# INFONET Frequently Asked Questions (FAQs) for Sexual Assault Centers

## Administration Agency Information

Q:  How often do I need to enter agency Information?

A:  Agency information is entered as part of the initial connection to InfoNet. After that, only major information, such as name or address changes, will need updating.

## Administration Staff/Volunteer Information

Q:  When a staff member leaves the program, do I replace the staff record with the replacements name?

A:  No. Instead, locate the resigning staff member’s or volunteer’s record in the Administration >Staff section of the database and enter a termination date. When adding a new staff member, always click the Add button and start from a blank screen. If you replace the name of the resigning staff member with a new person’s name, you will remove any reference to the resigning staff member for the data already entered under that name. When someone leaves your program, enter a termination date. If that person returns to the program, remove the termination date. The staff member will be added to the drop-down menus again.

Q:  How do I update a staff member’s name if the person gets married and the last name changes?

A:  Locate the staff member’s record in Administration > Staff Information, change the last name, and click the Update button.

## Administration Lookup List Editors

Q:  Who decides what editing should be done to the Agency, Other Staff Activities, and/or Funding Source lists?

A:  When ICASA secures new funding sources or grants for agency services, the sources are added to Infonet by administrators. Otherwise, individual agencies decides what their local needs are. However, you should think critically before editing your lists. You want the lists to be specific to your local need, but not so specific that you won’t be able to use the options in the long term. Once you add an entry to a list, it is very difficult to remove.

Q:  Is defining the Agency list a requirement so that we can document outside agencies receiving presentations and making referrals?

A:  No. Your agency may determine the extent to which to use this function.

## Administration Funding-For-Staff

Q:  Do I need to enter a new funding statement at the beginning of each fiscal year?

**A:** Yes. Enter a new funding statement every July 1 to reflect the new fiscal year funding information. It may not be necessary to update the information in the statement if it remains the same as in the previous fiscal year, but you should add a new statement anyway. This ensures you will always have a clean fiscal year of accurate funding information.

Q:  When do I need to revise my funding statement during the fiscal year?

**A:** You should add a new statement and make appropriate revisions any time you have turnover in staff positions, when there is a shift in how staff are funded, or when there is a shift in staff’ responsibilities. It is required that you make these revisions for your VOCA and/or VAWA positions, but should also be made with other funding sources if the funder requires grant specific information. It is important to make these revisions at the time they occur.

**Q:** Do I need to enter a separate statement for each site?  
 **A:** Yes, if funded staff are providing services at each location.

**Q:** How do I remove a person from a funding statement?

**A:** First you must terminate the staff/volunteer in the Administration🡪Staff Information (or Volunteer Information) section of the database. Then, add a new funding statement (Administration🡪Funding for Staff), assign the Date Effective as the date the staff person was terminated, click on the **Edit Staff List** button, and remove the staff/volunteer name from the new funding statement. If her termination date is *before* the new funding statement effective date, Infonet should have already removed her. Also remember to add the person replacing the terminated staff person if necessary.

Q:  I cannot find a staff person in my Funding for Staff list.  What should I do?

A:  Make sure the staff person is entered in Administration > Staff Information. If the staff person is there, confirm that there is nothing entered in the Termination Date field. Also, verify the persons start date and ensure it is on or before the effective date of your new funding statement.

## Client Intake Data

Q:  What is a client intake?

A:  A client intake is information collected to document the client’s profile at the time of intake into the program. Sexual assault service provider agencies are required to use ICASA-approved intake forms. Sample forms may be obtained from ICASA or at [www.icjia.state.il.us/infonets](http://www.icjia.state.il.us/infonets). In addition, agencies may create their own data collection forms and request ICASA approval before use.

Q:  What fields on the client intake page are mandatory?

A:  Only Client ID, Age, Race, Sex and First Contact Date are mandatory. Collection of additional information varies by agency. Check with your agency director to ensure consistent collection and recording of data for your agency. Unknown and blank data fields should be kept to a minimum. Many of the intake data fields are not required but are useful for program development and for developing comprehensive service plans for clients.

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

A:  You may design your own numbering system to assign client ID numbers. However, your program’s 2-letter code should be used at the beginning of the number and a V or S at the end of the ID number to represent victims or significant others, respectively. For any victim’s child, before the S at the end of the significant other ID, you must also enter the letter that corresponds to the child's age order (i.e. as would be for the oldest Child, bS would be for the next-oldest child, cS would be for the next-oldest, etc.).

**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 client identifiers (such as name, initials, birth date, social security number, etc.) should be part of her ID number.

Q:  When do I update intake information for a client into Infonet?

A:  Intake information should correspond to the victim’s situation at the time of intake and should not be changed over time, even as his/her situation changes. You should only update intake information with information obtained *after* the first contact with a client or to correct previously entered information. To edit a client’s intake information, view the client’s record, edit the blank, incorrect or unknown fields, and then save the new information. Only the following information should be updated: referrals, services needed/received, residence, and offender information.

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

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

Q:  Can we serve a significant other if we don’t serve a related victim?

A:  Yes.

Q:  Of which county should I document the client as being a resident?

A:  The county in which the client resides at the time of intake. For example, if your client is from Christian County but moves to Sangamon County upon intake, you would document Sangamon County as the client’s county of residence, not Christian County.

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

A:  Use the option High School Grad.

Q:  How do I delete a client?

A:  You cannot delete a client; however, you can edit the Client ID number to indicate that it is a bad record. First, edit the Client ID number by clicking the Edit button adjacent to where the Client ID # is displayed in the lower left corner. Then, edit the Client ID # to something to indicate it is an obsolete record, e.g. BAD ID 1. Then, you must make sure that no service contacts are entered for this record. If such records exist, you can go to the Direct Services page and delete them. Then, this obsolete record will not show up on standard or management reports as a client who was served, so it will not affect your numbers.

If you want to rid the obsolete record completely, you can overwrite this bad record with a new client’s information. When the next new client comes in, do the following instead of adding a new Adult as usual: 1) View the bad client record; 2) Edit the Client ID # to reflect the new clients ID #; and 3) Proceed to overwrite EVERY field with the new client’s information. Remember to also update any data entered in the Medical/Criminal Justice, Offenders and in the Services Section.

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

**A:** You cannot delete the client. First, you must make this an obsolete record by editing the Client ID # to something like “BAD ID 1.” Make sure no service contacts are entered for this record. If any service contacts exist, delete them. Then, open a new record under the correct client type and enter this client’s information. You may subsequently overwrite this obsolete record with a new client as described in the previous answer above.

Q:  How do I enter the age for a child under the age of one year?

A:  Enter 0 (zero) as the age.

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

A:  Enter -1 as the age. However, if you have a reasonable estimate of the client’s age, enter the approximate value. It is better to have the client fall within an age range on the report rather than to have several Unknown ages for clients.

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

A:  Select Not Applicable.

## Client Offender and Offender Criminal Case Information

Q:  Where do I enter new police and prosecution charges for an offender?

A:  Open the victim’s intake information and click the Offender button, then go to the Police and/or States Attorney charge data entry forms and to enter the information.

## Services Direct Client Services

Q:  What unit of measurement should I use to document direct client services in Infonet?

A:  You should use .25-hour increments. 15 minutes equals .25-hours; 30 minutes equals .5-hours; 45 minutes equals .75 hours.

Q:  May I enter the services provided by contractual consultants or providers into the database?

A:  Yes, but first you must enter the contractual person in the Administration > Staff Information section of the database using their own first and last names. If you want it to be displayed that this is a contractual person versus a permanent employee, you may edit that information into the client’s first name. For example, if John Smith was hired to do contractual work, you might enter his last name as Smith and his first name as John (Contractual). If you enter his name this way, it will always be clear to whoever is entering or viewing data in InfoNet that this is a contractual staff person.

Q:  What service should I use to document time I spend doing a child’s intake with the adult client? What if I am completing multiple children’s intakes with the adult client is it Group or In-Person Counseling?

A:  Document this as Significant Other Consultation under the child’s Client ID number. If intakes for multiple children are being completed, use Significant Other Consultation for each child client.

Q:  How do I document Family Counseling in the adult client or child’s files?

A:  See Group Services Section.

Q:  Do I document any data in a client’s service log if the client calls to cancel a counseling appointment?

A:  If you wish to track no shows and cancellations for services, you may do this on the Services > Direct Client Services > No Show/Cancellation tab. Do not document hours of service for the time you waited for the client if a service is not provided (i.e. client doesn’t show up at court). Simply enter a No Show record and make a note in the client’s paper file.

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

A:  No. This is considered an operational activity and should not be included in hours of service provided to clients.

## Services Group Services

Q:  How do I enter a co-facilitated, one-hour group session as one hour for each of the co-facilitators or ½ hour for each co-facilitator?

A:  Go to Services🡪Group Services and enter the group session indicating the Conduct Hours for **each** staff person on the right side of the screen. If both staff co-facilitated during the whole session, both staff should receive one Conduct Hour. Remember, total session hours documented for staff should match the length of the session (one hour).

Q:  How do I document Family Counseling in both the adult and child clients’ files?

A:  Document Family Counseling sessions in Services > Group Services for both the victim and significant others files, no matter whether the victim is an adult or a child. Each significant other who receives Family Counseling should be a client entered into InfoNet as a significant other, even if family counseling is the only service received by a significant other.

Q:  After I enter group session information and staff hours spent on providing the group session to clients, how do I enter client ID numbers of those who attended the group?

A:  Once you save the record, a message will appear asking you if you want to add attendees. Click OK and the Attendees tab will open. If you have entered and saved the group session information and then left that section of the database, you will need to go back into the Group Services tab and search for the correct group session record. Click on the Attendees tab and add your attendees from the Available Clients list.

**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 search criteria used to create that list are too narrow and are eliminating that client. The default search criteria displays a list of clients who received any type of group service within the last 90 days. Client who never received a group service before will not appear in the default list.

* + - If there are dates entered in the Group Service Date fields, does the client have a group service already entered in that date range? If not, remove the dates from the Group Service Date fields entirely and use one of the other search fields, such as First Contact Date, Client ID, or Client Type.
    - If you cannot find your client in the Available Clients list after several attempts, try searching with all the fields left blank. This will produce a list of all clients ever served by your agency. The list will be long, but Client IDs will be listed in alphanumeric order so you should be able to find the client you are looking for fairly easily.

## Services Non-client Crisis Intervention

Q:  What unit of measurement should I use to document time spent on Non-client Crisis Intervention calls?

A:  The amount of time spent on hotline calls should be documented in increments of .25, .50, .75, and 1.0.

Q:  How do I document a crisis intervention call from a current client?

A:  If a client who is already entered into InfoNet calls the hotline, document it as Telephone Counseling on the Direct Services page in InfoNet under the client’s ID number. Calls from former clients who are not requesting additional services can be documented as Non-client Crisis Intervention.

Q:  May I aggregate Non-client Crisis Intervention call data at the end of the month or do I need to enter each call on its own?

A:  Yes, you may aggregate the data for the purposes of InfoNet reporting; however, you must enter each staff member’s or volunteer’s aggregate data separately. Also consider that you may only extract data for time periods equal to or longer than the period you enter them. For example, if you aggregate these records and enter them monthly, you will not be able to extract daily or weekly totals.

## Services Community and Institutional Services

Q:  What is the difference between Institutional Advocacy and Training?

A:  Institutional Advocacy is when you advocate on behalf of a class or group of sexual assault victims to change the way the system responds to them. Training is providing information to professionals that improve their skills for dealing with sexual assault issues, including victim identification, victim referral, and the dynamics of sexual assault.

Q:  What is the difference between Public Education and Training Services?

A:  Public Education is raising awareness of participants to sexual assault issues. Professional Training involves providing information to participants that help improve their skills for working with victims–issues they should specifically be aware of, and how sexual assault may impact that population.

Q:  What type of board activities can be collected in Community and Institutional Activities?

A:  Collect information on ICASA board activities, including time spent, in the Other Staff Activities section.

Q:  For in-service/new staff training, 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 spent providing the training.

Time spent attending a training may be documented in the Other Staff Activities section if your agency wishes to track that information.

Q:  Do I enter Print Media, Radio, and TV on the Activities data entry tab or the Media/Publications data entry tab?

**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.

## Services Other Staff Activities

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

A:  On-call hours can be documented at Services > Other Staff Activities. Remember those hours should be documented as a direct client service if staff and volunteers are responding to and serving victims during the shift.

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

A:  You may edit existing entries, but it becomes increasingly difficult to do as time passes. Before doing so, you must consider previous records tied to that entry before editing. Editing to correct spelling of an entry is fine, but you never want to edit one activity to reflect a different activity, because that would change all the existing records tied to former activity. In addition, you will not be able to delete any activity that has a record tied to it, unless you find those records and edit or delete them before doing so. This is to protect any data that may have been entered under the old activity you assigned to the drop down list.

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

**A:** It’s possible to break out the data by each fundraising event by using the List Editor, but the number of activities you may assign in the drop down list is limited. Therefore, you may be limiting yourself for other staff activities in this section. Programs should also consider the tediousness of data collection/data entry of such detailed work vs. the benefit you will see from this extra effort.

## Reports

Q:  Can I keep data on services provided by each location separately?  Will I still be able to run a report on total agency statistics?

**A:** Separate logins (user name and password) for each location are required to extract data for each location 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. This allows you to run a report for each location individually, all locations collectively, or any combination thereof.

Q:  How do I figure out how many hours of service were provided by volunteers?

A:  Run Standard Reports > Service/Programs. The last table in this report reflects volunteer activity. You may also use the staff filter to filter the report for all volunteer names.

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

A:  Since InfoNet reports do not duplicate client counts, to obtain the duplicate client count for a specific period, run one report for each month in that period and add the number of new and ongoing clients in each month. These totals will give you the duplicated client count for a given period of time.

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

A:  This would only occur if a Funding Filter is applied to a report. For example, let’s say a VAWA grant pays for 33% of a staff person’s service time. When a Standard Service Report is generated with a VAWA filter, only 33% of this staff person’s time will be displayed, or .33 hours for every hour of service this person provided.

## Miscellaneous

Q:  If I have a staff person that wants to do data entry from a home computer, can I install the Smartpass token on a personal computer?

A:  No, InfoNet should not be installed off-site. Q:  I have staff that only needs to run reports and does not need access to revise or enter new data. Is limited accessibility allowed by InfoNet?

A: Yes. Contact Jennifer Hiselman to make those arrangements at (312) 793-8689 or [jennifer.hiselman@illinois.gov](mailto:jennifer.hiselman@illinois.gov).