# Table of Contents

## Overview of the InfoNet Database
- What is InfoNet? ........................................................................................................ 1
- How is the system structured? .................................................................................. 1
- Who uses InfoNet? .................................................................................................... 1
- What data are collected in InfoNet? ......................................................................... 2
- How do agencies use the data? ................................................................................ 2

## Getting Started/Accessing InfoNet
- Hardware and software specifications .................................................................... 3
- Pre-Installation Checklist ....................................................................................... 3
- Installation of security software ............................................................................. 4

## Navigation Hints
- How To Download, Install, and Register SmartPass Client Software .................. 4

## System Overview ................................................................................................. 20

## Troubleshooting for Smartpass and InfoNet ....................................................... 18
- VPN Download ....................................................................................................... 18

## Data Entry .......................................................................................................... 20

## Reports .............................................................................................................. 20

## Administrative Information .............................................................................. 21
- Overview .................................................................................................................. 21
- Center Information .................................................................................................. 22
- Staff Information .................................................................................................... 23
  - Paid Staff ............................................................................................................. 23
  - Add New Staff Person ......................................................................................... 23
  - Edit Existing Staff Person .................................................................................. 24
  - Volunteers ........................................................................................................... 26
    - To Add A New Volunteer .................................................................................. 26
    - To Edit Existing Volunteer ............................................................................. 27
- Lookup Lists (List Editors) .................................................................................. 29
  - Agencies ............................................................................................................. 29
    - Add New Agency ............................................................................................... 29
    - Edit Existing Agency Listing .......................................................................... 31
    - Delete Existing Agency Listing ...................................................................... 31
  - Funding Sources ................................................................................................ 31
    - Add New Funding Source ................................................................................ 31
    - Edit Existing Funding Source Listing ........................................................... 33
    - Delete Existing Funding Source Listing ........................................................ 33
  - Other Staff Activities ........................................................................................ 34
    - Add New Staff Activity .................................................................................... 34
    - Edit Existing Other Staff Activity Listing ..................................................... 35
    - Delete Existing Other Staff Activity Listing ................................................ 35
- Funding-For-Staff ................................................................................................ 36
  - Enter Effective Funding Date .............................................................................. 37
  - Edit Staff List ....................................................................................................... 38
  - Assign Services to Staff & Volunteers ............................................................... 40
  - Multi-Fund Assignment ....................................................................................... 41
  - Assign Funding Source ...................................................................................... 42
  - Multiple Staff with Same Funding Information ............................................... 44
  - Entering Subsequent Funding Statements .......................................................... 47

## Other Staff Activities
- How do agencies use the data? ................................................................................ 2
- What data are collected in InfoNet? ......................................................................... 2
- Who uses InfoNet? .................................................................................................... 1
- What is InfoNet? ........................................................................................................ 1
- How is the system structured? .................................................................................. 1
- Administrative Information .............................................................................. 21
- Lookup Lists (List Editors) .................................................................................. 29
- Agency .................................................................................................................. 29
- Funding Sources .................................................................................................... 31
- Other Staff Activities ........................................................................................ 34
- Funding-For-Staff ................................................................................................ 36
- Reports .............................................................................................................. 20
- Navigation Hints .................................................................................................. 16
- Troubleshooting for Smartpass and InfoNet ....................................................... 18
- System Overview ................................................................................................. 20
- Data Entry .......................................................................................................... 20
- Overview .............................................................................................................. 21
- Center Information .................................................................................................. 22
- Staff Information ................................................................................................... 23
  - Paid Staff ............................................................................................................. 23
  - Add New Staff Person ......................................................................................... 23
  - Edit Existing Staff Person .................................................................................. 24
  - Volunteers ........................................................................................................... 26
    - To Add A New Volunteer .................................................................................. 26
    - To Edit Existing Volunteer ............................................................................. 27
- Lookup Lists (List Editors) .................................................................................. 29
  - Agencies ............................................................................................................. 29
    - Add New Agency ............................................................................................... 29
    - Edit Existing Agency Listing .......................................................................... 31
    - Delete Existing Agency Listing ...................................................................... 31
  - Funding Sources ................................................................................................ 31
    - Add New Funding Source ................................................................................ 31
    - Edit Existing Funding Source Listing ........................................................... 33
    - Delete Existing Funding Source Listing ........................................................ 33
  - Other Staff Activities ........................................................................................ 34
    - Add New Staff Activity .................................................................................... 34
    - Edit Existing Other Staff Activity Listing ..................................................... 35
    - Delete Existing Other Staff Activity Listing ................................................ 35
- Funding-For-Staff ................................................................................................ 36
  - Enter Effective Funding Date .............................................................................. 37
  - Edit Staff List ....................................................................................................... 38
  - Assign Services to Staff & Volunteers ............................................................... 40
  - Multi-Fund Assignment ....................................................................................... 41
  - Assign Funding Source ...................................................................................... 42
  - Multiple Staff with Same Funding Information ............................................... 44
  - Entering Subsequent Funding Statements .......................................................... 47

## Other Staff Activities
- How do agencies use the data? ................................................................................ 2
- What data are collected in InfoNet? ......................................................................... 2
- Who uses InfoNet? .................................................................................................... 1
- What is InfoNet? ........................................................................................................ 1
- How is the system structured? .................................................................................. 1
- Administrative Information .............................................................................. 21
- Lookup Lists (List Editors) .................................................................................. 29
- Agency .................................................................................................................. 29
- Funding Sources .................................................................................................... 31
- Other Staff Activities ........................................................................................ 34
- Funding-For-Staff ................................................................................................ 36
- Reports .............................................................................................................. 20
- Navigation Hints .................................................................................................. 16
- Troubleshooting for Smartpass and InfoNet ....................................................... 18
- System Overview ................................................................................................. 20
- Data Entry .......................................................................................................... 20
- Overview .............................................................................................................. 21
- Center Information .................................................................................................. 22
- Staff Information ................................................................................................... 23
  - Paid Staff ............................................................................................................. 23
  - Add New Staff Person ......................................................................................... 23
  - Edit Existing Staff Person .................................................................................. 24
  - Volunteers ........................................................................................................... 26
    - To Add A New Volunteer .................................................................................. 26
    - To Edit Existing Volunteer ............................................................................. 27
- Lookup Lists (List Editors) .................................................................................. 29
  - Agencies ............................................................................................................. 29
    - Add New Agency ............................................................................................... 29
    - Edit Existing Agency Listing .......................................................................... 31
    - Delete Existing Agency Listing ...................................................................... 31
  - Funding Sources ................................................................................................ 31
    - Add New Funding Source ................................................................................ 31
    - Edit Existing Funding Source Listing ........................................................... 33
    - Delete Existing Funding Source Listing ........................................................ 33
  - Other Staff Activities ........................................................................................ 34
    - Add New Staff Activity .................................................................................... 34
    - Edit Existing Other Staff Activity Listing ..................................................... 35
    - Delete Existing Other Staff Activity Listing ................................................ 35
- Funding-For-Staff ................................................................................................ 36
  - Enter Effective Funding Date .............................................................................. 37
  - Edit Staff List ....................................................................................................... 38
  - Assign Services to Staff & Volunteers ............................................................... 40
  - Multi-Fund Assignment ....................................................................................... 41
  - Assign Funding Source ...................................................................................... 42
  - Multiple Staff with Same Funding Information ............................................... 44
  - Entering Subsequent Funding Statements .......................................................... 47

## Other Staff Activities
- How do agencies use the data? ................................................................................ 2
- What data are collected in InfoNet? ......................................................................... 2
- Who uses InfoNet? .................................................................................................... 1
- What is InfoNet? ........................................................................................................ 1
- How is the system structured? .................................................................................. 1
- Administrative Information .............................................................................. 21
- Lookup Lists (List Editors) .................................................................................. 29
- Agency.................................................................................................................. 29
- Funding Sources .................................................................................................... 31
- Other Staff Activities ........................................................................................ 34
- Funding-For-Staff ................................................................................................ 36
- Reports .............................................................................................................. 20
- Navigation Hints .................................................................................................. 16
- Troubleshooting for Smartpass and InfoNet ....................................................... 18
- System Overview ................................................................................................. 20
- Data Entry .......................................................................................................... 20
- Overview .............................................................................................................. 21
- Center Information .................................................................................................. 22
- Staff Information ................................................................................................... 23
  - Paid Staff ............................................................................................................. 23
  - Add New Staff Person ......................................................................................... 23
  - Edit Existing Staff Person .................................................................................. 24
  - Volunteers ........................................................................................................... 26
    - To Add A New Volunteer .................................................................................. 26
    - To Edit Existing Volunteer ............................................................................. 27
- Lookup Lists (List Editors) .................................................................................. 29
  - Agencies ............................................................................................................. 29
    - Add New Agency ............................................................................................... 29
    - Edit Existing Agency Listing .......................................................................... 31
    - Delete Existing Agency Listing ...................................................................... 31
  - Funding Sources ................................................................................................ 31
    - Add New Funding Source ................................................................................ 31
    - Edit Existing Funding Source Listing ........................................................... 33
    - Delete Existing Funding Source Listing ........................................................ 33
  - Other Staff Activities ........................................................................................ 34
    - Add New Staff Activity .................................................................................... 34
    - Edit Existing Other Staff Activity Listing ..................................................... 35
    - Delete Existing Other Staff Activity Listing ................................................ 35
- Funding-For-Staff ................................................................................................ 36
  - Enter Effective Funding Date .............................................................................. 37
  - Edit Staff List ....................................................................................................... 38
  - Assign Services to Staff & Volunteers ............................................................... 40
  - Multi-Fund Assignment ....................................................................................... 41
  - Assign Funding Source ...................................................................................... 42
  - Multiple Staff with Same Funding Information ............................................... 44
  - Entering Subsequent Funding Statements .......................................................... 47
Data Entry ....................................................................................................................... 51
Overview...................................................................................................................... 51
Entering Data on Direct Service Clients ................................................................. 52
Client Intake Data ....................................................................................................... 53
New Adult Client ........................................................................................................ 53
  Demographics ........................................................................................................ 53
  Presenting Issues ................................................................................................. 55
  Income ............................................................................................................... 56
  Referral .............................................................................................................. 57
  Special Needs .................................................................................................... 57
  Service Needs/Received .................................................................................... 59
  Residence .......................................................................................................... 60
New Child Client ....................................................................................................... 63
  Demographics .................................................................................................... 63
  Special Needs .................................................................................................... 65
  Behaviors .......................................................................................................... 66
  Residence .......................................................................................................... 67
Victim Medical and Criminal Justice Information ................................................... 70
  Medical ............................................................................................................ 71
  Police/Prosecution ......................................................................................... 72
  Order of Protection ........................................................................................... 73
Offender and Offender Criminal Case Information ................................................... 79
  Offenders ........................................................................................................... 80
    To Add New Offender ..................................................................................... 80
    Edit Existing Offender ................................................................................. 82
    Delete Existing Offender ............................................................................ 82
  Police Information ............................................................................................. 82
    Add New Police Information ....................................................................... 82
    Edit Existing Police Charge ....................................................................... 86
    Delete Existing Other Staff Activity Listing ............................................. 86
State’s Attorney Information .................................................................................... 86
  Add New State’s Attorney Information .......................................................... 86
  Edit Existing SA Charge ............................................................................... 89
  Delete Existing SA Charge ........................................................................... 89
Sentences .................................................................................................................. 90
  Add New Sentence ......................................................................................... 90
  Edit Existing Sentence .................................................................................. 93
  Delete Existing Sentence ............................................................................. 93
Direct Client Service Data ....................................................................................... 94
  Direct Client Services .................................................................................... 95
    Cancellations/No Show ............................................................................... 97
Group Services ....................................................................................................... 100
  Adding New Group Service Session ............................................................ 100
  Adding Attendees ......................................................................................... 102
  Editing A Group Service ............................................................................. 105
Hotline Calls/Information and Referral ................................................................... 107
Community and Institutional Services ................................................................... 109
  Services ......................................................................................................... 109
  Publications .................................................................................................. 112
Other Staff Activities ............................................................................................ 115
Turn-Aways ........................................................................................................... 118
Reports ................................................................................................................... 120
  Overview ....................................................................................................... 120
Exception Reports .................................................................................................................. 120
Management Reports ........................................................................................................ 122
Standard Reports ............................................................................................................... 124
Administrative Reports ...................................................................................................... 128
System Message Page ........................................................................................................ 128
Coalition Reports ................................................................................................................ 130
  Scheduled Reports ........................................................................................................... 130
  Completed Reports .......................................................................................................... 131
Commonly Asked Questions .............................................................................................. 135
Overview of the InfoNet Database

What is InfoNet?

InfoNet (Information Network) is a web-based data collection system used by victim service providers in Illinois. The development and implementation of the system was a collaborative effort between the Illinois Criminal Justice Information Authority, the Illinois Coalition Against Sexual Assault (ICASA) and the Illinois Coalition Against Domestic Violence (ICADV).

How is the system structured?

Remote users access a centralized database at the Authority using a web-browser. Data is transmitted between users and the Authority database via a high-speed Internet connection. Several levels of security have been built into the system, including password-protected logons and a virtual private network (VPN) that utilizes data encryption to securely transfer data over the Internet.

This centralized system shifts technical responsibility from victim service providers to technical professionals at the Authority’s offices. Victim service providers are responsible for obtaining a high-speed Internet connection and a web-browser.

Who uses InfoNet?

More than 100 sexual assault and domestic violence agencies access InfoNet from more than 180 sites throughout the state. InfoNet is available to ICASA and ICADV member agencies, as well as domestic violence programs that are funded by the Illinois Department of Human Services. In addition, the Authority has partnered with the
Children’s Advocacy Centers of Illinois to identify system requirements for more than 30 advocacy centers in Illinois.

**What data are collected in InfoNet?**

Basic information about all clients – victims and significant others – who receive service from an agency is entered into InfoNet, including demographic, health insurance, employment, education, marital status, income source, referral source, special need, and offender data. The type of victimization and the severity of abuse experienced by the victim are also captured, as well as the victim’s interaction with the medical and criminal justice systems. Information that could be used to identify a client, such as name or birth date, is not entered into InfoNet. Rather, a unique number is used to track each client.

Agencies also enter all services provided by staff and volunteers, including direct client services, hotline contacts, and outreach efforts such as training, education, and system advocacy. Administrative information entered into InfoNet includes funding detail, which is used to automatically generate reports that reflect grant-specific information.

**How do agencies use the data?**

InfoNet includes a comprehensive set of reporting tools that facilitate data mining and analysis. These tools include standard reports that meet state and federal reporting requirements, as well as management reports and filters that assist case tracking and staff management. InfoNet reports are also utilized on a local, regional, and state level to identify emerging trends and to target limited resources for victim services.
Getting Started/Accessing InfoNet

Hardware and software specifications

A Virtual Private Network (VPN) gives a remote client workstation access to resources of a secure centralized network system. In this case, the InfoNet is a secure system, protected by a firewall, which provides information resources to registered client users via an encrypted connection.

To establish access, the client must have the proper "key" to get past the firewall. The key consists of an application known as V-One SmartPass, which is installed on the client workstation to allow authentication with the VPN. By running SmartPass and typing a password known only to the client, the client will be able to enter the following web address into their web browser: www.infonet.icjia.org. At this point, the web-based InfoNet system will be displayed on the browser and full use of the InfoNet will be enabled.

Pre-Installation Checklist

The following applications and items must be available on the InfoNet computer(s) before installation of this application:

- Internet access;
- 10 MB of free disk space;
- Windows 98, 2000, ME, or XP (with or without Service Pack 2);
- WinZip (You can download a free version of WinZip at www.winzip.com)
- Internet Explorer browser, version 5.5 or higher; and
- Desktop resolution set to 800 x 600.
Installation of security software

**How To Download, Install, and Register SmartPass Client Software**

1. Establish an Internet connection and open your Web browser.
2. Enter [http://www.icjia.org/infonet](http://www.icjia.org/infonet) in the Address bar and click **Go**.
3. Click **Download V-one Smartpass 4.6**.

   ![Download V-One Smartpass 4.6]

4. In the File Download window, click **Save**.

**Important Notes:** To access InfoNet, you must use an Internet Explorer browser, version 5.5 or higher. To download the latest version of Internet Explorer for free, go to: [http://www.microsoft.com/downloads](http://www.microsoft.com/downloads).

To fully view all of the InfoNet screens, the resolution on your computer should be set to 800 x 600 or higher. To set your resolution, right-click on the desktop area, select **Properties**, click the **Settings** tab, change the resolution of the Desktop Area to 800 x 600 pixels, and click OK.
5. To save the file to a temporary Vone folder on your Desktop, select Desktop from the Save in drop-down, and click the Create New Folder icon to the right of the drop-down box.

6. Type Vone over New Folder and click the Enter key on your keyboard. Double-click on the new Vone folder so that it appears in the Save in drop-down box. Click Save.
7. When the download is complete, select Open Folder. (If this is not an option, close the Web page, and double-click on the Vone folder on your Desktop.)

8. Double-click Smartpass_4.6XP.zip.
9. When WinZip opens, highlight **SP-4.6-Win32-20040823.exe** and click the **Extract** icon.

10. Highlight Desktop under Folders/drives and click **Extract to copy** the SP-4.6-Win32-20040823.exe file to your Desktop.

11. Close WinZip and double-click on the (new) **SP-4.6-Win32-20040823.exe** icon on your Desktop.
12. Click **Unzip** to extract the files to the Target Directory on your C drive.
13. When all files have been extracted, click **OK**.

14. The Install Shield will display two Welcome Windows; click **Next** to continue.
15. A License Agreement window will be displayed next; click Yes to accept the agreement and continue.

16. If you are completing a fresh installation of Smartpass, proceed to Step 18. If you are upgrading Smartpass, you will be asked if you want to upgrade to version 4.6. Click Yes.
17. If you are upgrading Smartpass to version 4.6, Click **OK** to uninstall files/folders from the previous version.

18. Click **Next** to install the program to the default Destination Directory.
19. Check **Restart computer** and click **Finish**. Your computer will be automatically shutdown and restarted.

20. When your computer restarts, SmartPass will automatically launch. (If SmartPass does not automatically launch, double-click the SmartPass 4.6 icon on your desktop.)
21. You can proceed to Step 22 if you are upgrading Smartpass to version 4.6. If you are completing a fresh installation of Smartpass, enter an alphanumeric access code (password) that will be used to unlock a security token, and click **OK**. Like all passwords, the access code should be easy for you to remember but difficult for others to guess. You will use this password each time you logon to InfoNet.

Choose an Access Code (password) and click **OK**

22. Follow the prompt and move your cursor over the designated area until the OK button is no longer grayed; click **OK** to continue.
23. Next, you will be prompted to enter your Access code. (If you are upgrading, you will enter the same Access Code that you used with the previous version of Smartpass. If you completing a fresh installation, you will re-enter the Access Code that you just created.) You can also increase the amount of time your code will be remembered if there is no activity on the token. You should change this to 0 (no expiration). Click OK and the SmartPass token will appear in the lower right-hand corner of your Taskbar.

24. Delete the Vone directory and SP-4.6-Win32-20040823.exe file from your Desktop. (DO NOT DELETE the Smartpass 4.6 icon!)

STOP here if you are upgrading Smartpass to version 4.6. The upgrade is complete. CONTINUE to Step 25 ONLY if you are completing a fresh installation of Smartpass.


26. Scroll down to Registration, and enter contact information. Enter the name of your agency in Program Name; the city where your office is located in Office Name or Location; the director’s name in Contact Name; and the director’s contract information in Phone Number and E-mail.

27. Click Register to submit this information to ICJIA. You should receive the following message: On-Line Registration Successful.

28. Write down your User ID, which is displayed under ULR Information.
29. Close your Web browser and shutdown your SmartPass token. To shutdown, right-click the white token in the lower right-hand corner of your Taskbar and left-click **Shutdown**.

30. Next, the SmartPass account you created must be enabled. To enable the account, contact ICJIA at (312) 793-8550 and provide the InfoNet support staff person with your **User ID**.

31. Once your account has been enabled, double-click the Smartpass 4.6 icon on your Desktop, and enter your Access code in the SmartPass Login window. A small white token should appear in the lower right-hand corner of your Taskbar.
32. Open your Web browser and go to www.infonet.icjia.org to open the InfoNet Logon Screen. Contact ICJIA at (312) 793-8550 if you receive a message: “Page Cannot Be Displayed.”

33. You should always shutdown your SmartPass token as soon as you are finished using InfoNet. To shutdown, right-click on the token in your Taskbar and left-click Shutdown.

If you need assistance, please contact ICJIA at (312) 793-8550 and ask to speak with an InfoNet support staff person.
Navigation Hints

Throughout the database data entry screens, you will find that most data entry is facilitated through a series of drop-down menus and checkboxes. Here are some navigation hints to help you speed up your data entry.

- Use your navigation menu bar at the top of each page to move between data entry and reporting pages in the database.
- Many fields throughout the database have drop-down menus that include a selected set of values you may enter for that field. This prevents inconsistencies in data. To select a value from the menu, click on the arrow to the right of the field. This should drop down the menu. Select the correct value from the field. Another way to select a value from the drop down menu is to highlight the first selection in the menu and type the first letter of your selection. This will make the drop-down menu jump to that letter in the list. You may use your arrow keys to move downward through the list until you get to the selection you need.
- Many fields throughout the database are lists of checkboxes. You may use your mouse to click each box you wish to check. You may also use your Tab key to move to the next field in the list of checkboxes. When the dotted line highlights the box you wish to check, press the Spacebar.
- While entering data in a data entry screen, you do not need to use your mouse to click from field to field. You may use your Tab key on your keyboard to move to the next field. To go backwards through the fields, use your Shift + Tab keys on your keyboard.
- On each data entry screen in the client information section, there are a series of buttons at the bottom of the screen to help you navigate through the database. These are:
  - **Edit**: Click on this button to edit a Client ID number.
  - **Search**: Type in a Client ID number and click the Search button to fine that client’s information.
  - **Pick**: This is how you can select an ID number from a list rather than type the ID number and have the database search for it.
  - **Services**: Click on this button to enter services for the current client.
  - **Medical/CJ Process**: Click on this button to enter medical and/or criminal justice information for the current client.
  - **Close**: Click on this button to close the client information section of the database.
  - After you have completed data entry on each screen, you must click the Updated button on that screen to save the data you entered. In some places, this button is a Submit button. If you do not click this button, the data cannot be saved.
Many fields throughout the database are date fields. You may enter dates in the following format: mm/dd/yyyy.

- **Update** and **Submit** Buttons: After you have completed data entry on each screen, you must click the **Update** button on that screen to save the data you have entered. In some places, this is called a **Submit** button. If you do not click this button, the data cannot be saved.

**Data Input Mask**: Many fields throughout the database are date fields. You should enter dates in the following format: MM/DD/YYYY.
Troubleshooting for Smartpass and InfoNet

VPN Installation Instructions:  www.icjia.state.il.us/infonet

VPN Download:  http://vpn.infonet.icjia.org:443/olr

Problem:  You tried registering your token and “Registration Failed” appeared.

Solution:  You must take out all spaces and punctuation from entries in the registration page and resubmit the registration page.

Problem:  You installed Smartpass and registered your account, but still cannot hit the InfoNet website.

Solution:  Your token needs to be enabled.  Call ICJIA at (312) 793-8550 and your token will be enabled.

Problem:  You lost or forgot your Smartpass Access code.

Solution:  Completely uninstall Smartpass.  Reinstall and re-register Smartpass.  In order to uninstall Smartpass, click on the Start button in the lower left-hand corner of the screen.  Double-click the Add/Remove Programs utility in your computer’s Control Panel.  Remove Smartpass.  Right-click on the Start button in the lower left-hand corner of the screen and click on Search.  Type “V-one” in the Search for Files or Folders field and search in the C: drive.  When the search is completed, delete any V-one folder of file displayed in the Search Results screen.

Problem:  There is a red “X” over the Smartpass icon in the right-hand corner of the bottom toolbar.

Solution:  If you are running the Windows XP operating system with Service Pack 2, there is a Microsoft bug which conflicts with virtual private network software – including the V-one Smartpass.  Download and apply the fix by going to:  http://support.microsoft.com/default.aspx?scid=kb;EN-US;884020
**Problem:** You get the error: “Page Cannot be Displayed.”

**Solution:** Verify that Smartpass is running. Double-Click the Smartpass Token icon in the right-hand corner of the bottom toolbar. In the large dialog box, scroll up until you see the words “Connected to Dynamic Configuration Server…” or “Unable to connect to Dynamic Configuration Server…” If the number at the end of this line is not 443, then re-register that account and enable it. If it is 443, then verify that they are not using a proxy server (Tools > Internet Options > Connections > LAN Settings). If everything appears to be correct, then re-register this account. If this still does not work, completely uninstall and reinstall the Smartpass software.

**Problem:** You received an error stating that the date you entered in InfoNet is a future date when it is actually a current or earlier date.

**Solution:** The clock on the local PC needs to be changed to the correct date. Double-Click on the clock in the lower right hand corner of the screen. Correct the settings in the Date/Time Properties window.

**Problem:** The “Save” button is grayed-out in an InfoNet page.

**Solution:** There are two solutions to this problem. First, check to make sure all mandatory data fields – those indicated by red text – are completed. If they are, change one of the fields and see if the “Save” button is activated. Once it is, correct the data that was just changed and proceed to save the data.

**Problem:** The data in your report is incorrect.

**Solution:** Call ICJIA at (312) 793-8550 and describe where the errors are found in the report. InfoNet programmers can look into the database and locate where the inaccurate data is located.
System Overview

InfoNet contains a main menu and several sub-menus. This section gives you an overview of this menu system.

Data Entry
- Client Intake Data
  - New Adult Client
    - Demographics
    - Presenting Issues
    - Income
    - Referral
    - Special Needs
    - Service Needs/Received
    - Residence
  - New Child Client
    - Demographics
    - Special Needs
    - Service Needs/Received
    - Behaviors
    - Residence
- Victim Medical and Criminal Justice Information
  - Medical
  - Police/Prosecution
  - Order of Protection
- Offender and Offender Criminal Case Information
  - Offender
  - Police Information
  - State’s Attorney Information
  - Sentences
- Direct Client Service Data
  - Direct Client Services
  - Cancellations/No Show
- Group Services Data
  - Group Service
  - Attendees
- Hotline Calls/Information and Referral
- Community and Institutional Services
  - Services
  - Publications
- Other Staff Activities
- Turn-Aways

Reports
- Exception Reports
- Management Reports
- Standard Reports

Administration Reports
Administrative Information

Overview

The Administrative Information contains all administrative information necessary for data entry and reporting. It can be accessed from the top toolbar throughout database. The tables in this component of the database are password-protected because a center may want to limit access to some of this information to certain staff members. The Administrative Information requires initial data entry for the database setup and periodic updates from the center’s administrator.

The Administrative Information is broken down into the following categories:

1. Center Information,
2. Staff Information,
3. Lookup List Editor, and
4. Funding-For-Staff

When you install the InfoNet system, you first need to select your center’s name on the Center Information form, and add some general information about the center. You also need to enter the names of your direct service staff and volunteers. This will enable you to associate a staff person or volunteer with a service that is provided. Staff members and volunteers will appear in drop-down menus only when their names are entered in the Staff Information form. If volunteers are not tracked individually, you can enter a person named “Volunteers” to log all volunteer service hours.

The Lookup List Editor function allows programs to add categories to the drop-down menus for the Agencies, Funding Sources, and Other Staff Activities pages within the Administration Information. The categories added to the drop-down menu are not shared between centers and satellites; therefore, they can only be viewed and/or used by the program or satellite that made the addition. New categories can be added to the lists but existing items cannot be deleted or modified because they may be tied to existing records.

The Funding for Staff utility should be used to indicate the percent of staff time funding by various funding sources. This information can be used with service data to generate queries and reports that reflect services supported by specific funders. This information should be updated whenever grants are revised or renewed.
Center Information

When the InfoNet database is installed, you need to enter some general information on your center. The Center Information will help establish your clients as unique when data are later collated at the coalition or state level. You can enter data about your agency, such as county, legislative district, population, and service area. Additional information may be added so centers can create a quick dynamic profile for funders or other users. It will be particularly important when data is stored on the Illinois Criminal Justice Information Authority’s server hardware. The following steps should be used to enter center information:

1. Select Administration from the top toolbar.
2. Select Center Information.
3. Under the Center Information tab, enter center information in the open data fields and drop-down menus specifically related to your center. While only the first seven fields are mandatory, you should make every effort to complete each and every field on this page.
Staff Information

You also need to enter the names of your direct service staff and volunteers. This will enable you to associate a staff person or volunteer with a service that is provided. Staff members and volunteers will appear in drop-down menus only when their names are entered in the Staff Information form. The following steps should be used to enter staff member information into the database:

**Paid Staff**

*Add New Staff Person*

1. Select **Administration**.
2. Select **Staff Information > Paid Staff**.
3. Click **Add New** if you are adding a new staff member.
4. Enter both the **Last** and **First Names** in their respective data fields. Once this information is entered, you will be allowed to save the data and the staff member will be able to be linked to Direct Client Services, as well as the Funding for Staff pages. However, you should make every effort to complete each and every field on this page.
5. Click **Update**.
Edit Existing Staff Person

1. Select the individual’s name from the staff drop-down menu.
2. Make the appropriate changes to the staff member’s personal information.
3. Click Update.
Select volunteer from drop-down menu

Mandatory Fields in Red Text

Click “Update” after making changes
**Volunteers**

*To Add A New Volunteer*

1. Select **Administration**.
2. Select **Staff Information > Volunteer**.

3. Click **Add New**.
4. Enter both the **Last** and **First Names** in their respective data fields. Once this information is entered, you will be allowed to save the data and the volunteer will be able to be linked to Direct Client Services, as well as the Funding for Staff pages. However, you should make every effort to complete each and every field on this page.
5. Click **Update**.
To Edit Existing Volunteer

1. Select the individual’s name from the staff drop-down menu.
2. Make the appropriate changes to the volunteer’s personal information.
3. Click Update.
Mandatory Fields in Red Text

Click “Update” after making changes
Lookup Lists (List Editors)

A Lookup List editor function was added to InfoNet to allow programs to add categories to the drop-down menus for the Other Staff Activities and Funding Sources pages. The categories added to the drop-down menu are not shared between centers and satellites; therefore, they can only be viewed and/or used by the program or satellite that made the addition. New categories can be added to the lists but existing items cannot be deleted or modified because they may be tied to existing records. Once your drop-down list is edited, your entries cannot be changed.

Agencies

Add New Agency

1. Select Administration.
2. Select Lookup List > Agencies.

3. Under the Agencies tab, click Add Item to add a new agency to be included to all of the agency drop-down menus in InfoNet.
4. Type the agency name in the Description data field. If you want the agency name listed alphabetically with the other agency names leave the Display Order field empty. If you want the agency listed numerically, enter the number you would like it to appear. If the agency is currently active, leave the Is Active checkbox filled in.
5. Click Save.
Enter agency name

Click “Save”
Edit Existing Agency Listing
1. Click the **Edit** button next to the list item to revise.
2. Make revisions to entry.
3. Click **Save**.

Delete Existing Agency Listing
1. Click the **Delete** button next to the list item to revise.
2. Click OK.
   Note: You will not be able to delete an entry that has data records tied to it already.

Funding Sources

Add New Funding Source
1. Select **Administration**.
2. Select **Lookup List > Funding Sources**.
3. Under the **Funding Sources** tab, click **Add Item** to add a new source of funding to be included to all of the funding sources drop-down menus in InfoNet.

4. Type the funding source name in the **Description** data field. If you want the agency name listed alphabetically with the other funding source names leave the **Display Order** field empty. If you want the funding source listed numerically, enter the number you would like it to appear. If the funding source is currently active, leave the **Is Active** checkbox filled in.

5. Click Save.
**Edit Existing Funding Source Listing**
1. Click the **Edit** button next to the list item to revise.
2. Make revisions to entry.
3. Click **Save**.

**Delete Existing Funding Source Listing**
1. Click the **Delete** button next to the list item to revise.
2. Click OK.
Note: You will not be able to delete an entry that has data records tied to it already.
Other Staff Activities

Add New Staff Activity

1. Select Administration.
2. Select Lookup List > Other Staff Activities.
3. Under the Other Staff Activities tab, click Add Item to add a new activity to be included to all of the agency drop-down menus in InfoNet.
4. Type the activity in the Description data field. If you want the activity listed alphabetically with the other staff activities, leave the Display Order field empty. If you want the activity listed numerically, enter the number you would like it to appear. If the activity is currently active, leave the Is Active checkbox filled in.
5. Click Save.
Edit Existing Other Staff Activity Listing
1. Click the **Edit** button next to the list item to revise.
2. Make revisions to entry.
3. Click **Save**.

Delete Existing Other Staff Activity Listing
1. Click the **Delete** button next to the list item to revise.
2. Click OK. Note: You will not be able to delete an entry that has data records tied to it already.
Funding-For-Staff

Funding-for-Staff statements facilitate the reporting of detailed grant information to funders. If you enter a funding-for-staff statement into InfoNet, you will be able to generate a detailed report that reflects services provided and clients served by grant-funded staff. This grant-specific information can assist funders in assessing the impact of funds available in Illinois for victim services.

Someone who is knowledgeable of grant information and staff responsibilities, such as the director, a supervisor, or manager, should maintain funding-for-staff information in InfoNet. At this time, agencies are only required to enter funding-for-staff statements for staff or volunteers who are supported with VOCA or VAWA grants that are administered by the Illinois Criminal Justice Information Authority. These grants include those that are subcontracted to agencies through the Illinois Coalition Against Domestic Violence.

There are three critical pieces of information that make a funding statement complete:

1. Names of staff or volunteers(s) supported by a grant
2. Services provided by each of these staff or volunteers; and
3. Funding information for each service.

Funding information includes the grant that supports the provision of a particular service, i.e., VOCA Medical Advocacy, and the percent to which the provision of that service is supported with the grant fund.

A funding statement is generally added to InfoNet at the beginning of a state fiscal year, which corresponds with most funding cycles. A limited number of funding statements may also be added throughout the fiscal year when a shift in funding occurs because of staff turnover or a change in staff responsibilities.

Statements are entered in funding-for-staff, and these statements are queried when a specific grant report is generated. To generate a detailed grant report, enable the filter and select the specific grant from the Funding Source pick list. When you generate this report, a query is run against your funding statement and all service and client information related to the grant you selected from the pick list is pulled for a report.

The following steps should be used to enter funding-for-staff information into Infonet:

1. Select Administration from the menu bar.
2. Select Funding For Staff
Enter Effective Funding Date

The following steps should be used to enter an effective funding date:

1. If the effective date of funding is already created, select the appropriate date from the drop-down menu. You should only use an existing funding statement if you have entered information inaccurately and are making a correction to that statement.

OR

1. To enter a new effective date of funding statement, click **Add** to create a new effective date for your statement. The first day of a funding statement is usually the beginning of a fiscal year (July 1st); however, a new statement may also be entered if grant funds shift when staff is hired or staff responsibilities change.

2. When the Add Funding Date window opens, enter the **New Date** that the funding statement will be effective and click **OK**. The funding statement you entered will appear in the **Date Issued** drop-down menu.
Edit Staff List

The following steps should be used to edit the staff list:

1. Click the **Edit Staff List** button to select all of the staff and volunteers that need to be included in the funding statement. A **Staff Selection** window will open with a list of all staff and volunteers entered into InfoNet. Staff are highlighted in yellow and designated with an (S), while volunteers are highlighted in blue and designated with a (V). (Even though volunteers are not paid with grant funds, they may be “supported” by a grant. For example, VOCA Medical Advocacy funds may pay for a volunteer coordinator. In this instance, a funding statement should be entered for the volunteers supervised by the coordinator so that the services they provide and the clients that they serve are reflected in a VOCA Medical Advocacy report.)

2. To create the list of staff and volunteers to be included in your funding statement, use the **Add** and **Remove** buttons to move staff and volunteers from the **Available** to the **Assigned** list. Click **OK** when the list of **Assigned Staff** is complete.

**IMPORTANT NOTE:** Staff and volunteers should be included in funding statements. Even though volunteers are not paid, their work may be supported with a grant.
Click here to include staff/volunteer(s) for funding statement

Select staff to display services.

Staff in yellow, designated with an (S)

Volunteers in blue, designated with a (V)

Click “Add” when available staff member is highlighted

Click OK
Assign Services to Staff & Volunteers

The following steps should be used to assign services to staff members and volunteers:

1. You must enter the services provided by each person included in the Staff list. To do this, click the gray square to the left of the person’s name for whom you want to add services. Click the Assign Services button. A list of all available services in InfoNet will appear on the right side of the Programs/Services Selection window. Direct Client Services are highlighted in yellow and designated with an (S), Community, Institutional & Group Services are highlighted in blue and designated with a (P), and Hotline Service is highlighted in red and designated with an (H).

2. To create a list of services provided by the selected staff or volunteer, use the Add and Remove buttons to move services/programs from the Available list to the Assigned list. Since group services are entered in two locations in InfoNet – Direct Client Services and Community, Institutional & Group Services – they are listed twice under Available Programs/Services. It is necessary to select both entries (one yellow and one blue) for each group service provided.

3. Click OK when the list of services for the staff member or volunteer is complete.
Multi-Fund Assignment

You need to indicate the funding source that supports the provision of each service provided by the staff member or volunteer. There are two ways to enter this funding information: Multi-Fund Assignment or Assign Funding Source. **Multi-Fund Assignment** should be used when the funding information (source and percent) for more than one service is the same. Use **Assign Funding Source** when the funding information (source and percent) for each service varies. In most cases, you will use Multi-Fund Assignment. The following steps should be used to enter a Multi-Fund Assignment:

1. Click the gray square to the left of the person’s name for whom you want to enter funding information.
2. To enter funding information that is the same for several services, click on the **Multi-Fund Assignment** button. Within Multi-Service Funding Selection window, a list of all of the services you previously selected for the staff member or volunteer will be listed to the left, while a list of possible funding sources will be listed to the right. Click the **Select All** button at the top of the **Service** list.
3. Select the funding source of those services by clicking the checkbox to the left of the respective funding source. After selecting a funding source, 100% will automatically appear in the % column. If the services are supported by multiple funding sources, change 100% to the correct percent, select the other funding source(s), and enter the percent of funding for the other funding source. The total percent of the services must equal 100%.
4. Click **OK**.
5. If funding information was not entered for all of the services provided by this staff or volunteer, select **Multi-Funding Assignment**. Within the Multi-Service Funding Selection window, 100% will appear in the column directly to the right of each service already linked with funding information. Select the service that does not have funding information entered – indicated by 0% - and repeat steps 12 and 13.

**Assign Funding Source**

The following steps should be used to assign a funding source:

1. To enter funding information for one service at a time, click the gray square to the left of the person’s name for whom you want to enter funding information. Click the gray square to the left of the service for which you want to enter funding information. Select **Assign Funding Source**.
2. Within the Funding Selection window, select the funding source of the respective service by clicking the checkbox to the left of the appropriate funding source. After selecting a funding source, **100%** will automatically appear in the % column. If the services are supported by multiple funding sources, change 100% to the correct percent, select the other funding source(s), and enter the percent of funding for the other funding source. The total percent of the services must equal 100%.
3. Click **OK**.
4. Continue to enter a funding statement for each service provided by this staff member or volunteer by repeating the previous steps for each service. The funding statement is complete when each respective service is listed with 100% funding in the Services/Programs table.
Multiple Staff with Same Funding Information

If two or more staff members and/or volunteers provide the same services and have the same funding information, it is not necessary to re-enter the information for each person. The following steps should be used to link multiple staff members/volunteers with the same funding source:

1. Enter a funding statement for one of the staff members/volunteers.
2. Click the gray square to the left of the person’s name who has identical service and funding information. Click the Assign Services button.
3. Locate the Match Services For drop-down menu at the top of the Program/Service Selection window. Click the drop-down menu to view a list of all staff members and volunteers who already have funding information entered. Select the staff member or volunteer who has the same service and funding information.
4. Click OK.
5. You will see the same statement assigned to both staff members. Repeat this step for each staff member and/or volunteer who has funding information that matches a person with an existing statement.
Completed Funding Statement

Select staff person/volunteer who has identical service and funding information

Click here
Select staff member or volunteer to match services

Click “OK”

Staff member/volunteer now has identical service data
**Entering Subsequent Funding Statements**

The following steps should be used to enter subsequent funding statements:

1. Click **Add** next to the **Date Issued** drop-down menu.
2. When the Add Funding Date window opens, enter the **New Date** that the funding statement will be effective and click **OK**. The funding statement you entered will appear in the **Date Issued** drop-down menu.
3. The staff list from the previous funding statement will appear on the screen. Most of the time, staff member/volunteer information remains the same each year. Automatically copying this to the subsequent funding statement eliminates the need to reenter this data. If a staff member or volunteer is no longer associated to a particular service or leaves your program entirely, use the **Edit Staff List** function to maintain this information.
New funding date carries staff over from previous statement

Click to edit staff list

Highlight appropriate staff to add or remove and click either "<Add" or "Remove >"
**Deleting Existing Funding Statements**

The following steps should be used to delete existing funding statements:

1. Select the appropriate statement from the **Date Issued** drop-down menu.
2. Click the **Delete** button to the right of the funding statement date.
3. Click **OK** in the confirmation window.
Funding for Staff Reports

Once you have finished entering a funding statement into Infonet, you should use the available reports to review and verify the information you entered. Four reports are available so that you can review partial or total funding information. The following are descriptions of each report:

1. **Selected Funding**: This report includes all funding information for a single funding statement. To generate the report, select a funding statement from the **Issue Date** drop-down menu and then click **Selected Funding**. The report will list each staff member or volunteer included in the funding statement, the services selected for each staff member or volunteer, and the corresponding funding information – funding source and percent of funding – for each service provided by the staff member(s) or volunteer(s).

2. **Staff Selected Funding**: This report includes funding information for an individual staff member or volunteer during a specified funding period. To generate the report, select a funding statement from the **Issue Date** drop-down menu, click on the gray box to the left of the respective staff member or volunteer, and select **Staff Selected Funding**. The report will include the service and funding information for the selected staff member or volunteer.

3. **Funding History**: This report includes information about every funding statement in InfoNet, including the names of the staff members or volunteers, the services provided by them, and the corresponding funding information – funding source and percent of funding. To generate the report, select **Funding History**. The information in this report will be grouped by funding statement and sorted chronologically.

4. **Staff Funding History**: This report includes all funding information for a particular staff member or volunteer. To generate this report, select any funding statement from the **Issue Date** drop-down menu. Next, click on the gray box to the left of the respective staff member or volunteer whose funding history you want to view. To generate the report, select **Staff Funding History**. This information will be reported chronologically by the **Issue Date** of the funding statement.
Data Entry

Overview

Several types of data are entered into the Data Entry section of InfoNet. Among them include:

1. **Client Intake Data**: When a new client first arrives at your center, you will enter general information on her or him in the Client Information screens. These screens cover basic demographic information, income sources, referral sources, presenting issues, offender information, special needs, services needed and received, and children’s behaviors. This is equivalent to an intake and will usually only be done once. Some information about a client’s progress through the criminal justice process can also be entered at intake. For example, you may know at first contact whether your client visited a medical facility or whether there was an interview by detectives.

2. **Client Update Data**: You need to periodically update a client’s record as you learn more about their progress through the criminal justice system. For example, it may take several weeks before you know if the state’s attorney will press charges, and it may take many months before you know the outcome of any trial.

3. **Direct Client Service Data**: During the time you are actively providing service(s) to a client, you need to enter hours of service provided on an ongoing basis (perhaps daily, weekly, or monthly). You will also enter the name of the staff person (or volunteer) providing the service, the date the service was provided, and the specific service provided.

4. **Group Services**: You will enter data on the group services you provide. This information will include the hours of group service provided by staff, as well as the hours of service received by each client.

5. **Hotline Calls/Information and Referral**: In this part of the database, you will enter hotline calls and information and referral provided to both clients and non-clients.

6. **Community and Institutional Services**: You will enter data on the community and institutional-level services you provide. In these forms (screens) you will enter the number of presentations; the hours spent preparing the presentation, traveling to the presentation, and actually conducting the presentation; the number of participants, and the staff providing the services.

7. **Other Staff Activities**: This section was designed to allow agencies to document and report on activities their agency is completing but that don’t fit the definitions of other services captured in the database.
Entering Data on Direct Service Clients

Before you begin data entry, you must assign every new client a unique Client ID number. You can use your current ID system as long as you also follow these guidelines for establishing Client ID numbers for adult victims and their children:

1. The last digit of the Client ID should be reserved to indicate the type of client as follows:
   
   \[
   \begin{align*}
   V & \quad \text{Adult Victim} \\
   C & \quad \text{Child}
   \end{align*}
   \]

2. The ID number assigned to a child should be the same as the adult victim related to that child. However, the child’s ID should end with a C rather than a V. Also, the number of children related to an adult victim should be indicated with a letter or number before the C. For example, if an adult victim is Amy Jones, and her Client ID is CJ080698V, then her two children could be entered as follows: CJ080698aC and CJ080698bC. You can use either a letter or number to indicate each child but you should only use one digit.

3. The Client ID can contain both numbers and text. The database will accept a Client ID up to 20 digits, including the V or C to indicate an Adult Victim or a Child.

Once you enter a client into the InfoNet Database you should enter all subsequent data on that client under the same Client ID.

**IMPORTANT CLIENT CONFIDENTIALITY ISSUE:** InfoNet does NOT contain identifying information on your client. Client ID numbers assigned to clients should contain absolutely no identifying information, i.e. part of the client’s social security number, birthdate, name, initials, etc. It is your responsibility to keep track of the client’s names and unique ID numbers assigned to each of them. You should keep a list of names and ID numbers on file at your program. If you are going to keep a computer file with this client identifying information, make sure the file is password protected and NOT connected to the Internet.
Client Intake Data

Client Information is typically collected at intake, including basic demographics, presenting issues, income sources, referral sources, special needs, service needed and received, behavioral issues, and residence. In addition, you can enter information on a victim’s offender and interaction with the medical and criminal justice systems.

New Adult Client

To enter a New Adult Client:
1. Select Client from the menu bar.
2. Select Add > Adult.

Demographics

1. Under the Demographics tab, the four fields immediately following Adult Client ID are mandatory. Enter the Client ID (ending with V) and First Contact Date. Also, select the appropriate Race and Sex from the drop-down box, and enter Age at First Contact. Once this information is entered, you will be allowed to save the data on this page and continue to the next tab. However, you should make every effort to complete each and every field on this page. Use the “unknown” category sparingly if it is not possible to obtain this information, and “not reported” if you do not collect this data on clients.
2. Click Save.
The Demographic tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Contact Date</td>
<td>Date Field</td>
<td>This date will be used to define new and ongoing clients in the reports. If <strong>First Contact Date</strong> is within the reporting period and the client received at least one service during the reporting period, then the client is <strong>New</strong>. If <strong>First Contact Date</strong> is prior to the reporting period and the client received service in the reporting period, then the client is <strong>ongoing</strong>.</td>
</tr>
<tr>
<td>Race</td>
<td>Drop-down Menu</td>
<td>Select the most appropriate race from the drop-down menu to complete this field. An “unknown” category is also included.</td>
</tr>
<tr>
<td>Sex</td>
<td>Drop-down Menu</td>
<td>Select male, female, or other from the drop-down menu.</td>
</tr>
<tr>
<td>Age at First Contact</td>
<td>Data Field</td>
<td>InfoNet does not include birthdates, so you must enter the client’s <strong>age at first contact</strong>. Enter “–1” for unknown.</td>
</tr>
<tr>
<td>Health Insurance</td>
<td>Drop-down Menu</td>
<td>Select the most appropriate health insurance information from the drop-down menu.</td>
</tr>
<tr>
<td>Employment</td>
<td>Drop-down Menu</td>
<td>Select the most appropriate employment information from the drop-down menu.</td>
</tr>
<tr>
<td>Variables (cont’d)</td>
<td>Category (cont’d)</td>
<td>Explanation (cont’d)</td>
</tr>
<tr>
<td>-------------------</td>
<td>-------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>Education</td>
<td>Drop-down Menu</td>
<td>Select the most appropriate completed level of education information from the drop-down menu.</td>
</tr>
<tr>
<td>Marital Status</td>
<td>Drop-down Menu</td>
<td>Select the most appropriate marital status from your client from the drop-down menu.</td>
</tr>
<tr>
<td>Pregnant</td>
<td>Drop-down Menu</td>
<td>Select whether or not your client is pregnant. For male clients, select “not applicable.”</td>
</tr>
<tr>
<td>Number of Children</td>
<td>Data Field</td>
<td>Enter the number of children your client has – this includes total number of children, not just children also receiving services. Enter “0” if your client has no children. Do not count unborn children if client/client’s partner is pregnant.</td>
</tr>
</tbody>
</table>

**Presenting Issues**

1. Click on the Presenting Issues tab to continue entering Intake Information.
2. Select Primary Presenting Issue from the drop-down menu, as well as the Date and Location of the presenting issue.
3. Check as many other presenting issues as apply.
4. Click Save.
The Presenting Issues tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Presenting Issues</td>
<td>Drop-down Menu</td>
<td>Select the <strong>Primary Presenting Issue</strong> resulting in the client’s decision to seek services.</td>
</tr>
<tr>
<td>Primary Offense Location</td>
<td>Drop-down Menu</td>
<td>Select the <strong>Location</strong> of the Primary Presenting Issue.</td>
</tr>
<tr>
<td>Primary Offense Date</td>
<td>Data Field</td>
<td>Enter the <strong>Date</strong> of the Primary Offense.</td>
</tr>
<tr>
<td>Other Presenting Issues</td>
<td>Checkboxes</td>
<td>Check as many <strong>Other Presenting Issues</strong> that occurred along with the Primary Presenting Issue.</td>
</tr>
</tbody>
</table>

**Income**

1. Click on the Income tab to continue entering Intake Information.
2. Select **Primary Income Source** from the drop-down menu, as well as the annual **Amount** of the Income Source.
3. In the event your client also has a supplemental source of income, check as many **Other Income Sources** as apply. If your client received a source of income not listed on the form, select “Other Income” and type the income amount in the adjacent text box.
4. Click Save.
The Income tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Income Source</td>
<td>Drop-down Menu</td>
<td>Select the <strong>Primary Income Source</strong> of the client.</td>
</tr>
<tr>
<td>Amount</td>
<td>Data Field</td>
<td>Enter the <strong>Amount</strong> of the client’s income.</td>
</tr>
<tr>
<td>Other Income Sources</td>
<td>Checkboxes</td>
<td>Check as many <strong>Other Income Sources</strong> that complement the client’s Primary Income Source. <strong>Be sure to specify “Other Income.”</strong></td>
</tr>
</tbody>
</table>

**Referral**

1. Click on the Referral tab to continue entering Intake Information.
2. Check the source indicating who referred the client to your center. Select the **Agency Name** from the drop-down menu. If a type of agency not listed referred your client, select “Other” and specify the agency type in the adjacent text box. Check the appropriate source that you referred your client to (Check as many as apply). Again, be sure to specify “Other” if it is used.
3. Click Save.

Click “Save” when fields are completed
The Referral tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referred by</td>
<td>Checkboxes</td>
<td>Indicate the type of agency that <strong>Referred</strong> the client to your program.</td>
</tr>
<tr>
<td>Agency Name</td>
<td>Drop-down Menu</td>
<td>Select from the drop-down menu the specific agency that referred your client. This information is not mandatory and will only be accessed by your program.</td>
</tr>
<tr>
<td>Referred to</td>
<td>Checkboxes</td>
<td>Select as many sources your client was <strong>referred to</strong> as apply. <strong>Be sure to specify “Other.”</strong></td>
</tr>
</tbody>
</table>

**Special Needs**

1. Click on the Special Needs tab to continue entering Intake Information.
2. Check any **Special Needs** that may apply to the client. Use the drop-down menu to indicate the client’s **Primary Language** if an interpreter is required. Be sure to specify “Other special needs” if it is used.
3. Click Save.
The Special Needs tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Needs of Client</td>
<td>Checkboxes</td>
<td>Check any <strong>Special Needs</strong> that may apply to the Client. Be sure to specify &quot;Other Special Needs&quot; if used.</td>
</tr>
<tr>
<td>Primary Language of Client</td>
<td>Drop-down Menu</td>
<td>Select the client’s <strong>Primary Language</strong> if an interpreter is required.</td>
</tr>
</tbody>
</table>

**Service Needs/Received**

1. Click on the Service Needs/Received tab to continue entering Intake Information.
2. Select the respective **Services** your client **Needs** at intake and **Received** thereafter.
3. Click Save.

![Image of Service Needs/Received tab in InfoNet](Image)

Click “Save” when fields are completed.
The Service Needs/Received tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Needs at Intake</td>
<td>Checkboxes</td>
<td>Select the Service Needs your client needed at intake.</td>
</tr>
<tr>
<td>Services Received</td>
<td>Checkboxes</td>
<td>Select the services provided to or secured for the client.</td>
</tr>
</tbody>
</table>

**Residence**

1. Click on the Residence tab to continue entering Intake Information.
2. Click on Add Residence.
3. Enter the **Effective Date** of residence. Although a client most likely has lived at the current location before seeking services, you are only concerned about his/her residence starting at the time of intake. Once this information is entered, you will be allowed to save the data and a history of the client’s residence is started. **Effective Date** is the only mandatory information in this window; however, you are encouraged to enter county-level data in order to facilitate regional analysis of data.
4. Click Save.
5. If the client moves anytime while receiving services, click “Add Residence” and enter the new information. Once the information is saved, the current and previous residences will be displayed. When you click Save, the database will validate city or town, township, county, and zip code. An error message will be displayed if the data is incorrect.
The Residence tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Date</td>
<td>Data Field</td>
<td><strong>Effective Date</strong> of residence should be no earlier than date of intake and later than date of initial intake data entry.</td>
</tr>
<tr>
<td>State</td>
<td>Drop-down Menu</td>
<td>Select the client’s <strong>State</strong> of residence from the drop-down menu. IL is the Default State.</td>
</tr>
<tr>
<td>City or Town*</td>
<td>Data Field</td>
<td>Enter the client’s residential <strong>City or Town</strong>.</td>
</tr>
<tr>
<td>Township*</td>
<td>Data Field</td>
<td>Enter the client’s residential <strong>Township</strong>.</td>
</tr>
<tr>
<td>County</td>
<td>Drop-down Menu</td>
<td>Select the client’s residential <strong>County</strong> from the drop-down menu.</td>
</tr>
<tr>
<td>Zip Code*</td>
<td>Data Field</td>
<td>Enter the client’s residential <strong>Zip Code</strong>.</td>
</tr>
</tbody>
</table>

*The level of detail mandated by local funders determines collection and entry of city or town, township, and zip code data.*
New Child Client

To enter a New Client:
1. Select Client from the menu bar.
2. Select Add > Child.

Demographics

1. Under the Demographics tab, the four fields immediately following Child Client ID are mandatory. Enter the Client ID (ending with C) and First Contact Date. Also, select the appropriate Race and Sex from the drop-down box, and enter Age at First Contact. Once this information is entered, you will be allowed to save the data on this page and continue to the next tab. However, you should make every effort to complete each and every field on this page. Use the “unknown” category sparingly if it is not possible to obtain this information, and “not reported” if you do not collect this data on clients.
2. Click Save.
The Demographics tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Contact Date</td>
<td>Date Field</td>
<td>This date will be used to define new and ongoing clients in the reports. If <strong>First Contact Date</strong> is within the reporting period and the client received at least one service during the reporting period, then the client is <strong>New</strong>. If <strong>First Contact Date</strong> is prior to the reporting period and the client received service in the reporting period, then the client is <strong>ongoing</strong>.</td>
</tr>
<tr>
<td>Race</td>
<td>Drop-down Menu</td>
<td>Select the most appropriate race from the drop-down menu to complete this field. An “unknown” category is also included.</td>
</tr>
<tr>
<td>Sex</td>
<td>Drop-down Menu</td>
<td>Select male, female, or other from the drop-down menu.</td>
</tr>
<tr>
<td>Age at First Contact</td>
<td>Data Field</td>
<td>InfoNet does not include birthdates, so you must enter the client’s <strong>age at first contact</strong>. Enter “–1” for unknown.</td>
</tr>
<tr>
<td>Health Insurance</td>
<td>Drop-down Menu</td>
<td>Select the most appropriate health insurance information from the drop-down menu.</td>
</tr>
<tr>
<td>Custody</td>
<td>Drop-down Menu</td>
<td>Select who has custody of the client from the drop-down menu.</td>
</tr>
</tbody>
</table>
### Variables (cont’d) | Category (cont’d) | Explanation (cont’d)
--- | --- | ---
Lives With | Drop-down Menu | Select who the client lives with from the drop-down menu.
School | Drop-down Menu | Select the most appropriate completed level of education information from the drop-down menu.
DCFS Open | Checkbox | Check whether there is an open DCFS case on the child.
DCFS Investigation | Checkbox | Check whether there is currently a DCFS investigation pending on the child.

### Special Needs

1. Click on the Special Needs tab to continue entering Intake Information.
2. Check any **Special Needs** that may apply to the client. Use the drop-down menu to indicate the client’s **Primary Language** if an interpreter is required. Be sure to specify “Other special needs” if it is used.
3. Click Save.

![Special Needs tab](image)
The Service Needs/Received tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Needs at Intake</td>
<td>Checkboxes</td>
<td>Select the <strong>Service Needs</strong> your client needed at intake.</td>
</tr>
<tr>
<td>Services Received</td>
<td>Checkboxes</td>
<td>Select the services provided to or secured for the client.</td>
</tr>
</tbody>
</table>

**Behaviors**

1. Click on the Behaviors tab to continue entering Intake Information.
2. Select the respective emotional, physical, social, and educational (if in school) **Behaviors** your client exhibits at intake and outtake.
3. Click Save.

The Behaviors tab includes the following field:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behaviors at Intake</td>
<td>Checkboxes</td>
<td>Select the respective behaviors your client exhibits at intake.</td>
</tr>
<tr>
<td>Behaviors at Outtake</td>
<td>Checkboxes</td>
<td>Select the respective behaviors your client exhibits at outtake.</td>
</tr>
</tbody>
</table>
Residence

1. Click on the Residence tab to continue entering Intake Information.
2. Click on Add Residence.

3. Enter the Effective Date of residence. Although a client most likely has lived at the current location before seeking services, you are only concerned about his/her residence starting at the time of intake. Once this information is entered, you will be allowed to save the data and a history of the client’s residence is started. **Effective Date** is the only mandatory information in this window; however, you are encouraged to enter county-level data in order to facilitate regional analysis of data.

4. Click Save.
5. If the client moves anytime while receiving services, click “Add Residence” and enter the new information. Once the information is saved, the current and previous residences will be displayed. When you click Save, the database will validate city or town, township, county, and zip code. An error message will be displayed if the data is incorrect.
The Residence tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Date</td>
<td>Data Field</td>
<td><strong>Effective Date</strong> of residence should be no earlier than date of intake and later than date of initial intake data entry.</td>
</tr>
<tr>
<td>State</td>
<td>Drop-down Menu</td>
<td>Select the client’s <strong>State</strong> of residence from the drop-down menu. IL is the Default State.</td>
</tr>
<tr>
<td>City or Town*</td>
<td>Data Field</td>
<td>Enter the client’s residential <strong>City or Town</strong>.</td>
</tr>
<tr>
<td>Township*</td>
<td>Data Field</td>
<td>Enter the client’s residential <strong>Township</strong>.</td>
</tr>
<tr>
<td>County</td>
<td>Drop-down Menu</td>
<td>Select the client’s residential <strong>County</strong> from the drop-down menu.</td>
</tr>
<tr>
<td>Zip Code*</td>
<td>Data Field</td>
<td>Enter the client’s residential <strong>Zip Code</strong>.</td>
</tr>
</tbody>
</table>

*The level of detail mandated by local funders determines collection and entry of city or town, township, and zip code data.
Victim Medical and Criminal Justice Information

When the demographic tabs have been completed, information on the adult client’s progress through the medical and criminal justice processes should be entered. Under this section, medical response, police involvement, prosecution involvement, and orders of protection cover the medical and criminal justice systems’ response to a client’s victimization. You should go through these screens with your client at the time of intake and complete any available information. You should update these forms as more information becomes available. The following steps should be used to enter victim medical and criminal justice information:

1. Click the **Victim Medical/CJ** Button in bottom right-hand corner of form.

   OR

1. Select **Client** from the menu bar.
2. Select **Client Medical/CJ Process**.

OR
Medical

1. Under the **Medical** tab, select answers in the drop-down menus and open data fields related to any medical issues related to the client’s primary presenting issue. Also, check any violent actions the offender took during the offense. Once this information is entered, you will be allowed to save the data on this page and continue to the next tab.

2. Click Save.

The Medical tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visit Medical Facility</td>
<td>Drop-down Menu</td>
<td>Select whether the victim visited a <strong>Medical Facility</strong>.</td>
</tr>
<tr>
<td>Treated for Injuries</td>
<td>Drop-down Menu</td>
<td>Select whether the victim was <strong>Treated for Injuries</strong>.</td>
</tr>
<tr>
<td>Seriousness of Injury</td>
<td>Drop-down Menu</td>
<td>Select whether the injury required hospital admission.</td>
</tr>
<tr>
<td>Photo Taken</td>
<td>Drop-down Menu</td>
<td>Select whether any photos were taken of the client’s injuries.</td>
</tr>
<tr>
<td>Where are the Photos</td>
<td>Data Field</td>
<td>If taken, enter where any photos are stored.</td>
</tr>
<tr>
<td>Type of Medical Facility</td>
<td>Drop-down Menu</td>
<td>Select what <strong>Type of Medical Facility</strong> the client visited.</td>
</tr>
<tr>
<td>Variables (cont’d)</td>
<td>Category (cont’d)</td>
<td>Explanation (cont’d)</td>
</tr>
<tr>
<td>-------------------------</td>
<td>------------------------</td>
<td>------------------------------------------------</td>
</tr>
<tr>
<td>Evidence Kit Used</td>
<td>Drop-down Menu</td>
<td>Select whether an <strong>Evidence Kit was Used</strong>.</td>
</tr>
<tr>
<td>Other Family Problems</td>
<td>Data Field</td>
<td>Enter any other <strong>Family Problems</strong>.</td>
</tr>
<tr>
<td>Severity of Abuse</td>
<td>Checkboxes</td>
<td>Select the <strong>Severity of Abuse</strong> the offender inflicted upon the victim.</td>
</tr>
</tbody>
</table>

**Police/Prosecution**

1. Click on the Police/Prosecution tab to continue entering Intake Information.
2. Enter the **Date** the incident was **Reported to Police**. Check whether there were interviews performed by a **Patrol Officer**, **Detective**, or **State’s Attorney**. Indicate if the client entered a **Victim/Witness Program**, as well as if there is a **Trial Scheduled**.
3. If the client has a trial scheduled, be sure to keep all of the case information current in the database. Select the **Trial Type** from the drop-down menu. Enter the number of **Court Appearances**, **Defense Continuances**, and **Prosecution Continuances**, and select the type of the **Victim/Witness Participation** from the drop-down menu.
4. Click Save.

Click “Save” when fields are completed
The Police/Prosecution tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Reported to Police</td>
<td>Data Field</td>
<td>Enter the Date the client reported the presenting issues to the police.</td>
</tr>
<tr>
<td>Patrol Interview</td>
<td>Checkbox</td>
<td>Check if there was an Interview by a patrol officer.</td>
</tr>
<tr>
<td>Detective Interview</td>
<td>Checkbox</td>
<td>Check if there was an Interview by a detective.</td>
</tr>
<tr>
<td>State’s Attorney Interview</td>
<td>Checkbox</td>
<td>Check if there was an Interview by a state’s attorney.</td>
</tr>
<tr>
<td>Victim/Witness Program</td>
<td>Checkbox</td>
<td>Check if a Victim/Witness Program was available.</td>
</tr>
<tr>
<td>Trial Scheduled</td>
<td>Checkbox</td>
<td>Check if there is a Trial Scheduled.</td>
</tr>
<tr>
<td>Trial Type</td>
<td>Drop-down Menu</td>
<td>Select the Trial Type from the drop-down menu.</td>
</tr>
<tr>
<td>Number of Court Appearances</td>
<td>Data Field</td>
<td>Enter the Number of Court Appearances.</td>
</tr>
<tr>
<td>Number of Defense Continuances</td>
<td>Data Field</td>
<td>Enter the Number of Defense Continuances.</td>
</tr>
<tr>
<td>Number of Prosecution Continuances</td>
<td>Data Field</td>
<td>Enter the Number of Prosecution Continuances.</td>
</tr>
<tr>
<td>Victim/Witness Participation</td>
<td>Drop-down Menu</td>
<td>Select whether the victim received services from a Victim/Witness Program.</td>
</tr>
</tbody>
</table>

*These numbers should be updated each time an event occurs.

**Order of Protection**

1. Click on the Order of Protection tab to continue entering Intake Information.
2. Click on **Add Order of Protection**.

Click “Add Order of Protection”
3. Select the status of **Originally Sought Order**, **County**, and **Type** of Order sought from the drop-down menu, and enter the **Date** the Order was filed. Although, these four fields are mandatory, you should make every effort to fill out as many of the other Order of Protection fields as possible. Once an order has been granted, the fields on this page should not be updated or modified.

4. Click Save.

5. If the client receives or petitions for another Order of Protection while receiving services, click “Add Order of Protection” and enter the new information. Once the information is saved, all orders of protection records for the client will be displayed. If an order is vacated, it is okay to edit the record by adding a date vacated.
6. Subsequent activities should be documented by selecting the **Activity** Button associated with this record. Extensions of the Order of Protection expiration date or changes to the Order of Protection type are some of the activities that should be indicated here.
7. Once Activity is entered, it can either be edited or deleted by clicking either **Edit** or **Delete** next to the respective Activity.
8. After adding or editing an Order of Protection Activity, click Close.
The originally sought Order of Protection window includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Originally Sought Order</td>
<td>Drop-down Menu</td>
<td>Indicate whether the <strong>Originally Sought Order</strong> was Granted, Denied, or Pending. Once an order has been granted or denied, the status should be changed according from pending.</td>
</tr>
<tr>
<td>County</td>
<td>Drop-down Menu</td>
<td>Select the <strong>County</strong> in which the order was filed from the drop-down menu.</td>
</tr>
<tr>
<td>Type</td>
<td>Drop-down Menu</td>
<td>Indicate whether the order is an Emergency, Plenary, or Interim <strong>Type</strong> of order from the drop-down menu.</td>
</tr>
<tr>
<td>Forum</td>
<td>Drop-down Menu</td>
<td>Indicate whether the order was requested in criminal or civil court.</td>
</tr>
<tr>
<td>Date Filed</td>
<td>Data Field</td>
<td>Enter the <strong>Date</strong> the order was <strong>Filed</strong>.</td>
</tr>
<tr>
<td>Date Issued</td>
<td>Data Field</td>
<td>Enter the <strong>Date</strong> the order was <strong>Issued</strong>.</td>
</tr>
<tr>
<td>Date Vacated</td>
<td>Data Field</td>
<td>Enter the <strong>Date</strong> the order was <strong>Vacated</strong>. This field should only be completed if the order is vacated prior to the expiration date.</td>
</tr>
<tr>
<td>Original Expiration Date</td>
<td>Data Field</td>
<td>Enter the order’s <strong>Original Expiration Date</strong>. Do not modify or change this date if the order is extended or modified. To enter an extension of the order, go to Activities related to the order.</td>
</tr>
<tr>
<td>Comments</td>
<td>Data Field</td>
<td>Enter any comments regarding the client’s order of protection.</td>
</tr>
</tbody>
</table>
The Order of Protection Activity drop-down menu includes the following selections:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Extensions</strong></td>
<td>Select this if the expiration date of the order has been extended. Select this only if the Order of Protection type has <strong>NOT</strong> changed. Remember to also include the new expiration date.</td>
</tr>
<tr>
<td><strong>Modifications</strong></td>
<td>Select this if there has been a modification to the Order of Protection other than an extension, upgrade, or violation (i.e. change in visitation status or remedy).</td>
</tr>
<tr>
<td><strong>Violations without Police Charges</strong></td>
<td>Select this if there was a violation of an Order and police charges were not filed. (i.e. An advocate believes the offender violated an Order of Protection, even if the police weren’t called and/or there wasn’t a police report).</td>
</tr>
<tr>
<td><strong>Violations with Police Charges</strong></td>
<td>Select this if there was a violation of an Order of Protection and police charges were filed. Remember to include the corresponding police and/or prosecution information in the Offender Criminal Case section.</td>
</tr>
<tr>
<td><strong>Emergency to Interim</strong></td>
<td>Select this if the Order of Protection has been upgraded from an Emergency Order of Protection to an Interim Order of Protection.</td>
</tr>
<tr>
<td><strong>Emergency to Plenary</strong></td>
<td>Select this if the Order of Protection has been upgraded from an Emergency Order of Protection to a Plenary Order of Protection.</td>
</tr>
<tr>
<td><strong>Interim to Plenary</strong></td>
<td>Select this if the Order of Protection has been upgraded from an Interim Order of Protection to a Plenary Order of Protection.</td>
</tr>
</tbody>
</table>
Offender and Offender Criminal Case Information

You can enter limited data on the offender, including his/her sex, race, county of residence, relationship to client, and age. If the offender has a child with the victim, you can also indicate if the offender has visitation rights. If your client experienced victimization by multiple offenders, you can enter data on each offender. The database also allows you to track the offender’s process through the criminal justice system. You can enter the offender’s police and trial charges, as well as sentence records. If there are multiple offenders, you can enter this information for each respective offender. The following steps should be used to enter offender and offender criminal case information data:

1. Click the **Offenders** Button in bottom right-hand corner of form.

   OR

1. Select **Client** from the top toolbar.
2. Select **Offenders > View or Modify**.

   OR

Select "View or Modify"
**Offenders**

*To Add New Offender*

1. Click on **Add Offender**.

2. Select the **Sex** and **Race** of the offender from the drop-down menu, enter the offender’s **Age**, and select the type of **Visitation** the offender is allowed if visitation is applicable. Once this information is entered, you will be allowed to save the data and a history of the client’s offenders is started. While these four fields are mandatory, you should make every effort to fill out as many of the other Offenders fields as possible.

3. Click **Save**.
4. Once you have submitted an offender’s information, the following screen will list each offender entered for your client within a green summary bar. This section allows you to modify information on a current abuser and/or add multiple offenders if necessary. Click Add Offender if there is another offender to enter into the database. You will replicate the process of adding the first offender. When all offenders are displayed, each will be given its own computer-generated Offender ID. When entering data for each one, be sure to pay close attention to the Offender ID so that the data is correct for each respective offender.
Edit Existing Offender
1. Click the Edit button next to the offender you need to revise.
2. Make revisions to entry.
3. Click Save.

Delete Existing Offender
1. Click the Delete button next to offender you need to delete.
2. Click Ok.

The Offender window includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sex</td>
<td>Drop-down Menu</td>
<td>Select the offender’s Sex from the drop-down menu.</td>
</tr>
<tr>
<td>Race</td>
<td>Drop-down Menu</td>
<td>Select the offender’s Race from the drop-down menu.</td>
</tr>
<tr>
<td>Age at Victim Intake</td>
<td>Data Field</td>
<td>Enter the offender’s Age at the time of Victim Intake. Enter –1 if the offender’s age is unknown.</td>
</tr>
<tr>
<td>Residence</td>
<td>Drop-down Menu</td>
<td>Select the offender’s Residence from the drop-down menu.</td>
</tr>
<tr>
<td>County</td>
<td>Drop-down Menu</td>
<td>Select the offender’s County of residence from the drop-down menu.</td>
</tr>
<tr>
<td>Visitation</td>
<td>Drop-down Menu</td>
<td>If there are children involved, select the type of Visitation the offender is allowed from the drop-down menu</td>
</tr>
<tr>
<td>Relationship to Victim</td>
<td>Drop-down Menu</td>
<td>Select the offender’s Relationship to the Victim from the drop-down menu.</td>
</tr>
</tbody>
</table>

Police Information

Add New Police Information
1. You can enter whether the police arrested and/or charged the offender(s). While this information may not be available at the time of intake, it can be added or updated as it becomes available or known. If a suspect was arrested, you can enter whether the charge(s) were felony or misdemeanor charges, and what the actual charges were. Click on the Police Info. tab to enter this data.
2. If there is one offender, simply click on Add Charge.
3. If there are multiple offenders, click on Pick Offender. A popup window will open, displaying all of the offenders. Select the specific offender to which you want to add police data. Be sure to check the Offender ID to make sure you are
about to select the correct offender. Click **OK**. Once the respective offender is selected, click on **Add Charge**.
4. Select whether there was an **Arrest Made**. Once this information is entered, you will be allowed to save the data and a history of the offender’s police contacts is started. Although this is the only mandatory information in this window, you
should make every effort to fill in as many of the Police Charge fields as possible. You can enter one record to reflect each offender arrest and/or charge.

5. Click Save.

6. After the police information is saved, the offender data will now appear in a blue summary bar. You will not be able to modify this data; however, the recently entered police data will appear within a green summary bar, which can be modified or updated. If the offender has multiple charges, click Add Charge to continue entering the police data. If there are multiple offenders and there is police information for another offender, click Change Offender to pull up the respective offender’s information that needs police data added to it. Before entering data, however, be sure to check the Offender ID to make sure you selected the correct offender.
**Edit Existing Police Charge**
1. Click the **Edit** button next to the charge to revise.
2. Make revisions to entry.
3. Click **Save**.

**Delete Existing Other Staff Activity Listing**
1. Click the **Delete** button next to the charge to revise.
2. Click OK.

The Police Charge window includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrest Made</td>
<td>Drop-down Menu</td>
<td>Select if there was an <strong>Arrest Made</strong> from the drop-down menu.</td>
</tr>
<tr>
<td>Date of Arrest</td>
<td>Data Field</td>
<td>Enter the <strong>Date of Arrest</strong>.</td>
</tr>
<tr>
<td>Police Charge</td>
<td>Drop-down Menu</td>
<td>Select if there was a <strong>Police Charge</strong> from the drop-down menu. The charges are grouped by sex-related crimes, domestic violence-related crimes, and other crimes. The charges are sorted alphabetically for each group.</td>
</tr>
<tr>
<td>Charge Type</td>
<td>Drop-down Menu</td>
<td>Indicate if the <strong>Charge</strong> was a misdemeanor or felony from the drop-down menu.</td>
</tr>
<tr>
<td>Date of Charge</td>
<td>Data Field</td>
<td>Enter the <strong>Date of Charge</strong>.</td>
</tr>
</tbody>
</table>

**State’s Attorney Information**

**Add New State’s Attorney Information**

1. You can enter whether the state’s attorney filed any charges against the offender. While this information most likely won’t be available at the time of intake, it should be added and/or updated as it becomes available and as the criminal case proceeds. Click on the **State’s Attorney Info** tab to enter this data.
2. If there is one offender, simply click on **Add Charge**.

   **OR**
2. If there are multiple offenders and you are continuing data entry from the police information tab, you will remain on the last offender for which you entered data. Be sure to check the Offender ID to make sure you are entering the correct data for the selected offender.

   **OR**
2. If there are multiple offenders and you are entering state’s attorney data directly after logging onto InfoNet, click on **Pick Offender** to select the specific offender to which you want to add state’s attorney data. Be sure to check the Offender ID to make sure you selected the correct offender. Once the respective offender is selected, click on **Add Charge**.
If there are multiple offenders, click here to select the specific offender to which you want to add state’s attorney data.

Select which offender to which you would like to add state’s attorney information.

Click “Add Charge”

Click “Add Charge”

Click “OK”
3. Select whether there were any **Charges Filed** by the state’s attorney. Once this information is entered, you will be allowed to save the data and the offender’s charge history is started. Although this is the only mandatory information in this window, you should make every effort to indicate the type of charge by the state’s attorney, charge date, disposition, and the disposition date. Again, the data on this page should be updated as information becomes available and as the criminal case proceeds.

4. Click Save.

5. After the state’s attorney information is saved, the offender and police data will now appear in a blue summary bar. You will not be able to modify this information; however, the recently entered state’s attorney data will appear within a green summary bar, which can be modified or updated by clicking **Edit**. If the offender has multiple charges filed, click **Add Charge** to continue entering the state’s attorney data. If there are multiple offenders and there is state’s attorney information for another offender, click **Change Offender** to pull up the respective offender’s information that needs state’s attorney data added to it. Before entering data, however, be sure to check the Offender ID to make sure you selected the correct offender.
**Edit Existing SA Charge**
1. Click the **Edit** button next to the charge to revise.
2. Make revisions to entry.
3. Click **Save**.

**Delete Existing SA Charge**
1. Click the **Delete** button next to the charge revise.
2. Click OK.

The State’s Attorney Charge window includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charges Filed</td>
<td>Drop-down Menu</td>
<td>Select whether there were <strong>Charges Filed</strong> by the state’s attorney from the drop-down menu.</td>
</tr>
<tr>
<td>State’s Attorney Charge</td>
<td>Drop-down Menu</td>
<td>Select the type of <strong>State’s Attorney Charge</strong> from the drop-down menu.</td>
</tr>
<tr>
<td>Charge Date</td>
<td>Data Field</td>
<td>Enter the <strong>Charge Date</strong>.</td>
</tr>
<tr>
<td>Disposition</td>
<td>Drop-down Menu</td>
<td>Select the <strong>Disposition</strong> from the drop-down menu.</td>
</tr>
<tr>
<td>Disposition Date</td>
<td>Data Field</td>
<td>Enter the <strong>Disposition Date</strong>.</td>
</tr>
</tbody>
</table>
Sentences

Add New Sentence

1. You can enter whether any of the state’s attorney’s charges led to the sentencing of the offender(s). If an offender was convicted, you can enter the sentence and sentence length. While this information won’t be available at the time of intake, it should be added and/or updated as it becomes available and as the criminal case proceeds. Click on the Sentences tab to enter this data.

2. If there is one offender, simply click on Add Sentence.

OR

2. If there are multiple offenders and you are continuing data entry from the state’s attorney information tab, you will remain on the last offender for which you entered data. Be sure to check the Offender ID to make sure you are entering the correct data for the selected offender. Click on Add Sentence.

OR

2. If there are multiple offenders and you are entering sentencing data directly after logging onto InfoNet, click on Pick Offender to select the specific offender to which you want to add sentence data. Be sure to check the Offender ID to make sure you selected the correct offender. Once the respective offender is selected, click on Add Sentence.
Select which offender to which you would like to add sentencing information.

Click “OK”.

Click “Add Sentence”.
3. Enter the **Sentence Date**. Once this is entered, you will be allowed to save the page and the offender’s sentencing information will be displayed with the offense and charge history. Although this is the only mandatory information in this window, you should make every effort to specify the type of sentence, as well as the sentence length. Again, the data on this page should be updated as information becomes available and as the criminal case proceeds.

4. Click Save.

5. After the sentencing information is saved, the offender and state’s attorney data will appear in two separate blue summary bars. You will not be able to modify this information; however, the recently entered sentencing data will appear within a green summary bar, which can be modified or updated by clicking **Edit**. If the offender has multiple sentences, click **Add Sentence** to continue entering the sentencing data. If there are multiple offenders and there is sentencing data for another offender, click **Change Offender** to pull up the respective offender’s information that needs sentencing data added to it. Before entering data, however, be sure to check the Offender ID to make sure you selected the correct offender.
Edit Existing Sentence
1. Click the **Edit** button next to the sentence to revise.
2. Make revisions to entry.
3. Click **Save**.

Delete Existing Sentence
1. Click the **Delete** button next to the sentence to revise.
2. Click OK.

The Sentences window includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sentence Date</td>
<td>Data Field</td>
<td>Enter the <strong>Sentence Date</strong>.</td>
</tr>
<tr>
<td>Sentence</td>
<td>Drop-down Menu</td>
<td>Select the type of <strong>Sentence</strong> from the drop-down menu.</td>
</tr>
<tr>
<td>Sentenced</td>
<td>Data Field</td>
<td>If the sentence includes a specific timeframe, enter how long the offender was <strong>Sentenced</strong> by year, month, and day.</td>
</tr>
</tbody>
</table>
Direct Client Service Data

During the time you are actively providing service(s) to a client, you need to enter hours of service provided on an ongoing basis (perhaps daily, weekly, or monthly). You will also enter the name of the staff person (volunteer) providing the service, the date the service was provided, and the specific service provided. As well as entering service data, you will also be monitoring cancellation of service and no show data. This will be similar to entering service data, whereas you will enter the type of service cancelled/not attended, reason why the service did not take place, staff person scheduled to provide the service, and the date the service was scheduled to occur. The following steps should be used to enter direct client service data:

1. Click the Services Button in the bottom right-hand corner of the form.

OR

1. Select Services from the menu bar.
2. Select Direct Client Services.

OR

Select “Direct Client Services”
**Direct Client Services**

1. Use the drop-down menu to select the type of Services your client received, as well as the name of the Staff member who provided that service. Enter the date of the service, along with the amount of Hours each service lasted. Use the Tab button to move the cursor in order to enter multiple services.

2. Click Save.

3. After saving the direct client service data, click on the View Services button if you would like to view and edit or delete the previously entered services. Select Edit or Delete, and then click OK. If further services are provided, they could be entered and saved on this screen exactly how the original services were entered.
Enter new services here

Click to view services already entered

Select either to edit or delete the respective service

Click "OK"
The Direct Client Services tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
<td>Drop-down Menu</td>
<td>Select the <strong>Service</strong> the client received from the drop-down menu.</td>
</tr>
<tr>
<td>Staff</td>
<td>Drop-down Menu</td>
<td>Select the <strong>Staff</strong> member who provided the service from the drop-down menu.</td>
</tr>
<tr>
<td>Date</td>
<td>Data Field</td>
<td>Enter the <strong>Date</strong> the service was provided.</td>
</tr>
<tr>
<td>Hours</td>
<td>Data Field</td>
<td>Enter then number of hours the service lasted.</td>
</tr>
</tbody>
</table>

**Cancellations/No Show**

1. Click on the Cancellations/No Show tab to continue entering Direct Client Service Data.
2. Select the type of **Service** from the drop-down menu, as well as the **Reason**. “**Cancellation**” is when the client calls ahead to cancel the session and “**No Show**” is when the client simply does not show up for the scheduled appointment.
3. Select the **Staff** member coordinating the service, and enter the date the service was scheduled to take place. Use the Tab button to move the cursor in order to enter multiple cancelled services.
4. Click Save.
5. After saving the cancellations/no show, click on the **View Services** button if you would like to view and edit or delete the previously entered services. Select **Edit** or **Delete**, and then click **OK**. If further services are provided, they could be entered and saved on this screen exactly how the original services were entered.
The Cancellations/No Show tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
<td>Drop-down Menu</td>
<td>Select the <strong>Service</strong> the client either cancelled or did not show from the drop-down menu.</td>
</tr>
<tr>
<td>Reason</td>
<td>Drop-down Menu</td>
<td>Select the <strong>Reason</strong> the service was not provided (i.e. cancellation or no show).</td>
</tr>
<tr>
<td>Staff</td>
<td>Drop-down Menu</td>
<td>Select the <strong>Staff</strong> member scheduled to provide the service from the drop-down menu.</td>
</tr>
<tr>
<td>Date</td>
<td>Data Field</td>
<td>Enter the <strong>Date</strong> the service was scheduled to occur.</td>
</tr>
</tbody>
</table>
Group Services

Two major changes were made regarding Group Services in October 2005 to reduce data entry burden on programs: 1) Users no longer need to enter group services in both Direct Client Services and Community, Institutional, and Group Services. Several group services were removed from the drop-down menus on both pages. 2) A separate Group Services page, which includes a tab to enter a list of Attendees, was created within the Services menu. Users will now be able to enter a Group Service and select the respective attendees from a client list. Due to this modification, Community, Institutional, and Group Services has now changed to just Community and Institutional Services.

Client-level Group Service data entered before this update is still saved in InfoNet and can be viewed along with the rest of the Client’s services within the Direct Client Services page. Users will be able to edit any of the old Group Service data within the new Group Services section. However, Clients are still assigned to these old Group Services, even though the Attendees page will not display this information. Assigning Attendees to existing Group Services will only lead to double-counting of Clients.

Adding New Group Service Session

1. Click Services from the top toolbar.
2. Select Group Services.
3. Under the **Group Services** tab, complete each field regarding group service data. The fields highlighted in red are mandatory.

4. **Click Save.**

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Service</td>
<td>Drop-down Menu</td>
<td>Select the <strong>Group Service</strong> your staff provided to clients from the drop-down menu.</td>
</tr>
<tr>
<td>Number of Sessions</td>
<td>Data Field</td>
<td>Enter the number of sessions of the group service your staff conducted.</td>
</tr>
<tr>
<td>Total Hours</td>
<td>Data Field</td>
<td>Enter the length of the group session (i.e. 6:00pm to 7:00pm is 1 hour). When entering the number of hours, be sure the total is entered by quarter-hour increments (ex. 1, 1.25, 1.5, or 1.75).</td>
</tr>
<tr>
<td>Number of Attendees</td>
<td>Data Field</td>
<td>Enter the unduplicated number of attendees.</td>
</tr>
<tr>
<td>Date</td>
<td>Data Field</td>
<td>Enter the date the session was <strong>provided</strong>.</td>
</tr>
<tr>
<td>Staff/Volunteer</td>
<td>Drop-down Menu</td>
<td>Select the name(s) of the staff facilitating the group session.</td>
</tr>
<tr>
<td>Conduct Hours</td>
<td>Data Field</td>
<td>For each staff person, enter the number of hours spent conducting the session.</td>
</tr>
<tr>
<td>Prepare Hours</td>
<td>Data Field</td>
<td>For each staff person, enter the number of hours spent preparing for the session.</td>
</tr>
</tbody>
</table>
Adding Attendees

1. Once the Group Service data is saved, you will be asked whether you would like to assign Attendees to the Group Service. Click OK and the Attendees tab will automatically open.

2. Under the Attendees tab, click the Add/Remove Clients button to add clients to the Group Service.

3. A Search Client window will open. The window defaults to searching for clients receiving group services in the last 90 days. Delete the Group Service Date range – since this tool is new, there are not any saved clients with group services yet.

4. Leave all search fields blank so that all clients will appear in the Available Clients window. To save time, you can filter clients by entering the Client ID and/or selecting the Client Type (Adult or Child).

5. Click Search.

6. Clients fitting your search criteria will appear in the Available Clients window. Highlight the Clients assigned to this Group Service. You can select multiple clients at one time by holding down your Ctrl Key while clicking on each Client ID number.
7. Click the single top arrow to move those clients into the **Selected Clients** window.
8. Click **OK**.

9. All Clients will be displayed with their Group Service. If a Client did not attend the Group Service for the entire amount of time it was offered, the **Hours** can be adjusted here. To edit the hours of service provided to a Client, edit the Hours next to that Client ID and click **Save**.
10. If all Attendees were not entered for this Group Service, more Clients can be assigned by clicking the **Add/Remove Clients** button and repeating the previous steps.

11. If you need to remove clients from the list, click the **Add/Remove Clients** button. In the **Selected Clients** window on the left side, highlight the Client ID you want removed. Then, click the single arrow button pointed to the right. This will move the client entered by mistake from the **Selected Clients** window to the **Available Clients** window. Click **OK**.

The Group Service tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Service Date</td>
<td>Data Field</td>
<td>Enter a date range to search for available clients to assign the group service.</td>
</tr>
<tr>
<td>Client ID</td>
<td>Data Field</td>
<td>Enter all or part of the <strong>Client ID</strong> to search for available clients.</td>
</tr>
<tr>
<td>Client Type</td>
<td>Drop-down Menu</td>
<td>Select the <strong>Client Type</strong> from the drop-down menu in order to search for available clients.</td>
</tr>
<tr>
<td>Hours</td>
<td>Data Field</td>
<td>Enter the number of group service <strong>Hours</strong> for each respective client.</td>
</tr>
</tbody>
</table>
Editing A Group Service

The following steps show how to find and edit a Group Service:

1. Click Services from the top toolbar.
2. Select Group Services.
3. Click Search.
4. Enter the Date Range for which the Group Service in need of editing can be found.
5. Find the Group Service in need of editing and click the Edit button at the right.
6. If a change is related to Group Service data, click on the **Group Service** tab. Make the necessary changes and click the **Save** button.

7. If a change is related to Attendees assigned to the service, click on the **Attendees** tab. Make the necessary changes and click the **Save** button.
Hotline Calls/Information and Referral

In this section of the database, you will enter hotline calls and information and referral provided to both clients and non-clients. The following steps should be used to enter direct client service data:

1. Select Services from the menu bar.
2. Select Hotline Calls/Info. and Referral Services.
3. Under the Phone Hotline tab, enter the Date the call took place, the Number of Contacts (calls), and the select the Call Type from the drop-down menu. These three categories are the only mandatory fields on this page; however, you should make every effort to complete the remaining fields in order to obtain a better range of data.
4. If a caller is a victim of domestic violence, who is a client of your program with a client ID, the call type is Hotline – has Client ID. If a caller is a victim of domestic violent but is NOT a client of your program, the call type is Hotline – not a Client. Any miscellaneous call not regarding a victim of domestic violence is Hotline – Information & Referral (not a DV victim). If a call is made by the program to a victim of domestic violence who does not have a client ID number in the program, the call type is Call Back – not a client.
5. Click Save.
The Phone Hotline tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Data Field</td>
<td>Enter the <strong>Date</strong> the call took place.</td>
</tr>
<tr>
<td>Number of Contacts</td>
<td>Data Field</td>
<td>Enter the <strong>Number of Contacts</strong> (calls).</td>
</tr>
<tr>
<td>Time of Day</td>
<td>Data Field</td>
<td>Enter the <strong>Time of Day</strong> the call was received.</td>
</tr>
<tr>
<td>Total Time</td>
<td>Data Field</td>
<td>Enter the <strong>Total amount of Time</strong>, in minutes, spent on the call.</td>
</tr>
<tr>
<td>Call Type</td>
<td>Drop-down Menu</td>
<td>Select the <strong>Type of Call</strong> from the drop-down menu.</td>
</tr>
<tr>
<td>Staff/Volunteer</td>
<td>Drop-down Menu</td>
<td>Select the name of the <strong>Staff Person/Volunteer</strong> providing the service from the drop-down menu.</td>
</tr>
<tr>
<td>Referred From</td>
<td>Drop-down Menu</td>
<td>Select the appropriate from the drop-down menu from where the call was referred.</td>
</tr>
<tr>
<td>Referred To</td>
<td>Drop-down Menu</td>
<td>Select the appropriate value from the drop-down menu for where you referred the caller.</td>
</tr>
<tr>
<td>County</td>
<td>Drop-down Menu</td>
<td>Select the <strong>County</strong> of the caller from the drop-down menu.</td>
</tr>
<tr>
<td>Town</td>
<td>Data Field</td>
<td>Enter the <strong>Town</strong> of the caller.</td>
</tr>
<tr>
<td>Township</td>
<td>Data Field</td>
<td>Enter the <strong>Township</strong> of the caller.</td>
</tr>
<tr>
<td>Zip Code</td>
<td>Data Field</td>
<td>Enter the <strong>Zip Code</strong> of the caller.</td>
</tr>
</tbody>
</table>
Community and Institutional Services

You will enter data on the community and institutional-level services you provide. In these forms, you will enter the number of presentations; the hours spent preparing the presentation; traveling to the presentation; conducting the presentation, the number of participants, and the staff providing the services. You will also enter data on staff time spent providing group services (adult, children, family, and IDVA group counseling) for direct service clients here. The following steps should be used to enter community, institutional, and group services data:

1. Select Services.
2. Select Community and Institutional Services.

Services

1. Under the Services tab, select the type of Community and Institutional Services from the drop-down menu. This information is mandatory, along with the following five data fields – Number of Presentations/Contacts, Total Presentations/Contact Hours, Number of Participants, Date of service, and Staff/Volunteer.
2. Although selecting the Staff/Volunteer is the only mandatory field on the right side of the page, make every attempt to report service preparation, conduct, and travel time. This information provides a clear indication of how much staff and volunteer time is spent on group services.
3. Enter any additional comments in the Comments field.
4. Select the Agency and Location where the group service is conducted.
5. Click Save.
6. If you want to add another Community and Institutional Service, be sure to click the Add New button instead of typing over the recently saved service. Doing so will only edit the service and not add a new one.

7. A blank Community and Institutional Service entry form will appear, allowing you to add a new service.
The Services tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community and Institutional Services/Group Services</td>
<td>Drop-down Menu</td>
<td>Select the appropriate service name from the drop-down menu.</td>
</tr>
<tr>
<td>Number of Presentations/Contacts</td>
<td>Data Field</td>
<td>Enter the Number of Presentations provided.</td>
</tr>
<tr>
<td>Total Presentation/Contact Hours</td>
<td>Data Field</td>
<td>Enter the Total Number of Presentation Hours.</td>
</tr>
<tr>
<td>Number of Participants</td>
<td>Data Field</td>
<td>Enter the total Number of Participants.</td>
</tr>
<tr>
<td>Date</td>
<td>Data Field</td>
<td>Enter the Date of the presentation.</td>
</tr>
<tr>
<td>Comments</td>
<td>Data Field</td>
<td>Enter any additional Comments you may have on this presentation.</td>
</tr>
<tr>
<td>Agency</td>
<td>Drop-down Menu</td>
<td>Select the Agency to which the presentation was made from the drop-down menu.</td>
</tr>
<tr>
<td>Location</td>
<td>Data Field</td>
<td>Enter the Location of the agency to which the presentation was made.</td>
</tr>
<tr>
<td>Staff/Volunteer</td>
<td>Drop-down Menu</td>
<td>Select the Name(s) of the staff person(s)/volunteer(s) who provided the presentation.</td>
</tr>
<tr>
<td>Variables (cont’d)</td>
<td>Category (cont’d)</td>
<td>Explanation (cont’d)</td>
</tr>
<tr>
<td>---------------------------</td>
<td>------------------</td>
<td>------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Conduct Hours</td>
<td>Data Field</td>
<td>Enter the number of hours the staff person conducted the presentation.</td>
</tr>
<tr>
<td>Prepare Hours</td>
<td>Data Field</td>
<td>Enter the number of hours the staff person spent preparing for the presentation.</td>
</tr>
<tr>
<td>Travel Hours</td>
<td>Data Field</td>
<td>Enter the number of hours the staff person spent traveling to and from the presentation.</td>
</tr>
</tbody>
</table>

**Publications**

1. Click on the Publications tab to continue entering Community and Institutional Services data.
2. Select the type of **Community and Institutional Services** from the drop-down menu. This is information is mandatory, along with the following five data fields – **Publication Title**, **Publication Date**, **Total Preparation Hours**, **Number of Brochures**, and **Staff/Volunteer**.
3. Make every attempt to report service preparation, conduct, and travel time. This information provides a clear indication of how much staff and volunteer time is spent on group services.
4. If you want to add another **Publication**, be sure to click the **Add New** button instead of typing over the recently saved publication. Doing so will only edit the publication and not add a new one.

5. A blank **Publication** entry form will appear, allowing you to add a new publication.
The Publications tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community and Institutional Services/Group Services</td>
<td>Drop-down Menu</td>
<td>Select the appropriate service from the drop-down menu.</td>
</tr>
<tr>
<td>Publication Title</td>
<td>Data Field</td>
<td>Enter the <strong>Publication Title</strong>.</td>
</tr>
<tr>
<td>Publication Date</td>
<td>Data Field</td>
<td>Enter the <strong>Date</strong> the publication was completed or released.</td>
</tr>
<tr>
<td>Total Presentation Hours</td>
<td>Data Field</td>
<td>Enter the total number of hours it took to <strong>Prepare</strong> the publication.</td>
</tr>
<tr>
<td>Number of Brochures</td>
<td>Data Field</td>
<td>Enter the <strong>number of publications</strong>/PSAs you distributed.</td>
</tr>
<tr>
<td>Comments</td>
<td>Data Field</td>
<td>Enter any additional comments you wish to add to this publication record.</td>
</tr>
<tr>
<td>Staff/Volunteer</td>
<td>Drop-down Menu</td>
<td>Select the name(s) of the staff person(s)/volunteer(s) that prepared the publication from the drop-down menu.</td>
</tr>
<tr>
<td>Preparing Hours</td>
<td>Data Field</td>
<td>Enter the number of hours the staff person spent preparing for the presentation.</td>
</tr>
</tbody>
</table>
Other Staff Activities

This section assists programs in tracking total hours spent on various other activities in which they are involved that are not collected in other places throughout the database. It is not mandatory for most programs; however, some may be asked to collect information on their VOCA or VAWA grant that is not collected elsewhere in the database. The following steps should be used to enter other staff activities data:

1. Select Services from the menu bar.
2. Select Other Staff Activities.
3. Select Other Staff Activity and Staff/Volunteer from their respective drop-down menus. Enter the Date the activity occurred, along with the Conducting Hours. While not mandatory, you can also enter Traveling and Preparation Hours.
4. Click Save.
5. If you want to add another **Other Staff Activity**, be sure to click the **Add New** button instead of typing over the recently saved publication. Doing so will only edit the publication and not add a new one.

6. A blank **Other Staff Activity** entry form will appear, allowing you to add a new publication.
The Other Staff Activities tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other Staff Activity</td>
<td>Drop-down Menu</td>
<td>Select the <strong>Other Staff Activity</strong> from the drop-down menu.</td>
</tr>
<tr>
<td>Staff/Volunteer</td>
<td>Drop-down Menu</td>
<td>Select the name of the staff person/volunteer providing the service from the drop-down menu.</td>
</tr>
<tr>
<td>Date</td>
<td>Data Field</td>
<td>Enter the date the service was provided.</td>
</tr>
<tr>
<td>Conducting Hours</td>
<td>Data Field</td>
<td>Enter the number of <strong>Hours</strong> the staff person spent <strong>Conducing</strong> the activity.</td>
</tr>
<tr>
<td>Traveling Hours</td>
<td>Data Field</td>
<td>Enter the number of <strong>Hours</strong> the staff person spent <strong>Traveling</strong> to the activity.</td>
</tr>
<tr>
<td>Preparing Hours</td>
<td>Data Field</td>
<td>Enter the number of <strong>Hours</strong> the staff person spent <strong>Preparing</strong> for the activity.</td>
</tr>
</tbody>
</table>
**Turn-Aways**

If a family requests temporary housing but you cannot currently provide shelter due to space constraints, you can still enter this data as Turn-Aways. This information will be useful to show whether or not you might need to expand services. The following steps should be used to enter turn-away data:

1. Select Services from the top toolbar.
2. Select Turn-Aways.
3. Enter the **Date**, **Number of Adults**, and **Number of Children** for each family turned away from the shelter due to lack of bed.
4. Select whether the family was given a **Referral to Another Shelter**.
5. Click Save.

---

**Instructions:**

- Select **Services** from the top toolbar.
- Select **Turn-Aways**.
- Enter the **Date**, **Number of Adults**, and **Number of Children** for each family turned away.
- Select whether the family was given a **Referral to Another Shelter**.
- Click **Save**.

---

**Screenshot:**

- Select the **Turn-Aways** category.
- Enter the details for each turn-away family.
- Click **Save** to save the turn-away data.
The Turn-Aways tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Data Field</td>
<td>Enter the <strong>Date</strong> the family was turned away from your shelter.</td>
</tr>
<tr>
<td>Number of Adults</td>
<td>Data Field</td>
<td>Enter the <strong>Number of Adults</strong> in the family.</td>
</tr>
<tr>
<td>Number of Children</td>
<td>Data Field</td>
<td>Enter the <strong>Number of Children</strong> in the family.</td>
</tr>
<tr>
<td>Referral Made to Another Shelter?</td>
<td>Drop-down Menu</td>
<td>Select whether or not a <strong>Referral Was Made to Another Shelter</strong> from the drop-down menu.</td>
</tr>
</tbody>
</table>
Reports

Overview

You are able to generate different types of **Reports** based on the various data entered in the database. Those who have access to generate reports in Infonet include data entry specialists, direct and indirect service staff, program monitors, and agency directors. Infonet reports can be used as a tool to ensure data entry validation, as well as provide project analysis and staff and caseload management. There are three different types of reports you could generate:

1. Exception Reports;
2. Management Reports; and
3. Standard Reports;

Exception Reports

**Exception Reports** help identify data entry errors. When a report is generated, you can request to display records in the database that raise a certain “red flag.” It will highlight records that should be updated. An exception report does not require filters and does not limit itself to selected date parameters. In order to maintain accurate data, you should generate exception reports on a regular basis. The following steps should be used to generate an exception report:

1. Select **Reports** from the top toolbar.
2. Select **Exception Reports**.

Select “Exception Reports”
3. Select **Center Selection** using checkbox.
4. Use the checkboxes to select any subject details listed under **Report Selections** you would like included in the report.
5. Select supplementary report elements if they open after certain **Report Selections** are chosen. If you are examining Open Client Cases or Open Shelter Entries, enter the respective number of exceed days after the last service or shelter stay.
6. Click Generate.

The Exception Reports tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Center Selection</td>
<td>Checkbox</td>
<td>Select center and/or satellite offices using the appropriate checkboxes.</td>
</tr>
<tr>
<td>Report Selection</td>
<td>Checkbox</td>
<td>Use the checkboxes to select any subject details listed under <strong>Report Selections</strong> you would like included in the report.</td>
</tr>
<tr>
<td>Open Service/Shelter Stay</td>
<td>Data Field</td>
<td>If you selected either <strong>Open Client Cases</strong> or <strong>Open &amp; Lengthy Shelter Entries</strong>, enter the number of days after which the database will filter into your reports.</td>
</tr>
</tbody>
</table>
Management Reports

Management Reports display record-level data for one or multiple clients. They identify possible data entry errors and offer the opportunity to validate the data you already entered into the system. Management Reports can be used to analyze staff and service information to assist caseload management.

1. Select Reports from the top toolbar.
2. Select Management Reports.
3. Enter Date Range for report.
4. Select Center Selection using checkbox.
5. Select any one of the Report Selections. Use the checkboxes and pick lists to select any subject details listed under which you would like included in the report.
6. Click Generate.
7. If you would like to filter the data so only selected information is generated into a report, Select your respective filter(s).
8. Click Generate.

The Management Reports tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Range</td>
<td>Data Field</td>
<td>Enter the <strong>Date Range</strong> you would like included in your report.</td>
</tr>
<tr>
<td>Center Selection</td>
<td>Checkbox</td>
<td>Select center and/or satellite offices using the appropriate checkboxes.</td>
</tr>
<tr>
<td>Report Selection</td>
<td>Checkbox/Pick List</td>
<td>Use the checkboxes to select any subject details listed under <strong>Report Selections</strong> you would like included in the report. Use the checkboxes and pick lists to select any subject details listed under which you would like included in the report, as well.</td>
</tr>
</tbody>
</table>
Standard Reports

Standard Reports display aggregate-level data. They provide information on the major data elements in the system. These reports provide statistics on client information, services, and medical and criminal justice system data. You also have the option to insert filters, providing the opportunity to drill down into topic-specific data. The following steps should be used to generate a standard report:

1. Select Reports from the top toolbar
2. Select Standard Reports

3. Enter Date Range for report. This can be done either manually or by selecting a pre-determined date range from the Ranges drop-down menu. By using the drop-down menu, users can generate reports by the month, quarter, or year. Each selection will automatically fill in its respective date range in the Date Range field.
4. Directly to the right of the **Ranges** drop-down menu is a **Generate CSV File** checkbox. By clicking this checkbox, users can create a separate Windows Excel file upon generating the Standard Report.

5. Select **Center Location** using checkbox.

6. Select **Client Information**, **Service/Programs**, or **Medical/CJ Process** for report. Use the checkboxes to select any subject details listed under report selections you would like included in the report.

7. Click **Generate**.

8. If you would like to filter the data so only selected information is generated into a report, click filters **On**.

9. Select your respective filter(s).

10. Click **Generate**.
The Standard Reports tab includes the following fields:

<table>
<thead>
<tr>
<th>Variables</th>
<th>Category</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Range</td>
<td>Data Field Drop-down Menu</td>
<td>Enter the <strong>Date Range</strong> you would like included in your report.</td>
</tr>
<tr>
<td>CSV File</td>
<td>Checkbox</td>
<td>Use the checkbox if you would like to generate a Windows Excel file after generating the Standard Report</td>
</tr>
<tr>
<td>Center Selection</td>
<td>Checkbox</td>
<td>Select center and/or satellite offices using the appropriate checkboxes.</td>
</tr>
<tr>
<td>Report Selection</td>
<td>Checkbox</td>
<td>Select Client Information, Service/Programs, or Medical/CJ Process and the appropriate checkboxes listed under each selection.</td>
</tr>
<tr>
<td>Filters</td>
<td>Checkbox</td>
<td>Use the checkbox to enable or disable <strong>Filters</strong>.</td>
</tr>
<tr>
<td>Staff Filter</td>
<td>Pick list</td>
<td>Select the appropriate <strong>Staff</strong> member from the pick list if you would like to include them in your report.</td>
</tr>
<tr>
<td>Funding Filter</td>
<td>Pick list</td>
<td>Select the appropriate <strong>Funding</strong> source from the pick list if you would like to include it in your report.</td>
</tr>
<tr>
<td>Variables (cont’d)</td>
<td>Category (cont’d)</td>
<td>Explanation (cont’d)</td>
</tr>
<tr>
<td>-------------------</td>
<td>-------------------------</td>
<td>-------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Client Type</td>
<td>Checkbox</td>
<td>Use the checkbox to indicate Client Type in your report.</td>
</tr>
<tr>
<td>Gender</td>
<td>Drop-down Menu</td>
<td>Use the drop-down menu to select the appropriate Gender filter for your report.</td>
</tr>
<tr>
<td>Age Range</td>
<td>Data Field</td>
<td>Enter the Age Range you would like to include in your report.</td>
</tr>
<tr>
<td>Race Filter</td>
<td>Pick list</td>
<td>Select the appropriate Race from the pick list if you would like to include it in your report.</td>
</tr>
<tr>
<td>City Filter</td>
<td>Pick list</td>
<td>Select the appropriate City from the pick list if you would like to include it in your report.</td>
</tr>
<tr>
<td>Township Filter</td>
<td>Pick list</td>
<td>Select the appropriate Township from the pick list if you would like to include it in your report.</td>
</tr>
<tr>
<td>County Filter</td>
<td>Pick list</td>
<td>Select the appropriate County from the pick list if you would like to include it in your report.</td>
</tr>
<tr>
<td>Zip code</td>
<td>Drop-down Menu</td>
<td>Use the drop-down menu to select the appropriate Zip Code filter for your report.</td>
</tr>
</tbody>
</table>
Administrative Reports

The Administrative Report Utility facilitates reporting to the Illinois Coalition Against Sexual Assault, the Illinois Coalition Against Domestic Violence, and the Illinois Department of Human Services by automating report generation, submission, and approval. The Administrative Report Utility allows the Coalition and IDHS to electronically request reports, review reports, and receive report approval from agency directors. It provides agencies with automatic notification that reports have been requested, a link to final reports, and the ability to electronically approve reports.

The Coalition or IDHS will submit an electronic request to the InfoNet database for Standard Reports (Demographic, Services or Medical/Criminal Justice Information). When a request is submitted, notification will be posted in InfoNet for each agency and/or satellite included in the request. The notification will include information such as the type of report requested, the report period, and the date the report is scheduled to run. Agencies will have a link to the final report in InfoNet, and the Coalition or IDHS will have a link to the same report. After reviewing the final report, agencies will send notification to the Coalition or IDHS either approving or rejecting the data in the report.

System Message Page

The System Message page provides a brief summary of reports that have been requested by the Coalition or IDHS and reports that need to be approved.

*A summary of reports requiring agency approval:* Reports that have been generated and are pending approval are listed on the System Message page. To view detailed information about these reports, click on **Coalition Report Approval Pending** or select **Reports > Coalition Reports** from the menu bar.

*A summary of reports requested by the Coalition:* When users logon to InfoNet, they should check this System Message page to see if the Coalition or IDHS has requested a report. If a report has been requested, all data entry for the report period must be completed before 6 p.m. on the day the report is scheduled to run. To view detailed information about the report, click on **Coalition Reports to be Run** or select **Reports > Coalition Reports** from the menu bar.

*Documentation describing InfoNet upgrades and modifications:* Descriptions of InfoNet upgrades and modifications are dated and posted on the System Message page. The most recent documentation is always posted. Click **View All** to display historical documentation.
### Reports that have been run and require approval

<table>
<thead>
<tr>
<th>Report Title</th>
<th>Run Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Quarter, Client Info, Approval Required</td>
<td>1/22/2003</td>
</tr>
<tr>
<td>1st Quarter, Services, Approval Required</td>
<td>1/22/2003</td>
</tr>
</tbody>
</table>

### Reports requested by Coalition but not yet run

<table>
<thead>
<tr>
<th>Report Title</th>
<th>Run Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY03, 6 mon., Clients, Review</td>
<td>1/22/2003</td>
</tr>
<tr>
<td>FY03, 6 mon., Services, Review</td>
<td>1/22/2003</td>
</tr>
</tbody>
</table>

### InfoNet upgrades and modifications

- Recent System Documentation
  - System Message 09-25-2002
Coalition Reports

To view detailed information about Coalition reports, click on the **Coalition Reports to be Generated** or **Coalition Reports Pending Generation** links on the System Message page, or select **Reports > Coalition Reports** from the menu bar. There are two tabs under Coalition Reports: **Scheduled Reports** and **Completed Reports**.

**Scheduled Reports**

The reports listed on the **Scheduled Reports tab** have been requested by the Coalition or IDHS but have not yet been generated. The following is a description of the fields on this tab:

**Run Date:** When the Coalition submits a report request, they will also indicate the date the report should be run. Agency staff should make sure that all data entry is complete before 6:00 p.m. of the scheduled **Run Date**.

**Center Action:** Each report request will be flagged **Review** or **Approval**. **Review** means that the Coalition or IDHS requested a report that only requires agency review. **Approval** means that the Coalition or IDHS requested a report that requires the agency’s approval. The Coalition or IDHS can set Center Action to **Approval** if the report request includes one agency, one satellite or “related locations”, i.e. an agency and its satellite office(s). The Coalition or IDHS cannot set Center Action to **Approval** if the report includes multiple agencies.

**Report Title:** The Coalition or IDHS will provide a title for each report, which may include explanatory information about the report, i.e. FY05 Close-out.

**Begin Date/End Date:** The first and last day of the report period.

**Type:** The Coalition or IDHS can request the Standard Reports in InfoNet, including **Demographics**, **Services**, and **Medical/CJ information**. Click on the type of report to activate a drop-down menu listing the specific Standard Reports requested.

**Center(s):** This field displays agencies and/or satellites to be included in the report. If more than one agency and/or satellite will be included, **Misc. Agencies** will be displayed. Click on **Misc. Agencies** to activate a drop-down menu listing the specific agencies and/or satellites.

**Funding Source:** The Coalition or IDHS can request a report that is filtered by funding source(s). If the report will not be filtered, **No Funding Filter** will be displayed in this
field. If the report will be filtered, the funding source will be displayed. If the report will be filtered on more than one funding source, **Misc. Funding Sources** will be displayed. Click **Misc. Funding Sources** to activate a drop-down menu listing the specific funding sources.

The Coalition or IDHS must set one of the following **Center Actions** for each report requested:

1. **No Action**: Agency will not be notified that a report has been requested and they will not have a link to the final report.
2. **Review**: Agency will be notified that a report has been requested and they will have a link to the final report.

**Completed Reports**

The reports listed on the **Completed Reports tab** have been generated. Following is a description of the fields on this tab:

**Center Approval**: Each report is flagged either **N/A** or **Approval**. **N/A** means a report is available for review and approval is not required. This report can be viewed by clicking on the link in the **Report Title** column. If an **Approval** button is displayed in this column, then the report must be approved or rejected by an agency director. To open a copy of the report that requires agency approval, click the **Approval** button. An **Approve** and **Reject**
button will appear at the top of the report. To send notice to the Coalition or IDHS approving the report, select Approve and click OK. To send notice to the Coalition or IDHS rejecting the report, select Reject. If a report is rejected, you must indicate the reason before clicking OK.

When any action is taken on a report, notification will be automatically sent to the Coalition or IDHS. At the same time, the director of your agency will be sent an e-mail message that includes a copy of the report and the action taken. The director’s e-mail address is maintained by the Coalition and IDHS. The director should contact the Coalition and IDHS to change an address.

**Note:** A report cannot be printed from this view. To print the report, click on the report link in the Report Title column.

**Run Date:** This is the date the report was generated. All relevant data entry should have been completed prior to the Run Date.

**Report Title:** The title in this field is also a link to the final report. To open and/or print a copy of the report, click on the link.

**Begin Date/End Date:** The first and last day of the report period.

**Type:** Demographics, Services, or Medical/CJ information indicates the type of report information requested. Click on the item in this field to activate a drop-down menu listing the specific Standard Reports.

**Center(s):** This field displays a list of agencies and/or satellites included in the report. If more than one agency and/or satellite is included, Misc. Agencies will be displayed in this field. Click on Misc. Agencies to activate a drop-down menu listing the specific agencies and/or satellites.

**Funding Source:** The Coalition or IDHS can request a report that is filtered by funding source(s). If the report is not filtered, No Funding Filter will be displayed in this field. If the report is filtered, the funding source will be displayed. If the report is filtered on more than one funding source, Misc. Funding Sources will be displayed. Click Misc. Funding Sources to activate a drop-down menu listing the specific funding sources.

**Note:** Access to the Administrative Report Utility is available to all users who have permission to logon to InfoNet. If your agency wants to limit access to this utility, you can request the Authority to disable the report approval function for the current agency logon and assign a new administrative logon to the agency. All logons for the agency will continue to have access to the Coalition Report tabs but permission for approving reports will be limited to the administrative logon. Remember, even if an administrative logon has not been assigned, directors will be automatically notified via e-mail when an action has been taken on an agency report.
Click Approval button to review and approve or reject report.

Report rejected.

Report approved.

Report does not require approval.

Click link to open and/or print report.

Select Approval and click OK to send approval to Coalition.
Select Reject, type reason for rejection, and click OK to send rejection to Coalition.
Commonly Asked Questions

GENERAL QUESTIONS AND TROUBLESHOOTING CONNECTIVITY

Q Are the data collection forms developed by ICADV mandatory?

A No. These forms were created for program use so they were not burdened with the creation of such forms. If a program wishes to revise these forms or recreate their own, they may do so as long as required information is included on the revised forms. The forms ICADV created include intake forms for adults and children; medical criminal justice process forms; service note documentation forms for adults and children; hotline call log form; turn away data collection form; group services form; and community and institutional data collection form.

Q There are boxes on the form with the choices that you choose for Service Interaction, such as contact circuit clerk, or safety/flight planning, under Service plan reviewed/updated is box for Explained court process, under POP is box for advised client of court date, etc. These are things that the legal advocate does, but does this form actually have anything to do with the reporting of activities to the Infonet?

A The check boxes are to save some time for staff. These are not SERVICES entered into InfoNet. The forms include some common activities so advocates would not have to write them down each time…there may be 3 or 4 boxes checked for topics covered that all might fit within one service category. For example, you might have spent an hour with a client and check 4 boxes…the hour of service fits civil legal advocacy, that is what goes into InfoNet as a service. For each contact you 1) would enter the hours of service in appropriate category; 2) indicate common topics covered (check boxes) and 3) write notes for interaction in comments section.

Q If I have a staff person that wants to do data entry from her home computer, can I install InfoNet Smartpass on her personal computer for that purpose?

A InfoNet should not be installed off-site. It should only be installed on dv program computers.
Q If I have a staff person that should be able to run reports, but not able to revise or enter new data, can InfoNet accommodate that need?

A Yes. You will have to contact ICJIA at 312-793-8550 to make those arrangements.

QUESTIONS ON ADMINISTRATION INFORMATION

Center Information
Q How often do I need to enter Center information?

A This only needs to be entered when the center is brought online to InfoNet. Then only if major information, such as name changes, do you need to update the information.

Lookup List Editors
Q Who decides what editing should be done to our Agency, Other Staff Activities and/or Funding Source lists?

A Your agency decides what your local needs are. However, you should think critically before editing your lists. You want the lists to be specific to your local need, however, don’t make the lists so specific that you won’t be able to use the options in the long term. Once you add an entry to the lists, it cannot be removed.

Q Is defining the Agency list a requirement so that we can document outside agencies receiving presentations and making referrals?

A No it is not a requirement. Your agency may determine the extent to which to use this function.

Funding for Staff
Q Do I need to enter a new funding statement at the beginning of each fiscal year?

A Yes. You should enter a new funding statement every July 1 to reflect the new fiscal year funding information. It may not be necessary to update the information in the statement if it remains the same as in the previous fiscal year, but you should add a new statement anyway.
Q When do I need to revise my funding statement during the fiscal year?

A You are REQUIRED to add a new statement and make appropriate revisions any time you have turnover in your VOCA and/or VAWA positions or when there is a shift in responsibilities in your VOCA and/or VAWA positions. It is important that you make these revisions at the time they happen.

Q Do I need to enter a separate statement for each logon?

A Yes if funded staff are providing services at each location.

Q How do I remove a person from a funding statement once the staff person has left the program?

A First you must terminate the staff/volunteer in the AdministrationÆStaff Information (or Volunteer Information) section of the database. Then add a new funding statement (AdministrationÆFunding for Staff), assign the Date Effective as the date the staff person was terminated, click on the Edit Staff List button, and remove the staff/volunteer name from the new funding statement, if she is still there. If her termination date is before the new funding statement effective date, InfoNet should have already removed her. Also remember to add the person replacing the terminated staff person if necessary.

Q I cannot find a staff person in my Funding for Staff Edit Staff list?

A First make sure that the staff person is entered in AdministrationÆStaff Information. If she is there, confirm that there is no data in the Termination Date field.

**Staff and Volunteer Information**

Q When a staff person leaves the program, do I delete her from the system? Do I replace her staff record with her replacement’s name?

A No. You should enter her existing staff/volunteer record in the Administration section of the database and enter a termination date. When adding a new staff person always click the Add button and add a new staff person from a blank screen. If you remove her from the system or replace her name with the new person’s name, you will also be removing reference to her name for the data already entered under her name. If someone leaves your program, enter a termination date, and if she returns to the program, just remove her termination date. This will add her to the drop down lists.

Q How do I update a staff person’s name if she gets married and her name changes?

A Enter her record in Administration—Staff Information and change her name and click the Update button.
QUESTIONS ON CLIENT INFORMATION

Client Intake Information

Q What is a client intake?

A Client information collected to document the client’s profile at the time of intake into the program. A sample form can be obtained from ICADV or you may create your own data collection form.

Q What fields on the client intake are mandatory?

A Only Client ID, Age, Race, Sex and First Contact date are mandatory before you can enter a client in InfoNet. However, you should be collecting most intake data for most clients if at all possible, as that information is related to developing a comprehensive safety plan. Unknown and Unassigned data should be kept to a minimum. Most of the data fields in the InfoNet data entry screens for intake are relevant to development of a comprehensive safety plan with a client. Most of this information may be obtained simply by saying to a client “Tell me about your situation”. Discussion style data collection may be better received by a victim that handing her a form and saying “Fill this out”. Advocates who use a discussion style will get all of the information and help victims the most.

DHS Required Fields

DHS funded providers are asked to submit the following fields:

- New, Ongoing and Total Clients and Cases
- Basic Demographic Information (Adults and Child) including Gender, Race and Age at First Contact.
- Adult Client Information including Employment, Education, Health Insurance, Marital Status, Pregnant, Primary Income Source, Number of Children, Referral Source(s), Special Needs, Primary Presenting Issue and Primary Presenting Issue Location. These fields demonstrate eligibility and evaluation for safety and service planning.
- Child Client Information including Education, Child Abuse, Custody, Lives With, and Special Needs. These also demonstrate eligibility and evaluation activities for safety and service planning.
- The fields within the Service Report which are required include any of the Direct Client Services which your program provides, Shelter Information, Hotline Information, and Community, Institution and Group Services which include direct client group services.
- At this time, DHS is not requiring that you submit services for Staff Training, Media Activities, Other Staff Activities and Volunteer Information (the subset of services).
- DHS is not requiring the Medical and Criminal Justice Involvement Reports.
- To demonstrate accurate information and quality services DHS asks that you
minimize the use of Unknown and Unassigned.

- Understanding the human element of recording services and client information, DHS recognizes that the data entered and evaluated will never be perfect.
- Also, the definitions for the various service categories and client descriptors may not encompass every exception. We’ll rely on your choice of the most appropriate descriptor.
- A newer section for turned away victims is required as part of the InfoNet reports. This is a Federal reporting requirement.

Q: What ID numbering system should I use for clients?

A: You may assign your own numbering system to clients. However, you must use your program’s 2 letter code at the beginning of the number and a V or C at the end of the ID number to represent adult victims or children, respectively. For children, before the C at the end of the ID you must also enter the letter that corresponds to the child’s age order (i.e. AC would be for the oldest child, BC would be for the next oldest child, CC for the next oldest, etc…).

Q: Can ID numbers contain client identifiers such as client’s initials, name, date of birth or part of her social security number?

A: Absolutely not! No client identifiers (such as name, initials, birth date, social security number, etc.) should be part of her ID number.

Q: When do I update or enter a new intake/case for a client into InfoNet? Does her first contact date change to the current date or remain the same as the first contact date on the first intake?

A: Updating an intake: You should not update a current intake on a client. The intake information should correspond to her situation at the time of intake. However, some times it is necessary to update some of the information and InfoNet allows for some updating. If some of her information is not obtained at the first contact with a client, but is obtained a few days after the first contact date, then the programs should open that client’s intake screen, and update the blank or unknown fields at that time. If a client has been receiving services for some time and information has changed, then the intake should not be updated unless the following are the fields that need updating: referrals; services needed/received; residence; offender information.

A: Entering a new case: You should enter a new case for a client if she returns after a lapse in service for at least one year. You should not be entering a new case for every client every year if she receives ongoing services from your program. Once assigned an ID number, a client should always have the same ID number. The first contact date in her new case should correspond to her most recent contact with the program. If it is necessary to update her paper intake more often then that, then you may do so for the purposes of providing effective services—you just would not enter that new intake information into InfoNet. Some programs remove paper client files from “active” files within their program, usually for purpose of saving space. This is decided at the Agency policy level. If your
program considers a client “inactive” you would not automatically close the case in InfoNet.

Q When do I have to close a client’s file?

A At this point, it is up to agency policy. InfoNet policy will eventually provide guidelines for programs for closing client cases in InfoNet. Some programs close cases after 3, 6 or 9 months of inactivity because they move “active” files to “inactive” due to lack of space or other reason.

Q If we have a client whose case was closed due to a lack of contact for 1 year or more, and the client makes contact due to the death of a child, should we open a new case on her or enter services under her old case?

A If she is seeking counseling regarding her old dv situation or a new situation, open a new case. If she is seeking general grief counseling, you may want to document the contact under her old case, and refer her to a different agency for grief counseling.

Q How old does a victim have to be to be considered an adult client?

A An adult client should be 18 years of age. However, if you have a teen who is the primary victim of domestic violence, you may open her as an adult. If the teen is not emancipated, you should obtain consent for services from her parent or guardian before providing more than 5 session of up to 45 minutes of service each.

Q Can we serve a child client if we don’t have a related adult client?

A Yes. You should obtain consent for services from her parent or guardian before providing more than 5 sessions of up to 45 minutes of service.

Q If there is a 17 year old child client in shelter who has her 18th birthday while in shelter, do I reenter her as the 18 year old adult or keep her as a child until she & her mother leave the shelter.

A If the child only remained in shelter for a couple of months after her 18th birthday, then she probably should remain a child witness. If she were to continue to receive services for several months after her birthday, it may be more appropriate to close her child file and open an adult one for her if she continues to benefit from the services offered.

Q If a child was a client of the program and returns as an adult victim, do we assign her a new client ID number as if she were a new client?

A If your client was originally seen as a child witness and returns as an adult, primary victim of dv, then you would close her child file, and open her as an adult client assigning her an adult ID number, making reference in her paper client file of her history with the program.

Q If a grandmother has custody of her grandchild, the mother of the grandchild is currently a client of the program, but does not have custody of the child, and
grandmother brings the child in for services due to the violence the child has witnessed, which adult record should the child be associated with—mother or grandmother?

A The child should be tied to the grandmother’s record since she has custody and is bringing the child in for services. Similarly, if a foster parent brings a child witness for services, the child should be tied to the foster parent’s record if the foster parent is also attending services (i.e. to understand issues child may be facing). If the foster parent is not receiving services, the child should be opened independently of the adult.

Q Which county should I document the client as being a resident of?

A The county in which she resided at the time of intake. For example if your client is from Christian County, but moves to shelter in Sangamon County upon intake, you would document her as a Christian County client, not a Sangamon County client.

Q What do I use for the School field for a child too young to be in school?

A Use Not of School Age.

Q What choice for education do I use for a client who received her GED?

A Use high school graduate because a GED is high school equivalency.

Q How do I delete a client?

A You cannot “delete” a client. You must reassign the ID number to your next new client. Then update EVERY field for that ID number with the new client’s information. Or you may overwrite that record with the next new client’s information. You would enter the record you wish to delete, edit the ID number, and enter the new client’s correct intake. Remember that you should also delete any data entered in the Medical/Criminal Justice Section and in the Services Section for that incorrect client ID number.

Q How do correct a data entry error if the data entry person entered a child as an adult or vice versa?

A You cannot delete the client. What you will need to do is give that adult record a new (adult) ID number (for the next new client she goes to enter). To do this, you would view the record associated with the “mis” assigned ID number, click the Edit button, and reassign the record the correct adult ID number for the new adult client. Then, for this corrected adult record you would be entering the adult intake information, replacing the child intake information originally entered for that record. This will replace the "child" info with an actual new adult record. Then you can add the child as a child using the child's actual ID.

Q What is the difference between the “in” and “out” columns on the Child Behavioral Issues data entry screen?

A The “in” column refers to “pre-intervention behavior problems that are identified prior to or during a formal assessment. These are identified at intake; during a
formal assessment; or additional observations (most likely during the first week or service). The “out” column refers to those “post-intervention” behavior problems after assessment and after services begin, usually through observation and/or report by parent and/or child. Because some clients may end services abruptly after a few sessions and do not have the opportunity to fully benefit from the services, grantees should develop a schedule for completing the “out” behavior problems. *Note: that this data collection is required for children served with VOCA Children’s Enhanced Services grants.*

Q If I have a child client that has not received direct client service under her ID number, do I close her case even though she has been coming to the program with mother and has been in child care at the program while mom receives other services?

A No, keep the case open. However, depending on the age of the child, the agency should consider whether the child may benefit from other more meaningful interaction with staff and child such as counseling while mom is receiving services. If child is receiving counseling then the child will have service logs and case would still remain open. *Note: Time spent on doing a child’s intake should be documented as Individual Child Counseling for that child’s ID number. Therefore, every child with an intake should have at least one service record.*

Q How do I enter age for a child under the age of 1 year?

A Enter 0 (zero) as the age.
Q How do I enter age if the age of the client is unknown?

A Enter -1. However, if you have a good estimation of her age enter the approximate value. It is better to have the client fall within an age range on the report than to have several Unknown ages for clients.

Q How do I complete the Pregnant field for a male client?

A Select Not Applicable.

Q How do we open a child client when someone has obtained an OP on her/his behalf?

A See Client Medical Criminal Justice Information Section below.

Q When documenting the number of children an adult client has, should I document the number of children in her care or her total number of children, including grown children?

A Include only those children in her care.

---

Client Medical Criminal Justice Information

Q What is the difference between a new order of protection and an activity on an order of protection?

A The client’s first filing of a petition should be considered the new order of protection, the originally sought order. If the client returns for any additional activity on that petition—including extensions, modifications, violations, or upgrades in the type of order (emergency to a plenary, interim to a plenary, emergency to interim)—these should be documented as an activity on the originally sought order…not as brand new orders of protection.

Q How do I enter an Emergency Order that is denied, but the client’s Plenary Order is later granted?

A Enter the originally sought EOP as denied. Enter the POP as an activity, EOP to POP, to the originally sought order and make sure that you enter the expiration date of the POP as the new date of expiration (note: there would not be an original date of expiration since the EOP was not granted.).
Q How do I document an Order of Protection obtained by an adult on behalf of a child client? What if the adult is not a client of the program?

A Document the order in the opened adult file of the person that is petitioning for the OP on behalf of the child. If the adult obtaining the order is not a client of the program, you should open the child as an adult and assign her a Child ID number, and enter the order under that intake. Remember that you should have required paperwork on file that allows your agency to serve a child without mother becoming client of agency.

Q Is there a place to indicate when an order of protection is vacated by a judge?

A Yes. Enter the Originally Sought Order data record and complete the Data Vacated field for that order of protection.

**Offender Information and Charges**

Q Where do I enter new police and prosecution charges for an offender?

A Open the client’s (victim’s) intake information, click the Offender Tab. From the correct Offender’s information, go to Police and/or State’s Attorney charge data entry forms.

**QUESTIONS ON SERVICES**

**Direct Client Services**

Q What unit of measurement should I use to document direct client services—minutes or hours?

A You should use .25 hour increments. 15 minutes = .25 hours; 30 minutes = .5 hours; etc.

Q May I enter the services provided by contractual consultants/providers into the database?

A Yes. You must enter the contractual person in the Administration ➔ Staff Information section of the database using “Contractual” as their first name. Their last name could be the type of service, or their actual name. For example, your program’s contractual child therapist would have the first name of Contractual and the last name of Child Therapist.

Q What service should I use to document time I spend doing a child’s intake with the mother? What if I am completing multiple children’s intakes with mom—is it Group or Individual Child Counseling?
A You should document this as Individual Child Counseling under the child’s ID number. If intakes for multiple children are being completed, use Individual Child Counseling for each child.

Q If a client leaves shelter for a couple nights and returns to shelter, do we give her a shelter end date when she leaves and open a new shelter record when she returns to shelter?

A If you have a client in shelter, and the client leaves for 1-3 nights and plans to return to shelter, and you are holding the bed open for her, then do not close the shelter service record. Keep the service record open if you are holding the bed for her. If your client is leaving shelter for more than 3 nights in a row, close the shelter record. Document those nights of shelter only for the nights that the client is at the shelter. Always document when the client leaves shelter in your paper log sheet and client files.

Q How long does a client need to be in residence before documenting shelter for her?

A Providing shelter (on or off site) is providing victims with housing in emergency situations. If you provide her a place to stay, document her as receiving shelter. Use your best judgment. If a client comes into shelter for only 2 hours (from 7-9pm) and decides to leave, that would not be considered a shelter night. However, if a client comes into shelter at 3am and leaves at 8am, you have provided her a place to stay over night and would be counted as shelter.

Q What is the difference between on and off site shelter?

A On site shelter is that shelter provide on site at the residential dv program. Off site shelter is that emergency shelter provided to clients by the dv programs but at an off site location such at a safe home or motel.

Q If we had a client at an off-site shelter location, but once space became available in our residential facility, and she transitioned into the shelter, how do we enter her shelter services

A Open and Close the off-site shelter entry to reflect her off-site shelter stay. Then open an on-site shelter record to reflect her on-site shelter stay in your residential facility.

Q How do I document family counseling—in mom and child’s files?

A See Group Services Section below.

Q Do I document any data in a client’s service log if she calls to cancel a counseling appointment or doesn’t show up for an OP hearing?

A This is required for any no show/cancellation being supported by VOCA Special Projects Child Therapy Reimbursement funds. If you wish to track no shows and cancellations for other services, you may do this in the ServicesÆDirect Client ServicesÆNo Show/Cancellation data entry tab. However, if a service is not provided (i.e. client doesn’t show up at court) you would not document hours of
service for the time you waited for the client. Simply enter a No Show record (if you wish to) and make a note in her paper file.

Q When documenting collaborative case management, how do I split up the time spent on this service—split evenly among each staff person involved in discussion?

A You should document the staff person who was the primary source of information in that session and who is completing the documentation for that interaction.

Q If a staff person goes on behalf of a client to pick up the client’s medication, what service should be used to document this activity?

A Transportation.

Q If we spend time distributing medication to adult clients for their children, should the time spent be documented under the adult or child record?

A Document that contact under the child’s record since mom may be administering medication to more than one child.

Q If legal services are provided by a paralegal, should that be documented as Legal Advocacy/Advocate or Legal Services/Attorney?

A Legal Services/attorney because services are provided under the direction and supervision of the attorney.

Q Is time spent entering client data and service data into InfoNet considered a direct client service?

A No. This is considered an operational activity and should not be included in hours of services provided to clients. However, time counselors/advocates spend completing case notes and client files may be counted in direct client services provided to clients. See Direct Client Service definitions for listing of appropriate services.

Q If staff spend time advocating to obtain a taxi cab voucher for a client, would this be considered Transportation or Economic Assistance?

A Transportation.

Q What is the difference between Counseling services and Therapy Services?

A Counseling services are the general emotional support, dv education, etc. that dv programs regularly provide. Therapy activities are more intensive, therapeutic services. If staff are providing therapy, then you should use the therapy categories. If staff are providing more emotional support, then use the counseling categories.

Q How do I count time spent during intake briefly explaining the IDVA and a client’s rights for an order of protection?
A Hopefully this topic is covered at least briefly during every intake which means that every client should have at least some IDVA advocacy (Civil or Criminal Legal Advocacy/OP). This time should be teased out and counted as Civil Legal Advocacy/OP (or Criminal Legal Advocacy/Obtain OP if appropriate). If you are providing this during every intake, the number of NEW clients receiving these services on the Direct Client Service Report should exceed the number of New Clients on the Client Information Report.

Q Are we required to provided .25 hours of Civil Legal Advocacy/OP services to every new client in order to explain her rights under IDVA?

A Although this is considered a very good practice and should be completed with as many new clients as possible so that they are aware of their rights under IDVA, there may be situations that don’t lend themselves to discussing IDVA issues with some clients, especially those in extreme crisis. However, just because it isn’t required, you we wouldn’t want to see less than 90-95% of new clients receiving these services. If the number new clients not receiving this service became excessive, then we might be inclined to explore the situation further with the program.

**Group Services**

Q How do I enter a co-facilitated group session—one hour for each of the co-facilitators or ½ hour for each co-facilitator?

A Go to ServicesÆGroup Services and enter the group session indicating the Conduct Hours and Preparation Hours for each staff person on the right side of the screen. Remember that total presentation hours should only reflect the length of the session (ie if the group was from 6-8pm, total presentation hours would be 2).

Q How do I document family counseling—in mom and child’s files?

A Document family counseling session in ServicesÆGroup Services for both the mother’s file and the children’s files.

Q After I enter the group session information and staff hours spent on providing the group session to clients, how do I enter client ID numbers of those clients that attended the group?

A Once you save the record, a message will appear asking you if you want to add attendees. Click OK and it will open the Attendees tab. If you have entered and saved the group session information and then left the section of the database, you will need to go back into the Group Services section of the database, search for the correct group session record, click on the attendees tab and add your attendees from the available clients list.

Q I can’t find an ID number of a client that has attended a group session. How do I enter the service for that client?

A Most likely the ID number is not showing up in the Available Clients list because the search criteria you have entered is too narrow and eliminating that client.
- If you have dates entered in the date criteria, does the client have a group service already entered in that date range? If not, remove the date range information and search on all clients.
- Have you narrowed your search to only adults or only child clients? If so, remove that specification and do another search. This may make the ID number appear in the Available Clients list. For example, if you are doing a search for child clients only, and the client missing is a teen victim, who was opened originally as an adult since she was the primary victim, she would not show up as a “child”. She would show up as a an adult, even if her age was under 18.

Q How do I enter a child care session when I am caring for children from more than one family?

A Start by entered the Group Service information as normally done when a group service is provided. However, enter the number of children cared for as as the number of participants. Then, on the attendees tab, enter the ID numbers of ONLY THE ADULTS that received child care as a service. Remember: Child Care is a service provided to the adult client. The number of participants on the group service tab will provide the number of children cared for in that group setting.

Q How many hours would be documented if I provide group IDVA to 3 clients at one time for an hour?

A You would enter the group service as group IDVA, 1 session for 1 hour, then enter each of the 3 ID numbers on the Attendees tab. This will show up as 1 hour of staff time (presentation hours) spent providing this service on the CIG report and 3 hours of direct client service provided on the direct client service report.

Community and Institutional Services

Q May I enter an entire month’s worth of community and institutional services in one record if the service was the same?

A Yes you may enter aggregate monthly data. Remember that if you aggregate your data entry, you will not be able to extract weekly or daily data—only monthly aggregate totals.

Q What is the difference between Institutional Advocacy and Professional Training?

A Institutional Advocacy is when you advocate on behalf of a class of dv victims to change the way the system responds to battered women. Professional Training is providing training to professionals on dv issues—training on how to identify victims, refer victims, dynamics of domestic violence.

Q What is the difference between Public Education Services and Training Services in the Community and Institutional Services section?

A Public Education is raising awareness of participants to domestic violence issues (DV101). Professional Training would be training your participants on how to
deal with victims they may encounter—signs, referrals, issues they specifically should be aware of when they are working their own client groups and how dv may impact that population.

Q What type of Board activities can be collected on the Community and Institutional Activities?

A Any Board activities your program wishes to track for its own Board activities or time spent on ICADV Board activities.

Q For in-service/new staff training in the community and institutional services, do I document the time that staff spent providing training or document the time staff spent in the training?

A You should document the amount of time your staff spend providing the training—not time spent attending training. Time spent attending a training hosted by your agency or outside of your agency may be documented in the Other Staff Activities section, if your agency wishes to use this function for that purpose.

Q Do I enter Print Media, Radio and TV on the Activities data entry tab or the Publications data entry tab?

A If your agency is creating a “product” (print ad; PSA; etc.), you should enter that on the Publications tab of the database. If staff are presenting on a TV show or answering questions on a radio show, those staff activities would be entered on the Activities tab of the database under the appropriate Public Education service category.

**Hotline Calls/Information and Referral**

Q What unit of measurement should I use to document time on hotline calls—minutes or hours?

A The amount of time spent on hotline calls should be documented in minutes, not hours.

Q How do I document a hotline call from a client?

A If you have a client call the hotline, you document it as one call Hotline—Victim has client ID. If you spend more than 15 minutes with that client, you would also document that time in the Direct Client Services Section under the most appropriate service.

Q May I aggregate hotline call data at the end of the month or do I need to enter each call on its own?

A Yes, you may aggregate the data for the purposes of InfoNet reporting. However, if the staff person answering the hotline calls is supported by VOCA and/or
VAWA funds, you must enter that person’s aggregate data separately from the other staff’s aggregate data.

**Other Staff Activities**

Q Where do I document on-call hours that volunteers and staff provide?

A Services→Other Staff Activities. Remember that if staff and volunteers are responding to and serving victims during this on-call shift that those hours should be documented as a direct client services.

Q If we use the List Editor to personalize our drop down list of Other Staff Activities, will we be able to change the list later?

A No. Once you have modified your list, you will not be able to change that value again. This is to protect any data that may have been entered under the old value you assigned to the drop down list.

Q Can the Other Staff Activities section be used to document the amount of time we spend on each fundraising event separately?

A You may break out the data by each fundraising event by using the List Editor for this section. However, the number of values you may assign in the drop down list is limited. Therefore, you may be limiting yourself for other staff activities that this section may be used for. Programs should also consider the tediousness of data collection/data entry of such detailed work vs the benefit they will see from the extra effort put forth.

**Turn Aways**

Q If we do not turn away any clients in a given report period, do we need to enter a record to indicate “0” turn aways?

A No. If no data is entered the Turn Away report will indicate no service records were entered for the given period which indicates that your agency did not turn away any victims during the report period.

Q Do I have enter turn away data daily or can I wait until the end of the month to enter all turn away information for the month at one time?

A You may wait until the end of the month to enter all turn away data at the same time. However, but waiting until the end of the month to enter aggregate turn away data you will not be able to extract daily turn away information from InfoNet. You will only be able to extract monthly totals on the turn away report.
QUESTIONS ON REPORTS

Also see tool for Evaluating InfoNet Reports: Client Information and Services tool developed by IDHS.

Q Can I keep data on services provided by each location separately? Will I still be able to run a report on total program statistics?

A To be able to extract data for each location maintained by your program, you must have a separate log in user name and password for each location. Then when entering services for each location you would log on using the appropriate location’s user name and password. Then when reporting you have the option to select the location(s) for which you are running a report. This allows you to run a report for each location individually, all locations collectively, or any combination thereof.

Q Is there a way to generate a report of Orders of Protection by their expiration dates so we could print out a list of Ops that are about to expire to find out which clients we should be following up with if necessary?

A No there currently is not a way to generate such a report, but it has been added to the wish list of enhancement for InfoNet.

Q When I review my Client Information Report, I notice that there are some “adult” records in the “child” age categories of the report. What may cause this?

A If you have a primary victim of domestic violence who is a teen, you may have opened that client as an adult even if she was only 13, 14, 15, etc. She would show up in the “adult” column as a 13 yr old, 14 yr old, etc… If this is not the case, you may have data entry errors. When opening the record for that child, instead of choosing “Add New Child”, you may have chosen “Add New Adult”. You will probably need to use your Management Reports to pinpoint which client(s) was entered incorrectly.

Q How do I figure out how many hours of service were provided by volunteers?

A Run Standard ReportsÆService/Programs using the staff filter. Filter the report for all volunteer names.

Q How do I obtain the number of orders of protection filed in each county?

A Standard ReportsÆOrder of Protection ReportÆfiltered by county.

Q In the Medical Criminal Justice Order of Protection report, does the number of Ops filed include the number of Ops that were upgraded?

A No. The number of Original Sought Orders is reflected in the total OPs in the first section of the report. Upgrades to Ops are counted separately on the Upgrade Activity section of the OP report.

Q How do I obtain the number of shelter days provided for clients from a specific county?
Q How can I obtain our duplicate client count or caseload for a specific period?

A Because InfoNet reports do not duplicate client counts, in order to obtain the duplicate client count for a specific period, you should run one report for each month in that period and add the number of new and ongoing clients for each month. These totals will give you the duplicated client count for a given period of time.

Q For group services data entered BEFORE October 18, 2005, due to the entry system at that time, we entered a group service session in the Direct Client Services section and the Community and Institutional Services section, should the reports on each type of service reflect identical numbers of service hours provided?

A Actually, no because the numbers reflect different things. Direct Client Service reports hours of service provided to clients under each ID number. Community and Institutional Report reflects staff time spent on those group sessions.

   Note: method for data entry for direct client group services was modified on 10/18/05 and therefore all data entered after that date should not be located in Community and Institutional Services.

Q For data entered AFTER October 18, 2005, due to the newly implemented system for entered group service information, should the reports on each type of service reflect identical numbers of service hours provided and participants/clients?

A Not necessarily. Are your Direct Client Service Hours for a group service different than the Presentation Hours for that same group service? They should be. The Direct Client Service Hours represent hours of service provided to clients. The Presentation Hours represent the hours that staff spent providing the service.

   • The Direct Client Service report reflects total hrs documented under ID numbers. For example, if you have 2 group sessions with 5 clients each (these may or may not be some of the same clients attending both sessions) you would have 10 hours of service on direct client service report (1hr for each client per session—1 hour per session x 2 sessions x 5 clients each session). This is hours of service provided to clients.

   • However, when you go to review those group services in Community and Institutional Services Report, you would see 2 presentations, 2 presentation hours (1hr x 2 sessions); and 10 participants (2 presentations x 5 participants each). The report would show 2 presentation hours (1hr x 2 sessions) and 10 participants (2 sessions x 5 participants each session).

See evaluating reports tool at the end of this section.
Q How can I identify service records that are not in .25 hour increments?

A Run a Management→Client Detail Info report. Choose columns for service name, date and hours (in addition to the mandatory columns). (If you know what service name you are looking for, filter for that service type also.) Run the report for the period in question. Skim the service hours column for records that do not end with .25 (you might be able to do this on the screen or you can print it out if you need to). Once you identify data entry errors, go to that service record(s) for the given client(s) and edit the record to reflect the accurate data entry for hours provided. Note: A validation was added in 2005 to prohibit users from entering service hours that were not in .25 increments. Once old data is cleaned programs should not have to go back and look for these types of data entry errors.

Q On the Standard Report→Client Information Report, should the total clients and total cases reflected on the report be identical?

A Not necessarily. If you served a client that had two cases, both cases may be counted, but she would only be counted as one client (one person served).

Q Why would the total clients reflected on the Client Information Report not equal the number of clients served (direct service subtotal) on the Direct Client Service Report?

A The most common explanation for this is clients that have On or Off Site Shelter documented for the period, but no other Direct Client Services. You may want to look for the following to explain this discrepancy:

- Did you have any infants in shelter that never had a direct client service documented? Remember, that time spent doing an intake on a child should be entered under the child’s ID number as Individual Children’s Counseling. If you documented the client as being in shelter, but no other service was provided, the client would be counted in the Client Information Report as being served, but would not be counted in the Direct Client Service report subtotal for receiving services.

- Did you run the Exception Report→Open and Lengthy Shelter Entries? This may help you identify clients that maybe had left shelter, but a shelter end date was never entered. This may cause the client to be reported on the Direct Client Service Report as a receiving shelter, but because the client had left the agency, there would be no other direct client services entered for that client.

- Was there any On or Off Site Shelter records entered by mistake? If you entered On or Off Site Shelter for a client not currently receiving services, then they would be counted as receiving shelter but would not have any other direct client services entered for the period.