7. ADDITIONAL SERVICES

The following sections address the other features of InfoNet not connected directly to a particular client – services agencies perform including hotline calls, presentations and publications, prevention, community organizing and response, and other types of activities not linked to a single client intake. These services are different for every agency depending on the programs your agency provides, contracts your agency receives, and state and federal reporting requirements.

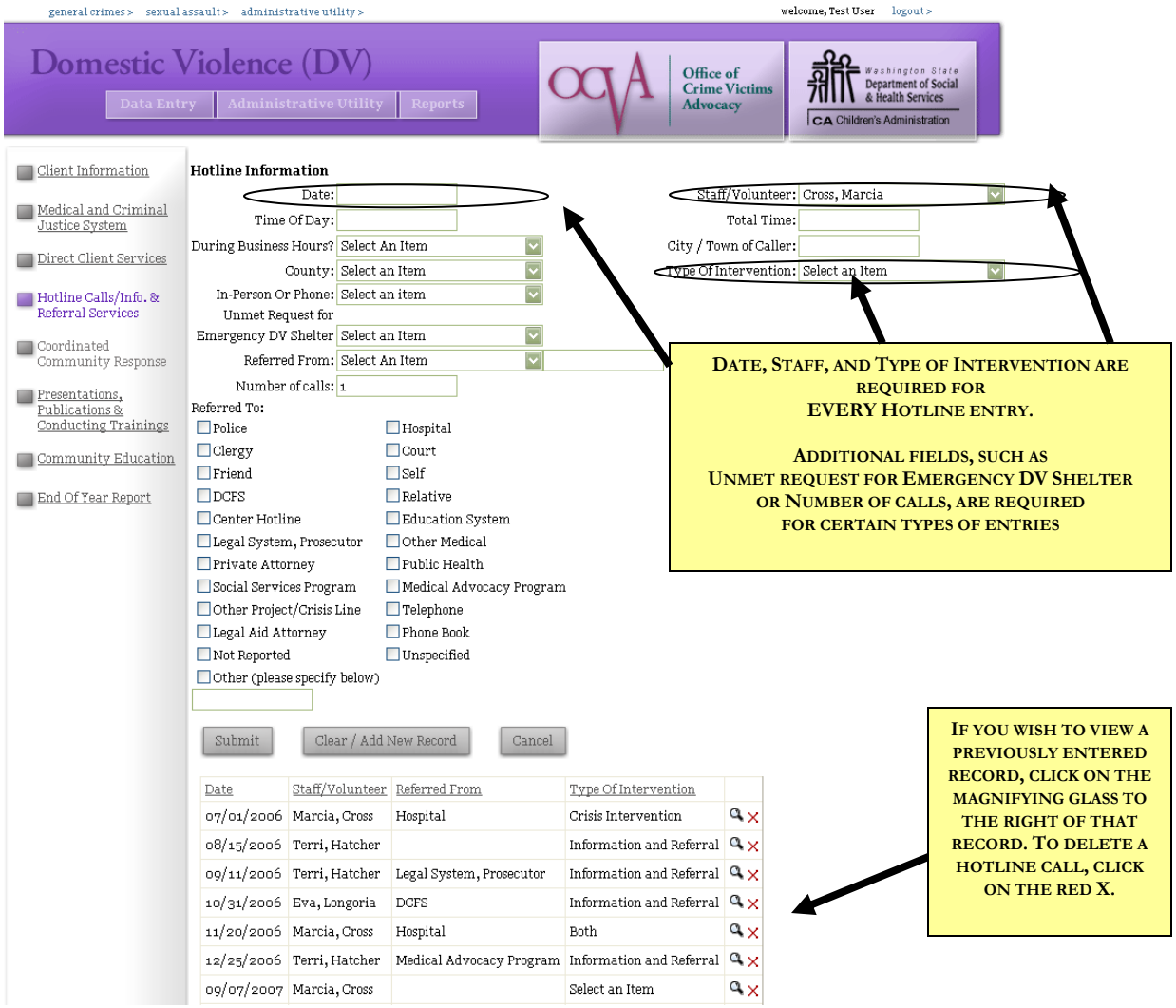
Some services, such as hotline calls, are performed on a daily basis by staff or volunteers, and the data collection is similar to Direct Client Services. Other services, such as Coordinated Community Response, can be collected annually and updated as needed. However, the goal of all of these sections is to increase the accuracy and ease with which various state and federal funding reports are compiled.

HOTLINE CALLS/INFORMATION & REFERRAL SERVICES

Hotline/Information and Referral services have different names for each of the three interfaces, but in general it refers to interactions with people for whom you have not completed a client intake form. Many times, this means people you interact with on the phone for crisis intervention, to provide information, or to give a referral to another agency, although these contacts may also happen in person. For simplicity, this manual will refer to these "anonymous" contacts as "hotline" contacts, whether they happened in person or over the phone.

Please note clients who have an intake already in the system should have crisis intervention/information and referral contacts documented as direct services rather than hotline whenever possible.

DOMESTIC VIOLENCE HOTLINE SECTION



There are twelve fields in the DV Hotline Calls/Information and Referral Services page, of which only three are mandatory for every call– the **date** of the call, the **staff/volunteer** that took the call, and the **type of intervention.**

Several other fields are mandatory for certain types of entries – **Unmet Request for Emergency DV Shelter** is mandatory for recording "shelter turnaways," and **Number of Calls** is required if you are entering "batches" of calls.

All other fields on the hotline page are optional. Each of the fields is described below.

DV Hotline Calls/Information & Referral Fields	
Date: 6/5/2006	**Date:** Enter the date the hotline call or other form of information/referral was completed. This is the first of two mandatory fields for each hotline call or information/referral contact.
Staff/Volunteer: Cross, Marcia Cross, Marcia Hatcher, Terri Longoria, Eva Huffman, Felicity Hotline, Volunteers	**Staff:** It is mandatory you enter the staff/volunteer who took the call. However, some agencies have pools of volunteers answer hotline calls, and tracking which volunteer took each call is impractical. In those situations, you may want to enter a Staff record for "**Hotline Volunteer**" and be able to record all hotline calls taken by volunteers as that option. (See example, left)
Time Of Day: 1:00 pm	**Time of Day:** Some agencies may find it useful to record the time of day a call was received. If you choose to enter the time of day, please enter it in hh:mm (am/pm) format. Do not put periods in the "am" or "pm" suffix. If you enter the time in an incorrect format, you will receive an error message.
City/Town: Omak	**City/Town:** Some agencies may find it useful to track the city or town a hotline call was received from, possibly to determine where outreach efforts should be focused, or to measure the effectiveness of publicizing of hotline numbers in certain areas. This field is completely optional, however, and may be left blank.
During Business Hours? Select an Item Yes No Not Reported Not Applicable Unspecified Select an Item	**During Business Hours:** While some agencies prefer to track the actual time a call was received, others reported they preferred to record whether or not the call was received during business hours. To do so, this field was provided. However, it is optional and if it is not useful to your agency, it may be left blank.
Total Time:	**Total Time:** Enter the approximate time (in hours) spent on the hotline call. This can be useful to agencies that want to do time task studies and other tracking activities, but the field is optional. If you use this field, enter as you would for direct services, rounded to nearest quarter hours: e.g. calls of 15 minutes or less enter 0.25.

DV Hotline Calls/Information & Referral Fields

County: Select an Item
Select an Item
Adams
Asotin
Benton
Chelan
Clallam
Clark
Columbia
Cowlitz
Douglas
Ferry

County: This field may be useful to agencies that serve multiple counties and want to track how many calls they receive from each area. This is an optional field for most InfoNet users, although certain agencies, such as those that receive separate funds for serving different counties, may be required to collect this information to meet contract requirements.

Type Of Intervention: Select an Item
Select an Item
Crisis Intervention
Information and Referral
Both

Type of Intervention: This is one of the mandatory fields, and requires you select either "Crisis Intervention" or "Information and Referral" as the type of contact you had with the individual. If the contact involved both Crisis Intervention AND Information and Referral in the same contact, select "Both."

In-Person Or Phone: Select an item
Select an item
In-Person
Phone

In Person Or Phone: This field is for differentiating between information/referral contacts conducted in person or via telephone.

Unmet Request for Emergency DV Shelter Other reason unable to shelter
Select an Item
Emergency DV shelter at capacity
Not eligible for emergency DV she
Other reason unable to shelter

Unmet Request for Emergency DV Shelter: This field is required if you are recording an unmet request for shelter, or "shelter turnaway" only. If the person with whom you had contact requested shelter but wasn't sheltered, record the reason for that unmet request: either because the shelter was at capacity, the client wasn't eligible for shelter, or other reason unable to shelter. If the client you worked with wasn't turned away from shelter or didn't require shelter, you may disregard this field.

Referred From: Select an Item
Select an Item
Police
Hospital
Clergy
Other (please specify below)
Media
Self
Friend
DCFS
Relative
Center Hotline

Referred From: This field is to record how the client found out about your agency. Collecting this information can be useful in determining where your agency needs to provide more outreach, or which agencies you should send updated brochures to if your contact information changes. If you have additional suggestions for agency types to add to this list, please contact the InfoNet Administrator and she may be able to add them to the drop down list. If "Other" is specified as the Referral Source, please type an entry into the space provided.

Number of calls: 1

Number of Calls: As an alternative to entering each call individually, this field is used for entering batches of calls that have the same information. See the following section for more detailed instructions on entering batches of calls. Entering batched calls is optional, and agencies who chose not to use that function can disregard this field – Number of Calls will automatically default to "1" call per entry unless you specify otherwise.

DV Hotline Calls/Information & Referral Fields

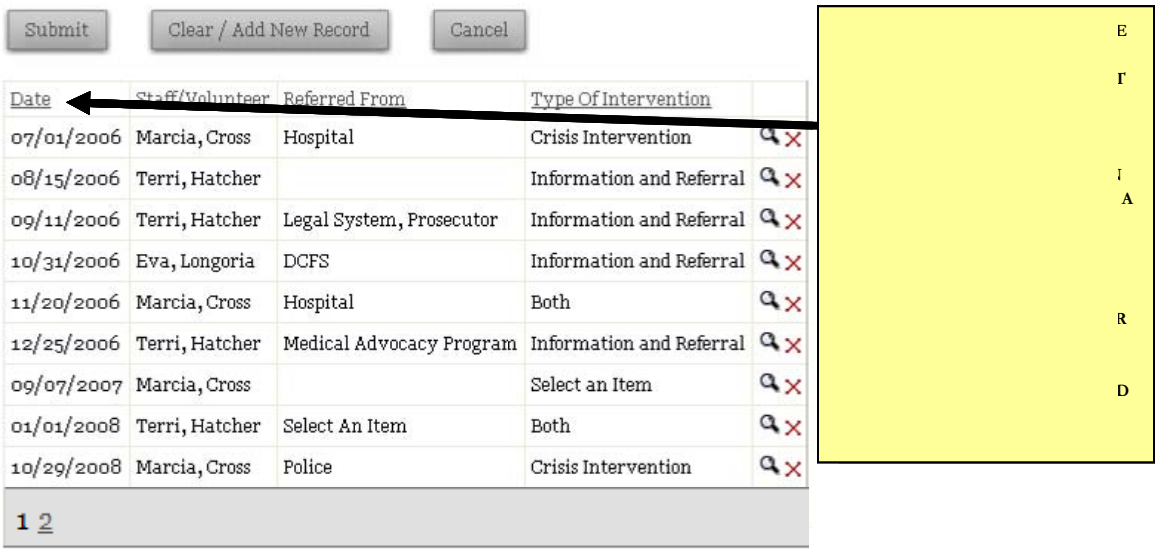
Referred To:

- ☐ Police
- ☐ Clergy
- ☐ Self
- ☐ DCFS
- ☐ Center Hotline
- ☐ Legal System, Prosecutor
- ☐ Private Attorney
- ☐ Social Services Program
- ☐ Other Project/Crisis Line
- ☐ Legal Aid Attorney
- ☐ Other (please specify below)
- ☐ Hospital
- ☐ Media
- ☐ Friend
- ☐ Relative
- ☐ Education System
- ☐ Other Medical
- ☐ Public Health
- ☐ Medical Advocacy Program
- ☐ Telephone
- ☐ Court

Referred To: Check any and all boxes of agencies to which you referred the client. If you have additional suggestions for agency types to add to this list, please contact the InfoNet Administrator. If "Other" is specified as the Referral Source, please type an entry into the space provided.

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

After you have entered a hotline call and clicked Submit, the hotline call will appear on the Saved Call list at the bottom of your screen:



If your agency has more than 20 hotline calls entered, only some of your saved entries are visible from this page. To view later pages, click on the appropriate link at the bottom of the table. (In the example above, there are two pages of saved records – to advance to the next page, the user would click on the link to page "2.")

You may also sort the saved records by clicking the headers at the top of the Saved Records Table. Clicking each header once will sort the records in ascending order, and sorting a second time will sort the records in descending order.

ENTERING BATCHES OF HOTLINE CALLS

Most hotline call entries will only take a minute or two to enter. However, some agencies receive hundreds of hotline calls each month, and those minutes entering each call can add up to hours of data entry. One of the new features added to InfoNet in November, 2008 is the ability to record batches of hotline calls in one entry.

This feature hinges on a new field, **Number of Calls**, which by default will record the number "1." To record many calls, simply change the value of this field to whatever number of entries you wish to record with the same information, and click Submit.

Entering batches of calls will require some advance preparation to determine the batches of similar calls to be entered. The mandatory fields for individual hotline calls are still required, so batches may only be entered if they share a **date**, **type of intervention**, and **staff member** taking the call.

For example:

Staff member Eva Longoria took 41 calls on 12/1/2008. Of those, 10 were crisis intervention calls, 26 were information and referral calls, and 5 were calls which involved both crisis intervention and information and referral. Therefore, she will make three separate "batch" entries for 12/1/2008:

Batch Entry #1:

- Date = 12/1/2008
- Staff = Eva Longoria
- Type of Intervention = Crisis Intervention
- Number Of Calls = 10

Batch Entry #2:

- Date = 12/1/2008
- Staff = Eva Longoria
- Type of Intervention = Information and Referral
- Number Of Calls = 26

Batch Entry #3:

- Date = 12/1/2008
- Staff = Eva Longoria
- Type of Intervention = Both
- Number Of Calls = 5

Thus, Eva has only had to make 3 hotline call entries for 12/1/2008, while without batching her calls she would have had to make 41 individual entries. This method does lose a level of detail – for example, Eva cannot track referral information, or time of day information, the same way she could with individually entered calls. Agencies with lower numbers of calls may find the benefits of entering individual, detailed calls outweigh the time saved by entering batches.

Agencies can also "mix and match" – entering some calls in batches, such as those taken after hours, and entering other calls individually, such as those taken during business hours, or by certain staff members.

UNMET REQUESTS FOR EMERGENCY DV SHELTER, AND BATCHED HOTLINE CALLS

Another element of entering batches of domestic violence hotline calls is capturing "Unmet requests for emergency DV shelter" data as applicable. Normally, these "shelter turnaways" would be entered as an individual hotline call, but if hotline calls are entered in batches, those unmet request contacts must be entered as well. This may be done individually, or in batches, as with other calls.

For example:

Staff member Marcia Cross took 35 hotline calls on 12/15/2008. Of these calls, 10 were crisis intervention, 15 were information and referral, and 10 were both. In addition, one of her crisis intervention calls was an unmet need for emergency shelter, and two of her information and referral calls were, too. All three of the unmet needs for emergency shelter calls that day were because the shelter was at capacity. Therefore, Marcia would enter the following:

Batch Entry #1: (Crisis Intervention without shelter turnaway)

- Date = 12/15/2008
- Staff = Marcia Cross
- Type of Intervention = Crisis Intervention
- Number Of Calls = 9

Batch Entry #2: (Crisis Intervention with shelter turnaway)

- Date = 12/15/2008
- Staff = Marcia Cross
- Type of Intervention = Crisis Intervention
- Unmet Need for Emergency DV Shelter = Emergency DV Shelter At Capacity
- Number Of Calls = 1

Batch Entry #3: (Information and Referral without shelter turnaway)

- Date = 12/15/2008
- Staff = Marcia Cross
- Type of Intervention = Information and Referral
- Number Of Calls = 13

Batch Entry #4: (Information and Referral with shelter turnaway)

- Date = 12/15/2008
- Staff = Marcia Cross
- Type of Intervention = Information and Referral
- Unmet Need for Emergency DV Shelter = Emergency DV Shelter At Capacity
- Number Of Calls = 2

Batch Entry #5: (Both Crisis Intervention/Information and Referral, without shelter turnaway)

- Date = 12/15/2008

- Staff = Marcia Cross
- Type of Intervention = Both
- Number Of Calls = 10

While Marcia still has to make 5 hotline entries for 12/15/2008, that's significantly less than the 35 entries she had to make before batching her calls. Over the course of a month, this can save Marcia hours and hours of data entry time. However, the key element is that Marcia collects the information she needs in order to batch those calls correctly.

One way to do this would be by recording hotline calls in a way that lines up with those batches. Calls would then be totaled up for ease of entry. In the Sample Forms section at the back of this manual are examples of forms an agency might use to record hotline call information and then total that information for easy batch entry. Your agency can set up any form that captures the required information, and you are also welcome to modify the example forms in any way you find useful. To receive a copy of any of these forms in Word, please e-mail Nicky Gleason at nicky.gleason@commerce.wa.gov.

Another, less complicated way to record this information is to set up an internal rule at your agency that unmet requests for emergency shelter be entered individually. This removes a layer of complexity from the batch hotline system, and makes totaling the calls each date much easier. A second set of example forms in the Sample Form section demonstrates a way this information could be collected from staff.

It's important to note that, while in the attached examples, individual staff members would fill out each sheet documenting calls, it is also possible to "group" sets of volunteers, etc. using the "Hotline Volunteer" suggestion described on page 7-3. Likewise, agencies may find that batching calls by day is not as time effective as batching several days together.

However, please remember the more "batched" you enter, whether by staff, by date, or by call, the less detail your agency collects, and the less analysis you are able to do on your hotline services. It is important to review your reporting requirements, not just for OCVA and DSHS, but also for your other funders to make sure that any shortcuts you take in data collection to "batch" hotline calls doesn't end up making it impossible for you to report that data in ways that you will need or want later.

Ideally, agencies will find a balance between avoiding cumbersome and invasive data entry tasks, while still collecting useful and valuable data. For additional ideas about incorporating batched hotline calls to your agency, please feel free to contact Nicky Gleason at nicky@cted.wa.gov.

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

Sexual Assault (SA)

Data Entry | Administrative Utility | Reports

Office of Crime Victims Advocacy

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

- 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

Hotline Information

Date:
Time Of Day:
During Business Hours? Select An Item
County: Select an Item
Referred From: Select An Item
Number of calls: 1
Staff/Volunteer: Cross, Marcia
Total Time:
City / Town of Caller:
Type Of Intervention: Select an Item

Referred To:

Police	Hospital
Clergy	Court
Friend	Self
DCFS	Relative
Center Hotline	Education System
Legal System, Prosecutor	Other Medical
Private Attorney	Public Health
Social Services Program	Medical Advocacy Program
Other Project/Crisis Line	Telephone
Legal Aid Attorney	Phone Book
Not Reported	Unspecified
Other (please specify below)	

Submit | Clear / Add New Record | Cancel

Date	Staff/Volunteer	Referred From	Type Of Intervention	
11/12/2008	Marcia, Cross	Friend	Crisis Intervention	
11/12/2008	Marcia, Cross	Private Attorney	Crisis Intervention	
11/12/2008	Marcia, Cross	Social Services Program	Information and Referral	
11/12/2008	Marcia, Cross	Hospital	Information and Referral	

DATE, STAFF, AND TYPE OF INTERVENTION ARE REQUIRED FOR EVERY HOTLINE ENTRY.

The Sexual Assault Crisis Intervention & Information/Referral page is almost identical to the DV Hotline Calls/Information and Referral Services page. There are only three mandatory fields – the **date** of the call, the **staff/volunteer** that took the call, and the **type of intervention.** All other fields should be filled out based on what is useful to your agency.

SA Crisis Intervention/Information & Referral Fields	
Date: 6/5/2006	**Date:** Enter the date the hotline call or other form of information/referral was completed.
Staff/Volunteer: Cross, Marcia Cross, Marcia Hatcher, Terri Longoria, Eva Huffman, Felicity Hotline, Volunteers	**Staff:** Enter the staff/volunteer who took the call if it is practical to do so. However, several agencies have pools of volunteers answer hotline calls, and tracking which volunteer took each call is impractical for those agencies. In those cases, you may want to enter a Staff record for "Hotline Volunteer" and be able to record all hotline calls taken by volunteers as that option.
Time Of Day: 1:00 pm	**Time of Day:** Some agencies may find it useful to record the time of day a call was received. If you choose to enter

the time of day, please enter it in hh:mm (am/pm) format. Do not put periods in the "am" or "pm" suffix. If you enter the time in an incorrect format, you will receive an error message.

City/Town: Omak

City/Town: Some agencies may find it useful to track the city or town a hotline call was received from, possibly to determine where outreach efforts should be focused, or to measure the effectiveness of publicizing of hotline numbers in certain areas. This field is completely optional, however, and may be left blank.

During Business Hours? Select an Item
Yes
No
Not Reported
Not Applicable
Unspecified
Select an Item

During Business Hours: While some agencies prefer to track the actual time a call was received, others reported they preferred to record whether or not the call was received during business hours. To do so, this field was provided. However, it is optional and if it is not useful to your agency, it may be left blank.

Total Time:

Total Time: Enter the approximate time (in hours) spent on the hotline call. This can be useful to agencies that want to do time task studies and other tracking activities, but the field is optional. If you use this field, enter as you would for direct services, rounded to nearest quarter hours: e.g. calls of 15 minutes or less enter 0.25.

County: Select an Item
Select an Item
Adams
Asotin
Benton
Chelan
Clallam
Clark
Columbia
Cowlitz
Douglas
Ferry

County: This field may be useful to agencies that serve multiple counties and want to track how many calls they receive from each area. Again, this is an optional field.

Type Of Intervention: Select an Item
Select an Item
Crisis Intervention
Information and Referral
Both

Type of Intervention: This is one of the mandatory fields, and requires you select either "Crisis Intervention" or "Information and Referral" as the type of contact you had with the individual. If the contact involved both Crisis Intervention AND Information and Referral in the same contact, select "Both."

SA Crisis Intervention/Information & Referral Fields

Referred From: Select an Item

- Select an Item
- Police
- Hospital
- Clergy
- Other (please specify below)
- Media
- Self
- Friend
- DCFS
- Relative
- Center Hotline

Referred From: This field is to record how the client found out about your agency. Collecting this information can be useful in determining where your agency needs to provide more outreach, or which agencies you should send updated brochures to if your contact information changes. If you have additional suggestions for agency types to add to this list, please contact the InfoNet Administrator and she may be able to add them to the drop down list.

Number of calls: 1

Number of Calls: This field is used for entering batches of calls that have the same information. See the following section for more detailed instructions on entering batches of calls. Entering batched calls is optional, and agencies who chose not to use that function can disregard this field – Number of Calls will automatically default to "1" call per entry unless you specify otherwise.

Referred To:

- ☐ Police
- ☐ Hospital
- ☐ Clergy
- ☐ Media
- ☐ Self
- ☐ Friend
- ☐ DCFS
- ☐ Relative
- ☐ Center Hotline
- ☐ Education System
- ☐ Legal System, Prosecutor
- ☐ Other Medical
- ☐ Private Attorney
- ☐ Public Health
- ☐ Social Services Program
- ☐ Medical Advocacy Program
- ☐ Other Project/Crisis Line
- ☐ Telephone
- ☐ Legal Aid Attorney
- ☐ Court
- ☐ Other (please specify below)

Referred To: Check any and all boxes of agencies to which you referred the client. If you have additional suggestions for agency types to add to this list, please contact the InfoNet Administrator.

Submit

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

After you have entered a crisis intervention/information and referral contact and clicked Submit, the hotline call will appear at the list on the bottom of the screen:

Submit | Clear / Add New Record | Cancel

Date	Staff/Volunteer	Referred From	Type Of Intervention	
11/12/2008	Marcia, Cross	Friend	Crisis Intervention	
11/12/2008	Marcia, Cross	Private Attorney	Crisis Intervention	
	a, Cross	Social Services Program	Information and Referral	
	a, Cross	Hospital	Information and Referral	
	a, Cross	Other Project/Crisis Line	Information and Referral	
	a, Cross	Media	Information and Referral	
	a, Cross	Media	Information and Referral	
	Longoria	Legal System, Prosecutor	Information and Referral	
	Longoria	Media	Information and Referral	
	Longoria	Medical Advocacy Program	Information and Referral	
	Longoria	Hospital	Both	
	a, Cross	DCFS	Information and Referral	
05/09/2008	Eva, Longoria	Other Project/Crisis Line	Information and Referral	
05/04/2008	Eva, Longoria	Legal System, Prosecutor	Information and Referral	
05/01/2008	Felicity, Huffman	Hospital	Information and Referral	
04/20/2008	Eva, Longoria	Clergy	Information and Referral	
04/20/2008	Marcia, Cross	Other Project/Crisis Line	Information and Referral	
04/12/2008	Eva, Longoria	Hospital	Crisis Intervention	
04/11/2008	Eva, Longoria	Legal Aid Attorney	Both	
03/01/2008	Marcia, Cross	Other Medical	Both	

1 2

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ENDING
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AGAIN TO
RT IN
ENDING
RDER.

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. PAGES OF
RDS, CLICK
AT THE
THE TABLE.

If your agency has more than 20 hotline calls entered, only some of your saved entries are visible from this page. To view later pages, click on the appropriate link at the bottom of the table. (In the example above, there are two pages of saved records – to advance to the next page, the user would click on the link to page "2.")

You may also sort the saved records by clicking the headers at the top of the Saved Records Table. Clicking each header once will sort the records in ascending order, and sorting a second time will sort the records in descending order. This feature also works on most of the saved records tables throughout the system, and allows you to sort by any of the fields shown on the table. For example, you may sort hotline calls by date, staff, where the caller was referred from, or type of intervention.

Batched Crisis Intervention/Information and Referral

One of the new features added to InfoNet in November, 2008 is the ability to record batches of hotline calls in one entry. This feature hinges on a new field, **Number of Calls**, which by default will record the number "1." To record many calls, simply change the value of this field to whatever number of entries you wish to record with the same information, and click Submit. For more detail on entering batched calls, please see the Entering Batches of Hotline Calls section earlier in this chapter.

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

Victims of Crime (VC)

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 Services
- Hotline Calls/Info. & Referral Services
- Community Education

Hotline Information

Date:
Time Of Day:
During Business Hours? Select An Item
County: Select an Item
Referred From: Select An Item
Number of calls: 1
Staff/Volunteer: Huffman, Felicity
Total Time:
City / Town of Caller:
Type Of Intervention: Select an Item

Referred To:

- Police
- Clergy
- Friend
- DCFS
- Center Hotline
- Legal System, Prosecutor
- Private Attorney
- Social Services Program
- Other Project/Crisis Line
- Legal Aid Attorney
- Not Reported
- Other (please specify below)
- Hospital
- Court
- Self
- Relative
- Education System
- Other Medical
- Public Health
- Medical Advocacy Program
- Telephone
- Phone Book
- Unspecified

Submit | Clear / Add New Record | Cancel

Date	Staff/Volunteer	Referred From	Type Of Intervention	
12/01/2008	Felicity, Huffman	Police	Crisis Intervention	
12/02/2008	Felicity, Huffman	Other Medical	Information and Referral	
12/03/2008	Felicity, Huffman	Education System	Crisis Intervention	

Previous 20 records Next 20 records

The Victims of Crime Hotline Calls/Info & Referral Services page is identical to the Sexual Assault Crisis Intervention/Information and Referral Services page except in name. Again, there are only three mandatory fields – the **date** of the call, the **staff/volunteer** that took the call, and the **type of intervention.** All other fields should be filled out based on what is useful to your agency.

Victims of Crime Hotline Calls/Information & Referral Fields

Date: 6/5/2006

Date: Enter the date the hotline call or other form of information/referral was completed.

Staff/Volunteer: Cross, Marcia

- Cross, Marcia
- Hatcher, Terri
- Longoria, Eva
- Huffman, Felicity
- Hotline, Volunteers

Staff: Enter the staff/volunteer who took the call if it is practical to do so. However, several agencies have pools of volunteers answer hotline calls, and tracking which volunteer took each call is impractical for those agencies. In those cases, you may want to enter a Staff record for "Hotline Volunteer" and be able to record all hotline calls taken by volunteers as that option.

Victims of Crime Hotline Calls/Information & Referral Fields

Time Of Day: 1:00 pm

Time of Day: Some agencies may find it useful to record the time of day a call was received. If you choose to enter the time of day, please enter it in hh:mm (am/pm) format. Do not put periods in the "am" or "pm" suffix. If you enter the time in an incorrect format, you will receive an error message.

City/Town: Omak

City/Town: Some agencies may find it useful to track the city or town a hotline call was received from, possibly to determine where outreach efforts should be focused, or to measure the effectiveness of publicizing of hotline numbers in certain areas. This field is completely optional, however, and may be left blank.

During Business Hours? Select an Item

Yes
No
Not Reported
Not Applicable
Unspecified
Select an Item

During Business Hours: While some agencies prefer to track the actual time a call was received, others reported they preferred to record whether or not the call was received during business hours. To do so, this field was provided. However, it is optional and if it is not useful to your agency, it may be left blank.

Total Time:

Total Time: Enter the approximate time (in hours) spent on the hotline call. This can be useful to agencies that want to do time task studies and other tracking activities, but the field is optional. If you use this field, enter as you would for direct services, rounded to nearest quarter hours: e.g. calls of 15 minutes or less enter 0.25.

County: Select an Item

Select an Item
Adams
Asotin
Benton
Chelan
Clallam
Clark
Columbia
Cowlitz
Douglas
Ferry

County: This field may be useful to agencies that serve multiple counties and want to track how many calls they receive from each area. While this is an optional field for most InfoNet users, if your agency receives separate funding for serving separate areas (such as multiple regions) you may have program requirements to collect this data, so that your calls may be sorted for geographic reporting purposes.

Type Of Intervention: Select an Item

Select an Item
Crisis Intervention
Information and Referral
Both

Type of Intervention: This is one of the mandatory fields, and requires you select either "Crisis Intervention" or "Information and Referral" as the type of contact you had with the individual. If the contact involved both Crisis Intervention AND Information and Referral in the same contact, select "Both."

Victims of Crime Hotline Calls/Information & Referral Fields

Referred From: Select an Item

- Select an Item
- Police
- Hospital
- Clergy
- Other (please specify below)
- Media
- Self
- Friend
- DCFS
- Relative
- Center Hotline

Referred From: This field is to record how the client found out about your agency. Collecting this information can be useful in determining where your agency needs to provide more outreach, or which agencies you should send updated brochures to if your contact information changes. If you have additional suggestions for agency types to add to this list, please contact the InfoNet Administrator and she may be able to add them to the drop down list.

Number of calls: 1

Number of Calls: This field is used for entering batches of calls that have the same information. See the following section for more detailed instructions on entering batches of calls. Entering batched calls is optional, and agencies who chose not to use that function can disregard this field – Number of Calls will automatically default to "1" call per entry unless you specify otherwise.

Referred To:

- ☐ Police
- ☐ Hospital
- ☐ Clergy
- ☐ Media
- ☐ Self
- ☐ Friend
- ☐ DCFS
- ☐ Relative
- ☐ Center Hotline
- ☐ Education System
- ☐ Legal System, Prosecutor
- ☐ Other Medical
- ☐ Private Attorney
- ☐ Public Health
- ☐ Social Services Program
- ☐ Medical Advocacy Program
- ☐ Other Project/Crisis Line
- ☐ Telephone
- ☐ Legal Aid Attorney
- ☐ Court
- ☐ Other (please specify below)

Referred To: Check any and all boxes of agencies to which you referred the client. If you have additional suggestions for agency types to add to this list, please contact the InfoNet Administrator.

Submit

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

After you have entered a crisis intervention/information and referral contact and clicked Submit, the hotline call will appear at the list on the bottom of the screen:

Submit | Clear / Add New Record | Cancel

Date	Staff/Volunteer	Referred From	Type Of Intervention	
11/12/2008	Marcia, Cross	Friend	Crisis Intervention	
11/12/2008	Marcia, Cross	Private Attorney	Crisis Intervention	
11/12/2008	Marcia, Cross	Social Services Program	Information and Referral	
11/12/2008	Marcia, Cross	Hospital	Information and Referral	
11/11/2008	Marcia, Cross	Other Project/Crisis Line	Information and Referral	
05/20/2008	Marcia, Cross	Media	Information and Referral	
05/20/2008	Marcia, Cross	Media	Information and Referral	
05/20/2008	Eva, Longoria	Legal System, Prosecutor	Information and Referral	
05/19/2008	Eva, Longoria	Media	Information and Referral	
05/19/2008	Eva, Longoria	Medical Advocacy Program	Information and Referral	
05/16/2008	Eva, Longoria	Hospital	Both	
05/12/2008	Marcia, Cross	DCFS	Information and Referral	
05/09/2008	Eva, Longoria	Other Project/Crisis Line	Information and Referral	
05/04/2008	Eva, Longoria	Legal System, Prosecutor	Information and Referral	
05/01/2008	Felicity, Huffman	Hospital	Information and Referral	
04/20/2008	Eva, Longoria	Clergy	Information and Referral	
04/20/2008	Marcia, Cross	Other Project/Crisis Line	Information and Referral	
04/12/2008	Eva, Longoria	Hospital	Crisis Intervention	
04/11/2008	Eva, Longoria	Legal Aid Attorney	Both	
03/01/2008	Marcia, Cross	Other Medical	Both	

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If your agency has more than 20 hotline calls entered, only some of your saved entries are visible from this page. To view later pages, click on the appropriate link at the bottom of the table. (In the example above, there are two pages of saved records – to advance to the next page, the user would click on the link to page "2.")

You may also sort the saved records by clicking the headers at the top of the Saved Records Table. Clicking each header once will sort the records in ascending order, and sorting a second time will sort the records in descending order. This feature also works on most of the saved records tables throughout the system, and allows you to sort by any of the fields shown on the table. For example, you may sort hotline calls by date, staff, where the caller was referred from, or type of intervention.

Batched Hotline/Information and Referral

One of the new features added to InfoNet in November, 2008 is the ability to record batches of hotline calls in one entry. This feature hinges on a new field, **Number of Calls**, which by default will record the number "1." To record many calls, simply change the value of this field to whatever number of entries

you wish to record with the same information, and click Submit. For more detail on entering batched calls, please see the Entering Batches of Hotline Calls section earlier in this chapter.

domestic violence > victims of crime > sexual assault > administrative utility >

welcome, Jane Doe
logout >

Victim Witness Assistance Units

Data Entry | Administrative Utility | Reports

Office of Crime Victims Advocacy

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

- 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

Hotline Information

* Date:
Time Of Day:
During Business Hours? Select An Item
Caller's County: Select an Item
In-Person Or Phone: Select an item
Unmet Request for
Emergency DV Shelter Select an Item
Referred From: Select An Item
Number of calls: 1
Interpretation/Translation services used? Select An Item
Caller's language

* Staff/Volunteer: Cross, Marcia
Total Time:
City / Town of Caller:
* Type Of Intervention: Select an Item

Referred To:

- Center Hotline
- Court
- Education System
- Hospital
- Legal System, Prosecutor
- Not Reported
- Other Project/Crisis Line
- Police
- Public Health
- Self
- Telephone
- Other (please specify below)
- Clergy
- DCFS
- Friend
- Legal Aid Attorney
- Medical Advocacy Program
- Other Medical
- Phone Book
- Private Attorney
- Relative
- Social Services Program
- Unspecified

Submit | Clear / Add New Record | Cancel

The Victim Witness Hotline page is identical to the Sexual Assault Crisis Intervention/Information and Referral Services page except in name. There are only three required fields – the **date** of the call, the **staff/volunteer** that took the call, and the **type of intervention.** (Required fields are marked with a red asterisk.) All other fields should be filled out based on what is useful to your agency.

Victim Witness Hotline Call Fields	
Date: 6/5/2006	**Date:** Enter the date the hotline call or other form of information/referral was completed.
Staff/Volunteer: Cross, Marcia Cross, Marcia Hatcher, Terri Longoria, Eva Huffman, Felicity Hotline, Volunteers	**Staff:** Enter the staff/volunteer who took the call if it is practical to do so. However, several agencies have pools of volunteers answer hotline calls, and tracking which volunteer took each call is impractical for those agencies. In those cases, you may want to enter a Staff record for "Hotline Volunteer" and be able to record all hotline calls taken by

	volunteers as that option.
Time Of Day: 1:00 pm	**Time of Day:** Some agencies may find it useful to record the time of day a call was received. If you choose to enter the time of day, please enter it in hh:mm (am/pm) format. Do not put periods in the "am" or "pm" suffix. If you enter the time in an incorrect format, you will receive an error message.
City/Town: Omak	**City/Town:** Some agencies may find it useful to track the city or town a hotline call was received from, possibly to determine where outreach efforts should be focused, or to measure the effectiveness of publicizing of hotline numbers in certain areas. This field is completely optional, however, and may be left blank.
During Business Hours? Select an Item Yes No Not Reported Not Applicable Unspecified Select an Item	**During Business Hours:** While some agencies prefer to track the actual time a call was received, others reported they preferred to record whether or not the call was received during business hours. To do so, this field was provided. However, it is optional and if it is not useful to your agency, it may be left blank.
Total Time:	**Total Time:** Enter the approximate time (in hours) spent on the hotline call. This can be useful to agencies that want to do time task studies and other tracking activities, but the field is optional. If you use this field, enter as you would for direct services, rounded to nearest quarter hours: e.g. calls of 15 minutes or less enter 0.25.
County: Select an Item Select an Item Adams Asotin Benton Chelan Clallam Clark Columbia Cowlitz Douglas Ferry	**County:** This field may be useful to agencies that serve multiple counties and want to track how many calls they receive from each area. While this is an optional field for most InfoNet users, if your agency receives separate funding for serving separate areas (such as multiple regions) you may have program requirements to collect this data, so that your calls may be sorted for geographic reporting purposes.
Type Of Intervention: Select an Item Select an Item Crisis Intervention Information and Referral Both	**Type of Intervention:** This is one of the mandatory fields, and requires you select either "Crisis Intervention" or "Information and Referral" as the type of contact you had with the individual. If the contact involved both Crisis Intervention AND Information and Referral in the same contact, select "Both."

Victim Witness Hotline Call Fields

Referred From: Select an Item

- Select an Item
- Police
- Hospital
- Clergy
- Other (please specify below)
- Media
- Self
- Friend
- DCFS
- Relative
- Center Hotline

Referred From: This field is to record how the client found out about your agency. Collecting this information can be useful in determining where your agency needs to provide more outreach, or which agencies you should send updated brochures to if your contact information changes. If you have additional suggestions for agency types to add to this list, please contact the InfoNet Administrator and she may be able to add them to the drop down list.

Number of calls: 1

Number of Calls: This field is used for entering batches of calls that have the same information. See the following section for more detailed instructions on entering batches of calls. Entering batched calls is optional, and agencies who chose not to use that function can disregard this field – Number of Calls will automatically default to "1" call per entry unless you specify otherwise.

Referred To:

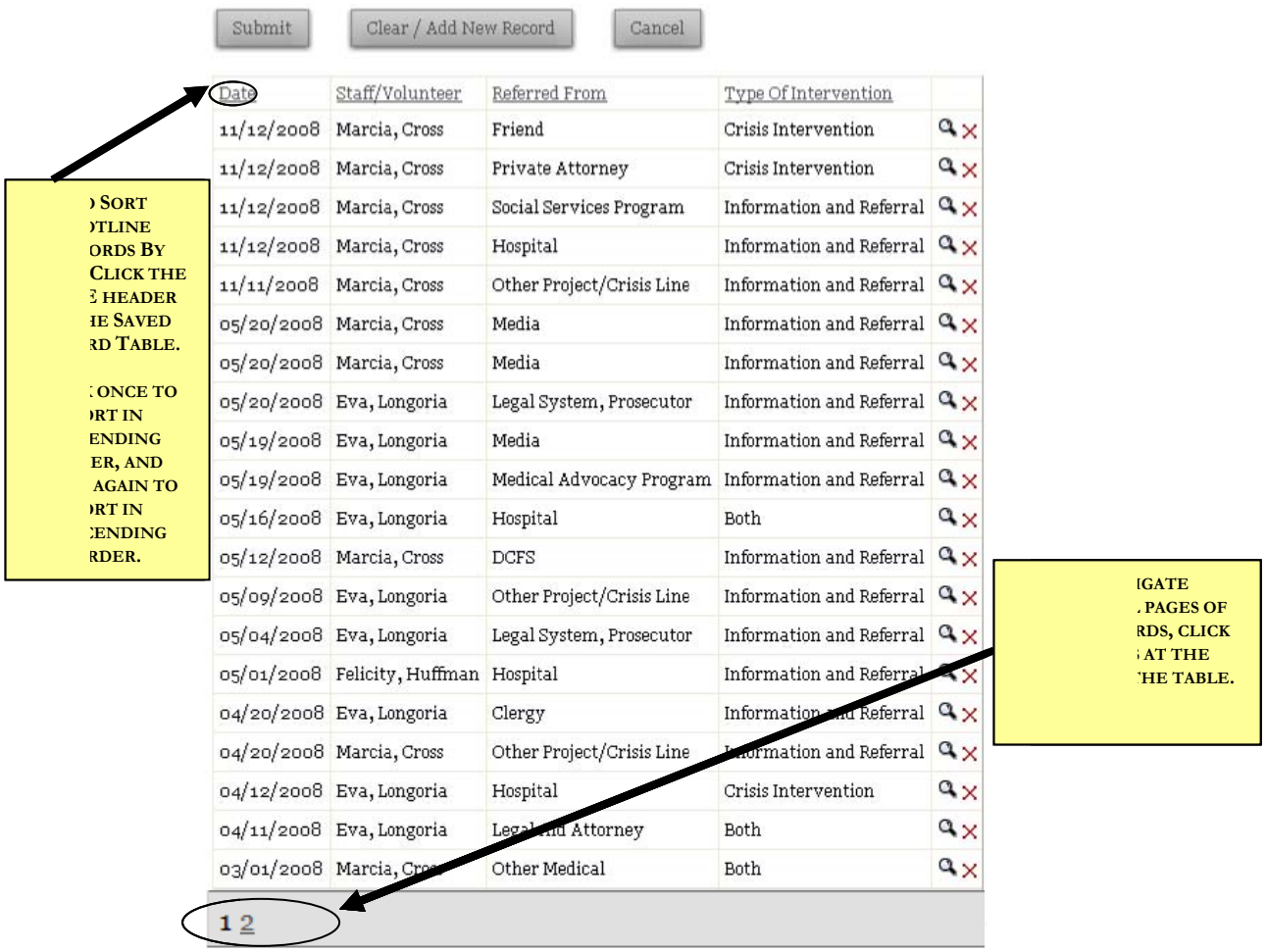
- ☐ Police
- ☐ Hospital
- ☐ Clergy
- ☐ Media
- ☐ Self
- ☐ Friend
- ☐ DCFS
- ☐ Relative
- ☐ Center Hotline
- ☐ Education System
- ☐ Legal System, Prosecutor
- ☐ Other Medical
- ☐ Private Attorney
- ☐ Public Health
- ☐ Social Services Program
- ☐ Medical Advocacy Program
- ☐ Other Project/Crisis Line
- ☐ Telephone
- ☐ Legal Aid Attorney
- ☐ Court
- ☐ Other (please specify below)

Referred To: Check any and all boxes of agencies to which you referred the client. If you have additional suggestions for agency types to add to this list, please contact the InfoNet Administrator.

Submit

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

After you have entered a crisis intervention/information and referral contact and clicked Submit, the hotline call will appear at the list on the bottom of the screen:



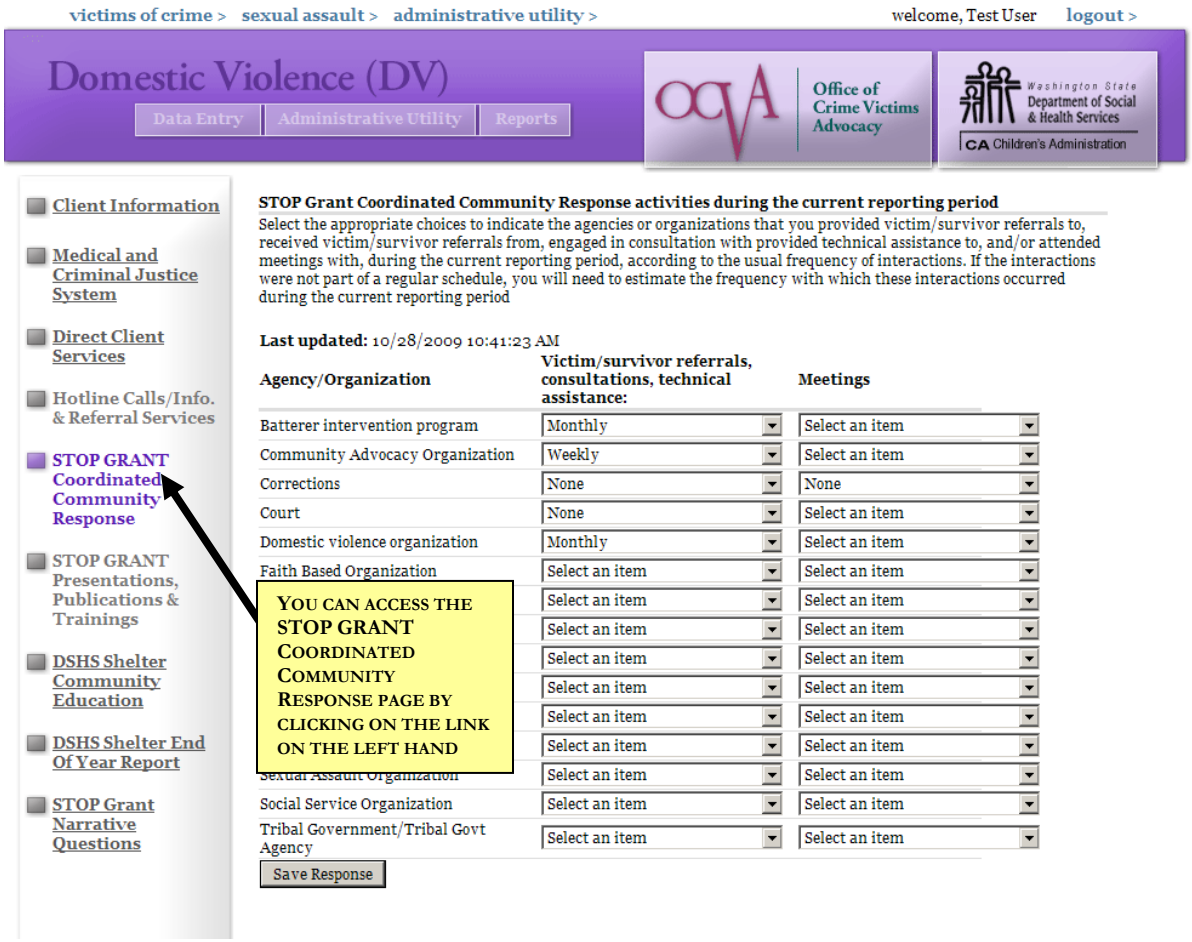
If your agency has more than 20 hotline calls entered, only some of your saved entries are visible from this page. To view later pages, click on the links at the bottom of the table.

You may also sort the saved records by clicking the headers at the top of the Saved Records Table. Clicking each header once will sort the records in ascending order, and sorting a second time will sort the records in descending order. This feature also works on most of the saved records tables throughout the system, and allows you to sort by any of the fields shown on the table. For example, you may sort hotline calls by date, staff, where the caller was referred from, or type of intervention.

Batched Hotline/Information and Referral

One of the new features added to InfoNet in November, 2008 is the ability to record batches of hotline calls in one entry. This feature hinges on a new field, **Number of Calls**, which by default will record the number "1." To record many calls, simply change the value of this field to whatever number of entries you wish to record with the same information, and click Submit. For more detail on entering batched calls, please see the Entering Batches of Hotline Calls section earlier in this chapter.

STOP GRANT COORDINATED COMMUNITY RESPONSE



The Coordinated Community Response page exists only on the Domestic Violence and Victim Witness Unite Interfaces and is provided **only for those agencies that receive STOP grant funding**. If you do not receive STOP grant funding, you do not have to use this page. If you use your STOP grant funding for both domestic violence and sexual assault, or for sexual assault only, please use the Domestic Violence Interface to record your coordinated community response for both.

The purpose of this page is to record how frequently your agency has meetings, victim/survivor referrals, consultations, and technical assistance contacts with various entities. To complete the report, simply select the correct option from each of the drop down lists. If your agency does not have a specific type of contact with an entity, select NONE in the appropriate drop down list.

When all of the fields have been completed, click the **Save Response** button at the bottom of your screen to save. At the top of the screen, you will see the date and time that this page was Last Updated. This will let you know the last time you or anyone from your agency updated this page. If you see that the date was a long time ago (i.e. more than a year) that can be an indicator that you may want to review your data to see if the frequency of any of the items has changed over time.

You can modify any of your answers by selecting a different choice from the pull down menu and then clicking the Save Response button to save. At any time during the reporting period, you may come back to this report and update the frequency of referrals or meetings if they change over time.

Once the page is completed, the data is saved indefinitely – so if you find that your data has not changed, you do not need to submit a new report. Your existing CCR data will continue to be shown on future STOP grant and STOP ARRA reports. It is highly recommended that you review the data for accuracy at least quarterly, to make sure the information has not changed.

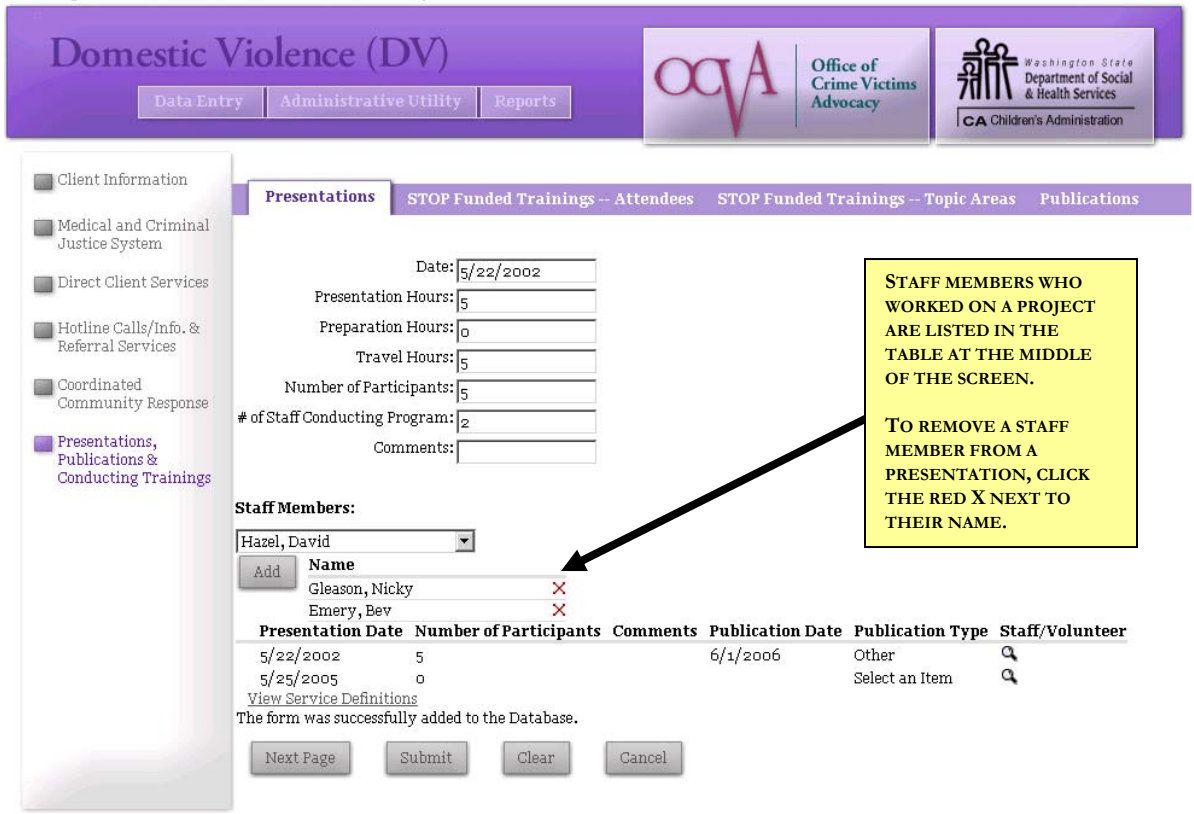
STOP GRANT PRESENTATIONS, PUBLICATIONS, AND TRAININGS

The Presentations, Publications, and Trainings section is available only on the Domestic Violence and Victim Witness Unit Interfaces. It is provided for **STOP grant recipients**, as it contains information required for federal STOP grant reports.

If you are a STOP grant recipient **and** you use your STOP grant funds to provide presentations or produce publications, you are required to enter this information. However, **please keep in mind that many STOP grant recipients do not use STOP funding for presentations,** so if you are unsure whether you are required to report presentations here, please contact the person that administers your STOP grant.

The Presentations, Publications, and Trainings section is comprised of four pages, or tabs: Presentations, STOP Funded Training Attendees, STOP Funded Training Topic Areas, and Publications. Each of the four sections is described in detail in this section.

PRESENTATIONS



The Presentations page is the first tab of the Presentations, Publications, and Trainings section, and by default will open to this page when you click on the Presentations, Publications and Conducting Trainings link on the left hand side of your screen. It has eight fields you may fill out for each presentation you conduct.

Presentations Fields	
Date: 5/22/2006	**Date:** Enter the date the presentation was conducted.
Presentation Hours: 5	**Presentation Hours:** Enter the number of hours the presentation took place. Please round your answers to the nearest quarter of an hour.
Preparation Hours: 3	**Preparation Hours:** Enter the number of hours staff spent preparing the presentation. Please round your answers to the nearest quarter of an hour.
Travel Hours: 5	**Travel Hours:** Enter the number of hours staff spent traveling to and from the presentation. Please round your answers to the nearest quarter of an hour.
Number of Participants: 5	**Number of Participants:** Enter the number of participants who attended the presentation. Please enter numbers only, not a range of numbers. If you are unclear exactly how many people attended, please enter an approximate number of attendees.
# of Staff Conducting Program: 1	**Number of Staff Conducting Program:** Enter the number of staff who worked on preparation for or presentation of the event.
Comments:	**Comments:** This text box is provided for agency use to describe the presentation for your own information. This can be handy if several different presentations are conducted close together. If two trainings were held on June 12, you might want to add a description of how they were different in the Comment box, such as the topic or location.
Staff Members: Hazel, David; Hazel, David; Gleason, Nicky; Emery, Bev; Fenno, Chris **Name** Gleason, Nicky ✕ Emery, Bev ✕	**Staff Members:** Select the staff members who worked on preparation or conducting of the presentation. The total number of staff selected should match up to what you indicated in "number of staff conducting program." If a staff member's name is not found in this pull down menu, you may need to update Staff Information in the Administrative Utility. Select the first staff member and then click the Add button directly beneath the pull down list. If more than one staff member participated, select the next staff member and click the Add button again. Continue until all staff members have been added to the presentation.
Submit	When you have entered the information about your presentation, click on the submit button.

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

Presentations | STOP Funded Trainings -- Attendees | STOP Funded Trainings -- Topic Areas | Publications

Report the number of people trained with STOP program funds

Attorneys or law students	
Batterer intervention staff	
Community advocacy staff	
SA forensic examiners	12
Social services organization staff	10
SA Coalition staff	
Corrections personnel	
Diability organization staff	
DV coalition staff	
DV program staff	
Elder organization staff	
Faith-based organization staff	
Government agency staff	
Health professionals	
Immigrant organization staff	
Law enforcement officers	
Legal services staff	
Mental health professionals	
Multidisciplinary group	
Prosecutors	
SA program staff	
Supervised visitation and exchange center staff	
Tribal coalition staff	
Tribal government/Tribal government agency	
Victim-Witness specialists	
Volunteers	
Other	Please Specify:

The STOP Funded Training – Attendees page is to allow you to indicate who the audience for your presentation was. In the box next to each type of training attendee, indicate the number of people in that category. If no one from a particular category attended, you do **not** have to enter zeros. Simply enter the number of attendees in the appropriate boxes, and then click the **Submit** button when finished.

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

Presentations | STOP Funded Trainings -- Attendees | STOP Funded Trainings -- Topic Areas | Publications

Sexual assault, domestic violence, and stalking
- ☐ Advocate response
- ☐ Child witnesses
- ☐ Confidentiality
- ☐ Dating violence overview, dynamics and services
- ☐ Domestic violence overview, dynamics and services
- ☐ Mandatory reporting requirements
- ☐ Safety planning for victims/survivors
- ☐ Sexual asault overview, dynamics and services
- ☐ Stalking overview, dynamics and services
- ☐ Supervised visitation and exchange
- ☐ Other (specify)

Justice System
- ☐ Civil court procedures
- ☐ Criminal court procedures
- ☐ Domestic violence statutes/codes
- ☐ Firearms and domestic violence
- ☐ Immigration
- ☐ Identification and arrest of predominant aggressor
- ☐ Judicial response
- ☐ Law enforcement response
- ☐ Pro-arrest policies
- ☐ Probation response
- ☐ Prosecution response
- ☐ Protection orders (including full faith and credit)
- ☐ Sexual assault statutes/codes
- ☐ Sexual assault forensic examination
- ☐ Stalking statutes/codes
- ☐ Tribal jurisdiction and Public Law 280
- ☐ Other (specify)

Underserved Populations
- ☐ live in rural areas
- ☐ are American Indian or Alaska Native
- ☐ are Asian
- ☐ are black or African American
- ☐ are disabled
- ☐ are elderly
- ☐ are Hispanic or Latino
- ☐ are institutionalized or isolated
- ☐ are homeless or living in poverty
- ☐ are immigrants, refugees or asylum seekers
- ☐ are lesbian, gay, bisexual, transgender, or intersex
- ☐ are Native Hawaiian or other Pacific Islander
- ☐ have mental health problems
- ☐ have substance abuse problems
- ☐ Other (specify)

Community Response
- ☐ Coordinated community response
- ☐ Response teams (DART, DVRT, SART)
- ☐ Technology
- ☐ Other (specify)

The STOP Funded Training – Topic Areas page allows you to indicate what the content of your presentation was. Simply click to check the appropriate boxes, and if you select "Other" in any of the categories, please fill in the "specify" text box beneath it. You may select as many topic areas as needed to indicate what was covered in the presentation you conducted. Click the **Submit** button when finished.

PUBLICATIONS

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

Presentations | STOP Funded Trainings -- Attendees | STOP Funded Trainings -- Topic Areas | Publications

Date: 6/1/2006
Publication Title: Victims Rights
Publication Type: Brochures
Preparation Hours: 12
Developed Or Revised: Developed
Intended Audience: Advocates
Number Used or Distributed: 3000
Other Languages: Spanish
Staff Preparing Publication: Gleason, Nick
Comments:

Next Page | Submit | Clear | Cancel

The Publications page is the last tab of the Presentations, Publications, and Trainings section. It has ten fields you may fill out for each publication you produce or revise with STOP grant funds (if you are a STOP grant recipient). Agencies that do not receive STOP grant funding may report on any publications on this page if they would like to use the area to track staff time or other information for their own use.

Publications Fields	
Date: 6/1/2006	**Date:** Indicate the date the publication was completed.
Publication Title: Victims Rights	**Publication Title:** Indicate the title of the publication. If your publication has a lengthy title, please abbreviate.
Publication Type: Brochures Select an Item Brochures Manuals Training Curricula Training Materials Other	**Publication Type:** Indicate the type of publication that was produced.
Preparation Hours: 12	**Preparation Hours:** Estimate the number of staff hours spent in developing and preparing the publication.
Developed Or Revised: Developed Developed Revised Select an Item	**Developed or Revised:** Indicate whether this is a new publication or a revision of an existing publication.

Publications Fields	
Intended Audience: Advocates	**Intended Audience:** Briefly describe the intended audiences of the publication. Examples of intended audiences might be "public," "law enforcement," "victims of DV," or "advocates."
Number Used or Distributed: 3000	**Number used or distributed:** Indicate the number of publications that were produced and used or distributed.
Other Languages: Spanish	**Other Languages:** Indicate languages other than English (if any) you produced the publication in or had it translated to.
Staff Preparing Publication: Gleason, Nick Hazel, David Gleason, Nicky Emery, Bev Fenno, Chris Select an Item	**Staff Preparing Publication:** Indicate the primary staff member involved in preparing the publication. If the staff member you're looking for is not part of this drop down box, you may need to update the Staff Information in the Administrative Utility.
Comments:	**Comments:** This text box is provided so you may enter any comments about this publication your agency would like to note for your own records. It is not part of your federal report.
Submit	When you have entered the information about your presentation, click on the submit button.

The Prevention Activities page is available only on the Sexual Assault Interface, and is used by CSAPs to collect data that aligns with the new Sexual Assault Prevention standards Prevention data is not associated with a particular client, so it may be entered at any time and without having to search for a Client or Case ID number.

There are two sections for Prevention Data: Building Skills and Community Development.

BUILDING SKILLS

Sexual Assault (SA)
Data Entry | Administrative Utility | Reports
Office of Crime Victims Advocacy
Washington State Department of Social & Health Services
CA Children's Administration

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

Submit

Building Skills | Community Development

Please report all primary prevention activities your agency has conducted. **Primary Prevention is defined as approaches that take place BEFORE sexual violence has occurred to prevent initial perpetration or victimization.**

Date:
Audience:
Do you have a project name you would like to give this: (not required.):
Type: Select an Item
Other:
Participants: Select an Item
Age: Select an Item
Number of Participants:
Activity, check as many as apply:
- Enhance personal safety skills
- Promote nonviolent behavior
- Enhance bystander intervention skills
- Address topics logically connected with sexual assault prevention
- Activity that influences participants on an individual level
- Activity that influences participants on a relationship level
- Activity that influences participants on a community level
- Activity that influences participants on a societal level

Subject: Select an Item
If you selected "Other", please specify here:
Curriculum:
Are you using a purchased or professionally developed curriculum? Select An Item
If so, what:
Staff: Select a staff
Is there anything else you want OCVA to know about this activity?

Submit | Clear | Cancel

The following describes the fields on the Building Skills page.

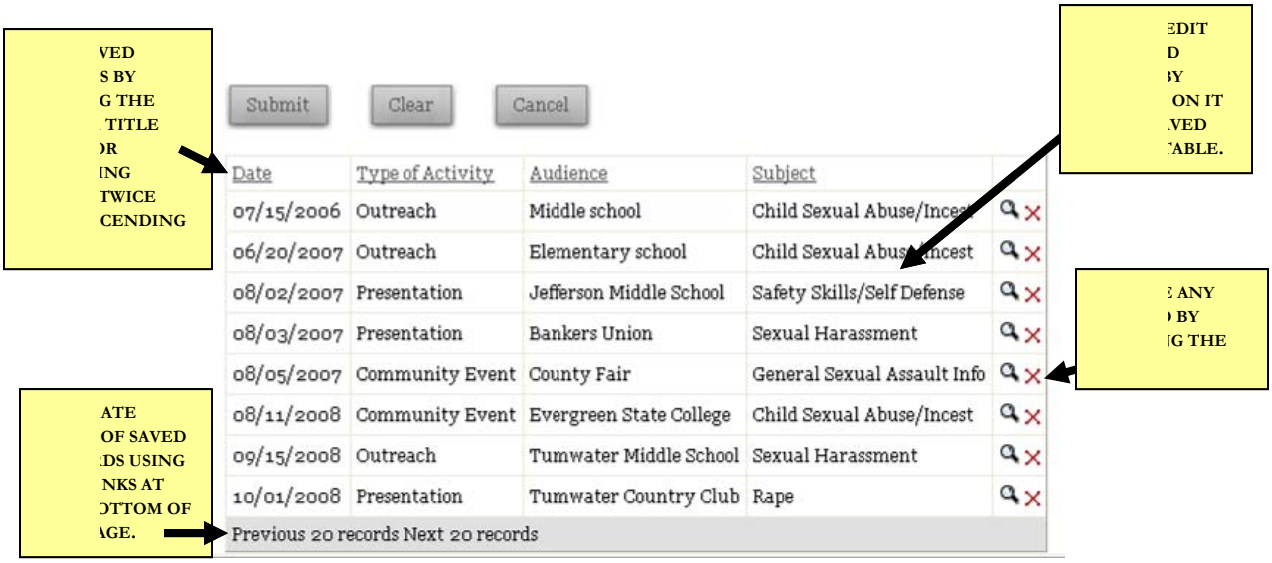
Building Skills Fields	
Date: 6/6/2006	**Date:** Enter the date of the prevention activity you wish to record. This field is mandatory.
Audience: Riverside School	**Audience:** Enter the audience to whom you provided the prevention activity. This is a text box, so you may enter the actual audience name, rather than having to choose from a

Building Skills Fields	
	pull down list. This is also a mandatory field.
Do you have a project name you would like to give this: (not required.):	**Project Name:** The project name field is optional – if you would like to give a name to the project, you can do so here.
Type: Select an Item Other:	**Type:** Select whether the prevention activity was a Presentation, Technical Assistance, Training, Media Work, Policy Work, Prevention Group, or Other. If you select Other, please specify in the box below the field.
Participants: Select an Item	**Participants:** Select whether the activity was provided for service providers, parents/caregivers, community members, or children/youth.
Age: Select an Item Select an Item Elementary Junior High/Middle School High School College Adult	**Age:** Select the age of the participants your event was geared towards.
Number of Participants: 30	**Number of Participants:** Enter the approximate number of participants at your activity.
☐ Enhance personal safety skills ☐ Promote nonviolent behavior ☐ Enhance bystander intervention skills ☐ Address topics logically connected with sexual assault prevention ☐ Activity that influences participants on an individual level ☐ Activity that influences participants on a relationship level ☐ Activity that influences participants on a community level ☐ Activity that influences participants on a societal level	**Activity:** Check as many as apply to the activity that you are reporting. You must select at least one activity for each Building Skills record you report.
Subject: Select an Item If you selected "Other", please specify here:	**Subject:** Select the primary subject your prevention activity addressed. If you select "Other" please specify in the box below.
Curriculum: Are you using a purchased or professionally developed curriculum? Select An Item If so, what:	**Curriculum:** Indicate whether or not you are using a purchased or professionally developed curriculum and, if so, indicate what the title of the curriculum is.
Staff: Select a staff Select a staff Cross, Marcia Gleason, Nicky Hatcher, Terri Huffman, Felicity Longoria, Eva	**Staff:** Use this field to select the primary staff member that presented the activity. If multiple staff members participated in the presentation, select the staff member who presented for the longest period of time.
Is there anything else you want OCVA to know about this activity?	**Additional Information** (optional): Indicate anything else you would like OCVA to know about the activity.

Building Skills Fields

When you have entered the information about your prevention activity, click on the **Submit** button.

When you have successfully submitted one or more Prevention activities, they will be shown in the table at the bottom of your screen:



To sort your saved records, click the header of any column. Clicking the header once will sort by that field in ascending order. Clicking a second time will sort by that field in descending order.

To view or edit any existing prevention activity, simply click on the magnifying glass on the right hand side of the screen. To delete a prevention activity that was entered in error, click on the red X.

When your agency has entered more than 20 prevention activities, you will only see one page of activities per screen. To navigate through other pages, click the "next 20 records" link at the bottom of the page.

Sexual Assault (SA)

Data Entry | Administrative Utility | Reports

Office of Crime Victims Advocacy

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

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

Submit

Building Skills | Community Development

Grantees must enter a brief summary of the Community Development work completed during the quarter. OCVA requires that every CSAP be facilitating at least one community development project throughout each grant period. If your agency is working with more than one community, you may enter information for all of the communities you are working with, although you are only required to report on one community development project. It is not expected that every community will move through the community development process in sequential order.

Steps 2 – 8 of the Community Development Service Standard are listed in the activity drop down box. Select the activity/activities that correspond to your community development work for the quarter. In the narrative box, describe the work you completed for the activities selected. Each activity selected requires a brief narrative. Some CSAPs may have multiple entries during the quarter for different steps of the community development process (listed as activities).

OCVA is not collecting data on Step1: Establishing relationships within communities.

Questions about each activity:

2. Describe the stakeholder recruiting process.
3. Describe your stakeholders' response to why sexual violence happens in their community. List or describe the underlying conditions they identified. (Condition A)
4. Describe what your stakeholders' response to what their community would look like without sexual violence. (Condition B)
5. What did the stakeholders identify as their plan to get from A to B?
6. What did the stakeholders identify as a way to measure their accomplishments on the plan?
7. How is carrying out the plan going? Describe the activities the stakeholders are doing.
8. Please describe how the project will be evaluated and/or revised.

Quarter: Select An Item
Year: Select An Item
Community:
Activity: Select An Item
For the activity selected, please write a brief description of what was accomplished/completed during the reporting period.
Please provide us a brief description of the successes and challenges the community development project had during the reporting period.

Submit | Clear | Cancel

The second tab in the Sexual Assault Prevention Activities section is for Community Development activities. The following describes the fields on the Community Development page.

Community Development Fields	
Quarter: Select An Item	**Quarter:** Select the quarter in which the activity occurred. This field is mandatory.
Year: Select An Item	**Year:** Select the state fiscal year in which the activity occurred. This is also a mandatory field.
Community:	**Community:** Enter the name of the community where the community development project was facilitated. This field is mandatory.
Activity: Select An Item	**Activity:** Select the activity you are describing in this record.
For the activity selected, please write a brief description of what was accomplished/completed during the reporting period.	**Narrative Question 1:** Provide a brief description of what was accomplished during the reporting period as pertains to this activity.

Community Development Fields	
Please provide us a brief description of the successes and challenges the community development project had during the reporting period.	**Narrative Question 2:** Provide a brief description of the successes and challenges related to this community development project during this reporting period.
Submit	When you have entered the information about your prevention activity, click on the **Submit** button.

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

Sexual Assault (SA)

Data Entry | Administrative Utility | Reports

Office of Crime Victims Advocacy

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

- 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

System Coordination:

Please report any system coordination activities conducted by your agency. Coordination of the service system entails the development of working relationships and agreements (formal and informal) among programs and services with a role in the array of sexual abuse/assault service provision with the goal of improving service delivery.

This may include presentation activities to raise awareness of sexual violence, enhance or improve response to victims, and informing the community about services available to victims.

Date: Title:

Type of Activity: Select An Item Audience: Select An Item

Number of participants:

Staff: Cross, Marcia

Hours Of Service:

Submit Clear/Add New Record Cancel

Date	Title	Type Of Activity	Audience	No of Participants	Hours of Service	Staff	
11/06/2008	Example1	Community Education	Law enforcement,Prosecutors,Judiciary,Child Protective Services,Schools,Social service (private and public),Mental health services,Medical facilities/practitioners,Emergency services,Other relevant gr	15	0.25	Cross Marcia	
10/01/2008	Example2	Community Education	Law enforcement	20	20	Cross Marcia	
08/01/2008	eXAMPLE3	Assess gaps in service	Judiciary	50	15	Cross Marcia	
10/05/2008	Presentation	Community Education	Law enforcement,Prosecutors,Child Protective Services,Schools,Social service (private and public)	52	3	Cross Marcia	
11/10/2008	Example	Outreach	Judiciary,Child Protective Services	100	2.25	Cross Marcia	
11/12/2008	example2	Outreach	Prosecutors,Judiciary	1000	1.25	Cross Marcia	

Previous 20 records Next 20 records

The System Coordination page is only available on the Sexual Assault Interface, and provides an area to record your system coordination activity. It works similarly to the Sexual Assault Prevention page, with a few different elements.

There are seven fields for the System Coordination page:

System Coordination Fields

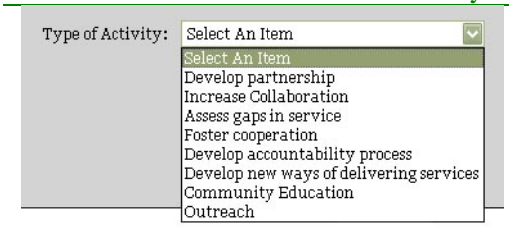
Date:

Date: Enter the date of your system coordination activity.

Title:

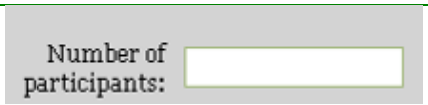
Title: This text field is where you can assign a title to briefly describe the system coordination activity you performed.

System Coordination Fields



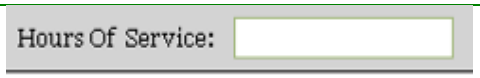
Type of Activity: Select the type of system coordination activity you performed from the drop down list.

Audience: Select the group or groups that were the audience of this activity. You may select as many groups as apply. To select more than one option, hold the CTRL key while selecting additional options from the drop down list.



Number of participants: Enter the total number of participants in this field, regardless of audience type. For example, if your systems coordination activity involved 10 individuals from law enforcement, and 5 individuals from mental health services, enter 15 here.

Staff : Select the primary staff member who performed the system coordination activity you are reporting. If the staff member is not shown in the drop down list, you may need to update the Staff Information in the Administrative Utility.



Hours of Service: Indicate the approximate hours of service the activity was performed. Please round hours of service to the nearest quarter hour.

When you have entered the information about your system coordination or program support, click on the **Submit** button.

When you have successfully submitted a system coordination activity, it will appear in the list at the bottom of the screen:

Date	Title	Type Of Activity	Audience	No of Participants	Hours of Service	Staff	
11/06/2008	Example1	Community Education	Law enforcement,Prosecutors,Judiciary,Child Protective Services,Schools,Social service (private and public),Mental health services,Medical facilities/practitioners,Emergency services,Other relevant gr	15	0.25	Cross Marcia	
10/01/2008	Example2	Community Education	Law enforcement	20	20	Cross Marcia	
08/01/2008	eXAMPLE3	Assess gaps in service	Judiciary	50	15	Cross Marcia	
10/05/2008	Presentation	Community Education	Law enforcement,Prosecutors,Child Protective Services,Schools,Social service (private and public)	52	3	Cross Marcia	
11/10/2008	Example	Outreach	Judiciary,Child Protective Services	100	2.25	Cross Marcia	
11/12/2008	example2	Outreach	Prosecutors,Judiciary	1000	1.25	Cross Marcia	

Previous 20 records Next 20 records

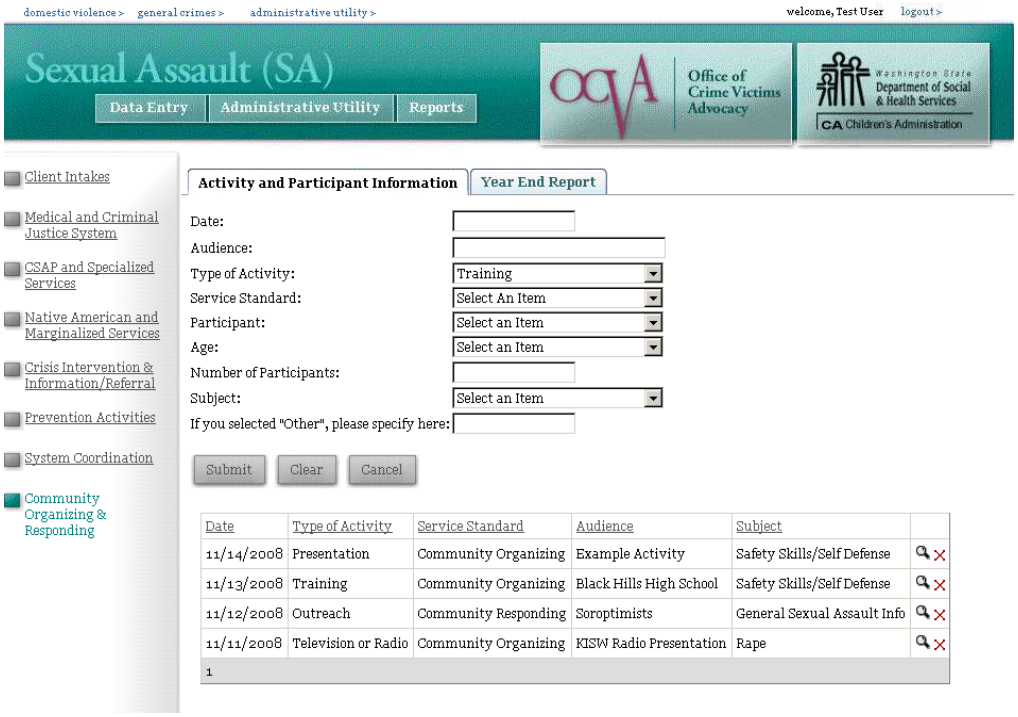
To view any existing activity, click on the magnifying glass on the right hand side of the table. To delete any activity that was entered by mistake, click on the red X symbol.

COMMUNITY ORGANIZING AND RESPONDING

The Community Organizing and Responding section on the Sexual Assault Interface is specifically for agencies that receive Sexual Assault Services to Native American Communities or Sexual Assault Services to Marginalized Communities. If your agency does not receive either of those two types of funds, you should not report your activities here, as they will not appear on the correct report for your agency. If you are uncertain whether you should report your information here, please contact your Sexual Assault Program Coordinator.

The Community Organizing and Responding section has two tabs or pages: one for Activity and Participant information, where individual activities may be recorded, and a second tab for the Year End narrative report. The two pages are outlined below.

ACTIVITY AND PARTICIPANT INFORMATION



The Activity and Participant data is not associated with a particular client, so it may be entered at any time and without having to search for a Client or Case ID number.

There are 10 fields to collect. All fields are mandatory.

Community Organizing/Responding Activity Fields	
Date: 6/6/2006	**Date:** Enter the date of the activity you wish to record.
Audience: Riverside School	**Audience:** Enter the audience to whom you provided the prevention activity. This is a text box, so you may enter the actual audience name, rather than having to choose from a pull down list.

Community Organizing/Responding Activity Fields

Type of Activity: Select an Item
- Select an Item
- Training
- Presentation
- Technical Assistance
- Outreach
- Community Event
- Television or Radio

Type of Activity: Select whether the prevention activity was a training, presentation, community event, or other type of activity.

Keep in mind that if you select Community Event or Television/Radio, you should enter number of participants as zero.

Service Standard: Select An Item
- Select An Item
- Community Organizing
- Community Responding

Service Standard: Select the appropriate service standard, either Community Organizing or Community Responding, that applies to this activity.

Participant: Select an Item
- Select an Item
- Service Providers
- General Public

Participant: Select whether the activity was provided for service providers or for the general public.

Age: Select an Item
- Select an Item
- Elementary
- Junior High/Middle School
- High School
- College
- Adult

Age: Select the age of the participants your event was geared towards.

Number of Participants: 30

Number of Participants: Enter the approximate number of participants at your activity. If you selected Community Event or Television/Radio, enter 0.

Subject: Select an Item
- Select an Item
- General Sexual Harassment Info
- Sexual Harassment
- Child Sexual Abuse/Incest
- Rape
- Safety Skills/Self Defense
- Other

Subject: Select the primary subject your prevention activity addressed.

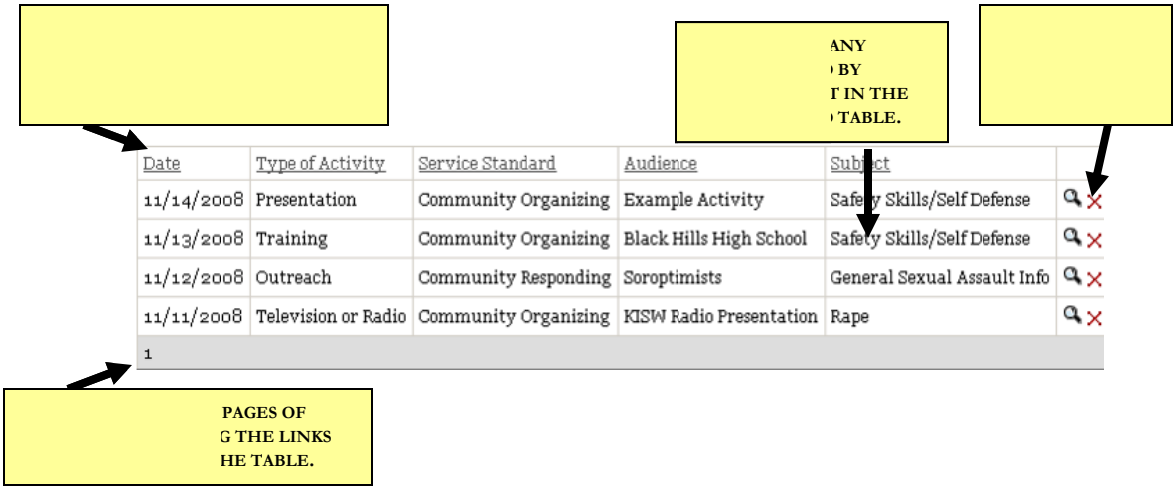
If you selected "Other", please specify here:

Other/Please Specify: If you selected "Other" in the Subject category above, please indicate what the topic area was in this text box.

Submit

When you have entered the information about your prevention activity, click on the **Submit** button.

When you have successfully submitted one or more Community Organizing or Responding activities, they will be shown in the table at the bottom of your screen:



Date	Type of Activity	Service Standard	Audience	Subject	
11/14/2008	Presentation	Community Organizing	Example Activity	Safety Skills/Self Defense	
11/13/2008	Training	Community Organizing	Black Hills High School	Safety Skills/Self Defense	
11/12/2008	Outreach	Community Responding	Soroptimists	General Sexual Assault Info	
11/11/2008	Television or Radio	Community Organizing	KISW Radio Presentation	Rape	
1					

To sort your saved records, click the header of any column. Clicking the header once will sort by that field in ascending order. Clicking a second time will sort by that field in descending order.

To view or edit any existing community organizing/responding activity, simply click on the magnifying glass on the right hand side of the screen. To delete an activity that was entered in error, click on the red X.

When your agency has entered more than 20 activities, you will only see one page of activities per screen. To navigate through other pages, click the page numbers at the bottom of the screen.

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

Sexual Assault (SA)

Data Entry | Administrative Utility | Reports

Office of Crime Victims Advocacy

Washington State Department of Social & Health Services

CA Children's Administration

- 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

Activity and Participant Information | Year End Report

Date: 11/14/2008

What were your key accomplishments this reporting period in community organizing?

These were my key accomplishments in community organizing.

What were your key accomplishments this reporting period in community responding?

These were my key accomplishments in community responding.

Date	Details	
11/14/2008	These were my key accomplishments in community organizing.	
1		

Submit Clear Cancel

The Community Organizing and Responding Year End Report provides a section for agencies to type a narrative report about their community organizing and responding accomplishments during each reporting period. To complete this section, enter the date of the report you are submitting, and then type a narrative answer to each of the questions, "What were your key accomplishments this reporting period in community organizing?" and "What were your key accomplishments this reporting period in community responding?" When you have completed your report, click on the **Submit** button to save your responses. After you have successfully submitted a report, it will appear at the bottom of the screen:

Date:	Details:	Action:
6/7/2006	Our key accomplishments this reporting period were to complete community organizing events, activiti	

To view or edit a previous response, click on the magnifying glass to the right of that response. If you have entered a report in error and wish to delete it entirely, click on the red X symbol.

SASP NARRATIVE

domestic violence > victims of crime > administrative utility > victim witness assistance units welcome, Emily O'Connor logout >

Sexual Assault (SA)

Data Entry | Administrative Utility | Reports

Office of Crime Victims Advocacy

Washington State Department of Social & Health Services

CA Children's Administration

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

Submit

SASP Narrative Questions

Reporting Period: **Not Available**

The questions below are for SASP subgrantees only, and must be completed once per reporting period. If you are unsure about whether to complete these narrative questions, please contact your SASP program coordinator.

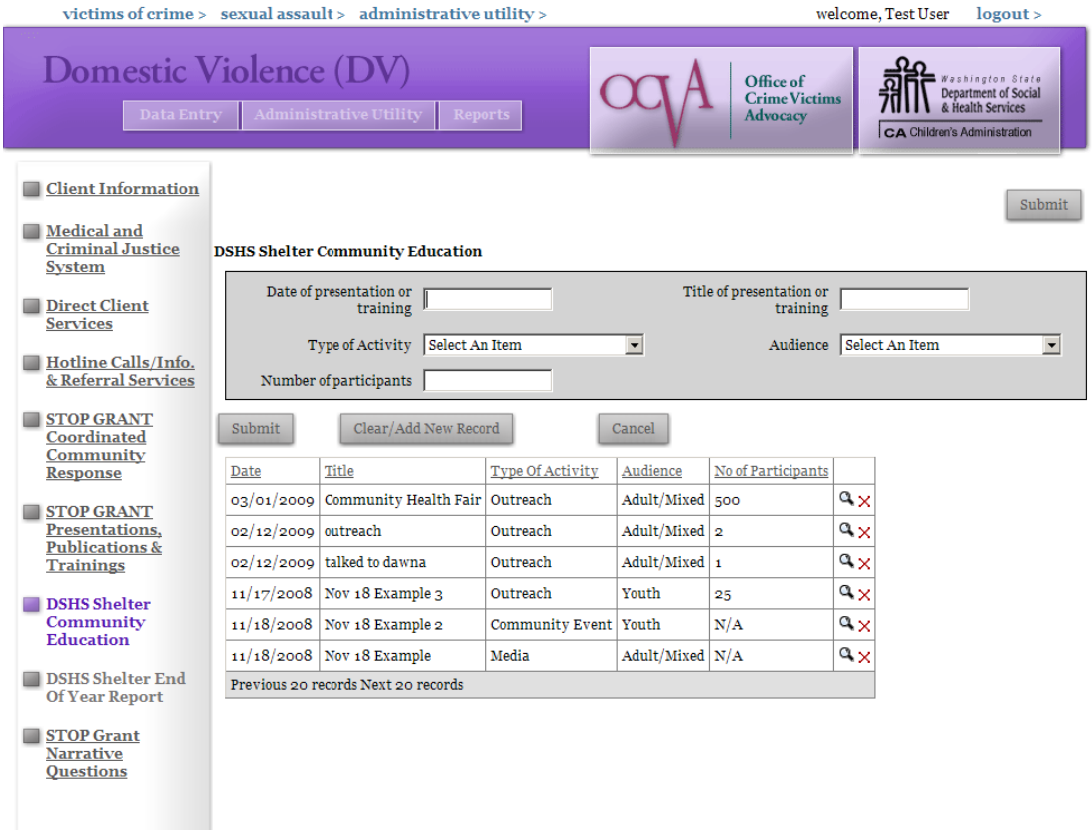
20. (Optional) Additional Information
Use the space below to discuss the effectiveness of victim services funded or supported by your SASP Program subgrant and to provide any additional information you would like to share about your victim services activities beyond what you have provided in the data above. An example might include that your agency, as a result of SASP funding, was able to provide medical accompaniment to an increased number of sexual assault survivors. This resulted in a higher percentage of survivors also seeking additional support services.

21. What do you see as the most significant areas of remaining need, with regard to improving services to victims/survivors of sexual assault, increasing victims/survivors safety, and enhancing community response (including offender accountability for sex offenders)? (Consider geographic regions, underserved populations, service delivery systems, and challenges and barriers unique to your jurisdiction.)

22. What has SASP Program funding allowed you to do that you could not do prior to receiving this funding?
(e.g., expanding services to include criminal justice advocacy; expand coordination and cross-referrals with sexual assault

The questions on the SASP Narrative page are for SASP subgrantees only, and are completed only once per reporting period. Prior to the correct time for submission, the Submit buttons on the page will be disabled. The SASP Narrative will be opened when reporting is allowed, and grantees can then submit their responses. If you are unsure about whether to complete these narrative questions, please contact your SASP program coordinator.

When you have completed entering your responses to the narrative questions, your report complete. Click on the Submit button at the bottom of your screen, and you will receive a message indicating your report has been successfully submitted. This means your report has been saved, but you may continue to return to edit or modify your report until the report closes on the date specified by your SASP program coordinator. You can view your answers in context by viewing the SASP report.

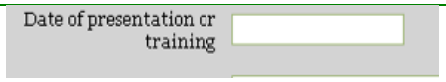


The Community Education page is available on the Domestic Violence Interface, and collects data on Community Education activities performed by DV Emergency Shelter contractors. The data and options for each question are explained more in-depth in the DV Emergency Shelter contracts administered by the DSHS Children's Administration.

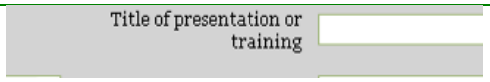
Community Education data is not associated with a particular client, so it may be entered at any time and without having to search for a Client or Case ID number.

There are 5 fields to collect on the Community Education page. All fields are mandatory.

Community Education Fields

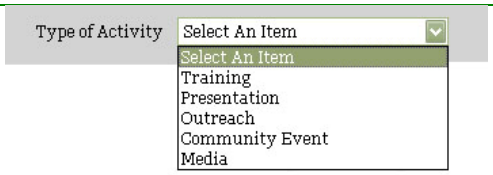


Date of presentation or training: Enter the date of the Community Education activity you wish to record.



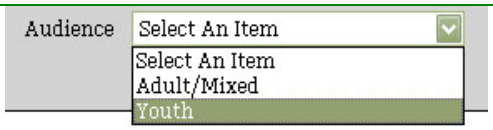
Title of presentation or training: Enter a title for the Community Education activity. This is a text box, so you may enter a descriptive title, rather than having to choose from a pull down list.

Community Education Fields

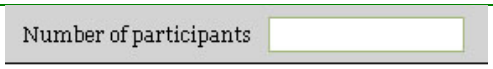


Type of Activity: Select the type activity was a training, presentation, community event, or other type of activity.

Keep in mind that if you select Community Event or Media, the Number of Participants field will default to "N/A."



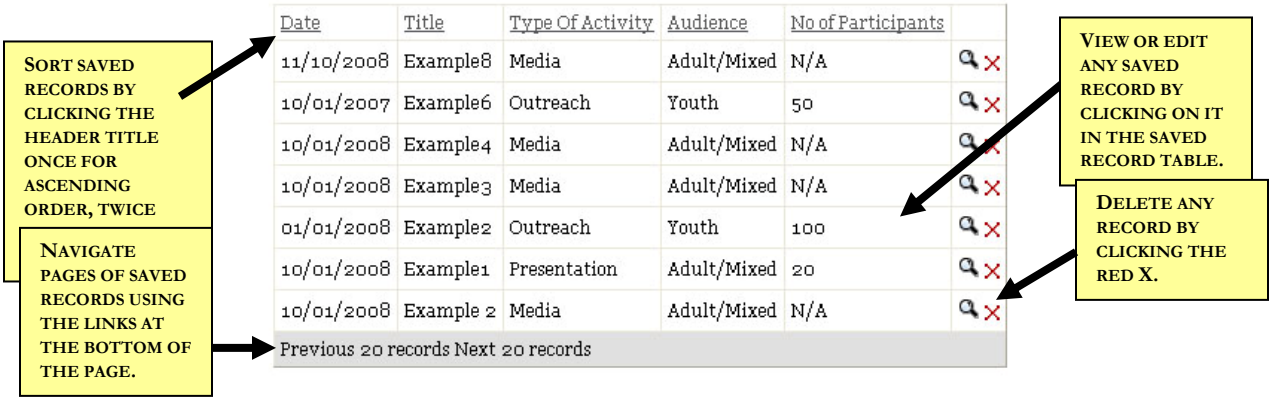
Audience: Select the approximate audience for your Community Education presentation or training. Select "Adult/Mixed" if your audience was either all adults or a mix of adults and youth. Select "Youth" if your audience was youth only.



Number of participants: For Trainings, Presentations, and Outreach, enter the number of participants at your event. For Community Events and Media, this field will default to "N/A" since number of participants is not collected for those two types of activities.

When you have entered the information about your Community Education activity, click the **Submit** button.

When you have successfully submitted one or more Community Education activities, your entries will be shown in the table at the bottom of your screen:



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To view or edit any existing community education activity, click on the magnifying glass next to it, or click directly on the record in the table. To delete an activity that was entered in error, click on the red X.

When your agency has entered more than 20 community education activities, you will only see one page of activities per screen. To navigate through other pages, click the "next 20 records" link at the bottom of the page.

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

Victims of Crime (VOC)

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 Services
- Hotline Calls/Info. & Referral Services
- Outreach and Awareness

Submit

Outreach and Awareness

Date of Activity | Topic or Title

Type of Activity: Select An Item | Who was the activity for?

Number of participants

Number of Hours

Submit | Clear/Add New Record | Cancel

Date	Title	Type Of Activity	Audience	No of Participants	Number of Hours	
02/12/2009	Outreach to Carolyn	Outreach	Adult/Mixed	2	N/A	
01/26/2009	title	Media	Adult/Mixed	9000	N/A	
12/16/2008	example	Media	Adult/Mixed	N/A	N/A	
11/18/2008	Nov 18 Example 8	Training	Adult/Mixed	15	N/A	
11/18/2008	Nov 18 Example 7	Community Event	Adult/Mixed	N/A	N/A	
11/18/2008	Nov 18 Example 6	Media	Adult/Mixed	N/A	N/A	
11/18/2008	Nov 18 Example 5	Outreach	Youth	50	N/A	

Previous 20 records Next 20 records

The Outreach and Awareness page is available on the Victims of Crime Interface, and collects data on Outreach and Awareness activities performed by Crime Victim Service Center contractors.

Outreach and Awareness data is not associated in InfoNet with a particular client, so it may be entered at any time and without having to search for a Client or Case ID number.

There are 5 fields to collect on the Community Education page. All fields are mandatory.

Community Education Fields

Date of Activity

Date of Activity: Enter the date of the Outreach And Awareness activity you wish to record.

Topic or Title

Topic or Title: Enter a title for the Community Education activity. This is a text box, so you may enter a descriptive title, rather than having to choose from a pull down list.

Type of Activity: Select An Item

- Select An Item
- Community Event
- Direct outreach to victims
- Media
- Outreach
- Presentation
- Training

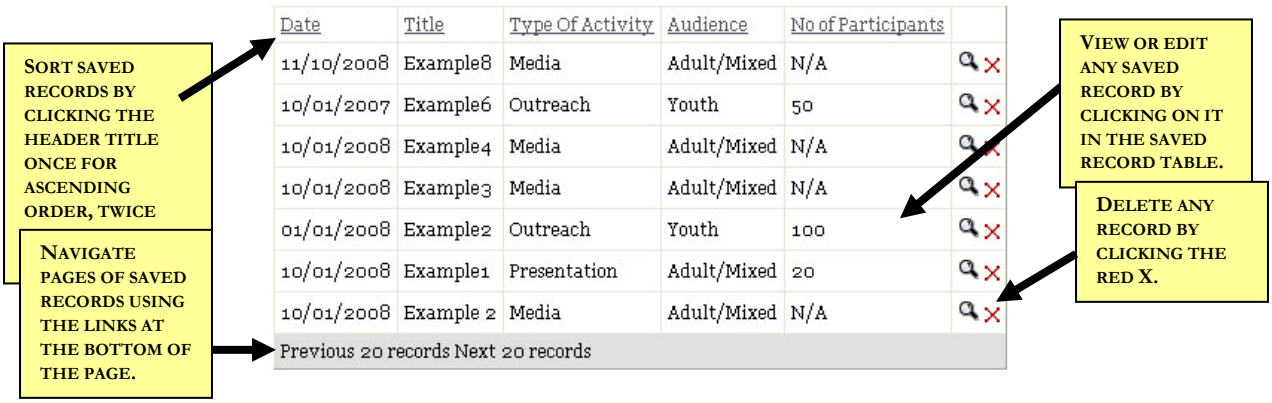
Type of Activity: Select the type activity was a training, presentation, community event, or other type of activity.

Keep in mind that if you select Community Event or Media, the Number of Participants field will default to "N/A."

Community Education Fields

Who was the activity for?	**Who was the activity for?** Describe who the activity was for in the text box provided.
Number of participants	**Number of participants:** For Trainings, Presentations, and Outreach, enter the number of participants at your event. For Community Events and Media, this field will default to "N/A" since number of participants is not collected for those two types of activities.
Number of Hours	**Number of Hours:** Enter the number of hours spent on the event in this box. For Media, this field will default to "N/A" since number of hours for media events are not collected.
Submit	When you have entered the information about your Community Education activity, click the **Submit** button.

When you have successfully submitted one or more Community Education activities, your entries will be shown in the table at the bottom of your screen:

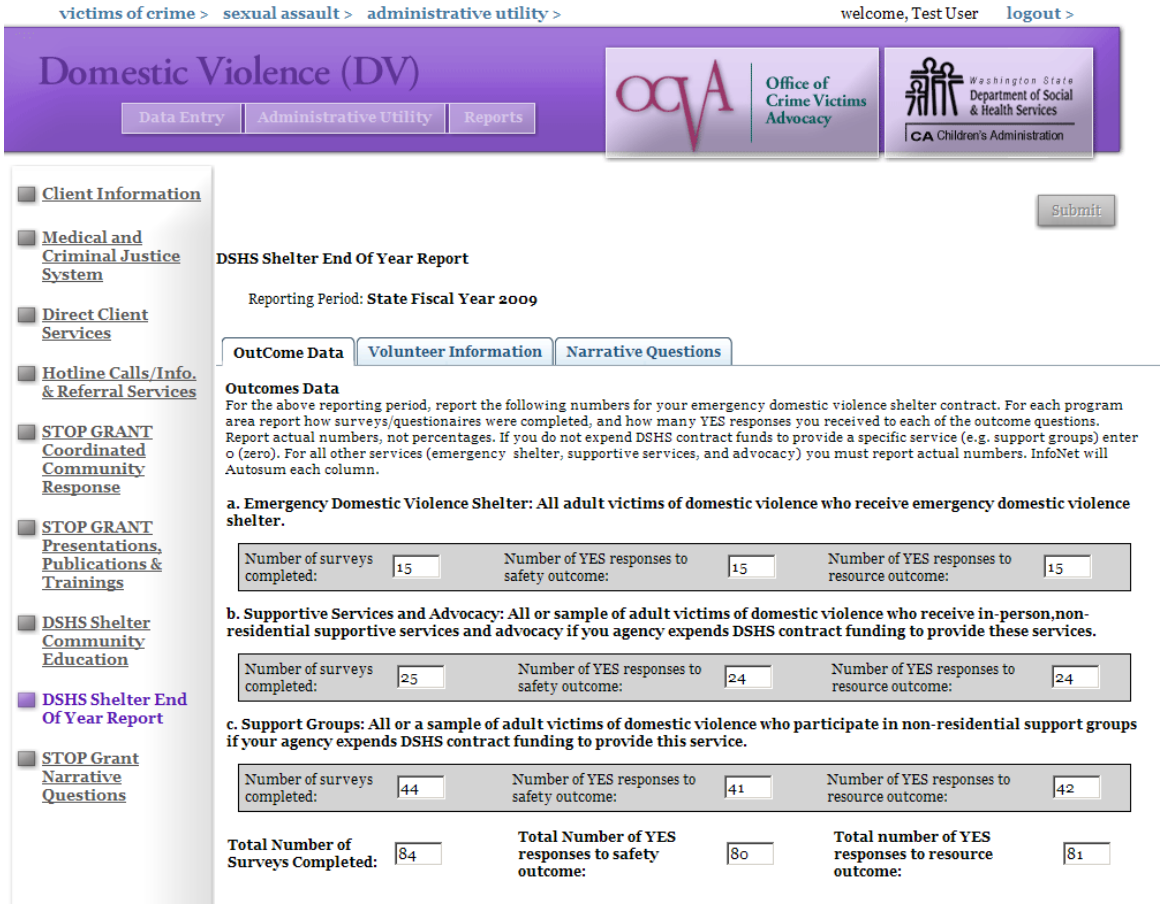


Date	Title	Type Of Activity	Audience	No of Participants
11/10/2008	Example8	Media	Adult/Mixed	N/A
10/01/2007	Example6	Outreach	Youth	50
10/01/2008	Example4	Media	Adult/Mixed	N/A
10/01/2008	Example3	Media	Adult/Mixed	N/A
01/01/2008	Example2	Outreach	Youth	100
10/01/2008	Example1	Presentation	Adult/Mixed	20
10/01/2008	Example 2	Media	Adult/Mixed	N/A

To sort your saved records, click the header of any column. Clicking the header once will sort by that field in ascending order. Clicking a second time will sort by that field in descending order.

To view or edit any existing community education activity, click on the magnifying glass next to it, or click directly on the record in the table. To delete an activity that was entered in error, click on the red X.

When your agency has entered more than 20 community education activities, you will only see one page of activities per screen. To navigate through other pages, click the "next 20 records" link at the bottom of the page.



The End of Year Report section is only available on the Domestic Violence Interface, and collects an end of year report by DV Emergency Shelter contractors. The data and options for each question are explained more in-depth in the DV Emergency Shelter contracts administered by the DSHS Children's Administration.

End of Year Report data is not associated with a particular client, so it may be entered without having to search for a Client or Case ID number.

TIME PERIOD FOR REPORTING

Unlike other sections of InfoNet, the End of Year report may only be submitted during certain periods. As the name implies, the End of Year report will only be submitted once, after the end of the contract year. **You will only be able to submit the report after July 1, 2009**. Prior to the end of the contract year, you will be able to view all of the questions on the End of Year report, but the Submit button will be disabled.

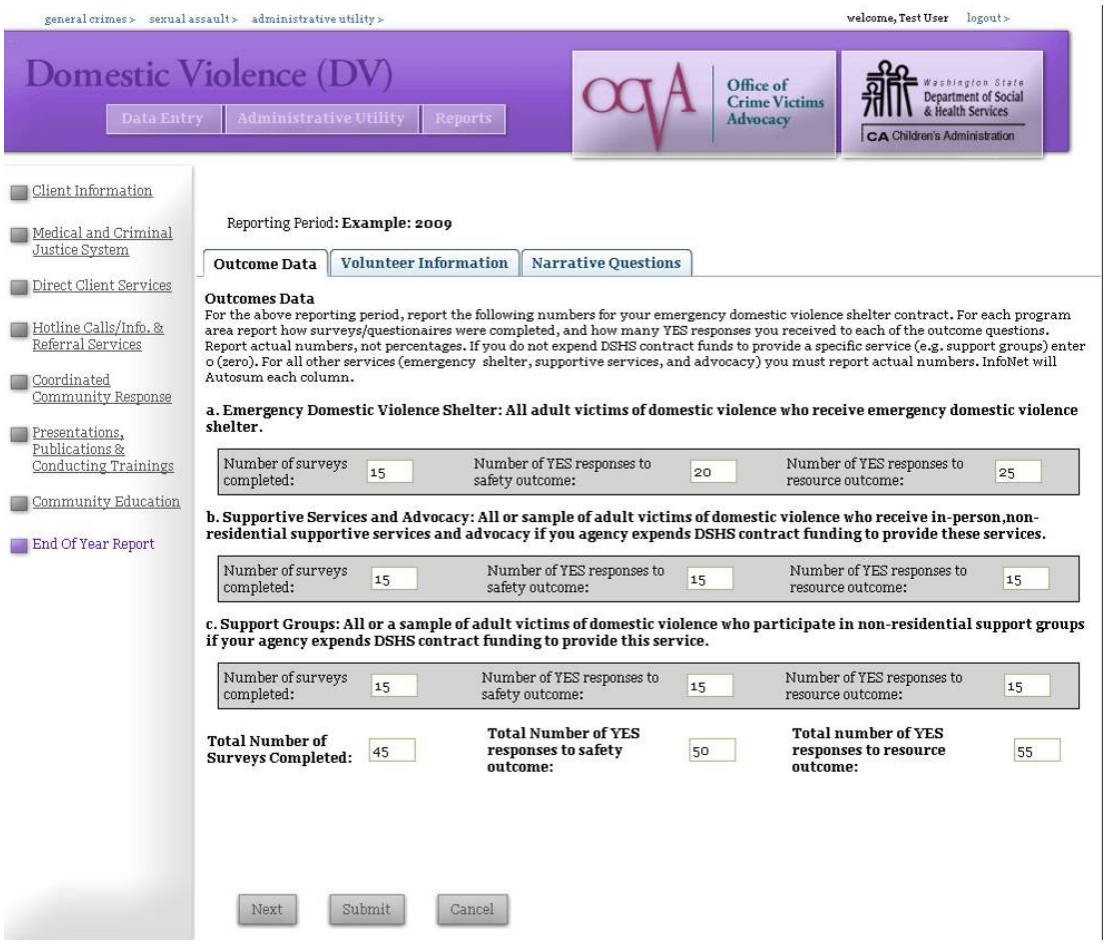
The report will be "opened" at the end of the year, which will allow you to use the Submit button to save your entry. Contractors will be notified that the report is available, and when the report is due. You may then enter and save your End of Year Report, and during the period of time that the report is "open,"

you may continue to edit or add to your report. When the report period is over, the report is "closed" and considered final, and you will no longer be able to edit or modify your end of year report.

Each agency will submit only one End of Year Report per year. End of Year Reports are only required for agencies that receive Emergency DV Shelter funding from DSHS Children's Administration.

The End of Year Report consists of three tabs, described in the next sections.

OUTCOMES DATA



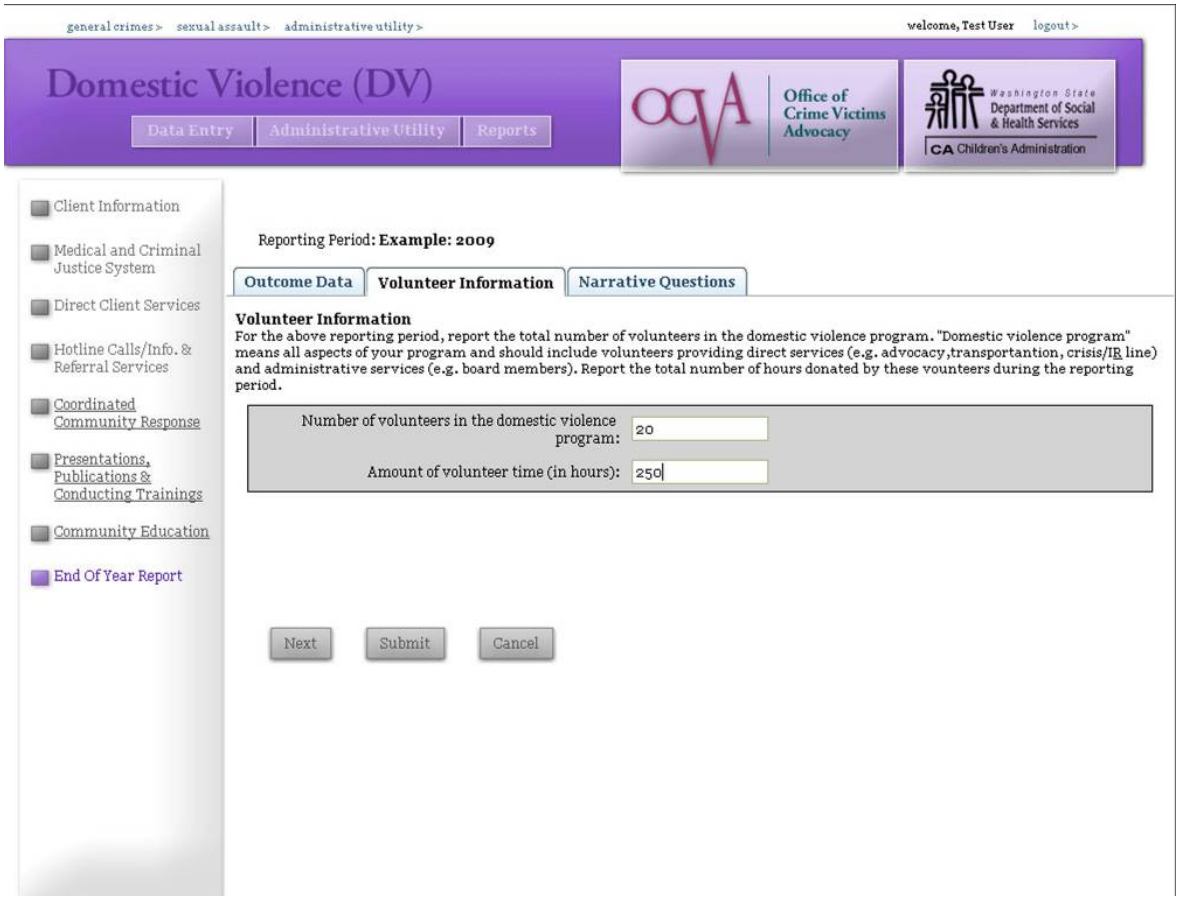
There are 9 fields, divided into 3 program area sections, to collect on the Outcomes Data page. All fields are mandatory.

Outcomes Data Fields	
a. Emergency Domestic Violence Shelter: • Number of surveys completed • Number of YES responses to safety outcome • Number of YES responses to resource outcome	For the Emergency Domestic Violence shelter program area indicate how many program evaluation surveys/responses were completed by domestic violence clients, and how many YES responses you received to each of the two (2) outcome questions. Enter actual numbers, not percentages.

Outcomes Data Fields	
b. Supportive Services and Advocacy: • Number of surveys completed • Number of YES responses to safety outcome • Number of YES responses to resource outcome	For the Supportive Services and Advocacy program area indicate how many program evaluation surveys/responses were completed by domestic violence clients, and how many YES responses you received to each of the two (2) outcome questions. Enter actual numbers, not percentages.
c. Support Groups: • Number of surveys completed • Number of YES responses to safety outcome • Number of YES responses to resource outcome	For Support Groups, indicate how many program evaluation surveys/responses were completed by domestic violence clients, and how many YES responses you received to each of the two (2) outcome questions. Enter actual numbers, not percentages. If you do not provide support groups, enter 0 (zero).
• Total Number of Surveys Completed • Total YES Responses to safety outcome • Total YES Responses to resource outcome	InfoNet will automatically calculate the totals at the bottom of the Outcomes Data screen, so you do not need to enter any information into these three Totals fields.
Next	When you have entered the information about Outcomes Data, select Next to continue to the next page of your report. You must complete all three pages of the report before you can Submit it. If you have already completed your End of Year report and are just editing or modifying an existing entry, click Submit to save your revisions.

VOLUNTEER INFORMATION

The second page of the End of Year report is for recording Volunteer Information. For the period of this contract, report the total number of volunteers in the domestic violence program. "Domestic violence program" means all aspects of your program and should include volunteers providing direct services (e.g. advocacy, transportation, crisis/I&R line) and administrative services (e.g. board members). Report the total number of hours donated by these volunteers during the period of this contract.



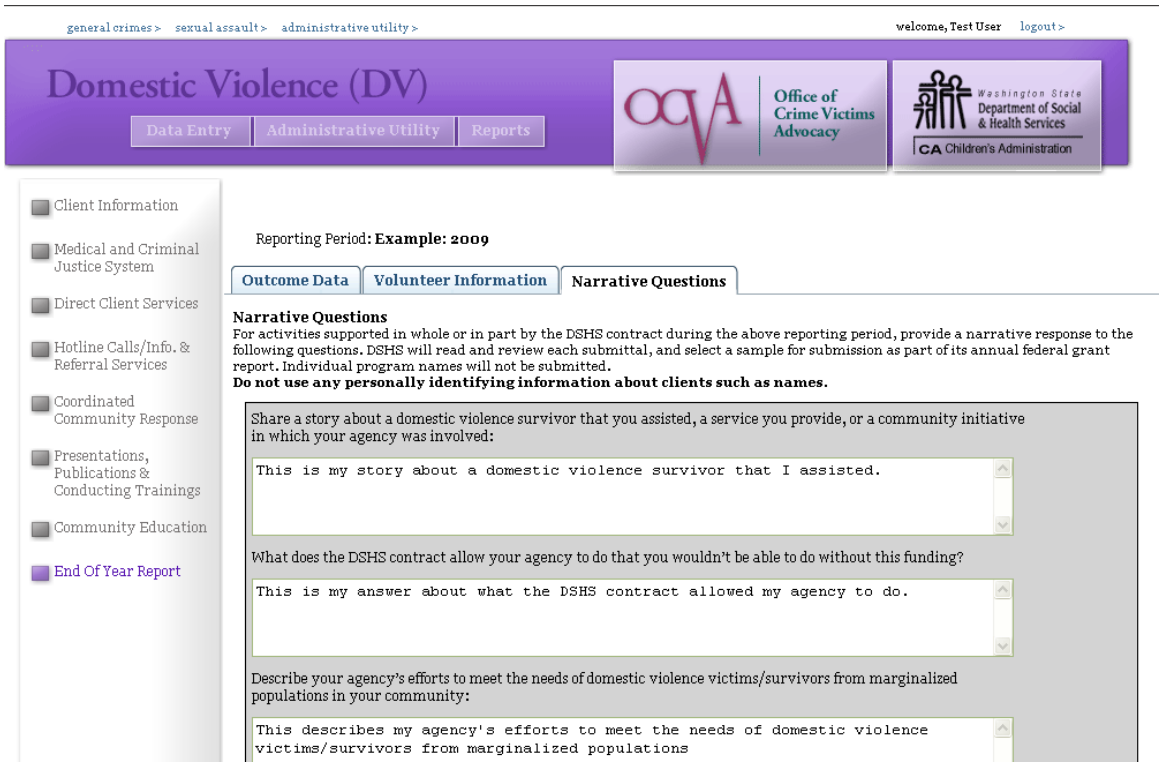
There are only two fields to enter on the Volunteer Information tab. Both fields are mandatory.

Volunteer Information Fields	
Number of volunteers in the domestic violence program: 20	**Number of volunteers in the domestic violence program:** For the period of this contract, report the total number of volunteers in the domestic violence program. "Domestic violence program" means all aspects of your program and should include volunteers providing direct services (e.g. advocacy, transportation, crisis/I&R line) and administrative services (e.g. board members).
Amount of volunteer time (in hours): 250	**Amount of volunteer time (in hours):** Report the total number of hours donated by these volunteers during the period of this contract. Please enter

Volunteer Information Fields		
		whole numbers, not decimal points.
	Next	When you have entered the data for Volunteer Information, select Next to continue to the next page of your report. You must complete all three pages of the report before you can Submit it. If you have already completed your End of Year report and are just editing or modifying an existing entry, click Submit to save your revisions.

NARRATIVE QUESTIONS

The final page of the End of Year report is the section for answering Narrative Questions.



For activities supported in whole or in part by this contract during the current contract period, provide a narrative response to the following questions. DSHS will read and review each submittal, and select a sample for submission as part of its annual federal grant report – individual program names will not be submitted. Do not use any personally identifying information on clients.

1. Share a story about a domestic violence survivor that you assisted, a service you provide or a community initiative in which your agency was involved.

2. What does the DSHS contract allow your agency to do that you wouldn't be able to do without this funding?

3. Describe your agency's efforts to meet the needs of domestic violence victims/survivors from marginalized populations in your community.

4. What on-going challenges does your agency have in your community in meeting the needs of domestic violence victims/survivors?

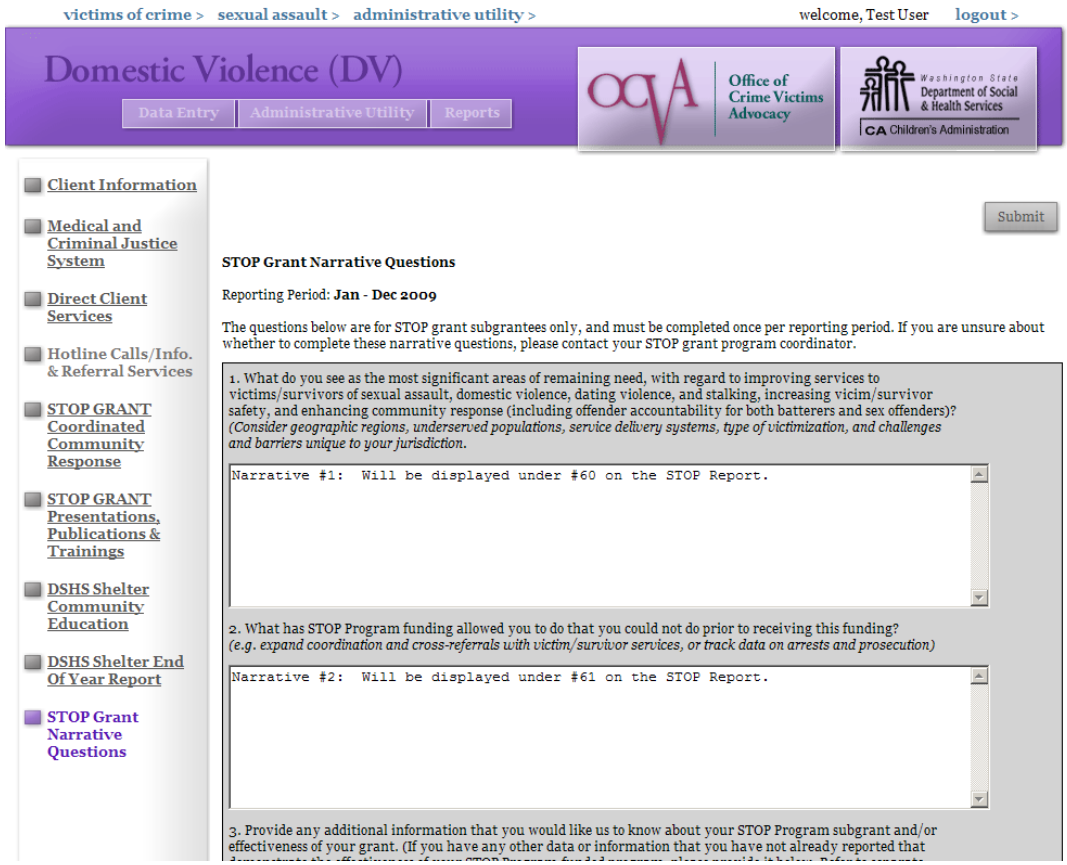
5. Describe significant community education activities supported by this contract.

6. (Optional) Describe any additional information you would like DSHS to know about the services and activities supported by this contract.

When you have completed entering your responses to the narrative questions, your End of Year report is complete. Click on the Submit button at the bottom of your screen, and you will receive a message indicating

your End of Year report has been successfully submitted. This means your report has been saved, but you may continue to return to edit or modify your report until the report closes on the date specified by your DSHS administrator.

STOP Grant Narrative Questions



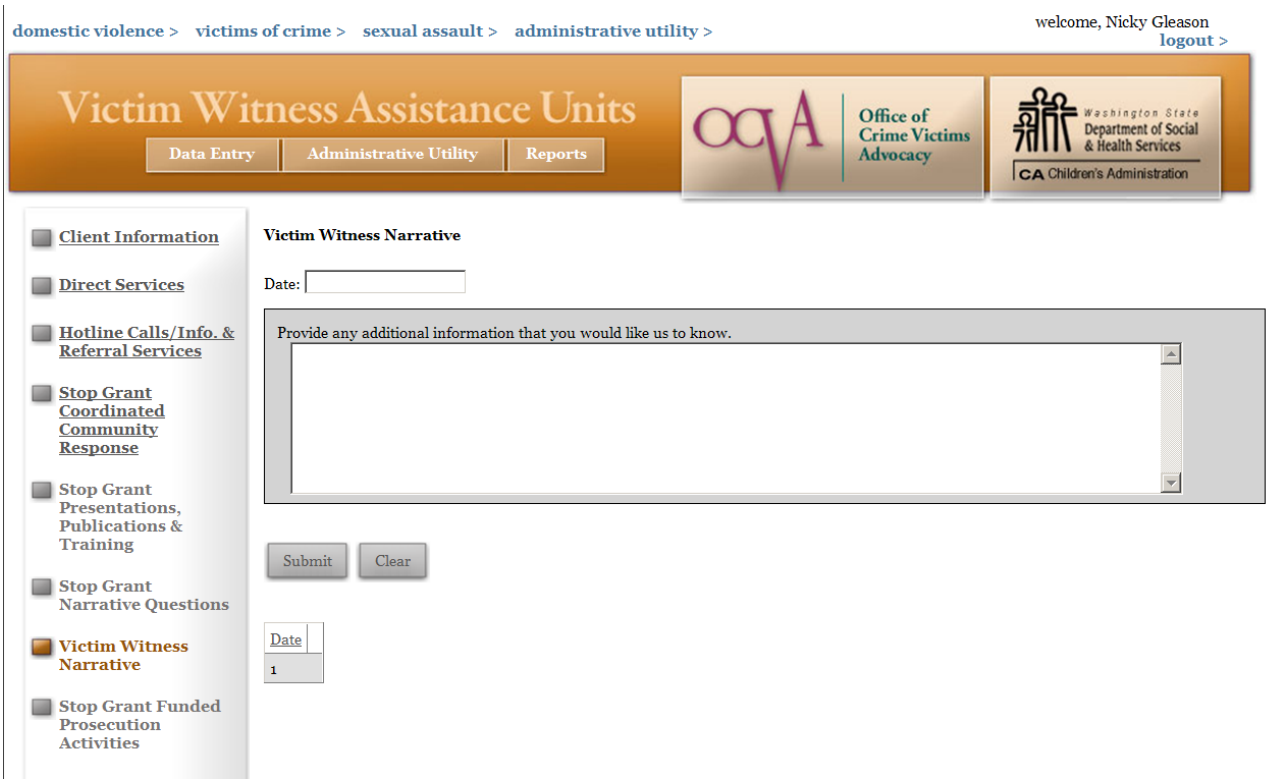
The STOP Grant Narrative Questions section is found on the Domestic Violence and Victim Witness Assistance Unit interfaces and is for STOP Grant recipients only. It contains six narrative questions for reporting at the end of the STOP grant reporting period. If you receive STOP grant funding, and you are uncertain when or if you need to report on these narrative questions, please contact the person who administers your STOP grant.

Like the DSHS End of Year Report, the STOP Grant Narrative Questions may only be submitted during certain specific periods. Narrative questions will only be submitted once, each reporting period. Narratives may be typed directly onto the page, or you can cut and paste your answers from a Word or other word processing document.

The report will be "opened" at the end of the report period, which will allow you to use the Submit button to save your entry. You may then enter and save your STOP Grant Narrative questions. You must answer each mandatory question to be able to "Submit" your response, but you may continue to come back and edit your answers until the report is closed. When the report period is over, the report is "closed" and considered final, and you will no longer be able to edit or modify your end of year report.

Narrative questions will be shown in different locations throughout the written STOP grant report. The first two narrative questions in this section, for example, will be answers to questions #60 and #61 on the STOP grant report. The questions themselves are repeated in both InfoNet and on the report, so you can determine which question corresponds with which section on the written report.

VICTIM WITNESS NARRATIVE



The Victim Witness Narrative section is found on the Victim Witness Assistance Unit interfaces only. It is required for all agencies that receive Victim Witness Assistance funds. This space is provided so that agencies can report on additional narrative information each reporting period. Simply enter the date of the report you are submitting in the Date field, and type or paste your answer to the narrative question in the box provided. When finished, click Submit to save.

Please note that until you click the Submit button, your narrative question is not saved in the InfoNet system. If your internet connection is interrupted while typing, if you navigate away from the website accidentally before you're finished, if your network connection forces your computer to time out, or if your power goes out, your partially completed response will not be saved. If your narrative response is more than a few sentences long, you may find it useful to type up your response in a word processing document first, and then cut and paste your answer into the text box.

Once your answer is submitted, you will see it appear as a saved record (labeled by date) at the bottom of the page. To edit an existing answer, simply select the record you wish to edit by clicking on it, edit your response, and click Submit to save. As with other records, to delete an entry that was submitted in error, click the red X to the right of the saved record.

To make sure your narrative report shows up in the correct reporting period, keep in mind you must use a date that falls within that reporting period. For example, a report dated April 2 would appear on your April – June report. So, if entering a narrative question for January – March, 2010, please choose a date that falls within the actual period, such as March 31, 2010.