MANAGING SUBRECIPIENT REPORTING IN THE PERFORMANCE MEASUREMENT TOOL

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BJA
Bureau of Justice Assistance
U.S. Department of Justice

Welcome to the PMT training on Managing Subrecipient Reporting in the Performance Measurement Tool.

Every 3 months during your award's project period when the project is operational, you are required to enter data into the PMT. An award is considered operational when grant activity has occurred. As defined by BJA, grant activity is any proposed activity in the BJA-approved grant application that is implemented or executed with BJA funds.

This training focuses on managing the subrecipient data entry within the PMT system.

The screenshots shown are just examples. Depending on your program type, you may see slight differences, but overall the steps are the same throughout the system.

The training is for prime grantees (or direct recipients of BJA funds) that also have subrecipients.

This training is a direct result of your feedback as prime grantees. Your continued feedback is important to us in determining future training and technical assistance needs!

Introductions

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Today on the webinar we have four of us on the Performance Management Team. I'm Jess Staskal, Training and Technical Assistance Specialist.

We also have Katie McCartney, our Interactive Media Specialist and Webex Expert. If you have any technical difficulties during this live webinar, you can ask her a question in the Q&A box.

I'm also really excited to have Alicia Hooks and Emma Branch with us today. They are two of our PMT Helpdesk Support Specialists. So, when you contact the PMT Helpdesk, you're likely to talk to one of them. They are our system experts and helped immensely in putting together this training.

Agenda

- Configuring Your Account to Add Subawards
- Adding Subrecipients: One at a Time
- Adding Subrecipients: Bulk Upload
- Entering Data for Your Subrecipient
- Adding User Accounts to Subrecipient Awards
- Subrecipients Entering Their Own Data
- Helpful Hints and Best Practices

This training is broken into seven sections, covering all you need to know about managing subrecipients in PMT.

We'll start with configuring your account to add subrecipients and how to add subrecipients one at a time or by uploading a list with Excel.

Then we'll show you how to enter data on behalf of your subrecipients, as well as how to add users to your subrecipients account so they can enter their own data.

Finally, we'll go over some helpful hints and best practices.

Terms Defined

TERM	DEFINITION
PMT	Performance Measurement Tool
GMS	Grants Management System
Grantee Prime Grantee	Entity that receives funds directly from the Department of Justice.
Subgrantee Subawardee Subrecipient	Entity that receives funding from the prime grantee.
User	An individual who has a login account in the PMT. You can add multiple users under a prime grantee, as well as a subrecipient account. Please only add users who need access to the PMT to enter data.

Before we begin, I wanted to clarify some of the terms we'll be using so that we're all on the same page.

The Performance Measurement Tool, or PMT, is the online data collection tool for Office of Justice Programs' grant recipients. It is structured as an online questionnaire, and is available year-round. The PMT contains lots of information and tools to assist you in your reporting. Grantees are required to report in the PMT every quarter. The report generated by the PMT is then uploaded into the GMS twice a year.

The Grants Management System, or GMS, is another system used by grantees. GMS is where you can search for funding opportunities, manage your grants, and complete required post-award activities like progress reporting. Every quarter, grantees must report data into the PMT. Then, twice a year, grantees must export the last 2 quarters worth of data out of PMT and upload into GMS.

A grantee or prime grantee is an entity that receives funds directly from the Department of Justice. We will be using these two terms interchangeably today.

A subgrantee, or subawardee, or subrecipient is an entity that receives funding from the prime grantee. Although these are interchangeable, today we will be using subrecipient because that is what they are called in the PMT system.

A user is an individual who has a login account in the PMT. You can add multiple users under a prime award account, as well as a subrecipient account.

Subrecipient Grant Process

Bureau of Justice Assistance	Prime Grantee	Subrecipient
• Bureau of Justice Assistance (BJA) distributes federal funding through grant awards to grantees.	• Prime grantees then distribute the money to subrecipients. • Possible to have multiple prime grantee users.	• Uses funding and inputs data into the PMT. • Subrecipient users are employees of the subrecipient entity that each need access to the PMT in order to input data.

This is probably not new information for a lot of you, but just so we're all on the same page, we wanted to explain even further the relationship between BJA, a prime grantee, and a subrecipient, as well as PMT user accounts.

BJA, a component of the Department of Justice, provides grant funding to entities across the country. These entities that receive direct funding from BJA are prime grantees. For instance, BJA funds a state law enforcement agency. That agency may have several different employees that report data into the PMT. Each of those employees need a PMT user account. These login accounts are tied to their emails.

Now that state law enforcement agency may use some of the funds for administrative and programmatic use, and then distribute out the rest of the grant funds to other agencies, maybe local law enforcement agencies. Those local agencies that receive funding from that state agency are subrecipients. And just like at that state agency, there may be several employees at the local department that need PMT user accounts.

Again, we'll reiterate that this training is specifically for prime grantees, although we will address how to work with your subrecipients.

Why Report?

To identify areas of success and potential areas of improvement.
- Identify needs for training and technical assistance (TTA) or revisions to program design or implementation.

To track grant activity and progress towards program goals.
- Enables BJA to respond to external requests (e.g., congressional inquiries, media requests, federal auditors) and to create a variety of reports to highlight program success with external audiences, including Congress.

To understand how funds are being distributed.
- Informs budget, strategic plan, and future funding.

To comply with the law (Government Performance and Results Act Modernization Act of 2010).

Finally, we want to reiterate how important accurate and consistent data is. BJA uses the data you all report in several ways. First, we use it to identify areas of success and potential areas of improvement, as well as to identify needs for training and technical assistance or revisions to program design or implementation.

BJA uses data to track grant activity and progress towards your program goals. BJA often receives requests for information from the media, federal auditors, other government agencies, stakeholders, and even Congress.

We also use data to understand how the funds are being distributed in order to inform budgets, strategic plans, and future funding.

Finally, BJA collects data in order to comply with the Government Performance and Results Act Modernization Act of 2010.

It's so important for all of us to understand what data we need to be collecting and correcting inputting that data into the system.

Roles and Responsibilities as a Prime Grantee

Subrecipients must:

- Provide appropriate progress reports and financial reports,
- Be accountable for how they use the federal funds provided under the subaward,
- Follow applicable federal rules regarding financial management, internal controls, cost principles, and audit requirements, and
- Collect and provide performance data to include in reports to OJP.

Subawards under OJP Awards and Procurement Contracts under Awards: A Toolkit for OJP Recipients - 2016

You, as a prime grantee, have the responsibility to properly manage your subrecipients.

Among other things, subrecipients must:
- Provide appropriate progress reports and financial reports,
- Be accountable for how they use the federal funds provided under the subaward,
- Follow applicable federal rules regarding financial management, internal controls, cost principles, and audit requirements, and
- Collect and provide performance data to include in its reports to OJP.

As a prime grantee, you are responsible for the quality of the reporting your subrecipients do. Please keep in mind that you are responsible for setting up and managing subrecipient accounts and data reports. The PMT Helpdesk does not have authorization to provide subrecipients with their login information.

If you create or add new subrecipient accounts, please manage their users, and be sure to communicate with your subrecipients about their reporting requirements in the PMT.

SECTION A

CONFIGURING YOUR ACCOUNT TO ADD SUBAWARDS

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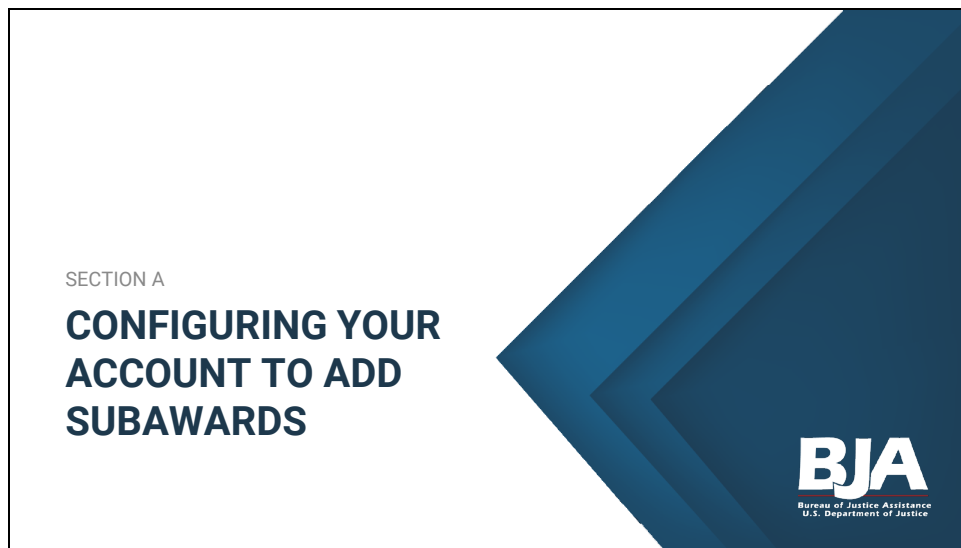
Now let's begin. The first step to managing subrecipient reporting is to let the PMT system know that you have subawards.

Logging into the Performance Measurement Tool

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U.S. Department of Justice

https://ojpsso.ojp.gov/

U.S. DEPARTMENT OF JUSTICE
Office of Justice Programs
Building Solutions • Supporting Communities • Advancing Justice

Performance Measurement Platform

Website: ojpsso.ojp.gov

User Name
Email Address

Password
Maximum of 3 attempts

Login

Forgot Password

Please note:
1. *The PMT system works best and supports Google Chrome 4.1.0 and above and Internet Explorer (IE) 11 and above.*
2. *JavaScript must be enabled to use this site. If not, site navigation will not work properly. If you need to enable JavaScript, click here to find out how.*

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.

The PMT system works best using Google Chrome 4.1.0 and above and Internet Explorer 11 and above.

JavaScript must be enabled to use this site. If not, the site navigation will not work properly.

To access the Performance Measurement Tool, visit the PMT's single-sign on page at ojpsso.ojp.gov.

The page allows grantees to access all of their awards using one user name and password. So, for example, if your organization receives funding from both BJA and the Office for Victims of Crime, you can log in with one user name and password and access both of those PMT reporting modules.

As a side note, you must be a BJA grantee or subrecipient to set up a user name and password and all individual users must have their own unique user name and password.

Once your unique account is created, enter your registered email address as your user name along with your password to log in.
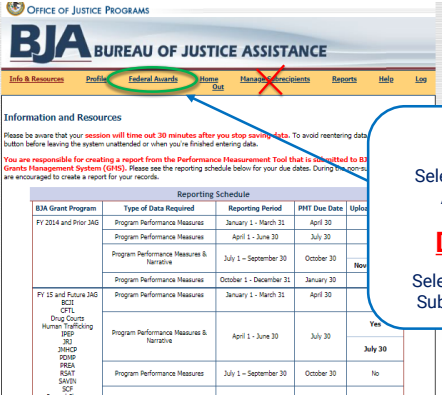
We recommend using Google Chrome as your default browser for PMT access.

After signing in, you'll be taken to this page, the Information and Resources page. Here you can access resources related to performance measurement.

Although it would seem intuitive to click on the Manage Subrecipients tab, that's not where you should start.

If you have not already added subrecipients to your award, do NOT select "Manage Recipients." Start by selecting the **Federal Awards** tab.

Only after you have added the subawards to the PMT should you use the "Manage Subrecipient" page.

The reason we make this distinction is that if you were to start under the "Manage Subrecipients" you would be adding subrecipients under ALL of your federal awards.

For instance, if you have a JAG, SAKI, and Drug Court grants, those subrecipients would then be required to report data for ALL of those grants.

Grantee Federal Awards Page

So, once you've selected the Federal Awards tab, you'll see your awards. Find the grant award you want to add subrecipients under, and select **Begin Reporting Process**.

How are the Funds Being Used?

This page will display if this is your first time entering data for a federal award.

The purpose of this page is to tell the system how funds are administered. There are three options.

Since reporting is tied to funding, if only the subrecipients use the grant dollars, then they will be the only ones reporting in the PMT for this award. If both the prime grantee and the subrecipient receive and use funds, then both will be required to report in the PMT. Prime grantees with subrecipients will either select option 1 or option 3.

Select either the first or third option, and select **Continue.**

The next box under that question asks if this reporting period is your last reporting period. Unless this is the end of your grant, select **NO**.

SECTION B

ADDING SUBRECIPIENTS: ONE AT A TIME

You have now let the PMT system know that your federal award has subawards.

Now you have your choice of adding subrecipients one at a time, or in bulk upload. Neither is inherently better than the other.

If you only have a handful of subrecipients, adding them one at a time shouldn't take you very long.

If you have more than a handful (and some of our grantees have dozens), you may want to consider using the bulk upload feature, which we'll talk about in the section after this one.

For now, let's see how you would add subrecipients one at a time.

Select Add a Subrecipient

Now that you've told the system that there are subawards under this main BJA award, this new home page will appear.

Make sure that you have selected the correct award.

Select **Add a Subrecipient** to continue.

Before creating a new subrecipient, please check the list of subrecipients that may already exist.

Do NOT create multiple accounts for the same subrecipient organization.

Create New Subrecipient

So, now that you've checked that your subrecipient doesn't already exist under this grant award, you can add them.

This is the **Add Subrecipient** page.

To create a new subrecipient, enter the subrecipient's organization name, primary contact name, email, and phone number, and then click **Create New Subrecipient**.

After creating a new subrecipient, enter the subrecipient's information by including the following:

- o Subaward number: This helps you identify the subaward if you have more than one.
- o Project period: This is the subaward's start and end date based on when the subaward will be active or have data to report.
- o Subaward amount: This must be less than or equal to the federal award amount.

Pay close attention to the project period dates. The system defaults to the period of the federal award, but often the subaward may not be active during the entire life of the federal award.

You, as the prime grantee, can set these dates to let the system know when the subaward will be active and required to submit a quarterly report.

Your Federal Award Number is determined by BJA. All BJA Federal Award Numbers follow the same format:
The year, dash, a set of two letters, dash, a set of another 2 letters, dash, and 4 numbers.

You, as the prime grantee, may create your own subrecipient award numbers for each of your subrecipients.

Do NOT use the federal award number for the subrecipient's subaward number.

Also, it's helpful for subrecipients to have not only their subrecipient award number, but also *your* prime federal award number because if they call the PMT Helpdesk, we can only look up their account using your Federal Award Number, NOT the subrecipient award number that you create for them.

SECTION C

ADDING SUBRECIPIENTS: BULK UPLOAD

The past section was how to add subrecipients one at a time.

Now, let's look at how to add them through our bulk upload tool.

Select Add a Subrecipient

Select **Add Subrecipients Bulk Upload** to download the Excel (XLS) template and upload several subrecipients.

Let's go back to where we were on slide 19.

You've just finished telling the system that there are subawards.

Select **Add Subrecipients Bulk Upload** to continue.

Download Excel Template

| Info & Resources | Profile | Federal Awards | Home Out | Manage Subrecipients | Reports | Help | L |

| Program: BWC | Reporting Period: Oct - Dec 19 | 2019-TE-SA-BWC6 |

Bulk Upload Add Subrecipients to Federal Award #2019-TE-SA-BWC6

Your data will go through a validation process and if successful you will receive a summary page to confirm, otherwise you will receive an error report. If you receive an error report, please make the corrections to your Excel file and then upload the new corrected file.

The Bulk Upload feature is intended to **create new or edit subrecipients or add new subawards to existing subrecipient user accounts.** To create a new subrecipient, enter a unique subrecipient name, contact and award information in the Excel file and Upload. T add a new subaward to an existing subrecipient, enter the subrecipient name exactly as it appears in the PMT system in the Excel file and Upload. The bulk upload feature will not edit existing subaward information. To edit subaward information (e.g., extend the project period end date), select the Federal award on the "Federal Awards" page, and go to "Manage Subrecipients".

You must first download the XLS template for adding subrecipients to Federal Award Number: 2019-TE-SA-BWC6

Download XLS Template

Please Upload Subrecipient File for Federal Award Number: 2019-TE-SA-BWC6
Choose File | No file chosen | Upload

Select **Download XLS Template** to save this file to your computer, and then enter your subrecipients.

The bulk upload feature is intended to create new subrecipients**.** To create a new subrecipient, enter a unique subrecipient name, contact, and award information in the Excel file and upload.

Your data will go through a validation process and if successful you will receive a summary page to confirm, otherwise you will receive an error report. If you receive an error report, please make the corrections to your Excel file and then upload the new corrected file.

Excel Template

Enter the required information about your subrecipients in the fields, and save the file to your computer.
Primary contact information is required; secondary contact information is not.

Note: You must **clear contents** to delete information entered incorrectly. To do this, select the cell or row, and right-click **clear contents**.

This is what the Excel template looks like.

Enter the required information; including
- o Federal award number (this is pre-populated),
- o Subrecipient name and subaward number,
- o Project period start and end dates,
- o Amount of subaward, and
- o Primary contact name, phone number, and email.

You may also add a secondary contact if there is one, but it is not required.

Note: You must **clear contents** to delete information entered incorrectly. To do this, select the cell or row, and right-click **clear contents**.

Upload Excel Document

Info & Resources   Profile   Federal Awards   Home   Manage Subrecipients   Reports   Help   Log Out

Program: NEW   Reporting Period: Apr - Jun 12   Federal Award Number: 123 $20,000

Bulk Upload Add Subrecipients to Federal Award # 123

Your data will go through a validation process and if successful you will receive a summary page to confirm, otherwise you will receive an error report. If you receive an error report, please make the corrections to your Excel file and then upload the new corrected file.

You must first download the XLS template for adding subrecipients to Federal Award Number: 123

Download XLS Template

Please Upload Subrecipient File for Federal Award Number: 123

[   ] Browse...   Upload

Once you have completed and saved the template:

1. Return to the PMT.
2. Select **Browse** to find the file saved on your computer.
3. Select **Upload**.

Once you have filled out and saved the template, go back to the PMT website, and select **Browse** to look for the saved template on your computer.

Select **Upload** to upload the subrecipient's Excel template to the PMT.

If there was a problem with your saved template, the system will inform you of any errors. Make sure you correct these errors, and then try to upload the template again.

Grantees frequently receive an error message when they add a dollar sign in the Award Amount category, so double-check when you are entering this data to be sure you don't insert a dollar sign.

Once the system checks your file and finds no errors, you will see your list of subrecipients that will be added to the PMT. Select **Submit** to complete the bulk upload process.

Confirmation Page

This is the confirmation message you will receive if the template has been accepted by the system. The subrecipients will appear below.

Subrecipients are now ready to begin their data entry.

The PMT system is updated every quarter with new grantees, and extended award dates. These updates only apply to prime grantees.

This means that if you receive an extension on your grant, you will see that reflected in the PMT.

This automatic update does not apply to any of your subrecipients though.

So, if you receive a no-cost extension on your award and you subrecipients will also be extending their activities, you must go into the PMT and manually update the project period dates for all of your subrecipients.

Your Choice

At this point, you have another decision to make. You can either:
 - Enter data on behalf of your subrecipients, or
 - Have the subrecipients enter their own data into the system.

Neither choice is inherently better that the other, it's all about what is going to be easiest for you and your subrecipients. Again, if you only have a handful of subrecipients, you may consider having them send you their data and you can add it in.

If you have many subrecipients, you may consider having them submit the data themselves in the PMT. If you choose this option though, you are responsible for creating user accounts for them and answering their questions.

In this next section, section D, we will look at how you add data on behalf of your subrecipients.

In section E we will look at how you manage your subrecipients if you have them enter their own data.

SECTION D

ENTERING DATA FOR YOUR SUBRECIPIENT

We'll start by looking at how you enter data for your subrecipient.

So, back to the **Federal Awards** page.

If you see a message that says "Data must be entered by subrecipient," and you want to view and edit its data, you will need to add yourself as a user to the subrecipient account. This depends on the data entry status of the account. For example, if the subrecipient started reporting on their data, they have to add the remaining data, unless you add yourself as a user to the subrecipient award.

The PMT tracks who has access to each user profile and account to ensure data validity and maintain system security.

If you are entering data on behalf of the subrecipient under your prime grantee user account, select the subrecipient, and then select **Enter/Edit Data**.

Grant Activity

Award Administration | **Grant Activity** | Site/Project Information | Training and Technical Assistance | Training Development

Goals and Objectives | Closeout | Measures for Category 6 COAP Grantees | Research Partner Activities | Review

1. Was there grant activity during the reporting period?
   - A. Yes
   - B. If No, please select from the following responses:

Based on the type of grant you have, the next few pages will look slightly different. However, the first question everyone will be asked is if they had any grant activity during the reporting period. If yes, then the system will prompt you to answer further questions. Complete all of the questions, then once you've entered the data, select **Save and Continue** and go to the **Review** tab.

If there was no grant activity during the reporting period, the system will take you to the **Review** tab.

Mark Data Entry As Complete

Once all data entry for the subrecipient is complete, select **Mark data entry as complete** on the bottom of the review page.

☐ Mark data entry as complete. The record will be locked for further data entry.

SAVE

Additional Comments

Confirm that data entry is complete by selecting **Save**.

You have 500 characters left. (Maximum characters: 500)

Add any additional comments in this box to further explain the information reported.

The last tab you will see in this module is the **Review** tab.

If you don't see this section, scroll down to the bottom of the page. It will be after all of your performance measure questions.

This box will not appear on the Review page until all of the data has been entered for this subrecipient. If you don't see the **Mark data entry as complete** button that means there are unanswered questions. Go back and answer those.

Once you have entered all data, select **Mark data entry as complete** button for subrecipient data entry and select **Save**.

The last question you will prompted to answer is under the **Award Administration** tab. The PMT will ask you if this is the last reporting period for which the award will have data to report.

If all of your grant funds have been expended and your project activities are complete, select **Yes**.

And this concludes the subrecipient data entry under the grantor account.

ADDING USER ACCOUNTS TO SUBRECIPIENT AWARDS

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The previous section was how to add data for your subrecipient.

Now we're going to look at how to enter data as if you are a subrecipient. By showing you this, you can now guide your subrecipients on the process.

The first step is to add PMT **user accounts** to your subrecipient awards.

Remember, there are subrecipients, and there are subrecipient users.

If multiple people need to enter data for the subrecipient award, then each person needs their own user account.

If various people share one account, they will lock each other out as they enter data.

Additionally, there is a security feature that prevents multiple users from accessing the same subrecipient award at the same time to ensure data accuracy and validity. Users should always use the **Log Out** button after each session to allow others access. Closing the browser is insufficient.

To create subrecipient users, follow these steps:

- Go to the **Manage Subrecipients** page on the navigation toolbar.

- Click on **Manage Users** to add new users to the subrecipient account.

- The **Users** column lets you view a list of all users with access to the subrecipient account.

From the **Manage Subrecipients** page you can also add subwards or edit the subrecipient organization information.

The system will take you to this page, where you will enter the first and last name, and the email of the user.

Adding a user automatically sends that person an email with a link to create and complete a user account.

This email link expires after 3 days, so be sure that you have let the user know to check their email for the link.

The link may go to their junk or spam folder.

SECTION F

SUBRECIPIENTS ENTERING THEIR OWN DATA

So, now that we've created user accounts for your subrecipients, they can enter data on their own by logging into the PMT and entering data.

When they have completed the data entry, you will enter the PMT to check their report.

This slide shows a typical reporting home page that includes grantee, as well as several subrecipients. This is where you go to check on the status of your subrecipients' data.

Note that the subrecipient data buttons are different. One shows that the subrecipient entered data and is in progress, the other is completed.

Right after creating a new subrecipient, you may also see a status message "Preparing Record, please wait" and may need to give the system a minute and refresh your browser to see the current status.

If the subrecipients are reporting for themselves, you can view the subrecipient's data entry status under the **Grantee Activity** home page.

The subrecipient's data entry status will change once they have completed their reporting.

The statuses are:

- o **Not Started:** This means the subrecipient has not entered any data.
- o **In Progress:** This means the subrecipient has begun entering data but has not completed data entry.
- o **Complete:** This means that all data have been reported.
- o **Check Project Period End Date:** This means the subrecipient is not required to report during this reporting period.

If a subrecipient has a **Complete** data entry status, you can review the reported data by clicking **Review Data**.

Sending Report Back for Revisions

The **Send for Revisions** button will not appear if the subrecipient's data entry status is **Not Started** or **In Progress**.

The Data Entry has been Certified.

***This Data Entry has been completed and certified by ___ on 04/12/2016.

Send For Revisions

Review the subrecipient's data. If changes need to be made, you can:
- Send the record back to subrecipient for revisions,
  OR
- Edit data as the grantor.

Once you have reviewed the subrecipient's data, and there are revisions that need to be made, you can do one of two things:
- You can send the data back to the subrecipient so they can make the revisions, or
- You can edit the data yourself as the grantor.

As a grantee, you are responsible for the quality of the reporting your subrecipients do. If it is a small edit and you know the answer, it may be easier to edit the report yourself. If there are several revisions needed, it may be more efficient to send it back to the subrecipient for edits.

If you do not see the **Send for Revisions** button, it is because the subrecipient's data entry status is **Not Started** or **In Progress**.

Sending Report Back for Revisions

The Data Entry has been Certified.

***This Data Entry has been completed and certified by   on 04/12/2016.

Send For Revisions

Please explain why you are sending this back for revisio

*Type in your message, and select **Send**.*

You can return the data to the subrecipient with a message explaining the changes that are needed to correct the data.

Send Cancel

Message displays to subrecipient as follows:

Your questionnaire has been unlocked in the BJA Performance Measurement Tool (or BJA PMT).

Please log in to the BJA PMT at https://ojpsso.ojp.gov to revise and resubmit your data. See message below from your grantee state.

Grantee's message inserted here

If you want the subrecipient to change their own data, click **Send for Revisions** to send the data back to the subrecipient.

Be sure that you are clear in your explanation about what changes need to be made, and when they need to have the report back to you.

Enter an explanation of what changes are needed, and click **Send**.

The subrecipient will receive the following email:
Your questionnaire has been unlocked in the BJA Performance Measurement Tool (or BJA PMT).
Please log in to the BJA PMT at https://ojpsso.ojp.gov to revise and resubmit your data. See message below from your Grantee.

And then below will show the message that you wrote.

On the **Grantee Status Summary** page, the subrecipient's data entry status now reads **In Progress**.

The status will remain **In Progress** until the subrecipient makes the necessary revisions and marks the data as complete.

SECTION G

HELPFUL HINTS AND BEST PRACTICES

In this last section we'll go over further helpful hints and best practices.

Planning Tips

1. Designate a performance measurement point of contact (POC) to oversee data collection and reporting.
2. Designate a backup POC.
3. Understand reporting requirements.
   - Review your grant award and special conditions.
   - Look at the reporting schedule.
4. Develop a plan.
   - Identify the person responsible for collection, aggregation, entry, and verification of data.
   - Know when internal system should be updated, when aggregation begins, when entered, when checked.
   - Assure awareness of security, restrictions, confidentiality, storage, backup protocols.

It's important to come up with a plan for reporting performance measurement data.

First, while not required, it is beneficial to establish a performance measurement point of contact at the prime grantee organization to oversee data collection and reporting. This way, subrecipients and others in the prime grantee organization know who to go to with questions about reporting. This person will have the responsibility of ensuring not only prime grantee data is entered, but that the subrecipient data has been entered and that it is accurate and complete.

Second, designate a backup point of contact. In case the main POC is sick, on vacation, or otherwise unable to ensure reporting has been completed. Make sure this backup has a user account in the PMT and has been notified that they are backup.

Third, understand reporting requirements. Read through the performance measures questionnaire. Questionnaires can be found on the Information and Resources tab in the PMT. They can also be found in the prime grantee solicitation. Also ensure that both the main and backup points of contact know the reporting schedule. How and when you report your data will depend on your program. Failure to report will result in GMS automatically freezing your funds. All systems send out notifications to remind POCs about reporting.

Finally, develop a formal plan for reporting.

Your plan should include:

First, identify the person responsible for collection, aggregation, entry, and verification of data. Note that these may or may not be different individuals, and that they may or may not be the main point of contact. When I was a grantee, I was the point of contact for my agency's quarterly reporting and was responsible for data entry, verification, and completion. However, I was not the staff member responsible for collecting the data from subrecipients. There are

many ways to set up a structure, and what is important is that you have a plan in place for who is doing what.

Second, based on the reporting deadlines, make a plan for when the internal system should be updated, when aggregation begins, when data is entered, and when it is checked.

Third, have a plan in place to assure awareness among your staff about security, restrictions, confidentiality, storage, and backup protocols. Depending on your grant funding and state and federal statutes, you may need to abide by specific privacy and data storage policies. Ensure that you or someone on your staff is aware of what those policies and are abiding by them. Remember, as a prime grantee, you're also responsible for your subrecipients, so ensure that your subrecipients are also aware of the policies and that you are enforcing them.

Data Collection Tips

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- Decide on a data collection method
  - Case/records management system
  - Spreadsheet
  - Intake/client/service form.
  - TRAX
    - JAG, BWC, SPI, PSN, SCA, SAKI, HT
  - Other

Data collection is the first step in implementing performance measurement. Depending on your program and your agency, you may decide to collect data through a case management system or other database, with a spreadsheet you come up with, through collecting intake forms, or other methods.

Some programs have what we call TRAX spreadsheets available. These are template spreadsheets designed to collect data at the individual level for the specific program that then allow for easy aggregation.

TRAX spreadsheets are available on the PMT Information and Resources tab for the following programs:
Justice Assistance Grant, Body-Worn Cameras, Smart Policing Initiative, Project Safe Neighborhoods, Second Chance Act, Sexual Assault Kit Initiative, and Human Trafficking.

Everyone should receive training on data collection so there is a consensus on what to record and how to record it. We recommend that you put these in writing so that the knowledge doesn't just live in one person's brain.

Again, there is not right or wrong way, as long as you decide what works best for your agency and you stick with it. At one agency I worked at, we used a combination of SurveyMonkey, fillable PDFs, and a Microsoft Access database.

As an agency, decide what works best for you.

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QUESTION	SOLUTION
My award says it is "Not Operational."	An award is "Not Operational" when activities proposed in the BJA-accepted grant application have not been implemented or executed with the BJA grant. Contact your Grant Manager to resolve.
I need to edit data that I submitted and locked.	Ensure that you are completely finished with data entry before marking as complete. Once locked, you cannot unlock it on your own. The only way to unlock it is to call the PMT Helpdesk.
The award point of contact information on the profile page in the PMT is not correct.	ALL PMT users are asked to make sure contact information is up-to-date. If contact information is not correct, you must FIRST update the information in the GMS. Also, please be sure to update the additional contact information in the PMT. This is vital for us to keep you updated on changes and requests.
I lost my data!	Please be aware that your session in the PMT will time out 30 minutes after you stop saving data. To avoid reentering data, click the Save button before leaving the system unattended or when you're finished entering data.
I've entered all my data but my award still says "In Progress."	Even if you as the prime grantee have entered your data, if your subrecipients have not, your main award status will be "In Progress." If all subrecipients have entered their data, and you as the prime grantee have as well, the PMT status will be "Complete. View Data."

These are some of the most frequent issues we hear about.

The first question is, **My award says it is "not operational."** An award is "Not Operational" when activities proposed in the BJA-accepted grant application have not been implemented or executed with the BJA grant. Contact your Grant Manager to resolve.

Second, **I need to edit data that I submitted and locked.** If you have finished data entry, submitted it, and marked it as Complete, it has been locked in the PMT system. This is to ensure that folks don't accidentally edit data for a previous reporting period. In order to go back and edit the data in a locked entry, you must call the PMT Helpdesk and have them unlock it the report.

Third, **the award point of contact information on the profile page in the PMT is not correct.** All PMT users are asked to make sure contact information is up-to-date. If contact information is not correct, you must FIRST update the information in the GMS. Also, please be sure to update the additional contact information in the PMT. This is vital for us that you continually update this information.

Fourth, **we often hear grantees report that they enter data but it is not saved.** Please be aware that your session in the PMT will time out 30 minutes after you stop saving data. To avoid reentering data, click the Save button before leaving the system unattended or when you're finished entering data. This could also happen if you have multiple users trying to access the same award at the same time. The system may lock you out, or override your data. Be sure that no one else is logging in at the same time.

Finally, **I've entered all my data but my award still says "In Progress."** Even if you as the prime grantee have entered your data, if your subrecipients have not, your main award status will be "In Progress." If all subrecipients have entered their data, and you as the prime grantee have as well, the PMT status will be "Complete. View Data."

Hover Over the Question

If you don't understand what a specific measure question means, hover over the question and a pop-up will appear with instructions and more information about that specific measure. If you still have a question, you can contact the PMT Helpdesk.

Working With Your Subrecipients

- Send the performance measures questionnaire to your subrecipients.
- Set expectations and deadlines for your subrecipients.
- Ensure proper PMT access for your subrecipients (if applicable).
- Add yourself as a user to each subrecipient account.

At the beginning of the award, ensure that your subrecipients have the performance measures questionnaire so that they know ahead of time what data to be collecting and what measures they will need to report on.

Communicate with your subrecipients what expectations you have of them. Decide with them whether they will enter their own data in the PMT, or you will enter it for them. If you are entering it on their behalf, let them know what format you'd like it in when they send it to you. If they are entering their own data, ensure that you have followed the steps we showed previously today on adding users to the PMT.

We'd also recommend setting deadlines for your subrecipients. If reports must be completed in the PMT on the 30th of every quarter, consider setting a deadline for the 10th or 15th of that month to get their data done. I'll also say that traffic in the PMT is very heavy the last 2 weeks of the reporting period. When there is a lot of usage, the system can slow down considerably. If possible, consider entering all data in the PMT at the beginning of the reporting period instead of waiting until closer to the deadline.

Next, ensure proper PMT access for your subrecipients. If you are entering all data on behalf of the subrecipients, they do not need PMT user accounts. However if they will be entering their own data, ensure that you have set up your award to show that you have subrecipients, have added those subrecipient awards, and that you have created users in the PMT for anyone who needs it.

Finally, we recommend adding yourself as a user to each subrecipient account. That way, if your subrecipient has a question, you can log into their account and see what they see. It's also helpful if a subrecipient is unable to complete their data entry, you can log in under their account and finish it for them.

- Error messages
  - During open reporting periods there is a lot of traffic on the site which cause slowness and errors. Give the system 10 minutes and try again. If the problem persists after several hours, contact the PMT Helpdesk.

- Have award numbers available
  - When contacting the helpdesk, ensure that your subrecipients know your BJA Federal Award Number, as well as their subrecipient award number.

- Email first
  - Call volumes are often high. Please try to email first at BJAPMT@ojp.usdoj.gov and include your BJA Federal Grant Number in the email.

- Allow 24 hours for a response

Here are some tips about using the PMT Helpdesk.

Often error messages are a result of heavy traffic on the site. When there is a lot of usage, the system can slow down considerably.

I'll recommend again that you consider entering all data in the PMT at the beginning of the reporting period instead of waiting until closer to the deadline.

If you do receive an error message or the system stalls or is slow, we recommend that you wait 10 minutes and try again.

Only if the problem persists after several hours should you contact the PMT Helpdesk.

Next, when anyone calls the PMT Helpdesk, one of the first questions they will be asked is what the BJA award number is. In order to assist the caller, we need this information.

A subrecipient knowing their subrecipient award number isn't enough, as we can only look up their account through the BJA-assigned award number, NOT the subrecipient award number that you create for them.

So, when you are setting expectations with your subrecipients, ensure that they have both YOUR BJA Federal Award Number, AND their subrecipient award number.

Next, call volumes are often high for the PMT Helpdesk. Please try to email first at BJAPMT@ojp.usdoj.gov *and include your BJA Federal Award Number in the email.*

Finally, if you have contacted the helpdesk about an issue, please give us the 24 hours to respond before reaching out again. Each time a user contacts the helpdesk, a ticket is created in our system. If a user calls us 7 times in 1 day, that's 7 tickets we have to sift through and close, slowing down the process for everyone. The helpdesk can answer your question quicker if we don't have multiple tickets about the same issue from the same user to deal with.

PMT Helpdesk

BJA PMT HELPDESK
Monday–Friday
8:30 a.m.–5:00 p.m. ET
Closed on Federal Holidays
Toll-free number: 1–888–252–6867
bjapmt@ojp.usdoj.gov

Here's the BJA PMT Helpdesk contact information. Our office hours are Monday–Friday, 8:30 a.m.–5:00 p.m. Eastern Time (except U.S. federal holidays). Please don't hesitate to leave a voicemail or email, even after business hours. We check our email and voicemail throughout the day and will respond as soon as possible.

This contact information is at the bottom of every single page in the PMT, so you always have it handy.

One-on-One Coaching

- Available for prime grantees
- 15–30 minute coaching sessions
- Contact BJAPMT@ojp.usdoj.gov to request a session

We understand that if you are new to reporting, this can be overwhelming.

If you still have questions, or would like to go through this process with us, we are offering one-on-one coaching sessions.

We will set up a 15-30-minute time slot to go through the system with you.

This is a new opportunity that we hope you will take advantage of. We're also available to talk about the performance measures themselves, and how to best collect the data needed for your reports.

If interested, please email the helpdesk to set up an appointment.

On behalf of BJA and the PMT Team, thank you for your time, dedication, and hard work! This concludes the presentation.