need to be tracked beginning on July 1, 2016.

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Q3: If we are currently using the Case management version of ETO, will it be easy to generate the new quarterly reports?

A3: Yes, the goal is to ensure a smooth transition to the new reporting requirements. We are currently working with Social Solutions to identify any additional data fields that will need to be added for July 1. We will be re-writing the VOCA report to reflect this new information in addition to the new Quarterly Report time frame.

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Q4: Do programs have to now track multiple victimizations or will ETO generate that figure?

A4: For the ETO Case Management users, ETO will track this information and generate this figure.

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Q5: Will ETO have the new subcategories for services?

A5: Yes, all of the subcategories within the new reporting requirements will be added to ETO.

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Q6: When should we expect to see/use the updated version of ETO?

## Q&A Session for NEW 2016 VOCA Reporting Requirements

A6: The updated version of ETO will go live on July 1, 2016. It cannot go live before this date because it would impact existing reports.

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Q7: The new reporting fields that were discussed on the WebEx and in the funding announcement are not in the current version of ETO, is that correct?

A7: That is correct. This information will be available on July 1, 2016 for the new reporting requirements within Touchpoints (ETO).

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### **Section II: Demographic Questions:**

Q8: If there were new criminal charges, a second criminal case, would a client still be continuing? Or new?

A8: The first time the Victim receives services in the fiscal year, they are NEW. A Victim, who receives services within the same fiscal year as a result of a separate crime, is **continuing**. Even if the Victim was involved in new criminal charges, or a second criminal case, within the **same fiscal year**, they would still be considered **continuing**.

Q9: If the victim is counted as DV (continuing) would it still track to the PCADV report as new?

A9: They will be counted NEW in the PCADV report for the month they began receiving DV services during the current fiscal year. The PCADV reporting logic will not change.

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Q10: If a client has a different victimization in the same Quarter or Year? Are they then considered new?

A10: No, even if a Victim comes in for a new victimization, within the same fiscal year, the victim is not considered new a 2<sup>nd</sup> time. The Victim is now Continuing Victim. This Victim can be counted in the additional victimization categories.

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Q11: Where should we put someone who identifies as African?

A11: According to the demographic definitions provided by OVC, they would be counted under "Black or African American".

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## Q&A Session for NEW 2016 VOCA Reporting Requirements

Q12: There used to be a category of victim called "witness". Can we no longer serve a witness of domestic violence (for example)? Or would that person be considered a victim or significant other?

A12: You can still provide services to a witness of DV. The option to select “witness” was eliminated from ETO after PCCD completed regional user groups last Spring. Witnesses would be considered a “Significant Other(s)”. The VOCA report will display everyone as a Victim, even if they are considered by your agency to be a Significant Other.

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Q13: For continuing clients, if a client we are seeing for sexual assault services as an ongoing client, and the same client calls for DV, we can put in a new victimization assessment as long as we provide service?

A13: Yes, you must provide the service in order to add a new victimization.

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Q14: I don't typically ask co-victims of homicide for their exact age - should I use not reported or ballpark it?

A14: The guidance is that agencies should obtain as much Demographic information about a person as possible, but recognize that some information is sensitive and therefore you may need to wait for a victim to self-report to you.

Please follow the guidance/direction that is given by your agency on how to capture DOB. In ETO, there is a field where you can enter a date of birth (DOB), and then select if it is real or fictitious. This allows you to make an educated guess.

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Q15: Currently, we do 2 victimizations for children - 1 as sig other and 1 as victim. Will we still continue with this and, if so, each child will only be counted once, correct?

A15: You should not be doing two victimizations for children. PCADV only counts adults as victims of domestic violence. Children are considered significant others. If the child is a victim of physical abuse, then the child would be counted once as direct victim of Physical Abuse. If the child goes into Shelter with their mother, then a second victimization would be completed as a DV Significant Other. The child needs to be receiving services as a result of both Victimization in order for the two victimizations to be counted.

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## Q&A Session for NEW 2016 VOCA Reporting Requirements

Q16: Under the Demographics, Age category, is 0-12 and 13-17 on the PCADV report through ETO is broken down as 0-11 and 12-17. How will this affect counting moving forward?

A16: The reports for PCAR, PCADV and VOCA will all be revised to align with these new age categories.

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### **Section III: Victimization Type & Special Classification:**

Q17: Under the Special Classification of Individuals section, for the victims with disabilities: Do we need specific numbers for cognitive disabilities, physical disabilities, etc., or is this collective?

A17: No. This is one combined total for the entire section.

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Q18: Under the Special Classification of Individuals section, if a victim is a homeless veteran, then they would be included in each category?

A18: Yes, that is correct; they would be counted under each category. Victims can be counted under as many categories as apply.

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Q19: Are Special Classifications forced response boxes within ETO?

A19: Currently on the Add Participants screen in ETO, certain fields that will fall under Special Classifications are required. PCCD will work with Social Solutions to determine what additional fields will need to be added to meet the new VOCA requirements. It is likely that these additional fields will be required fields.

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Q20: Victimization type totals may be more than total clients served in any given quarter, correct?

A20: Yes, this is correct.

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Q21: Is there a way we can get a list of exact crimes that fall under each victimization type? Ex: Theft

## Q&A Session for NEW 2016 VOCA Reporting Requirements

A21: PCCD will look into this, however the information distributed contains a section labeled “Definitions: Victimization Types” which provides a detailed explanation of what crimes fall under the victimization types. It is also located in Appendix A, on page 25 of the VOCA Non-Competitive 16-19 Funding Announcement.

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Q22: With regards to the Special Classifications. How would we go about bringing this up with clients? What if they don't self-identify with these categories, but the VSP does the initial assessment?

A22: The guidance is that agencies should obtain as much Demographic information about a person as possible, but recognize that some information is sensitive and therefore you may need to wait for a victim to self-report to you.

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Q23: The counting logic for VCAP has changed? We will not have numbers here then. Most of our victims do not qualify because there have been no charges filed.

A23: Victims are allowed to file a VCAP claim regardless of whether or not criminal charges have been filed. VOCA has changed the reporting requirements for VCAP Assistance. Starting July 1, 2016, Victim Service Agencies must report the number of individuals who received assistance with completing a victim compensation application during the reporting period, even if they did not submit the application. *Note: Simply providing an individual with an application does NOT qualify as assistance.*

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Q24: So, are there numbers to input on giving information regarding compensation? Or when giving out VCAP information at court? As well as completion of an application?

A24: Currently, the actual definition of the VCAP assistance is only for actual assistance in filing the claim, providing the information does not count under this section. However, you can count providing VCAP information under Section A. Information and Referral, under A2. Information about Victim’s Rights, how to obtain notifications, etc.

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Q25: Victims are no longer able to complete an application on their own anymore, correct?

A25: That is not correct. Victims will still have the ability to complete a VCAP application without assistance through the DAVE system. There is a direct victim service unit within VCAP. The assistance that is provided by victim service programs and the expertise in the

## Q&A Session for NEW 2016 VOCA Reporting Requirements

VCAP program will allow for more victims to get processed quicker. For programs that receive RASA & VOJO funding, there is a requirement for them to provide VCAP assistance and enter claims through the DAVE system.

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Q26: Can work we do gathering information on medical bills, etc. be reported as another service i.e. individual advocacy or something else? Or if we are doing that level of work on a claim would that meet the threshold of VCAP assistance?

A26: Yes, this type of advocacy can be counted under Section B Personal Advocacy/Accompaniment, under B4 as Individual Advocacy.

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Q27: If we provide assistance to a victim after a VCAP application is filed, for example calling VCAP with follow up questions or submitting additional bills, do we count that as providing CVC assistance?

A27: This would not count under the specific section of the report as VCAP Assistance, but you could count it as Individual Advocacy in Section B4.

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Q28: For those who receive RASA and/or VOJO funding, it was my understanding that providing VCAP information was to be reported under a procedural service. Only when a victim wishes to pursue the claim and I assist/submit via DAVE is when I count it as a VOCA.

A28: This is correct, for programs that also receive RASA and/or VOJO funding, you are still required to send the VCAP information and report the information under the procedural services. You will now count the assistance with filing a claim, when programs are providing the assistance.

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Q29: Does mailing out letters to crime victim's count as a service? Information includes VCAP, victim rights, and criminal justice process?

A29: No, Victim Outreach is not a VOCA eligible service. You cannot count a Victim as receiving services until the Victim actually requests services from your agency.

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## Q&A Session for NEW 2016 VOCA Reporting Requirements

Q30: Is the Information & Referral Section (A.) is it only for the Criminal Justice Process or Civil too?

A30: Information & Referral has four subcategories. One of the subcategories is specific about providing information regarding the criminal justice process. There currently is not a subcategory regarding Civil information. Section E (Criminal/Civil Justice System Assistance) has a subcategory for “Civil Advocacy Accompaniment”.

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Q31: Would a CAC interview be considered a law enforcement interview?

A31: If you are providing accompaniment to a forensic interview at a CAC, please report this under section E3: Criminal Advocacy/Accompaniment. This is because representatives from Law Enforcement and the District Attorney’s office are also present during forensic interviews.

If you are the individual providing the Forensic Interview at a CAC, this would be reported under Section B5. Performance of a Forensic Interview.

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Q32: Is transportation assistance actually transporting or can it include financial support for transportation?

A32: The definition of Transportation Assistance (B7) indicates: Assists the victim with attending appointments relevant to the victimization. This can include financial support for transportation, such as bus tokens, and etc.

Q33: In addition to the Transportation Assistance question just asked and the definition, can it include assisting the victim with making the connection to transportation? Calling transit/arranging but not physically transporting the victim?

A33: Transportation Assistance includes both assisting the victim with securing transportation to attend appointments and the actual provision of transportation. This can also include calling to transit/arranging transportation and physically transporting the victim.

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Q34: For personal advocacy. Does this include referrals to immigration attorneys, counselors?

A34: Referrals would be counted under Information & Referral, Section A4: Referral to other services, supports, and resources Referral to other services, supports and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)

## Q&A Session for NEW 2016 VOCA Reporting Requirements

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Q35: For Section Personal Advocacy B6: Child or dependent care assistance - if an advocate is asked to sit with a child at court by a judge or attorney for a few minutes, is that applicable?

A35: The definition states: Child or dependent care assistance is for Assisting in securing child or dependent care for counseling or other appointments that pertain to the victimization. IF an advocate sits with a child at court, this does not count as Child or Dependent Care assistance, under VOCA.

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Q36: For Section C. Emotional Support or Safety Services: What is the difference between the 4<sup>th</sup> bullet under C1. Crisis Intervention vs. C3. Individual Counseling?

A36: C1 is specific to Crisis Intervention and is always provided in-person. C3. Individual Counseling is referring to one-to-one trauma informed interaction, via in-person or phone, by a counselor/advocate provided to victims in response to the victimization. This is the ongoing counseling.

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Q37: Do nights include the victim's children for example?

A37: Yes, this is in reference to Direct Services, Section D. Shelter and Housing Services. The children are considered significant others to the Domestic Violence Victim. (But remember that on the VOCA report, every individual will appear as a Victim.) The definition of D1. Emergency Shelter or Safe House states: "temporary emergency housing provided to victims and members of their family following victimization."

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Q38: My program does not have a shelter but I am asking for emergency funds. We can use it for a hotel room, if someone was burglarized and their door damaged. We can place them in a hotel until the door is fixed; this is not housing, correct?

A38: Correct, the example above would not be Housing/Shelter. This would be considered C7. Emergency Financial Assistance. C7 refers to locating emergency loans and petty cash, assistance in filing for losses covered by public and private insurance programs (including Workman's Compensation, unemployment benefits, welfare, and Medicare), and payment for taxis, food, emergency shelter, clothing, and emergency safety measures, that includes activities such as boarding up victims' broken windows, and replacing/repairing locks destroyed in the commission of a crime.



## Q&A Session for NEW 2016 VOCA Reporting Requirements

If programs are providing this service, PCCD will be requesting further documentation; this could be a log, or a tracking sheet. This will include the kind of assistance (gift cards, tokens); the reason for the assistance, the date, the amount of the assistance, and the name/unique identifier of the Victim to which this assistance was given.

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Q39: What services are categories B7 and B8? They're not listed in the presentation or Word document...

A39: This was a mistake, typo and will be revised and fixed. We apologize for the inconvenience.

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Q40: Where would legal representation services be recorded? E3 & E4 refer to accompaniments?

A40: This would depend on what service is being provided. Under section E. Criminal/Civil Justice System Assistance, E2. Emergency Justice Related Assistance is defined as “actions directly connected to family violence cases that are taken to ensure the health and safety of the victim. This includes filing Emergency Protection From Abuse orders, Emergency Sexual Violence Protection orders, injunctions, elder abuse petitions, child abuse petitions, and other protective orders. Assistance with filing for emergency custody/visitation rights is eligible only if directly connected to a family violence case.”

Services that are outside of this definition are not currently VOCA eligible services. Current VOCA guidelines do not allow for legal representation that is outside the emergency services.

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Q41: Restitution assistance is not a VOCA direct service, correct?

A41: This is correct. Restitution assistance is not a VOCA eligible service.

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Q42: Would a public presentation also include presentations to professionals who work with victims?

A42: No, that would be considered a professional training. Public Presentations is only for crime victims to self identify and refer to available resources. Actual victims do not need to come forward for services in order to count it as a Public Presentation. There could be a potential for a crime victim to self identify.

## Q&A Session for NEW 2016 VOCA Reporting Requirements

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Q43: Do we need to report the survey results of the ESQ-LF that we receive back?

A43: No, only the amount of surveys that were distributed and how many surveys were returned to your agency completed. The ESQ-LF should be anonymous and the responses should be used for agencies internally in order to assess the program and its effectiveness. There is a survey program within ETO, Where every agency (case management users or aggregate users) must enter information from a completed survey.

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Q44: If the ESQ-LF are distributed by the agency but are not directly distributed by the VOCA funded staff/positions - are we still reporting # distributed/received?

A44: Yes, programs will still be report the numbers of how many were distributed and how many were received.

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