
WHY IS OUR SHELTER BED NIGHT COUNT TOO HIGH?

If your agency provides Domestic Violence Emergency Shelter, you are probably familiar with the DSHS Shelter Report, shown below:

DSHS SHELTER REPORT:

DSHS Shelter Report for X Testing

FY 2007, Quarter 1: July 1, 2008 THROUGH September 30, 2008

Race	Count
African American, Black	1
Asian	1
White	10
Total Race	12

Ethnicity	Count
Hispanic/Latino	3
Non-Hispanic/Non-Latino	9
Total Ethnicity	12

Gender	Count
Female	9
Male	1
Not Reported	2
Total Gender	12

Age	Count
17 and Below	1
25 - 59	8
60 and Up	3
Total Age	12

Child Race	Count
White	3
Total Child Race	3

Child Ethnicity	Count
Non-Hispanic/Non-Latino	3
Total Child Ethnicity	3

Child Gender	Count
Female	1
Male	2
Total Child Gender	3

Child Age	Count
0 - 5	1
6 - 12	2
Total Child Age	3

4/24/2007 4:59:21 PM

Page 1 of 2

This report is for agencies receiving DSHS Emergency DV Shelter funding for domestic violence victims. It contains demographic information on the eligible client intakes entered with First Contact Dates during the reporting period, the services provided to both new and continuing clients, and the number of shelter bed nights that occurred during the reporting period for both adult and child clients.

This report includes data on all clients and services eligible for DSHS Emergency DV Shelter funding, and is not limited to only shelter bednight information.

When shelter services have been entered incorrectly, you may see very high numbers shown for either the number of bed nights for a given quarter or for the number of women and children sheltered, or both. In the following pages, we'll see both the

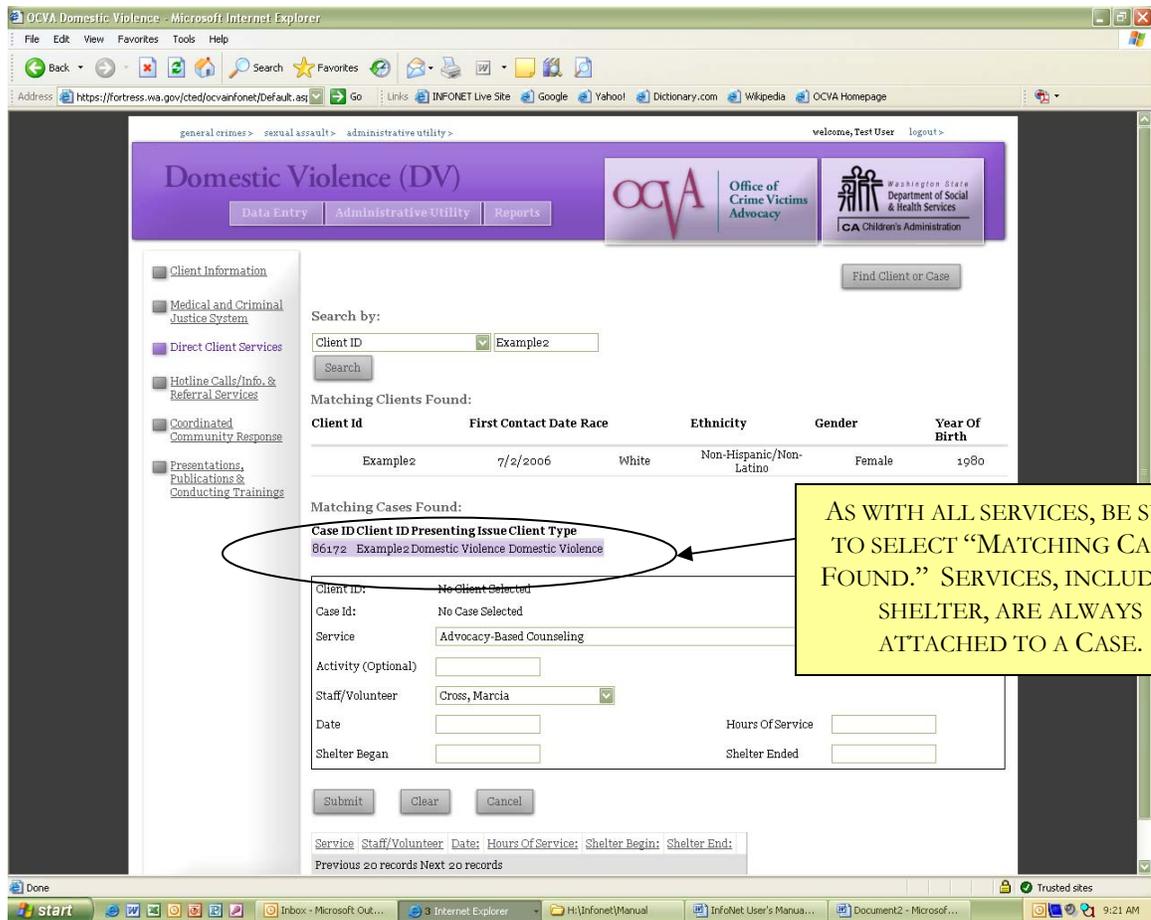
correct and incorrect way to enter shelter services, and why entering these services incorrectly can cause your shelter bed night report to show such high numbers.

ENTERING SHELTER SERVICES

Entering shelter services is similar to entering any other kinds of direct or secondary services. For direct shelter (shelter of adults) log into InfoNet and access the DV Direct Client Services page by clicking on the link on the left hand side of the screen.

The screenshot displays the OCV Domestic Violence administrative utility interface. The page title is "OCVA Domestic Violence - Microsoft Internet Explorer". The browser address bar shows the URL: <https://fortress.wa.gov/cted/ocvanfonet/Default.asp>. The page content includes a navigation menu on the left with the following items: Client Information, Medical and Criminal Justice System, Direct Client Services (selected), Hotline Calls/Info. & Referral Services, Coordinated Community Response, and Presentations, Publications & Conducting Trainings. The main content area features a "Domestic Violence (DV)" header with sub-tabs for "Data Entry", "Administrative Utility", and "Reports". A "Find Client or Case" button is located in the top right. The central form contains the following fields: Client ID (No Client Selected), Case Id (No Case Selected), Service (Advocacy-Based Counseling), Activity (Optional) (empty), Staff/Volunteer (Cross, Marcia), Date (empty), Hours Of Service (empty), Shelter Began (empty), and Shelter Ended (empty). Below the form are "Submit", "Clear", and "Cancel" buttons. At the bottom of the form, there are links for "Service", "Staff/Volunteer", "Date", "Hours Of Service", "Shelter Begin", and "Shelter End", along with pagination options "Previous 20 records" and "Next 20 records", and a link for "View Service Definitions". The Windows taskbar at the bottom shows the Start button, several open applications including Microsoft Outlook and Internet Explorer, and the system clock displaying 9:21 AM.

As with all services, you must first select a client and case to enter the services for. Select the Find Client or Case button, and search for the client that stayed in shelter:



When the client and case have been selected, you can enter a shelter service for that client. There are three different Emergency DV Shelter services to choose from: DV Safe Home, DV Shelter Home, and Hotel/Motel. For clarification on the difference between these terms, see the Service Definitions or contact your program coordinator.

Client ID:	Example2		
Case Id:	86172		
Service	Emergency DV Shelter--DV Shelter Home		
Activity (Optional)			
Staff/Volunteer	Longoria, Eva		
Date	8/01/2008	Hours Of Service	1.25
Shelter Began	8/1/2008	Shelter Ended	

The staff/volunteer should be whoever has checked the person into shelter, or completed the shelter intake for that shelter client. The hours of service should be the amount of time spent checking the person into shelter, NOT the amount of time spent in shelter. The service date is typically the date that the staff member performed the shelter intake.

At the bottom of the service box are two additional fields that apply only to Emergency DV Shelter: Shelter Began and Shelter Ended. These two fields are how bed nights are calculated in InfoNet.

At this point, when entering a shelter service, one of two scenarios is true:

- (1) The client you are entering the shelter service for has already exited shelter.
- (2) The client you are entering the shelter service for is still being sheltered by your agency.

If scenario (1) is true, and the client has exited shelter, you will have all of the information you need to complete this shelter record – both the Shelter Began date and the Shelter Ended date. Enter both of these dates and click the submit button, and your shelter record will be saved at the bottom of the page:

The screenshot shows the OCVa Domestic Violence (DV) InfoNet system interface. The page displays a form for entering a shelter service record. A yellow callout box points to the 'Shelter Began' and 'Shelter Ended' fields in a table, stating: "THIS SHELTER SERVICE IS 'COMPLETE' BECAUSE BOTH THE SHELTER BEGAN AND SHELTER ENDED DATES HAVE BEEN COMPLETED." The table below shows a list of service records, with the last record highlighted by a black oval:

Staff/Volunteer	Date	Hours Of Service	Shelter Begin	Shelter End
Advocacy-Based Counseling	07/02/2006	0.5		
Advocacy-Based Counseling	07/02/2006	1.5		
Advocacy-Based Counseling	07/02/2006	0.5		
Housing Assistance	07/13/2006	2		
Emergency DV Shelter--DV Shelter Home	Longoria, Eva	08/01/2008	1.25	08/01/2008 08/14/2008

InfoNet will calculate the number of bednights for this client by calculating the difference between the Shelter Ended date and the Shelter Began date. In the example above, InfoNet will calculate the difference between 8/14/08 (Shelter Ended date) and 8/01/08 (Shelter Began date) and will record that this client was in shelter for 13 nights. If the client entered shelter in one reporting period, and exited in another reporting period, InfoNet will automatically determine which bednights get counted on each report.

But, what happens with Scenario (2), when you need to enter a shelter service for a client that is currently IN shelter? InfoNet was set up for you to do this as well. In that case, just enter the Shelter Began date, and leave the Shelter Ended date blank. Your saved record will look like this:

A CLIENT THAT IS CURRENTLY IN SHELTER WILL HAVE A SHELTER BEGIN DATE ON THEIR SHELTER RECORD, BUT NO SHELTER ENDED DATE.

Staff/Volunteer	Date:	Hours Of Service:	Shelter Begin:	Shelter End:	
Cross, Marcia	07/02/2006	0.5			Q X
Cross, Marcia	07/02/2006	1.5			Q X
Cross, Marcia	07/02/2006	0.5			Q X
Cross, Marcia	07/13/2006	2			Q X
Housing Assistance					
Emergency DV Shelter--DV Shelter Home	Longoria, Eva	08/01/2008	1.25	08/01/2008	Q X

Previous 20 records Next 20 records
[View Service Definitions](#)

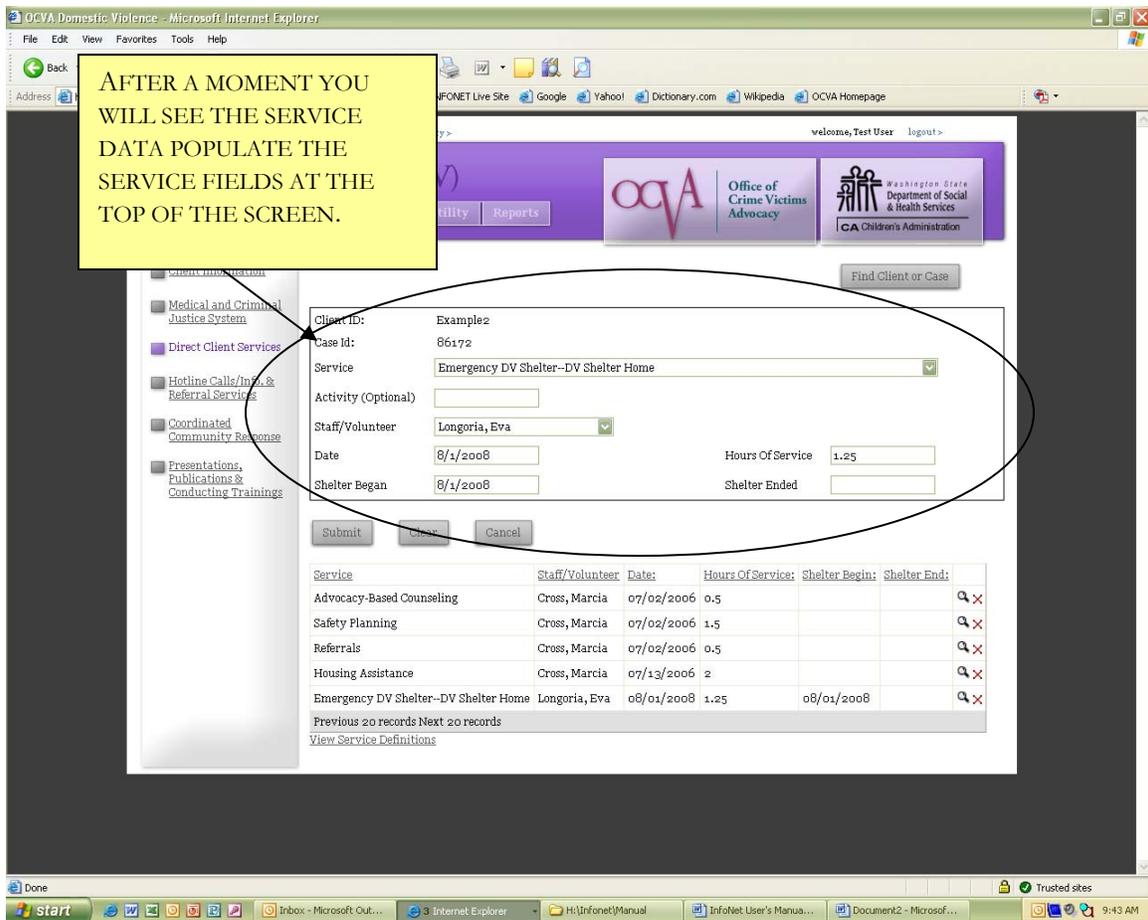
For this client, InfoNet will calculate the bednights for that client from their begin date until now. So, for the client above, if a report is pulled for 7/1/2008 through 9/30/2008, InfoNet will count the number of bednights from 8/1/2008 through 9/30/2008 – because this client is “still in shelter.”

When this client does leave shelter, it’s extremely important to go back and enter that missing Shelter Ended Date. To do this, click on the **exact same shelter record**. InfoNet will only calculate shelter nights based on the same shelter service record. Select the shelter record with a Shelter Begin date, and the information will appear in the Service fields at the top of the page:

Service	Staff/Volunteer	Date:	Hours Of Service:	Shelter Begin:	Shelter End:	
Advocacy-Based Counseling	Cross, Marcia	07/02/2006	0.5			Q X
Safety Planning	Cross, Marcia	07/02/2006	1.5			Q X
Referrals	Cross, Marcia	07/02/2006	0.5			Q X
Housing Assistance	Cross, Marcia	07/13/2006	2			Q X
Emergency DV Shelter--DV Shelter Home	Longoria, Eva	08/01/2008	1.25	08/01/2008		Q X

Previous 20 records Next 20 records
[View Service Definitions](#)

SELECT THE SHELTER RECORD BY CLICKING ON IT.



When the shelter service is selected, enter the Shelter Ended date and click the Submit button. The record at the bottom of the screen will now show a completed shelter record – both a Shelter Began and Shelter Ended date.

<u>Service</u>	<u>Staff/Volunteer</u>	<u>Date:</u>	<u>Hours Of Service:</u>	<u>Shelter Begin:</u>	<u>Shelter End:</u>
Advocacy-Based Counseling	Cross, Marcia	07/02/2006	0.5		
Safety Planning	Cross, Marcia	07/02/2006	1.5		
Referrals	Cross, Marcia	07/02/2006	0.5		
Housing Assistance	Cross, Marcia	07/13/2006	2		
Emergency DV Shelter--DV Shelter Home	Longoria, Eva	08/01/2008	1.25	08/01/2008	08/14/2008

Previous 20 records Next 20 records
[View Service Definitions](#)

IMPORTANT NOTE: The **ONLY** way that InfoNet will calculate bednights is in this manner. Entering Shelter Begin and Shelter End dates for other services, such as Safety Planning or Advocacy-based counseling, will NOT result in bed nights being calculated. InfoNet ignores shelter dates for all services except shelter. So, for example, if you choose to enter shelter begin and end dates for other records, you might end up with services that look like this:

general crimes > sexual assault > administrative utility > welcome, Test User logout >

Domestic Violence (DV)

Data Entry | Administrative Utility | Reports

Find Client or Case

Client Information

Medical and Criminal Justice System

Direct Client Services

Hotline Calls/Info. & Referral Services

Coordinated Community Response

Presentations, Publications & Conducting Trainings

Client ID: Example2

Case Id: 86172

Service: Advocacy-Based Counseling

Activity (Optional):

Staff/Volunteer: Cross, Marcia

Date: Hours Of Service:

Shelter Began: Shelter Ended:

Submit Clear Cancel

Service	Staff/Volunteer	Date:	Hours Of Service:	Shelter Begin:	Shelter End:	
Advocacy-Based Counseling	Cross, Marcia	07/02/2006	0.5	08/01/2008		🔍 ✖
Safety Planning	Cross, Marcia	07/02/2006	1.5	08/01/2008		🔍 ✖
Referrals	Cross, Marcia	07/02/2006	0.5	08/01/2008		🔍 ✖
Housing Assistance	Cross, Marcia	07/13/2006	2		08/14/2008	🔍 ✖
Emergency DV Shelter--DV Shelter Home	Longoria, Eva	08/01/2008	1.25	08/01/2008		🔍 ✖

Previous 20 records Next 20 records

[View Service Definitions](#)

For this client, a Shelter End date has been entered, but for the wrong service record – for Housing Assistance. InfoNet doesn't look for shelter dates associated with Housing Assistance, or with any other services. It is only looking at that Emergency DV Shelter record. On that record, the Shelter End date is blank, and so InfoNet thinks the client is still in shelter. It will continue calculating more and more bednights until the user selects that specific service and enters the Shelter End date there.

CLIENTS WITH MULTIPLE STAYS

Sometimes, you may have a shelter client that stays in shelter, exits for a period of time, and returns for a second stay. To enter the correct shelter designation for this, the client will need two different shelter entries – one for the first stay, with one Shelter Began and Shelter Ended date, and a second entry for her second stay. The final result might look something like this:

general crimes > sexual assault > administrative utility > welcome, Test User logout >

Domestic Violence (DV)

Data Entry | Administrative Utility | Reports

Office of Crime Victims Advocacy | Washington State Department of Social & Health Services | CA Children's Administration

Find Client or Case

Client Information | Medical and Criminal Justice System | **Direct Client Services** | Hotline Calls/Info. & Referral Services | Coordinated Community Response | Presentations, Publications & Conducting Trainings

Client ID: Example2
 Case Id: 86172
 Service: Advocacy-Based Counseling
 Activity (Optional):
 Staff/Volunteer: Cross, Marcia
 Date:
 Hours Of Service:
 Shelter Began:
 Shelter Ended:

Submit Clear Cancel

Service	Staff/Volunteer	Date:	Hours Of Service:	Shelter Begin:	Shelter End:	
Advocacy-Based Counseling	Cross, Marcia	07/02/2006	0.5			Q X
Safety Planning	Cross, Marcia	07/02/2006	1.5			Q X
Referrals	Cross, Marcia	07/02/2006	0.5			Q X
Housing Assistance	Cross, Marcia	07/13/2006	2			Q X
Emergency DV Shelter--DV Shelter Home	Longoria, Eva	07/13/2006	1.25	07/13/2006	07/15/2006	Q X
Advocacy-Based Counseling	Cross, Marcia	08/01/2008	1.25			Q X
Child Care	Cross, Marcia	08/01/2008	2.25			Q X
Crisis Counseling/Intervention	Cross, Marcia	08/01/2008	0.5			Q X
Referrals	Cross, Marcia	08/01/2008	0.25			Q X
Emergency DV Shelter--DV Shelter Home	Cross, Marcia	08/01/2008	0.5	08/01/2008	08/14/2008	Q X

Previous 20 records Next 20 records
[View Service Definitions](#)

PostBackWithOptions(new WebForm_PostBackOptions("ctl00\$LnkBtnSubmit", "", true, "", "", false, true))

Inbox - Microsoft Out... | Internet Explorer | H:\Infonet\Manual | Microsoft Word | Why Is Our Shelter B...

For this client, you can see that the client stayed in shelter twice – once for two nights in July, 2006 and then later for a two week stay in August, 2008. This could be done for any number of shelter entrances and exits. It's important, however, that each shelter entry be "complete" with it's own Began and End date entered, as shown above. InfoNet can then calculate the right number of bednights and determine which report those nights could get shown on.

CHILDREN IN SHELTER

Children in shelter are entered exactly the same way, except on the Children's page of the client intake. **Shelter entries must be entered for each child in shelter, separate from the mother's shelter information.** This is done because children do not automatically stay in shelter the exact length of time as their parent. Sometimes, children stay with a non-custodial parent for visitation, and stay in shelter only on weekends, or only on weekdays, or only for certain periods of time, for which their mother may have stayed continuously. Likewise, not all children stay for the same amount of time as one another. Therefore, a separate shelter entry must be submitted for each child in shelter.

To do this, navigate to the client's Intake form and click on the "Children and Youth" tab. The client's children should already have been entered:

general crimes > sexual assault > administrative utility > welcome, Test User logout >

Domestic Violence (DV)

Data Entry | Administrative Utility | Reports

OCVA Office of Crime Victims Advocacy

Washington State Department of Social & Health Services
CA Children's Administration

New Client or Case Find Client or Case

Client ID: Example2 Case ID: 86172

Demographics | **Children and Youth** | Income | Referrals | Presenting Issues | Offenders | Needed / Received

Age: Gender: Select an Item
Race: Select an Item Ethnicity: Select an Item

Add / Edit Secondary Clear Secondary

Age	Gender	Relationship To Client		
14	Female	Child	q	x
8	Male	Child	q	x

Services Provided to this Child

Service	Staff/Volunteer	Date
Select an Item	Cross, Marcie	<input type="text"/>

Hours of Service Shelter In Shelter Out

Add/Edit Service Clear Service

Service	Staff	Date	Hours	Shelter In	Shelter Out
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Next Submit Clear Cancel

THIS CLIENT HAS A 14 YEAR OLD FEMALE CHILD AND AN 8 YEAR OLD MALE CHILD.

To enter service entries for these children, first select one of the children and click directly on their record to select. You'll know the child is selected when their information fills the gray box at the top of the screen.

general crimes > sexual assault > administrative utility > welcome, Test User logout >

Domestic Violence (DV)

Data Entry | Administrative Utility | Reports



Office of
Crime Victims
Advocacy



Washington State
Department of Social
& Health Services

CA Children's Administration

New Client or Case Find Client or Case

Client ID: Example2 Case ID: 86172 Service has been added to the database.

Demographics
Children and Youth
Income
Referrals
Presenting Issues
Offenders
Needed / Received

Age 14 Gender Female

Race White Ethnicity Non-Hispanic/Non-Latino

Add / Edit Secondary Clear Secondary

Age	Gender	Relationship To Client
14	Female	Child <input type="checkbox"/>
8	Male	Child <input type="checkbox"/>

Services Provided to this Child

Service	Staff/Volunteer	Date
Select an Item	Cross, Marcie	
Hours of Service	Shelter In	Shelter Out

Add/Edit Service Clear Service

Service	Staff	Date	Hours	Shelter In	Shelter Out
DV Shelter Home	Cross	8/1/2008	1.25	8/1/2008	8/14/2008 <input type="checkbox"/>

Next Submit Clear Cancel

Above, the shelter entry has been entered for the 14 year old female. Now I need to select the 8 year old male and enter the shelter nights for him as well. To do that, I click directly on the 8 year old's secondary victim record, and his information will populate the gray box at the top:

Medical and Criminal Justice System

Direct Client Services

Hotline Calls/Info. & Referral Services

Coordinated Community Response

Presentations, Publications & Conducting Trainings

Client ID: Example2 Case ID: 86172

Demographics
Children and Youth
Income
Referrals
Presenting Issues
Offenders
Needed / Received

Age 8 Gender Male

Race White Ethnicity Non-Hispanic/Non-Latino

Add / Edit Secondary Clear Secondary

Age	Gender	Relationship To Client
14	Female	Child <input type="checkbox"/>
8	Male	Child <input type="checkbox"/>

Services Provided to this Child

Next, I move to the Secondary Service box lower on the screen and select the type of shelter in which the child stayed. In this example, I'll be choosing DV Shelter Home. I enter the

service data just like I did for the mother, including the Shelter IN and Shelter OUT dates. However, when my information is complete, I click the **Add/Edit Service** button to enter children's services – not the SUBMIT button at the bottom, which is for entering information about the primary client only.

general crimes > sexual assault > administrative utility > welcome, Test User logout >

Domestic Violence (DV)

Data Entry | Administrative Utility | Reports

New Client or Case | Find Client or Case

Client ID: Example2 Case ID: 86172

Demographics
Children and Youth
Income
Referrals
Presenting Issues
Offenders
Needed / Received

Age 8 Gender Male
 Race White Ethnicity Non-Hispanic/Non-Latino

Add / Edit Secondary | Clear Secondary

Age	Gender	Relationship To Client	
14	Female	Child	🔍 ✕
8	Male	Child	🔍 ✕

Services Provided to this Child

Service	Staff/Volunteer	Date
DV Shelter Home	Cross, Marcie	8/01/2008

Hours of Service	Shelter In	Shelter Out
1	8/01/2008	8/14/08

Add/Edit Service | Clear Service

Service	Staff	Date	Hours	Shelter In	Shelter Out
DV Shelter Home	Cross	8/1/2008	1	8/1/2008	8/14/2008

Next | Submit | Clear | Cancel

Once the record has been saved, I will see it appear toward the bottom of the screen:

Service	Staff	Date	Hours	Shelter In	Shelter Out
DV Shelter Home	Cross	8/1/2008	1	8/1/2008	8/14/2008

Next | Submit | Clear | Cancel

Again, if the Shelter OUT date is left blank, InfoNet would assume this child is still in shelter, and would continue to calculate bednights.

SUMMARY

If your DSHS Shelter Report has very high numbers of bednights, chances are that some of those Shelter Ended or Shelter OUT dates have not been entered. To correct this, e-mail Nicky Gleason and ask for a list of all your clients and client’s children where the Shelter Exit date has not been entered. She will supply you with a list that looks like this:

2							
3	Adults with "blank" exit dates:						
4	Client ID	Service Date	Service Type	Shelter Begin	Shelter End	Bednights	
5	123-ABC-001	1/1/2007	Emergency DV Shelter--DV Shelter Home	1/1/2007		Still in shelter	
6	123-ABC-015	3/1/2007	Emergency DV Shelter--DV Safe Home	3/1/2007		Still in shelter	
7	123-ABC-022	5/12/2007	Emergency DV Shelter--DV Shelter Home	5/12/2007		Still in shelter	
8	123-ABC-050	6/30/2007	Emergency DV Shelter--DV Shelter Home	6/30/2007		Still in shelter	
9							
10							
11							
12							
13	Children with "blank" exit dates:						
14	Mother's Client ID	Child's age	Service Type	Shelter In	Shelter Out	Bednights	
15	123-ABC-001	16	DV Shelter Home	1/1/2007		Still in shelter	
16	123-ABC-001	12	DV Shelter Home	1/1/2007		Still in shelter	
17	123-ABC-001	9	DV Shelter Home	1/1/2007		Still in shelter	
18	123-ABC-022	8	DV Shelter Home	5/12/2007		Still in shelter	
19	123-ABC-022	10	DV Shelter Home	5/12/2007		Still in shelter	
20							
21							

For each client on the list, double check your records to see if the clients have exited shelter. If they have, find their record in InfoNet, select the Shelter service shown on the list, and enter the Shelter End date. If the client is **currently** in shelter, there’s no problem -- just don’t forget to enter the shelter end date when the client does leave.

If you follow these steps, you should find your shelter report becomes more and more accurate. If you are still having trouble getting your numbers to show correctly on the report, just e-mail Nicky Gleason at nickyg@cted.wa.gov, and she will be happy to offer you assistance in getting things sorted out.