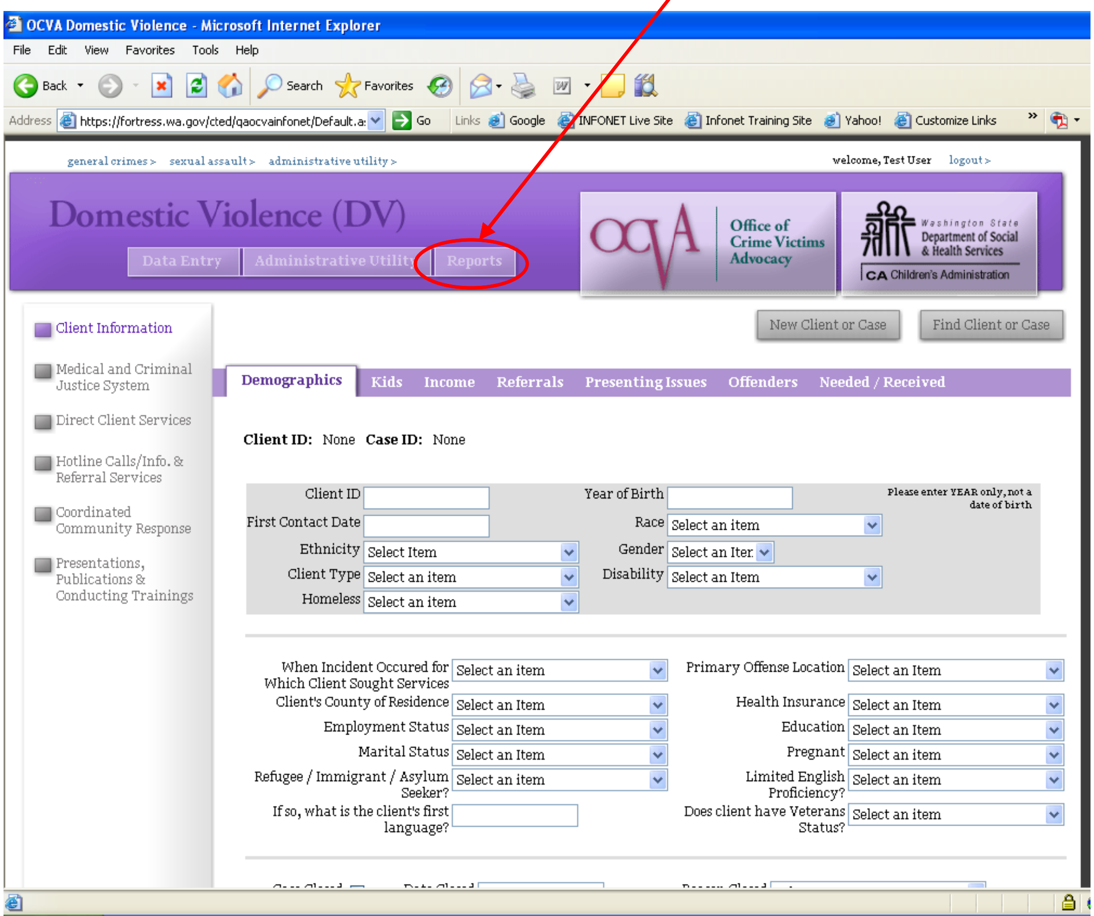
8. REPORTS

ENTERING THE BASIC REPORTS INTERFACE

To use the reports feature in InfoNet, select the Reports button located at the top of any screen:



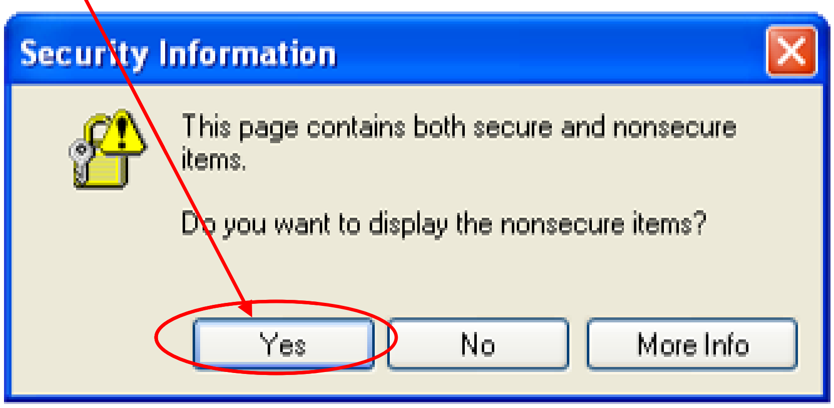
This will open the Reports function screen, from which you can access a variety of different reports for your agency.

You can access Reports the same way whether you enter from the Domestic Violence, Sexual Assault, Victims of Crime, or Administrative Utility interfaces – there is an identical report button at the top of each screen. This will give you access to all applicable reports, not just reports for the interface you started from. For example, to view Sexual Assault reports for your agency, you do not need to begin from the Sexual Assault interface – you can select the Report feature from anywhere in the system.

PAGE CONTAINS BOTH SECURE AND NONSECURE ITEMS

If your browser is IE versions 5 or 6, you may be prompted with the following Security message.

Select Yes to continue.



What does this message mean?

What this message is telling you is that the report feature accesses two kinds of information – one set of data that is "secure," which is your InfoNet data, and one set of data that is "nonsecure," which in this case refers to the templates and formatting of the reports themselves. You get this message because InfoNet is a secure website – as you can tell because the website begins with "https." However, some of the templates that the reports reference for formatting are stored on a separate website that begins with "http."

Not all users will receive this message – it may depend on what browser you are using, or what your security settings are. In any case, it is perfectly safe to select Yes to continue.

NAVIGATING THE REPORTS SCREEN

The Reports screen is shown below. There are several pieces of information you will need to enter to generate a report. The first is selecting the type of report you wish to view. Select the report you wish to view by clicking on the **Reports** drop down menu. InfoNet currently has 24 basic reports to choose from at the Agency User level.

Select the type of report you wish to view to continue. A brief description of each report type follows in the next section. **Not all report types are applicable for every agency.** For example, if your agency does not provide Sexual Assault Services, none of the Sexual Assault reports will contain any data.

CLIENT INTAKE SUMMARY

Client Intake Summary

Agency Name: X Testing

07/01/2008 THROUGH 06/30/2009

THE CLIENT INTAKE SUMMARY AND SEVERAL OF THE REPORTS IN INFONET ARE "WYSIWYG" REPORTS – "WHAT YOU SEE IS WHAT YOU GET."

THAT IS BECAUSE THE REPORTS SHOW EXACTLY WHAT YOU TYPED INTO INFONET. IF YOU ENTER 20 INTAKES IN APRIL, THEN THE CLIENT INTAKE SUMMARY WILL SHOW EXACTLY 20 INTAKES FOR APRIL.

Domestic Viole											
11 Clients											
Gender	Count	Race	Count	Ethnicity	Count	Client Type	Count	Disability	Count	Age	Count
Female	11	African American, Black	5	Hispanic/Latino	4	Stalking	0	None	6	17 and Below	0
Male	0	Asian	1	Non-Hispanic/Non-Latino	7	Domestic Violence	11	Physical Disability	0	18 - 24	1
Not Reported	0	Native American/Alaska Native	0	Not Reported	0			Mental Disability	5	25 - 59	10
Other	0	Pacific Islander/Native Hawaiian	0					Sensory Disability	0	60 and Up	0
		Multi Racial	0					Other Disability	0		
		Not Reported	0					Multiple Disabilities	0		
		Other	0					Not Reported	0		
		Unspecified	0								
		White	5								

TOTAL NUMBER OF CLIENT INTAKES FOR EACH PROGRAM TYPE SHOWN IN PROGRAM HEADER.

Victims of Crim													
7 Clients													
Gender	Count	Race	Count	Ethnicity	Count	Client Type	Count			bility	Count	Age	Count
Female	7	African American, Black	2	Hispanic/Latino	0	Child	6			ne	4	17 and Below	1
Male	0	Asian	1	Non-Hispanic/Non-Latino	7	Adult	1	DUI/DWI Crashes	1	Physical Disability	1	18 - 24	0
Not	0	Native	0	Not Reported	0			Elder Abuse	0	Mental	2	25 -	5

The client intake summary is an agency wide overview of all client intakes with a First Contact Date within the selected reporting period. Intakes are divided into program types based on the interface they were entered in: Domestic Violence, Victims of Crime, and Sexual Assault.

This report shows a total count of intakes as well as breakouts of basic demographic information – Gender, Race, Ethnicity, Client or Crime type, Disability, and Age.

Please note that this is a report on **new client intakes only**. It does not indicate that services have been listed yet for the intakes shown. An agency could have a high number of client intakes and yet have a low number on service reports because no direct services were reported.

Applicability: This report is applicable to all agencies that provide direct client services, regardless of funding or contract type.

CLIENT SERVICE SUMMARY

Service Summary

Agency Name: X Testing

07/01/2008 THROUGH 06/30/2009

Total Number of Hours for This Particular Service

Number of Entries or Contacts for This Particular Service

Domestic Violence			
Service Type	Total Hours	Total Entries	Total Clients
Advocacy-Based Counseling	17.25	5	4
Child Care	42.25	2	2
Civil Legal Advocacy	1.5	1	1
Crisis Counseling/Intervention	0.5	1	1
Emergency DV Shelter--DV Shelter Home	2.5	3	2
Hospital Response	1.25	1	1
Immigration Assistance	1.25	1	1
Other (please specify)	1.5	1	1
Referrals	0.25	1	1
Total	68.25	16	6

Total Number of Unduplicated Clients That Received This Particular Service

Total Number of Hours for This Program Type

Victims Of Crime			
Service Type	Total Hours	Total Entries	Total Clients
Advocacy	13.5	2	2
Community Responding	1	1	1
Crisis Intervention	1.25	1	1
Information and Referral	0.5	1	1
Support Groups	1	1	1
Therapy	4	1	1
Total	21.25	7	5

Total Number of Unduplicated Clients Served by a Particular Program.

Sexual Assault			
Service Type	Total Hours	Total Entries	Total Clients
Culturally/Linguistically Appropriate Techniques	2.5	2	2
Medical Advocacy	3	1	1
Medical Social Work	0.5	1	1
Peer Support Group	3	2	1
Support/Accompaniment through Service Delivery and Criminal Justice Systems	2	1	1
Therapy	0	1	1
Total	11	8	4

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The Client Service Summary is an agency wide overview of all direct client services within the selected reporting period. Services are divided into program types: Sexual Assault, Domestic Violence, and Victims of Crime. The report includes a count of hours, number of entries, and number of unduplicated clients receiving that particular service.

There is also a subtotal of the total number of hours and entries for each program type. At the very bottom of the report (not shown in the example) there is a total across programs – all hours, all contacts, and all unduplicated clients for your agency during the report period.

Please note that, because many clients may receive more than one service, a client may be represented more than once throughout the report, which is why the "total number of clients served" overall may be lower than the sum of the total clients *for each service* column.

Applicability: This report is applicable to all agencies that provide direct client services, regardless of funding or contract type.

Clients Currently In Domestic Violence Shelter Report

This report displays all shelter service entries for which a Shelter Begin Date has been entered, but for which no Shelter End Date has been entered. These clients are considered by InfoNet to be "currently in shelter" and bednights continue to be added for them on shelter related reports. If one of these clients has exited shelter, complete the original shelter entry by adding the shelter exit date. For more information about shelter data entry, please view the InfoNet User Manual, Chapter 6.

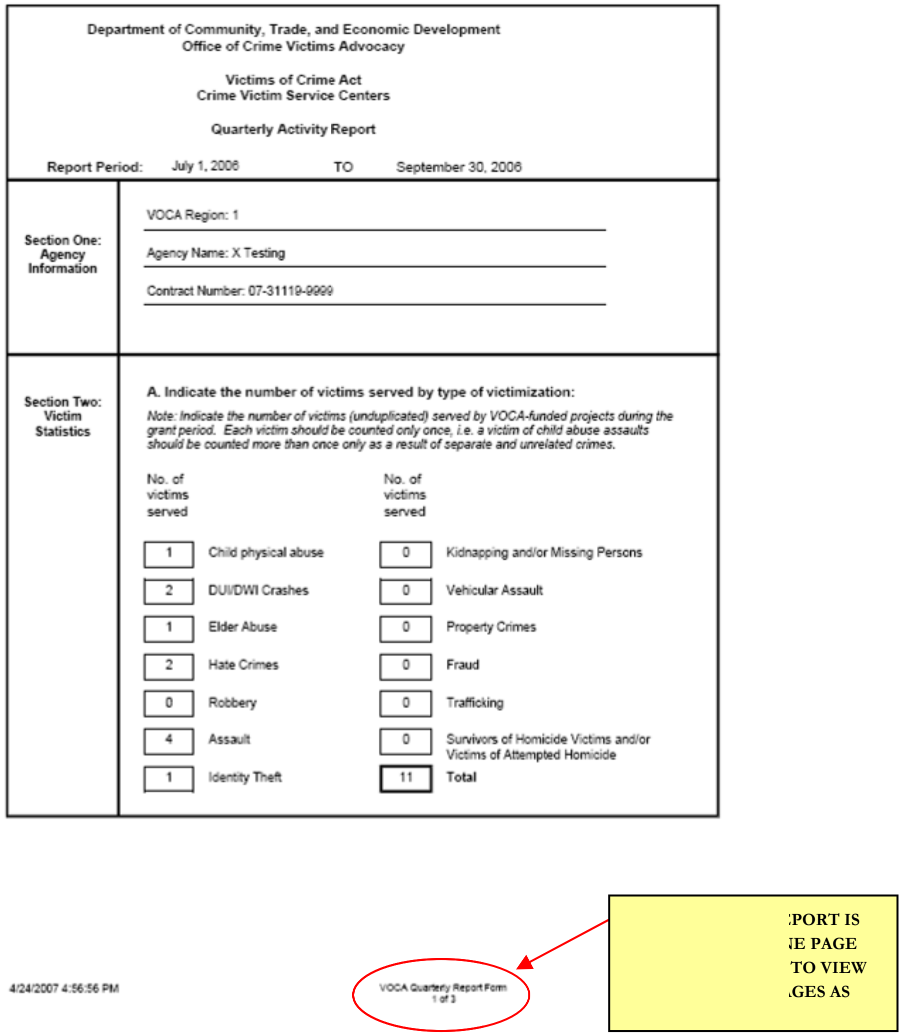
Adult Bednights				
Client Id	Case Id	Service Date	Service Type	Begin Date
5555	173859	01/14/2010	Emergency DV Shelter--DV Safe Home	01/14/2010

Children's Bednights				
Parent's Client Id	Year of Birth	Service Date	Service Type	Begin Date
5555	2000	01/14/2010	DV Safe Home	01/14/2010

The Clients Currently in DV Shelter Report is an report of all DV shelter clients and their children with "incomplete" shelter entries, meaning shelter entries with a beginning date but no exit date. Ideally, when reviewing this report, you will see a list of clients and children currently residing in your agency's shelter. However, this can be an excellent way to check for data entry mistakes, as you will be able to quickly see if a client who should be listed as having exited shelter has not yet had an exit date listed. To complete the original shelter entry, please see Chapter 6 for more detailed instructions on editing a shelter record.

Applicability: This report is applicable to all agencies that provide Emergency DV Shelter.

CRIME VICTIM SERVICE CENTER REPORT:


Department of Community, Trade, and Economic Development
Office of Crime Victims Advocacy

Victims of Crime Act
Crime Victim Service Centers

Quarterly Activity Report

Report Period: July 1, 2006 TO September 30, 2006

Section One: Agency Information

VOCA Region: 1

Agency Name: X Testing

Contract Number: 07-31119-9999

Section Two: Victim Statistics

A. Indicate the number of victims served by type of victimization:

Note: Indicate the number of victims (unduplicated) served by VOCA-funded projects during the grant period. Each victim should be counted only once, i.e. a victim of child abuse assaults should be counted more than once only as a result of separate and unrelated crimes.

No. of victims served		No. of victims served	
1	Child physical abuse	0	Kidnapping and/or Missing Persons
2	DUI/DWI Crashes	0	Vehicular Assault
1	Elder Abuse	0	Property Crimes
2	Hate Crimes	0	Fraud
0	Robbery	0	Trafficking
4	Assault	0	Survivors of Homicide Victims and/or Victims of Attempted Homicide
1	Identity Theft	11	Total

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VOCA Quarterly Report Form
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This report is for agencies receiving Crime Victim Service Center funding for Victims of Crime victims. It is similar to the paper report that agencies filled out prior to InfoNet, and includes information about the Victims of Crime client intakes entered during the reporting period as well as services provided. It also provides information on the outreach and education activities your agency provided during the reporting period.

This report is specifically formatted to match the requirements of the federal funder, and may involve combining, filtering, or relabeling data from what you entered into InfoNet. If you would like further explanation of the federal funder's reporting requirements, please contact the person that manages your grant or contract.

Applicability: This report is applicable only to agencies that provide Victims of Crime services through a Crime Victim Service Center contract or subcontract. If your agency does not provide services to victims of Victims of Crime, this report will be blank.

DSHS END OF YEAR REPORT:

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Emergency Domestic Violence Shelter Report

DSHS Emergency DV Shelter End of Year Report For: X Testing

REPORT PERIOD: 07/01/2009 TO 06/30/2010

Service Outcome Data

Indicates how many surveys were completed from each program area for which data was collected, and how many YES responses were received to each of the outcome questions (safety and resources).

Service Outcome Data			
For Report Period State Fiscal Year 2009			
Survey Type	Number of Surveys Completed	No of Yes Responses To Safety Outcome	Number of Yes Responses To Community Resorces Outcome
Shelter	15	15	15
Supportive Services and Advocacy	25	24	24
Support Group	44	41	42
Total	84	80	81

Volunteers

Number of volunteers in the domestic violence program and the total number of hours they donated. Domestic violence program means all aspects of the program and includes volunteers providing direct services and administrative services.

Volunteers	
For Report Period State Fiscal Year 2009	
Volunteers	Count
No of Volunteers	28
Number of Volunteer Hours	765

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The DSHS End of Year report is for agencies that receive DSHS Emergency Shelter funding. This report is designed so that agencies can print out the information submitted on the DSHS End of Year report in an easy to read fashion. If you're unsure whether your DSHS End of Year Report submitted correctly, checking this report can allow you to see your report exactly as it is currently saved in the system.

Applicability: This report is applicable only to agencies that receive DSHS Emergency DV Shelter funding and who have completed an End of Year Report. If your agency does not receive that funding, or has not completed the End of Year Report section, this report will be blank.

DSHS SHELTER REPORT:

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Emergency Domestic Violence Shelter Report

Report For: X Testing

Reporting Period: 07/01/2006 THROUGH 06/30/2009

People Served (unduplicated within each contractor seen for the 1st time during the reporting period).

Includes the number of domestic violence clients (including their children) served by gender, race, ethnicity, and age. Youth Intimate Partner Violence (Youth IPV) means youth age 17 and under who are the primary victim of IPV; youth IPV does not include dependent children accompanying an adult victim/client for services.

RESIDENTIAL (EMERGENCY SHELTER)	Count
Female	4
Male	1
Children(0-17)	0
Youth IPV	0
Not Reported	0
Other	0
Unspecified	0
Total Residential	**5**

NON-RESIDENTIAL	Count
Female	9
Male	2
Children(0-17)	1
Youth IPV	0
Not Reported	1
Other	0
Unspecified	0
Total Non-Residential	**13**

Race	Count
African American, Black	2
Asian	1
Multi Racial	0
Native American/Alaska Native	0
Not Reported	0
Other	0

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THE FIRST PAGE OF THE DSHS SHELTER REPORTS COUNT UNDUPLICATED CLIENTS WHO WERE NEW DURING THE REPORT PERIOD AND WHO RECEIVED ELIGIBLE SERVICES. CLIENTS MAY BE COUNTED EITHER IN RESIDENTIAL OR NON-RESIDENTIAL FOR THIS COUNT, ALTHOUGH ALL SERVICE HOURS AND BEDNIGHTS ARE COUNTED LATER IN THE REPORT FOR BOTH NEW AND CONTINUING CLIENTS.

THE TOTALS HERE ARE USUALLY LESS THAN THE TOTAL NUMBER OF CLIENTS WHO WERE SERVED BY YOUR AGENCY.

This report is for agencies receiving DSHS Emergency DV Shelter funding for domestic violence victims. It contains demographic information on the eligible client intakes entered with First Contact Dates during the reporting period, the services provided to both new and continuing clients, and the number of shelter bed nights that occurred during the reporting period for both adult and child clients, as well as hotline calls, unmet requests for shelter, and community education activities.

This report includes data on all clients and services eligible for DSHS Emergency DV Shelter funding, and is not limited to only information on residential clients.

This report is specifically formatted to match the requirements of the federal funder, and may involve combining, filtering, or relabeling data from what you entered into InfoNet. If you would like further explanation of the federal funder's reporting requirements, please contact the person that manages your grant or contract.

Applicability: This report is applicable only to agencies that provide Domestic Violence services through a DSHS Emergency Shelter contract. If your agency does not provide services to victims of Domestic Violence, this report will be blank.

DVLA REPORT:

DEPARTMENT OF COMMUNITY, TRADE AND ECONOMIC DEVELOPMENT
OFFICE OF CRIME VICTIMS ADVOCACY

Domestic Violence Legal Advocacy

Quarterly Activity Report

AGENCY NAME: X Testing

LEGAL ADVOCATE NAME: Terri Hatcher

REPORT PERIOD: July 1, 2006 TO September 30, 2006

CONTRACT NUMBER: 07-31108-999

NEW INDIVIDUALS SERVED: *(Unduplicated count of primary and secondary victims assisted by DVLA Grant-funded staff during the current reporting period.)*

Primary Victims: 1 Secondary (children): 0

ACTIVITIES: *(Total number of each during this current reporting period.)*

2 **SYSTEMS ADVOCACY**
(Number of contacts made within a system [criminal, civil, government agencies] on behalf of the victim and/or to ensure the victim's rights.)

8 **ACCOMPANIMENT TO CRIMINAL JUSTICE PRECEEDINGS**
(Number of meetings with law enforcement, prosecutors or courts.)

0 **REFERRALS**
(Number of referrals to a criminal justice agency, DSHS, TANF, food bank, crime victims compensation, housing, employment, health care, legal services, etc.)

1 **IMMIGRATION ASSISTANCE**
(Number of victims assisted with immigration matters, such as VAWA self-petitions.)

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This report is for agencies receiving Domestic Violence Legal Advocacy (DVLA) funding for domestic violence victims. It is similar to the paper report that agencies filled out prior to InfoNet. The report contains information based on the services provided and clients assisted by **your agency's specified DVLA staff.**

If your agency has a DVLA contract but has not specified your DVLA staff in the Administrative Utility, you will receive a blank report with the following error message beneath your contract number:

CONTRACT NUMBER: 07-31108-999

No DVLA staff designated

To correct this, indicate in the Administrative Utility which staff members are paid out of your DVLA contract using the Staff Allocation feature. Instructions for this can be found on page 2-5 of the InfoNet User's Manual.

Applicability: This report is applicable only to agencies that provide Domestic Violence Legal Advocacy through a DVLA contract. If your agency does not receive DVLA funding, this report will be blank.

Hotline Summary for X Testing

REPORT PERIOD: 07/01/2006 TO 06/30/2009

Domestic Violence

Hotline Call Type	No of Calls
Crisis Intervention	0
Information and Referral	0
Both	2
Unspecified	0

Domestic Violence Total Calls: 2

Sexual Assault

Hotline Call Type	No of Calls
Crisis Intervention	9
Information and Referral	32
Both	8
Unspecified	0

Sexual Assault Total Calls: 49

Victims of Crime

Hotline Call Type	No of Calls
Crisis Intervention	2
Information and Referral	0
Both	1
Unspecified	0

Victims of Crime Total Calls: 3

Total Calls: 54

The Hotline Summary report is a simple report for agencies that would like a snapshot summary of the hotline calls they have entered into the system for a particular time period. Calls are separated by program type (DV, SA, and VOC) and intervention type (crisis intervention, I& R, calls that included both crisis intervention AND I&R, and calls whose intervention type was unspecified.)

If an agency enters calls in "batches" the system will automatically tally those batches for an accurate representation of calls. For example, if an agency enters two hotline call entries in a week, with 10 calls entered in the number of calls field for the first entry, and 2 entered under number of calls for the second, this report will show 12 total calls.

Applicability: This report is applicable to any agency that enters data on the Hotline or Crisis Intervention/Information and Referral pages. It is a "WYSYWIG" (what you see is what you get) report, and will reflect exactly what was entered into InfoNet without any filters or changes.

Individual Domestic Violence Shelter Entries Report

07/01/2006 THROUGH 06/30/2010

All Adult Bednights for 07/01/2006 through 06/30/2010							
Client Id	**Case Id**	**Service Date**	**Service Type**	**Begin Date**	**End Date**	**Bednights In Report Period**	**Total Bednights**
Example20	86171	07/01/2006	Emergency DV Shelter--DV Shelter Home	07/01/2006	07/15/2006	14	14
Example1	86173	07/03/2006	Emergency DV Shelter--DV Shelter Home	07/03/2006	07/05/2006	2	2
Example5	86175	07/05/2006	Emergency DV Shelter--DV Shelter Home	07/05/2006	07/06/2006	1	1
Example15	120316	07/14/2008	Emergency DV Shelter--DV Shelter Home	07/14/2008	07/18/2008	4	4
5555	173859	12/25/2009	Emergency DV Shelter--DV Shelter Home	12/25/2009	12/31/2009	6	6
5555	173859	01/14/2010	Emergency DV Shelter--DV Safe Home	01/14/2010		168	
Example2	86172	01/24/2010	Emergency DV Shelter--DV Shelter Home	01/24/2010	01/28/2010	4	4

Total Adults Sheltered in this report period: 6 Total: 199

All Children's Bednights							
Parent's Client ID	**Child's Year of Birth**	**Service Date**	**Service Type**	**Begin Date**	**End Date**	**Bednights in Report Period**	**Total Bednights**
5555	2000	12/25/2009	DV Shelter Home	12/25/2009	12/31/2009	6	6
5555	2000	01/14/2010	DV Safe Home	01/14/2010		168	
Example12	1999	07/01/2009	DV Shelter Home	07/01/2009	07/03/2009	2	2
Example2	1992	01/24/2010	DV Shelter Home	01/24/2010	01/28/2010	4	4
Example2	1998	01/24/2010	DV Shelter Home	01/24/2010	01/28/2010	4	4

Total Children Sheltered in this report period: 4 Total: 184

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The Individual DV Shelter Entries Report is an report of all DV shelter entries for clients and children with at least one bednight in the desired report period. The report will show the client's begin date, end date, as well as calculations for the number of bednights in the report period and, if possible, the total number of bednights altogether.

This report is a great way to understand how bednight totals get calculated for reports. It can also be a great way to check for typos and mistakes – by skimming the number of bednights, if you encounter a record with, for example, 300 bednights, you might want to look a little more closely at the dates that were entered. Sometimes, a typo in the year of a shelter exit date can throw bednight totals way off!

Applicability: This report is applicable to all agencies that provide Emergency DV Shelter.

Secondary Victims and Services Summary

Agency Name: X Testing

07/01/2006 THROUGH 06/30/2010

Domestic Violence Secondary Victim Intakes							
Race	**Count**	**Ethnicity**	**Count**	**Gender**	**Count**	**Age**	**Count**
Unspecified	2	Unspecified	3	Unspecified	2	0-6	1
African American, Black	2	Hispanic/Latino	1	Female	8	7-12	5
Asian	1	Non-Hispanic/Non-Latino	5	Male	1	13-17	2
Multi Racial	0	Not Reported	2	Not Reported	0	18-24	1
Native American/Alaska Native	2	Total	11	Other	0	25-59	2
Not Reported	0			Total	11	60+	0
Other	1					Total	11
Pacific Islander/Native Hawaiian	0						
White	3						
Total	11						

Domestic Violence Secondary Victim Services			
Service	**Total Hours**	**Total Entries**	**Total Secondary Victims Served**
Advocacy Based Counseling	14.5	3	3
Childcare or Children's Activities	2.5	2	2
DV Safe Home	2	1	1
DV Shelter Home	5.75	4	4
Support Group	4	4	1
Totals	28.75	14	7

This report is designed for agencies that provide services to Secondary Victims. It shows a Secondary Victim Client Intake summary at the top of each section, and a Secondary Victim Client Service Summary immediately below. The report is divided into Domestic Violence, Sexual Assault, and Victims of Crime Secondary Clients.

It is important to note that the secondary victims at the top of the report are new intakes, and are not necessarily the same ones that are shown on the service report. Just as clients on the Client Intake Summary reflect intakes, and clients on the Client Service Summary reflect clients served, the secondary report sections show the same two different types of data.

Typically, the number of new intakes should not be higher than the secondary clients served, as you would expect to serve all new victims and potentially some of the continuing ones. In the example above, there are 11 new DV secondary victims, but only 7 were served. This lets me know there are at least four secondary victims I've forgotten to enter services for, and can be my cue to review my data entry for omissions.

Applicability: If your agency does not provide services to secondary victims, or if you did not report any new secondary victims or secondary victim services during this reporting period, this report will be blank.

Office of Crime Victim Advocacy Sexual Assault Program

Community Organizing and Responding Report

07/01/2006 THROUGH 09/30/2009

		Community Organizing		Community Responding		Unspecified Activity		Activities Per Age Group				
Agency Code	Agency Description	Activity Count	Participant Count	Activity Count	Participant Count	Activity Count	Participant Count	Elemen.	Jr. High	High School	College	Adult
	X Testing	1	150	0	0	1	0	0	0	0	0	1

This report is designed for agencies receiving funding for Sexual Assault Services To Native American Communities and/or Sexual Assault Services to Marginalized Communities. If your agency doesn't receive either of those two funds, please disregard this report.

The report is a count of the number of activities and participants in the Community Organizing and Responding Activities section during the reporting period. The activities and participants are divided into service standard – those activities where Community Organizing was selected are listed in one set of columns, those with Community Responding in the second set of columns, and any activities where the Service Standard wasn't specified are listed separately. The report also shows the number of total activities per age group of the participants.

Applicability: If your agency does not provide activities with Sexual Assault Services to Native American or Marginalized Communities funding, or if you did not report any activities during this reporting period, this report will be blank.

Community Organizing and Responding Year End Report For X Testing

REPORT PERIOD: 07/01/2006 TO 06/30/2009

X Testing		
Date	Key accomplishments this reporting period in community organizing?	Key accomplishments this reporting period in community responding?
05/01/2009	This report is designed for agencies receiving funding for Sexual Assault Services To Native American Communities and/or Sexual Assault Services to Marginalized Communities. If your agency doesn't receive either of those two funds, please disregard this report. The report is a count of the number of activities and participants in the Community Organizing and Responding Activities section during the reporting period. The activities and participants are divided into service standard – those activities where Community Organizing was selected are listed in one set of columns, those with Community Responding in the second set of columns, and any activities where the Service Standard wasn't specified are listed separately. The report also shows the number of total activities per age group of the participants. Applicability: If your agency does not provide activities with Sexual Assault Services to Native American or Marginalized Communities funding, or if you did not report any activities during this reporting period, this report will be blank.	This report is designed for agencies receiving funding for Sexual Assault Services To Native American Communities and/or Sexual Assault Services to Marginalized Communities. If your agency doesn't receive either of those two funds, please disregard this report. The report is a count of the number of activities and participants in the Community Organizing and Responding Activities section during the reporting period. The activities and participants are divided into service standard – those activities where Community Organizing was selected are listed in one set of columns, those with Community Responding in the second set of columns, and any activities where the Service Standard wasn't specified are listed separately. The report also shows the number of total activities per age group of the participants. Applicability: If your agency does not provide activities with Sexual Assault Services to Native American or Marginalized Communities funding, or if you did not report any activities during this reporting period, this report will be blank.

This report is designed for agencies receiving funding for Sexual Assault Services to Native American or Marginalized Communities.

The report is a printable version of the narrative questions submitted in the Community Organizing and Responding/Year End Report tab. Viewing this report can also be a quick way to double check that your entries were completely and correctly submitted.

Applicability: If your agency does not provide Sexual Assault Services to Native American or Marginalized Communities, or if you have not submitted an End of Year report on the Community Organizing and Responding page, this report will be blank.

SEXUAL ASSAULT COMMUNITY RESPONDING REPORT:

Office of Crime Victim Advocacy Sexual Assault Program

Community Responding and Therapy Service Summary Report

FY 2007, Quarter 1: July 1, 2006 THROUGH September 30, 2006

Agency Description	Peer Support Group	Educate Support Group	Therapy	Culturally/Linguistically Appropriate Techniques	Support/Accompaniment through Service Delivery and Criminal Justice Systems
Example	2	1	1	2	1

This report is designed for agencies receiving funding for Sexual Assault Services to Native American or Marginalized Communities.

The report is a count of the number of unduplicated clients that received each of the direct services in the Native American/Marginalized Services section of InfoNet. It is not dependent on the First Contact Date of the clients receiving the service. If a new client and a continuing client received Peer Support Group services during the specified quarter, both clients will be counted on this report.

A client may be counted for each service they receive – so, for example, if a client received Culturally/Linguistically Appropriate Techniques and Peer Support Group during the quarter, they will be counted once in each of those two columns. However, they are counted only once per column – so if a client attended Peer Support Group eight times in the quarter, they are only counted once in that column.

Applicability: If your agency does not provide Sexual Assault Services to Marginalized Communities, this report will be blank.

SEXUAL ASSAULT DEMOGRAPHICS REPORT

Office of Crime Victim Advocacy Sexual Assault Program

Demographics Report

FY 2006, Quarter 4: April 1, 2006 THROUGH June 30, 2006

		Client Type				Gender			
Agency Code	Agency Description	Child	Adult	Adult Survivor	Total	Females	Males	Other	Not Reported
	Example	0	2	0	2	1	0	0	1

This report is designed for agencies receiving funding for Sexual Assault Services from OCVA.

The report is a count of the number of sexual assault client intakes your agency has entered where the client's First Contact Date was in the reporting period.

Throughout InfoNet, we refer to clients with a First Contact Date within the reporting period as "new" clients. This report counts only clients that were new during the report period. In the example above, the report shows information on the clients with a First Contact Date between and including April 1, 2006 and June 30, 2006. A client with a First Contact Date in March, 2006 would not be shown.

The Demographics report sorts clients into Client Type (Child, Adult, or Adult Survivor) and client gender. This report does not indicate that the clients have had services reported. It is a count of client intakes only. This report also does not show information on Secondary Victims – the count is for primary clients (clients for whom you completed an intake form) only.

This report is usable for any agency that provides Sexual Assault Services, whether those services are CSAP, Specialized, Native American Specialized, or Services to Marginalized Communities – any clients for whom you have completed a Sexual Assault Client Intake form will be shown on this report.

Applicability: If your agency does not provide Sexual Assault Services, or if you did not have any new client intakes with a First Contact Date during the reporting period, this report will be blank.

Office of Crime Victim Advocacy Sexual Assault Program

SA Field Report

FY 2006, Quarter 4: April 1, 2006 THROUGH June 30, 2006

	Client Type				Gender				Crisis Intervention/Information and Referral				
Agency Description	Child	Adult	Adult Survivor	Total	Female	Male	Other	Not Reported	Crisis Inter.	Info. Referral	Both	Unspecified	Secondary Victims
Example	0	2	0	2	1	0	0	1	0	0	0	1	3

This report is very similar to the Sexual Assault Demographics Report, but displays some additional information.

In addition to listing the number of client intakes within the reporting period sorted by Client Type and Gender, it also indicates the number of Sexual Assault Crisis Intervention/Information and Referral contacts during the reporting period, and the total number of Secondary Victims listed for the applicable client intakes.

Again, like the Demographics Report, this does not indicate services are listed for the primary or secondary clients, and counts only primary or secondary clients that were new during the report period.

Crisis Intervention/Information and Referral contacts are counted if the date of the contact was during the reporting period. The type of intervention is shown for each contact.

Applicability: If your agency does not provide Sexual Assault Services, or if you did not have any new clients or crisis intervention/information and referral calls during the reporting period, this report will be blank.

Office of Crime Victim Advocacy Sexual Assault Program

Prevention Summary Report

FY 2007, Quarter 1: July 1, 2006 THROUGH September 30, 2006

	Information and Awareness		Skill Building		Activities Per Age Group				
Agency Description	Activity Count	Participant Count	Activity Count	Participant Count	Elemen.	Jr. High	High School	College	Adult
Example	1	25	2	65	1	1	1	0	0

This report is designed for agencies receiving funding for Sexual Assault Prevention Activities.

The report is a count of the number of activities and participants in Sexual Assault prevention during the reporting period. The activities and participants are divided into Information and Awareness activities and Skill Building activities. The report also shows the number of total activities per age group of the participants.

Applicability: If your agency does not provide Sexual Assault Prevention activities, or if you did not report any prevention activities during this reporting period, this report will be blank.

SEXUAL ASSAULT SERVICE SUMMARY

Office of Crime Victim Advocacy Sexual Assault Program

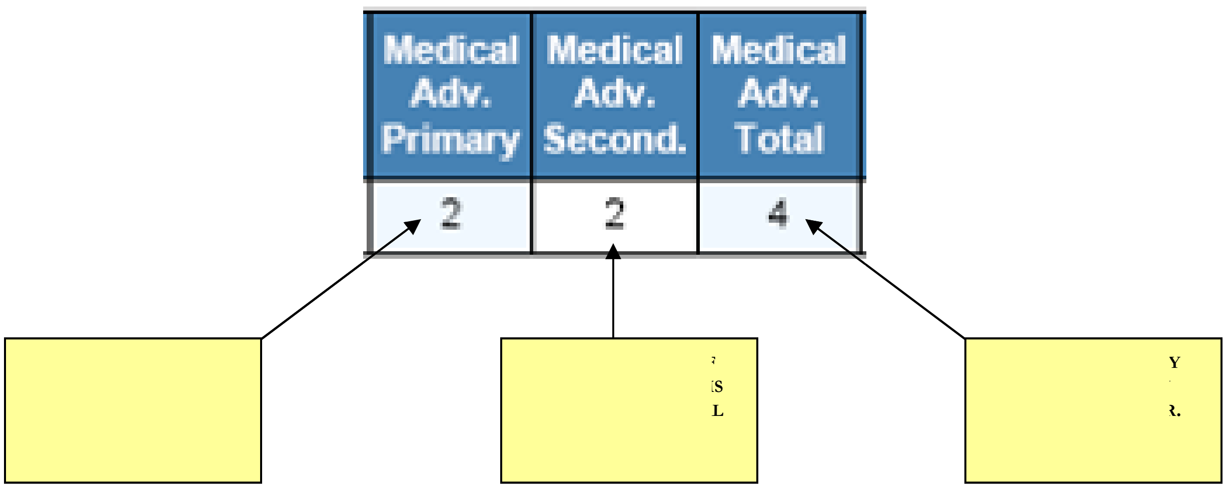
Service Summary Report

FY 2007, Quarter 1: July 1, 2006 THROUGH September 30, 2006

Agency Description	Medical Adv. Primary	Medical Adv. Second.	Medical Adv. Total	Legal Adv. Primary	Legal Adv. Second.	Legal Adv. Total	General Adv. Primary	General Adv. Second.	General Adv. Total	Support Groups Primary	Support Groups Second.	Support Groups Total	Therapy Primary	Therapy Second.	Therapy Total	Med SW	Info.& Referral	Crisis Intervention	Both	Unspecified
Example	2	2	4	1	1	2	0	0	0	1	2	3	1	1	2	1	0	4	1	0

This report is designed for agencies receiving CSAP or Specialized SA Services funding. It is a count of the number of clients and secondary victims that received each type of service during the reporting period.

The report counts each client or secondary victim once for each applicable service. Each applicable service shows the total number of primary clients receiving the service, secondary clients receiving the service, and the total number of all clients receiving the service:



A client may be counted for each service they receive – so, for example, if a client received Medical Advocacy and Support Group during the quarter, they will be counted once in each of those two columns. However, they are counted only once for each service type they received – so if a client attended Support Group eight times in the quarter, they are only counted once in that column.

Secondary Victims are counted similarly. The number represented is the total of unduplicated people receiving the service. It does not reflect total service hours or number of entries.

On the far right of the report is a count of the crisis intervention and information and referral contacts your agency reported with dates during the reporting period. This is the same information that can be found on the SA Field report

Applicability: If your agency does not provide Sexual Assault Services, or if you did not report any applicable services during the reporting period, this report will be blank.

System Coordination Report For X Testing

REPORT PERIOD: 01/01/2009 TO 12/31/2009

X Testing					
Date	Title	Type of Activity	Audience	No Of Participants	Hour Of Service
6/14/2009	Meeting with medical staff	Develop accountability process	Child Protective Services,Emergency services,Medical facilities/practitioners,Mental health services	26	2.5
8/13/2009	Example #2	Assess gaps in service	Law enforcement,Social service (private and public)	8	1.25
1/14/2009	Judicial Commitee	Increase Collaboration	Judiciary,Law enforcement,Prosecutors	6	2.5
			Total:	40	6.25

This report is designed for agencies receiving funding for Sexual Assault System Coordination Activities. This is typically community sexual assault programs (CSAPs.) If you are unsure whether your sexual assault funding covers system coordination activities, please contact the person that administers your sexual assault grant.

The report is a count of the number of activities and participants in Sexual Assault System Coordination activities during the reporting period. This reflects the data as it was entered on the SA System Coordination page.

Applicability: If your agency does not provide Sexual Assault System Coordination activities, or if you did not report any prevention activities during this reporting period, this report will be blank.

DEPARTMENT OF COMMUNITY, TRADE AND ECONOMIC DEVELOPMENT
OFFICE OF CRIME VICTIMS ADVOCACY

STOP Grant report

A. General Information

A1. Grant information

All subgrantees must complete this section.

1. Date of report: 08/13/2009

2. Current reporting period : 01/01/2008 TO 12/31/2008

3. Subgrantee name : X Testing

4. Contract number under which activities were supported during the current reporting period.

08-31103-190,

5. Agency

Agency/organization name X Testing

Address 999 Main Street

City Olympia **State** WA **Zip code** 98502

Telephone (360) 555-1212 **Facsimile** (360) 586-7176

Email xtesting@example.com

The STOP Grant report is, as the name implies, only for agencies that receive STOP grant funding. It is modeled after the sections in the much longer federal report that contain information which can be collected in InfoNet. If your agency does not receive STOP grant funding, the report will be blank.

The STOP grant report is 10 pages long, and contains information from a variety of sections. The report includes victim services data, with the data being pulled for the report being filtered and/or combined to meet the federal funder's requirements. It may look very different from the data you see on your agency's Client Intake and Service Summary reports.

The STOP grant report's count of clients who are served, for example, are counted based only on the clients who received eligible services from your agency's STOP specific staff. If your agency has not indicated STOP specific staff, there will be a red error message when you pull the report:

4. Contract number under which activities were supported during the current reporting period.

08-31103-190,

No STOP Grant staff designated

If your STOP grant advocate is funded only partially through STOP grant, as indicated in the Staff Allocation section in the Admin Utility (see page 2-7 for details on staff allocation) the clients counted on this report will be reduced accordingly. For example:

If your agency has an advocate who served 24 people during the report period, and 50% of her salary is paid for through STOP and 50% through other sources, then only 12 of those clients will be counted on the STOP grant report, because that is the proportion of the advocate's clients that were "paid for" via STOP grant funds.

If the advocate is only 50% FTE, but ALL of her 20 hour week is devoted to STOP grant, you should allocate her STOP grant time "100%" so that all of her clients are counted on the report.

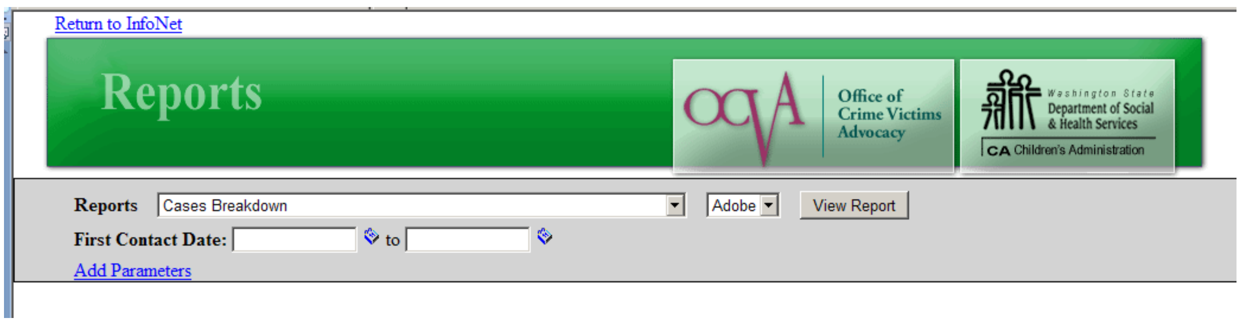
The STOP Grant report also includes information from the Coordinated Community Response page, the STOP Grant Narrative Questions page, and pages such as hotline, Protection Orders, and other sections.

If you have questions about the STOP grant program reporting requirements, please contact the person that administers your STOP grant.

There are four additional reports that allow users to input parameters to filter the report data:

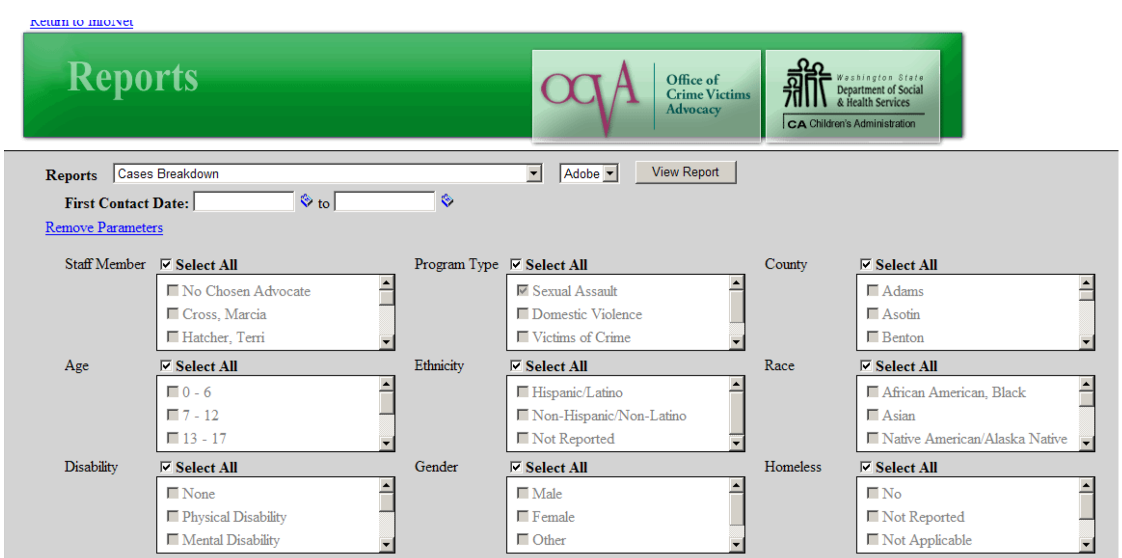
- CASE BREAKDOWN
- ROLLUP FOR CLIENTS
- SERVICES FOR CLIENTS
- SERVICE DETAILS REPORT

These four reports are the first of many that involve more flexibility in InfoNet reporting : the use of Parameters. When one of these three reports is selected, you will notice a new option, "Add Parameters" on the title bar:

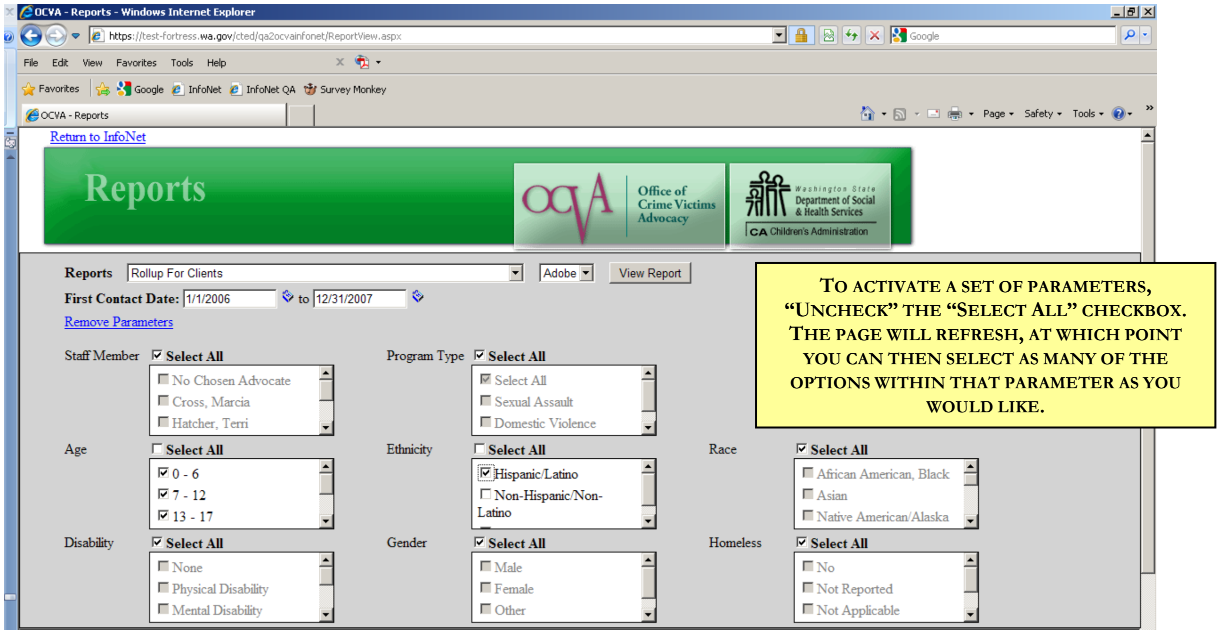


Without Adding Parameters, the reports are very simple. The Cases Breakdown will offer a simple list of clients and cases with a first contact date between those selected. The Rollup for Clients report will show an aggregate count of the same clients, very similar to what is shown on the Client Intake Summary. The Services for Clients report will show similar demographics for clients served between report dates.

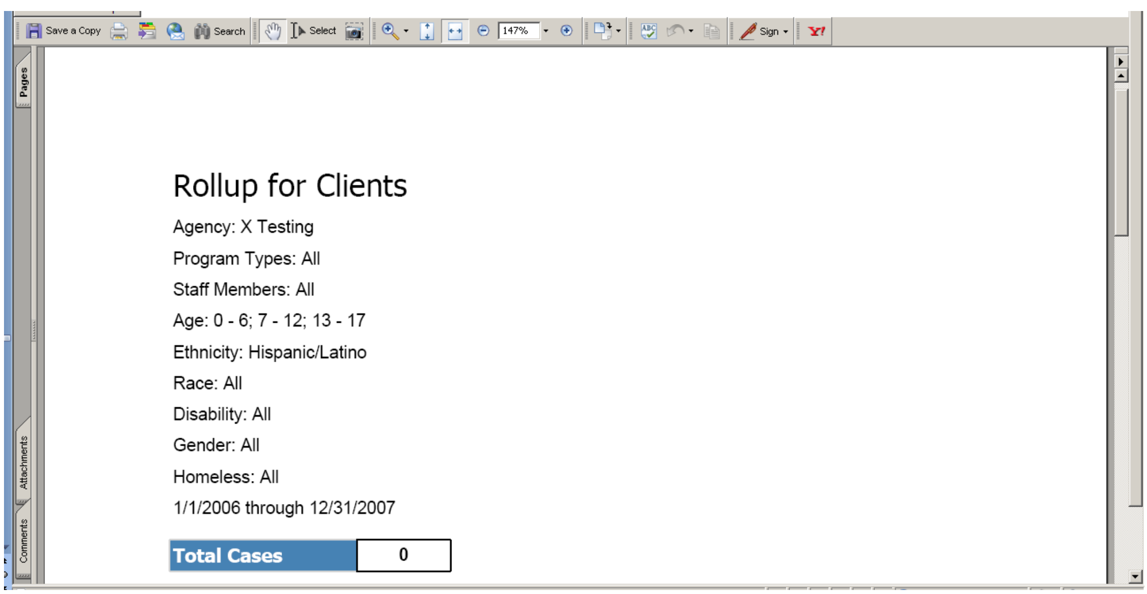
However, once you select the Add Parameters link, a variety of additional options for filters becomes available:



If an agency wanted to run a report for a subset of their clients, they are able to do so with these parameters. For example, if an agency wanted to know how many of their client intakes were for Hispanic/Latino clients under 18, for example, they would change the Parameters for both Age and Ethnicity, as shown below:

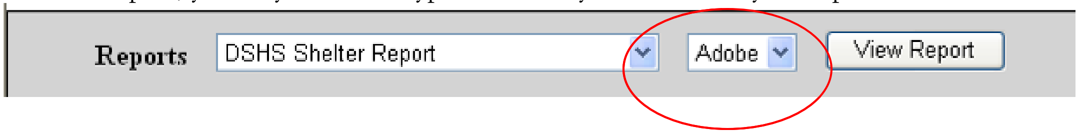


The parameters used for a report will always be displayed at the top of the report, as shown below.

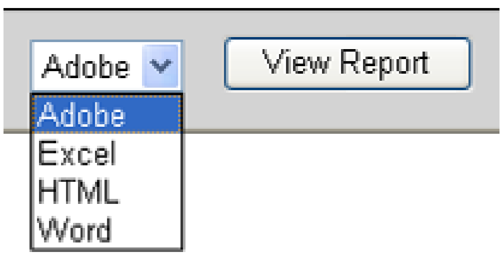


REPORT FORMAT

For each report, you may select the type of format you would like your report in:



There are several types of formats available for reports. These can be selected from the pull down menu to the right of the report list:



The four formats available are Adobe PDF file, Microsoft Excel, HTML format, or Microsoft Word. If you do not select a format, the Adobe PDF format will be chosen as default. Reports in various formats are discussed in depth in later sections of this manual.

To view PDF files, you can download the Adobe Reader free of charge from the Adobe website: http://www.adobe.com/products/acrobat/.

REPORT TIME PERIOD:

Once you have selected the type of report you wish to view, you will see two additional fields appear that allow you to select the time period for your report. Enter the dates between which you would like to view your report. Report start and end dates are inclusive, meaning they are included in your report period.

For example:

- If you wish to view a report for State Fiscal Year 2009, Quarter 1, enter "7/1/2008" for the start date and "9/30/2008" for the end date.

- If you wish to view a report for October, 2007, enter "10/1/2007" for the start date and "10/31/2007" for the end date.

- If you wish to view a report for all of calendar year 2007, enter "1/1/2007" for the start date and "12/31/2007" for the end date.

VIEWING YOUR REPORT

Once you have selected the type of report you wish to view, the format, and the time period, you can now view your report. To do so, just click the View Report button on the menu bar:

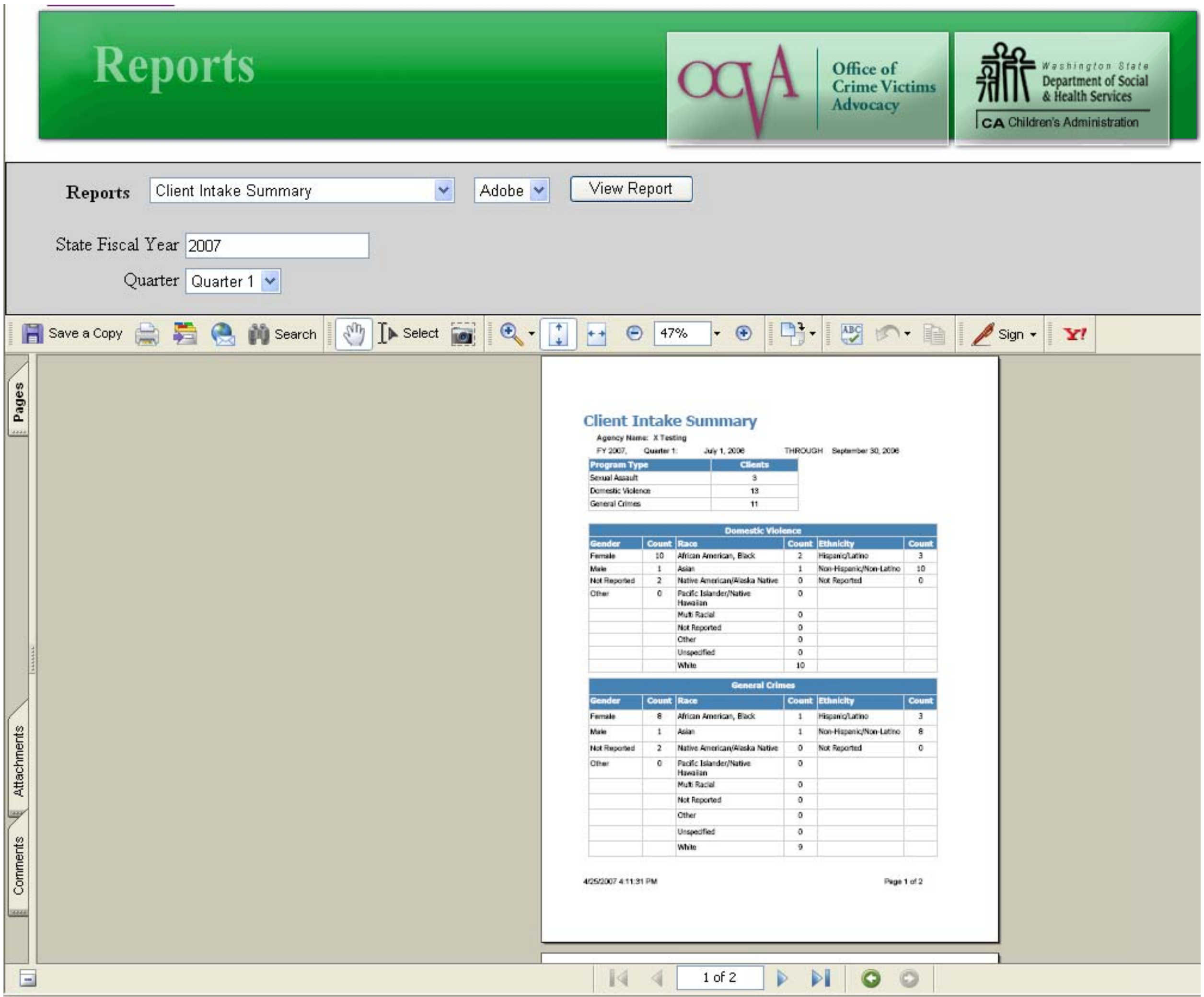
Depending on the report format that you select, the report will be viewed in the applicable program. What that looks like for each format is detailed in the following pages.

After viewing a report, if you change the criteria of your report you will need to select the View Report button again to refresh the report. For example, after viewing a report for Quarter 1, you can select Quarter 2 and click View Report again to view the next report.

For most reports, the default view will be in the lower part of your screen. If you prefer to view the report in a separate window, **hold down the SHIFT key** while clicking the View Report button and the report will open in a separate window.

REPORTS IN ADOBE

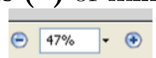
Depending on your computer's configuration, reports in Adobe format will open in the lower half of your screen, as shown below:



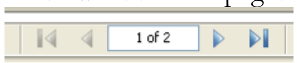
Navigating, Saving, and Printing Your Report:

- To save an Adobe report, select the **Save A Copy** button  from the Adobe menu bar.

- To print the report, select the **print** icon. 

- To zoom in or zoom out on the report, select the **plus (+)** or **minus (-)** icon on your toolbar, or select the magnifying glass and click on your document. 

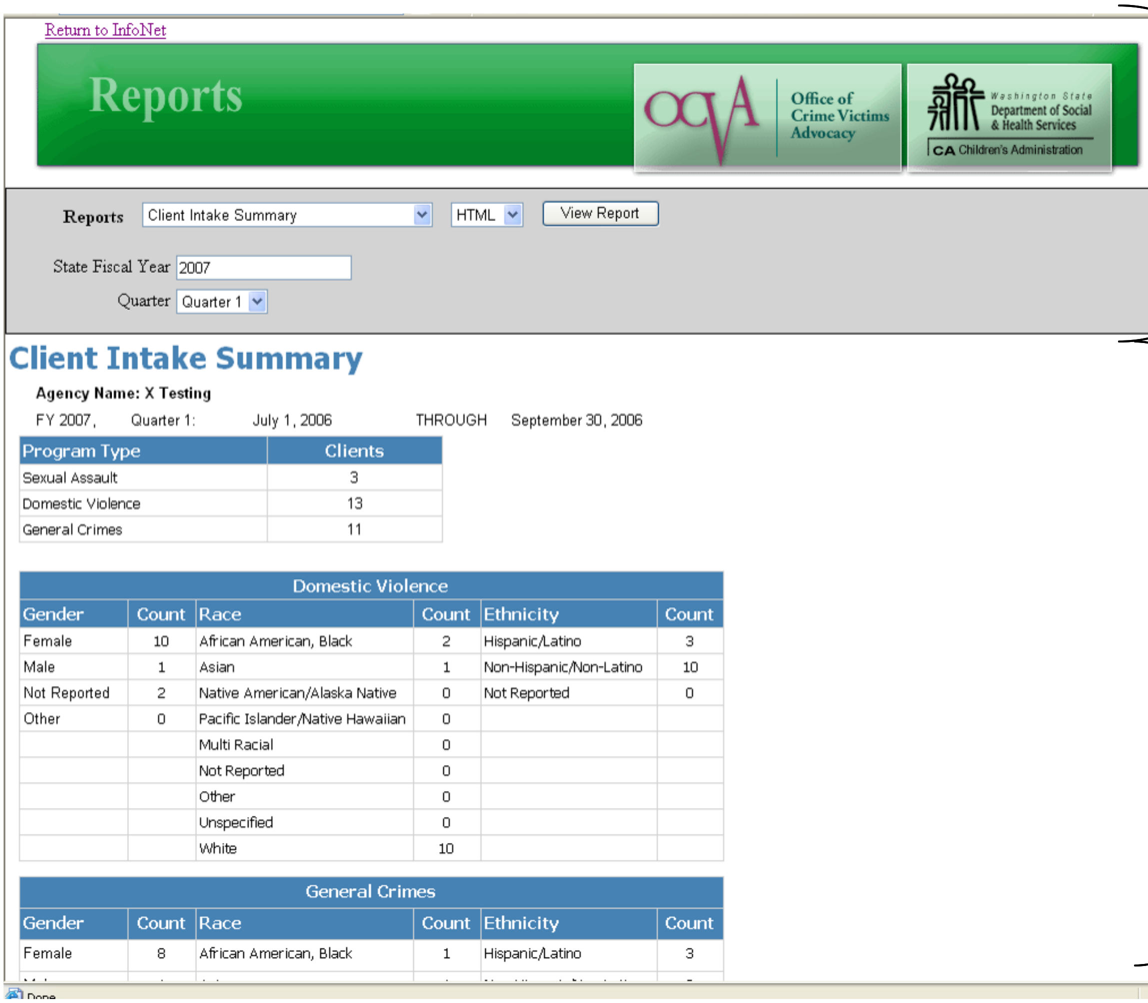
- To view additional pages of your report, click the page selector **arrows** at the bottom of the screen.

- If you would prefer to view the report in a separate window, hold down the SHIFT key and click the View Report button again.

Different versions of Adobe Reader or Acrobat may have these tools in a different location.

REPORTS IN HTML


Return to InfoNet

Reports

Office of Crime Victims Advocacy

Washington State Department of Social & Health Services

CA Children's Administration

Reports: Client Intake Summary | HTML | View Report

State Fiscal Year 2007

Quarter: Quarter 1

Client Intake Summary

Agency Name: X Testing

FY 2007, Quarter 1: July 1, 2006 THROUGH September 30, 2006

Program Type	Clients
Sexual Assault	3
Domestic Violence	13
General Crimes	11

Domestic Violence					
Gender	Count	Race	Count	Ethnicity	Count
Female	10	African American, Black	2	Hispanic/Latino	3
Male	1	Asian	1	Non-Hispanic/Non-Latino	10
Not Reported	2	Native American/Alaska Native	0	Not Reported	0
Other	0	Pacific Islander/Native Hawaiian	0		
		Multi Racial	0		
		Not Reported	0		
		Other	0		
		Unspecified	0		
		White	10		

General Crimes					
Gender	Count	Race	Count	Ethnicity	Count
Female	8	African American, Black	1	Hispanic/Latino	3

Done

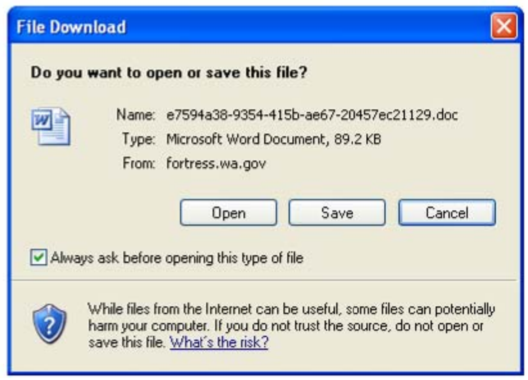
AR

HTML is webpage format. This is a great tool for if you just wish to view a variety of reports quickly and do not need to save or print them. Depending on your computer's configuration, this report will default to being shown on the lower part of your screen.

Navigating, Saving, and Printing Your Report:

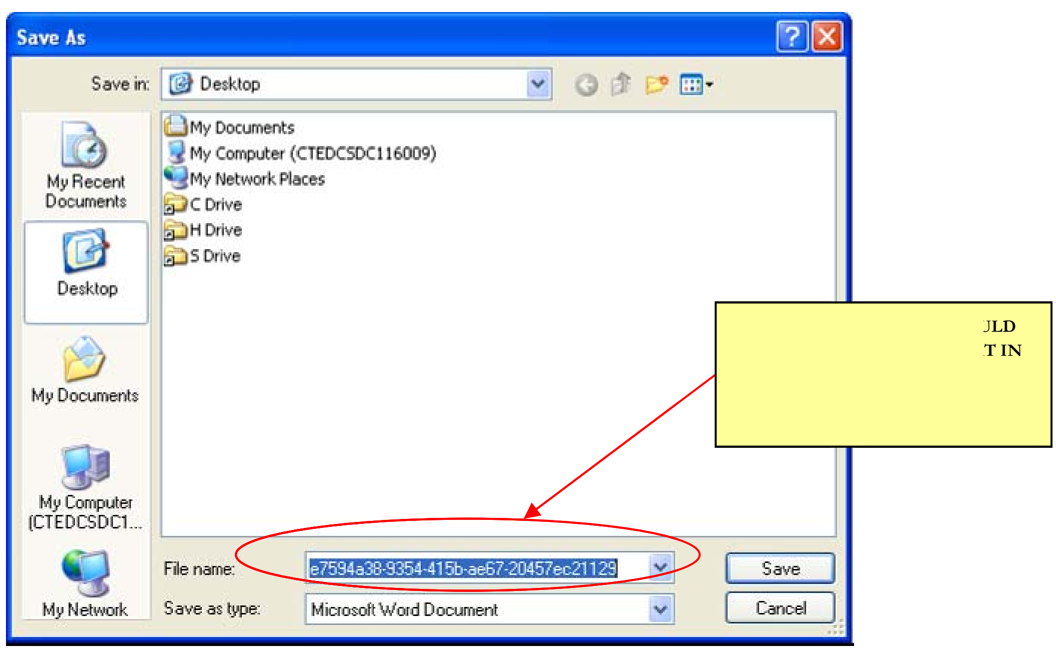
HTML reports cannot be saved or printed except as any other webpage would be, using the menu bar of your internet browser. HTML reports are viewed as one long page, and may be navigated by scrolling down with the scrollbar.

Depending on your computer's configuration, after selecting Word a message box will appear that looks similar to this one:

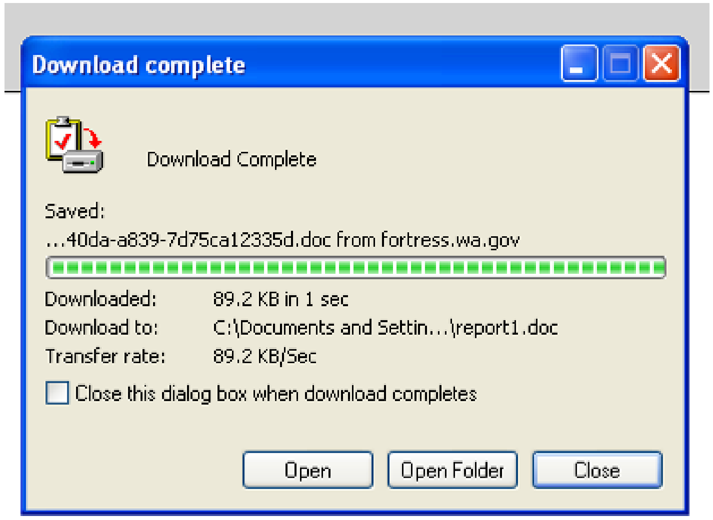


This message is just letting you know that InfoNet is trying to open the report you requested. Since this is an expected operation, and because InfoNet is a site that you are familiar with, it is okay to select either Open or Save.

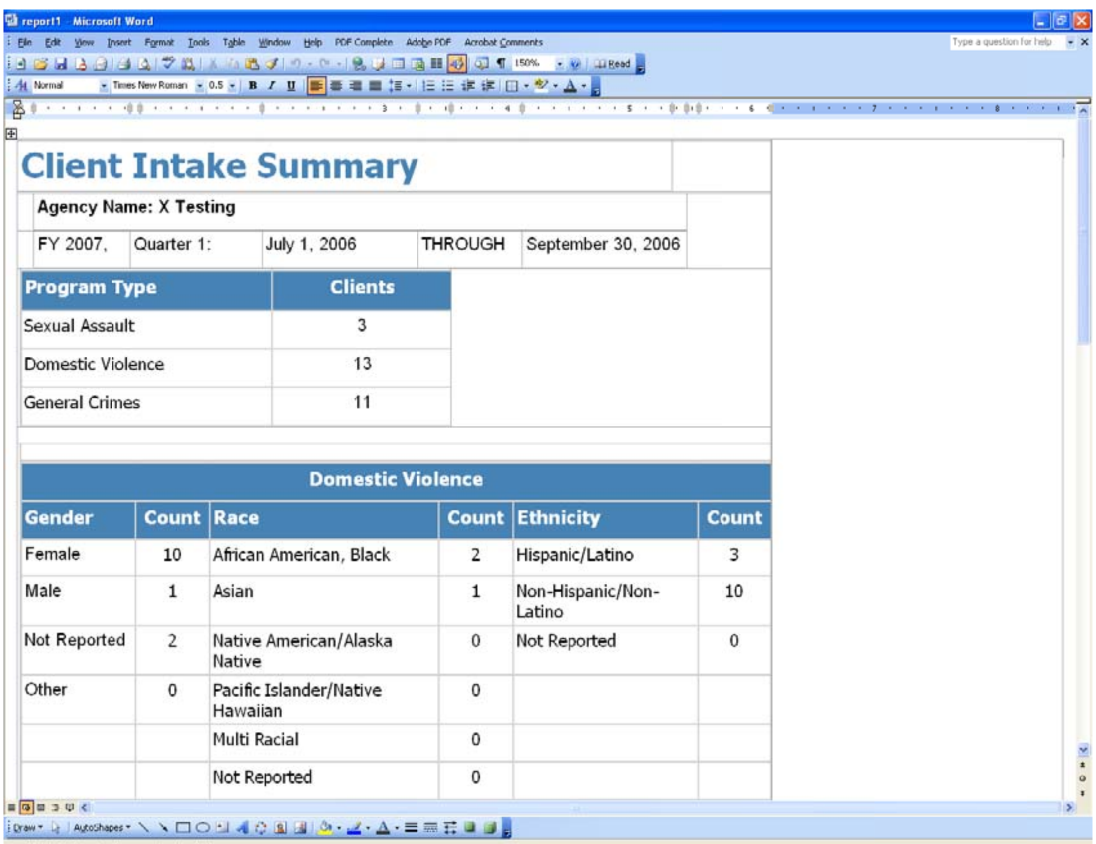
It is recommended that you select **Save** if you would like to use the report in Word. When you select Save, you will be prompted to select a file name. InfoNet will generate a name that is not very user friendly, comprised of a long series of letters and numbers, so it's a great idea to overwrite that file name with a name of your own choosing!



Once the document is saved, you may be prompted about whether or not you wish to open the document:



Select Open if you wish to view the document, or you can select Close and return to open the document in Word at a later time.



Client Intake Summary

Agency Name: X Testing

FY 2007,	Quarter 1:	July 1, 2006	THROUGH	September 30, 2006

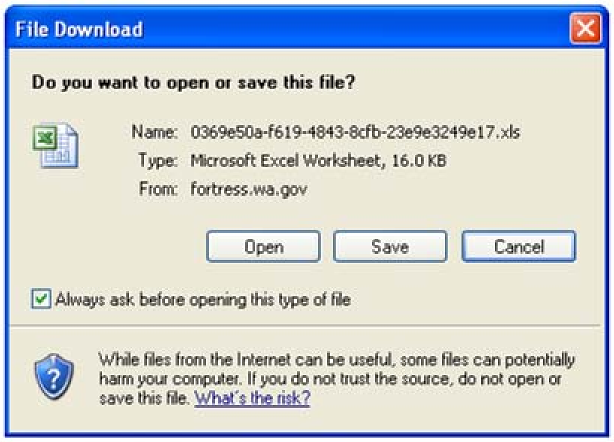
Program Type	Clients
Sexual Assault	3
Domestic Violence	13
General Crimes	11

Domestic Violence					
Gender	Count	Race	Count	Ethnicity	Count
Female	10	African American, Black	2	Hispanic/Latino	3
Male	1	Asian	1	Non-Hispanic/Non-Latino	10
Not Reported	2	Native American/Alaska Native	0	Not Reported	0
Other	0	Pacific Islander/Native Hawaiian	0		
		Multi Racial	0		
		Not Reported	0		

Navigating, Saving, and Printing Your Report:
Once you have saved your report as a Word document, you can navigate, save, and print your report as you would any other Word document.

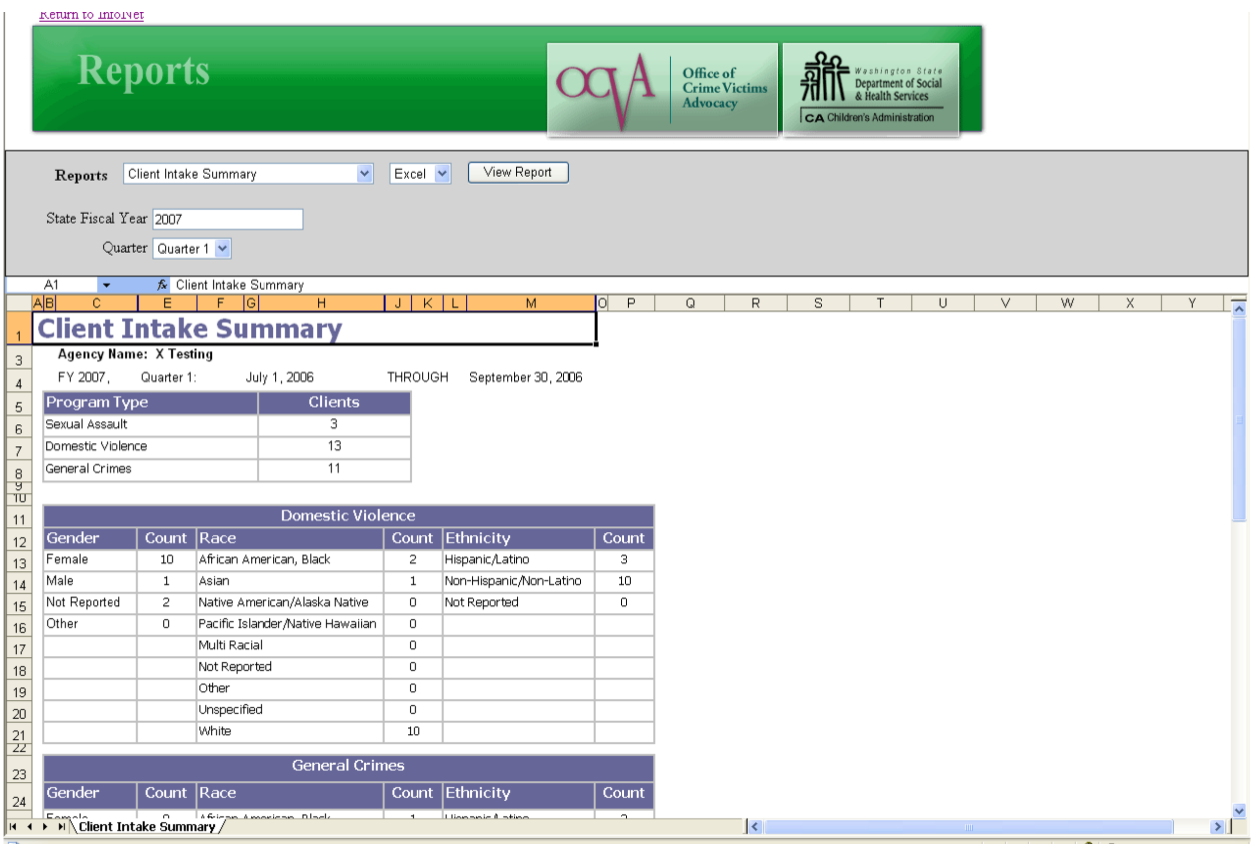
REPORTS IN EXCEL

Depending on your computer's configuration, after selecting Word a message box will appear that looks similar to this one:



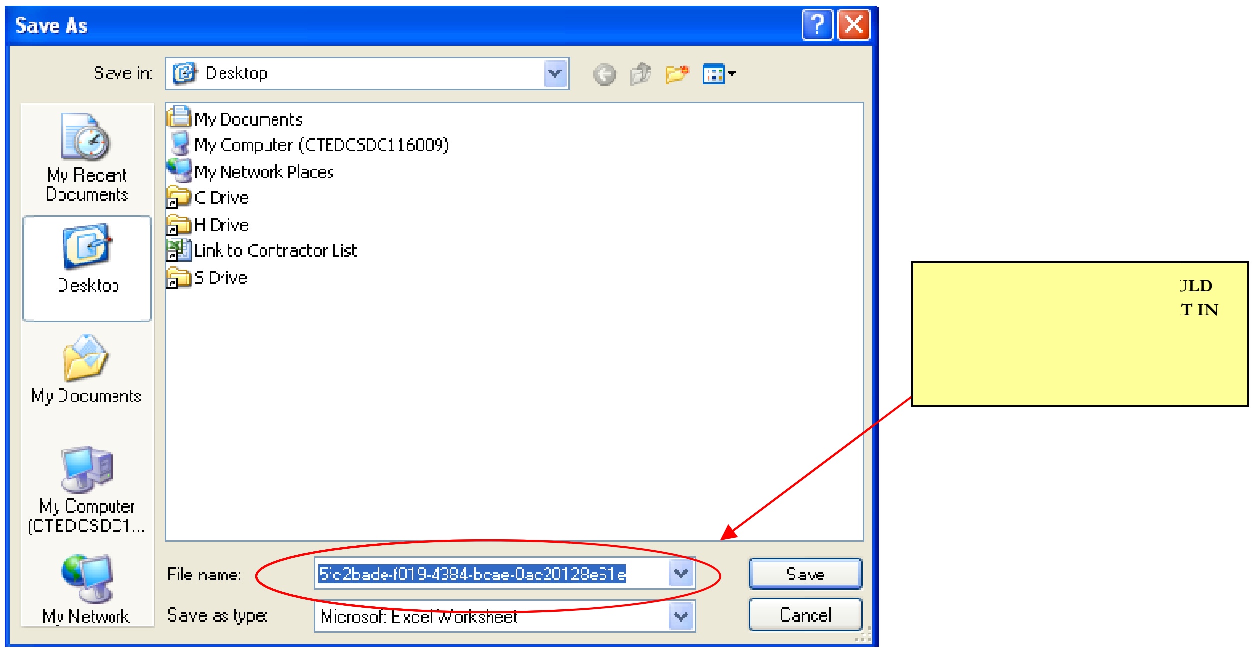
Much like downloading a report using Word, his message is just letting you know that InfoNet is trying to open the report you requested. It is okay to select either Open or Save.

When you select Open, the report will open as an Excel document in the lower half of your screen:

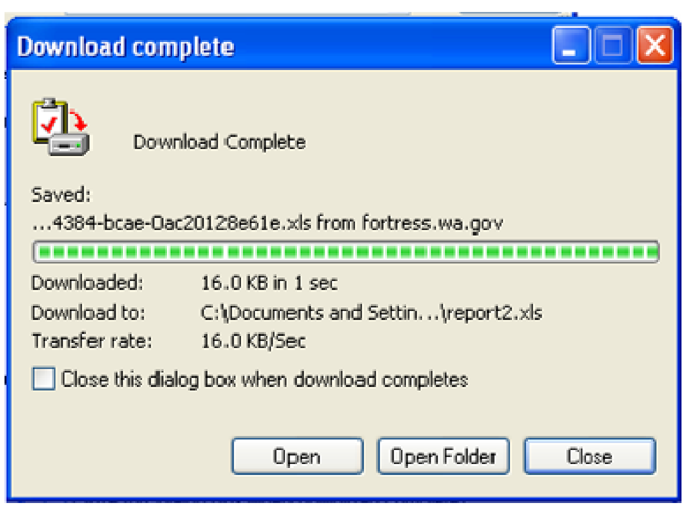


This option is best if you wish to view what the report looks like, but does not give you the same options as saving the report as a separate file. If you wish to save or print the report, the easiest way to do that is to select Save from that message box. If you have already opened the report, simply click the View Report button again to receive that earlier message.

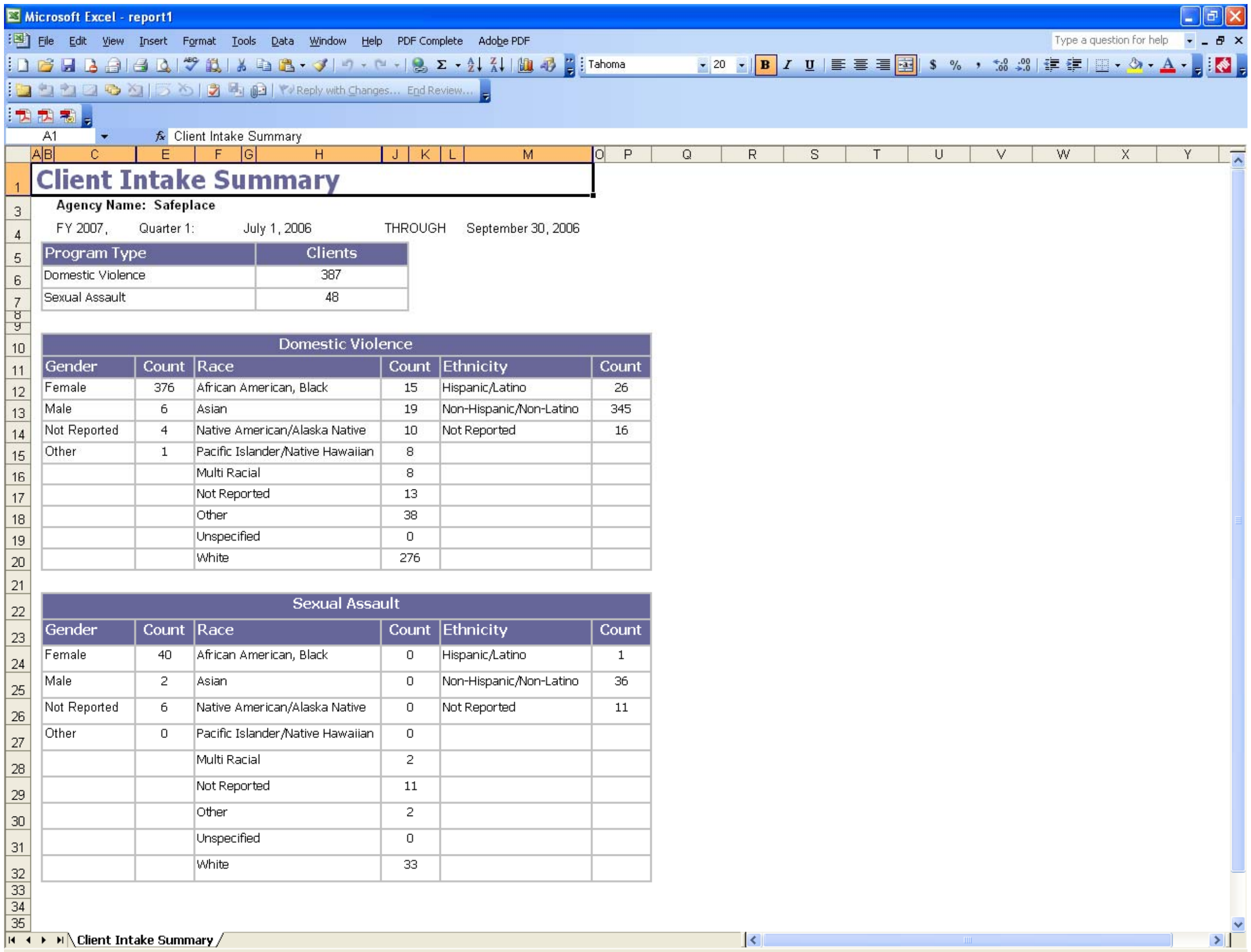
Just like when using the Word format, when you select Save, you will be prompted to select a file name. InfoNet will generate a name that is not very user friendly, comprised of a long series of letters and numbers, so it's a great idea to overwrite that file name with a name of your own choosing!



Once the document is saved, you may be prompted about whether or not you wish to open the document:



Select Open if you wish to view the report now, or you can select Close and return to open the report in Excel at a later time.



Client Intake Summary

Agency Name: Safeplace

FY 2007, Quarter 1: July 1, 2006 THROUGH September 30, 2006

Program Type	Clients
Domestic Violence	387
Sexual Assault	48

Domestic Violence					
Gender	Count	Race	Count	Ethnicity	Count
Female	376	African American, Black	15	Hispanic/Latino	26
Male	6	Asian	19	Non-Hispanic/Non-Latino	345
Not Reported	4	Native American/Alaska Native	10	Not Reported	16
Other	1	Pacific Islander/Native Hawaiian	8		
		Multi Racial	8		
		Not Reported	13		
		Other	38		
		Unspecified	0		
		White	276		

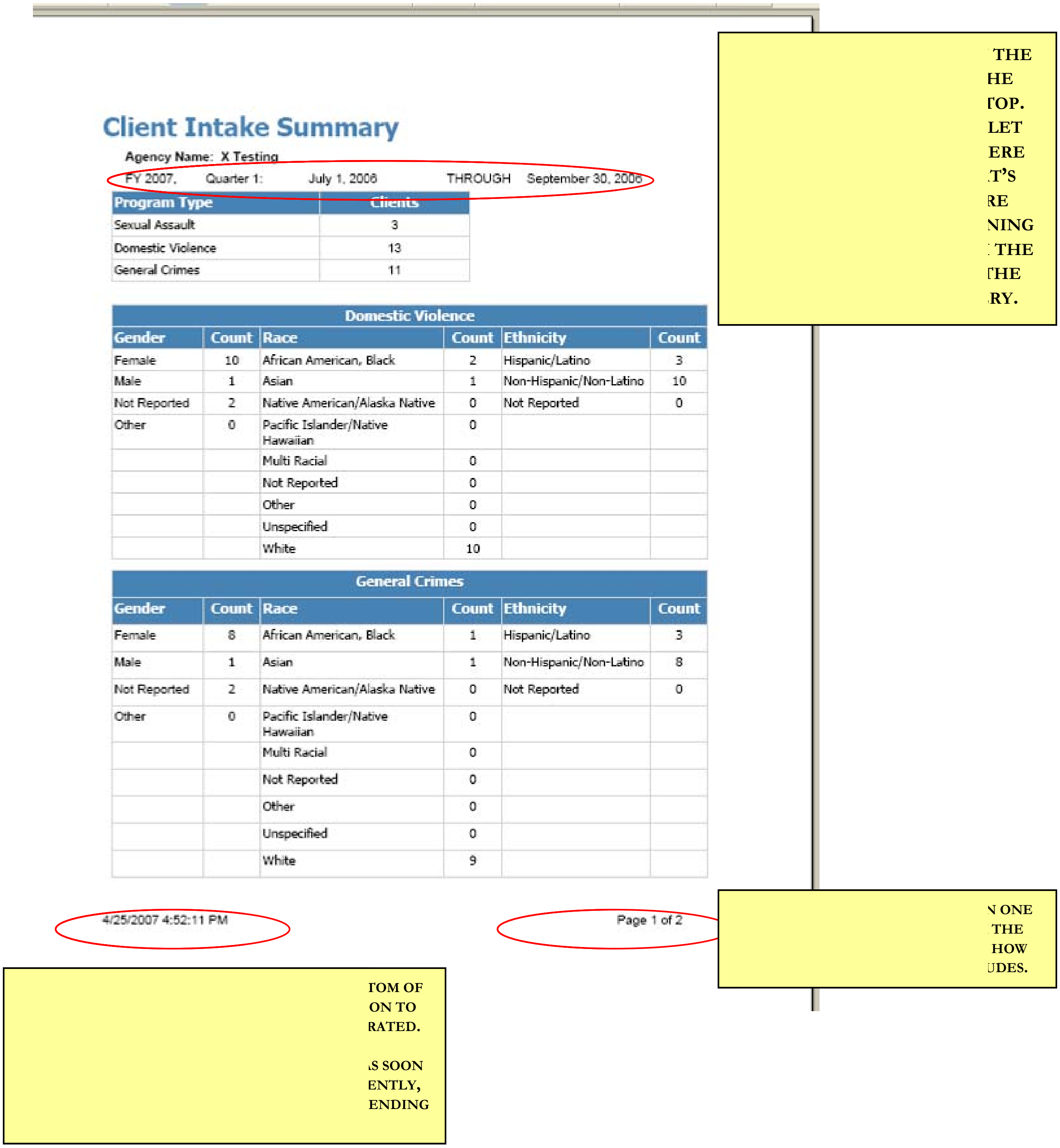
Sexual Assault					
Gender	Count	Race	Count	Ethnicity	Count
Female	40	African American, Black	0	Hispanic/Latino	1
Male	2	Asian	0	Non-Hispanic/Non-Latino	36
Not Reported	6	Native American/Alaska Native	0	Not Reported	11
Other	0	Pacific Islander/Native Hawaiian	0		
		Multi Racial	2		
		Not Reported	11		
		Other	2		
		Unspecified	0		
		White	33		

Navigating, Saving, and Printing Your Report:
Once you have saved your report as an Excel document, you can navigate, save, and print your report as you would any other Excel document.

A Note on Excel Format:

Currently, selecting Excel format will provide you with a report that is formatted similarly to the Adobe and Word versions. Our intention with this is to ultimately provide the Excel option for reporting raw data that your agency can then process into your own reports. While the full feature was not ready in time for the report roll-out, it will eventually provide a table of data that can be manipulated with other Excel features to create charts and graphs, or even imported into another database at your agency. This could be extremely useful for agencies that need to enter similar data into multiple sources.

There are a few common features to every report that can be really useful.



Client Intake Summary

Agency Name: X Testing

FY 2007, Quarter 1: July 1, 2006 THROUGH September 30, 2006

Program Type	Clients
Sexual Assault	3
Domestic Violence	13
General Crimes	11

Domestic Violence

Gender	Count	Race	Count	Ethnicity	Count
Female	10	African American, Black	2	Hispanic/Latino	3
Male	1	Asian	1	Non-Hispanic/Non-Latino	10
Not Reported	2	Native American/Alaska Native	0	Not Reported	0
Other	0	Pacific Islander/Native Hawaiian	0		
		Multi Racial	0		
		Not Reported	0		
		Other	0		
		Unspecified	0		
		White	10		

General Crimes

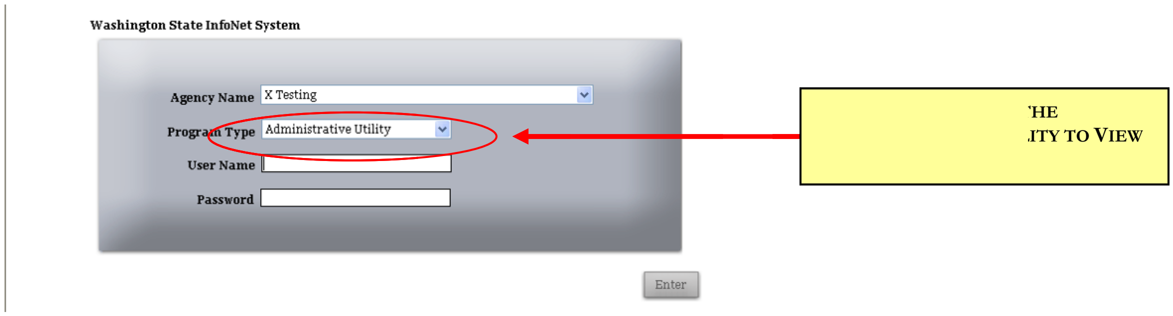
Gender	Count	Race	Count	Ethnicity	Count
Female	8	African American, Black	1	Hispanic/Latino	3
Male	1	Asian	1	Non-Hispanic/Non-Latino	8
Not Reported	2	Native American/Alaska Native	0	Not Reported	0
Other	0	Pacific Islander/Native Hawaiian	0		
		Multi Racial	0		
		Not Reported	0		
		Other	0		
		Unspecified	0		
		White	9		

4/25/2007 4:52:11 PM

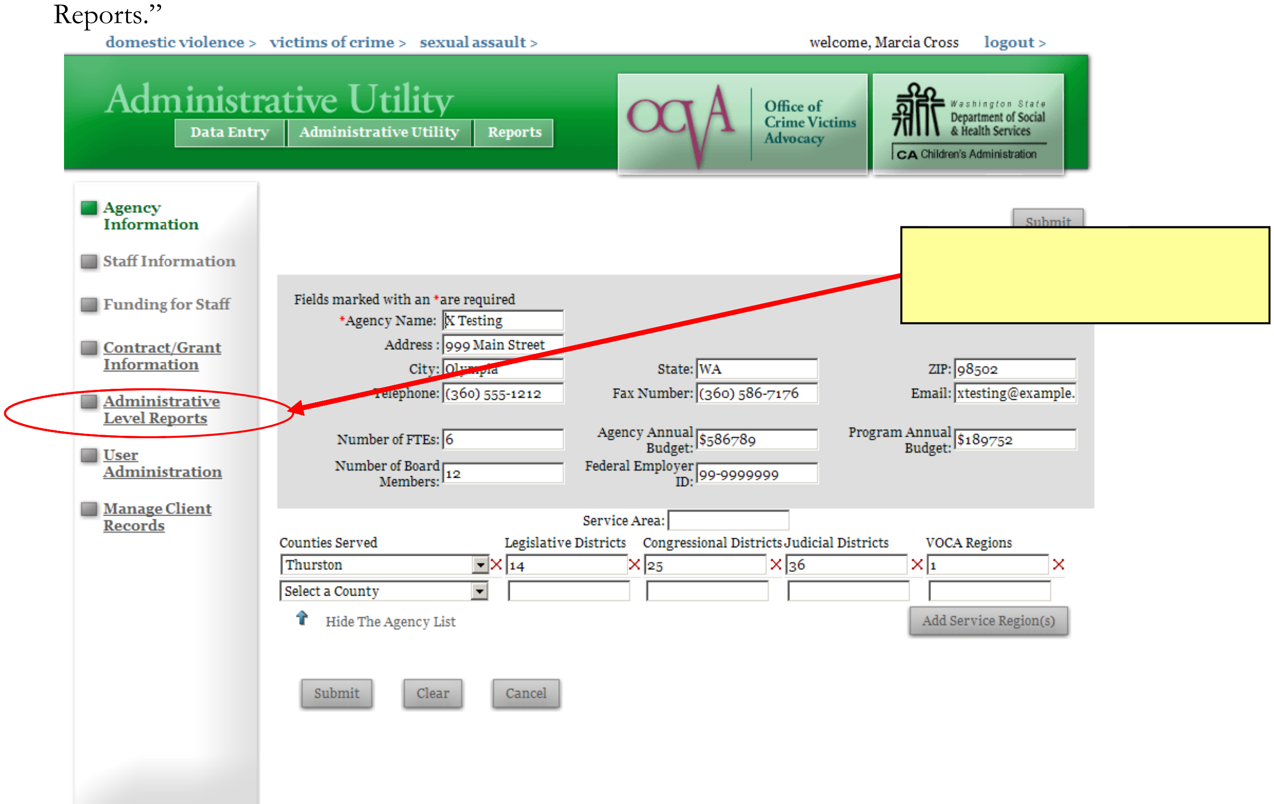
Page 1 of 2

For Administrative users (users whose passwords allow you access to the Administrative Utility) there are two additional reports currently available in InfoNet. These are Administrative Level Reports, and are reports designed for information entered into the Administrative Utility. Currently, there are three basic reports available – a Staff Report, a Staff Training Report, and a Staff Services report.

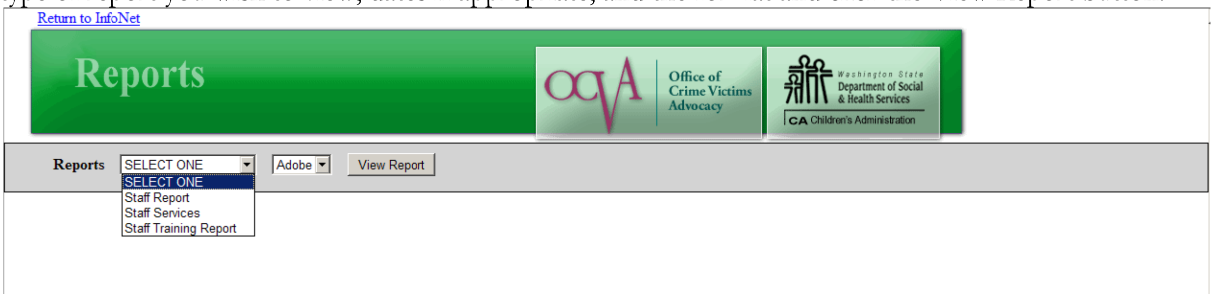
To access the Administrative Level Reports, you must log into InfoNet and enter the Administrative Utility. Unlike the other InfoNet Reports, this can only be accomplished by users with an Administrative Password – users who are normally not able to enter the Administrative Utility cannot view Administrative Reports.



Once in the Administrative Utility, select the link on the left hand side which says "Administrative Level Reports."



The Administrative Level Reports section looks very similar to the regular Report interface except there are only three reports to choose from: Staff Report, Staff Training Report, and Staff Services report. Select the type of report you wish to view, dates if appropriate, and the format and click the View Report button.



STAFF REPORT

The Staff Report is just a quick list of information on all of the staff members you have entered into the system. It is simply a way to print out all of your staff information in one place without having to flip between individual staff records.

Staff Report for X Testing

Marcia Cross

Personnel Type:	Staff, Direct Service	Department:	Domestic Violence
Title:	Program Coordinator	Start Date	4/1/2006
Address:	100 Main Street Olympia WA 98502		
Work Phone:	360-555-1016	Email:	marciac@xtesting.org

Terri Hatcher

Personnel Type:	Staff, Direct Service	Department:	Sexual Assault
Title:	Therapist	Start Date	8/5/2006
Address:	100 Main Street Olympia WA 98502		
Work Phone:	360-555-1717	Email:	terrih@xtesting.org

Felicity Huffman

Personnel Type:	Staff, Direct Service	Department:	Sexual Assault
Title:	Program Advocate	Start Date	7/1/2003
Address:	100 Main St. Olympia WA 98502		
Work Phone:	360-555-1014	Email:	felicityh@xtesting.org

Eva Longoria

Personnel Type:	Staff, Direct Service	Department:	Domestic Violence
Title:	Legal Advocacy Director	Start Date	7/1/2004
Address:	100 Main Street Olympia WA 98502		
Work Phone:	360-555-1017	Email:	eval@xtesting.org

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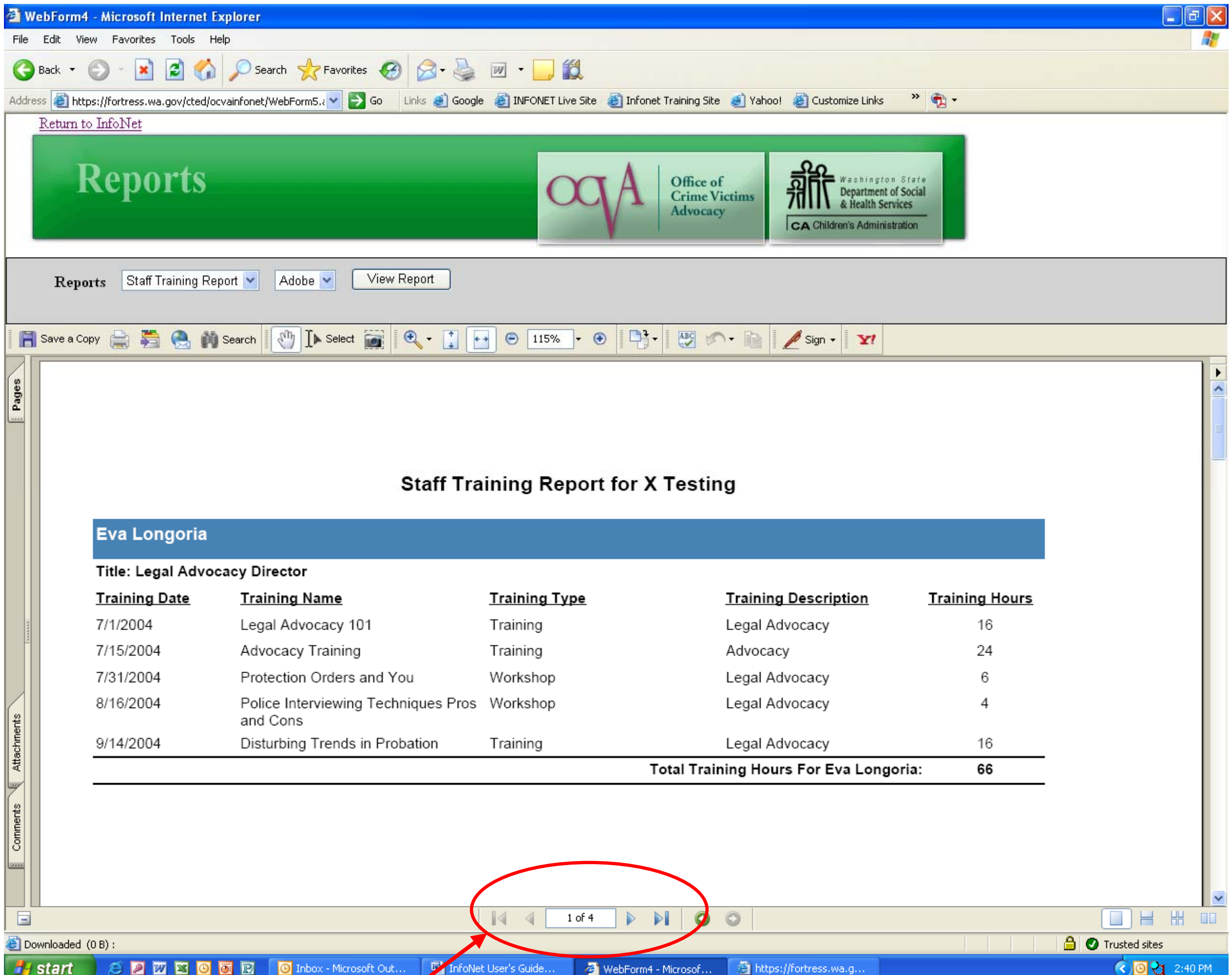
STAFF TRAINING REPORT

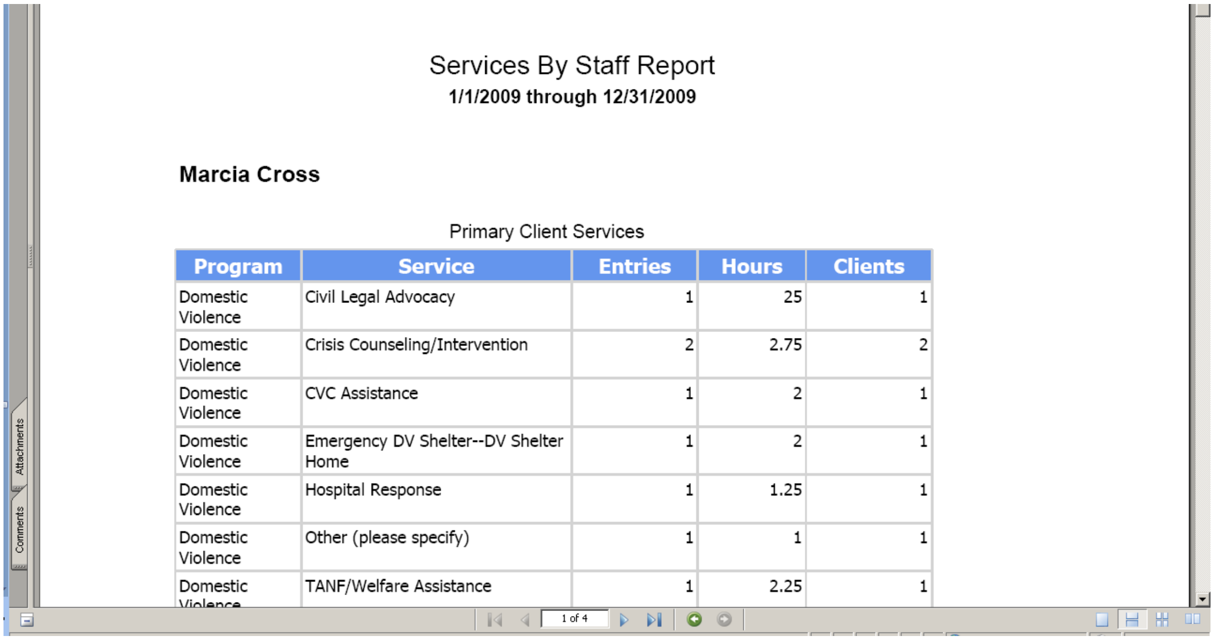
The Staff Training Report provides you with a printable, formatted report of each staff member's trainings as they have been entered into InfoNet. Each staff or volunteer is shown on a separate page.



TO FLIP TO THE NEXT PAGE IN ADOBE FORMAT, CLICK THE ARROWS AT THE BOTTOM OF THE SCREEN.

STAFF SERVICES REPORT

The Staff Services Report provides you with the most data of the three administrative level reports. This report shows all services, secondary services, and hotline calls within a designated time period, and splits those services out by staff member or volunteer. This way, agencies can review which staff members provided how many services in a given time period.



Services By Staff Report

1/1/2009 through 12/31/2009

Marcia Cross

Primary Client Services

Program	Service	Entries	Hours	Clients
Domestic Violence	Civil Legal Advocacy	1	25	1
Domestic Violence	Crisis Counseling/Intervention	2	2.75	2
Domestic Violence	CVC Assistance	1	2	1
Domestic Violence	Emergency DV Shelter--DV Shelter Home	1	2	1
Domestic Violence	Hospital Response	1	1.25	1
Domestic Violence	Other (please specify)	1	1	1
Domestic Violence	TANF/Welfare Assistance	1	2.25	1

Current staff members/volunteers who provided no services will be shown with a message indicating "No services provided." Staff members/volunteers who had not started with the agency during the report period, or who left the agency prior to the report period, will not be shown on the report.

CUSTOM REPORTS

The report feature currently is relatively limited. We plan to roll out many more report features, including more fields and more detailed information, as enhancements to InfoNet are added. As you use this reporting feature, please let us know as you come up with your own ideas of what types of reports would be most useful to your agency, or what changes you would like to see to the report interface, the types of reports available, or anything else about InfoNet.

Until the expanded report function is available, please contact Nicky Gleason at nicky.gleason@commerce.wa.gov if you need more detailed or specific data, and she will be happy to work with you to provide you with a wide variety of customized reports on your data.

FREQUENTLY ASKED QUESTIONS ABOUT REPORTS

1. **My DVLA report shows all zeroes and says "No DVLA Advocate Designated." Why is that, and how do I fix it?**

   The DVLA report contains information based on the services provided and clients assisted by **your agency's specified DVLA staff.** If you have not designated who your DVLA staff member is, the report will not contain data. To correct this, indicate in the Administrative Utility which staff members are paid out of your DVLA contract using the Staff Allocation feature. Instructions for this can be found on page 2-5 of the InfoNet User's Manual.

2. **Why don't all of my agency's legal advocacy services show up on our DVLA report?**

   DVLA reports show only the services "paid for" by DVLA funds. This is determined based on staff members whose salary is funded by your DVLA contract. If you wish to view all of your legal advocacy services, including those services not funded solely by DVLA, you can view this in the Client Service Summary report.

3. **Where is the report for my DSHS DV Services to Marginalized Communities Report?**

   Unfortunately, not all reports were available when we rolled out the Report Feature. While there is not currently an automated report for DSHS DV Services to Marginalized Communities, entering your data into InfoNet still fulfills your reporting requirement for that program. Data is pulled quarterly through a manual process and is submitted to your contract coordinator. We anticipate that a DSHS DV Services to Marginalized Communities report will be added to the InfoNet Report Feature within the next few months when we roll out enhancements.

4. **Do reports replace the financial reports and vouchers I submit to my contract coordinator?**

   InfoNet reports are for victim services reports only. They do not replace financial reports, invoices, billings, or vouchers. If you are unsure whether a report you previously submitted on paper is still required, please contact your contract coordinator.

5. **How can I get InfoNet to generate data for my United Way or private funder?**

   Other funders require different sets of data, so the first step would be to view the Client Intake Summary and Client Service Summary reports to see if this provides you with the information you need for your United Way or other funders' reports. If these reports do not include the information you need, contact Nicky Gleason at nicky.gleason@commerce.wa.gov and she would be happy to work with you to do a custom query on your data for other funders' reports.

6. **Can other agencies view my data? Can I view data belonging to other agencies?**

   Each agency only has access to reports on their own data. This is also true for agencies that hold subcontracts with other agencies. Unless you have access to an agency's data via password, you cannot view their reports without their permission. Once a reporting deadline has passed, data may be made available to other agencies through official reports, but data will never be made available at the record level to any agency other than your own.

7. **My DSHS Emergency Shelter report shows 100 clients, but I know only 30 women stayed in shelter. What's going on?**

DSHS Emergency Shelter Reports refers to the contract that you receive from DSHS, not strictly to clients that stay in Shelter. Several "non-shelter" services are eligible for DSHS Emergency Shelter funding, such as Advocacy Based Counseling. If a client received eligible services, they are shown on this report regardless of if they physically stayed in shelter during the report period. If you have additional questions about the DSHS Emergency Shelter report, please contact your contract coordinator.

8. **I ran a report this morning and ran the same report an hour later, and the numbers have changed. How could that happen?**

   One of the great things about the InfoNet reporting system is that it automatically updates your reports as soon as your data is entered. Many agencies have multiple InfoNet users, and if someone is entering data for the same time period you are trying to view reports for, you may notice your report numbers changing over time. This is why report deadlines are still important; OCVA and DSHS will pull quarterly reports after a designated date to allow agencies to enter all of their data prior to the report being pulled.

9. **Why do numbers for certain DV services, such as "Advocacy Based Counseling" appear different on different reports?**

   Why do the service categories on the DVLA report look different than the services shown in InfoNet?

   Why doesn't Safety Planning appear on the DSHS Emergency DV Shelter report?

   One of the things we encountered when building the InfoNet system was that many programs have different terminology for different services, particularly with Domestic Violence programs and contracts. The services listed on DVLA reports are different than those listed on DSHS Emergency Shelter reports, and both of those reports have different services than those listed on STOP grant reports.

   To make InfoNet as user friendly as possible, the InfoNet User Group, in collaboration with OCVA and DSHS staff, determined a list of services that users could enter into InfoNet. The results of those services could then be combined to match the criteria for various reports. An example would be the service Safety Planning. While this is counted as a separate service for DVLA reports, it is considered part of "Advocacy Based Counseling" for DSHS Emergency DV Shelter reports. Therefore, the results are added together for the latter, but shown separately for the former. If you wish to see individual services listed out and the amounts for each, you can always do so by viewing the Client Service Summary.

10. **I ran a report that said our agency had 25 clients during the quarter in the demographic section of my report, but shows over 50 clients in the services section in the same report. How could I serve more clients than I had?**

    Many program reports ask for the number of "new" clients in a report period. The number of "new" clients is generated based on the client's First Contact Date. Only new clients are counted so that client counts don't get duplicated from quarter to quarter – if only new clients are counted, then no client gets counted twice. However, services may be provided to both "new" clients and "continuing" clients, or clients whose First Contact Date was prior to the report period. Because the first is a count of "new" clients, and the second may also include "continuing" clients, you may end up with reports that show more clients being served than are counted as "new." This is perfectly appropriate.

11. **Why is my report blank?**

The main reason reports are blank is that there is no data entered for that report. This may be because you are trying to view a report for a program your agency doesn't have (such as Crime Victim Service Centers) or because you are viewing a time period for which no data has been entered.

12. **I know my agency has entered more services than are showing up on my reports. What might have gone wrong?**

One big reason services may not show up on a given report is if the service entries were dated incorrectly. InfoNet looks at the date of the service entry to determine which report it should be shown on. If you entered services that occurred on "3/1/2007" on the 15th of April, entering a service date of "4/15/2007" would place those services on the April report, not the March report where they belong.

If this happens, you may always go back and change the dates on service entries yourself. If you are unsure which entries have the incorrect dates, please contact Nicky Gleason and she will be happy to pull a list of services and dates for your InfoNet data so that you can go back and make corrections.

13. **My Client Intake report shows that we had 100 clients this quarter, but our Service Report shows we only served 25. How is that possible?**

As you probably know, Direct Services must always be connected to an existing Client. Consequently, users enter Intakes before they enter Services. However, if you do not go back and enter services provided to that client, the Intake alone does not indicate the client was served. If you see that you have large numbers of Client Intakes and small numbers of services, you most likely have clients entered into the system with no services attached. You can go back and enter those services to make your reports more accurate. If you need a list of the Client Intakes your agency has entered that do not have services attached, please e-mail Nicky Gleason at nicky.gleason@commerce.wa.gov and she would be happy to send you such a list.

14. **The number of bednights shown on my DSHS Emergency DV Shelter report is much, much too high. What has gone wrong, and how do I correct it?**

Bednights are calculated by InfoNet using the Shelter Began and Shelter Ended dates for primary and secondary clients. When a client enters shelter, and the Shelter Began date is entered, you may leave the Shelter Ended date blank while the client is still in shelter, and InfoNet will calculate the number of bednights the client has stayed to date (or until the end of the report period for the report you are looking at!) However, if you forget to go back and enter that Shelter Ended date, InfoNet continues to assume the client is still in shelter. Over time, as this happens to more clients, you will begin to see dramatically inflated bednight totals. If you suspect this could be the case, you can always contact Nicky Gleason and have her send you a list of the shelter clients for your agency that have no Shelter Ended date listed, so that you can check it for accuracy and enter any exit dates that may have been forgotten.

15. **How can I print a list of the Client ID numbers in the InfoNet system?**

E-mail Nicky Gleason at nicky.gleason@commerce.wa.gov and she would be happy to send you a list of the Client ID numbers for your agency. A query of this nature can usually be accomplished very quickly, and can help enormously in finding a client whose ID number was entered incorrectly, or in determining if data entry on intakes is up-to-date.

16. Are reports confidential? Can my contract coordinator view my report?

Contract coordinators may view your aggregate data via reports. However, these reports are not considered "official" until after your official reporting deadline, as outlined in your contract or grant. It is understood that your data may be incomplete up until the date the report is due. Your contract coordinator may view your report to follow up with you about a particular technical assistance issue, or for purposes of discussion, but other than that, your data is not used by anyone outside your agency until after the report deadline.

17. Many of these reports look the same. What's the difference, and why do we need so many variations on the same thing?

Many of the reports available in the Report Feature are based off of pre-existing reports from various data collection systems that were in place prior to InfoNet rollout. Some of these reports continue to be available in the same format, and may look redundant in places, but the purpose of these is to be able to continue to have an unbroken chain of comparative data across the years.

18. When will new features be rolled out?

New features will be rolled out to InfoNet on a quarterly basis. We schedule roll outs so that they happen after major reporting deadlines, so as not to interfere with the system during the heaviest traffic times. Enhancements for state fiscal year 2010 are scheduled for:

- August, 2009
- October, 2009
- December, 2009
- April, 2010
- June, 2010

If you have additional questions about the Report Feature, please contact Nicky Gleason at nicky.gleason@commerce.wa.gov.