



Edmund S. Muskie School of Public Service
University of Southern Maine



Legal Assistance for Victims Grant Program

Database Instruction Manual

Introduction

The Violence Against Women Act of 2000 (VAWA) provided for a change in accountability and oversight. It requires grantees to “report on the effectiveness of the activities carried out,” and to include such information as the number of people served and the number of people seeking services who could not be served. As a result of VAWA 2000, all grant recipients are statutorily required to report on the effectiveness of their projects, and the Attorney General then reports to Congress on the effectiveness of programs funded through the Office on Violence Against Women (OVW).

The VAWA Measuring Effectiveness Initiative at the Muskie School of Public Service, with the Office on Violence Against Women developed a Semi-annual Progress Reporting Form for grantees to report their grant-funded activities. This form was revised in 2008 as a result of changes to the program authorized by VAWA 2005. Grantees of Legal Assistance for Victims Grant Program (LAV Program) are required to submit a Semi-Annual Progress Report on activities engaged in during reporting periods January 1 through June 30 (on July 30) and July 1 through December 31 (on January 30). This report is filed with OVW using the Office of Justice Program’s Grants Management System (GMS).

This database application is specifically designed to collect the data required for the LAV Program progress reporting form. This document provides detailed instructions for entering and editing data in the database. This database collects information on specific activities and creates a summary report of the data entered. Information is collected through user-friendly screens called forms and output is shown using printable reports. It is NOT MANDATORY to use this database to collect and report the data for the Semi-Annual Progress Reporting form, and you will not be able to transfer data from the database to the GMS reporting system. As such, any client identifying information will remain with the database and will not be shared with either OVW or the Muskie School. Any grantee using a network to house the database or sharing the database with other project partners must independently ensure client confidentiality.

The database application was supported by Grant No. 2004-WT-MU-K001 awarded by the Office on Violence Against Women, U.S. Department of Justice. Points of view in this database application are those of the authors and do not necessarily represent the official position or policies of the U.S. Department of Justice or of other staff members, officers, trustees, advisory groups, or funders of the Edmund S. Muskie School of Public Service.

The application collects the data and provides reports on the following questions from the reporting form:

Training – (Q12, Q13, Q14)

Products – (Q18)

Technical Assistance – (Q19)

Victim Services/Legal Services – (Q21, Q22, Q23, Q24, Q25, Q26, Q27, Q28, Q30)

Pro Bono Attorneys (Q32a, Q32b, Q32c)

Volunteer Law Students (Q33a, Q33b)

IMPORTANT: This instruction manual is specifically designed for the Database Application. Refer to the instructions for the Semi-Annual Progress Report for additional information on completing the actual reporting form.

Systems Requirement

- Windows operating system
- Access 2000 or higher



SECTION	Page Number
GETTING STARTED	3
PART I. DATA ENTRY	9
- Training	10
- Products	13
- Technical Assistance	16
- Victim / Legal Services	19
- Pro Bono Attorneys	28
- Volunteer Law Students	31
PART II. GENERATING REPORTS	34
- Victim Services Report	36

GETTING STARTED

Accessing the database application once it's installed

Method 1

To run the database application, use either Windows Explorer or My Computer to navigate to the "LAVdb2.0" folder on your "C:\\" drive of either the single user machine or the client machine (network environment). Find the file named "lavdb2.0.mdb" in the right-hand pane. Double-click on this file to open the database application.

Method 2 - Creating a Shortcut to the Software

You should create a shortcut to the LAV Software on each machine that will be using the database. You should do this regardless of whether or not you installed the software on a network. It will make it easier to find the correct file for running the software.

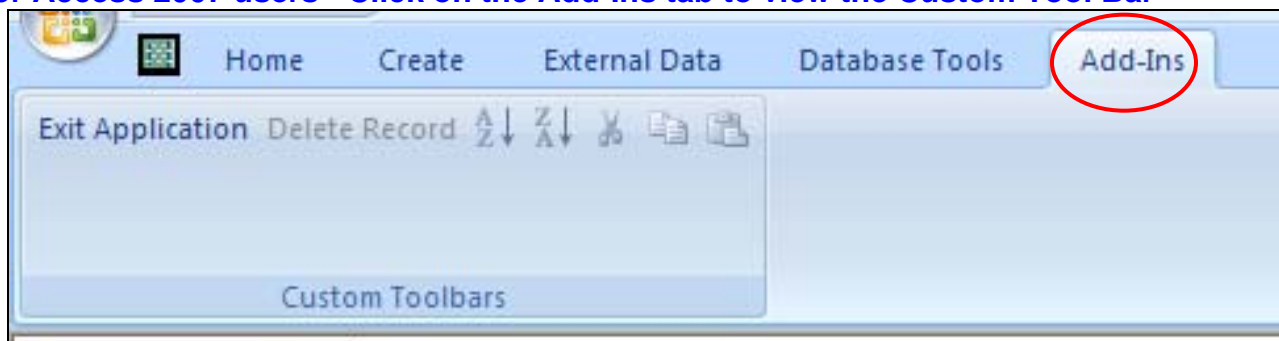
To create a shortcut, use Windows Explorer or My Computer to navigate to the "LAVdb2.0" directory on the "C:\\" drive of either the single user machine or the client machine (network environment). Find the file named "lavdb2.0.mdb" in the right-hand pane. Use the right button of your mouse and click on that file once. Select "Send To >" from the list that appears. From the next list, select "Desktop (Create Shortcut)." There will now be a new icon on your desktop. Next time you want to open the application, just double-click on this icon.

TOOLS TO ASSIST IN DATA ENTRY AND CREATING REPORTS

Throughout the database, there are a series of tools that can be used to help with data entry and creating reports. The following tools will appear in the toolbar across the top of the screen: *Exit*, *Delete Record*, *Sort* (lowest to highest/alphabetically), *Sort* (highest to lowest/reverse alphabetically), *Cut*, *Copy*, and *Paste*. The toolbar options appear as follows:





For Access 2007 users - Click on the Add-Ins tab to view the Custom Tool Bar





Exit Application – To close the entire application and exit the Access Database. **If you only want to close the form you are in, do not click *Exit*.**


Delete Record – This will remove all information from the database of any one particular record. **DO NOT DELETE** anything from your Access file until you are certain the information needs to be removed. Unlike other software programs, **Access does not have an Undo function. It does not allow you to retrieve any information or data that has been deleted.**

Sort Ascending (A|Z) – To sort the record in ascending order based on a particular field. Place the cursor in the field in which you want the records sorted and then click this button: .

Sort Descending (Z|A) – To sort the record in descending order based on a particular field. Place the cursor in the field in which you want the records sorted and then click this button: .

Cut – This will completely remove selected information from a field. Use the mouse to highlight the information you want to move, and click on the *Scissors* button: .

Copy – This will allow you to use information repeatedly without re-typing it. Use the mouse to highlight the information you want to use again and click on the button displaying 2 pages  (to the right of the *Scissors* button).

Paste – After data has been either *Cut* or *Copied*, place it in a new field or application using this tool. Place the cursor in the field you want the information to appear, and click on the *Clipboard* button: .

Another tool provided throughout the data entry pages allows you to add records or browse existing records.



A rectangular form with a light green background and a thin black border. It contains four buttons: 'Add Record' at the top, 'Next Record' and 'Previous Record' in the middle, and 'Close Form' at the bottom. Between the top and middle buttons, the text '1 of 3 - Total records' is displayed in red.

This tool works as follows:

Add Record – This button opens the data entry page and allows you to enter new data.

Next Record/Previous Record – The database stores previously entered data; these buttons will help you browse through the existing records.

Close Form – This button closes the form you are working on and will return you to the *Open Forms* screen.

When the database is opened, the following window appears. For the purpose of this application, this window is called the *Main Window* (Figure 1).

Figure 1

VAWA MEASURING EFFECTIVENESS INITIATIVE

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Tel:1-800-922-VAWA (8292) Fax:207-780-5817 Website: <http://muskie.usm.maine.edu/vawamei>

**DATABASE DESIGNED FOR
OFFICE ON VIOLENCE AGAINST WOMEN
SEMI-ANNUAL PROGRESS REPORT FOR
LEGAL ASSISTANCE FOR VICTIMS GRANT PROGRAM**

Click on this Button to open Forms for adding new records or editing existing records.

Click on this Button to open Reports.

Exit Application

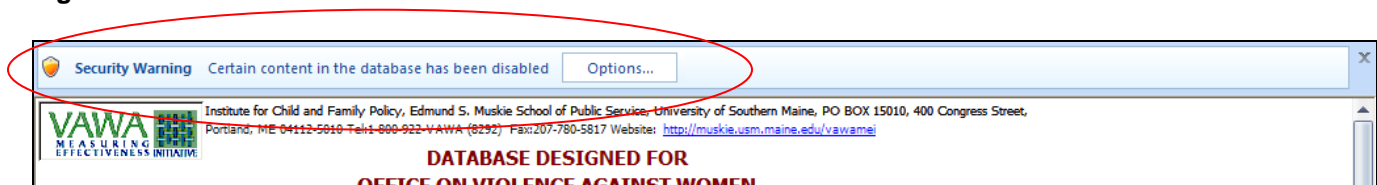
This database application was supported by Grant No. 2004-WT-MU-K001 awarded by the Office on Violence Against Women, U.S. Department of Justice. Points of view in this database application are those of the authors and do not necessarily represent the official position or policies of the U.S. Department of Justice or of other staff members, officers, trustees, advisory groups, or funders of the Edmund S. Muskie School of Public Service.

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At this point, the user will decide between 1) opening forms for adding new records or editing existing records or 2) opening reports. Click the button next to the preferred choice. Instructions for opening the forms and opening the reports are detailed in this manual.

For Access 2007 users – Please note the Security Warning

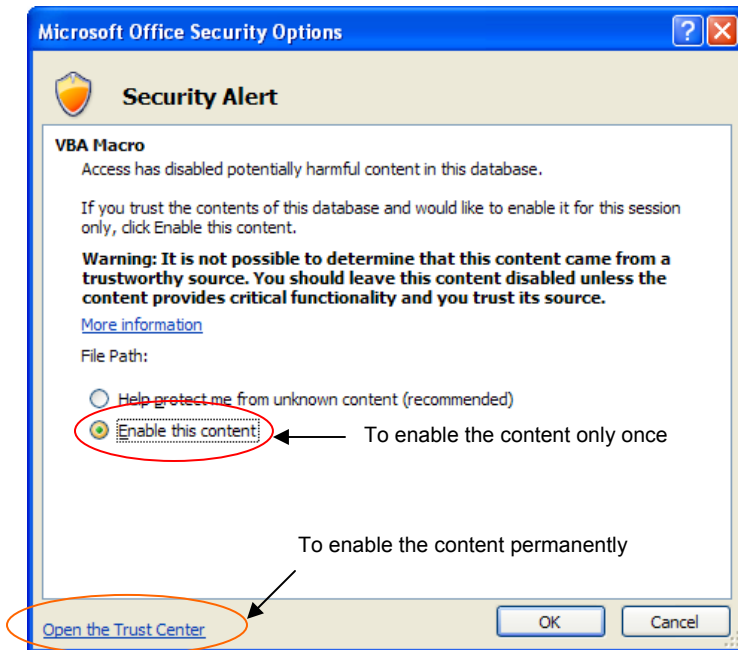
Figure 2



The database has several Visual Basic codes and macros. For the database to function properly these codes and macros should be enabled. By default, Access 2007 blocks these codes and macros.

To enable these codes press the 'Option' button and the following "Microsoft Office Security Options" window will appear

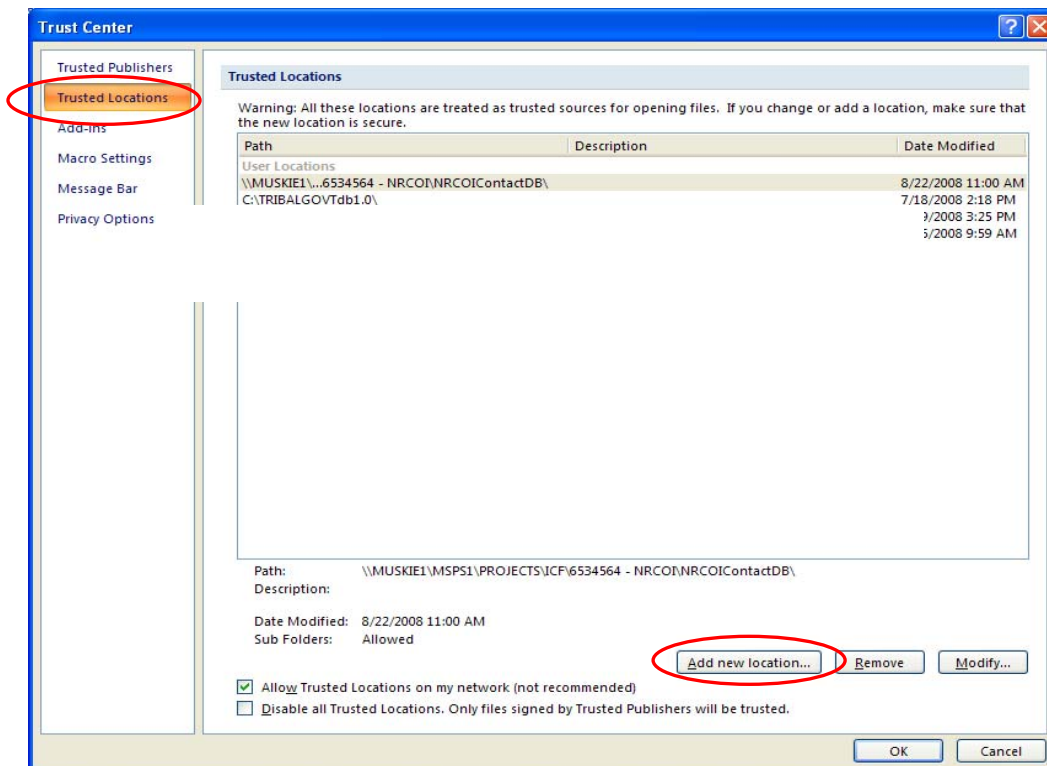
Figure 3



To enable the content only once, click on the radio button next to "Enable this content" and press the button "OK".

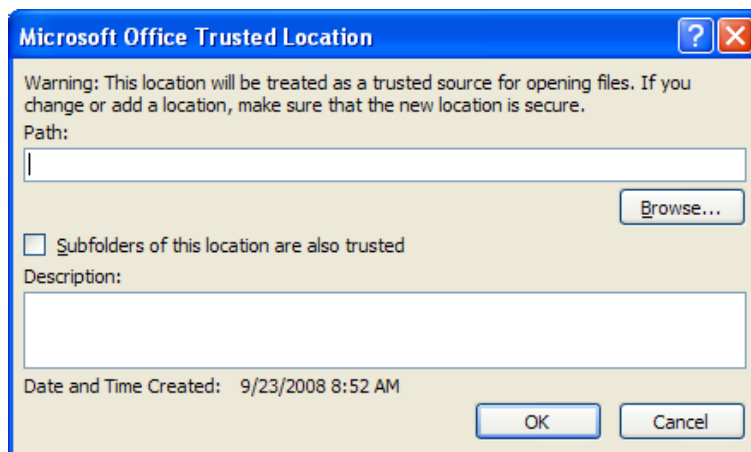
To enable the content permanently, click on the "Open the Trust Center" and the following "Trust Center" window will appear

Figure 4



→ Click on the “Trusted Locations” and then press the button “Add new location”. This will bring the following window in your screen

Figure 5



- Press the button “Browse” and locate the folder where you have installed the database. The default folder for the database is “C:\TRIBALGOVTdb1.0”. Press the “OK” button to add this new location.
- You will see this new location added to your “Trust Center” window.
- Press the “OK” button on the “Trust Center”.
- Press the “OK” button on the “Microsoft Office Security Options” window.
- Exit the database application and your settings will be saved.

****NOTE****

The database is sent to you without any records in it. The first time any of the entry forms are opened, they will be blank windows, such as the example in Figure 2.

Figure 6

NOTE: Throughout the database application, there are fields that collect data that is not required for the semi-annual progress reporting form. These fields are provided for internal use and are referred to in this manual as “optional.” For example, in the *Pro Bono Attorneys* section of this database, there is a field provided to enter the name of

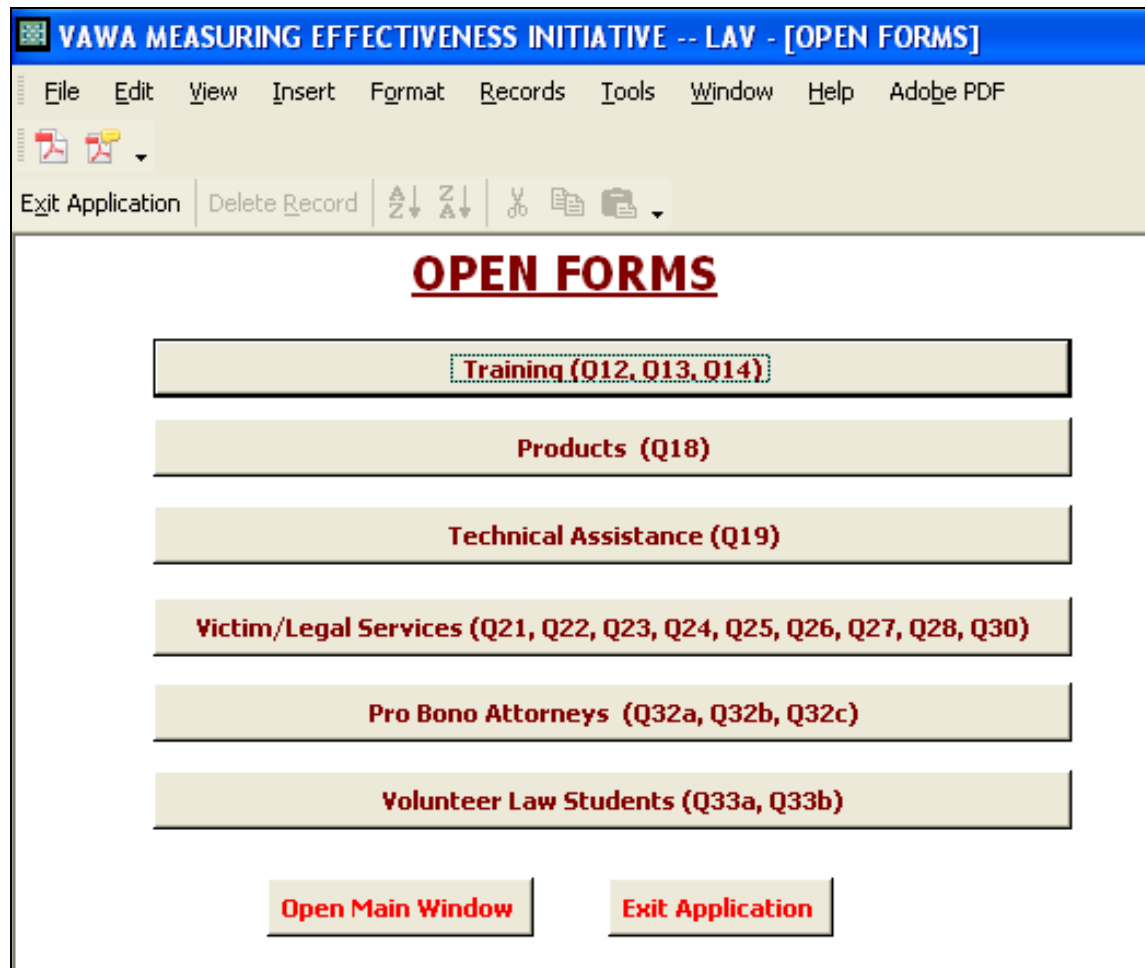
each pro bono attorney. You do not have to report the name of attorneys on the reporting form, but including a name in the database will help you locate the attorney should you need to edit or delete information entered about that attorney.

PART I

DATA ENTRY

From the *Main Window* click on the *Open Forms* button to open the window shown in Figure 7. This window is called the *Open Forms Window*.

Figure 7



By clicking on the appropriate button, a user can:

- 1) Open a desired Form;
- 2) Open the *Main Window*, or
- 3) Exit entirely from the Database Application.

Training (Q12, Q13, Q14)

Figure 8

VAWA MEASURING EFFECTIVENESS INITIATIVE -- LAV - [TRAINING]

File Edit View Insert Format Records Tools Window Help Adobe PDF

Exit Application Delete Record A Z A Z

TRAINING

Complete this form for all training provided by grant-funded staff or directly supported by grant funds.

There are no records. Click on Add Record to start.

Add Record Close Form

Figure 9

VAWA MEASURING EFFECTIVENESS INITIATIVE -- LAV - [TRAINING]

File Edit View Insert Format Records Tools Window Help Adobe PDF

Exit Application Delete Record A Z A Z

TRAINING

Complete this form for all training provided by grant-funded staff or directly supported by grant funds.

Save this Record Go Back Without Saving this Record

Date of Training Event 1/1/2009 Name of Training Event Legal Rights of Victims

Number of Hours 2

Number and Type of People Trained

Advocacy organization staff (NAACP, AARP)		Attorneys (does not include prosecutors)	
Bar association/volunteer lawyer program staff		Batterer intervention program staff	
Child welfare workers/advocates	25	Court personnel (judges clerks)	
Disability organization staff (non-governmental)		Domestic violence coalition staff (state or tribal)	
Elder organization staff (non-governmental)		Faith-based organization staff	

Figure 9 is an example of the form used to track the training events provided by grant-funded staff or directly supported by grant funds. Once training data is entered into the database, the user can choose between reviewing the information of previous training events and/or entering new training event information. This portion of the database collects information on the dates and names of training events; a description of the people trained; the number of people trained; and the content of the training event.

To Enter a New Training Event:

1. Click on the *Add Record* button. (See figure 8 above.)
2. Enter the date the training event occurred (see figure 9 above). If no date is entered, you will not be able to proceed.
3. Use the *Tab* key or the mouse to move through the fields during data entry. For instance, to move from *Date of Training Event* to *Name of Training Event*, press the *Tab* key on the keyboard.
4. **Optional:** Enter the name of training event.
5. **Optional:** Enter the number of hours the training event lasted. This information will not be in the output summary.
6. Enter the number of people attending the training event, using the category that is most descriptive of the people attending.
7. Use the mouse to select the content areas (topics) covered in the training event. If a topic that you provided training on is not listed here, select "Other" and describe the training content in the space provided.
8. When complete, click on the *Save this Record* button.
9. To continue adding training events, click on *Add Record*. To finish, click on *Close Form*, which will return you to the *Open Forms Window*.

To Review or Edit an Existing Training Event:

Method 1

1. In the green area, use the mouse to click on the arrow at the end of the *Lookup Training Event* field to open the pull-down menu listing all previously entered training events. Choose the event you want to review or edit. This will fill in the existing data for that training event.
2. To edit, use the *Tab* key on the keyboard or the mouse to select the field you want to edit and make necessary changes.

3. When finished, either choose another training event to review or edit, or click on *Close Form* to return to the *Open Forms Window*.

Method 2

In the green area, click the *Next Record* or *Previous Record* button and follow steps 2 and 3 in Method 1 above.

****While editing existing data, the application will automatically save the changes you make.****

To Delete an Existing Training Event:

1. In the green area, use the mouse to click on the arrow at the end of the *Lookup Training Event* field to open the pull-down menu listing all previously entered training events. Choose the event you want to delete. This will fill in the existing data for that training event.
2. Click on the *Date of Training Event* text-box and click *Delete Record* on the toolbar. Simply using the "Delete" key on your keyboard will not entirely remove the record from the database.

Note: DO NOT DELETE anything from your Access file until you are certain the information needs to be removed. Unlike other software programs, Access does not have an *Undo* function. It does not allow you to retrieve any information or data that has been deleted.



Products (Q18)

Figure 10

VAWA MEASURING EFFECTIVENESS INITIATIVE -- LAV - [PRODUCTS AND CODES]

File Edit View Insert Format Records Tools Window Help Adobe PDF

Exit Application Delete Record

PRODUCTS

Complete this form for products developed, substantially revised, used, and/or distributed by grant-funded staff, or directly supported with grant funds.

1 of 1 - Total records

Add Record

Next Record Previous Record

Close Form

Type of Product: Brochures Describe, if other:

Content/focus:

Title: Legal Help for Victims of Sexual Assault

Topic:

Intended Audience: advocates, victims

Language Developed/translated In: Spanish

Date Developed/Revised: 1/12/2009

Number Used or Distributed:

Date	Number Used or Distributed
3/7/2009	32

This portion of the database will track products supported with grant funds. Figure 10 is an example of a filled in form used to track products developed, substantially revised, used, and/or distributed by grant-funded staff, or directly supported with grant funds.

To Enter a New Product:

1. Click on the *Add Record* button.
2. Using the pull-down menu, select the type of product developed or substantially revised. If it is not listed, select "Other" and describe the product type in the space provided.
3. Enter the title of the product.
4. Enter the topic of the product.

5. Enter the intended audience.
6. Provide the various languages (other than English) in which the product was developed or translated.
7. Enter the date the product development or product revision was complete.
8. Enter the date the product was used or distributed, and how many were used or distributed. ****Note: Only fill in this section when the products are actually used; do not report the number printed or copied here. ****
9. When complete, click on the *Save this Record* button.
10. To continue adding products, click on *Add Record*. To finish, click on *Close Form* to return to the *Open Forms Window*.

To Review or Edit an Existing Product Entry:

1. In the green area, use the *Next Record* and *Previous Record* buttons to browse through all previously entered products.
2. To edit, use the *Tab* key on the keyboard or the mouse to select the field you want to edit and make the necessary changes.
3. When finished, choose another product to review or edit, or click on *Close Form* to return to the *Open Forms Window*.

****While editing existing data, the application will automatically save the changes you make.****

To Delete an Existing Product Entry:

1. In the green area, use the *Next Record* and *Previous Record* buttons to browse through all previously entered products.
2. Click on the *Date Developed/Revised* text-box and click *Delete Record* on the toolbar.

To Delete an Existing Used or Distributed Entry for a Specific Product:

1. In the green area, use the *Next Record* and *Previous Record* buttons to browse through all previously entered products.
2. Click in the field containing the information you want to delete under *Number Used or Distributed* and click *Delete Record* on the toolbar (Figure 6). This will delete the information in that field but not the product record.

Figure 11

VAWA MEASURING EFFECTIVENESS INITIATIVE -- LAV - [PRODUCTS AND CODES]

File Edit View Insert Format Records Tools Window Help Adobe PDF

Exit Application Delete Record A Z A Z

PRODUCTS

Complete this form for products developed, substantially revised, used, and/or distributed by grant-funded staff, or directly supported with grant funds.

1 of 1 - Total records

Add Record

Next Record Previous Record

Close Form

To delete an ENTIRE product record, first use your mouse to click within this box.

Then select "Delete Record."

Type of Product Describe, if other

Content/focus

Title

Topic

Intended Audience

Language Developed/translated in

Date Developed/Revised

Number Used or Distributed

Date	Number Used or Distributed
3/7/2009	32

To delete only the number of products used or distributed, first click here, then select "Delete Record" above.

Note: DO NOT DELETE anything from your Access file until you are certain the information needs to be expunged. Unlike other software programs, Access does not have an *Undo* function. It does not allow you to retrieve any information or data that has been deleted.

Technical Assistance (Q19)

Figure 12

VAWA MEASURING EFFECTIVENESS INITIATIVE -- LAV - [TECHNICAL ASSISTANCE]

File Edit View Insert Format Records Tools Window Help Adobe PDF

Exit Application Delete Record A↓ Z↓

TECHNICAL ASSISTANCE

Complete this form for each technical assistance activity provided by grant-funded staff or if grant funds directly supported technical assistance.

Lookup TA Recipient

1 of 4 - Total records

Next Recipient Previous Recipient

Close Form

Add Recipient

Name of the TA Recipient

Type of Recipient

If Other, specify

Indicate when the technical assistance was requested, provided, and the area of technical assistance.

	Date Requested	Date Provided	Sexual Assault	Domestic Violence/Dating Violence	Stalking
	10/10/2009	10/10/2009	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		11/7/2009	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Figure 12 represents the portion of the database that collects information related to technical assistance provided to individuals, agencies, and/or organizations. Complete this form for each technical assistance activity provided by grant-funded staff or directly supported with grant funds.

To Enter a New Technical Assistance Recipient:

1. Click on the *Add Recipient* button.
2. **Optional:** Enter the name of the agency, organization, or individual requesting the technical assistance.
3. Using the pull-down menu, select the type of recipient. If the type of recipient is not listed, select "Other" and write a brief description in the space provided.
4. Click on *Save this Record*. This will expand the form so you can enter additional information.
5. **Optional:** Enter the date the technical assistance was requested.
6. Enter the date technical assistance was provided.

7. Indicate the type of victimization the technical assistance addressed. Check all that apply.
8. To continue adding technical assistance recipients, click on *Add Recipient*. To finish, click on *Close Form* to return to the *Open Forms Window*.

To Add a Technical Assistance Activity to an Existing Recipient:

1. In the green area, use the mouse to click on the arrow at the end of the *Lookup TA Recipient* field to open the pull-down menu listing all previously entered technical assistance recipients. (See figure 13 below.) Choose the recipient whose record you want to update with an additional technical assistance activity. This will fill in the existing data for that recipient.
2. To add an additional technical assistance activity, enter the date requested (optional), the date provided, and indicate the type of victimization addressed.

Figure 13

VAWA MEASURING EFFECTIVENESS INITIATIVE -- LAV - [TECHNICAL ASSISTANCE]

File Edit View Insert Format Records Tools Window Help Adobe PDF

Exit Application Delete Record

TECHNICAL ASSISTANCE

Complete this form for each technical assistance activity provided by grant-funded staff or if grant funds directly supported technical assistance.

Lookup TA Recipient ▼

Name of the TA Recipient: Geoffrey O'Donnell, George, Matilda James, Tom Landon

Type of Recipient:

If Other, specify

Indicate when the technical assistance was requested, provided, and the area of technical assistance.

	Date Provided	Sexual Assault	Domestic Violence/Dating Violence	Stalking
▶	10/10/2010	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
*		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 of 5 - Total records

Next Recipient Previous Recipient

Close Form

Click here to locate and edit an existing record by name

Use these buttons to go through all records one by one.

To Review or Edit an Existing Technical Assistance Recipient:

Method 1

1. In the green area, use the mouse to click on the arrow at the end of the *Lookup TA Recipient* field to open the pull-down menu listing all previously entered technical assistance recipients. Choose the recipient you want to review or edit. This will fill in the existing data for that recipient.

2. To edit, use the *Tab* key on the keyboard or the mouse to select the field you want to edit and make the necessary changes.
3. When finished, choose another product to review, or click on *Close Form* to return to the *Open Forms Window*.

Method 2

In the green area, click the Next Recipient or Previous Recipient button until the TA recipient you are looking for appears on the screen. Then follow steps 2 and 3 in Method 1 above.

****While editing existing data, the application will automatically save the changes you make.****

To Delete an Existing Technical Assistance Recipient:

1. In the green area, use the mouse to click on the arrow at the end of the *Lookup TA Recipient* field to browse through the previously entered technical assistance recipients. Choose the recipient you want delete. This will fill in the existing data for that recipient.
2. Click in the *Type of Recipient* field and click *Delete Record* on the toolbar.

Note: DO NOT DELETE anything from your Access file until you are certain the information needs to be removed. Unlike other software programs, Access does not have an *Undo* function. It does not allow you to retrieve any information or data that has been deleted.



Victim/Legal Services (Q21, Q22, Q23, Q24, Q25, Q26, Q27, Q28, Q30)

Figure 14

VAWA MEASURING EFFECTIVENESS INITIATIVE -- LAV - [VICTIM SERVICES]

File Edit View Insert Format Records Tools Window Help Adobe PDF

Exit Application Delete Record [Sort Icons]

VICTIM/LEGAL SERVICES Add Victim/survivor **8 of 8 - Total records** Next Victim/survivor Previous Victim/survivor Close Form

Lookup Victim/Survivor Number|Date|Name [Dropdown] Preview Report for this Victim/survivor Edit Victim/survivor Number

Victim/survivor's Number 55 Date 10/13/2009 Primary Victimization (Check only one) ☐ Sexual Assault ☒ Domestic Violence ☐ Stalking

Victim/Survivor Information Demographics Relationship to Offender Non-Legal Services Legal Services

Victim/Survivor information (optional)

First Name: Elaine

Last Name: Reardon

Figure 14 is an example of a filled in form used to collect and track data needed for the *Victim Services/Legal Services* section of the reporting form. This portion of the database collects information on the type of primary victimization a victim/survivor has experienced; the victim/survivor's demographics; the relationship of the victim/survivor to the offender(s); victim services requested and/or provided; and legal services requested and/or provided. The user will determine and assign each victim/survivor a unique number, which is an alpha-numeric field (i.e. you can enter numbers or characters in this field). Data is collected on a per victim/survivor basis. Maintain only one record per victim/survivor, even if they receive or request services during multiple reporting periods. In order to produce an accurate output report that can be used to complete the reporting form, the user should only enter services that are provided by/requested of grant-funded staff or directly supported with grant funds.

To Enter a New Victim/Survivor:

1. Click the *Add Victim/survivor* button. This will bring up the following window (Figure 15):

Figure 15

VAWA MEASURING EFFECTIVENESS INITIATIVE -- LAV - [VICTIM SERVICES]

File Edit View Insert Format Records Tools Window Help Adobe PDF

Exit Application Delete Record Sort Copy Paste

VICTIM/LEGAL SERVICES

Save Record and Enter Other Information Go Back Without Saving this Record

Victim/survivor's Number Date Primary Victimization (Check only one) ☐ Sexual Assault ☐ Domestic Violence ☐ Stalking

Victim/Survivor Information Demographics Relationship to Offender

Victim/Survivor information (optional)

First Name:

Last Name:

2. Enter the victim/survivor's assigned number and the date the number was assigned.
3. Check the primary victimization. Check only one.
4. Enter additional information on the victim/survivor by selecting the appropriate tab.
5. The first tab is *Victim/Survivor Information* (first and last name). These fields are **optional**.
6. Click on the *Demographics* tab to enter the race/ethnicity, gender, age, and other demographics for the victim/survivor.
7. Click on the *Relationship to Offender* tab to indicate the victim/survivor's relationship to the offender(s) by the type of victimization. Enter the number of relationships in each category that applies.
8. Click on the *Save Record and Enter Other Information* button. This will expand the form so you can enter additional information.
9. Click on the *Non-Legal Services* tab to enter information on the non-legal services requested and provided (Figure 16). Next, click on *Add New Service*. Using the drop-down menu, select the type of service requested and/or provided to the victim/survivor. Enter the dates the service was requested and provided. If provided, use your mouse to click on the appropriate box to indicate whether a grant-funded lawyer or grant-funded staff provided the service. If the service was not provided, use your mouse to click on the reason(s) the service was not provided. When finished, click on *Save this Record*. To enter another service, click on *Add New Service* and repeat the procedure.

You may enter an unlimited number of requested services for each victim/survivor, as long as those services are funded under your grant.

Figure 16

VAWA MEASURING EFFECTIVENESS INITIATIVE -- LAV - [VICTIM SERVICES]

File Edit View Insert Format Records Tools Window Help Adobe PDF

Exit Application Delete Record A Z A Z

VICTIM/LEGAL SERVICES Add Victim/survivor 8 of 8 - Total records Next Victim/survivor Previous Victim/survivor Close Form

Lookup Victim/Survivor Number|Date|Name

Victim/survivor's Number 55 Date 10/13/2009 Primary Victimization Check only one ☐ Sexual Assault ☒ Domestic Violence ☐ Stalking

Victim/Survivor Information Demographics Relationship to Offender Non-Legal Services Legal Services

NON-LEGAL SERVICES

Add New Service 1 of 1 - Total Service/s for this Victim/survivor Next Service Previous Service

Type of Service Requested	Service Requested Date	Service Provided Date	Service Provided By	
			Lawyer	Staff
Safety planning	10/17/2009		<input type="checkbox"/>	<input type="checkbox"/>

If the above service is not provided then please check the reasons why this service is not provided

☐ Conflict of interest ☐ Did not meet statutory requirements ☐ Hours of operation
☐ Insufficient/lack of culturally appropriate services
☐ Insufficient/lack of language capacity (including sign language)
☐ Insufficient/lack of services for people with disabilities ☐ Lack of child care
☐ Need not documented ☐ Program reached capacity
☐ Program unable to provide service due to limited resources/priority-setting
☐ Services inappropriate or inadequate for victims/survivors with mental health issues
☐ Services inappropriate or inadequate for victims/survivors with substance abuse issues
☐ Services not appropriate for victim/survivor ☐ Transportation
☐ Other

- Click on the *Legal Services* tab (Figure 17) to enter information on the legal services requested and/or provided. Next click on *Add New Service*. Using the pull-down menu, select the legal service requested. Enter the date the service was requested and specify whether the victim was "Served," "Partially Served," or "Not Served" for that legal issue. If partially served or not served, check the reason that applies. (See NOTE below for fuller explanation.) If the victim was served, provide the dates that grant-funded staff worked on the requested service under "Enter the Service Started and/or Provided Date." **The victim will be not be counted as served or partially served unless there is a date entered in this field.** You have two options for entering information about legal services you are providing. You may enter a new date each time there is action on that legal issue. This enables you to generate a report for any time period that will count each victim/survivor in each time period for which a service was started or provided. Or, if you want to generate reports for each six-month reporting period and do not want to track each activity on each legal issue, **you must enter at least one date under "Service Started and/or Provided" during each six-month reporting period that you have worked on that legal issue for the**

victim/survivor to be counted. Please note that the victim will be counted as “Not served” for the time frame between the “Request Date” and the “Service Started and/or Provided Date.” If you start to provide services the day the victim requests those services, be sure to enter the same date within both fields so the victim will always be counted as served or partially served.

Figure 17

VAWA MEASURING EFFECTIVENESS INITIATIVE -- LAV - [VICTIM SERVICES]

File Edit View Insert Format Records Tools Window Help Adobe PDF

Exit Application Delete Record A Z A Z

VICTIM/LEGAL SERVICES Add Victim/survivor **8 of 8 - Total records** Next Victim/survivor Previous Victim/survivor Close Form

Lookup Victim/Survivor Number|Date|Name

Victim/survivor's Number 55 Date 10/13/2009 Primary Victimization (Check only one) ☐ Sexual Assault ☒ Domestic Violence ☐ Stalking

Victim/Survivor Information Demographics Relationship to Offender Non-Legal Services Legal Services

LEGAL SERVICES AND OUTCOMES

Add New Service **1 of 1 - Total Service/s for this Victim/survivor** Next Service Previous Service

Legal Issue	Specify, If other	Request Date
Divorce		10/15/2009

Specify if Served, Partially served, or Not served on this Legal Issue Partially Served

Enter the Service Started and/or Provided Date

Date	Notes
10/10/2009	

Check the reasons from the following, if you have specified above that this legal issue is Partially Served or Not Served.

- For cases closed during the reporting period, enter the date of closure for each legal issue. Using your mouse, click on the appropriate box to indicate the outcome of the service provided. When finished, click on *Save this Record*. To enter another service, click on *Add New Service* and repeat the procedure. You may enter an unlimited number of requested services for each victim/survivor, as long as those services are funded under your grant.

For all legal services, you are asked to specify whether a victim is “served”, “partially served,” or “not served” with respect to each legal issue. To determine this, apply the following definitions and examples:

- A. Specify that a victim is served on a particular issue when that victim is receiving full assistance on everything they requested regarding that issue, if provided under your LAV Program Grant.
Example: If a victim/survivor requests full representation in a divorce and you assist and represent her on the divorce case.
- B. Specify that a victim is partially served on a particular issue when that victim received some, but not all of the services they needed related to that issue, if those services were provided under your LAV Program grant.
Example: A victim/survivor requests full representation in a divorce and you provide only information and advice.
- C. Specify that a victim is not served on a particular issue when that victim did not receive any service(s) they needed related to that issue, if those services were provided under your LAV Program grant.
Example: A victim/survivor requests full representation in a divorce and you are not able to provide any services related to divorce at that time, even though you are funded to provide this service under your LAV grant.

Once you have entered whether a victim was served, partially served, or not served with regard to specific legal issues, **the database application will automatically determine if that victim has been “served,” “partially served,” or “not served” over the course of the reporting period.** The most common exception to this would be when a victim is provided with partial service on a particular legal issue at one point during the reporting period and *later in the same reporting period* receives, or is offered, the full range of services needed or requested on the same issue, as illustrated in the example below:

(NOTE**** The following example would require a change in served, partially served, or not served status:)

A victim requests legal representation in a divorce but you are only able to provide information and advice. You specify that the victim was “partially served” on the divorce issue, and enter the date which you provided them with advice. The victim is placed on a waiting list for legal representation. Later in the same reporting period you are able to provide full representation to this victim in the divorce. You would then go back to the original record and change the status from “partially served” to “served,” and enter the date on which you started to provide them full representation. This will change the status of this particular legal issue to reflect the victim being fully served, even though they started out as being partially served in that reporting period. It is suggested that you keep a record of when you changed the victims status from partially served to fully served within the “Notes” field so that you will have an accurate record of services provided.

Note: In the above example, it is assumed that you are funded under your LAV Program grant to provide full representation in a divorce.

Based on the above responses for each legal issue and for each date a legal and/or non-legal service was requested and/or provided, the database will automatically calculate the number of victims/survivors “served,” “partially served,” or “not served” in each reporting period. It uses the following definitions as set out in the instructions for the Semi-Annual Progress Report.

- A. *Victims/survivors served* are those who received the service(s) they requested, if those services were funded under your LAV Program grant.
- B. *Victims/survivors partially served* are those who received some service(s), but not all of the services they requested, if those services were funded under your LAV Program grant.
- C. *Victims/survivors seeking services who were not served* are those who sought services but did not receive the service(s) they were seeking, if those services were funded under your LAV Program grant.

Enter information for the services that are funded under your **LAV grant only**. If you provide a service that is not funded under your grant, you should not enter it in the database.

12. When finished, continue adding victims/survivors, or click *Close Form* to return to the *Open Forms Window*.

Note: Click on *Preview Report for this Victim/survivor* for a printable report containing all of the information in the victim/survivor's record.

To Review or Edit an Existing Victim/Survivor:

Method 1

1. In the green area, use the mouse to click on the arrow at the end of the *Lookup Victim/Survivor Number | Date | Name* field to open the pull-down menu listing all of the previously entered records for victims/survivors. Choose the victim/survivor whose record you want to review or edit. This will fill in the existing data for that victim/survivor.
2. To edit the victim/survivor's number and/or date, click on the *Edit Victim/survivor Number* button. A new form will open. Edit the information and click the *Save Record and Close* button.
3. To review or edit other information (such as demographics), select the tab on which it appears. To edit, use the mouse or the *Tab* key on the keyboard to select the field and change the data.
4. To add a non-legal service requested and/or provided to the selected victim/survivor, click on the *Non-Legal Services* tab and select *Add New Service*. Using the drop-down menu, select the type of service requested/provided. Enter the dates the service was requested and provided. Use your mouse to click on the appropriate box to indicate whether a grant-funded lawyer or grant-funded staff provided the service. If the service was not provided, use your mouse to click on the reason(s) the service was not provided. When finished, click on *Save this Record*. To enter another service, click on *Add New Service* and repeat the procedure. You may enter an unlimited number of requested/provided services for each victim/survivor, as long as those services are funded under your grant. The database will generate a report with an unduplicated count of services provided.

5. To add a legal service requested and/or provided to the selected victim/survivor, click on the *Legal Services* tab and click on *Add New Service*. Using the pull-down menu, select the legal services requested and/or provided. Enter the date the service was requested and specify whether the victim was “served,” ‘partially served,’ or ‘not served’ for that legal issue. If partially served or not served, state the reason by checking the appropriate box. If the victim was served, provide the dates that grant-funded staff started the requested service. For reporting purposes you need to provide only one date during each reporting period that you have worked on that legal issue. You may add additional information for your own purposes. Using your mouse, click on the appropriate box to indicate the outcome of the service provided. When finished, click on *Save this Record*. To enter another service, click on *Add New Service* and repeat the procedure. You may enter an unlimited number of requested services for each victim/survivor, as long as those services are funded under your grant.
6. To add a date to a previously requested, but not provided non-legal service, click on the appropriate services tab. Using the *Next Service* and *Previous Service* buttons, select the service you want to update. Click within the *Service Provided Date* field that corresponds with the service you want to update, and enter the date on which the service was provided (see figure 18). The victim will be counted as not served for the time frame between when the service was requested, and when the service was provided. Once that victim has been provided the service and a date is entered into the database, they will be counted as fully served (for that service only).

Figure 18

The screenshot shows a web-based form titled "NON-LEGAL SERVICES". At the top, there are tabs for "Victim/Survivor Information", "Demographics", "Relationship to Offender", "Non-Legal Services", and "Legal Services". Below the tabs, there are buttons for "Add New Service", "Next Service", and "Previous Service". A status bar indicates "1 of 1 - Total Service/s for this Victim/survivor". The main table has columns for "Type of Service Requested", "Service Requested Date", "Service Provided Date", and "Service Provided By". The "Service Provided By" column has sub-columns for "Lawyer" and "Staff". The first row of data shows "Pro se clinics/group services" as the service type, "11/3 /2003" as the requested date, "1 /1 /2004" as the provided date, and a checked box under the "Staff" column. A red arrow points to the "Service Provided Date" field.

Type of Service Requested	Service Requested Date	Service Provided Date	Service Provided By	
			Lawyer	Staff
Pro se clinics/group services	11/3 /2003	1 /1 /2004	<input type="checkbox"/>	<input checked="" type="checkbox"/>

7. To add a date to a previously requested, but not provided legal service, click on the appropriate services tab. Using the *Next Service* and *Previous Service* buttons, select the service you want to update. Click within the box below the *Date* field, and enter the date on which that service was started and/or provided (see figure 19). The victim will be counted as not served for the time frame between when the service was requested, and when the service was started or provided. If there is not a service started and/or provided date entered, the victim will be counted as *Not Served*, even if you have indicated they were served or partially served in the drop down box. **A date must be entered within each and every six month reporting period that you're providing the victim with services in order for this service to be counted.**

Figure 19

8. **Do not uncheck the reason(s) the service was not provided.** Leaving the “reason(s) the service was not provided” checked will enable you to see this reason(s) when you want to view the output report for a period of time other than January 1 through June 30 and July 1 through December 31. The database is designed to only include the “reason(s) the service was not provided” in the output report if the service was not provided during the report period you selected. An example of this would be if a victim/survivor requested a service on 07/15/2008 and the service was provided on 10/15/2008. If, for internal reasons, you want to run an output report for 07/01/2008 through 08/01/2008 and you left the “reason(s) the service was not provided” checked, you will be able to view why a service was not provided during that period. However, when you run your report for 07/01/2008 through 12/31/2008, because the service was provided on 10/15/2008, the output report will show this service as being provided and will not include the reason(s) not provided that you initially indicated.
9. When finished, choose another record to review or edit, or click on *Close Form* to return to the *Open Forms Window*.

Method 2

In the green area, click on the *Next Victim/survivor* or *Previous Victim/survivor* button and follow steps 2 to 9 in Method 1 above.

****While editing existing data, the application will automatically save the changes you make.****

To Delete an Existing Victim/survivor:

1. In the green area, use the mouse to click on the arrow at the end of the *Lookup the Victim/Survivor Number | Date | Name* field to open the pull-down menu listing all previously entered records for victims/survivors. Choose the victim/survivor whose record you want to delete. This will fill in the existing data for that victim/survivor.

2. Click on the *Victim/survivor's Number* text-box and click *Delete Record* on the toolbar. This will delete all information on this victim/survivor including the corresponding data under each tab.

To Delete an Existing Non-Legal Service Provided for a Specific Victim/Survivor:

1. In the green area, use the mouse to click on the arrow at the end of the *Lookup the Victim/Survivor Number | Date | Name* field to open the pull-down menu listing all previously entered records for victims/survivors. Choose the victim/survivor whose record you want to review or edit. This will fill in the existing data for that victim/survivor.
2. Click on the *Non-Legal Services* tab.
3. Click on the service you want to delete. Make sure the cursor is on the service you want to delete.
4. Click *Delete Record* on the toolbar. This will delete that service and not the entire victim/survivor record.

To Delete an Existing Legal Service for a Specific Victim/Survivor:

1. In the green area, use the mouse to click on the arrow at the end of the *Lookup the Victim/Survivor Number | Date | Name* field to open the pull-down menu listing all previously entered records for victims/survivors. Choose the victim/survivor whose record you want to review or edit. This will fill in the existing data for that victim/survivor.
2. Click on the *Legal Services* tab.
3. Click on the service you want to delete. Make sure the cursor is on the service you want to delete.
4. Click *Delete Record* on the toolbar. This will delete that service and not the victim/survivor.

Note: DO NOT DELETE anything from your Access file until you are certain the information needs to be expunged. Unlike other software programs, Access does not have an *Undo* function. It does not allow you to retrieve any information or data that has been deleted.

Pro Bono Attorneys (Q32a, Q32b, Q32c)

Figure 20

PRO BONO ATTORNEYS

Add Record

5 of 5 - Total records

Next Record

Previous Record

Close Form

Lookup Pro Bono Attorneys by Name and Date of Recruitment

Name: L. Woods

Date of Recruitment:

Training Dates

	Date
*	11/20/2008
*	
*	
*	
*	
*	
*	
*	

Mentoring Dates

	Date
*	
*	
*	
*	
*	
*	
*	
*	

Coordinating Dates

	Date
*	
*	
*	
*	
*	
*	
*	
*	

Cases

Victim/survivor Number, First name, Last Name	Acceptance Date	Completion Date
<div style="border: 1px solid black; width: 100%; height: 15px; position: relative;"> <div style="position: absolute; right: 5px; top: 5px; border: 1px solid black; width: 10px; height: 10px; background: white;"></div> </div>	<div style="border: 1px solid black; width: 100%; height: 15px;"></div>	<div style="border: 1px solid black; width: 100%; height: 15px;"></div>

Figure 20 shows the form that collects information about pro bono attorneys, including the name of the attorney, the date of recruitment, date(s) trained, mentored, and coordinated.

To Enter a New Pro Bono Attorney:

1. Click on the *Add Record* button.
2. Enter the name of the attorney.
3. If recruited, enter the date of recruitment.
4. Click on *Save this Record*. This will expand the form so you can enter additional information.
5. Enter dates for training, mentoring, and/or coordinating as applicable.
6. Using the pull-down menu, select the victim/survivor to whom the attorney provided assistance (see figure 21), as applicable. Enter the case acceptance date and completion date.

Figure 21

The screenshot shows a web form titled "Cases". It contains a table with three columns: "Victim/survivor Number, First name, Last Name", "Acceptance Date", and "Completion Date". The first column has a dropdown menu with two visible options: "1234, Sally, Sally" and "gff, jane, doe". A red arrow points to the dropdown arrow on the first column.

7. When finished, you may add a new record or click on *Close Form* to return to the *Open Forms Window*.

To Review or Edit an Existing Pro Bono Attorney:

Method 1

1. In the green area, use the mouse to click on the arrow at the end of the *Lookup Pro Bono Attorneys by Name and Date of Recruitment* field to open the pull-down menu listing all previously entered pro bono attorneys. Choose the attorney whose record you want to review or edit. This will fill in the existing data for that attorney.
2. To edit, use the *Tab* key on the keyboard or the mouse to select the field you want to edit and make necessary changes.
3. When finished, choose another attorney to review or edit, or click on *Close Form* to return to the *Open Forms Window*.

Method 2

In the green area, click the *Next Record* or *Previous Record* button and follow steps 2 through 3 in Method 1 above.

****While editing the existing data, the application will automatically save the changes you make.****

To Delete an Existing Pro Bono Attorney:

1. In the green area, use the mouse to click on the arrow at the end of the *Lookup Pro Bono Attorneys by Name and Date of Recruitment* field to open the pull-down menu listing all previously entered pro bono attorneys. Choose the attorney whose record you want to delete. This will fill in the existing data for that attorney.
2. Click on the *Date of Recruitment* text-box and click *Delete Record* on the toolbar. This will delete all the information for this pro bono attorney.

To Delete an Existing Training Date, Mentoring Date, Coordinating Date, or Case for a Specific Pro Bono Attorney:

1. In the green area, use the mouse to click on the arrow at the end of the *Lookup Pro Bono Attorneys by Name and Date of Recruitment* field to open the pull-down menu listing all previously entered pro bono attorneys. Choose the attorney whose record you want to review or edit. This will fill in the existing data for that attorney.

2. Click on the data you want to delete. For example if you want to delete a particular training date, click on that training date and make sure your cursor is on that date.
3. Click *Delete Record* on the toolbar. This will delete that record and not the pro bono attorney.

Note: DO NOT DELETE anything from your Access file until you are certain the information needs to be expunged. Unlike other software programs, Access does not have an *Undo* function. It does not allow you to retrieve any information or data that has been deleted.

Volunteer Law Students (Q33a, Q33b)

Figure 22

VOLUNTEER LAW STUDENTS

Lookup Volunteer Law Students by
Name and Date of Recruitment

▼

Add Record

1 of 3 - Total records

Next Record

Previous Record

Close Form

Name:

Date of Recruitment:

Training Dates

	Date
	10/30/2003
*	

Mentoring Dates

	Date
	11/12/2003
	11/21/2003
*	

Coordinating Dates

	Date
	11/1 /2003
*	

Cases

Victim/survivor Number, First name, Last Name	Date Worked
<input style="width: 90%;" type="text" value=""/>	<input style="width: 90%;" type="text" value="11/1 /2003"/>
<input style="width: 90%;" type="text" value=""/>	<input style="width: 90%;" type="text" value="11/5 /2003"/>
<input style="width: 90%;" type="text" value=""/>	<input style="width: 90%;" type="text" value="11/15/2003"/>
<input style="width: 90%;" type="text" value=""/>	<input style="width: 90%;" type="text" value=""/>

Figure 22 is the form that collects information about volunteer law students, including name, date of recruitment, dates trained, dates mentored, and dates coordinated.

To Enter a New Volunteer Law Student:

1. Click on the *Add Record* button.
2. Enter the name of the student.
3. Enter the recruitment date, if applicable.
4. Click on *Save this Record*. This will expand the form so you can enter additional information.
5. Enter dates for training, mentoring, and/or coordinating as appropriate.

6. Using the pull-down menu, select the victim/survivor to whom the student provided assistance and enter the date the student worked on the case (Figure 15).

Figure 23

The screenshot shows a web form titled "Cases". It contains two main input fields. The first field is labeled "Victim/survivor Number, First name, Last Name" and has a pull-down menu. The menu is open, showing two options: "1234, Sally, Sally" and "gff, jane, doe". A red arrow points to the small downward-pointing arrow at the end of the first field, indicating how to open the pull-down menu. The second field is labeled "Date Worked" and is currently empty.

8. When finished, you may add a new record or click on *Close Form* to return to the *Open Forms Window*.

To Review or Edit Existing Volunteer Law Students:

Method 1

1. In the green area, use the mouse to click on the arrow at the end of the *Lookup Volunteer Law Students by Name and Date of Recruitment* field to open the pull-down menu listing all previously entered volunteer law students. Choose the student whose record you want to review or edit. This will fill in the existing data for that student.
2. To edit, use the *Tab* key on the keyboard or the mouse to select the field you want to edit and make necessary changes.
3. When finished, choose another student to review or edit, or click on *Close Form* to return to the *Open Forms Window*.

Method 2

In the green area, click the *Next Record* or *Previous Record* button and follow the steps 2 through 3 in Method 1 above.

****While editing the existing data, the application will automatically save the changes you make.****

To Delete an Existing Volunteer Law Student:

1. In the green area, use the mouse to click on the arrow at the end of the *Lookup Volunteer Law Students by Name and Date of Recruitment* field to open the pull-down menu listing all previously entered volunteer law students. Choose the student whose record you want to delete. This will fill in the existing data for that student.
2. Click on the *Date of Recruitment* text-box and click *Delete Record* on the toolbar. This will delete all the information for this student.

To Delete an Existing Training Date, Mentoring Date, Coordinating Date, and/or Case for a Specific Volunteer Law Student:

1. In the green area, use the mouse to click on the arrow at the end of the *Lookup Volunteer Law Students by Name and Date of Recruitment* field to open the pull-down

menu listing all previously entered volunteer law students. Choose the student whose record you want to review or edit. This will fill in the existing data for that student.

2. Click on the data you want to delete. Make sure the cursor is on the data you want to delete. For example, if you want to delete a particular training date, click on that training date and make sure your cursor is on that date.
3. Click *Delete Record* on the toolbar. This will delete that record but not the student.

Note: DO NOT DELETE anything from your Access file until you are certain the information needs to be expunged. Unlike other software programs, Access does not have an *Undo* function. It does not allow you to retrieve any information or data that has been deleted.

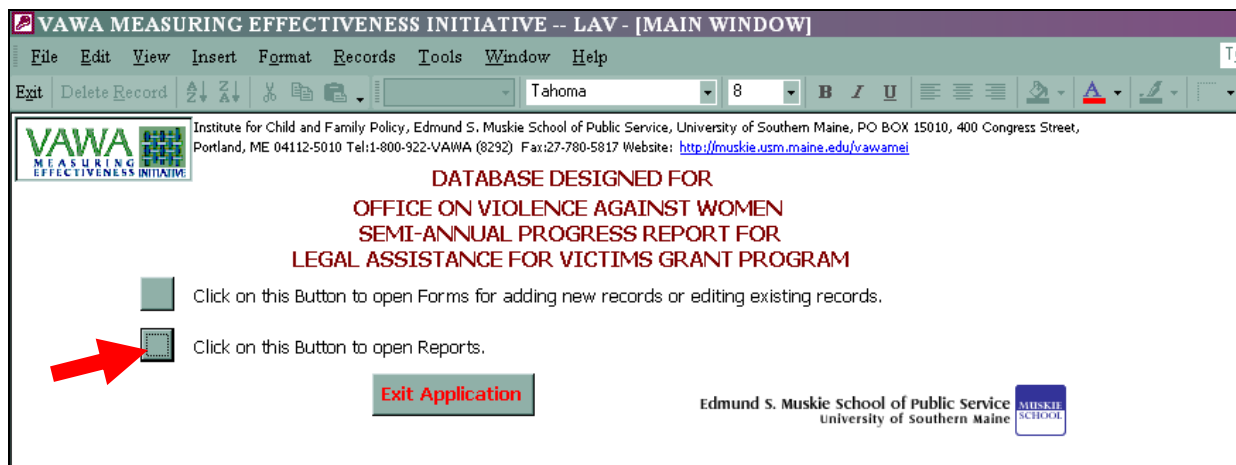
Part II

G Reports

This portion of the manual provides instructions for generating output reports that summarize the data entered into the database.

1. From the *Main Window* click on *Click on this Button to Open Reports* on the *Main Window* (Figure 16).

Figure 24



The following page will open (figure 25):

Figure 25

The screenshot shows the "LEGAL ASSISTANCE FOR VICTIMS GRANT PROGRAM" screen with the "OPEN REPORTS" section. It features two date selection fields: "Start Date:" and "End Date:", each with a text box and a calendar icon. Below these are ten buttons arranged in two columns, representing different report categories: Training (Q12, Q13, Q14), Products (Q18), Products Distributed (Q18), Technical Assistance (Q19), Victim Services (Q21, Q22, Q23, Q24, Q25, Q26), Legal Issues (Q27, Q28), Legal Outcomes (Q30), Pro Bono Attorneys (Q32a, Q32b, Q32c), Volunteer Law Students (Q33a, Q33b), and an "Open Main Window" button. At the bottom right is an "Exit Application" button.

2. Click on the button next to the *Start Date* field to choose the date from which the report should start, or type the start date in the text-box.
3. Click on the button next to the *End Date* field to choose the date from which the report should end, or type the end date in the text-box.
4. Select the desired report by clicking on the appropriate button. Please note that the victim services/legal services sections are broken out into three different reports.
5. The selected report will appear automatically. You can either print the report, close the report to return to the page above, or click *Exit* to close this application. **Choosing *Exit* will close the entire application.**

Victim Services Report

The victim services report varies from other reports generated. Before displaying the report it will display which victims/survivors will be counted as served, partially served, and not served and will provide you with an opportunity to update or review any information before producing the final report.

Figure 26

VICTIMS SERVED

THE FOLLOWING 1 VICTIM/SURVIVOR(S) WILL BE CONSIDERED SERVED FOR THE REPORTING PERIOD - 9/9/2003 TO 9/9/2003 .

To check if the information on demographics, relationship to offender, and victim services is up-to-date and accurate, and, if necessary, update the information, press the button 'UPDATE' next to each victim/survivor information.

Press the button 'NEXT>>' to view the partially served victims/survivors. **NEXT>>**

Victim/survivor's Number Name: **UPDATE**

Figure 26, above, is an example of the screen you will see when selecting to view the victim services report. To edit the information for the victim/survivor(s) served, you would select the "UPDATE" button. This will allow you to update and/or review any of the demographics, relationships to offender, and victim services data provided.

When you click on the 'UPDATE' button, a form displaying information for the selected victim will open. When you complete reviewing and/or updating information for the victim select the 'Close Form' button get back to the list of all victims who were served (see figure 27 below).

Figure 27

VICTIM/LEGAL SERVICES 1 of 1 - Total records **Close Form**

Preview Report for this Victim/survivor Edit Victim/survivor Number

Victim/survivor's Number Date Primary Victimization (Check only one) ☒ Sexual Assault ☐ Domestic Violence ☐ Stalking

Victim/Survivor Information Demographics Relationship to Offender Non-Legal Services Legal Services

Victim/Survivor information (optional)

First Name:

Last Name:

To view the list of victim/survivors who will be counted as Partially Served, click the “NEXT” button. You will then have the opportunity to edit and review the information for all victims being counted as partially served. When finished, select the “NEXT” button to do the same for victims/survivors being counted as Not Served.

If you have zero victims/survivors that are either served, partially served, or not served, figure 28 below is an example of what would appear:

Figure 28



Once finished reviewing or updating all of the information for served, partially served, and not served victims, selecting “NEXT” on the VICTIMS NOT SERVED screen will open a report. Depending on the speed of your computer and the amount of data, it may take a few minutes to generate the report. Use the page tab keys to move through the report.