

1. INFONET OVERVIEW

InfoNet is a data collection and reporting system for crime victim service providers in Washington State. InfoNet is designed to ease data collection, improve the quality and quantity of victim service data available in Washington State, and provide an integrated means of data collection for victim services providers in Washington State. The system incorporates Internet capabilities to generate reports from a central database.

A database system is at the heart of InfoNet. It allows program sites to report three types of data: 1) client demographic and services data; 2) data on program activities, such as presentations and community events; and, 3) administrative information.

The database facilitates data entry for local programs by using drop down menus, check boxes, and automatic totals calculation wherever possible. The database is designed to ensure program sites can easily comply with all Federal, state and local data reporting guidelines. The InfoNet database tracks clients until a case is closed, or until the program no longer has contact with the client. Finally, the database can be customized by local agencies to collect other data they may find useful for their particular planning and development needs.

Security for this information network is important. Therefore, the network includes three types of security. First, any information that could identify a client will remain at the local program site. Second, the InfoNet servers are password protected. Finally, the InfoNet servers are protected by a firewall. These three types of security provide a secure system that presents less risk than most program sites currently undertake in storing client-level hard copy data.

InfoNet is a web application. A web application is a program accessed with a web browser over the Internet. Web applications are convenient and popular because they allow programs to be used by a variety of different users without any of those users having to install or update each user's software.

GETTING STARTED: USER SET UP FORM

To get started, each agency must first set up at least one InfoNet User account. To set up an account, simply e-mail the information from the form to the InfoNet State Administrator indicated. ***NEW:** Agencies may also give their information to their agency administrative user, who can set up their account. Administrative users, please see the “User Administration” section for more details. InfoNet

PLEASE PRINT CLEARLY. Confirmation of your account will be sent via e-mail to the e-mail address listed below. You may set up additional Users for your agency at any time by contacting Maria Shattuck at maria.shattuck@commerce.wa.gov.

Agency: _____

User ID: _____

Password: _____

This User ID will be used by more than one staff member: Yes No

Even if this User ID is being used for more than one person at your agency, please specify a contact name and e-mail address for the use of this account.

First Name: _____ Last Name: _____

E-Mail Address: _____

This User will need access to the following interfaces (check as many as apply):

- Domestic Violence
- Sexual Assault
- Victims of Crime
- Victim Witness Assistance Units
- Administrative Utility

Users may select their own User ID and Password.

ADMINISTRATIVE USERS VS. NON-ADMINISTRATIVE USERS

There are two levels of entry into InfoNet. The first is what is called an **agency administrator**. This is a person who is familiar with staff and funding for the program/agency that is using InfoNet. Agency administrators have access to the Administrative Utility, where information may be added such as new staff or volunteers, removal of terminated staff or volunteers, adding information about staff trainings, new contracts and grants, staff salary allocation, and other administrative information. **New:** Agency administrators may now set up new password accounts and remove old password accounts for Agency Users using the User Administration section, and via the Manage Client Records section, may also change client ID numbers or delete duplicate cases or client intakes. To create a new Agency Administrator

account, however, or to upgrade an existing Agency Administrator account, you will still need to contact the InfoNet State Administrator.

The second level of entry is an **agency user** password. This level of entry allows users to enter information only on client demographics, services provided, activities and presentations, and other information about the level of service that an agency provides. Agency users are not given access to funding or staff information for the agency, and do not have access to the User Administration or Manage Client Records features.

Smaller agencies may find that the same individuals will be responsible for both administrative and data entry tasks, which is perfectly appropriate. If the InfoNet users at your agency will be entering staff information and client information, you may find it convenient to have all of your InfoNet accounts be set up at the “Agency Administrator” level. Simply check the “Administrative Utility” box when setting up an InfoNet account to set up a user as an Agency Administrator.

Larger agencies may differentiate between staff or volunteers with access to personnel and funding information and staff or volunteers without access to personnel and funding information. This is also perfectly appropriate. In that situation, some users, such as an Executive Director or program director, can be set up as Agency Administrators, and other users can be set up as simply Agency Users. When filling out the User Set Up form, simply check “Administrative Utility” for admin users and don’t check it for non-admin users. Keep in mind it is the **agency’s** responsibility to determine user permissions of their own staff.

The InfoNet State Administrator will set up accounts requested by an InfoNet eligible agency, and will set up as many accounts as your agency needs. Once an agency administrator account is established, that individual may set up additional user accounts. Some agencies find it more convenient to share a password between several staff members, and other agencies may find it more convenient to set up individual accounts for each staff or volunteer. There is no limit on the number of InfoNet accounts your agency may activate.

Security for the passwords is your agency’s responsibility; please keep the passwords secure. If at any time you would like to change one of your agency’s passwords, or if you feel any of the passwords have become insecure for any reason, you may change the passwords or de-activate any of your agency’s accounts by contacting your agency’s administrative user(s) or the InfoNet State Administrator Maria Shattuck at OCVA via e-mail at maria.shattuck@commerce.wa.gov. It’s best practice to disable accounts of staff that have left the agency, for example.

CONFIRMATION E-MAIL

Once you have submitted the information on the User Set Up form to the InfoNet State Administrator, she will activate your account. When an account has been activated, the new user will receive a confirmation e-mail that includes the InfoNet website, and account information as it was set up. Once you have received your confirmation e-mail, you are ready to enter InfoNet. You can access the InfoNet website provided to you in the confirmation e-mail.

LOGGING INTO INFONET

To navigate to the InfoNet website, simply click on the link within the e-mail, or type the web address into your web browser’s address bar, just as you would any other website. While InfoNet is an

application, it is web based, meaning it is found on a website, and requires Internet Access to use. The InfoNet website is <https://fortress.wa.gov/cted/ocvainfonet/>.

You will see the following screen:

Washington State InfoNet System

Agency Name OCVA Administrator

Program Type Administrative Utility

User Name

Password

Enter

Select your **Agency Name** from the pull down menu. You may also place your cursor in the Agency Name field and type the first letter of your agency name to select names beginning with that letter. Typing the starting letter again will select the next name in the list.

Select your **Program Type**. There are five options under Program Type: Sexual Assault, Domestic Violence, Victims of Crime, Victim Witness Assistance Units, and Administrative Utility.

Enter the **User Name** that was provided to you with your password.

Enter the **Password** issued to you by OCVA. Please keep in mind passwords are case sensitive, meaning if your password is in upper case letters, typing it into the system in lower case letters will produce an error message, such as the one shown below:

Washington State InfoNet System

Agency Name OCVA Administrator

Program Type Sexual Assault

User Name nickyg

Password

Enter

ENTERING THE WRONG AGENCY NAME, PROGRAM TYPE, USER NAME, OR PASSWORD WILL RESULT IN THE ERROR MESSAGE SHOWN HERE:

Invalid user name and/or agency and/or password.

After these fields have been entered, click the Enter button at the lower right hand side of your screen or hit return on your keyboard. If your information and password have been entered correctly, you will proceed into the InfoNet system.

INFONET BASICS

A number of items are similar throughout InfoNet. Familiarizing yourself with the following symbols and icons will help you navigate InfoNet successfully!



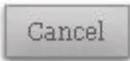
Submit

The **Submit** button is one of the features you will probably use the most in InfoNet. It is used to save the information you enter. Submit buttons are always found at the bottom of the screen.



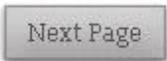
Clear / Add New Record

The **Clear/Add New Record** (or sometimes abbreviated just as the “Clear” button) is the button to hit if you are viewing an existing record and would like to enter a new one. This button won’t delete any saved work, but can delete work you haven’t saved, so when in doubt, hit the “Submit” button before beginning a new record.



Cancel

The **Cancel** button works similarly to the Clear button, although in forms with multiple pages (like the Client information sections) it will take you to the first page of your current form.



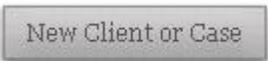
Next Page

The **Next Page** button does exactly that – takes you to the next page. This button will also submit any unsaved Client Intake information, and will issue you a Case number if one has not already been issued. Keep in mind, the Next button does NOT save Secondary Victim or Offender information – you must hit the “Add/Edit” buttons to save those types of records.



Find Client or Case

The **Find Client or Case** brings you to the search function that allows you to look up previously entered client intake information. This is useful when you’ve entered part of a client’s information and wish to come back and enter their service information or update their demographic information.



New Client or Case

New Client or Case allows you to enter new client intake forms. It is located at the top right of the Client Information screen.



Located throughout InfoNet, the magnifying glass is the InfoNet symbol for **View**. It is used to indicate that you may view more information on a record, and clicking on the magnifying glass will bring up the complete information on whatever item it is next to.



Located throughout InfoNet, the red X is the InfoNet symbol for **Delete**. It is often found next to records that have been entered, and indicates that the record can be deleted if it was entered in error or is a duplication of another record.

Please note that deleting records is not something that should be done for outdated data. Older or “legacy” data is useful to the InfoNet system because, as time progresses, data that was entered in previous months or years can allow us to predict trends, measure how well we’re doing in comparison to other time periods, and lots of other interesting information. Please use the Delete function only for data that should not have been entered in the first place – in other words, to correct mistakes!



The blue disk symbol is found primarily in the Administrative Utility, and is another symbol for **Save**.



The red asterisk is a symbol that will appear next to required fields that have not been submitted. In addition to the red asterisk symbol next to the field, there will also be a message at the bottom of the screen indicating which required field was left blank. All required fields must be completed in order for a record to be saved.

domestic violence > victims of crime > administrative utility >

On the top left corner of every screen in InfoNet, you will see **Interface Links**. These links allow you to quickly log out of your current Interface and log-in to another. Agencies that hold only one type of contract (Sexual Assault, Domestic Violence, Victims of Crime, or Victim Witness Assistance Units) will probably have no use for these links, but dual programs that have to switch from the Sexual Assault to the Domestic Violence interface or to Victims of Crime may use these links often.



In the title bar of each page of InfoNet is a **button bar** with buttons to direct you to Data Entry, Administrative Utility, and Reports. Not all InfoNet users will be authorized to use the Administrative Utility, but all will have access to Data Entry (the primary focus of this manual) and Reports.

welcome, Nicky Gleason logout >

In the top right hand corner of your screen is a message showing that the system recognizes what agency or individual is logged into InfoNet and a link to quickly **logout** of the system. However, you can also logout of InfoNet by closing your web browser at any time.

Please remember that logging out of the system does not automatically save your data. Be sure to click the **Submit** button to save before logging out.

INTERFACES

The word interface refers to how two different entities communicate with each other. In InfoNet, when we refer to interface, we're talking about what you, the user, see on the screen when you're entering information. InfoNet has four main interfaces. The first four interfaces are program specific. There is an interface for Sexual Assault programs, an interface for Domestic Violence programs, an interface for VOCA Crime Victim Service Center programs, and a new interface for Victim Witness Assistance Units. These are color coded to assist agencies that have more than one program type. The Sexual Assault interface is **teal** (for Sexual Assault Awareness) the Domestic Violence interface is **purple** (for Domestic Violence Awareness) and the Victims of Crime interface is **blue** (for Victim's Rights Awareness.) The new interface for Victim Witness Assistance Units is color coded **orange**.

These four interfaces are for **Data Entry**. The Data Entry area is where all of the information that your agency enters about victim demographics, services provided, presentations and community activities, and all other information upon which your agency is routinely required to report for state and federal reporting requirements.

In addition, each agency's administrative users have access to the Administrative area, which is color coded **green**. The Administrative Utility is not program specific. This is where information on staff and funding are located. The Administrative Utility allows administrators to enter and modify information on staff members that are funded with each contract or grant, and provides an area to record staff training. Information on the fund sources received from OCVA and DSHS are automatically entered for each agency by the State Administrator at the beginning of each contract year. In addition, administrators who choose to can enter information on other grant or funding sources received by your agency.

The three different program interfaces have many similarities. In the sections that follow, each program interface is outlined in detail; however, if your agency has several different program types, you will notice that there are many similarities between the screens.

SEXUAL ASSAULT INTERFACE

domestic violence > victims of crime > administrative utility > victim witness assistance units > welcome, Test User
logout >

Sexual Assault (SA)

Data Entry | Administrative Utility | Reports

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

Submit | New Client or Case | Find Client or Case

Client ID: None Case ID: None

Demographics | Referrals | Other Issues Reported | Served | Secondary Victims

Year of Birth Please enter YEAR only, not a date of birth

Race Select an Item

Other Race

Client Type Select an Item

Homeless Select an Item

Primary Offense Location Select an Item

Health Insurance Select an Item

Employment Select an Item

Education Select an Item

Marital Status Select an Item

Pregnant Select an Item

Refugee / Immigrant / Asylum Seeker Select an Item

Limited English Proficiency? Select an Item

If so, what is the client's primary language?

Does the client have Veteran's Status? Select an Item

Did Crime Occur On A Reservation Select an Item

Chosen Advocate Select an Item

Case Closed Date Closed Reason Closed Select an Item

Next | Submit | Clear | Cancel

THE DIFFERENT SECTIONS OF THE SEXUAL ASSAULT INTERFACE CAN BE ACCESSED BY CLICKING ON THE LINKS ON THE LEFT HAND SIDE OF THE SCREEN.

THE ACTIVE PAGE IS HIGHLIGHTED IN TEAL.

The Sexual Assault Interface is teal (to correspond to the Sexual Assault awareness color.) It is made up of eight sections, as seen on the menu bar to the left hand side of the page:

- Client Intakes
- Medical and Criminal Justice System
- CSAP and Specialized Services
- Native American and Marginalized Services
- Crisis Intervention & Information/Referral
- Prevention Activities
- Systems Coordination
- Community Organizing & Responding

Each of the sections of the Sexual Assault Interface will be outlined in greater detail later in this manual.

DOMESTIC VIOLENCE INTERFACE

victims of crime > sexual assault > administrative utility > victim witness assistance units > 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

Submit New Client or Case Find Client or Case

Referrals Other Issues Offenders Served Animals

Client ID: N
Demographic
Client's County of Residence
Employment Status
Marital Status
Refugee / Immigrant / Asylum Seeker?
If so, what is the client's primary language?
Did Crime Occur On A Reservation

Year of Birth
Race
Other Race
Client Type
Homeless

Primary Offense Location
Health Insurance
Education
Pregnant
Limited English Proficiency?
Does client have Veterans Status?
Chosen Advocate

Case Closed Date Closed
Reason Closed

Next Submit Clear Cancel

THE DIFFERENT SECTIONS OF THE DOMESTIC VIOLENCE INTERFACE CAN BE ACCESSED BY CLICKING ON THE LINKS ON THE LEFT HAND SIDE OF THE SCREEN.

THE ACTIVE PAGE IS HIGHLIGHTED IN PURPLE.

The Domestic Violence Interface is purple (in honor of Domestic Violence awareness.) It is made up of nine sections, as seen on the menu bar to the left hand side of the page:

- Client Information
- Medical and Criminal Justice System
- Direct Client Services
- Hotline Calls/Information & Referral Services
- Coordinated Community Response
- Presentations, Publications, and Conducting Trainings
- Community Education
- End of Year Report
- STOP Grant Narrative Questions

Each of the sections of the Domestic Violence Interface will be outlined in greater detail later in this manual.

VICTIMS OF CRIME INTERFACE

domestic violence > sexual assault > administrative utility > welcome, Test User logout >

Victims of Crime (VOC)

Data Entry | Administrative Utility | Reports

ocva | Office of Crime Victims Advocacy

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

Submit | New Client or Case | Find Client or Case

Client Information

Medical and Criminal Justice System

Direct Services

Hotline Calls/Info. & Referral Services

Outreach and Awareness

Client Information

Offenders | Secondary Victims

Year of Birth: [text input] Please enter YEAR only, not a date of birth

Race: [dropdown menu]

Other Race: [text input]

Client Type: [dropdown menu]

Homeless: [dropdown menu]

When Crime Occurred: [dropdown menu] Primary Offense Location: [dropdown menu]

Client's County Of Residence: [dropdown menu] Health Insurance: [dropdown menu]

Employment: [dropdown menu] Education: [dropdown menu]

Marital Status: [dropdown menu] Pregnant?: [dropdown menu]

Refugee / Immigrant / Asylum Seeker?: [dropdown menu] Limited English Proficiency: [dropdown menu]

If so, what is the client's primary language?: [text input] Does the client have Veteran's Status?: [dropdown menu]

Did Crime Occur On A Reservation: [dropdown menu] Chosen Advocate: [dropdown menu]

Case Closed: Date Closed: [text input] Reason Closed: [dropdown menu]

THE DIFFERENT SECTIONS OF THE VICTIMS OF CRIME INTERFACE CAN BE ACCESSED BY CLICKING ON THE LINKS ON THE LEFT HAND SIDE OF THE SCREEN.

THE ACTIVE PAGE IS HIGHLIGHTED IN BLUE.

The Victims of Crime Interface is blue (to signify Victim's Rights awareness.) It is made up of five sections, as seen on the menu bar to the left hand side of the page:

- Client Information
- Medical and Criminal Justice System
- Direct Client Services
- Hotline Calls/Information & Referral Services
- Outreach and Awareness

Each of the sections of the Victims of Crime Interface will be outlined in greater detail later in this manual.

VICTIM WITNESS ASSISTANCE UNITS INTERFACE

domestic violence > victims of crime > sexual assault > administrative utility > welcome, Test User
logout >

Victim Witness Assistance Units

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

Data Entry | Administrative Utility | Reports

Client ID: None **Case ID:** None

Demographics

Referrals

Offenders

Client ID

First Contact Date

Ethnicity

Gender

Crime Type

Client Type

Disability

Please enter YEAR only, not a date of birth.

When Crime Occurred

Client's County of Residence

Employment Status

Marital Status

Refugee / Immigrant / Asylum Seeker?

If so, what is the client's primary language?

Did Crime Occur on a Reservation?

Primary Offense Location

Health Insurance

Education

Pregnant?

Limited English Proficiency?

Does client have Veterans Status?

Chosen Advocate

Case Closed

Date Closed

Reason Closed



THE DIFFERENT SECTIONS OF THE VICTIM WITNESS INTERFACE CAN BE ACCESSED BY CLICKING ON THE LINKS ON THE LEFT HAND SIDE OF THE SCREEN.

THE ACTIVE PAGE IS HIGHLIGHTED IN ORANGE.

The Victim Witness Assistance Units Interface is orange. It is made up of eight sections, as seen on the menu bar to the left hand side of the page:

- Client Information
- Direct Services
- Hotline Calls/Information & Referral Services
- STOP Grant Coordinated Community Response
- STOP Grant Presentations, Publications, and Training
- STOP Grant Narrative Questions
- Victim Witness Narratives
- STOP Grant Funded Prosecution Activities

Each of the sections of the Victim Witness Assistance Units Interface will be outlined in greater detail later in this manual.