**Intake and client demographics questions and answers**

**InfoNet and ICADV Data Collection Forms**

**Q** Are the paper data collection forms developed by ICADV mandatory?

**A** No. Program administrators may revise these forms or recreate their own, as long as the required information is collected. ICADV-created intake forms include those for adults and children and for residential and non-residential programs; medical criminal justice process forms; service note documentation forms for adults and children; hotline call log form; turn away data collection form; group services form; and community and institutional data collection form. These forms may be requested by contacting [CJA.InfonetHelp@illinois.gov.](mailto:CJA.InfonetHelp@illinois.gov)

**Q** Are staff signatures required on ICADV service contact forms?

**A** Yes, signatures are required.

**Q** Is it OK to leave the Comments section on ICADV forms blank?

**A** No. The Comments section must be completed with client-specific information. As these are paper files kept at your agency, they fall under a different set of security policies than InfoNet, which avoids open text fields related to client specifics.

**Q** On ICADV forms, there are check boxes on the Service Contact form under Service Interaction for *Contact circuit clerk*, *Safety/flight planning*, and *Explained court process*. Do these have anything to do with the reporting of activities to the InfoNet?

**A** The check boxes help save writing time for staff. These are not services entered into InfoNet, but common activities. There may be 3 or 4 boxes checked for topics covered that fit within one service

category. For example, you might have spent an hour with a client and check 4 boxes. The hour of service fits civil legal advocacy, which is entered into InfoNet as a service. For each contact you 1) enter the hours of service in appropriate category, 2) indicate common topics covered (check boxes), and 3) write notes for interaction in the Comments section.

**Client Information**

**Q** What is a client intake?

**A** Client information collected to document the client’s profile at the time of intake into the program. A sample form can be obtained from ICADV or by contacting [CJA.InfonetHelp@illinois.gov.](mailto:CJA.InfonetHelp@illinois.gov) You may also create your own data collection form.

**Q** What fields on the client intake are mandatory?

**A** Only Client ID, Age, Race, Sex, First Contact Date, and Primary Presenting Issue are mandatory before you can enter a client in InfoNet. However, you should be collecting most intake data for most clients if possible, as that information is related to developing a comprehensive safety plan. Unknown and Unassigned data should be kept to a minimum.

Most of the data fields in the InfoNet data entry screens for intake are relevant to development of a comprehensive safety plan with a client. Most of this information may be obtained simply by saying “Tell me about your situation” to a client. Discussion style data collection may be better received by a victim than handing her a form to fill out.

Advocates who use a discussion style will get more information and help victims the most.

This should also be balanced with importance of asking all questions to all clients, rather than making assumptions based on factors such as physical appearance. Be cognizant that asking all clients all questions not only avoids potential undercounting of some groups, but also avoids situations where individuals are only asked questions due to physical appearance.

**Q** What ID numbering system should I use for clients?

**A** You may design your own numbering system to assign Client ID numbers, so long as the Client IDs contain no personally identifying information such as names, social security numbers, phone number, or dates of birth.

There are some general best practices as determined by existing InfoNet users:

* End client IDs with a distinct letter like V or A for adults and C for children.
* While the household feature should be used to link Adults and children (mandatory for HUD funded shelters), the following can assist in finding family members:
  1. For multiple children of the same adult victim, add another letter or number to the ID that corresponds to the child’s age order (i.e. AC would be for the oldest child, BC would be for the next oldest child, CC for the next oldest, etc.
  2. Use the same core identifier for clients served from the same household or family. For example, a mom and her two children could be entered as: AB123v (mom); AB123c1 (older child); and AB123c2 (younger child). This gives you a visual indicator of clients from the same family or household in search results and service summaries.

**Q** Can ID numbers contain client identifiers, such as client’s initials, name, date of birth or part of her social security number?

**A** *ABSOLUTELY NOT!* No personal identifiers can be part of a client’s assigned ID number. This practice is critical to protecting client confidentiality.

**Q** When do I update or enter a new intake/case for a client into InfoNet?

Does her first contact date change to the current date or remain the same as the first contact date on the first intake?

**A** *Updating an intake:* You should not update an intake except to complete or correct information pertinent to the client’s situation when they first started receiving services.

Intake information entered into InfoNet should correspond to the victim’s situation at the time of intake and should not be changed over time even as her situation may change. While a client receives

services, things such as Employment Status, Marital Status, or Income may change such changes should NOT result in InfoNet data edits, as InfoNet must reflect a client’s situation at the point of intake.

However, important changes in the client’s life should be documented in their physical case file.

If you do need to correct or complete information related to the client’s status at intake: view the client’s record, edit the blank, incorrect or unknown fields, then save the updated record. Only the following intake information should be updated as the client’s situation changes over time: Referred To, Services Needed/Received, Residence, and Offender information.

*Entering a new case:* Enter a new case for any client returning after a lapse in service of *more than one year*. Clients should maintain their assigned ID number regardless of how much time has passed. To add a new case, view the client’s record and click Add New Case. The screen will retain the client’s ID number, Gender Identity, Ethnicity, and Race. All other fields should be entered to reflect the client’s situation at the beginning of this new case. The First Contact Date should correspond to the client’s most recent contact with the program.

**Q** When should we close a client’s file?

**A** Agency policy should dictate when a client file should be closed.

Generally, we recommend closing a file whenever the client has not been in contact for over one year.

**Q** How old does a victim have to be to be considered an adult client?

**A** Clients aged 18 and older are considered adults. However, if you have a teen who is the primary victim of domestic violence (e.g. teen dating violence), you may open him or her as an adult. If the teen is not emancipated, obtain consent for services from her parent or guardian before providing more than 5 service sessions of up to 45 minutes each.

**Q** Can we serve a child client if we don’t have a related adult client?

**A** Yes. You should obtain consent for services from her parent or guardian before providing more than 5 service sessions of up to 45 minutes of service.

**Q** When a young client turns 18 while in shelter, is she reentered as an 18- year-old adult?

**A** If the child only remained in shelter for a couple of months after her 18th birthday, then she probably would not need an adult file. If she continues to receive services for several months after her birthday, it may be more appropriate to close her child file and open an adult file for her.

**Q** If a child was a client of the program and returns as an adult victim, do we assign her a new client ID number as if she were a new client?

**A** If your client was originally seen as a child witness and returns as an adult, primary victim of domestic violence, close their child file, and open him or her as an adult with a new client ID number. Reference this client’s history with the program in their physical file.

**Q** If a grandmother with custody of her grandchild brings the child in for services, and the child’s mother is also a client of the program, which adult record should the child be associated with—the mother’s or the grandmother’s?

**A** The child should be tied to the grandmother’s record since she has custody and is bringing the child in for services. Similarly, if a foster parent brings a child witness for services, the child should be tied to the foster parent’s record. If the custodial parent is not receiving services, the child’s case should be opened independently of the adult. Additionally, you can open this child client as an *adult record* to ensure you can enter offender and other data only linked to adult clients. If this option is taken, make sure you assign this child a child’s

ID number (ending with a “c”) even though you are entering this child client as an adult.

**Q** Which county should I document the client as being a resident of?

**A** The county in which she resided at the time of intake. If your client lives in Christian County and moves to shelter in Sangamon County shortly after intake, the client is still considered a Christian County client. However, if the clients move to Sangamon County (and if applicable move back) should be documented in residences.

**Q** What do I enter into the School field for a child too young to be in school?

**A** Enter Not of School Age.

**Q** What choice for education do I use for a client who received her GED?

**A** Enter High School Graduate.

**Q** How do I delete a client?

**A** You cannot delete a client and in general use there should not be a need to delete a client. However, as data belongs to the center, you may overwrite a client “to be deleted” with a new client, if desired. ICJIA discourages this unless the client “to be deleted” was a duplicate client record, an individual later determined not to be a victim, or a victim who insisted their data be scrubbed. Deleting or overwriting client records also removes them from historical records and reporting and could lead to further underestimation of DV needs.

If it is nonetheless appropriate to delete/overwrite a client, you can edit the Client ID number to indicate it as an obsolete record. Edit the Client ID # with some indicator flagging it as an obsolete record, e.g.

123v-BADID. Then, delete any services entered under this record. To see if services exist, go to the client’s direct services section on their record (and do the same for housing services). Delete any services found. Clients without services will not appear on standard or management reports, so this obsolete record will not affect your data.

If you want to rid the obsolete record completely, you can overwrite this record with a new client’s information. When the next new client comes in, instead of adding a new Adult (or Child) record, do the following: 1) View the “bad” client record; 2) Edit the Client ID # to reflect the new client’s ID #; and 3) Proceed to overwrite EVERY field with the new client’s information and save.

**Q** How to correct a data entry error in which an adult is entered as a child or vice versa?

**A** You cannot change a client’s type or delete the client. Follow the steps for the question above for deleting the client and re-enter this client under the correct type.

**Q** What is the difference between the “In” and “Out” columns on the Child Behavioral Issues data entry screen?

**A** The “In” column refers to pre-intervention behavior problems identified at intake, during a formal assessment, or additional observations noted during the first 1-2 weeks of service.

The “Out” column refers to post-intervention behavior issues identified after assessment and following services, usually through observation and/or reports by parent and/or child. Because some clients may end services abruptly after a few sessions and do not have the opportunity to fully benefit from the services, grantees should develop a schedule for completing the “Out” behavior issues.

**Q** I have a child client who has not received direct services under her ID number, but she has been in child care at the program while her mother receives services. Do I close her case?

**A** No, keep the case open. However, depending on the age of the child, the agency should consider whether the child may benefit from more meaningful interaction with staff such as counseling while the parent is receiving services.

**Q** How do I enter age for a child under the age of 1 year?

**A** Enter 0 (zero) as the age.

**Q** How do I enter an unknown age of a client?

**A** Enter -1. However, if you have a good estimation of her age, enter the

approximate value. It is better to have the client fall within an age range on the report than to have several Unknown ages for clients.

**Q** How do I complete the Pregnant field for a male client?

**A** Select Not Applicable.

**Q** How do we open a child client case when someone has obtained an OP on her/his behalf?

**A** *See Client Medical Criminal Justice Information Section.*

**Q** When documenting the number of children an adult client has, should I document the number of children in the parent’s care or total number of children, including grown, independent children?

**A** Include only those children in the parent’s care, even if only part time.

**Services questions and answers**

## Direct Client Services

**Q** What unit of measurement should I use to document direct client services—minutes or hours?

**A** Use .25 hour increments. 15 minutes = .25 hours; 30 minutes = .5 hours; etc. The time entered should reflect as closely as possible the total amount of time spent with the client providing service *and* time completing documentation for that interaction.

**Q** May I enter the services provided by contractual consultants/providers?

**A** Yes. You must enter the contractual person in the AdministrationStaff Information section of the database using the term Contractual as their First Name (or part of their first name, e.g. John - Contractual). Their Last Name could be the type of service or their actual name. For example, your program’s contractual child therapist may be entered as: First Name = Contractual; Last Name = Child Therapist.

Note: This may change in a future update.

**Q** What service should I use to document time I spend doing a child’s intake with the mother? What if I am completing multiple children’s intakes with the parent?

**A** You should document this as Individual Child Counseling under the

child’s ID number. If intakes for multiple children are being

completed, enter an Individual Child Counseling service record for each child.

**Q** If a client leaves shelter for a couple of nights and later returns, do we give her a shelter end date when she leaves and open a new shelter record when she returns?

**A** Sometimes. If you have a client in shelter and the client leaves for 1-3 nights with plans to return, AND you are holding space for this client, do not close the shelter service record. If your client leaves shelter for more than 3 nights in a row, OR their space was NOT held during absent nights, close the shelter record and enter a new shelter record if the client returns. Always document when the client leaves shelter in your paper log sheet and client files. *If* your agency receives HUD funding, follow policies of HUD and/or your local continuum of care’s (COC) policy instead of the above.

**Q** How long does a client need to be in residence before documenting shelter for her?

**A** Providing shelter (on or off site) is providing housing in emergency situations. If you provide a place to stay, document this as receiving shelter. Use your best judgment. If a client comes into shelter for only 2 hours (from 7-9 p.m.) and decides to leave, that would not be considered a shelter night. However, if a client comes into shelter at 3

a.m. and leaves at 8 a.m., you have provided a place to stay overnight and that shelter night should be entered.

**Q** What is the difference between on- and off-site shelters?

**A** On-Site Shelter is provided on-site at the residential domestic violence program. Off-site shelter is emergency shelter provided to clients by the domestic violence programs, but at an off-site location such at a safe home or motel.

**Q** We had a client at an off-site shelter location, but once space became available in our residential facility, she transitioned into our shelter. How do we enter her shelter services?

**A** Enter Begin and End Dates for the Off-Site Shelter stay. Then enter additional Begin and End Dates to reflect an on-site shelter stay in your residential facility.

**Q** How do I document Family Counseling in both parent and child’s files?

**A** Record the session as a Group Services and include parents and children as attendees. See *Group Services Section*.

**Q** Do I document counseling appointment cancellations or when the client does not show up for an OP hearing?

**A** While not required, you may track No Shows and Cancellations for any service by entering data on this page: ServicesDirect Client ServicesNo Show/Cancellation. Do not document service hours for the time you waited for the client. Instead, enter a No Show record and make a note in the client’s physical file.

**Q** When documenting Collaborative Case Management, how do I split the time spent evenly among each employee involved?

**A** The time should be entered only for the staff person who was the primary source of information in that session and completing the documentation for that interaction.

**Q** When staff runs an errand, such as picking up a client’s medication, what service should be used to document it?

**A** Transportation.

**Q** If we spend time distributing medication to adult clients for their children, should the time spent be documented under the adult or child record?

**A** Document that contact under the child’s record since the parent may be administering medication to more than one child.

**Q** If legal services are provided by a paralegal, should that be documented as Legal Advocacy/Advocate or Legal Services/Attorney?

**A** Legal Services/Attorney because the services are provided under the direction and supervision of the attorney.

**Q** Is time spent entering client data and service data into InfoNet considered a direct client service?

**A** No. Entering data into InfoNet is an operational activity and should not be included in hours of services provided to clients. However, time counselors/advocates spend completing service case notes may be counted in direct client service hours provided to clients. See *Direct Client Service Definitions* for listing of appropriates services.

**Q** Should staff time spent advocating for a taxi cab voucher for a client be considered a Transportation service or an Economic Assistance service?

**A** Transportation.

**Q** What is the difference between Counseling and Therapy services?

**A** Counseling services are the general emotional support, education, and other information and resource services that domestic violence programs regularly provide. Therapy activities are more intensive, therapeutic services provided by a *licensed* therapist working for the domestic violence program. If *licensed* staff are providing therapy, therapy categories (e.g. Group Therapy, Individual Therapy) should be used.

**Q** How do I count time spent during intake briefly explaining the IDVA and a client’s rights for an order of protection?

**A** IDVA advocacy (Civil or Criminal Legal Advocacy/OP) likely will be recorded for every intake. This time should be counted as Civil Legal Advocacy/OP (or Criminal Legal Advocacy/Obtain OP if appropriate).

**Q** Are we required to provide .25 hours of Civil Legal Advocacy/OP services to every new client to explain her rights under IDVA?

**A** Although this is considered good practice and should be completed with as many new clients as possible, there may be situations that don’t lend themselves to discussing IDVA issues, especially with clients in extreme crisis. Between 90% and 95% of new clients should receive Civil Legal Advocacy/OP services. If the number new clients not receiving this service becomes excessive, it may warrant further examination.

**Q** What service should I use to document time spent consulting with an adult regarding her child’s case?

**A** Other Advocacy is entered under the child client’s record.

**Q** What service should I use to document time spent improving a parent’s ability to effectively discipline her child while they are in shelter?

**A** Parental Services

**Q** If adult clients attend a Children’s Group Counseling session with their children on a limited basis to help understand what their child is experiencing, how should I document that activity for the adult? For the children?

**A** Document the parent’s attendance in Parental Services. Document the group session under the children’s records as Group Children’s Counseling.

**Q** If a program has a consultant that provides education on topics like self- care and hygiene, what service should be entered?

**A** Life Skills.

# Group Services

**Q** How do I enter a one-hour group session co-facilitated by two staff—one hour or ½ hour for each co-facilitator?

**A** Go to ServicesGroup Services and enter the group session indicating the Conduct Hours and Preparation Hours for each staff person. If both staff co-facilitated during the whole session, both staff should receive one full Conduct Hour. Remember, Total Session Hours should match the length of the session (one hour).

**Q** How do I document Family Counseling in parent and child’s files?

**A** Use Group Services and add both parent and child to the attendees.

**Q** I can’t find the ID number of a client that has attended a group session.

How do I enter the service for that client?

**A** Most likely, the ID number is not showing up in the Available Clients list because the default search criteria used to create that list exclude the client you are looking for. The default list shows ONLY those Client IDs who received any type of *group* service within the last 90 days. A client who never received a group service before will not appear in this list.

* If there are dates entered in the Group Service Date fields, try removing the dates from the Group Service Date fields entirely and use another search field, such as First Contact Date, Client ID, or Client Type.
* If you still cannot find your client, try searching with all the search fields blank. This will produce a list of all clients ever served by your agency. The list will be long, but Client IDs are listed in alphanumeric order so you should be able to find the client fairly easily.

**Q** How do I enter a Child Care session when I am caring for children from more than one family?

**A** Start by entering the Group Service information. Enter the number of children cared for as the number of participants. Then, on the attendees tab, enter the ID numbers of ONLY THE ADULTS that received Child Care as a service. Remember: Child Care is a service provided to an adult client, not a child. The number of participants on the Group Service tab will provide the number of children cared for in that group setting.

Note that when saving this record, a warning message will likely appear stating that the number of Attendees (adult Client ID numbers added to group) does not match the number of Participants (number of children cared for). This is okay; just disregard the message as this is a unique type of group service. The message is just a warning to ensure you do not mistakenly leave out attendees and will not prevent you from saving the record as entered.

**Q** How many hours would be documented if I provide Group IDVA to 3 clients at the same time for an hour?

**A** You would enter the group service as Group IDVA, 1 session for 1 hour, and then all three (3) Client ID numbers on the Attendees tab. This will show up on the Standard Services Report in multiple places depending on which sub-report you are viewing: 1) On the Client Services Report (1st table), 3 hours of direct client service will be displayed because 3 clients each received 1 hour of service and 2) 1 hour of service will be displayed on the Community, Institutional, & Group Services Report, because the session was 1 hour (Presentation Hours).

**Q** When I do a search for ID numbers to enter a group session, why do some ID numbers appear multiple times with numbers after them?

**A** These are clients with multiple cases. The number after the ID indicates the case number for that client. Add the most recent case or the ID with the *highest* case number to the group.

**Q** If I provide a group that covers multiple planned topics during the same session, how should I break out the data to reflect those interactions— combined in one group session or entered in multiple sessions showing each type of service individually?

**A** Complete 1 group log sheet for the session indicating the amount of time spent on each topic. For example, if the session was 2 hours long and 1 hour of it was Adult Group Counseling, ½ hour was spent on Life Skills, and ½ hour was spent on Conflict Resolution, enter 3 separate group sessions: 1-hour session Adult Group Counseling; ½ hour session on Life Skills; and ½ hour session on Conflict Resolution.

# Community and Institutional Services

**Q** May I enter an entire month’s worth of community and institutional services in one record if the service was the same?

**A** Yes, you may enter aggregate monthly data. However, remember that if you aggregate your data entry, you will not be able to extract weekly or daily data—only monthly aggregate totals. If you decide to aggregate monthly, be consistent with the date you enter into InfoNet to represent the month. For example, staff should all enter the last date of the month to represent the entire month.

**Q** What is the difference between Institutional Advocacy and Professional Training?

**A** Institutional Advocacy is advocating on behalf of a class of domestic violence victims to improve how the system responds to them.

Example: explaining the benefits of implementing the Illinois Model DV Protocol for Law Enforcement to a group of police chiefs.

Professional Training is providing training to professionals on domestic violence issues, such as how to identify victims, refer victims, dynamics of domestic violence.

**Q** What is the difference between Public Education Services and Training Services in the Community and Institutional Services section?

**A** Public Education is raising awareness of participants to domestic violence issues (DV101). Professional Training would be training your participants on how to deal with victims they may encounter—issues they specifically should be aware of when they are working their own client groups and how domestic violence may impact that population.

**Q** What type of Board activities can be collected on the Community and Institutional Activities?

**A** Any activities your program wishes to track for any board.

**Q** For In-Service/New Staff Training in the Community and Institutional Services section, do I document the time that staff spent providing training or document the time staff spent in the training?

**A** You should document the amount of time your staff spend *providing* the training—NOT time spent attending training. Time spent attending a training hosted by your agency or outside of your agency may be documented in the Other Staff Activities section, if your agency wishes to track that information, but this is not required.

**Q** Do I enter Print Media, Radio, TV, and Internet on the Services data entry tab or the Publications data entry tab in the Community and Institutional Services section?

**A** If your agency is creating a product, such as print ad, PSA; etc., it should be entered on the Media/Publications tab of the database. If staff are presenting on a TV show or answering questions on a radio show, those activities would be entered on the Services tab of the database under the appropriate Public Education service category.

## Hotline Calls/Information and Referral

**Q** What unit of measurement should I use to document time on hotline calls—minutes or hours?

**A** The amount of time spent on hotline calls should be documented in *minutes*, not hours. This is the only section in InfoNet where the quarter-hour system is not used.

**Q** How do I document a hotline call from a client?

**A** If an existing client calls the hotline, document it as one call, with Call Type = Hotline - has client ID. If 15 minutes or is spent with that client, you would *also* document that time in that client’s Direct Client Services Section as the most appropriate service – usually Telephone Counseling.

**Q** May I aggregate hotline call data at the end of the month or do I need to enter each call on its own?

**A** If the staff person answering the hotline calls is supported by VOCA and/or VAWA funds, you must enter that person’s aggregate data separately from other staff’s aggregate data.

Otherwise technically yes, you may aggregate the data for the purposes of InfoNet reporting. Remember that this may make it hard for your organization, the coalition, etc. to get an accurate sense of trends and needs, as aggregating by month will make it impossible to identify say if certain days in the month were unexpectedly busy or calm (e.g. holidays).

## Other Staff Activities

**Q** Where do I document on-call hours that volunteers and staff provide?

**A** This is not required, but if your agency wishes to track this information, enter this under ServicesOther Staff Activities. If you do not see “On-Call Hours” as an option in the Other Staff Activity drop-down menu, you may add it by clicking Administration  Lookup Lists  Other Staff Activities. Remember that if staff and/or volunteers respond to and serve victims during an on-call shift, those hours should be entered as direct client services.

**Q** If we use the List Editor to personalize our drop down list of Other Staff Activities, will we be able to change the list later?

**A** You may edit existing activities, but it can become increasingly challenging over time. Editing to correct spelling of an activity is fine. However, never edit one activity to reflect a different activity. For example, editing “Data Entry” to “Strategic Planning” will change all existing past records accordingly. In addition, you cannot delete any activity that has a record tied to it. You must find those records and edit or delete them before InfoNet will allow you to delete an activity. This protects any data entered under the activity you are attempting to delete.

**Q** Can the Other Staff Activities section be used to document time spent on individual fundraising events?

**A** Yes, but remember that as information you want to track becomes more specific and detailed, the more data entry is required. Before adding a very specific activity to your Lookup List, ask yourself how knowing this information in the future will benefit the program. If you can answer this question, then it may be worthwhile to spend extra time tracking the information. Programs should always consider benefits of having more data in addition to the amount of extra resources that will be required to not only collect but also use that data when making these decisions.

## Turn Aways

**Q** If we do not turn away any clients during a report period, do we need to enter a record of zero?

**A** No. If no data are entered, then Turn Away report will indicate that your agency did not turn away any victims during the report period.

**Q** Must I enter turn away data daily or can I wait until the end of the month to enter all turn away information?

**A** You may wait until the end of the month to enter all turn away data at the same time. However, consider that you will not be able to extract daily turn away information from InfoNet. If you enter monthly, you will only be able to extract monthly totals on the turn away report. Additionally, monthly data entry will remove the ability to know the number of families turned away; only the numbers of adults and children turned away can be reported.

# Reporting questions and answers

*See also Tool for Evaluating InfoNet Reports: Client Information and Services developed by IDHS.*

**Q** What if none of the available Standard or Management Reports give me the number(s) or the information I need, but I know the information is entered into InfoNet?

**A** Contact the InfoNet help desk at 312-793-8550 or [CJA.InfonetHelp@illinois.gov](mailto:cja.infonethelp@illinois.gov). ICJIA staff can generate a custom query for you.

**Q** Can I keep data on services provided by each location/site separately?

Will I still be able to run a report on total program statistics?

**A** Separate logins (user name and password) for each location are required to extract data for each location/site managed by your program. When entering services for each location, log in using the corresponding location’s user name and password. Then when

running a report, select the appropriate location(s). This allows you to run a report for each location individually, all locations collectively, or any combination thereof.

If your program has multiple locations and would like this ability, but does not currently have it, contact the InfoNet help desk at 312-793-8550 or [CJA.InfonetHelp@illinois.gov](mailto:cja.infonethelp@illinois.gov) to discuss.

**Q** Is there a way to generate a report of Orders of Protection by their expiration dates?

**A** Yes. Run a **Management Report****Orders of Protection Report** based on the OP’s expiration date field. This report will display all OPs scheduled to expire during the time period you specified. Note that future dates are acceptable for this report, and this can be an excellent tool for following up with clients who have an OP expiring soon.

**Q** When I review my Client Information Report, I notice that there are some “adult” records in the “child” age categories of the report. What may cause this?

**A** If you have a primary victim of domestic violence who is a teen, you may have opened that client as an adult even if she was only 13, 14, 15, etc. She would show up in the “adult” column as a 13 yr old, 14 yr old, etc. On other occasions, younger children may be entered as adults if they are provided service without a related adult receiving service. If neither of these are the case, you may have data entry errors. Run a **Management** **Client Detail Information Report** for

the same time period. Apply a **Client Type=Adult** filter and an **Age 0- 17** filter to see the ID numbers of these clients. Any client entered under the wrong client type is an error and should be corrected.

**Q** How do I determine how many hours of service were provided by volunteers?

**A** Run **Standard Reports****Service/Programs**. The last table of this report displays service information for only volunteers. For this table to be accurate, however, volunteers must have been entered on the **Administration** **Volunteer** tab. If you are not sure that all your volunteers were entered on this tab, you have a second option. Run **Standard Reports** **Service/Programs** using the **Staff** filter. Make sure you select all the volunteer names/groups to be included in the filter.

**Q** How do I obtain the number of orders of protection filed in each county?

**A Standard Reports****Medical/CJ Report** **Order of Protection Report**filtered by **County**. Please note that this report will filter records based on the client’s county of residence, NOT the county court in which the OP was filed. In most instances, the number will be accurate because most victims file for an OP in the same county they live in. However, there may be instances when a client files for an OP in a different county court. If this causes concern and you need a report that displays the number of OPs by the county court they were filed in, contact ICJIA’s Help Desk at 312-793-8550 or [CJA.InfonetHelp@illinois.gov](mailto:cja.infonethelp@illinois.gov).

**Q** In the Medical/CJ Order of Protection report, does the number of OPs filed include the number of OPs that were upgraded?

**A** Numbers of Orders of Protection filed (by status) and OPs issued (by type) during the reporting period are displayed in the first section of the report (New Orders of Protection), whether they were subsequently upgraded or not. Numbers of existing OPs that were *upgraded* during the reporting period are displayed in the second section of the report by the type of upgrade (Upgrade in the Type of Order).

**Q** How do I obtain the number of shelter days provided for clients from a specific county?

**A Standard Reports****Services/Programs****Direct Client Services**filtered by **County**.

**Q** How can I obtain our duplicate client count or caseload for a specific period?

**A** To obtain the duplicate client count for a specific period, you must run a Client Information Report (Demographics only) for each month (or quarter) within the period and add the number of total clients served among all the reports. These totals will give you the duplicated client count for a given period of time.

**Q** Group service data are displayed on two sections of the Standard Services Report – the Direct Client Services section and the Community, Institutional and Group Services section. Should these two sections reflect identical numbers of service hours?

**A** No, because the numbers reflect different things. Direct Client Service reports the total number of service hours provided to *clients* under each ID number. Community, Institutional and Group Services reflects presentation (or session) length time and staff time spent on those group sessions. For example, if two staff persons co-facilitate a 1-hour Adult Group Counseling session to five (5) clients:

In the **Direct Client Service** section of the report, you will see five (5) Adult Group Counseling hours, because five (5) clients received an hour of service. Five (5) clients x one (1) hour = five (5) client service hours.

In the **Community, Institutional and Group Services** section, you will see one (1) Presentation Hour because this represents the session length no matter how many clients attended or how many staff facilitated the session. You will also see two (2) Staff Conduct Hours because even though the group service lasted just one (1) hour, two

(2) staff persons provided service for that full hour.

**Q** Similar to the question above, should these two sections reflecting group service data display identical numbers of clients and participants?

**A** Most of the time, these numbers will not match because the **Number of Participants** field on the Group Services page is not tied to specific clients. Therefore, the number of participants will be higher, often much higher, because it duplicates clients who received group services more than once. Clients are NOT duplicated in the Direct Client Services table where it shows the number of clients who received each group service. For example, if you have two (2) group sessions with five (5) clients each but the same five (5) clients attended both group sessions, you would have five (5) clients who received service on the Direct Client Services table. However, you would see ten (10) participants [two (2) presentations x five (5) participants each] when you review these same service contacts in the Community, Institutional and Group Services table. *Also see the evaluating reports tool at the end of this section.*

**Q** Why would a report show service hour totals that are not in .25 hour increments?

**A** This should only occur if a **Funding Filter** is applied to a report. For example, if a VAWA grant pays for 33% of a staff person’s service time, a Standard Service Report with a VAWA filter will display .33 hours for every hour of service this person provided. If you are seeing this even when no funding filters are applied, please contact the ICJIA help desk for assistance at 312-793-8550 or [CJA.InfonetHelp@illinois.gov](mailto:cja.infonethelp@illinois.gov).

**Q** On the **Standard Report****Client Information Report**, should the total clients and total cases reflected on the report be identical?

**A** Yes, if the report’s timeframe is for one year or less. If the report is for one year or less, and you see a greater number of cases than number of clients, then someone may have mistakenly added a new case for a client when they should not have. Remember that you should not enter an additional case for a client unless that person has not received services in at least one year. To delete unnecessary cases, contact ICJIA for assistance at 312-793-8550 or [CJA.InfonetHelp@illinois.gov](mailto:cja.infonethelp@illinois.gov).

If the report reflects activity for more than one year, the number of cases may be slightly higher than the number of clients because some clients may have more than one case. If you served a client that had two cases, both cases may be counted, but she would only be counted as one client (one person served).

**Q** Why would the total number of clients reflected on the Client Information Report not be equal to the number of clients served (direct service subtotal) on the Direct Client Service Report?

**A** It is possible that a client that has an On- or Off-Site Shelter or Transitional Housing service for the period, but no documented direct services, such as counseling or advocacy. To identify such clients, run a **Management****Client Detail Information Report** with the Service Name box checked. Scroll down and look for a client ID number with only one service contact that is a Shelter or Transitional Housing service. These are clients that probably should have additional service contacts entered under their record, as most clients in shelter are also receiving some direct services. The following are common sources of these error types:

Did you document any infants in shelter that never had a direct client service documented? Remember that time spent doing an intake on an infant should be entered under the child’s ID number as Individual Children’s Counseling. If you documented the client as being in shelter and no other service was provided, the client would be counted in the Client Information Report as being served, but would not be counted in the Direct Client Service report subtotal for receiving services.

Run the **Exception Report** **Open and Lengthy Shelter Entries.** This may help identify clients that left shelter and never updated with a Shelter End Date.

Were any On- or Off-Site Shelter records entered by mistake? If you entered On- or Off-Site Shelter for a client not currently receiving services, then they would be counted as receiving shelter but have no other direct client services for the period.