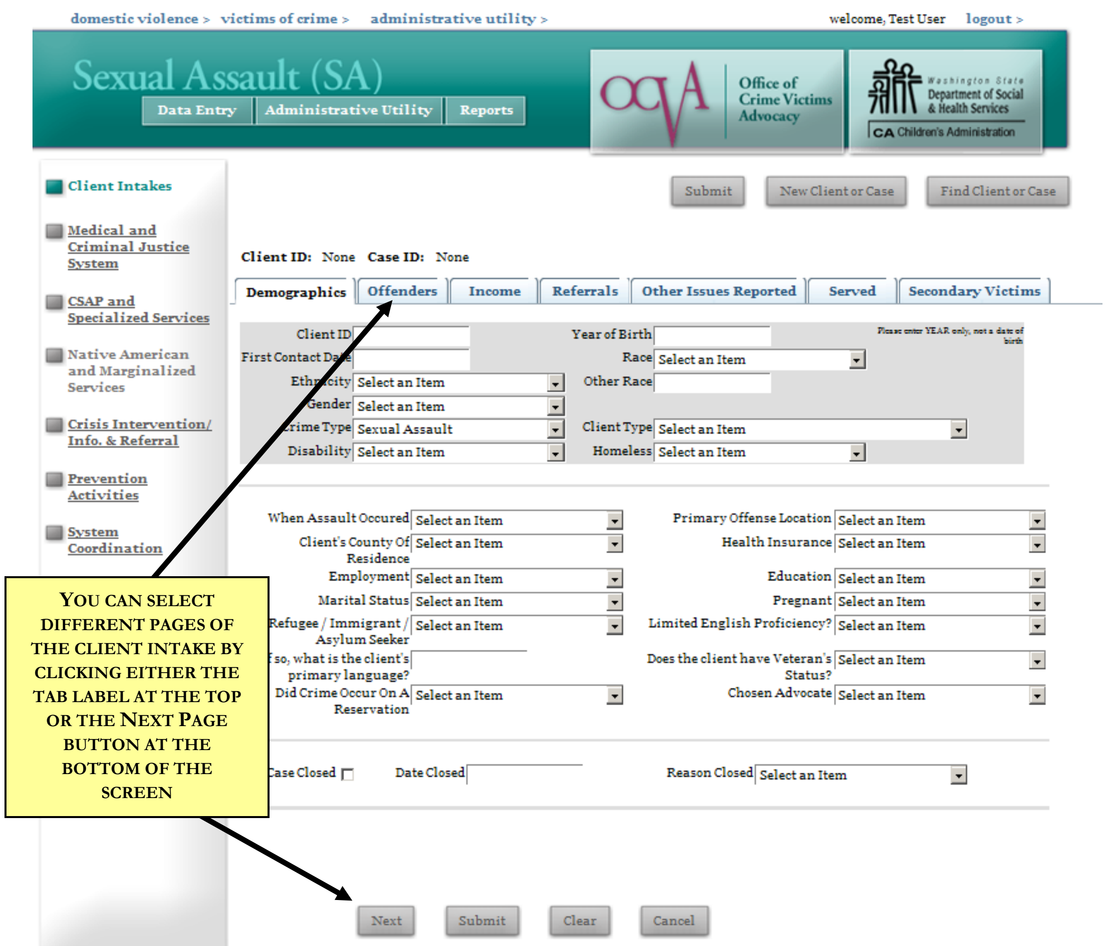
4. CLIENT INTAKES

When you first log-in to InfoNet under Domestic Violence, Sexual Assault, or Victims of Crime, the client intake screen is shown by default. To begin entering information, simply move your cursor to the first available box and enter data. Data in InfoNet falls into one of three categories for data entry: text fields, drop down boxes, and check boxes.

Text fields are those fields that you enter data into using your keyboard; examples of typed fields are Client ID number, First Contact Date, and Year of Birth. Some of these fields require you to enter data in a specific format, such as a date, and others, such as Client ID number, allow more flexibility.

Drop down boxes are those fields that offer a predetermined list of options from which to choose. The majority of information in InfoNet is available via drop down boxes. To select an option from a drop down box, you may either click with your mouse to select the item you want, or you can move your cursor to the drop down box using the TAB key and type the first letter of the option you want from the keyboard. If more than one option beginning with the same letter exists, pressing the letter again will toggle through the choices beginning with that letter.

Check boxes are exactly that—boxes that can be checked to indicate yes, or left blank to indicate no. These are typically questions where you may want to select more than one answer, such as agencies you referred your client to, or the variety of services your client needed. Check boxes can be selected with the mouse, or selected using the TAB key and clicked by hitting the SPACEBAR on the keyboard.

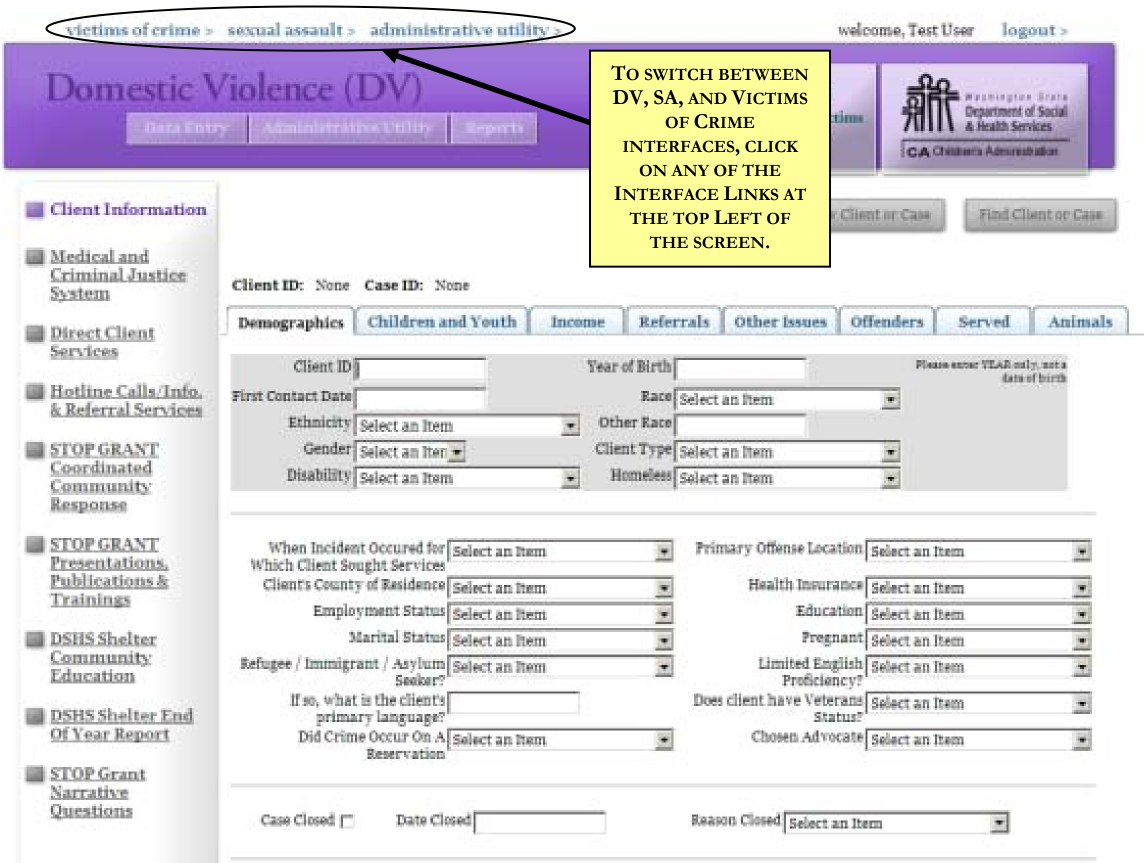


There are seven sections, or pages, of the Sexual Assault Client Intake: Demographics, Offenders, Income, Referrals, Other Issues Reported, Served, and Secondary Victims.

You can tell which page you are on by looking at the tab bar at the top of the screen; the active page will be in black text. You can select between the different pages in one of two ways: either by clicking on the name of the page you want on the tab bar, or by clicking the Next Page button at the bottom left of the screen.

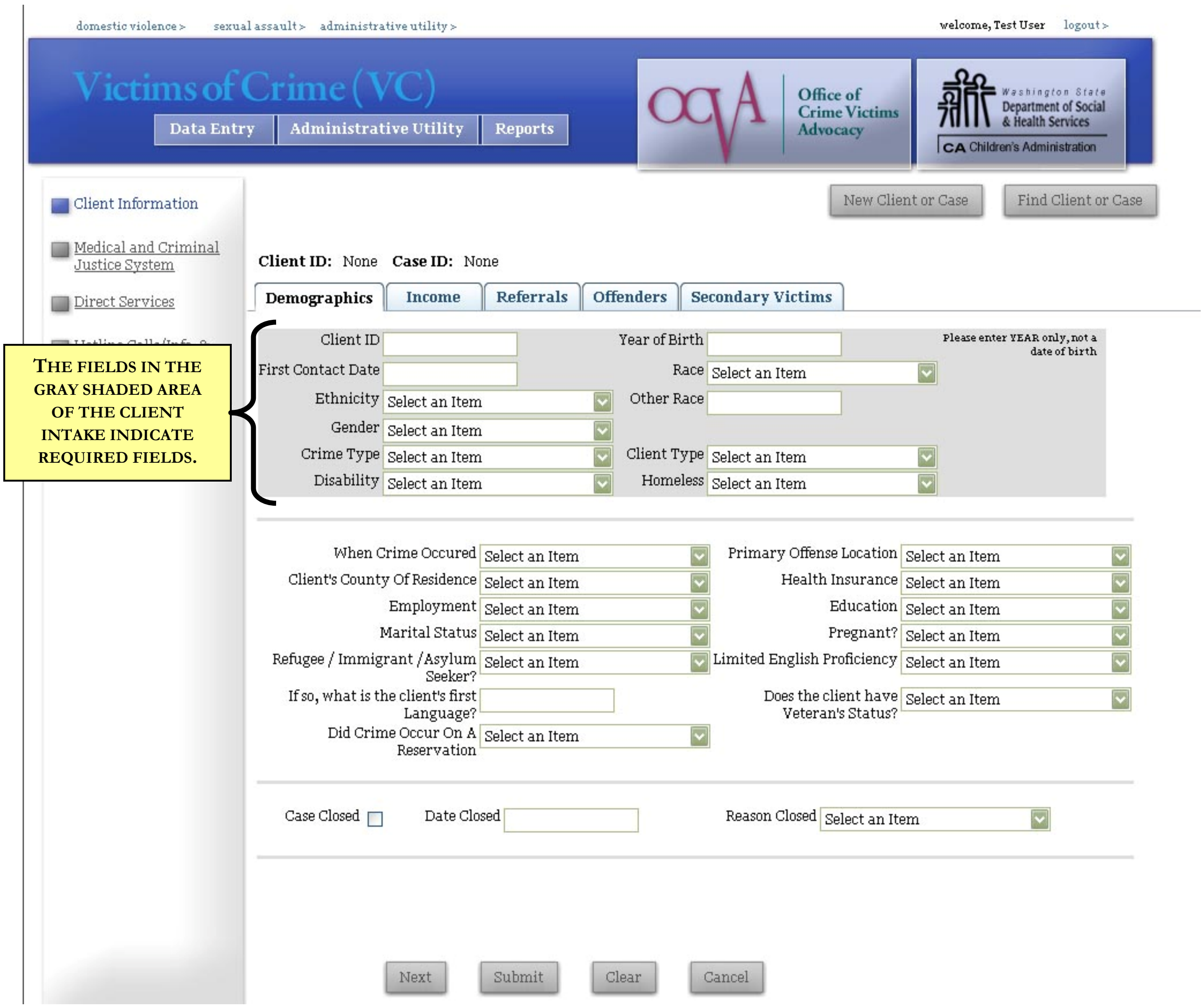
DOMESTIC VIOLENCE CLIENT INTAKES

The Domestic Violence interface has many of the same tabs seen on the Sexual Assault Interface, but with some differences:

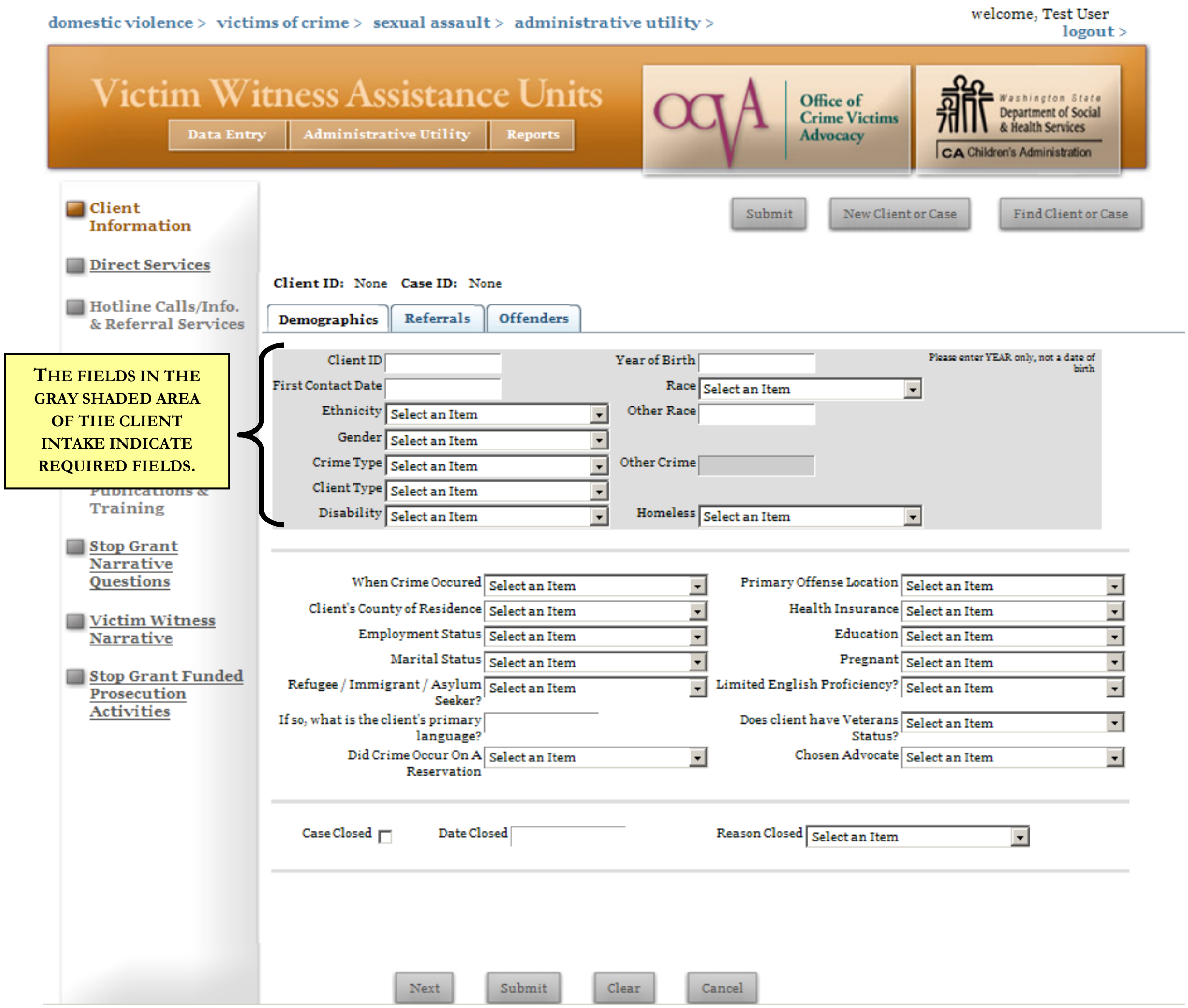


The different pages are indicated on the tab bar at the top of the screen: Demographics, Children and Youth, Income, Referrals, Other Issues, Offenders, Served, and Animals.

Like the Sexual Assault interface, you can tell which page you are on by looking at the purple bar; the active tab will be highlighted in white, as "Demographics" is highlighted in the picture above. You can select between the different pages either by selecting the next tab on the purple bar with your mouse, or by clicking the Next Page button at the bottom left of the screen.



The Victims of Crime interface has five tabs of Client Information: Demographics, Income, Referrals, Offenders, and Secondary Victims. Just as with the other two interfaces, you can see which page is active by looking at the tab bar. The active tab will have black text, as “Demographics” is in the picture above. You can select between the different pages by selecting the next title on the bar with your mouse, or by clicking the Next Page button at the bottom left of the screen.



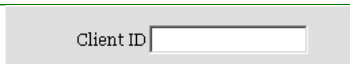
The Victim Witness Assistance Units interface has three tabs of Client Information: Demographics, Referrals, and Offenders. Just as with the other three interfaces, you can see which page is active by looking at the tab bar. The active tab will have black text, as "Demographics" is in the picture above. You can select between the different pages by selecting the next title on the bar with your mouse, or by clicking the Next Page button at the bottom left of the screen.

Demographics

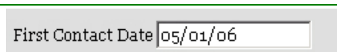
REQUIRED DATA

To enter the information on any of the three Client Demographics pages, you must first enter the required data. If any of the required data fields is left blank, the record cannot be submitted into the InfoNet System. Required data is shaded in gray on each of the three interfaces to make it easier to identify.

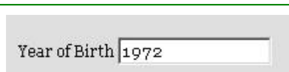
Required Data Fields



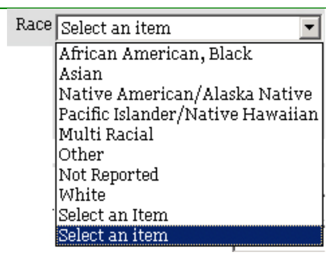
Client ID: Client ID numbers may contain letters as well as numbers and may be up to 14 digits long. Each agency should have an established protocol about how Client ID numbers are assigned to clients. See Required Data section for more details about assigning Client ID numbers.



First Contact Date: The first contact date is entered into the date box as shown below. There are a variety of formats you can use to enter a date, such as mm/dd/yy, or m-d-yy. The First Contact Date may be significantly prior to when the InfoNet record is typed into the system, as some agencies will decide to complete paper intake forms and enter their data monthly or even quarterly, although it is recommended to enter your data frequently. The First Contact Date is the date you filled out an Intake form for that Client.

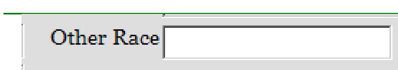


Year of Birth: The year of birth is exactly that, the year your client was born. It is typed into the text box labeled, appropriately enough, year of birth. Please make sure to type the year of birth, and not the client's age—if you type only a one or two digit number in this field, you will receive an error message.

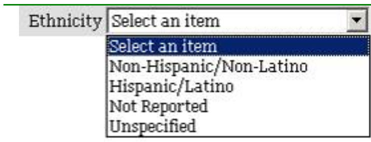


Race: Race is a drop down box with the options shown in the diagram to the left. Select the race your client most identifies with, or if necessary choose unspecified if you believe identifying your client's race would likely cause a breach of confidentiality.

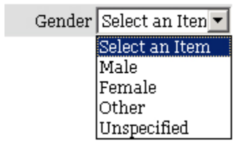
Please note such issues should be extremely rare, as it is not required data for you to identify which county your client resides in.



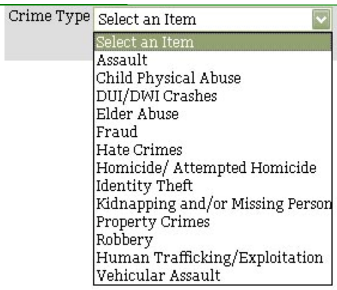
Other Race: If you select Other, please specify the client's race in the Other Race text field. This field can also be used for agencies that need to be more specific about Race/Ethnicity categories than InfoNet allows. For example, if you have another funder that requires you specify categories within Multiracial, for example, you can select Multiracial as your Race category, and in the Other Race text box you can specify "African American and Asian."



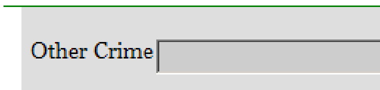
Ethnicity: Select the ethnicity your client most identifies with from the options shown on the left. Ethnicity is separated from race in InfoNet because this is how the U.S. Census collects race and ethnicity data, and because this is how many of our federal reports require we submit this data.



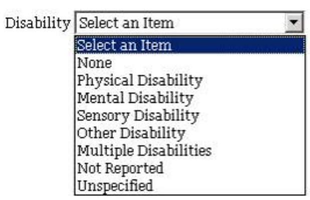
Gender: Select the gender your client most identifies with from the options shown on the left.



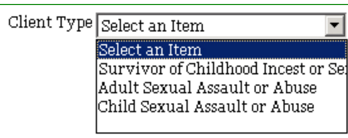
Crime Type: Select which Crime Type your Client was a victim of. For the SA Interface, there is only one selection – Sexual Assault. For the DV Interface, you may choose between Domestic Violence and Stalking. For Victims of Crime and for Victim Witness Assistance Units, however, there are a variety of crime types to choose from, as seen on the left. Scroll down, or type the first letter to select choices beginning with that letter.



Other Crime: Victim Witness Assistance Units may also select Crime Type = "Other" at which point they will need to fill in the "Other Crime" selection box. This text box is disabled unless "Other" is chosen as the Crime Type, and is not available for the DV, SA, or VOC interfaces.

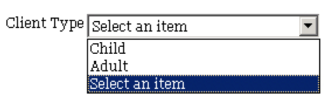


Disability: Select any Disability your client has. If your client has more than one disability, select Multiple Disabilities. If your client is not disabled, select None. If the client does not disclose whether or not they have a disability, select Not Reported. If your agency does not collect information on disabilities, select Unspecified.



SA VERSION

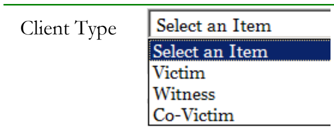
Client Type: This field pertains primarily to the SA Interface, where you may select from Survivor of Childhood Incest or Sexual Assault, Adult Sexual Assault or Abuse, or Child Sexual Assault or Abuse, or to the Victim Witness Interface, where the field is used to differentiate between Victims, Witnesses, or Co-Victims.



VOC VERSION

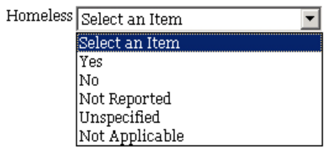
In the Victims of Crime Interface, you may use this field to differentiate between Child Victims and Adult Victims.

This field is not even shown on the DV Interface, as direct DV services



VICTIM WITNESS VERSION

are provided only to adult victims through DSHS and OCVA contracts.



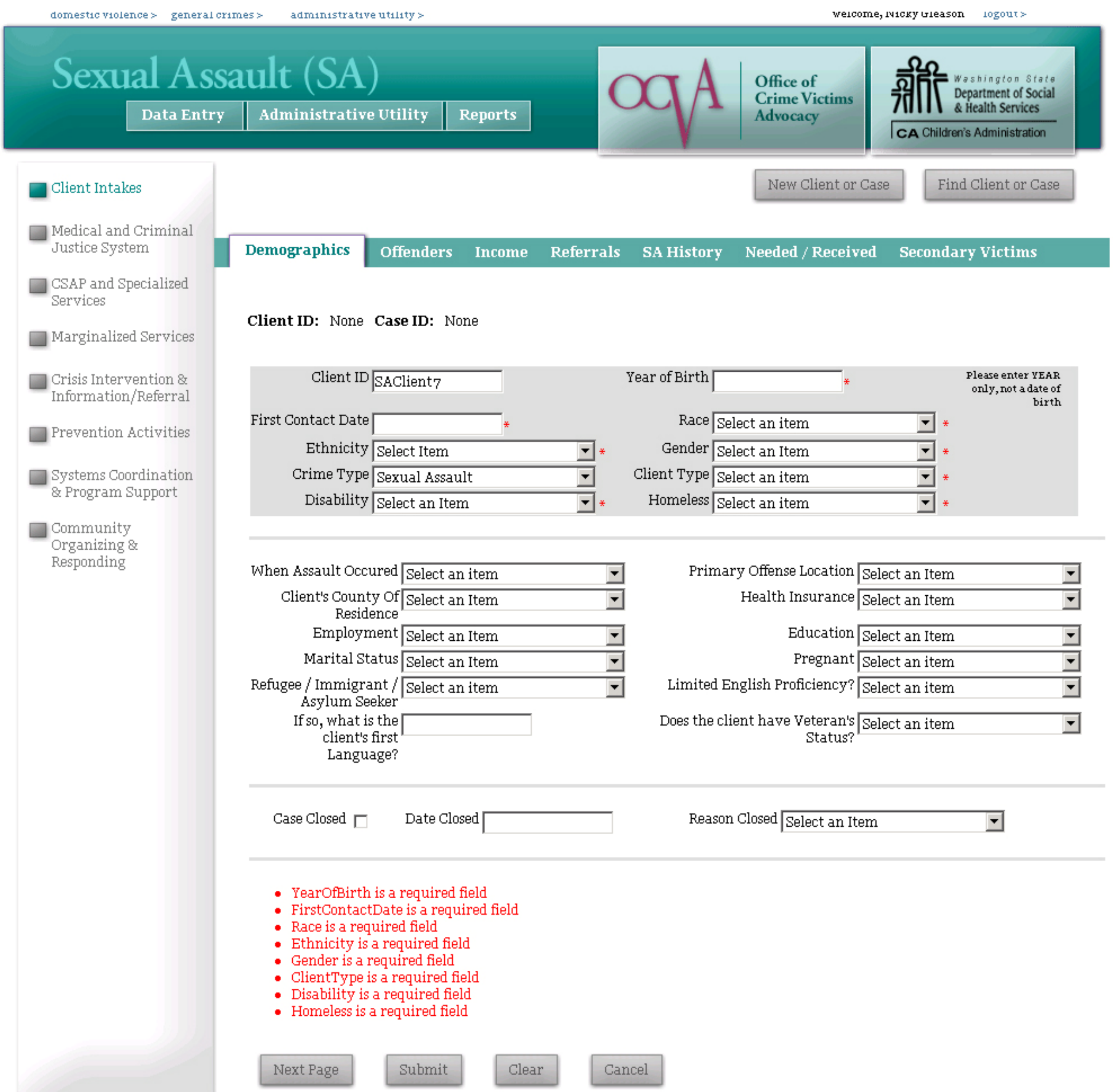
Homeless: Select whether or not your client is homeless. This is a standard yes-or-no type question, with additional options for unreported, unspecified, and not applicable, although it is strongly encouraged for you to select either Yes or No for this question unless very special circumstances prevent you from answering otherwise.

Once these questions about your client have been answered, you will be able to save the Intake by clicking on the Submit button at the bottom of your screen. This will also allow you to save the Intake if you need to enter additional information at another time.

ERROR MESSAGE: REQUIRED FIELD

If you have not entered all of the required data fields, an error message will appear at the bottom of the screen indicating that a required data field has been left blank. In addition, a red asterisk will appear next to the field that is required.

In the following screen shot, a number of required fields have been left blank, and each is detailed in the error message at the bottom of the page:



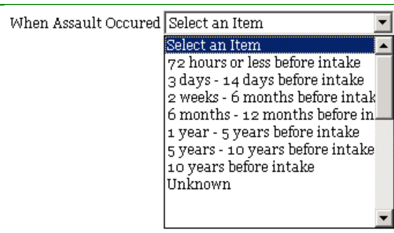
To successfully enter a record with such an error message, just fill in the fields marked with the red asterisk (*) and click the Submit button again. You will know that you successfully submitted a client intake when the Client ID and Case ID numbers appear at the top of the screen.

Client ID: SAClient7 **Case ID:** 370

OPTIONAL DATA

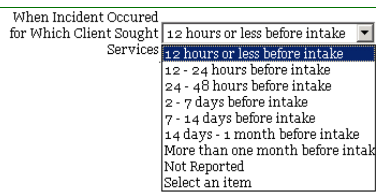
Even after the required data has been entered, there is a lot more information about clients that agencies collect. Much of this information may not be "required" by InfoNet, but it is necessary and essential to a particular contract or program, or is useful data that can later be analyzed for demographic or outreach purposes. The following are additional elements of the Client Demographics page on each of the various interfaces:

Optional Data Fields



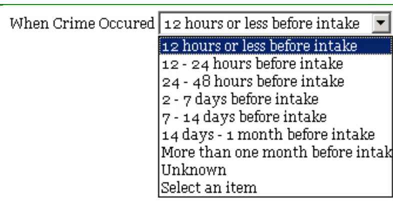
SA VERSION

After Disability is a field that has a different name depending on which Interface you are logged onto. In the Sexual Assault Interface, this field is called **When Assault Occured**, and has the choices listed on the top left. The options available are different than on the other two interfaces, as they match up with the categories of data previously collected on Sexual Assault Client Intake forms.



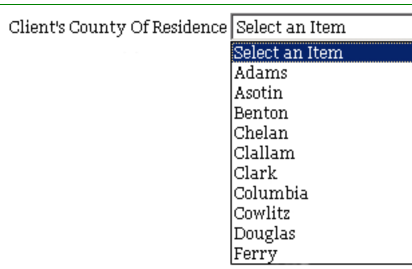
DV VERSION

On the DV Interface, the same question is called **When Incident Occured for Which Client Sought Services.** This name was chosen instead of When Assault Occurred as the DV providers on our InfoNet User Group planning committee determined this would be a more accurate term for the question being asked, given many cases of domestic violence have an extended duration, and cannot be limited to a single assault or abuse incident.



VOC AND VICTIM WITNESS VERSION

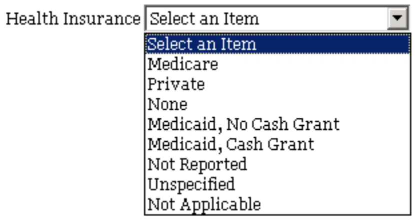
On the VOC and Victim Witness Interfaces, the question is called **When Crime Occured,** and the choices are the same as those shown on the DV Interface.



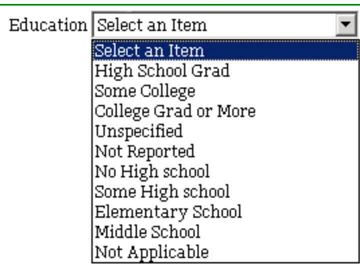
Client's County of Residence: Select the Client's county of residence. Notice there is a scroll bar at the right hand side of the drop down box, indicating there are more choices than is immediately shown.

If the client does not disclose the county she or he resides in, select Not Reported. If your agency does not collect this data from anyone, select Unspecified. Keep in mind this is an optional field, and if you feel disclosing the client's county of residence is detrimental to the client's safety, you may always choose not reported. There is also an option to select Out of State if the client is not a resident of a Washington State county.

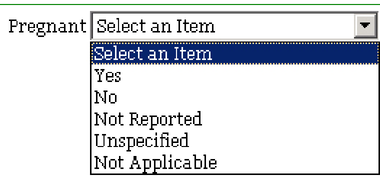
Optional Data Fields



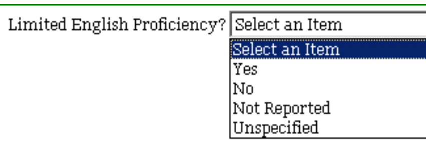
Health Insurance: Select the Client's Health Insurance. This variable will be more useful to some agencies than others. If the client does not disclose their health insurance, select Not Reported. If your agency does not collect Health Insurance information from anyone, select Unspecified.



Education: Select the highest level of Education your client has received from the list. There are options for both adults and children; please do not select "Elementary" or "Middle School" for adult clients, these are intended for child clients only. For children that are not yet school age, choose "Not Applicable." If the client does not wish to disclose their level of education, select Not Reported. If your agency does not collect Education information, select Unspecified.

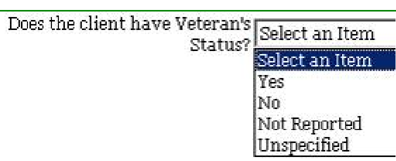


Pregnant: Indicate whether the client is pregnant or not, if desired. If the client is a child or male, select Not Applicable. If the client does not disclose whether or not she is pregnant, select Not Reported. If your agency does not collect information about pregnancy, select Unspecified.

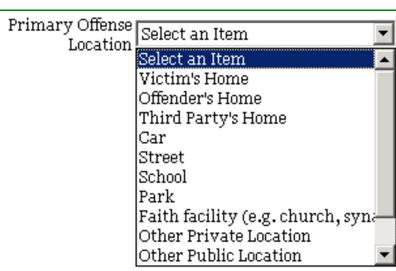


Limited English Proficiency: Indicate whether your client has limited English Proficiency. If the client does not disclose this information, select Not Reported. If your agency does not collect information on language proficiency, select Unspecified.

Client's First Language: If you selected Yes under Limited English Proficiency, please enter the client's first language in the text box immediately following. If the client does not have limited English proficiency, you may leave this box blank.



Veteran's Status: Indicate whether the client has veteran's status. If the client does not choose to disclose whether they have veteran's status, select Not Reported. If your agency does not collect this information, select Unspecified.

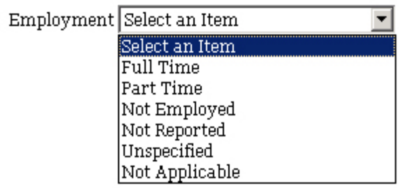


Primary Offense Location: This field allows you to indicate where the offense occurred for which the client sought services. The question may be more applicable to certain crime types than others. This is an optional field.

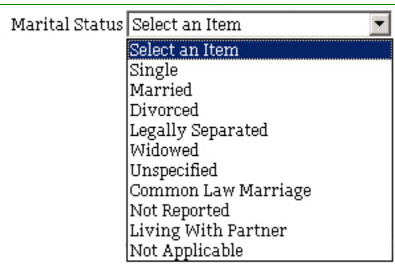
Please note there is a scroll bar on the right of the pull down list. The scroll bar indicates there are several more options not shown, including Not Reported and Unspecified. Please indicate Not Reported if the client chose not to disclose this information and

Optional Data Fields

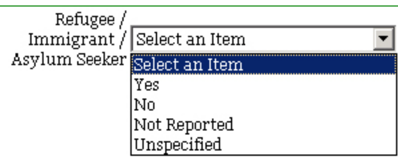
Unspecified if your agency chooses not to collect this information.



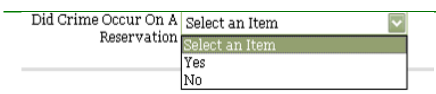
Employment: This field allows you to track employment information on the clients you serve. It is an optional field. If the client chooses not to disclose this information, please select Not Reported. If your agency does not collect this information, please select Unspecified. If the client is a child below legal working age, please select Not Applicable.



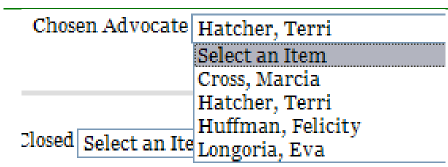
Marital Status: This field allows you to collect marital status of the clients you serve. **Please note** this is not related to the client's relationship to the offender – there is a separate Offender section for recording that information. This field is intended as demographic information on your client's only. Please select Not Reported if the client chooses not to disclose this information, Unspecified if your agency chooses not to collect this information and Not Applicable if your client is a child.



Refugee/Immigrant/Asylum Seeker: This field allows you to collect information on whether your client is a refugee, immigrant or asylum seeker. This information is important if you are a STOP grant recipient, and also for tracking the number of refugee clients our agencies serve across the state. If your client does not choose to disclose this information, please select Not Reported. If your agency does not collect this information on clients, select Unspecified.



Did Crime Occur On A Reservation: This field allows you to collect information on whether or not the crime occurred on a reservation. If your agency does not collect this information on clients, you may leave this question blank.



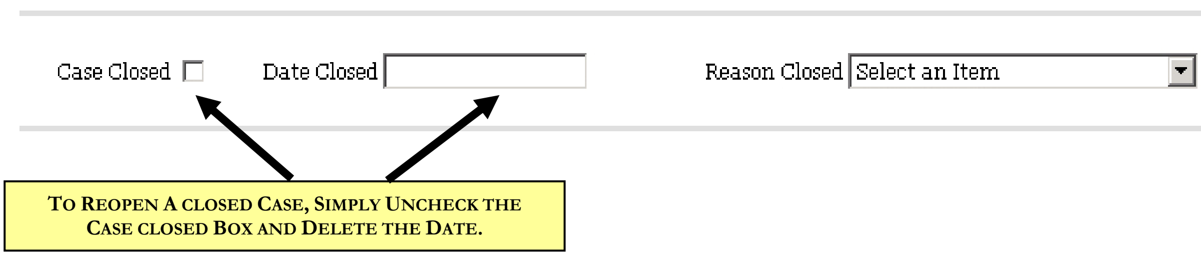
Chosen Advocate: In some scenarios, a client may end up working predominantly with one staff member more than others, either because of assignment, or because the client comes for a particular service, such as support group, that one particular staff member provides. If a client will be working mostly with one particular advocate, selecting that person's name in the "Chosen Advocate" field will speed up data entry of services, because the selected advocate's name will be first on the list by default under services. (If the client receives services from another staff member, simply select another name from the drop down menu on the services page.)

Once these questions about your client have been answered, you will be able to save the Demographics portion of the Intake by clicking on the Submit button at the bottom of your screen. If you need to exit this screen and finish entering the Intake at another time, this button will save your information for you. **Please remember to click on the Submit button** or your information may not be saved.

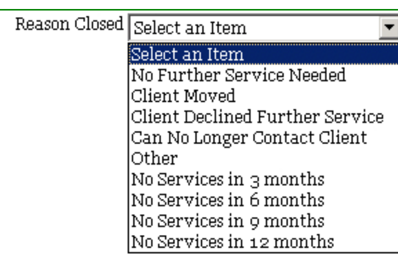
CLOSING A CASE

Some agencies prefer to close a client's case file when it is anticipated the client will not receive any more services from that agency. This is an optional feature, and many agencies never close cases, as a client may come back for additional services at any time. However, as many agencies do routinely close inactive cases, this option is available in InfoNet should you choose to use it.

The area at the bottom of the Demographics page is provided for this purpose. The area contains three fields: Case Closed, Date Closed, and Reason Case Closed, as shown in the illustration below:



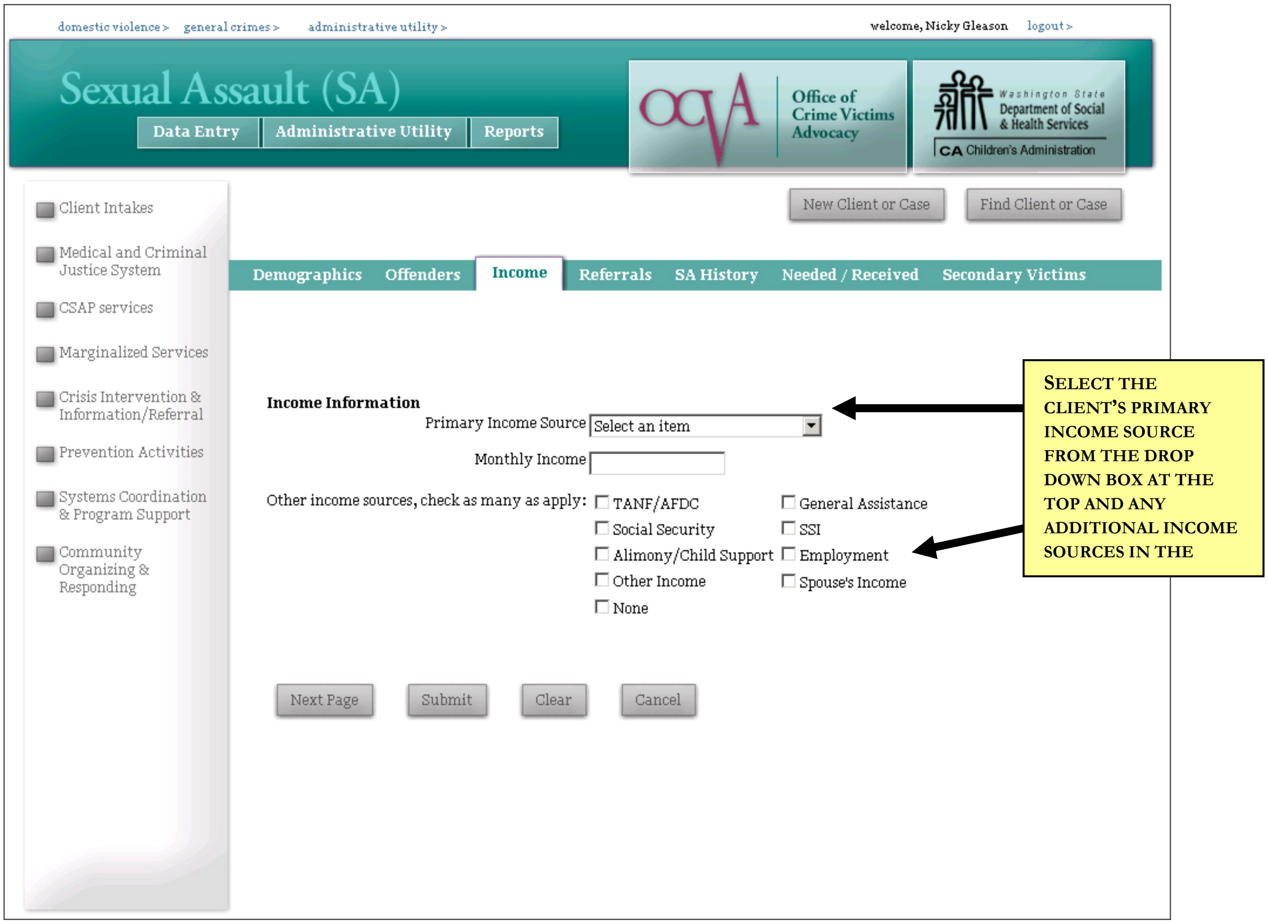
To close a case on a client, follow the three easy steps outlined below:

Closing A Client Case	
Click on the box next to the words "Case Closed." A check mark will appear, indicating this is a closed case.	
Enter the date the case was closed. Please make sure the date you close a case is AFTER you've entered any services you provided for the client.	
Select the Reason the case was closed from the pull down menu. The reason a case is closed is an optional field.	
	Remember to click on the Submit button after entering Case Closed data to save your information.

REOPENING A CLOSED CASE

If at any time you wish to re-open a closed case, simply pull up the case and uncheck the "Case Closed" box and delete the date and reason, remembering to click on the Submit button to save your changes. You may re-enter this information again the next time you decide to close that client's case. Keep in mind if your client comes into your agency at another time for a different crime incident, you may still use her

Client ID number – Clients never close, only cases. The case represents the incident which occurred and for which the client sought services. The Client represents the person.



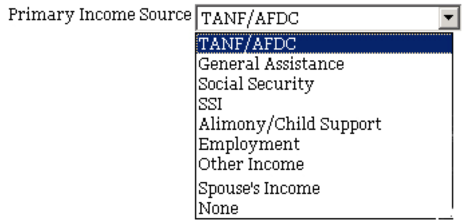
Each of the interfaces has a page for Client Income information, and the page is identical whether you are in the DV, SA, or VOC interface. It is not currently an option to collect this data for Victim Witness Assistance Units. While not required for any of the OCVA or DSHS funded contracts, Client Income is often a requirement for other funders such as United Way or other state or city funding, so it is available in InfoNet for agencies that need to collect it. However, this information is purely optional and may or may not be collected by your agency. If your agency does not collect this data, you may skip this page.

Client Income may vary significantly from month to month, and income sources can certainly fluctuate. The purpose of the data you collect on this page is to estimate the client's typical monthly income and income sources. A good rule of thumb if your agency chooses to collect this information is to ask the client to describe her or his income situation for the month prior to coming to your agency. Select any income sources she received and use the income she or he received in the last month as an "income snapshot" even if her income and income sources fluctuate in past and future months.

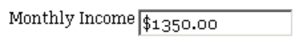
It is not intended for you to routinely update this information if your client's income varies month per month. However, if you are working with a client and you determine her income situation has varied significantly, you may update this information whenever you choose.

There are three fields you may choose to complete on the Income page:

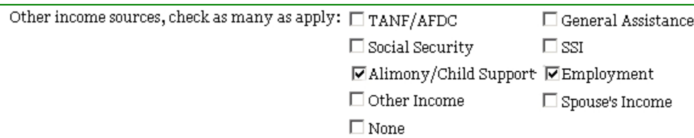
Income Fields



Primary Income Source: Identify the primary income source for your client. If there are income sources your clients regularly report which are not on this list, please contact the InfoNet administrator and additional options may be added to the list in the future.

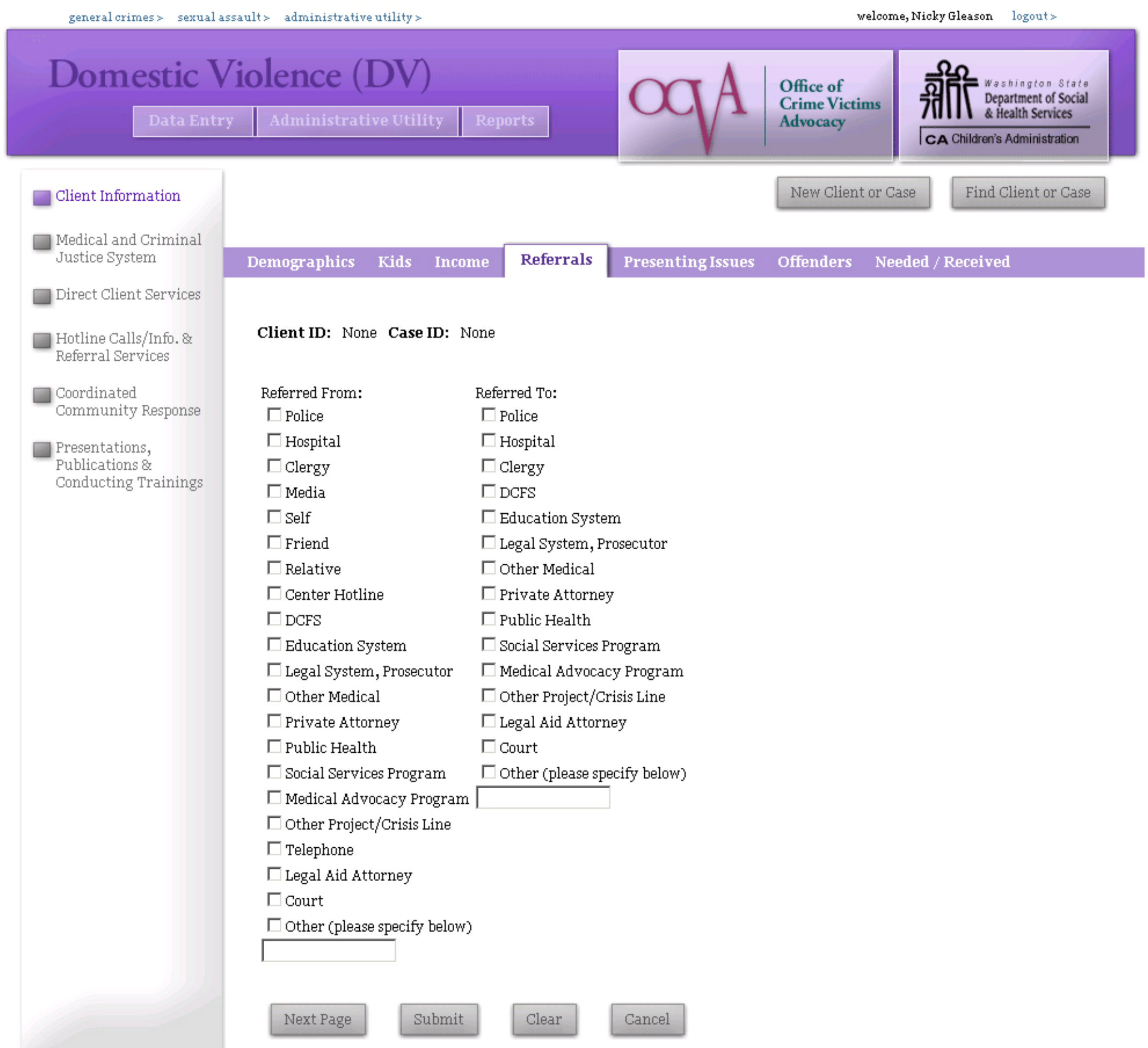


Monthly Income: Enter the client's approximate monthly income. This field is meant to be an approximate value, and fluctuations in monthly income do not need to be updated or recorded.



Other income sources: Select any additional income sources your client receives in addition to their primary income source here. Please do not select the primary income source again.

Click on the **Submit** button to save your data before continuing.



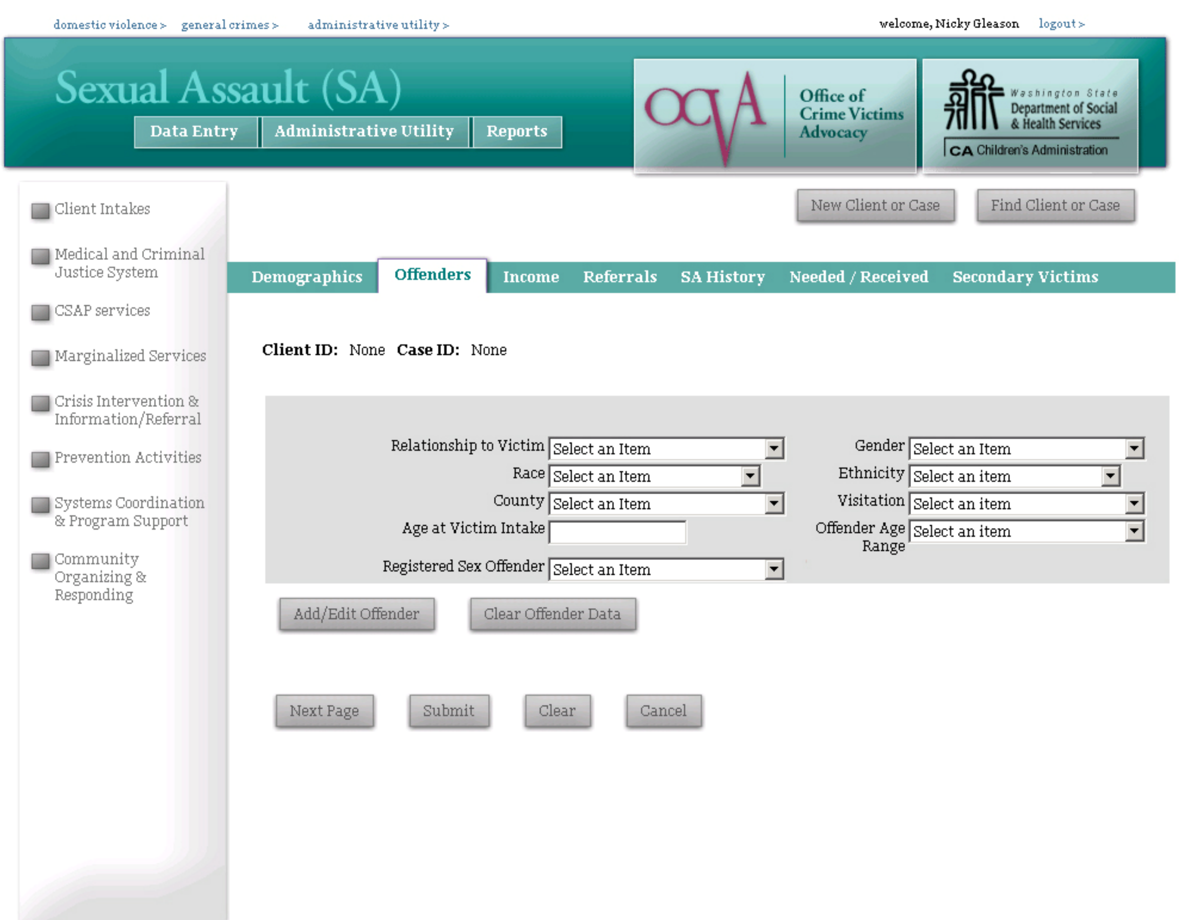
Each of the interfaces has a page for Referral information, and the page is identical whether you are in the DV, SA, VOC or Victim Witness interface. The referral information is optional, and if your agency does not collect this data, you may skip this page of the client intake. Referral information can be useful to your agency in a variety of ways. Over time, referral information can tell your agency where to send brochures, where to do outreach, and what agencies or organizations in your area are working with your client population. You may collect only part of this information (such as collecting Referred From data, but not Referred To data) or you may collect referral information on specific types of clients – whatever is the most useful to your agency.

The intention of this page is to collect referral information at the time the Intake is completed. **It is not the area where the majority of Information and Referral services are recorded**; there are different areas in InfoNet for recording the work your agency does giving out referrals. Instead, this section is meant to be a quick picture of how your client found out about your agency, and to what other agencies you referred your client.

To complete the Referral page, simply check the box for the agency that referred your client to your agency in the **Referred From** column on the left. While you may select more than one agency, in most cases you will select only one option in the Referred From column. Then select any agencies you referred your client to in the **Referred To** column. If you would like to return and update this page after the Intake has been completed, you may do so at any time.

If there are organizations your agency routinely receives referrals from or gives referrals to that do not appear on the list, please feel free to contact the InfoNet administrator and she may be able to add more choices to the list.

As always, remember to click the **Submit** button when you are finished to save your information before continuing.

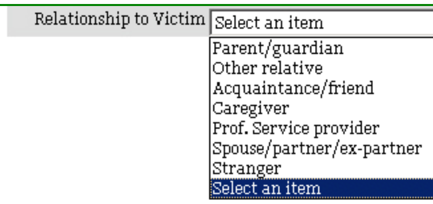


Each of the interfaces has a page for Offender information. While it is strongly encouraged to collect Offender information whenever possible, some clients choose not to disclose Offender Information, or do not have any information on the Offender. In those situations, you can skip the Offender section for that client, or if your funding requires certain Offender data (for example, STOP grant, STOP ARRA, and SASP funding all require offender relationship) you can make your best guess regarding offender relationship and leave the rest of the fields blank. Agencies that do collect offender information have different amounts of data they collect, and different fields may be more appropriate to some crime types than others. Therefore, the fields on the Offender page are not all required, and you may enter as little or as much information about each Offender as you wish.

The fields available are outlined below.

Offender Fields

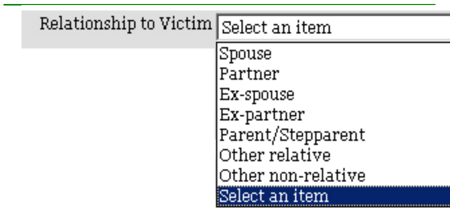
Offender Fields



Relationship to Victim: The relationship to victim pull down is different for each interface.

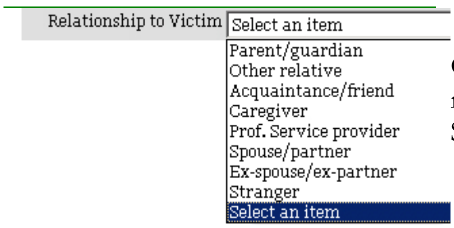
For Sexual Assault, the options are the same as were previously available on the yellow Client Intake forms.

SA VERSION



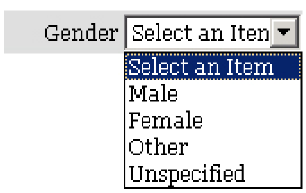
On the Domestic Violence interface, the relationship categories are those that are more appropriate to DV instances, and include variations on many family and intimate partner relationships.

DV VERSION

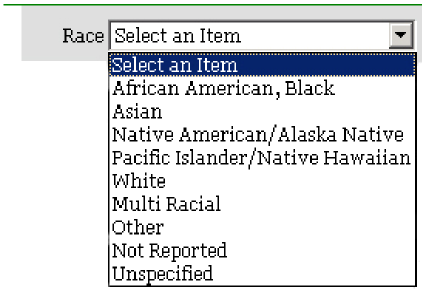


On the Victims of Crime and Victim Witness interface, the relationship categories are broader and include relationships such as Stranger.

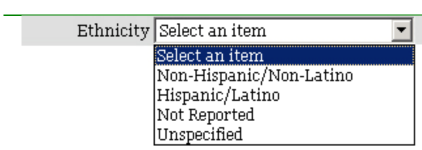
VOC AND VICTIM WITNESS VERSION



Gender: This field is for recording the offender's gender if that information is available and collected by your agency. It uses the same drop down list as the Demographic area of the client intake.



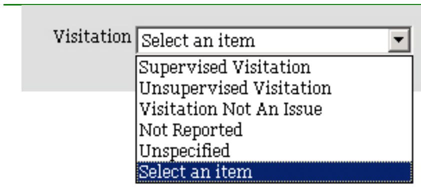
Race: This field is for recording the offender's race if such information is available and collected by your agency. It uses the same drop down list as the Demographic area of the client intake.



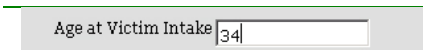
Ethnicity: This field is for recording the offender's ethnicity if such information is available and collected by your agency. It uses the same drop down list as the Demographic area of the client intake.

Offender Fields

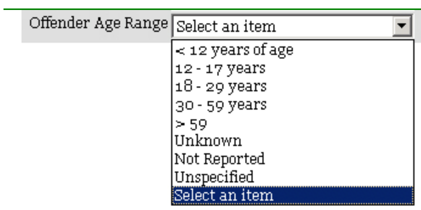
County Where Offender Resides: This field is for recording the county where the offender resides. This can be useful information if there is a restraining order or other potential of contact or restricted contact with the client that your agency wishes to track. It uses the same county drop down list as the Demographic section of the client intake.



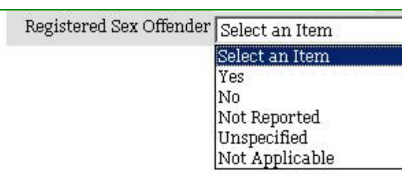
Visitation: This field is used if the offender and your client have children in common, and is used to record if there are visitation issues involved between the offender and the client. If the offender has supervised visitation of the client's children, select Supervised Visitation. If unsupervised visitation is permitted between the Offender and the client's children, select Unsupervised. If this is not an issue, you may select Visitation Not An Issue. If the client did not report this information, select Not Reported. If your agency does not collect this data, select Unspecified.



Age at Victim Intake: This field is used to record the current age of the offender, if that information is known. The age, rather than the year of birth, is used for the offender for simplicity – to keep advocates from having to guess or calculate a year of birth if the client only knows the offender's age. If the exact age is not known, you can also use the Offender Age Range instead of answering this question.



Offender Age Range: This field is used to record the approximate age of the offender, if that information is known rather than the offender's exact age. If the exact age was already entered, feel free to skip this field. In addition, offender age in either question is optional. If the client does not disclose the Offender's age, you may select Not Reported. If your agency does not collect Offender's Age information from anyone, select Unspecified.



Registered Sex Offender: This field is only available on the Sexual Assault Interface, and is to record if the offender is known to be a registered sex offender (if so, select yes) or not (if not, select no.) As with all the other fields, select Not Reported if the victim did not disclose, and Unspecified if your agency does not collect that data.

When you have entered all of the Offender data you wish to record, click on the Submit button at the bottom of the page to save your data.

Adding an Offender

InfoNet allows you to enter zero, one, or multiple offenders' information for each client. If you've finished submitting information about one offender and would like to add information on a second or third offender, click on the **Add/Edit Offender** button. **Please note** that hitting the "Submit" button will save information about your client, but not about the offender – you must click the Add/Edit Offender button to save Offender information. The reason for this is that some clients have no Offender information to record, and some clients have multiple offenders, so the save function for Offenders is a separate tool from the Submit button.

Editing an existing offender record

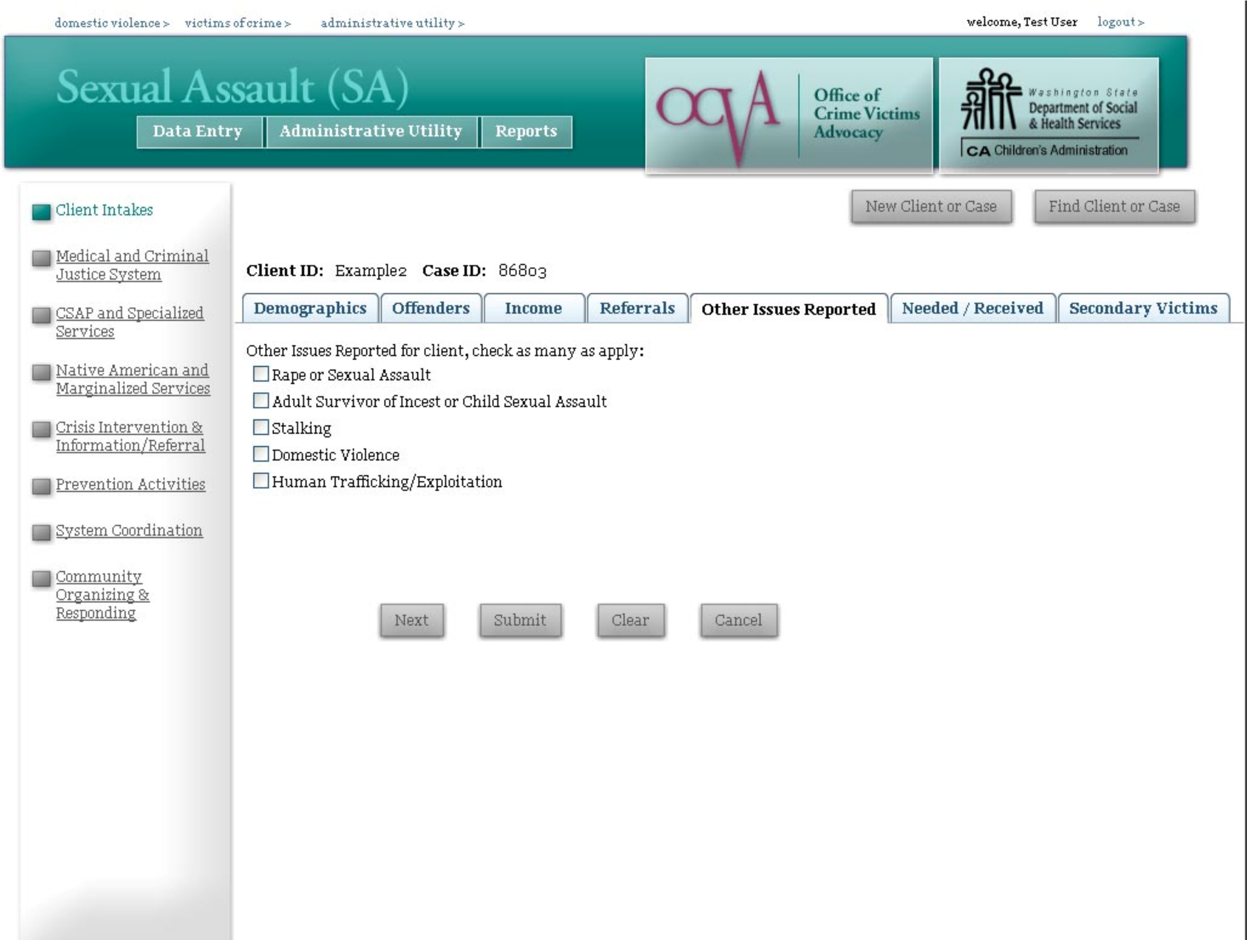
Once one or more offenders have been entered into a client's record, information about the offender(s) will appear in the table at the bottom of the page:

Age	Age Range	Gender	Relationship To Victim
28	18 - 29 years	Male	Dating relationship
32	30 - 59 years	Male	Acquaintance

You can view any of those records by clicking on the magnifying glass for the appropriate offender on the right hand side of the screen. That offender's information is then shown in the fields on the main part of the form. You may then edit, change, or add any information you wish to that offender's record. To save your changes, be sure to click on the Submit button at the bottom of the page, or you may click on the Add/Edit Offender button for the same result. If you wish to delete an offender completely, click on the red **X** icon.

Clear Offender Data

If you begin typing information about an offender and realize you didn't want to enter that information, or if you realize halfway through entering an offender record that the information has already been entered, you can delete the information you typed by clicking on the Clear Offender Data Button.



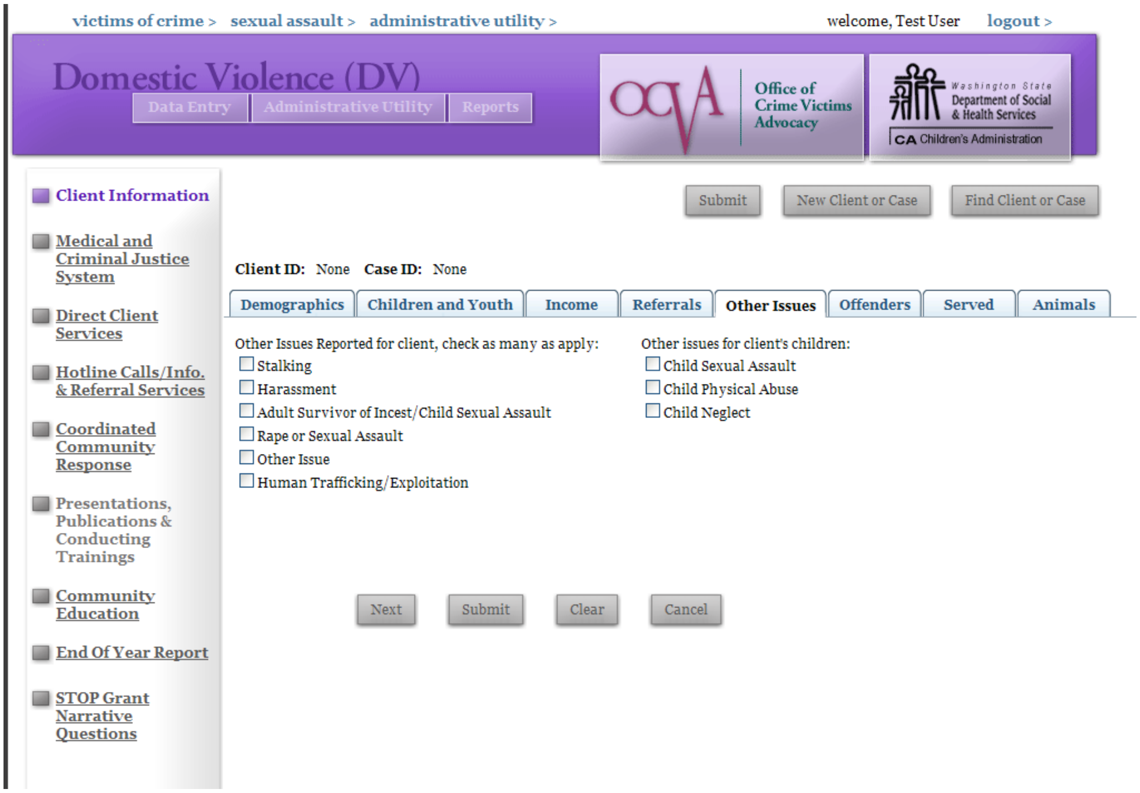
The Other Issues Reported page is an updated version of a page previously titled "SA History." The crime for which they initially came to your agency to receive services is listed on the Demographics page as "Client Type," and this area allows you to indicate if the client also disclosed an additional crime, which could affect the treatment they receive in support groups, therapy, or advocacy in your agency, but for which they will not be receiving primary client services.

For example, if a client's primary reason for coming into your agency for services as an assault that occurred to them as an adult, they may disclose during their intake that they are also an adult survivor of incest or child sexual assault. In that case, you would list their "client type" as Adult Sexual Assault or Abuse and then select Adult Survivor of Incest or Child Sexual Assault on the Other Issues Reported page.

If your agency will provide separate, distinguishable services for another crime victimization, you should start a second case for this client, rather than simply checking the Other Issues Reported page. This is most often seen when a client is a victim of both Sexual Assault and Domestic Violence, or Sexual Assault and one of the crimes in the Victims of Crime interface, etc.

A good rule of thumb is if you can distinguish which services would be recorded under a different case – for example, if my client is going to receive medical and legal advocacy for her sexual assault case, but support group and shelter for her domestic violence case, I can distinguish which services would go under each case, and I would start a second case for my client. If, however, my client initially came in as an Adult victim of Sexual Assault, and in support group disclosed that she was also an Adult Survivor of Childhood Sexual Assault, but I provide no additional services other than the support group she was already attending, I would not start an additional case, but would use the "other issues reported" page instead.

If the client does not have additional issues, or if your agency does not collect this information, you may skip this page. If you do select an item under Other Issues Reported, always remember to click on the Submit button to save your changes.



The Other Issues Reported page is on the DV interface is an updated version of the page previously labeled "Presenting Issues." It works very similarly to the Other Issues Reported page on the Sexual Assault Interface, but contains more options and also includes options for the client's children.

The purpose of this page is to provide a space to record other crimes that the client may have been a victim of that would impact the services she needed from your agency. Currently, the options on this page are sexual assault, stalking, and harassment, although more may be added in the future if agencies request additional options to be listed on this page. In addition to information about the client, there is a space to record if the client's children have issues with sexual assault, abuse, or neglect, as those issues would impact the services children residing in a DV shelter receive.

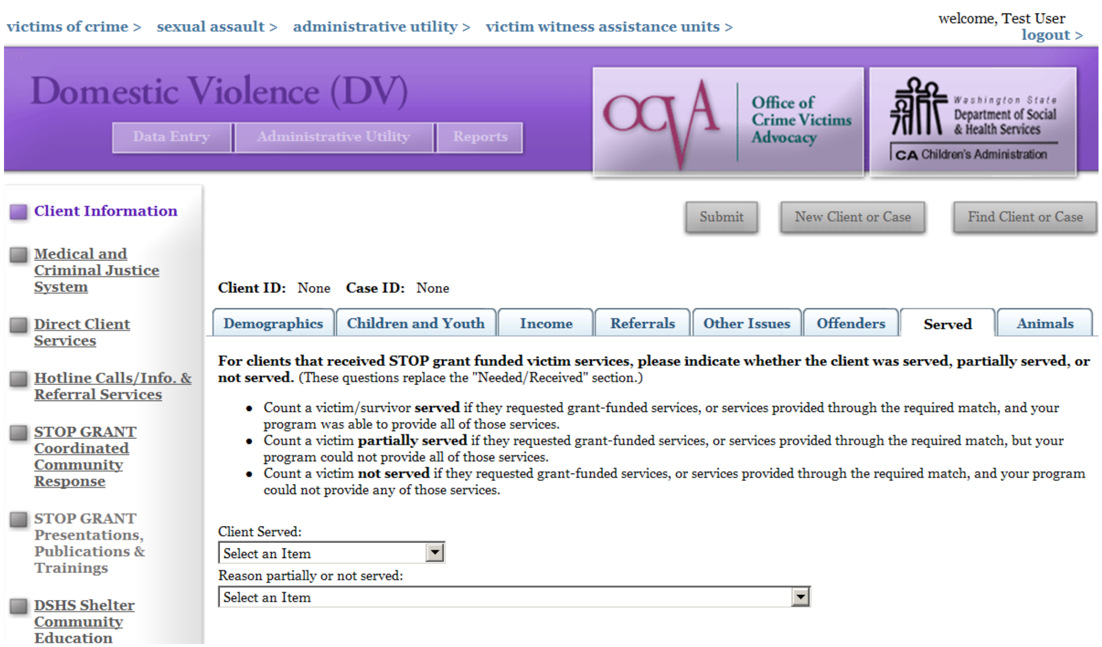
If either your client or your client's children will be receiving different, primary services as the result of a separate crime or victimization, you should start a separate case rather than just checking the box here. For instance, if your agency also provides Victims of Crime services, and one of your client's children will be receiving services as a victim of Child Abuse, you should create a Victims of Crime intake for that child and enter the direct services provided to the child in that section.

This page is optional and is intended as a tool to be useful to agencies. If your agency does not find this information useful, it is fine to skip this page.

If you have entered this information for your client, remember to click on the Submit button to save your changes.

SERVED

The Sexual Assault and Domestic Violence Interfaces both have a page titled "Served." This page is intended for STOP grant recipients and SASP grant recipients, and is how we record when a client has been "fully served, partially served, and not served" for the federal grant reports. If your agency is not a STOP or SASP grant recipient, please feel free to skip this page unless your agency would like to collect this information for your own use. This replaces the section formerly known as "Needed/Received."

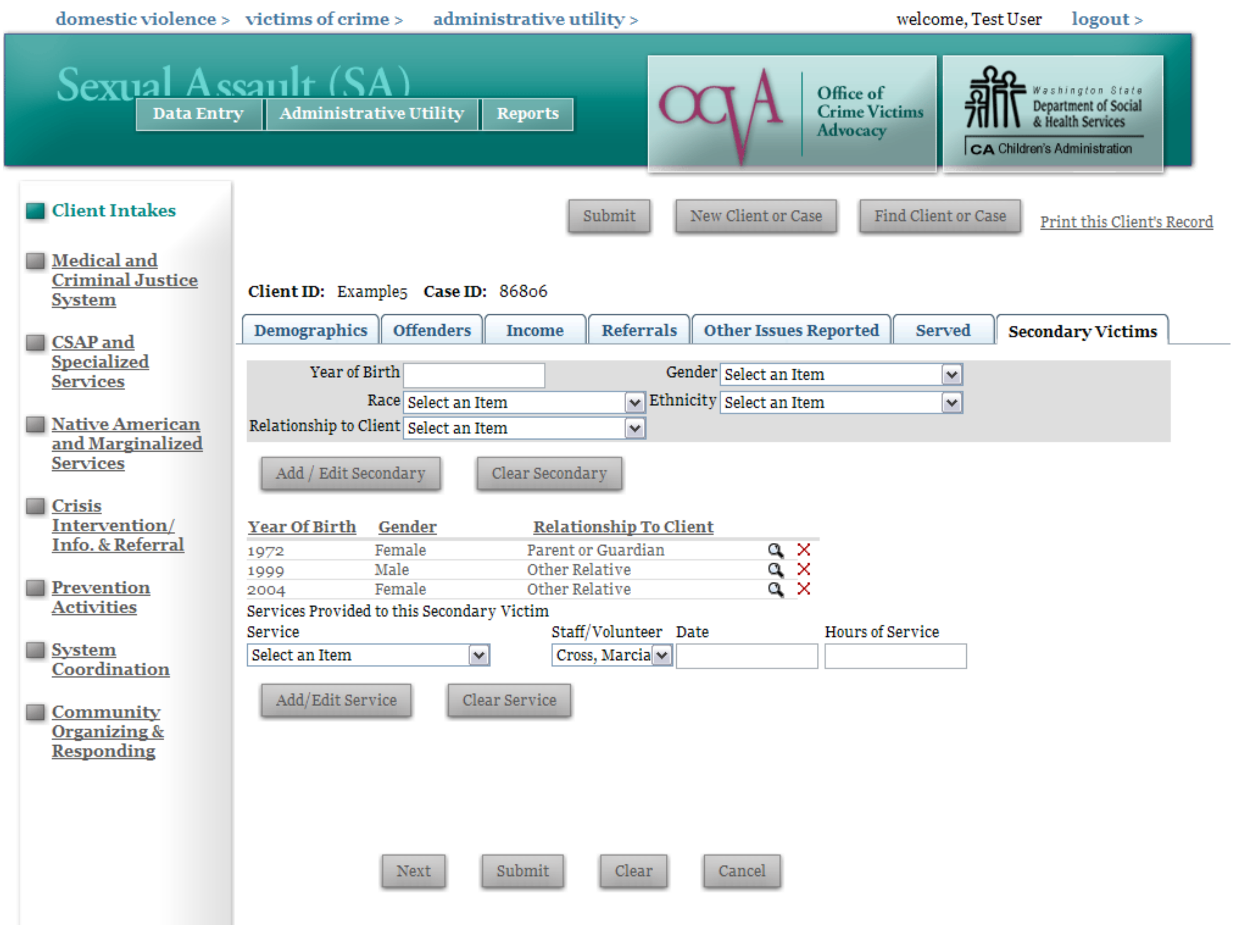


Because of the way Washington State counts our STOP & SASP grant clients, none of your clients will be "unserved" by the federal definition. Likewise, your clients will likewise rarely be "partially served" according to the federal definition. Because of this, we assume that your clients are "served" unless you specify otherwise.

However, the question is there for the rare cases in which a STOP or SASP grant client is unserved or partially served. If you select either "partially served" or "unserved," please specify the reason from the drop down list provided.

If the reason someone was unserved or partially served is NOT one of the options available, chances are that the client was actually served by the federal definition. In those situations, if you aren't sure, contact your STOP or SASP program coordinator to discuss the case in more detail.

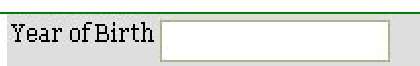
When you have finished completing this information, be sure to click on the Submit button at the bottom of the page to save your changes.



The Secondary Victims page is available on the Sexual Assault and Victims of Crime Interfaces and is used to record information on the Secondary Victims served. There are separate areas to record both the demographics on the secondary victims (gray shaded area at the top) and services provided to each of those victims (Services Provided area at the bottom.)

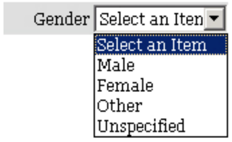
To begin recording information about Secondary Victim services, create a record for the secondary victim to whom you provided services, using any combination of five demographic fields, outlined below:

Secondary Victim Fields

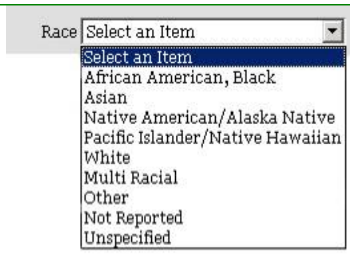


Year of Birth: This field is for recording the Year of Birth of the secondary victim. This field, like all of the demographic fields for secondary victims, is optional.

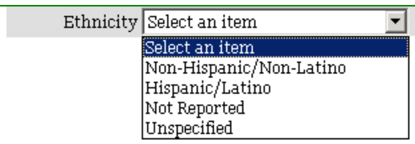
Secondary Victim Fields



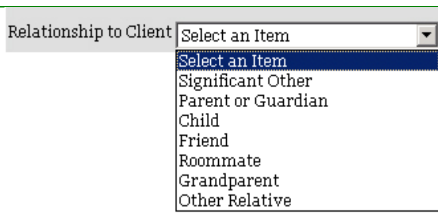
Gender: This field is for recording the gender of the secondary victim. It uses the same drop-down list as the other gender fields in InfoNet. If the information was not disclosed, select Not Reported. If your agency does not collect this information, select Unspecified or leave the question blank.



Race: This field is for recording the race of the secondary victim. It uses the same drop-down list as the other race fields in InfoNet. If the information was not disclosed, select Not Reported. If your agency does not collect this information, select Unspecified or leave the question blank.



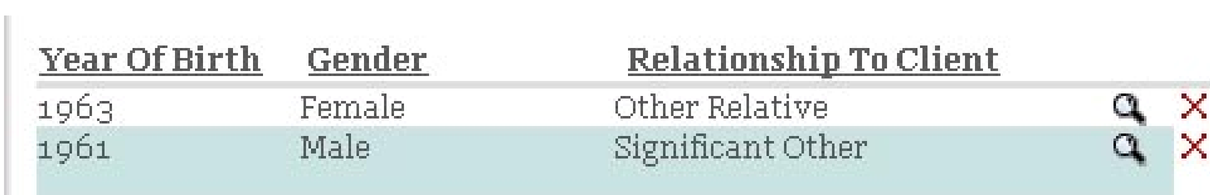
Ethnicity: This field is for recording the ethnicity of the secondary victim. It uses the same drop-down list as the other ethnicity fields in InfoNet. If the information was not disclosed, select Not Reported. If your agency does not collect this information, select Unspecified or leave the question blank.



Relationship to Client: This field is for recording the relationship the secondary victim has to your client. While it is an optional field, this field is also what is used to identify the secondary client's record, so it is recommended you complete this field when recording secondary victim services. If the information was not disclosed, select Not Reported. If your agency does not collect this information, select Unspecified or leave the question blank.

Click on the **Add/Edit Secondary** button to save your secondary victim demographic information. **Please note that clicking the Submit button does <u>not</u> save Secondary Victim information.** The submit button will save information about your client, but because any given client may have zero, one, or more secondary victims, this is a separate tool for saving Secondary Victim information so that multiple records may be added.

Once you have created a record for the secondary victim, it will appear in the list on the screen. Moving your mouse over a particular record will highlight the record in light teal, and clicking the record will pull up the secondary client's information for editing or review.

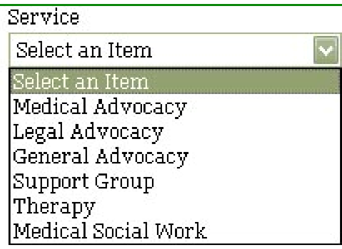


Year Of Birth	Gender	Relationship To Client
1963	Female	Other Relative
1961	Male	Significant Other

Below this list is the area for the services provided to secondary victims. You will need to return to the client's intake form to record secondary victim services as they are provided. You may update this page at any time.

To enter services provided to a particular secondary victim, enter information in the fields outlined below:

Secondary Victim Services Fields



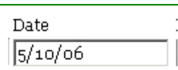
Service: Select the type of service provided to the client. This pull down is similar to the options for direct client services.

If your agency receives either Sexual Assault Core or Specialized funding, the Sexual Assault Secondary Victims Services list mirrors the CSAP/Specialized direct services list. If your agency receives Sexual Assault Services to Native American or Marginalized Communities, the secondary service list mirrors those shown on the Native American and Marginalized Services page. If your agency receives BOTH SA Core/Specialized AND Native American or Marginalized funding, your secondary services list will include BOTH types of services.

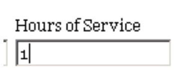
The Victims of Crime Secondary Victims Services list mirrors the Victims of Crime direct services list.

The Domestic Violence Secondary Victims Services lists shows services that are allowable through DSHS Emergency Shelter funding, which will be some, but not all, of those services shown on the DV Direct Services page.

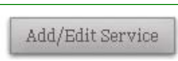
Staff/Volunteer: Select the staff member or volunteer who provided the service. If the staff member or volunteer's name is not shown, you may need to update the Staff Information in the Administrative Utility.



Date: Enter the date the service was provided.



Hours of Service: Enter the approximate number of hours the service was provided. Please enter hours in quarter hour increments – if approximately 15 minutes of service or less were provided, enter 0.25.



Click on the **Add/Edit Service** button to save your data before continuing. **Please note that clicking the Submit button does not save Secondary Victim Service information.**

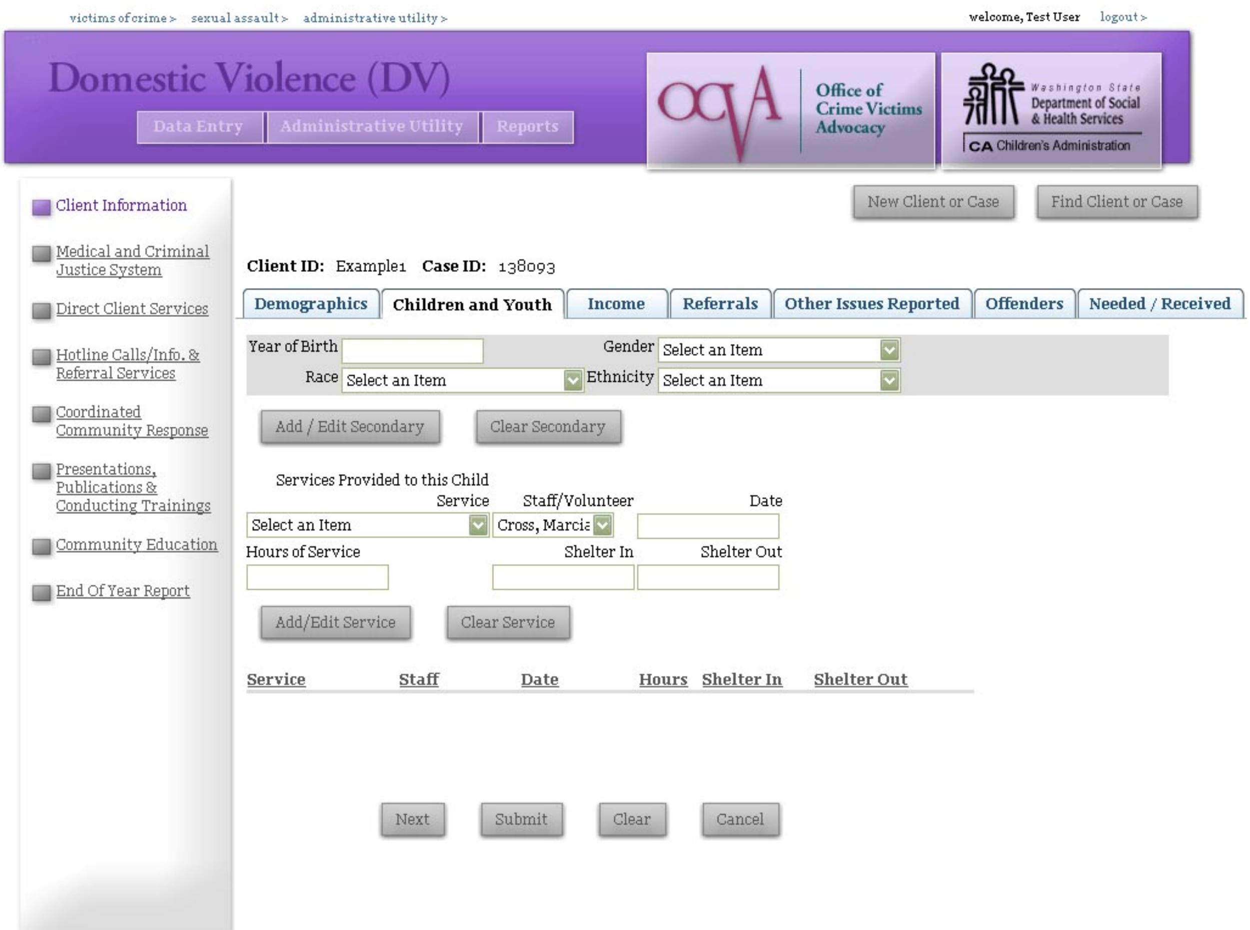
When you have entered a secondary victim service, it will appear on the list at the bottom of the page:

Service	Staff	Date	Hours
Medical Advocacy	Gleason, Nicky	5/10/2006	1
Legal Advocacy	Emery, Bev	5/14/2006	2
Legal Advocacy	Emery, Bev	5/17/2006	1

Secondary services are linked to secondary victims. If you try to enter a service on this page and have not selected the secondary victim to whom you provided the services, you will see the following error message at the top of the page:

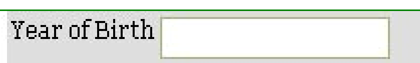
You must select a secondary victim in order to add a service.

To successfully enter the service, click on the secondary victim's record, and then click the Add/Edit Service button again. You will see the service appear in the services provided list, indicating you have successfully entered the service.

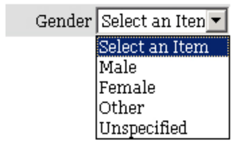


The Children and Youth page is only available on the Domestic Violence Interface and is used to record information on the Client's children who are served, particularly in shelters. There are separate areas to record both the demographics on the children (gray shaded area at the top) and services provided to each of those children (Services Provided to this Child area at the bottom.)

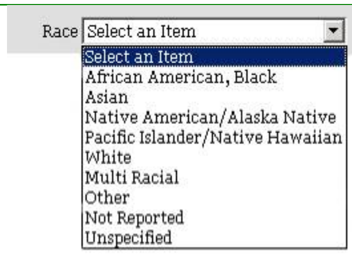
First, create a record for the child to whom you provided services, using any combination of four demographic fields, outlined below:

Children And Youth Fields	
	**Year of Birth:** This field is for recording the year of birth of the client's child. As there are few identifying fields for children, it is highly recommended you complete this field.

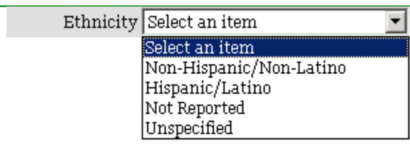
Children And Youth Fields



Gender: This field is for recording the child's gender. It uses the same drop-down list as the other gender fields in InfoNet. If the information was not disclosed, select Not Reported. If your agency does not collect this information, select Unspecified.



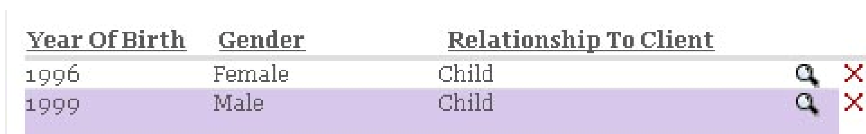
Race: This field is for recording the child's race. It uses the same drop-down list as the other race fields in InfoNet. If the information was not disclosed, select Not Reported. If your agency does not collect this information, select Unspecified or leave the question blank.



Ethnicity: This field is for recording the ethnicity of the child. It uses the same drop-down list as the other ethnicity fields in InfoNet. If the information was not disclosed, select Not Reported. If your agency does not collect this information, select Unspecified or leave the question blank.

Click on the **Add/Edit Secondary** button to save the child's demographic information. **Please note that clicking the Submit button at the bottom of the intake does not save this information.**

Once you have created a record for the child, it will appear in the list on the screen. Moving your mouse over a particular record will highlight the record in purple, and clicking the record will pull up the child's information for editing or review.

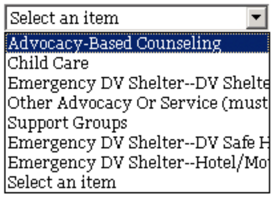


Year Of Birth	Gender	Relationship To Client
1996	Female	Child
1999	Male	Child

Below this list is the area for the services provided to the child. You will need to return to the client's intake form to record services to children as they are provided. You may update this page at any time.

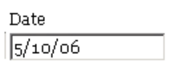
To enter service information, enter information in the fields outlined below:

Children And Youth Services Fields

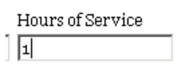


Service: Select the type of service provided to the child. The pull down list reflects the eligible services for children under the DSHS DV Shelter contract.

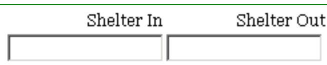
Staff/Volunteer: Select the staff member or volunteer who provided the service. If the staff member or volunteer's name is not shown, you may need to update the Staff Information in the Administrative Utility.



Date: Enter the date the service was provided.



Hours of Service: Enter the approximate number of hours the service was provided. Please enter hours in quarter hour increment. If approximately 15 minutes of service or less were provided, enter 0.25.



Shelter In/Shelter Out: These fields are for recording the dates the client's children entered and exited the shelter. If the child stayed in your agency's DV shelter, enter the Shelter In date on the date the child began staying in the shelter, and enter the Shelter Out date for the date the child left the shelter.

If a child enters and exits the shelter multiple times, you may enter multiple records for this. For example, if a child stayed in the shelter Monday through Friday, then went to stay with their other parent for the weekend, then returned to the shelter the following Monday, enter Shelter In and Out dates for the first week of their stay, then enter a second service record for the second week of their stay.

When recording Shelter In and Out dates, be sure the service selected is one of the Shelter services, and not a different service such as Advocacy Based Counseling or Support Group.

Click on the **Add/Edit Service** button to save your data before continuing.

When you have entered a service to a child, it will appear on the Saved Records table at the bottom of the page:

Service	Staff	Date	Hours	Shelter In	Shelter Out
DV Shelter Home	Gleason	12/30/2008	1.25	12/30/2008	12/31/2008

If you have not selected a child and try to enter a service, you will see the following error message at the top of the page:

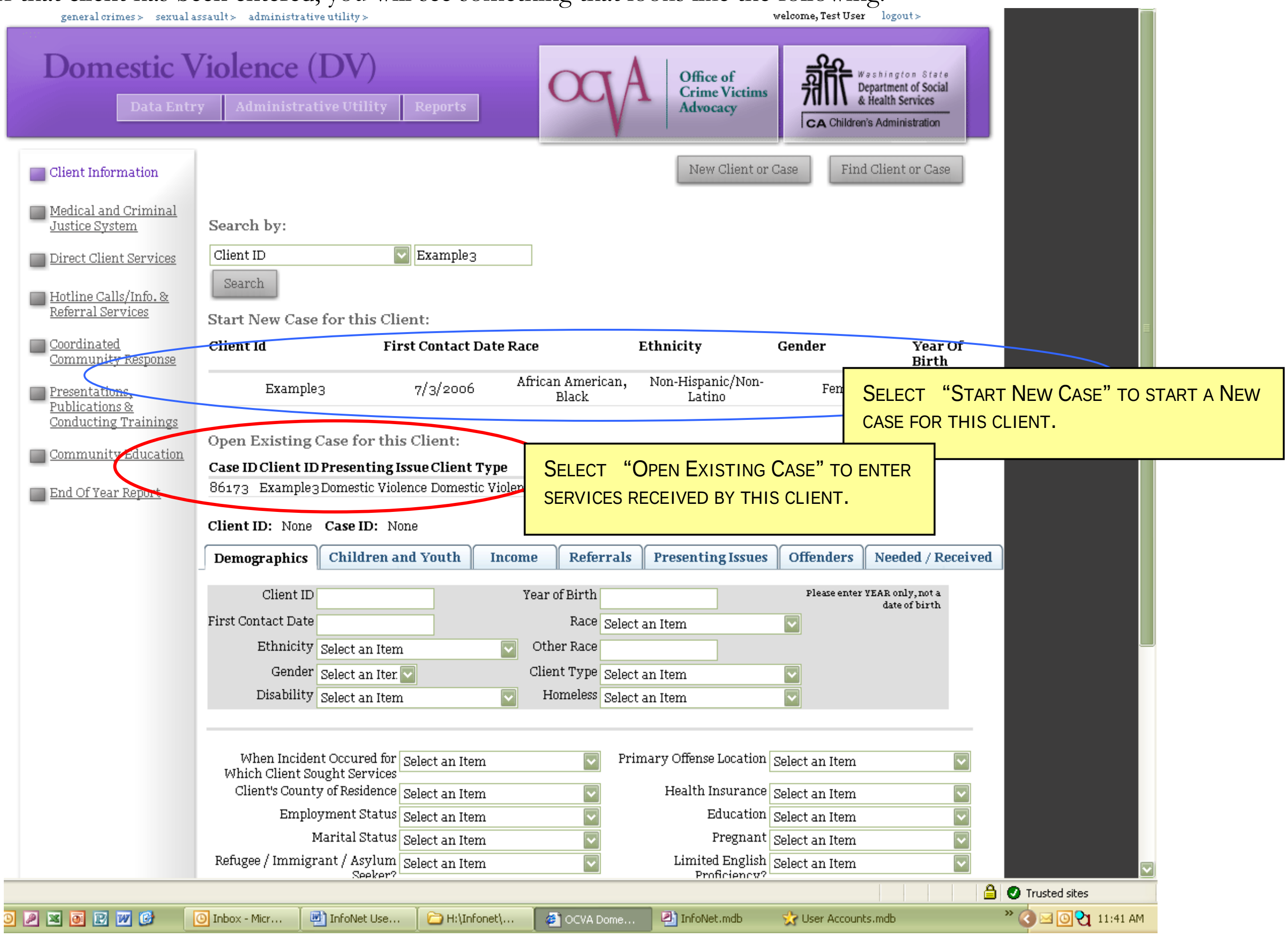
You must select a child in order to add a service.

To successfully enter the service, just click on the child to whom you provided the service, and then click the Add/Edit Service button again. You will see the service appear in the services provided list, indicating you have successfully entered the service.

Searching for an existing client or Case

To find an existing client or case, click the Find Client or Case button. When searching by Client ID, enter the desired Client ID number in the search box, then click the Search button. (You may also search using Case numbers by selecting "Case ID" from the Search By pull down menu.)

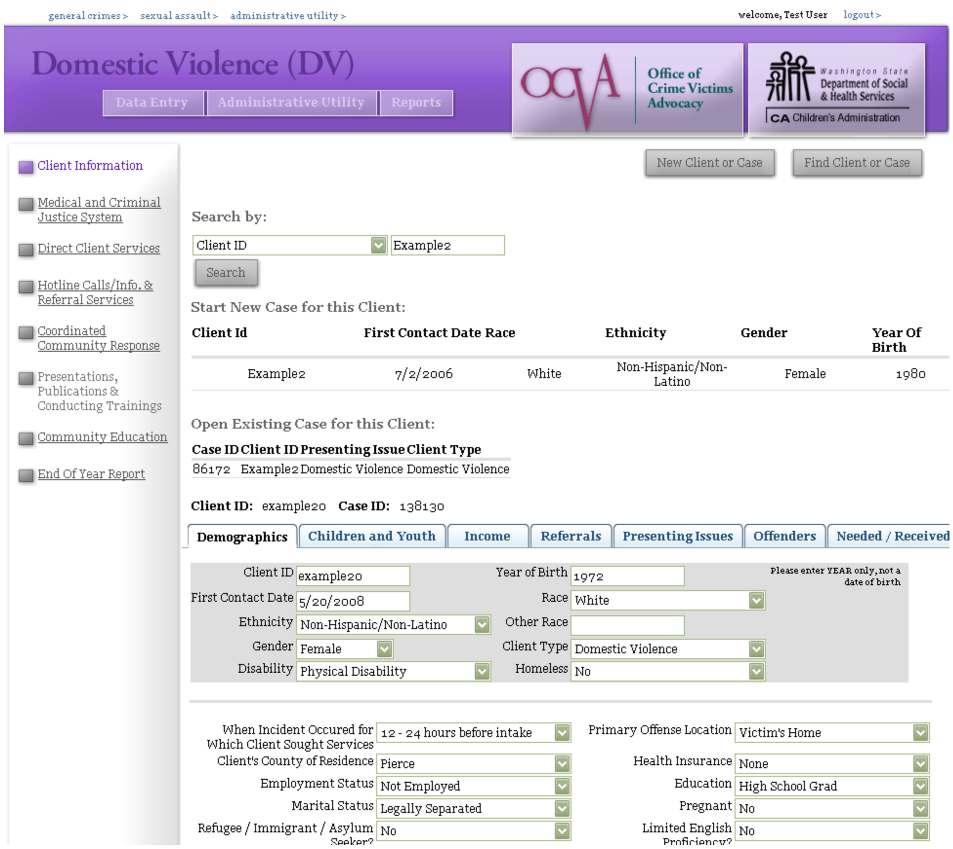
If that client has been entered, you will see something that looks like the following:



There are two items that the search returned: Start New Case, at the top (circled in **blue**) and Open Existing Case (circled in **red**.) **You must select the Existing Case (red) to view all of the information on that client, or to enter services.**

OPENING AN EXISTING CASE

The most frequent reason you will need to search for a record in InfoNet is when you want to add direct or secondary services to the system. All direct and secondary services must be attached to an existing case. Your first step will always be to search for your client, either using the Client ID or the Case Number. Once your search is completed, you will see the following screen:



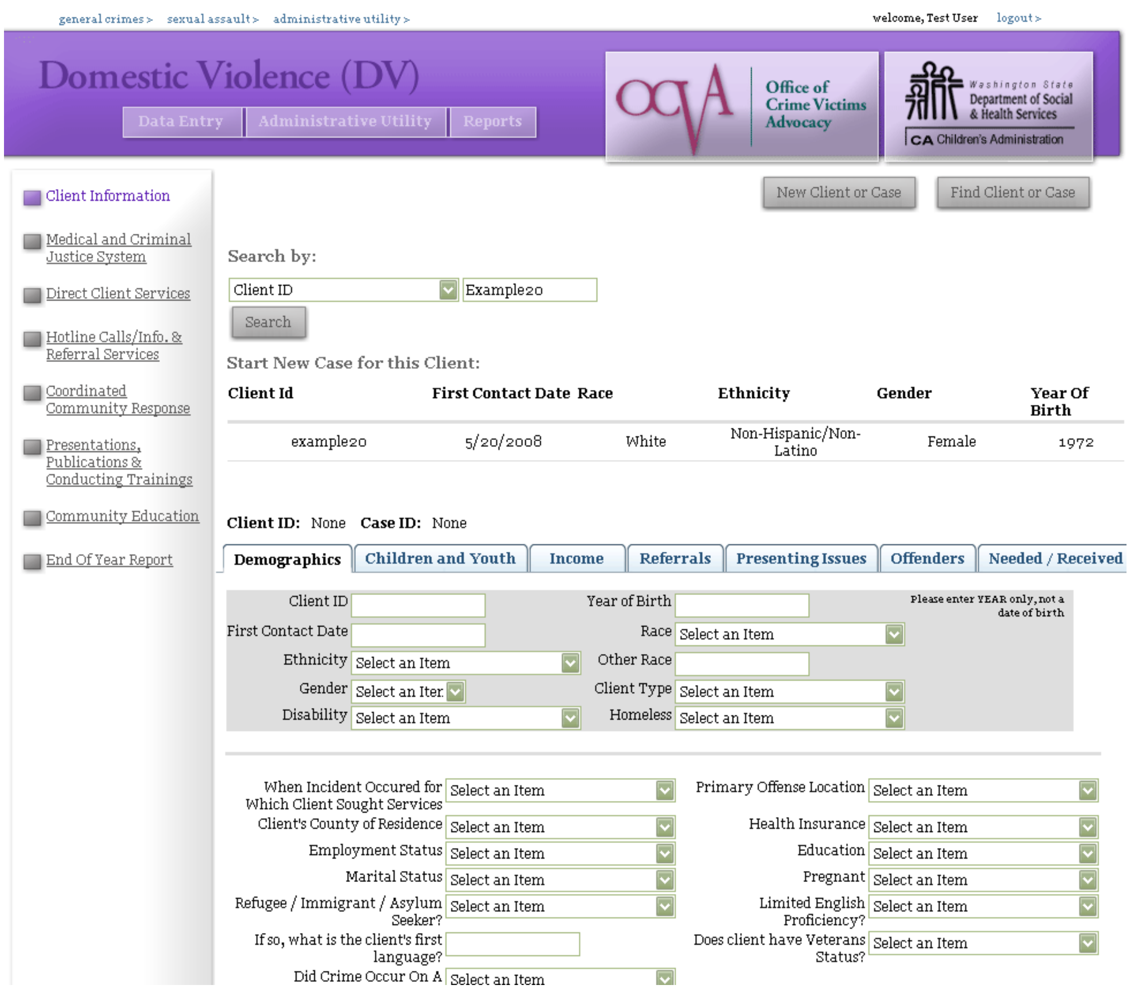
Click on the record that is shown beneath the words "Open Existing Case for this Client" to pull up the existing case. You can perform this search either from the Client Information screen (shown above) or from the direct client services screen. You'll see both the Client ID and Case ID fields shown at the top of the screen will indicate the client you just selected. If the Case ID field says "none," you selected the "Start New Case" option. To correct this, simply search again and this time, click the option under "Open Existing Case."

Once the Existing Case has been selected, you will see any previously entered information, including previously entered direct or secondary services. If you know you entered information about this client and it does not appear on your screen, make sure you have selected a case, and that your client doesn't have a different case where those services are entered. If you're unsure why information about your client does not appear where you expect it, contact Nicky Gleason at nicky.gleason@commerce.wa.gov, and she can look to see if your client has a different case elsewhere in the system.

Selecting **Start New Case** indicates you want to start a brand new case for an existing client. Agencies typically enter a new case for an existing client only when a client is a victim of another, separate incident of crime, such as Sexual Assault **and** Domestic Violence.

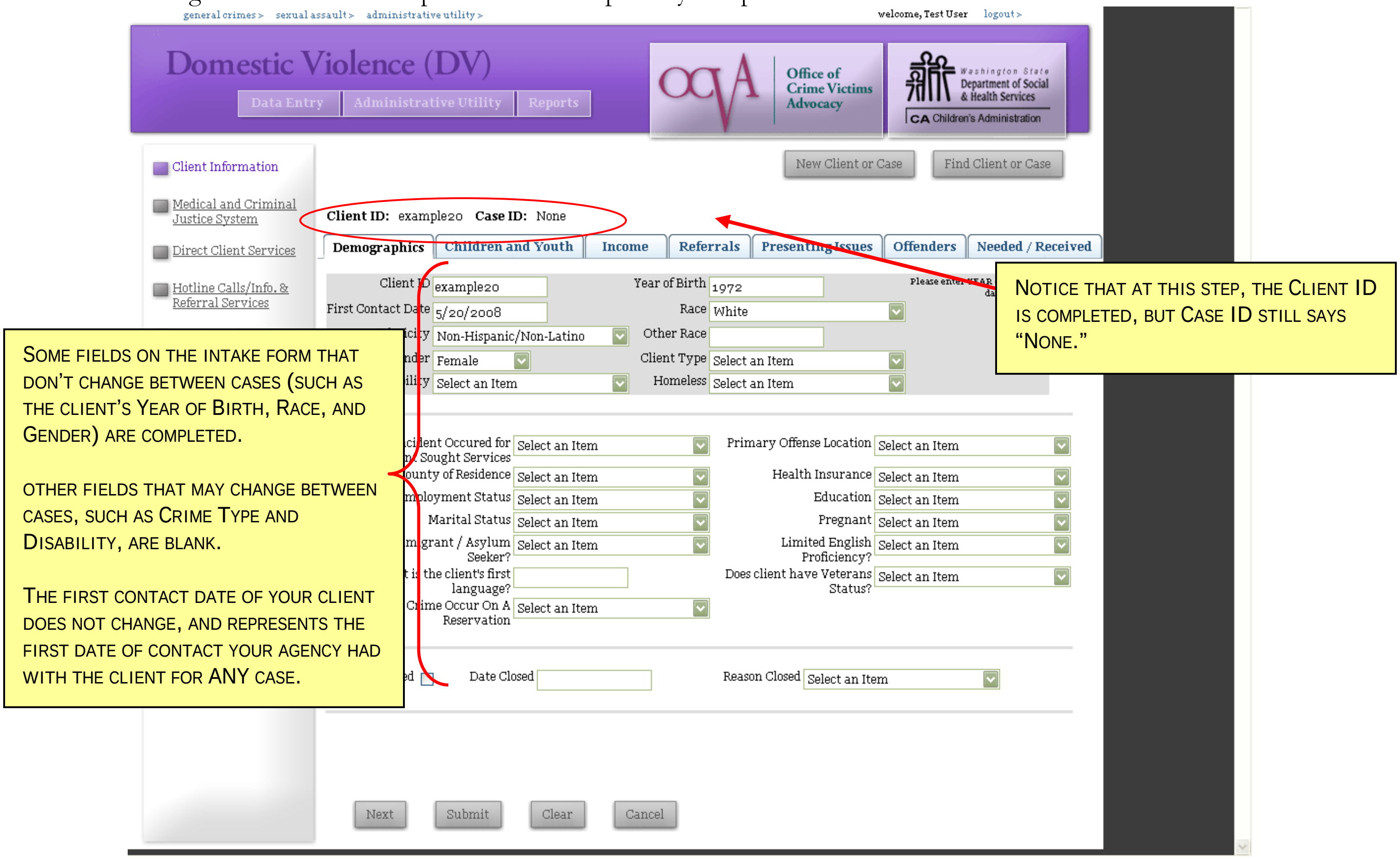
When starting a new case for an existing client, the system presents an intake form that is only partially completed. Information on Homelessness and Disability, for example, are blank for the new case, because this information may change over time. Services must be related to a specific case – services entered for one case will not be shown in the Services section of a new case.

To assign a new case to an existing client, first search for the client's ID number as usual. You will see something like the screen below:

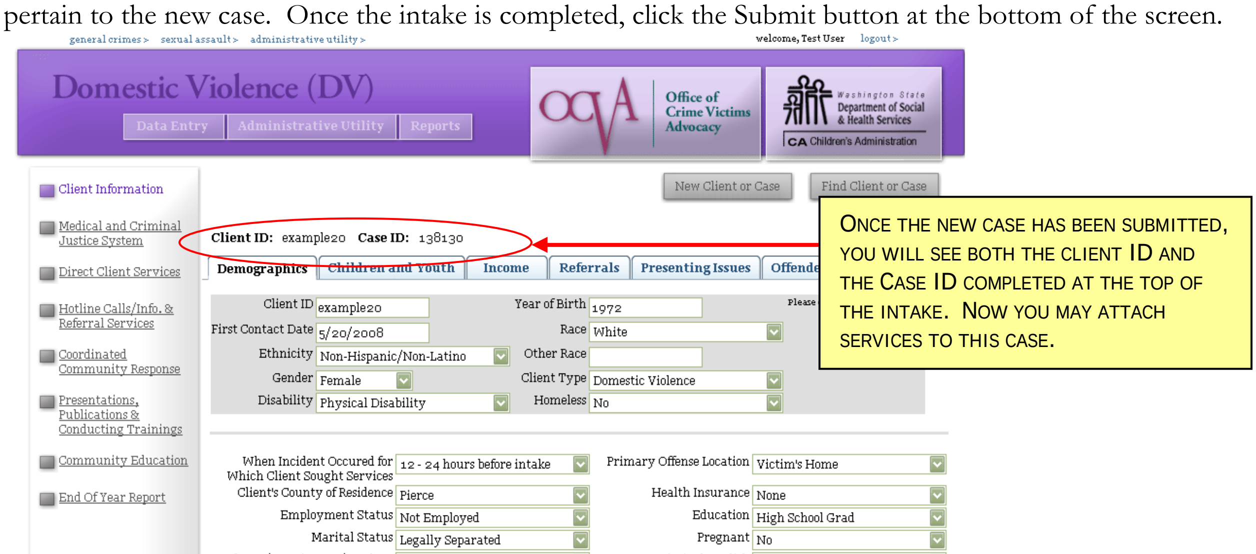


In the example above, we are planning on entering a Domestic Violence case for a client that was entered under Sexual Assault. Notice that the only option to select is "Start New Case for this Client" because there is not a Domestic Violence Case entered yet. (If a different case existed under Domestic Violence, we would also see the client's previous case.)

Selecting Start New Case will present us with a partially completed intake form:



Once the Start New Case has been selected, fill in the blank fields on the partially completed intake as they pertain to the new case. Once the intake is completed, click the Submit button at the bottom of the screen.



Sometimes new users will enter a second case accidentally, when a second incident of crime hasn't occurred. This can be confusing when entering services. If you find you have entered a second case by mistake, e-mail Nicky Gleason at nicky.gleason@commerce.wa.gov and indicate the duplicate case you do not want, and she can delete the duplicate for you.