2. ADMINISTRATIVE INTERFACE

The Administrative Interface is where information about Staff and Funding is located. It is the same for any of the program types (Sexual Assault, Domestic Violence, Victims of Crime, or Victim Witness Assistance Units.) It is also the section where administrative users may run special reports, administer user accounts for their agency, and manage client records. Agencies that have more than one program type (dual agencies, for example) will have only one Administrative Interface that will contain information about all staff and grant/contracts.

The information located in this section falls into three main categories in terms of data:

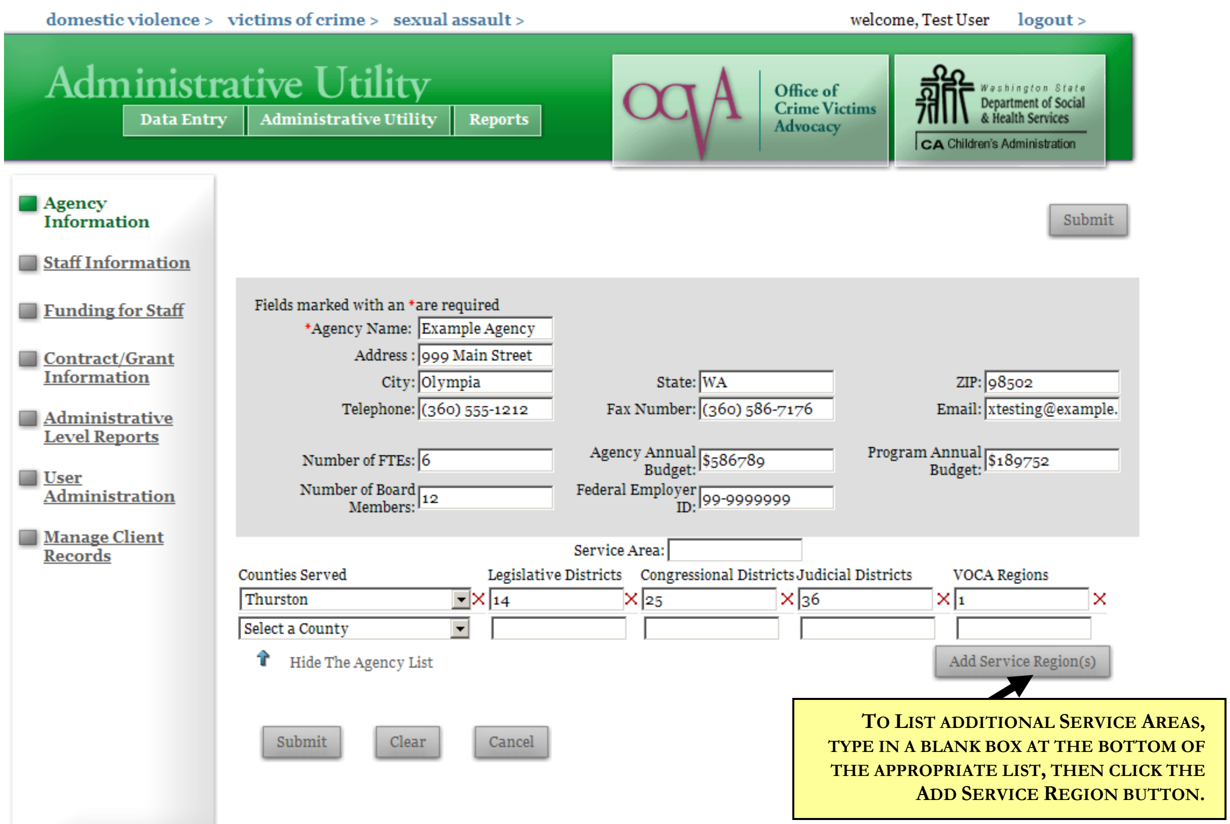
- Agency Information, which is basic information about your agency, such as address and phone number;
- Contract/Grant Information, which is basic information about your program or agency's funding sources;
- Staff Information, which contains information about your staff, how their salaries are allocated, and trainings they have received.

There are also three additional functions that can be used in this section, in addition to data entry:

- Administrative Level Reports, which are reports about your agency's staff, staff training, and services performed by staff
- User Administration, which is where administrative users may set up, disable, or change password accounts for their staff
- Manage Client Records, which is where administrative users may edit client ID numbers or delete duplicate clients or cases.

Each of these sections is outlined in detail in the following sections.

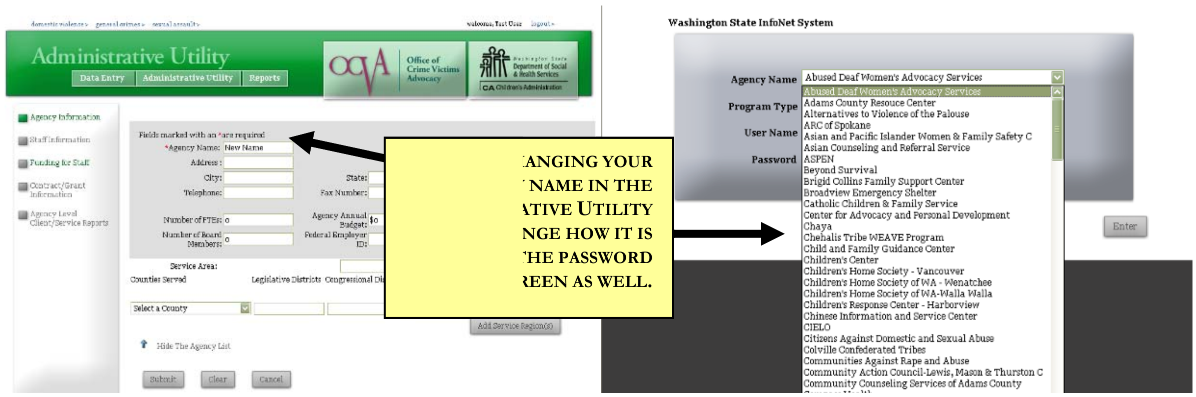
Some agencies may find it more appropriate to have administrative staff only be able to access this interface. Other agencies (particularly smaller agencies) may find it more useful to have all staff that use InfoNet be able to access both the Administrative Interface and the Data Entry area where client and service data is entered. Whichever way works well for your agency is fine. You may also try different combinations of accounts before you determine what level of usage works best. To change a user's access to the Administrative Utility, please just contact Nicky Gleason at nicky.gleason@commerce.wa.gov.



The Agency Information page is the first page you will see when you log into the Administrative Utility. It contains basic agency information such as name and address. You enter the information once, click Submit to save, and then modify it only when that information changes.

The only required field for this page is the Agency Name, which should already be available when you log in, as the State Administrator enters it when your agency is issued its first password. This field also populates the Agency Name on the password screen.

If you have a preferred version of your agency name, changing it here will change it on the password screen as well. For example, if your agency is listed as “Sexual Assault and Domestic Violence Counseling Center” and you prefer to use an acronym, like “SADVCC,” simply type over your agency name in the top field and click Submit. The next time you log into InfoNet, you’ll see your agency’s name changed in the pull-down menu on the password screen. This will also change your agency’s name on reports and other documents.

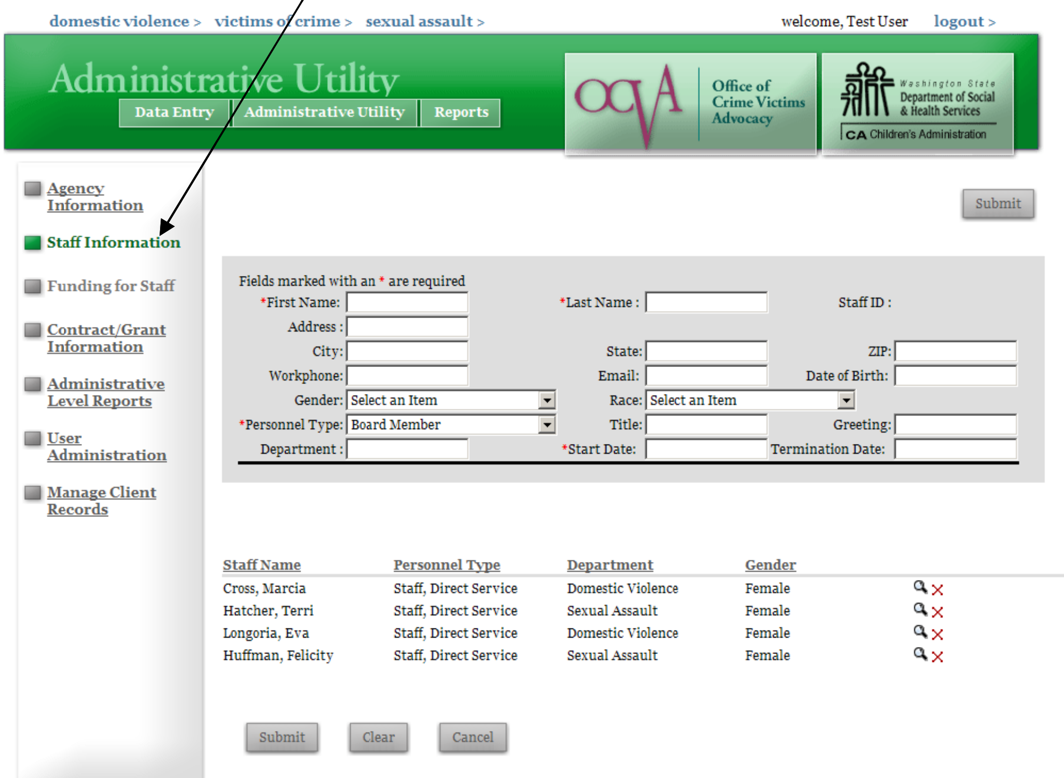


The other fields, including address, telephone, and fax number information should be entered as you would enter them on a report form. If your agency has several e-mail addresses, please select whichever you normally put on OCVA or DSHS report forms. If information does not apply to your agency (for example, if your agency does not have board members) those fields may be left blank.

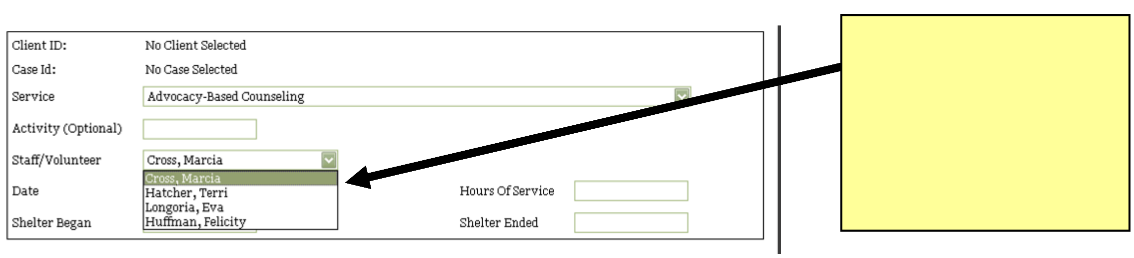
In the white area at the bottom of the screen are fields for Counties served, Legislative Districts, Congressional Districts, Judicial Districts, and VOCA Regions. Many agencies serve only one county or district, but a number of agencies serve more than one area. Because of this, InfoNet allows you to select more than one option for each of those fields. To add a county, legislative district, congressional district, judicial district, or VOCA region, simply type your entry (or in the case of County, select from the drop down box) and click the **Add Service Region** button. If you find you have entered a service region in error, simply click the red **X** next to the entry to delete.

When you have finished entering all of your Agency Information, click on the **Submit** button at the bottom of the page. To modify the data after it has been entered, make any changes and click the Submit button again.

The next page in the Administrative Utility is the Staff Information page, shown below. It may be accessed by clicking on the **Staff Information** link on the left hand side of the screen.



It is important to enter accurate staff information into the InfoNet system, as the information you enter here will be what populates your pull-down list whenever there is a "Staff" field on other pages like Direct Service, Hotline, and Secondary Services.

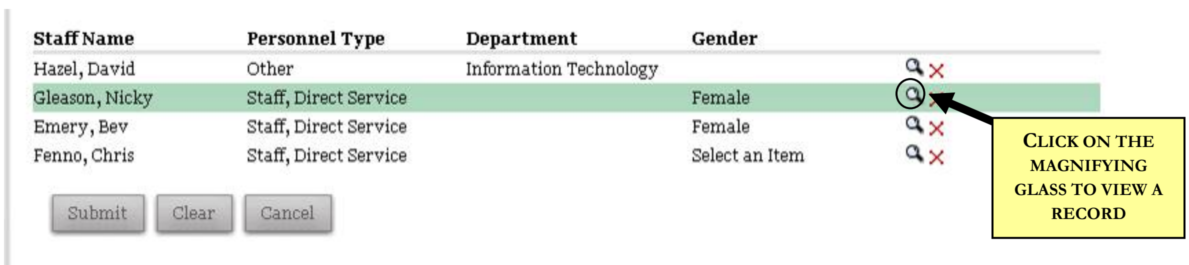


There are four required fields for Staff Information: The staff member's **First Name**, **Last Name, Personnel Type,** and **Start Date.** The other information under Staff Information is completely optional and intended for your agency's use only. **This area is not intended for recording staff's home addresses or any other personal information.** While the information entered and stored into InfoNet is kept securely, personal information about staff members isn't necessary to state or federal funders and is probably best kept separately.

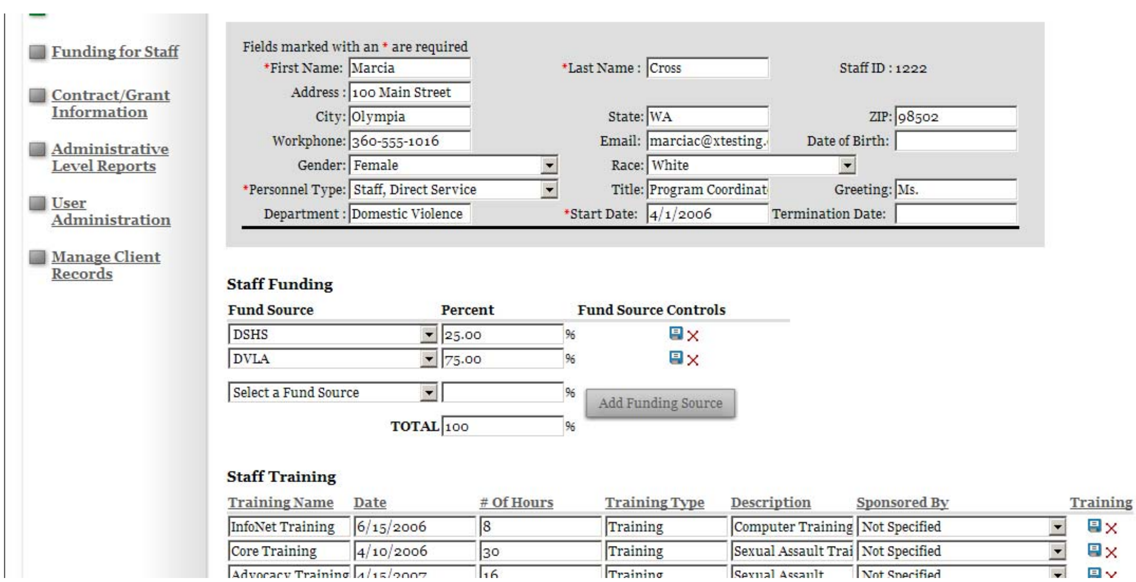
To enter staff information, simply type the information into the designated boxes (or in the case of drop down boxes, select from the choices available) and when you are finished, click the Submit button at the bottom of the page. Your staff member's record will then be available at the bottom of the screen.

If there are groups of volunteers that you want to have in the system but do not want to designate specifically, you can also enter names such as "Shelter Volunteer" or "Board Member" or "Volunteer Attorney" into the First and Last Name slots. Many agencies find it useful, for example, to have one entry for First Name: "Hotline" and Last Name: "Volunteer" so that when calls are taken by a bank of volunteers, a specific name doesn't have to be selected. This works for groups of volunteers, rather than paid staff. Since paid staff often have training or salary allocation issues that can vary significantly, it is usually not be appropriate to enter them in groups. Some contracts, such as DVLA and STOP, require specific staff information to be entered separately, so grouping is absolutely not allowed for staff paid under those contracts.

To view and enter additional information about each staff member who has been entered into the system, mouse over that staff member's name at the bottom of the screen. You will then see that staff member's record highlighted in green, which indicates which staff member is selected.



Hover your mouse on their name at the bottom of the page, and you will see that the staff member's name is then highlighted in green. Click on the magnifying glass symbol to the right, or anywhere on the green highlighted section, and their staff record appears on the screen, as shown below:

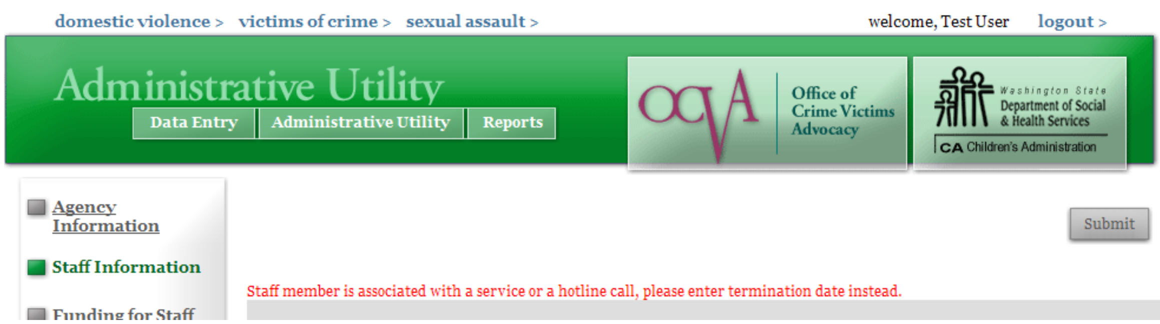


DELETING ACCIDENTAL DUPLICATES

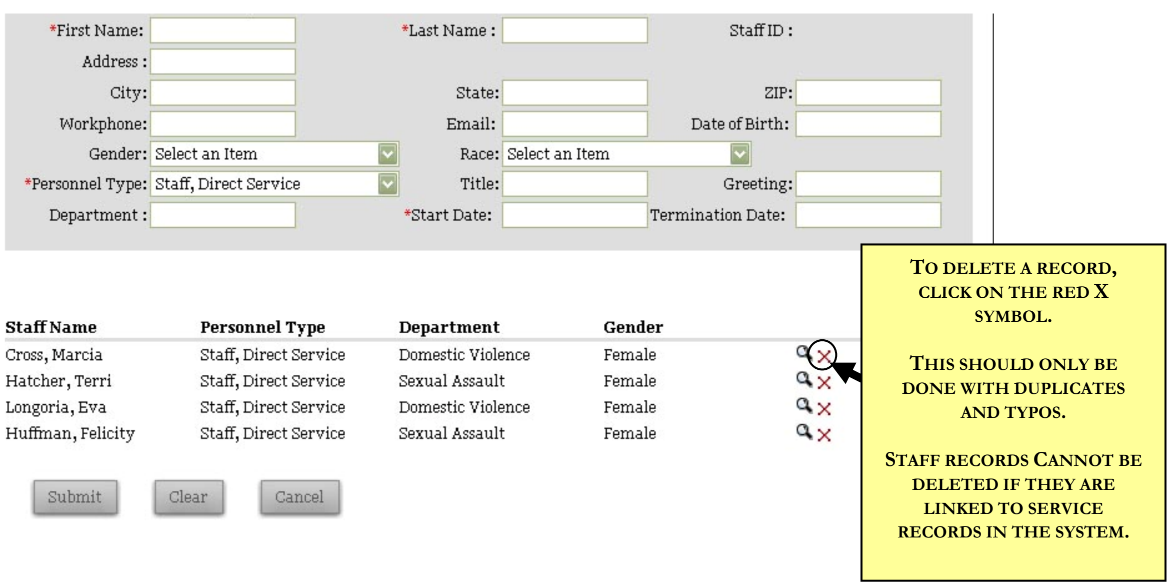
If you are entering a staff name, and realize you have accidentally entered a duplicate of a staff record that is already in the list, you may delete it immediately by clicking the red X next to the new entry. However, staff members who have services or hotline call records attached to them may not be deleted. Therefore, it's very important to delete such duplicates right away, as it can be confusing for staff to know which of two identical entries is the correct one to select when entering data.

You may also delete staff/volunteer records for individuals who do not (and never have) provided services. If a particular staff/volunteer was entered (for example, a Board member) when your agency set up InfoNet, but you realize now that the person in question is never going to be associated with a service or hotline call, you can delete that entry by clicking the red X next to the name.

If you attempt to delete a record, and the staff/volunteer is actually attached to a service or hotline call, you will see an error message at the top of the staff information screen, informing you that the staff/volunteer cannot be deleted:

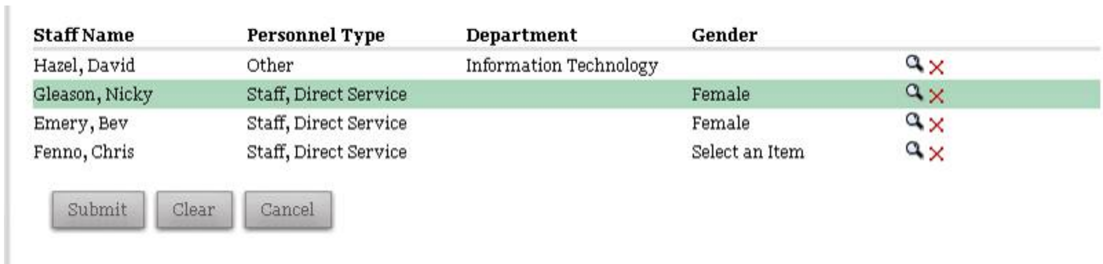


If you did not delete a duplicate right away, and you discover later that you have two entries, both of which have service and/or hotline records attached to them, remove one of the records by entering a Termination Date. More details about that in the next section.



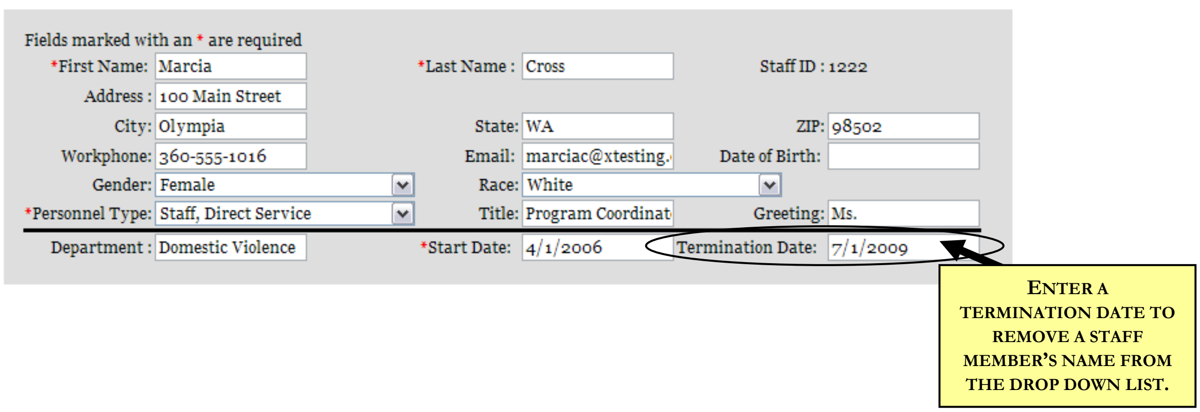
ADDING AND REMOVING STAFF NAMES

Adding and removing staff names is completed at the agency level, not by the InfoNet Administrator. To add a new staff or volunteer name to your drop down list, simply add a new staff record. When a new record has been added, you will see the new staff member's name appear on the saved records table:



Staff Name	Personnel Type	Department	Gender
Hazel, David	Other	Information Technology	
Gleason, Nicky	Staff, Direct Service		Female
Emery, Bev	Staff, Direct Service		Female
Fenno, Chris	Staff, Direct Service		Select an Item

To remove a staff member or volunteer's name after they have left your agency, select the staff member's record and enter a Termination Date. The Termination Date may apply for any reason a staff member no longer provides victim services at your agency, even if the staff member was not terminated.



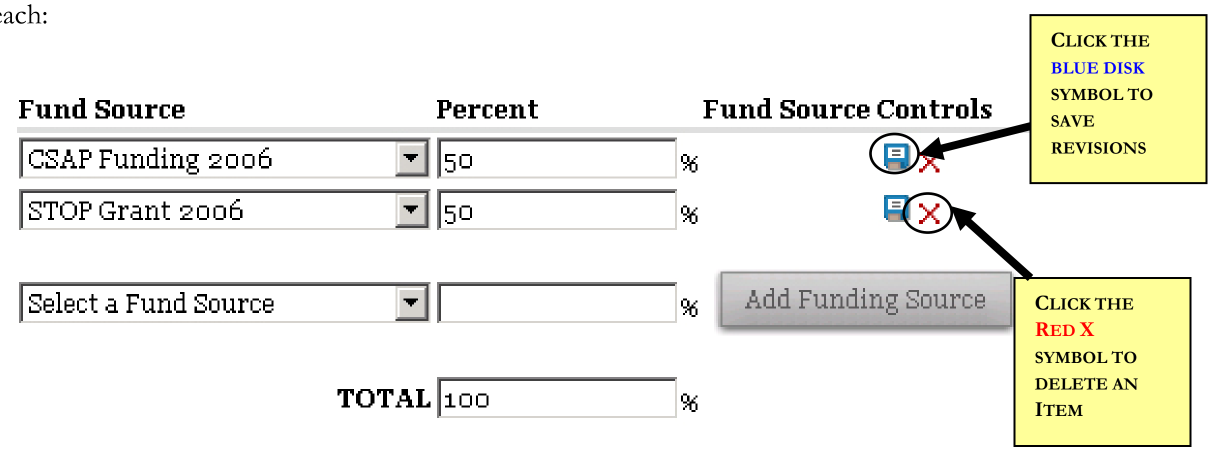
Click the Submit button to save the termination date, and this will remove the staff member's name from the various drop down lists throughout the system. It will keep that former staff or volunteer's past records intact, and you will continue to see a staff record listed for them in the Staff Information section.

If you remove a staff member's name in error, it is very easy to return it. Simply pull up the staff member's record, delete the Termination date, and click Submit to save. This will return their name to the drop down list so that further services, hotline calls, or presentations may be added under that person's name. If you finish your data entry and want to remove the name again, return to this page, re-enter the Termination date, and click Submit.

STAFF ALLOCATION

The next item you need to complete is to indicate what percentage of each paid staff member's salary is funded through each OCVA or DSHS contract. Your agency's contract information populates a pull-down menu to select from. Simply select the source of funding and type in what percentage of the staff's salary is paid for out of that contract, and then click the Add Fund Source button.

For each additional fund source you add, the InfoNet system keeps track of the total. Please keep in mind that while it is okay to have a staff's time add up to less than 100% (to allow for part-time staff) it should never add up to more than 100%, or you will receive an error message. When you are done, will see all the fund sources for each staff member, and the percentage of that person's salary allocated to each:



To modify a percentage, simply type over the number you wish to change, then click the **blue disk** symbol to the right of that number. Percents of salary can be adjusted at any time during the year. **However, please keep in mind that changes to staff paid through OCVA or DSHS funding should correspond to conversations you have with your contract manager.** To delete a fund source from that staff's allocation, click on the red **X** symbol. If you are in doubt about whether a particular staff person may be paid out of a contract, please contact your contract manager/program coordinator.

We understand that staff percentages are estimates. However, if a staff member spends a significant amount of their time providing one service and their time is being charged significantly to a contract that does not allow that service, then an alteration in staff allotment most likely needs to be considered. Using this tool will allow agencies to perform time task analyses and adjust staff time to more accurately reflect eligible services. Agencies will be able to refer to past data to provide an educated guess on how much time an advocate will spend on a service in the future.

InfoNet is not intended to replace an agency's decision-making ability when it comes to staff allocation. Agencies will always have final authority of how their staff is allotted, and what services are in each staff member's job description. InfoNet is not intended as a substitute for or an obstacle to those management decisions. What InfoNet does do is allow agencies to make these decisions with the most accurate data available.

All of your staff that provides direct services paid for through your OCVA and DSHS contracts **must be** entered into staff information and their salaries allocated using this method. If you need technical assistance with this process, you may contact OCVA or DSHS and we would be happy to help you get this feature set up.

STAFF TRAINING

Below the staff funding information on each staff record is an area for tracking staff training hours. This feature was added specifically because it was requested by representatives from the field as being a useful and valuable tool for agencies. Initially, the training area for each staff member will be blank, and will look like this:

Training Name	Date	# Of Hours	Training Type	Description	Training ID
					Add Training

For each training, please enter the Training Name, Date, and total number of hours for which the staff member received training credit. The Training Type and Description are optional fields that are for agency use; if there are categories you wish to assign to trainings, please indicate in Training Type. As we collect more training data, it may become apparent that there are certain categories that most trainings fall into, but for the first year of InfoNet that data is purely a text box.

Indicate whatever "Training Type" your agency would categorize the training as, or leave the box blank if you do not wish to categorize the training. The Description box is for any other information you wish to record about the training. It is a completely optional field, and is for your agency's information only, so use it however works best for your agency—brief notes about the training, location of the training, cost, additional information, etc.

There is only one Date field for recording training information. If training occurred over multiple dates, please indicate the date that the training started in the Date box. If it is important to your agency to record the end date as well, you may indicate that information in the Description box, or you could choose to enter each day of the training as a separate entry.

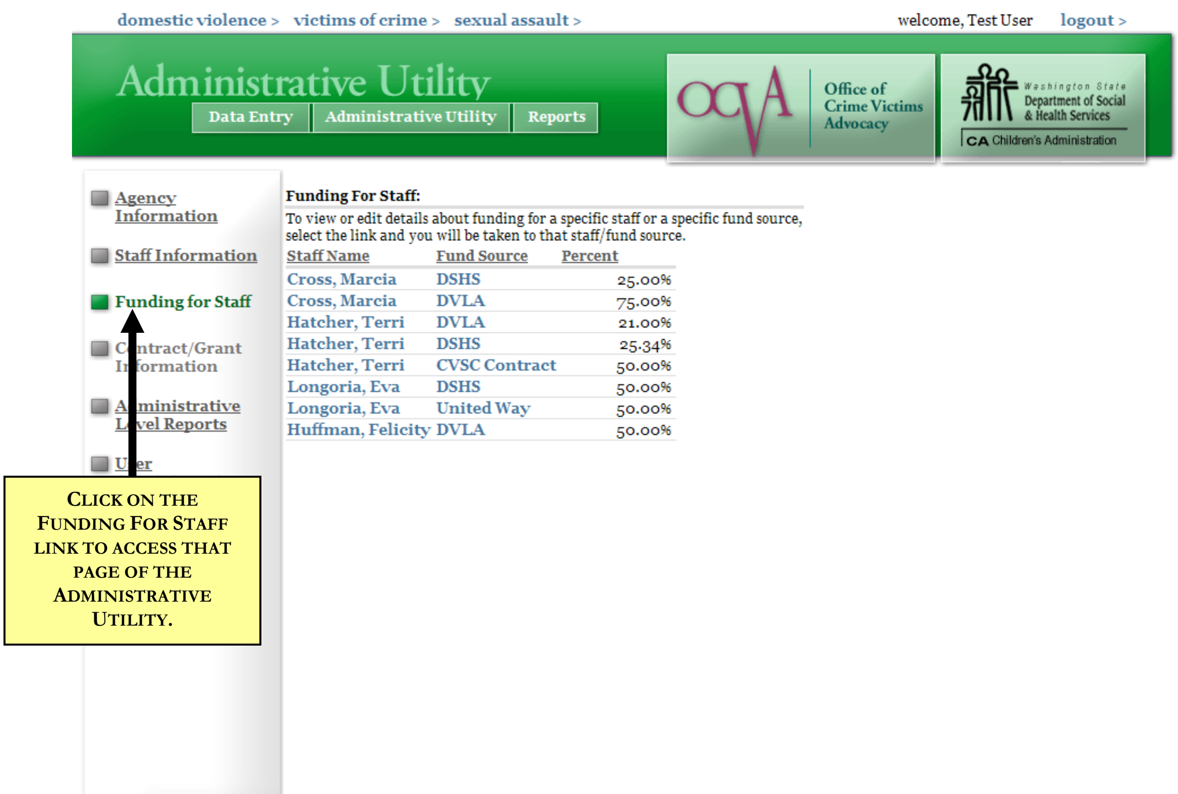
When you have entered the information about the training, click on the **Add Training** Button and that training will be added to the staff member's record, as shown below:

Training Name	Date	# Of Hours	Training Type	Description	Training ID
OCVA Conference	10/13/2005	18	Conference	10/13 thru 10/18	
Internet Safety	12/2/2005	3	Workshop	WCSAP training	
InfoNet Training	8/1/2006	8	Workshop	Super fun!!	
					Add Training

Again, as with the funding list, you may alter any of the fields at any time and then click the blue disk symbol to the right of that record to save your changes. Click red **X** symbol at any time to delete a training you no longer want listed for that staff member (for example, if a training was entered in error.)

FUNDING FOR STAFF

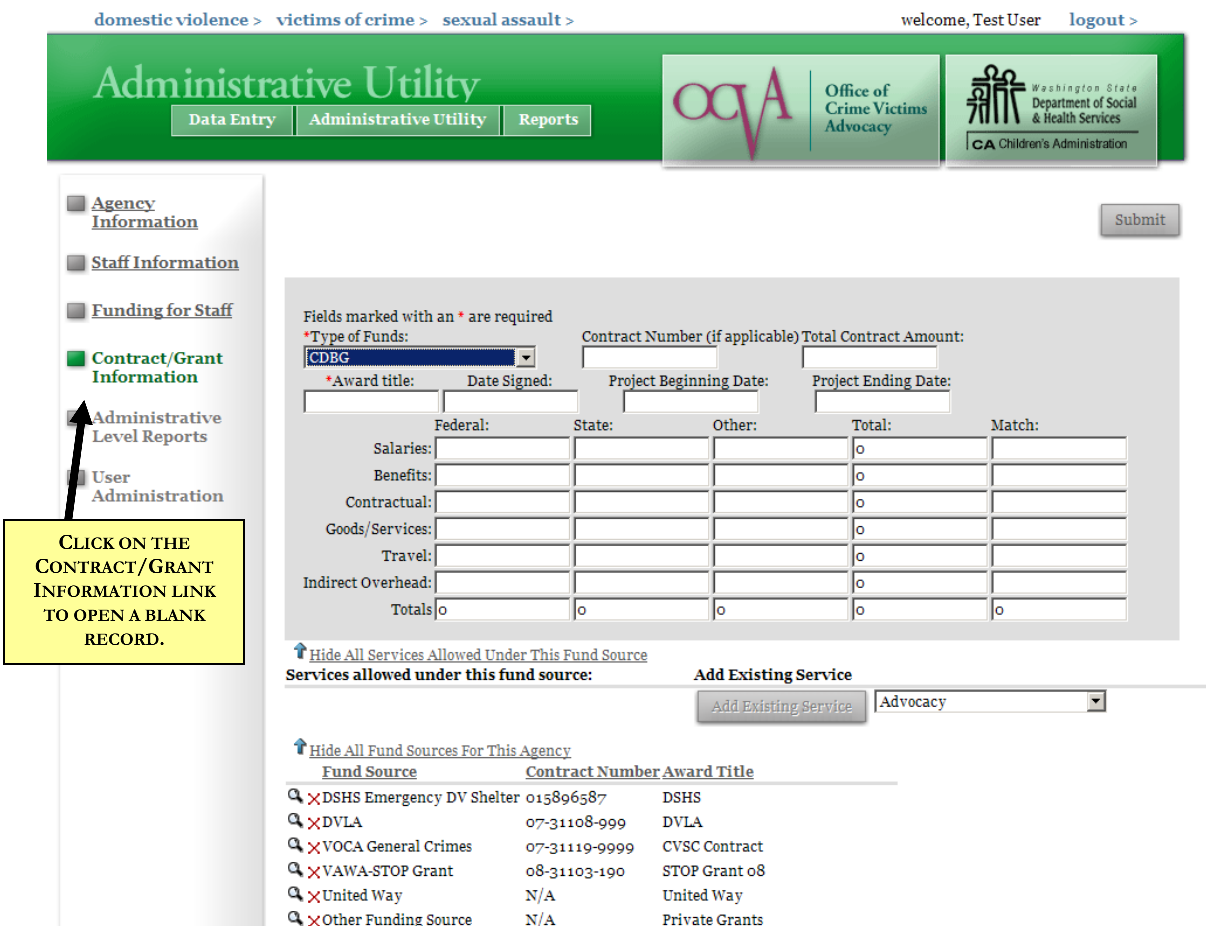
The Funding For Staff page may be accessed by clicking the Funding For Staff link to the left of the Administrative Utility screen, as indicated below:



No data entry is needed on the Funding For Staff page. The page is simply a resource that allows you to view all of your staff allocation data in a glance. It also allows you a quick and easy way to access both employee records and contract records, by providing you with convenient links to those records. No information needs to be entered on this page; it is provided solely to give you convenient access to your data without having to page through each employee's record.

If, while viewing this page, you wish to adjust an employee's record, simply click on the employee's name and you will be taken to that employee's record. If you wish instead to view more information about a contract or fund source, click on the fund source. More information about contract data is provided in the next section.

The Contract/Grant Information page may be accessed by clicking the Contract/Grant Information link on the left hand side of the page, or by selecting any of the existing Contracts from the Funding for Staff page. If the link on the left of the page is selected, the page defaults to a blank entry, shown below:



There are only two mandatory fields for each Contract/Grant entry: **Type of Funds**, and the **Award Title**. The Type of Funds is a drop down box that allows you to specify what KIND of funding the contract or grant is. The types of funding are not limited to those administered by OCVA and DSHS, but also can include private grants, city funding, and other state and federal programs. If your agency wishes to track services funded by another fund source, such as United Way, you may enter such a grant or contract into this section by selecting United Way as the Type of Funds.

The Award Title is a label that allows agencies to differentiate between two different awards of the same type. In the example above, there are two awards of the same fund source type: VAWA STOP Grant, at the bottom. By looking at the Award Title, we can see that they are for different award years—STOP Grant 2007 and STOP grant 2005.

Fund Source	Contract Number	Award Title
Native American Specialized SA Services	06-31110-002	Tribal Funding
VAWA-Rural DV	06-31104-101	Rural Domestic Violence
CSAP	06-31110-200	Community Sexual Assault Program
Specialized SA Services	05-31110-001	Specialized SA Services
VAWA-STOP Grant	07-31103-108	STOP Grant 2007
VAWA-STOP Grant	05-31103-117	STOP Grant 2005

Another element that can be very useful in distinguishing between contracts is the contract number. For OCVA and DSHS contracts, the state administrator will enter this information into the system for you. If your agency chooses to enter additional funding information (such as for United Way grants or other sources of agency income) you may always leave the contract number field blank if it does not apply to that particular contract or grant.

The project beginning and ending dates allow the system to determine if any given contract or grant is *active*. When you first begin using InfoNet, all of the information in the system will be current; however, as time passes, there will be newer contracts entered and information that was previously entered will become outdated. It can be useful, however, to continue to keep this information in the system for reference, so rather than delete those contract records, there is a project end date field provided, so that we can indicate when those contracts have expired and are no longer current. That way, agencies can go back and look at information on past year's data.

The contract amount and budget information at the bottom of the screen are purely for reference at this point. They allow you to quickly access what the original contract budget was for each contract or grant. You may choose to enter additional contract or grant budget information if that is useful to your agency, but it is completely optional.

Important Note: Please Don't Delete Your OCVA/DSHS Contracts

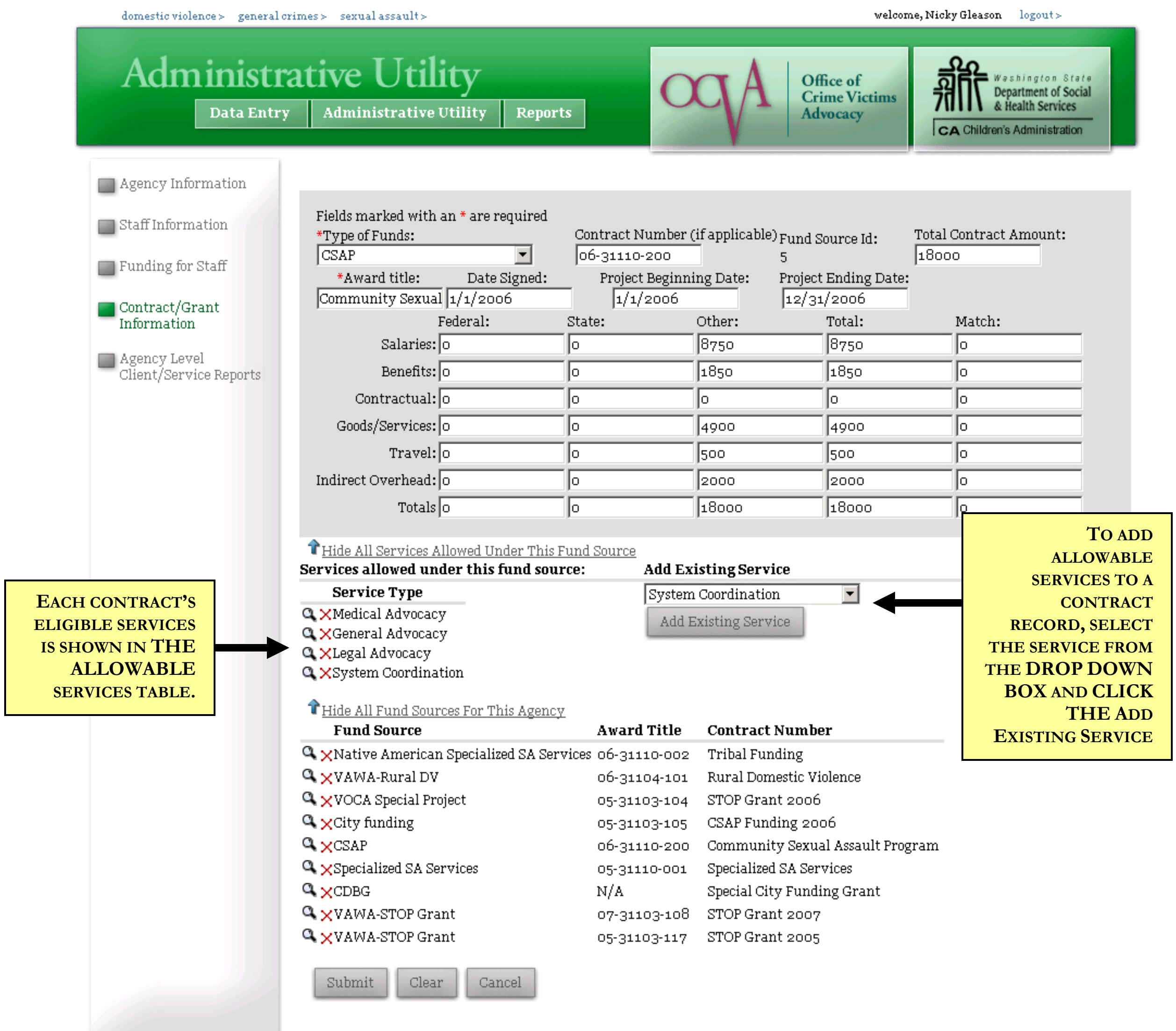
At the beginning of each contract/grant cycle, the InfoNet State Administrator will enter contract/grant information for your agency's contracts/grants that are administered by either OCVA or DSHS. This information is important, and is used when pulling a variety of statewide reports. Do NOT delete the contracts or grants entered by the State Administrator unless the project ended more than 1 year ago.

Some reports require the previous year's contract information to pull correctly. For example, STOP grant reports are compiled for the entire calendar year in January of the following year. That report will pull information from the previous year's funding (for the January – September time period) and from the current year's funding (for the October – December time period.) If an agency has deleted their contract information for the previous year, that data will not be shown on their report, and must be re-entered by the State Administrator.

Many state reports are pulled based on agencies that have a specific type of contract/grant. If you have deleted your agency's contract/grant, your agency might get missed on these reports. Therefore, please do not delete contracts/grants that have been entered by the State Administrator. (It is fine to delete any entries you entered for funding other than OCVA or DSHS administered funding.) If you're not sure whether it's okay to delete a particular contract/grant, please contact the OCVA State Administrator.

Allowable Services:

Each contract/grant funds specific services, and these can be listed under allowable services. For example, CSAP contracts allow Legal Advocacy, Medical Advocacy, and General Advocacy. DV Shelter contracts allow a variety of services, including Advocacy-Based Counseling, Child Care, and CVC Assistance. Each contract's eligible services will be listed under the contract in the Allowable Services table, such as the one shown below:

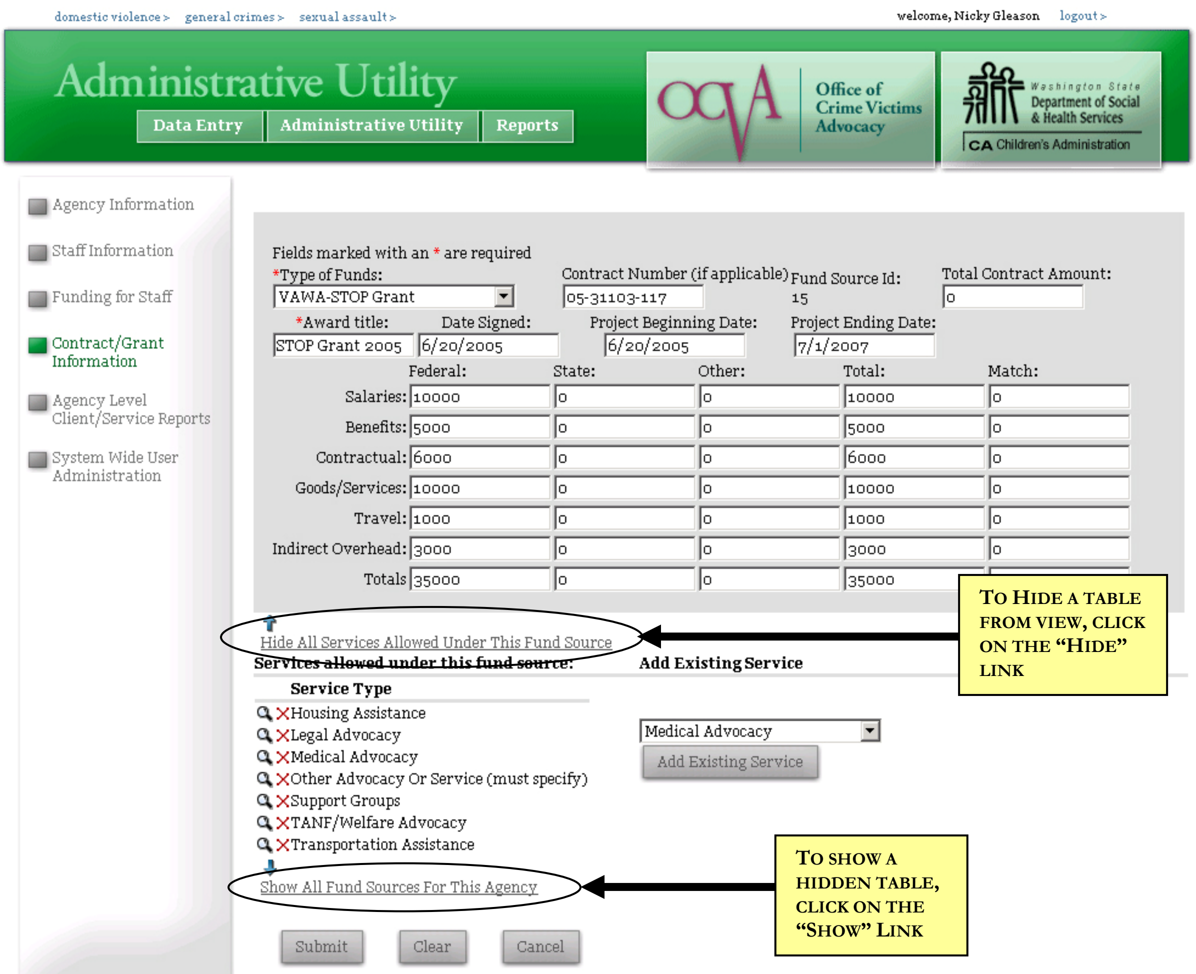


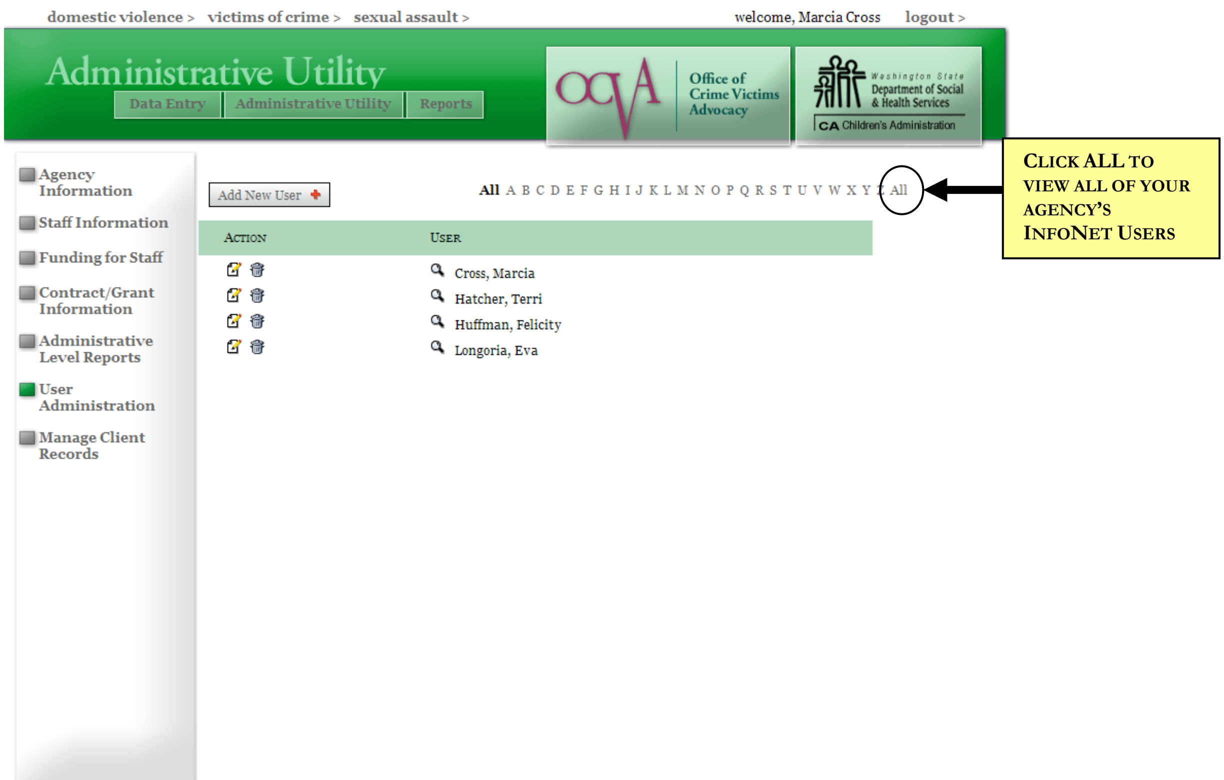
Entering the allowable services for a particular grant/contract is completely optional. You may add services by selecting a service from the pull down list and click the Add Existing Service button. Not every service that you provide may be on the existing services list. Many activities such as Hotline Calls, Prevention Activities, and many other services that are not associated with an individual client do not appear on the drop down list but instead are entered elsewhere in InfoNet.

Currently, the only services listed are those allowable by one or more of the OCVA and DSHS contracts.

HIDING AND SHOWING INFORMATION

Many of the tables within InfoNet can be hidden and shown depending on what you wish to view at any given time. For example, both the Allowable Services and Fund Sources for your Agency may be hidden, as seen in the picture below. To show either of them, click on the appropriate "Show" link. To hide a table from view, click the "Hide" link at the top of the table.

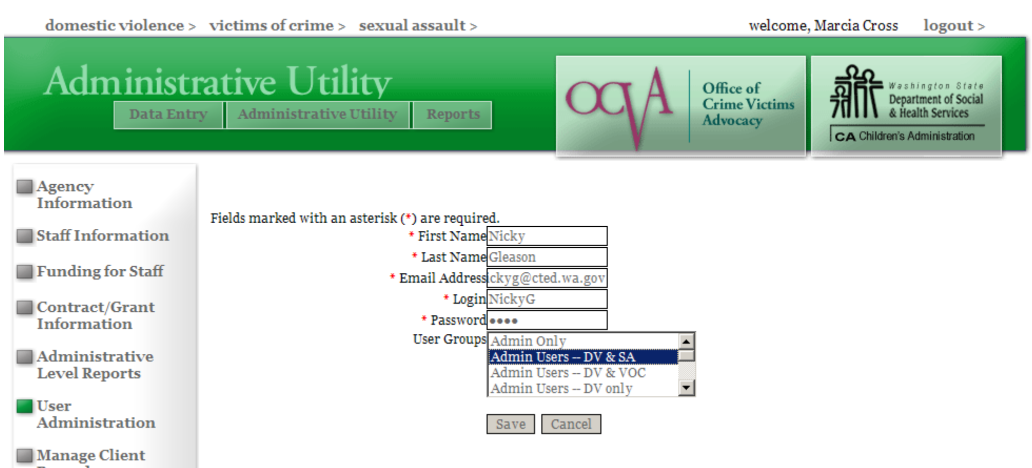




The new User Administration section is provided so that agency administrators can set up, change, and delete password accounts for users at your agency. To view a list of all of your agency's users, click the word All at the top of the screen.

SETTING UP A NEW USER ACCOUNT

To create a new user, click the Add New User button in the upper left of the screen. You will be presented with the following screen:



Indicate the first and last name of your InfoNet user, the user's e-mail address, and their selected Login and Password. Select the type of User Group the new user will belong to: will they be an admin user, or restricted to data entry? Will they need access to the Domestic Violence, Sexual Assault, or Victims of Crime interface, or some combination of the three?

WHY DID MY SCREEN JUST BLINK?

When entering a new user, the Login field will default to the user's first name, last initial. You can feel free to change this to whatever Login the user prefers. However, once you've entered the user's first and last names, the system will refresh to populate the Login field with the first name, last initial default. Depending on your internet connection, this "blink" could be almost instantaneous, or it could take a moment to refresh your screen.

Once the fields have been completed, click the SAVE button to save the new user. The new name will now appear in your User Administration section.

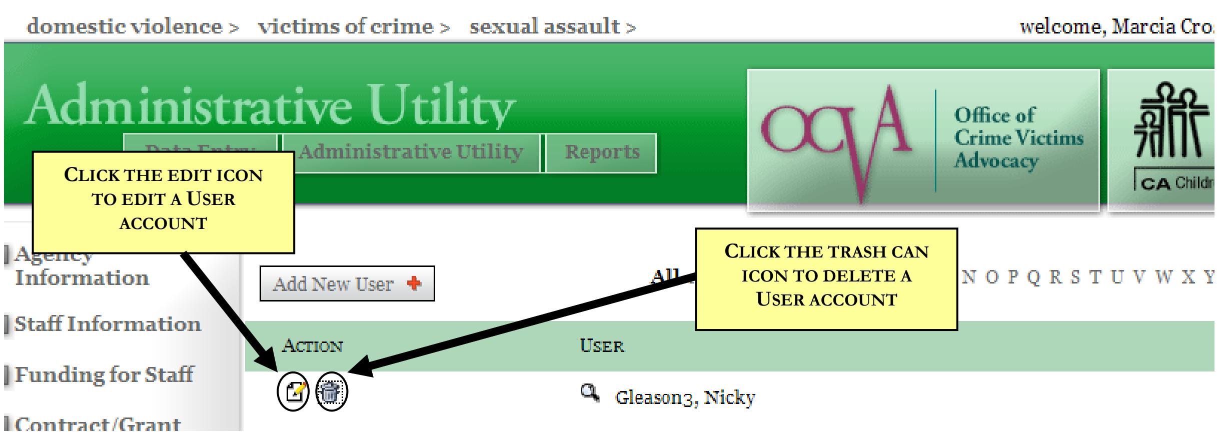
Please note: Adding a new user does NOT add the person's name to your staff lists in the InfoNet system, such as the drop down lists under services and hotline. To add a new staff member or volunteer name, please see the Staff Information section.

CHANGING A USER PASSWORD OR OTHER INFORMATION

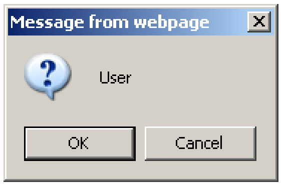
To change an existing user's password, login, or other information, simply select the user by clicking on the Edit icon next to their account, and once their information is shown, overwrite the existing information, and click Save.

DELETING A USER ACCOUNT

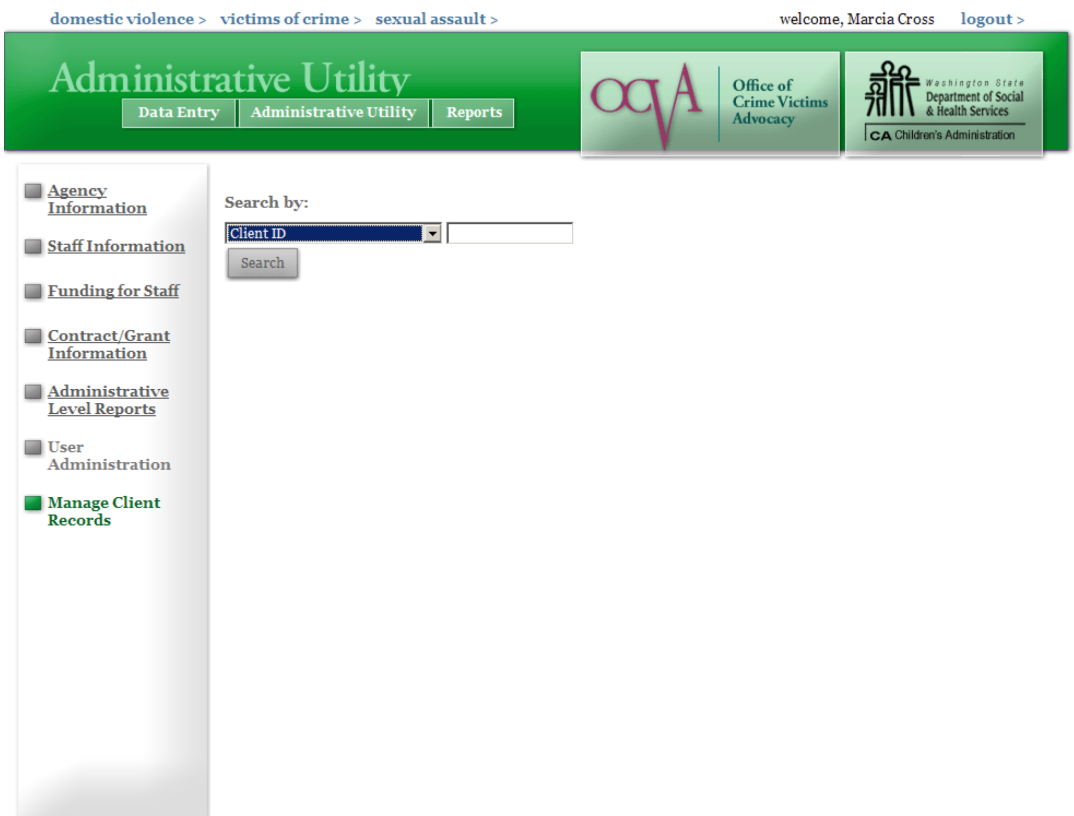
To delete a user account, click the garbage can icon next to the user account.



After clicking the trash can icon, a pop up window may appear to confirm you wish to delete the account.



Click OK to continue. The user account will then be deleted.



The new Manage Client Records feature allows Administrative Users to do three things:

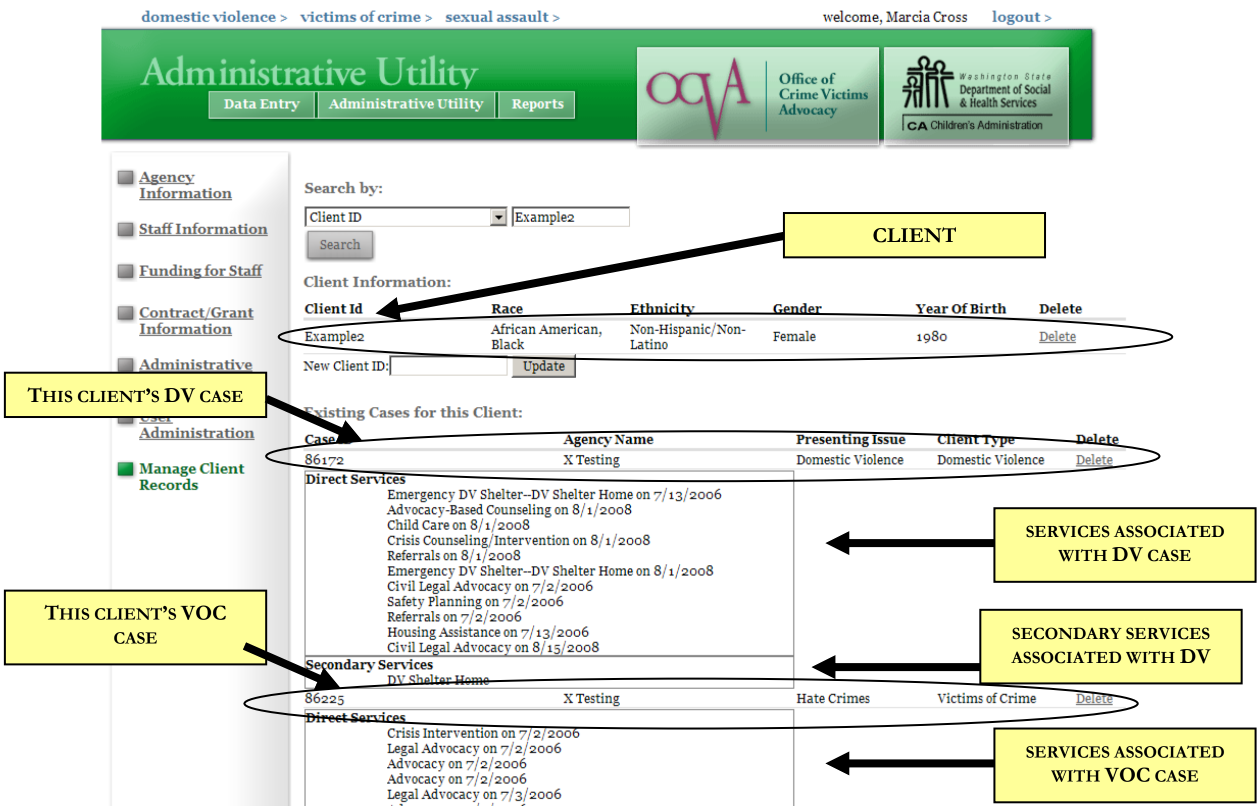
(1) Edit Client ID numbers – useful if a typo was made when entering an intake;

(2) Delete duplicate cases

(3) Delete duplicate client intakes.

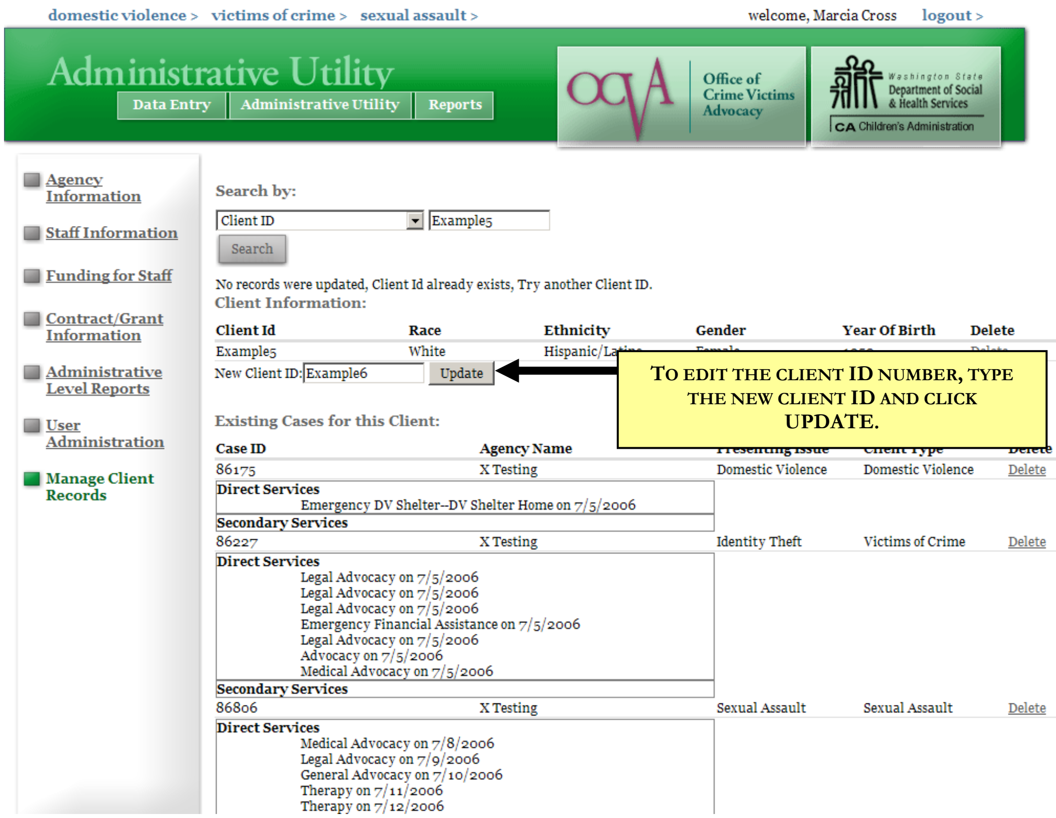
Before using the feature, it's very important to understand the difference between Clients and Cases. If necessary, please review the section in Chapter 3 in the manual to make sure you fully understand the difference and the relationship between Clients and Cases.

The first step in using the Manage Client Records is to search for the client or case you wish to edit or delete. The Search By box, much like the search feature in the data entry section, allows you to search by either Client ID number or Case ID number. Only Client ID numbers may be edited, but either may be deleted.



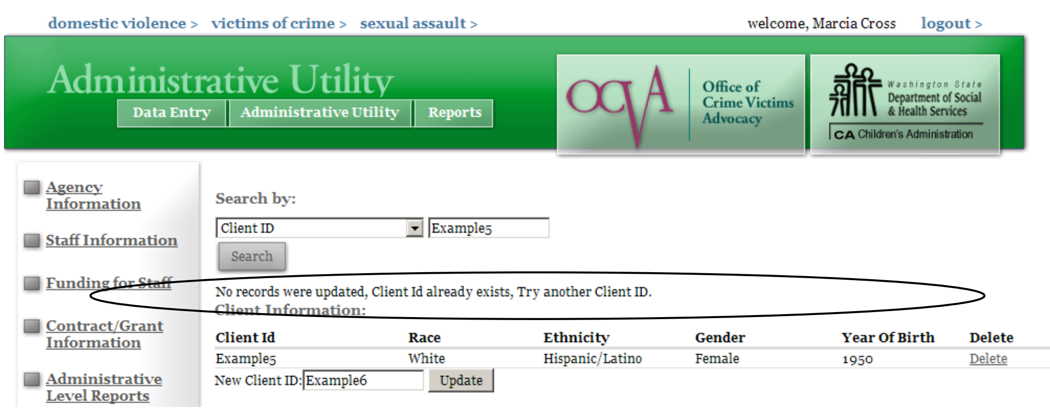
After searching for a client, you will see something similar to the above. In this example, the client has two cases, and multiple services under each case. This is a handy feature, as it is meant as a safeguard against accidentally deleting a client or case thought to be a duplicate, but which in fact contains lots of data. If you intend to delete a duplicate, and you see that there are many services entered under the intake, you may want to double check to make sure those services are entered elsewhere.

EDITING A CLIENT ID NUMBER

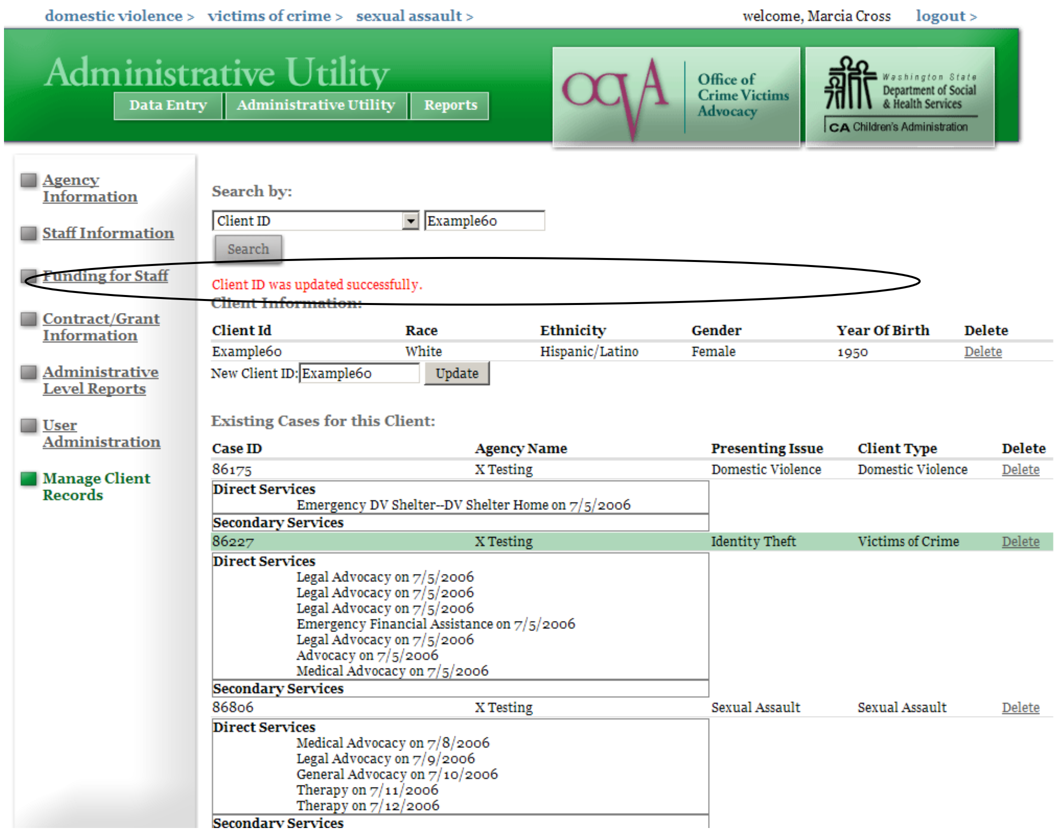


Mistakes happen to everyone, and frequently a Client Intake is submitted with a typo or mistake in the Client ID number. To change the Client ID number, you can use the New Client ID field, immediately below the existing client ID number. (see above) Type in the desired change and click Update.

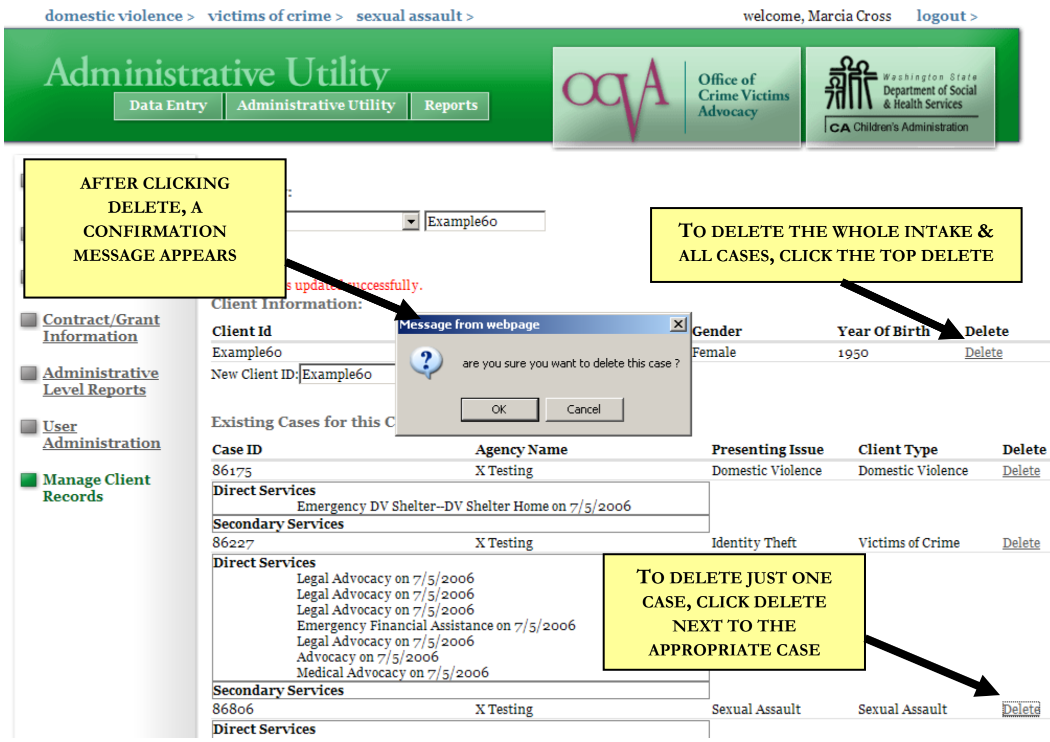
Client ID numbers must be unique throughout the system. If a Client ID number is already being used, you will not be able to use it, just as you would not be able to enter a new client intake with a used number. If you attempt to update a client with an existing Client ID number, you will receive the following error message: "No records were updated, Client ID already exists, Try Another Client ID."



Once you have entered a client ID number that is unique and clicked Update, the Client ID will be updated. You will see the update confirmation shown in red at the top of the screen.



You will also see the new Client ID shown on the record itself, in the search box (which previously displayed the incorrect Client ID) and everywhere in the system the old Client ID was used. In fact, if you wish to assign a new client the previous Client ID number, you can now do so, as it no longer exists.



To delete one case from a client, you have two options:

(a) Search by the Case ID, and when the case is shown, click the word DELETE on the far right of the case record

(b) Search by the Client ID, determine the case you want to delete, and click the word DELETE to the far right of the case record.

After clicking delete, a confirmation message appears, confirming that you want to delete this case. Click OK to complete the deletion, or Cancel to cancel the deletion.

Deleting Clients

To delete a client, you must search by the Client ID. When the client intake appears, click the word DELETE next to the client record. This will delete all cases and services associated with that client.

IMPORTANT WARNING ABOUT DELETING CLIENTS AND CASES

Deleting a client intake deletes ALL cases under that intake, and ALL services under each case. It also deletes ALL secondary victims and services entered under each case. Deletions of that nature are typically only done if the client intake was entered in error, such as a duplicate. Please use **extreme caution** when deleting large amounts of data. There is no way to "undelete" large amounts of data once they have been deleted.