

6. DIRECT CLIENT SERVICES

Direct Client Services in InfoNet refers to any service associated with a particular client. For Sexual Assault, examples of direct client services are activities such as Medical Advocacy and Therapy. For Domestic Violence programs, direct services include Advocacy Based Counseling and Emergency DV Shelter. For Victims of Crime, direct client services include Legal Advocacy and Emergency Financial Assistance. For Victim Witness Assistance Units, direct services include Victim Rights and Impact Statements.

Direct Client Services are always associated with a particular client and a particular case, unlike services like Sexual Assault Prevention activities, which are often presentations given to a group of people, or crisis-line or hotline calls, where the person making the call may not ever be identified. In InfoNet, a Client Intake form is entered for every client who receives Direct Client Services, and when the service itself is entered into the InfoNet system, it is linked to the Client via the Client's ID number and Case number.

Before InfoNet, there was not an easy way for agencies statewide to keep track of the hours and staff performing Direct Services. We have set up InfoNet to allow agencies to record the staff performing the direct services, and the amount of time spent. While this may at first seem cumbersome for agencies that are not used to tracking this data, we designed InfoNet to produce the maximum amount of information with the least amount of time recording and entering information.

Why is it so important to enter this information into InfoNet? There are three essential pieces of information that allow the InfoNet system to have a very flexible and powerful reporting system:

- OCVA and DSHS administrators enter the services that are eligible for each contract or grant.
- Agency administrators estimate what contracts and grants pay for staff salaries.
- InfoNet users enter Client Intakes and Direct Client Service information, and report on the staff performing services.

Using those three pieces of information, InfoNet then is able to connect clients, services, staff, and contracts in order to compile a variety of state and federal reports.

As you begin using the InfoNet system, you may realize that there are better and more efficient ways for your advocates to enter this data into the system. When you have those ideas, let us know! InfoNet is a work in progress, and we will be making regular updates to the system as we discover new and better ways to collect information. Even if collecting direct service information this way is not what your agency is used to, in a matter of weeks it will become easier and easier to collect and enter direct service information into InfoNet.

DOMESTIC VIOLENCE DIRECT CLIENT SERVICES

Domestic Violence (DV)

Data Entry
Administrative Utility
Reports

**Office of
Crime Victims
Advocacy**

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

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

Client ID:
Case Id:
Service:
Activity (Optional):
Staff/Volunteer:
Date:

Hours Of Service:

[Shortcut to Secondary Victims Page](#)

Service	Staff/Volunteer	Date	Hours Of Service	Shelter Begin	Shelter End	
Emergency DV Shelter--DV Shelter Home	Hatcher, Terri	08/11/2009	1.25	08/11/2009	08/25/2009	Q X
Other (please specify)	Cross, Marcia	07/13/2009	1			Q X
Advocacy-Based Counseling	Hatcher, Terri	05/03/2009	0			Q X
Advocacy-Based Counseling	Hatcher, Terri	05/04/2009	0			Q X
Hospital Response	Cross, Marcia	02/11/2009	1.25			Q X
Immigration Assistance	Huffman, Felicity	02/11/2009	1.25			Q X
Emergency DV Shelter--DV Safe Home	Cross, Marcia	07/03/2006	1			Q X
Advocacy-Based Counseling	Cross, Marcia	07/03/2006	1			Q X
Total Hours of Service Provided:			6.75			

[Previous 20 records](#)
[Next 20 records](#)

WHEN ENTERING DIRECT SERVICES, BE SURE THAT YOU HAVE A CLIENT AND CASE NUMBER SELECTED.

To access the DV Direct Client Services page, click on the link on the left hand side of the screen. This page is only available on the Domestic Violence Interface, although the Sexual Assault and Victims of Crime interfaces have Direct Services pages that work very similarly.

The DV Client Direct Services page has seven fields to complete for each service you provide to your client. Those fields are described below:

DV Direct Client Service Fields

Service	Advocacy-Based Counseling Advocacy-Based Counseling Child Care Civil Legal Advocacy Criminal Justice Advocacy Crisis Counseling/Intervention CVC Assistance Emergency DV Shelter--DV Safe Home Emergency DV Shelter--DV Shelter Home Emergency DV Shelter - Hotel/Motel Emergency Financial Assistance Emergency Shelter (STOP) Employment Assistance Hospital Response Housing Assistance Immigration Assistance Medical Advocacy Referrals Safety Planning Support Groups TANF/Welfare Assistance Transitional Shelter (STOP) Transportation Assistance Victim Witness Notification Other (please specify)
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Service: Select the first service you provided to the client. You may always type the first letter of a selection to pull up items starting with that letter – if more than one service with that first letter exists, hitting the first letter multiple times will allow you to toggle through the choices.

A list of all available services and their definitions is provided in the back of this manual. You can also access service definitions at any time by clicking the “View Service Definitions” link at the bottom of the direct services screen.

Service	Other (please specify)
Other (please specify)	<input type="text"/>

If you select the service “Other (please specify)” an additional text box will appear for your description. You must complete the “please specify” box in order to continue. This text box will not appear for any of the other services in the list.

Activity (Optional)	Attended trial
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Activity: For agencies that would like to further describe the service provided, an optional text box is provided to describe the activity associated with the service provided.

Staff/Volunteer	Hazel, David Hazel, David Gleason, Nicky Emery, Bev Fenno, Chris
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Staff/Volunteer: Select the staff member or volunteer who provided the service.

If the staff or volunteer is not shown in this pull down list, you may need to update the Staff Information in the Administrative Utility for your agency.

If you are entering a series of direct service entries, the staff field will default to the last used staff entry for your next record. This makes data entry easier when entering a series of service entries by the same staff member. To select a different staff member, simply type the first letter of their last name, or select with the mouse.

Date	1/2/2006
------	----------

Date: Enter the date the service was provided. Please note the date cannot be earlier than the first contact date listed on the Client’s Intake. If you try to enter a date prior to the client’s first contact date, the service date will default to the date you entered as the first contact date on the Client

DV Direct Client Service Fields	
Intake form.	
Hours Of Service	<input type="text" value="0.5"/> <p>Hours Of Service: Enter the number of hours, rounded to the nearest quarter hour you provided the service. For example, if you provided the service for fifteen minutes or less, enter 0.25.</p>
Shelter Began	<input type="text"/> <p>Shelter Began: If the service you selected was a shelter service (such as Emergency DV Shelter – DV Safe Home, Emergency Shelter – DV Shelter Home, or Emergency DV Shelter – Hotel/Motel) enter the date the client began to stay in the shelter. You must complete the “Shelter Began” date if an Emergency Shelter service is selected.</p>
Shelter Ended	<input type="text"/> <p>Shelter Ended: If the service you selected was a shelter service, enter the date the client left the shelter. You may come back to this field and update this field after the client has left the shelter, but you will need to enter both dates so the system can calculate the number of bed nights a client stayed in your shelter.</p>
<div>Emergency DV Shelter - Hotel/Motel</div> <input type="checkbox"/> Add the same shelter stay to existing secondary victims?	<p>Add Same Shelter Stay: If the service you selected was Emergency DV Shelter, you will see an option to add the same shelter stay for existing secondary victims. If you click this box, an identical shelter service will be added for each of the client’s children.</p>
<div>Submit</div> <p>When you have completed your service data, click on the Submit button at the bottom of the page to save your data.</p>	

After each service has been entered, it will appear at the bottom of the page in the Saved Records table:

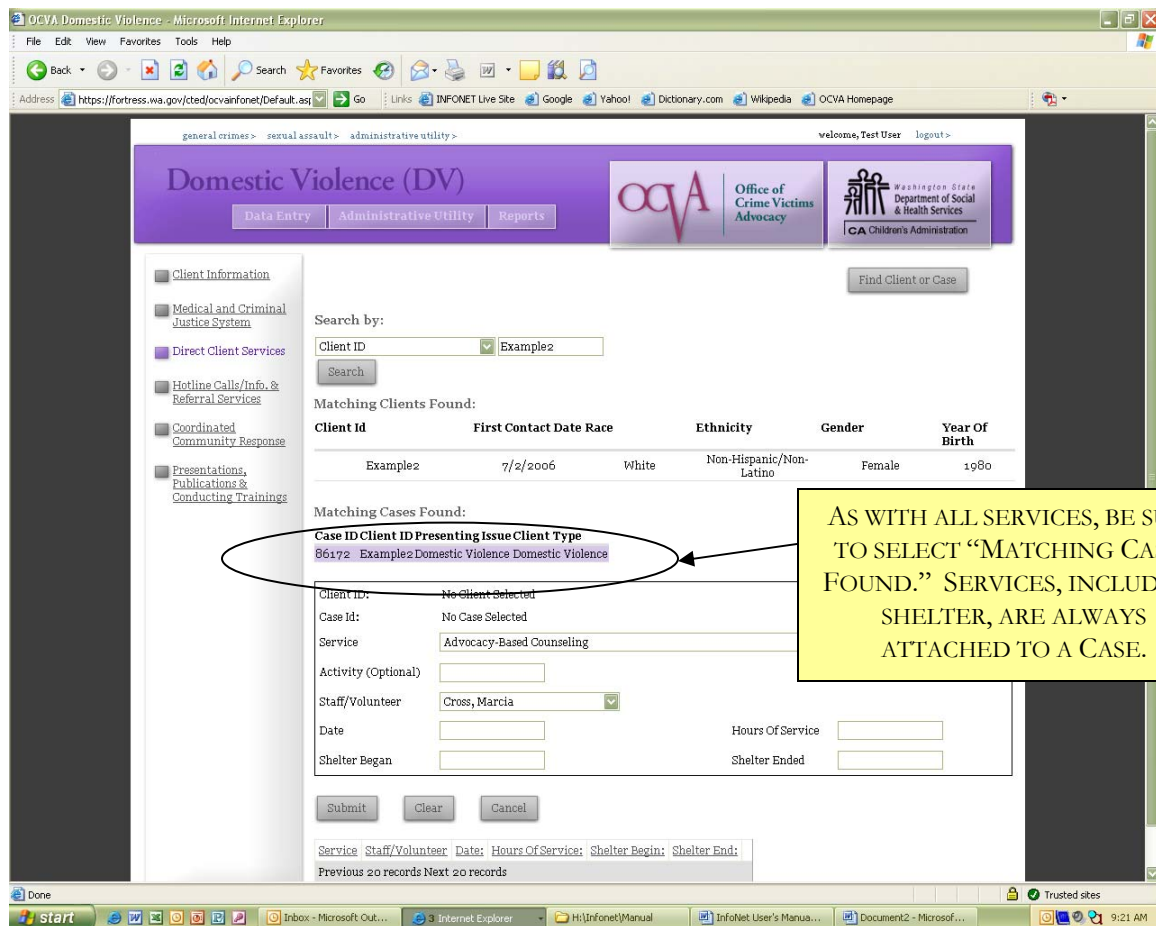
Service	Staff/Volunteer	Date:	Hours Of Service:	Shelter Begin:	Shelter End:	
Advocacy-Based Counseling	Cross, Marcia	12/01/2008	1.25			
Child Care	Cross, Marcia	12/01/2008	1.25			
Civil Legal Advocacy	Cross, Marcia	12/01/2008	1.25			
Criminal Justice Advocacy	Cross, Marcia	12/01/2008	1			
Advocacy-Based Counseling	Longoria, Eva	12/01/2008	1.25			
Emergency DV Shelter--DV Safe Home	Hatcher, Terri	12/01/2008	1.25	12/01/2008		
Crisis Counseling/Intervention	Cross, Marcia	12/02/2008	1			
CVC Assistance	Cross, Marcia	12/02/2008	1			
Emergency DV Shelter--DV Shelter Home	Cross, Marcia	12/02/2008	2	12/02/2008	12/03/2008	
Emergency DV Shelter--DV Safe Home	Cross, Marcia	12/03/2008	1	12/03/2008	12/04/2008	
Emergency DV Shelter - Hotel/Motel	Cross, Marcia	12/04/2008	2	12/04/2008	12/05/2008	
Emergency Financial Assistance	Cross, Marcia	12/04/2008	1.25			
Emergency Shelter (STOP)	Cross, Marcia	12/06/2008	1	12/06/2008	12/07/2008	
Employment Assistance	Cross, Marcia	12/07/2008	1.25			
Hospital Response	Cross, Marcia	12/08/2008	1			
Housing Assistance	Cross, Marcia	12/08/2008	1			
Immigration Assistance	Cross, Marcia	12/08/2008	1			
Medical Advocacy	Cross, Marcia	12/08/2008	0.75			
Referrals	Huffman, Felicity	12/09/2008	1.25			
Safety Planning	Huffman, Felicity	12/09/2008	1.25			
Previous 20 records Next 20 records						
View Service Definitions						

You may click on any service record to update information about the service. For example, if your initial record for a stay in shelter included the Shelter Began date, but you left the Shelter Ended date blank because you weren't sure when a client would be leaving shelter, you can come back to this page and update information after the client leaves the shelter.

ENTERING EMERGENCY DV SHELTER STAYS

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

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



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

Criminal Justice System

Direct Client Services

Hotline Calls/Info. & Referral Services

Coordinated Community Response

Presentations, Publications & Conducting Trainings

Community Education

Client ID: Example1
Case ID: 86173
Service: Emergency DV Shelter - Hotel/Motel
☐ Add the same shelter stay to existing secondary victims?
Activity (Optional):
Staff/Volunteer: Hatcher, Terri
Date:
Shelter Began:
Hours Of Service:
Shelter Ended:

Shortcut to Secondary Victims Page

Submit Clear Cancel

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

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

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

The client you are entering the shelter service for has already exited shelter.

The client you are entering the shelter service for is still being sheltered by your agency.

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

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

Domestic Violence (DV)

Data Entry Administrative Utility Reports

[Client Information](#)

[Medical and Criminal Justice System](#)

[Direct Client Services](#)

[Hotline Calls/Info. & Referral Services](#)

[Coordinated Community Response](#)

[Presentations, Publications & Conducting Trainings](#)

Client ID: Example2

Case Id: 86172

Service: Advocacy-Based Counseling

Activity (Optional):

Staff/Volunteer: Cross, Marcia

Date:

Shelter Began:

Hours Of Service:

Shelter Ended:

Submit
Clear
Cancel

Find Client or Case

THIS SHELTER SERVICE IS “COMPLETE” BECAUSE BOTH THE SHELTER BEGAN AND SHELTER ENDED DATES HAVE BEEN COMPLETED.

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

Previous 20 records Next 20 records

[View Service Definitions](#)

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

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

CURRENTLY
IN SHELTER
DATE.

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

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

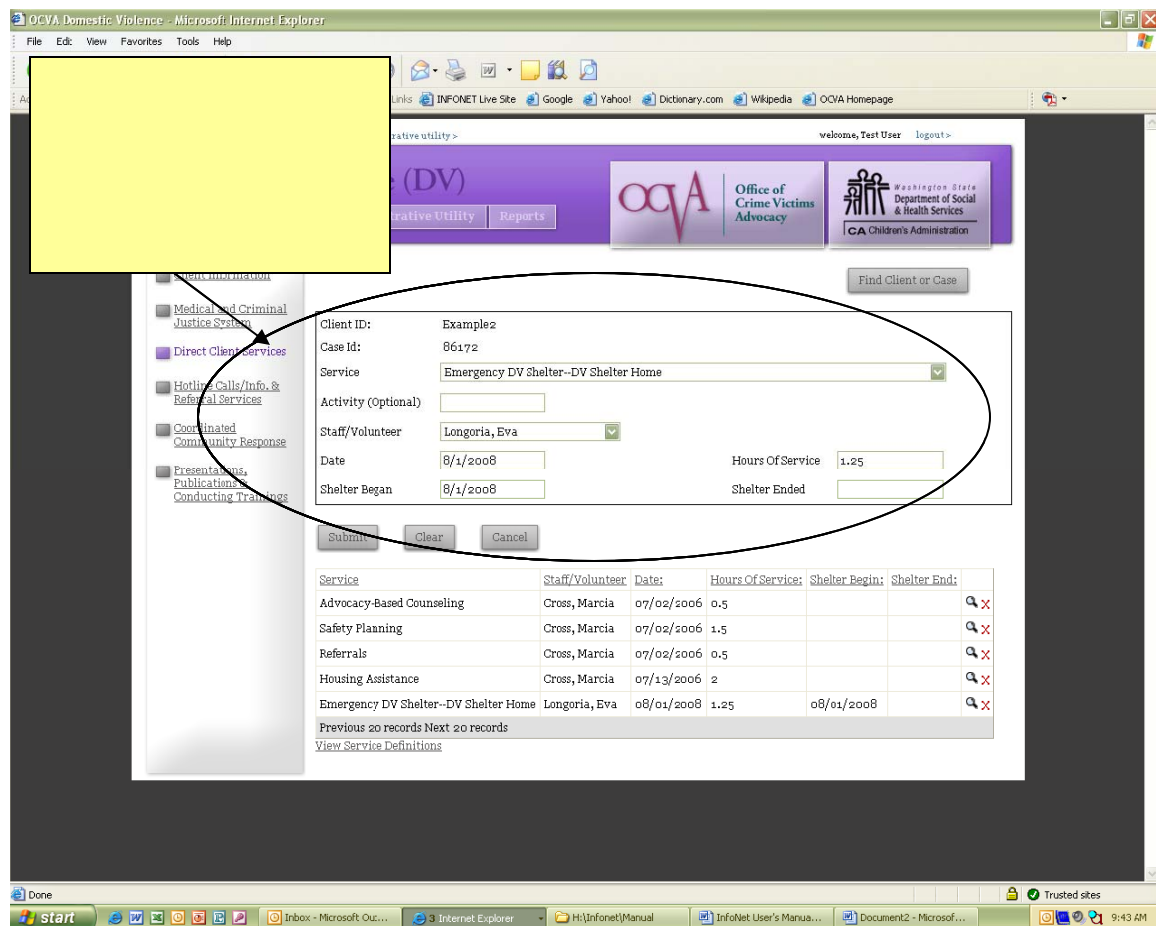
For this client, InfoNet will calculate the bednights for that client from their begin date until now. So, for the client above, if a report is pulled for 7/1/2008 through 9/30/2008, InfoNet will count the number of bednights from 8/1/2008 through 9/30/2008 – because this client is “still in shelter.”

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

RECORD

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

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



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


<u>Service</u>	<u>Staff/Volunteer</u>	<u>Date:</u>	<u>Hours Of Service:</u>	<u>Shelter Begin:</u>	<u>Shelter End:</u>	
Advocacy-Based Counseling	Cross, Marcia	07/02/2006	0.5			Q X
Safety Planning	Cross, Marcia	07/02/2006	1.5			Q X
Referrals	Cross, Marcia	07/02/2006	0.5			Q X
Housing Assistance	Cross, Marcia	07/13/2006	2			Q X
Emergency DV Shelter--DV Shelter Home	Longoria, Eva	08/01/2008	1.25	08/01/2008	08/14/2008	Q X
Previous 20 records Next 20 records						
View Service Definitions						

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


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

Domestic Violence (DV)

Data Entry Administrative Utility Reports



Office of
Crime Victims
Advocacy



Washington State
Department of Social
& Health Services

CA Children's Administration

Find Client or Case

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

Client ID: Example2

Case ID: 86172

Service: Advocacy-Based Counseling

Activity (Optional):

Staff/Volunteer: Cross, Marcia

Date: Hours Of Service:

Shelter Began: Shelter Ended:

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

Previous 20 records Next 20 records

[View Service Definitions](#)

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

INDIVIDUALS WITH MULTIPLE SHELTER STAYS

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

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

Domestic Violence (DV)

Data Entry Administrative Utility Reports

Find Client or Case

Client Information

Medical and Criminal Justice System

Direct Client Services

Hotline Calls/Info. & Referral Services

Coordinated Community Response

Presentations, Publications & Conducting Trainings

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

Submit Clear Cancel

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

Previous 20 records Next 20 records

[View Service Definitions](#)

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

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

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

CHILDREN IN SHELTER

There are two ways to enter shelter stays for children of primary clients. On the Direct Client Services Screen, when a shelter service is selected from the drop down menu, you will see a checkbox immediately beneath the Services drop down menu:

The screenshot shows the 'Direct Client Services' form. A yellow callout box on the left contains the text: 'THE CHECKBOX TO ADD SAME SHELTER STAY TO SECONDARY VICTIMS IS ONLY DISPLAYED WHEN ONE OF THE EMERGENCY DV SHELTER SERVICES IS SELECTED.' An arrow points from this box to the checkbox labeled 'Add the same shelter stay to existing secondary victims?' which is circled in red. The form includes fields for Client ID (Example1), Case Id (86173), Service (Emergency DV Shelter--DV Shelter Home), Activity (Optional), Staff/Volunteer (Huffman, Felicity), Date (8/13/2009), Shelter Began (8/13/2009), Hours Of Service (1.25), and Shelter Ended. A 'Shortcut to Secondary Victims Page' link is also present. The top navigation bar shows 'victims of crime > sexual assault > administrative utility >' and a user login 'welcome, Test User' with a 'logout >' link. Logos for the Office of Crime Victims Advocacy and Washington State Department of Social & Health Services are also visible.

If the client and the client's children stayed in shelter for the exact same time period, click this box to add an identical shelter entry to each of the children's records. If the shelter entry contains no end date, be sure to check this box again when you return to the record to enter a Shelter Ended date, so that the Shelter Ended date will be applied to the children's records as well.

Children in shelter may also be entered individually on the Children's page of the client intake. This is done when children do not stay in shelter the exact length of time as their parent. Sometimes, children stay with a non-custodial parent for visitation, and stay in shelter only on weekends, or only on weekdays, or only for certain periods of time, for which their mother may have stayed continuously. Likewise, not all children stay for the same amount of time as one another. Therefore, a separate shelter entry may be submitted for each child in shelter. In those situations, do not check the "add same shelter stay" box, as the entries will be submitted individually instead.


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

general crimes >
sexual assault >
administrative utility >


welcome, Test User
logout >

Domestic Violence (DV)

Data Entry
Administrative Utility
Reports



Office of
Crime Victims
Advocacy



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

New Client or Case
Find Client or Case

Client Information

Medical and Criminal Justice System

Direct Client Services

Hotline Calls/Info. & Referral Services

Coordinated Community Response

Presentations, Publications & Conducting Trainings





Client ID: Example2 Case ID: 86172

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

Age
Gender
Select an Item

Race
Select an Item
Ethnicity
Select an Item

Add / Edit Secondary
Clear Secondary

Age	Gender	Relationship To Client	
14	Female	Child	 
8	Male	Child	 

Services Provided to this Child

Select an Item
Cross, Marcia

Staff/Volunteer
Date

Hours of Service
Shelter In
Shelter Out

Add/Edit Service
Clear Service

Service	Staff	Date	Hours	Shelter In	Shelter Out
---------	-------	------	-------	------------	-------------

Next
Submit
Clear
Cancel

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

INFONET USERS MANUAL, MARCH 2010

6-14

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

The screenshot shows a web application for Domestic Violence (DV) services. The top navigation bar includes links for 'general crimes >', 'sexual assault >', and 'administrative utility >'. A user is logged in as 'welcome, Test User' with a 'logout >' link. The main header features the 'Domestic Violence (DV)' title and tabs for 'Data Entry', 'Administrative Utility', and 'Reports'. Logos for the 'Office of Crime Victims Advocacy' and 'Washington State Department of Social & Health Services' are also present.

On the left, a sidebar lists various service categories: Client Information, Medical and Criminal Justice System, Direct Client Services, Hotline Calls/Info. & Referral Services, Coordinated Community Response, and Presentations, Publications & Conducting Trainings.

The main content area displays client information for 'Example2' with Case ID '86172'. A message states 'Service has been added to the database.' Below this are tabs for 'Demographics', 'Children and Youth', 'Income', 'Referrals', 'Presenting Issues', 'Offenders', and 'Needed / Received'. The 'Demographics' tab is active, showing fields for Age (14), Gender (Female), Race (White), and Ethnicity (Non-Hispanic/Non-Latino). Buttons for 'Add / Edit Secondary' and 'Clear Secondary' are available.

Below the demographics, there is a table for 'Services Provided to this Child' with columns for Age, Gender, and Relationship To Client. It lists two entries: a 14-year-old female (Child) and an 8-year-old male (Child). Each entry has a magnifying glass icon and a red 'X' icon.

Further down, there is a section for 'Services' with a table that includes columns for Service, Staff, Date, Hours, Shelter In, and Shelter Out. The table shows a single entry: 'DV Shelter Home' provided by 'Cross, Marcia' on '8/1/2008' for '1.25' hours, with 'Shelter In' on '8/1/2008' and 'Shelter Out' on '8/14/2008'. Below the table are buttons for 'Add/Edit Service' and 'Clear Service'.

At the bottom of the form are buttons for 'Next', 'Submit', 'Clear', and 'Cancel'.

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

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

Client ID: Example2 Case ID: 86172

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

Age

Gender

Race

Ethnicity

Add / Edit Secondary
Clear Secondary

Age	Gender	Relationship To Client		
14	Female	Child	<input type="text" value="Q"/>	<input type="text" value="X"/>
8	Male	Child	<input type="text" value="Q"/>	<input type="text" value="X"/>

Services Provided to this Child

Next, I move to the Secondary Service box lower on the screen and select the type of shelter in which the child stayed. In this example, I'll be choosing DV Shelter Home. I enter the service data just like I did for the mother, including the Shelter IN and Shelter OUT dates. However, when my information is complete, I click the **Add/Edit Service** button to enter children's services – not the SUBMIT button at the bottom, which is for entering information about the primary client only.

[general crimes >](#)
[sexual assault >](#)
[administrative utility >](#)

welcome, Test User [logout >](#)

Domestic Violence (DV)

Data Entry
Administrative Utility
Reports

**Office of
Crime Victims
Advocacy**

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

New Client or Case
Find Client or Case

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

Client ID: Example2 Case ID: 86172

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

Age

Gender

Race

Ethnicity

Add / Edit Secondary
Clear Secondary

Age	Gender	Relationship To Client		
14	Female	Child	<input type="text" value="Q"/>	<input type="text" value="X"/>
8	Male	Child	<input type="text" value="Q"/>	<input type="text" value="X"/>

Services Provided to this Child

Service	Staff/Volunteer	Date
<input type="text" value="DV Shelter Home"/>	<input type="text" value="Cross, Marcia"/>	<input type="text" value="8/01/2008"/>

Hours of Service

Shelter In

Shelter Out

Add/Edit Service
Clear Service

Service	Staff	Date	Hours	Shelter In	Shelter Out

Next
Submit
Clear
Cancel

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

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

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

SEXUAL ASSAULT – CSAPs AND SPECIALIZED SERVICES

domestic violence > general crimes > administrative utility > welcome, Nicky Gleason logout >

Sexual Assault (SA)

Data Entry Administrative Utility Reports

Find Client or Case

Client ID: SAClient2
Case Id: 348
Service: Medical Advocacy
Activity (Optional): Assist w/ informed medical decisions
Staff/Volunteer: Hazel, David
Date: Hours Of Service:

Case ID: Client ID: Service Staff/Volunteer Date
View Service Definitions

Submit Clear Cancel

CLICK THE **VIEW SERVICE DEFINITIONS** LINK TO VIEW THE SEXUAL ASSAULT SERVICE STANDARDS

There are two pages for Sexual Assault Client Services. The first, shown above, is CSAP and Specialized Services, which is, appropriately enough, for CSAPs and Specialized Service providers.

To access the CSAPs and Specialized Services page, click on the link on the left hand side of the screen. This page is only available on the Sexual Assault Interface. The page has seven fields to complete for each service you provide to your client. Those fields are described below:

CSAPs and Specialized Services Fields

Service	Medical Advocacy Medical Advocacy Legal Advocacy General Advocacy Therapy Medical Social Work Support Groups
---------	--

Service: Select the first service you provided to the client. This pull down list shows those direct client services for which CSAPs and Specialized SA services are eligible. You may always type the first letter of a selection to pull up items starting with that letter – if more than one service with that first letter exists, hitting the first letter multiple times will allow you to toggle through the choices.

Service	General Advocacy
Activity (Optional)	On-going personal support On-going personal support Outreach calls or visits Information and referral, case specific Ongoing crisis intervention Arranging services Consult with others about case

GENERAL ADVOCACY ACTIVITIES

Activity: Activity is an optional field agencies may use to drill down and determine more specifically how they use their time. Each of the CSAPs and Specialized services has activities associated with it.

The picture to the left, for example, shows the activities

CSAPs and Specialized Services Fields

Service	Therapy
Activity (Optional)	Psychosocial history taking Psychosocial history taking Psychiatric evaluation In-person interviews Collateral contacts Report writing Individual therapy Group therapy Family therapy In-person visit Interpretation of findings Expert testimony

when General Advocacy is selected as the service on the top and the activities when Therapy is selected as the service on the bottom.

THERAPY ACTIVITIES

Staff/Volunteer	Hazel, David Hazel, David Gleason, Nicky Emery, Bev Fenno, Chris
-----------------	---

Staff/Volunteer: Select the staff member or volunteer who provided the service. If the staff or volunteer is not shown in this pull down list, you may need to update the Staff Information in the Administrative Utility for your agency.

Date	1/2/2006
------	----------

Date: Enter the date the service was provided. Please note the date cannot precede the first contact date listed on the Client's Intake. If you try to enter a date prior to the client's first contact date, the service date will default to the date you entered as the first contact date on the Client Intake form.







Hours Of Service	0.5
------------------	-----

Hours Of Service: Enter the number of hours, rounded to the nearest quarter hour you provided the service. For example, if you provided the service for fifteen minutes or less, enter 0.25.



When you have completed your service data, click on the **Submit** button at the bottom of the page to save your data.

After a service has been entered, it will appear at the bottom of the page:

Case ID:	Client ID:	Service	Staff/Volunteer	Date	
348	SAClient2	Medical Advocacy	Hazel, David	6/7/2006	 
348	SAClient2	Legal Advocacy	Emery, Bev	6/8/2006	 
348	SAClient2	Support Groups	Gleason, Nicky	6/8/2006	 
View Service Definitions					

You may click on any service record to update information about that service by clicking on the magnifying glass next to it.

SEXUAL ASSAULT – NATIVE AMERICAN AND MARGINALIZED SERVICES

domestic violence > general crimes > administrative utility > welcome, Test User logout >

Sexual Assault (SA)

Data Entry Administrative Utility Reports

Find Client or Case

Client ID: No Client Selected
Case Id: No Case Selected
Service: Peer Support Group
Activity (Optional): No activities associated with this service.
Staff/Volunteer: Cross, Marcia
Date: Hours Of Service:

Submit Clear Cancel

Service Staff/Volunteer Date: Hours Of Service: Shelter Begin: Shelter End:
Previous 20 records Next 20 records
View Service Definitions

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

The Native American and Marginalized Services page on the Sexual Assault interface is for direct client services provided by Native American and Marginalized service providers **only**. This page is NOT for CSAPs to enter services provided to clients who are from marginalized communities – if you enter data here and do not receive either Native American Specialized SA funding or Sexual Assault to Marginalized Communities funding, your services will not appear on the correct report, and you may be asked to go back and re-enter your data.

To access the Native American and Marginalized Services page, click on the link on the left side of the screen. This page is only available on the Sexual Assault Interface. The page has seven fields to complete for each service you provide to your client. Those fields are described below:

Marginalized Services Fields

Service	Peer Support Group
	Peer Support Group
	Educational Support Group
	Therapy
	Culturally/Linguistically Appropriate Techniques
	Support/Accompaniment through Service Delivery and Criminal Justice System

Service: Select the first service you provided to the client. This pull down list shows those direct client services for which Marginalized and Native American Specialized Services are eligible. You may always type the first letter of a selection to pull up items starting with that letter – if more than one service with that first letter exists, hitting the first letter multiple times will allow you to toggle

Marginalized Services Fields

through the choices.

Activity (Optional)

Activity: Currently, there are no specific activities associated with Marginalized Services, so you may skip this field.

Staff/Volunteer

Hazel, David
Gleason, Nicky
Emery, Bev
Fenno, Chris


Staff/Volunteer: Select the staff member or volunteer who provided the service. If the staff or volunteer is not shown in this pull down list, you may need to update the Staff Information in the Administrative Utility for your agency.

Date

Date: Enter the date the service was provided. Please note the date cannot precede the first contact date listed on the Client's Intake. If you try to enter a date prior to the client's first contact date, you will receive an error message.







Hours Of Service

Hours Of Service: Enter the number of hours, rounded to the nearest quarter hour you provided the service. For example, if you provided the service for fifteen minutes or less, enter 0.25.



When you have completed your service data, click on the **Submit** button at the bottom of the page to save your data.

After a service has been entered, it will appear at the bottom of the page:

Case ID:	Client ID:	Service	Staff/Volunteer	Date	
348	SAClient2	Peer Support Group	Gleason, Nicky	6/1/2006	 
348	SAClient2	Therapy	Hazel, David	6/1/2006	 
348	SAClient2	Culturally/Linguistically Appropriate Techniques	Hazel, David	6/3/2006	 

[View Service Definitions](#)

You may click on any service record to update information about that service by clicking on the magnifying glass next to it. If you have entered a service in error, click on the red **X** to delete.

VICTIMS OF CRIME DIRECT SERVICES

domestic violence > sexual assault > administrative utility >
welcome, Test User [logout](#)

Victims of Crime (VC)

Office of
Crime Victims
Advocacy

Washington State
Department of Social
& Health Services

CA Children's Administration

- [Client Information](#)
- [Medical and Criminal Justice System](#)
- [Direct Services](#)
- [Hotline Calls/Info. & Referral Services](#)
- [Community Education](#)

[Find Client](#)

Client ID:

Example1

Case Id:

138094

Service

Crisis Intervention

Activity (Optional)

Staff/Volunteer

Longoria, Eva ▼

Date

Hours Of Service

Service	Staff/Volunteer	Date	Hours Of Service	Shelter Begin	Shelter End	
Crisis Intervention	Hatcher, Terri	12/01/2008	1.25			🔍 ✕
Legal Advocacy	Huffman, Felicity	12/02/2008	2.5			🔍 ✕
Medical Advocacy	Longoria, Eva	12/05/2008	0.75			🔍 ✕

[Previous 20 records](#)
[Next 20 records](#)

[View Service Definitions](#)

To access the VOC Direct Services page, click on the link on the left hand side of the screen. To enter services, you must first search for the client you wish to add services to by using the “Find Client or Case” button in the upper right hand corner of your screen.

The VOC Direct Services page has five fields to complete for each service you provide to your client. Those fields are described below:

VOC Direct Client Service Fields

Crisis Intervention

Crisis Intervention

Information and Referral

Support Groups

Therapy

Emergency Financial Assistance

Legal Advocacy

Advocacy

Medical Advocacy

Community Responding

Service: Select the first service you provided to the client. You may always type the first letter of a selection to pull up items starting with that letter – if more than one service with that first letter exists, hitting the first letter multiple times will allow you to toggle through the choices. A list of all available Victims of Crime services and their definitions is provided at the end of this manual.

Activity
(Optional)

Activity: For agencies that would like to further describe the service provided, an optional text box is provided to describe the activity associated with the service provided.

VOC Direct Client Service Fields

Staff/Volunteer

Hazel, David
Gleason, Nicky
Emery, Bev
Fenno, Chris

Staff/Volunteer: Select the staff member or volunteer who provided the service. If the staff or volunteer is not shown in this pull down list, you may need to update the Staff Information in the Administrative Utility for your agency.

Date

Date: Enter the date the service was provided. Please note the date cannot precede the first contact date listed on the Client's Intake. If you try to enter a date prior to the client's first contact date, the service date will default to the date you entered as the first contact date on the Client Intake form.

Hours Of Service

Hours Of Service: Enter the number of hours, rounded to the nearest quarter hour you provided the service. For example, if you provided the service for fifteen minutes or less, enter 0.25.



When you have completed your service data, click on the **Submit** button at the bottom of the page to save your data.

After a service has been entered, it will appear at the bottom of the page:

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

Victims of Crime (VC)

Data Entry Administrative Utility Reports

Find Client or Case

Client Information
Medical and Criminal Justice System
Direct Services
Hotline Calls/Info. & Referral Services
Community Education

Client ID: Example1
Case Id: 138094
Service: Crisis Intervention
Activity (Optional):
Staff/Volunteer: Longoria, Eva
Date:
Hours Of Service:

Submit Clear Cancel

Service	Staff/Volunteer	Date	Hours Of Service	Shelter Begin	Shelter End
Crisis Intervention	Hatcher, Terri	12/01/2008	1.25		
Legal Advocacy	Huffman, Felicity	12/02/2008	2.5		
Medical Advocacy	Longoria, Eva	12/05/2008	0.75		

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

You may click on any service record to update information about the service at any time.

VICTIM WITNESS ASSISTANCE UNITS DIRECT SERVICES

domestic violence > victims of crime > sexual assault > administrative utility > welcome, Test User [logout >](#)

Victim Witness Assistance Units

Data Entry Administrative Utility Reports

Client Information

Direct Services

Hotline Calls/Info. & Referral Services

Stop Grant Coordinated Community Response

Stop Grant Presentations, Publications & Training

Stop Grant Narrative Questions

Victim Witness Narrative

Stop Grant Funded Prosecution Activities

Submit New Client or Case

Client ID: Example2

Case Id: 181042

Service: Victim Rights

Activity (Optional):

Staff/Volunteer: Cross, Marcia

Date: Hours Of Service:

Submit Clear Cancel

Service	Staff/Volunteer	Date	Hours Of Service	Shelter Begin	Shelter End	
Court Proceedings	Cross, Marcia	03/15/2010	1.5			Q X
Victim Rights	Cross, Marcia	03/15/2010	2			Q X
Restitutions	Cross, Marcia	03/15/2010	1			Q X
Total Hours of Service Provided:			4.5			

To access the Victim Witness Direct Services page, click on the link on the left hand side of the screen. To enter services, you must first search for the client you wish to add services to by using the “Find Client or Case” button in the upper right hand corner of your screen.

The Victim Witness Direct Services page has five fields to complete for each service you provide to your client. Those fields are described below:

VOC Direct Client Service Fields

VOC Direct Client Service Fields

Victim Rights
Victim Rights
Protection Orders
Criminal Justice Support
Court Proceedings
Impact Statements
Restitutions
Hearings and Court Dates
Compensation Claims
Information and Referrals

Service: Select the first service you provided to the client. You may always type the first letter of a selection to pull up items starting with that letter – if more than one service with that first letter exists, hitting the first letter multiple times will allow you to toggle through the choices.

Activity
(Optional)

Activity: For agencies that would like to further describe the service provided, an optional text box is provided to describe the activity associated with the service provided. For example, an agency that selected “Court Proceedings” for the service might choose to specify “Sentencing Hearing” in the optional Activity box. If that level of detail is not useful to your agency, you may leave the Activity box blank.

Staff/Volunteer
Hazel, David
Gleason, Nicky
Emery, Bev
Fenno, Chris

Staff/Volunteer: Select the staff member or volunteer who provided the service. If the staff or volunteer is not shown in this drop down list, you may need to update the Staff Information in the Administrative Utility for your agency.

Date

Date: Enter the date the service was provided. The date cannot precede the first contact date listed on the Client’s Intake. If you try to enter a date prior to the client’s first contact date, the service date will default to the date you entered as the first contact date on the Client Intake form.







Hours Of
Service

Hours Of Service: Enter the number of hours, **rounded to the nearest quarter hour** you provided the service. For example, if you provided the service for fifteen minutes or less, enter 0.25. If you provided two or more services over a period of time, estimate the amount of that time spent on each. For example, if you assisted a victim with Victim Rights, Protection Orders, and Compensation Claims over a two hour period, you might estimate 0.5 hours spent discussing Victim Rights, 1 hour working on Protection Orders, and 0.5 hours working on Compensation Claims.

Submit

When you have completed your service data, click on the **Submit** button at the bottom of the page to save your data.

After a service has been entered, it will appear at the bottom of the page:

<u>Service</u>	<u>Staff/Volunteer</u>	<u>Date:</u>	<u>Hours Of Service:</u>	
Court Proceedings	Cross, Marcia	03/15/2010	1.5	 
Victim Rights	Cross, Marcia	03/15/2010	2	 
Restitutions	Cross, Marcia	03/15/2010	1	 
Total Hours of Service Provided:			4.5	

You may click on any service record to update information about the service at any time. To edit or update an existing record, click on the record to select, then edit the information after it appears in the data entry area, and click Submit to save the revised entry.

To delete a service that was entered in error, click the red X to the right of the saved service entry.