**SEXUAL ABUSE TREATMENT INFORMATION SYSTEM**

# User Guide

## November 2015

sexual abuse treatment program

Children's Medical Services

# Sexual Abuse Treatment Information System
# Table of Contents

# Section 1
# Overview of the Sexual Abuse Treatment Information System

## 1.1 Purpose of the System

This guide provides an overview of the operations of the Sexual Abuse Treatment Information System (SATIS). The system was created to meet the data needs of the Sexual Abuse Treatment Program (SATP) and Children's Medical Services (CMS). It does so by tracking client intakes and service provision, reporting monthly performance and billing information to the Office of the Attorney General; reporting Victims of Crime Act (VOCA) for those clients whose services are paid by VOCA, and determining program compliance with contractual requirements. This system provides program staff, therapists and managers with the ability to follow a case from the date services were initiated, until the date the case was closed. Key elements of the system include the online display of case-specific information, management reports, a list of questions and answers, and a user guide for use by both Sexual Abuse Treatment Program and Children's Medical Services staff.

## 1.2 Introduction to the System

The SATIS version 1.0 is a .NET web-based program in that it is accessible via Internet Explorer. The web browser runs over a secure sockets layer (SSL). This encrypts the data transmission between the client computers and the server that holds the SATIS data.

The Child Protection Program Office and the Department of Health Information Technology Division currently support SATIS. Once SATIS users enter data at their local SATP offices, reports can be pulled from this statewide system. These reports capture various elements, which are listed below.

## 1.3 Introduction to the User Guide

This guide is designed from the perspective of a SATP program user inputting data for new and existing clients. It is divided into sections that correlate to the major data entry screens and reports. These screens and their functions are as follows:

- **Abuse Report # Search –** This search generates search results based on the client ID, or name of Client.
- **Demographic –** This record provides specific information on each client in the data system (name, address, age, race, disability etc).

- **Intake** – This record provides information on document initiation and termination dates, abuse type, alleged maltreatments, and the other information pertaining to that specific client.
- **Service –** Tracks all types of services provided by the therapist.
- **Provider** – Contains information regarding individuals who provide client services. Could be a caseworker, therapist, etc. Records may be searched by program office code, Provider ID, or Provider Name.
- **Referred No Service** – Contains information regarding the total number of referrals to the program that resulted in the services not being provided.
- **Reports –** Generates information by the individual program and statewide system. The drop-down menu lists the reports for SATP Client Demographic, Clients Served (VOCA), Clients Served Service, and Number of Services – Monthly, Caseload by County, Monthly Report Data, and Referred No Service.
- **System (User) Guide** – This selection allows the user to access this document online. When updates are made to SATIS a notice will be placed on this entry screen so that an updated guide can be downloaded.
- **User Options** – Displays option to show or not to show calendar pop-up tables, as well the user's security level.
- **Child Protection Team** – This selection links back to the Child Protection Team Information system.
- **Logout** – This logs user out of system and closes browser window.

**Figure 1.1 Main Menu (Administrator view)**

Each section of this guide contains multiple screenshots for reference, followed by descriptions of various options and detailed instructions for the selected screens. Many of the fields contain drop-down menus that require the user to select the appropriate information from a list. Most of the codes are included in the instructions for data entry found within each specific section of the guide.

There are two ways to access the website. If the user has been granted access to both CPTIS and SATIS, they will need to open Microsoft Internet Explorer and type in the system address:

https://adminapps35.doh.state.fl.us/CPTIS/main.aspx

After clicking on the hyperlink "Sexual Abuse Treatment Program" on the side menu, the system will bring the user to SATIS.

- If the user has been granted access only to SATIS, they will need to open Microsoft Internet Explorer and type in the system address:

  https://adminapps35.doh.state.fl.us/CPTIS/SATPMain.aspx

- If the user has been granted access only to SATIS via Single Sign-on, please refer to Section 2.1, Single Sign-on.

## 1.4 System Security

SATIS will use the Single Sign-On (SSO). After the user enters a unique user ID and password to logon to the network of the Department of Health (DOH), the user will be able to click on the URL to access the system without being asked for the user ID and password again. The system will automatically verify the DOH login with the system login. The user ID contains the security codes necessary for the various security profiles. There are four security levels for this system.

- **Administrator (Level I)** – Allows the user to update records, view reports, and delete demographic information in the system. Only designated program office staff have approval for this access level.
- **View Only (Level II)** – Allows the user to view records and print reports. This level does NOT have the ability to delete information.
- **SATP Manager (Level III)** – Allows the user to delete intakes and services, and to add and update all records for the appropriate program.
- **SATP User (Level IV) –** Allows the user to add and update, but not delete, any records.

When an individual with a SATP User or View Only profile accesses the system, the Delete buttons on various screens will not be displayed as to not allow these users the ability to delete any information. Additionally, with View Only permissions, the option to create a new record (by means of clicking on the "New" checkbox*)* found on the main menu (as shown in figure 1.1) will not be displayed.

A user's ID and password must not be shared with anyone, including other persons who have access to SATIS. Please contact the CMS program office for access requirements and user setup.

## 1.5 General Data Entry Information

- Each screen has multiple fields for data entry. Use the Tab button on the keyboard to move from field to field, or the mouse to position for a select point of entry.
- Screens that contain red field labels are mandatory fields that must be completed in order to create and update a record for that particular screen.
- To help clarify information, a pale-yellow box will appear over most data entry fields in order to provide the user with a "tool tip." A user can find the tool tip by hovering the mouse-pointer over the entry field.
- Some screens have required fields for record closure/case termination. These fields do not contain any special markings, however the system will prompt the user with instructions on what fields must be completed before the user is able to successfully update the screen.
- All applicable fields should be completed as they may affect the accuracy of case specific information and management report results. Detailed guidelines for data entry, including the instructions and requirements for creating a new record or completing a case closure, are outlined in the sections related to individual activity screens.
- All date fields will prompt the user to select a date from a pop-up calendar that will automatically format the field with date slashes and the MMDDYYYY entry format.
- A user must select "Update" to add or update a record. If the record is accepted, the screen returns and you will receive a confirmation message at the top of the screen, "Update Successful." **If the user changes screens before clicking "Update," all new entries will be lost.** Throughout this manual the graphic to the right reminds users to click "update" to save work.


- Number and letter keys will position the pointer in a drop-down list. This function is keyed off the first number or letter of the entry. The arrow keys can be used to move up and down among the entries of a drop-down list.

- In order to display full screens, resolution can be adjusted on a user's by completing the following steps:
    - Click on "Start" at the bottom left, and select "Control Panel"
    - Click on the icon "Display"
    - Select "Settings"
    - At the bottom left of the Settings, you will see "Screen Resolution"
    - Reset Resolution to 1280 by 960 pixels by moving the down arrow backwards or forwards

# Section 2
# Accessing SATIS

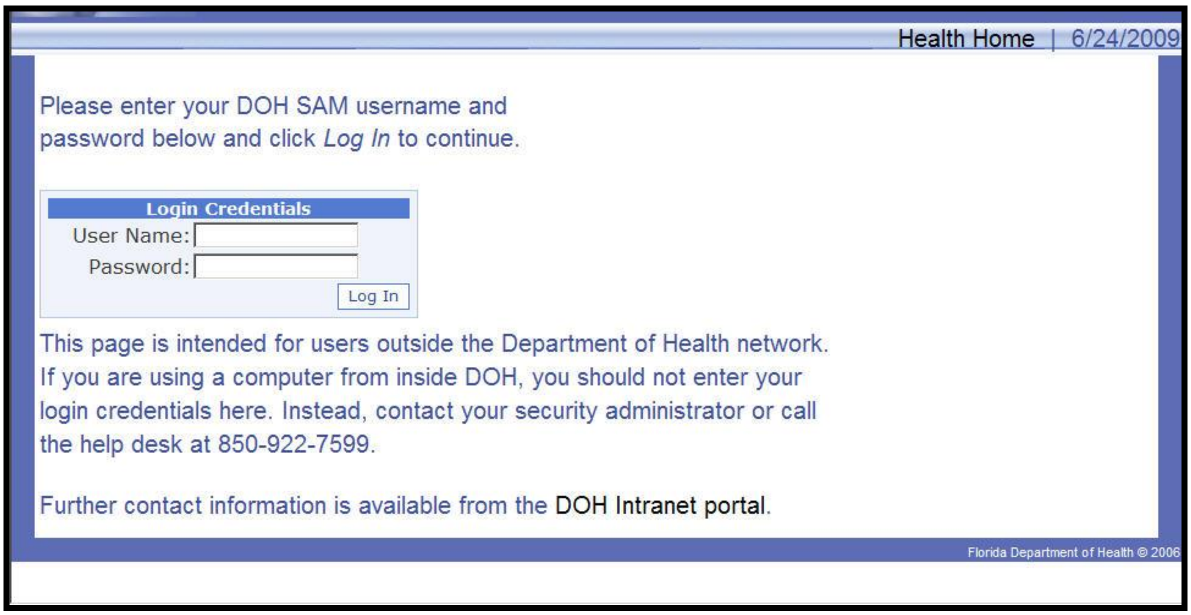
## 2.1 User Login

To access the SATIS system, the user will open Microsoft Internet Explorer, and type in the system address:

https://adminapps35.doh.state.fl.us/CPTIS/satpmain.aspx.

If a user has already logged on to the DOH network, the user can access the system directly by clicking on the system address. If accessing the system from outside the DOH network, the system will prompt the user to input DOH credentials at a SSO (Single Sign-On) screen. At the Login SSO Screen shown in Figure 2.1 below, the user will proceed to enter a user ID and password, and press “Enter,” or will click on the Log In button.

**Figure 2.1 Login SSO Screen**




If the user ID and password are validated, the user will be taken to the Main Menu screen as shown in figure 2.2.

After 18 minutes of inactivity, a message will remind the user that the session is soon to expire. “Ok” to continue, or “Cancel” to logout and close the web browser. If inactivity persists, the system will automatically log the user out and the system will return to the login security screen.

## 2.2 Sexual Abuse Treatment Information System Main Menu

The main menu screen, as shown in Figure 2.2, allows access to the abuse report number search, demographic, intake, and service screens; both in search and create modes. The user is also able to access the number of referred no services for a specific SATP office. Additionally, the main menu allows users access to screens to create or update provider information and to access both statewide and program specific reports.

**Figure 2.2 Main Menu**


The menu bar is also available from all screens and has searching capabilities which allow the user to search for Abuse Report #, Demographic, Intake, and Service directly from the menu by client ID, abuse report number, or name searches depending on the select screen. The user will select a button next to the type of record to search, input in the required search criteria in the blank search field, and click “Go!”

Required parameters include:

- Client ID must be nine alphanumeric characters.
- Abuse Report Number must be formatted #### - ###### (dash required, no spaces).
- Name searches must be formatted Last, First (do not include a space after comma). A partial name or the first letter of the first name is also a search option. If dealing with two last names, place a hyphen between the two then a comma, followed by the first name.

# Section 3
# Abuse Report Number Search

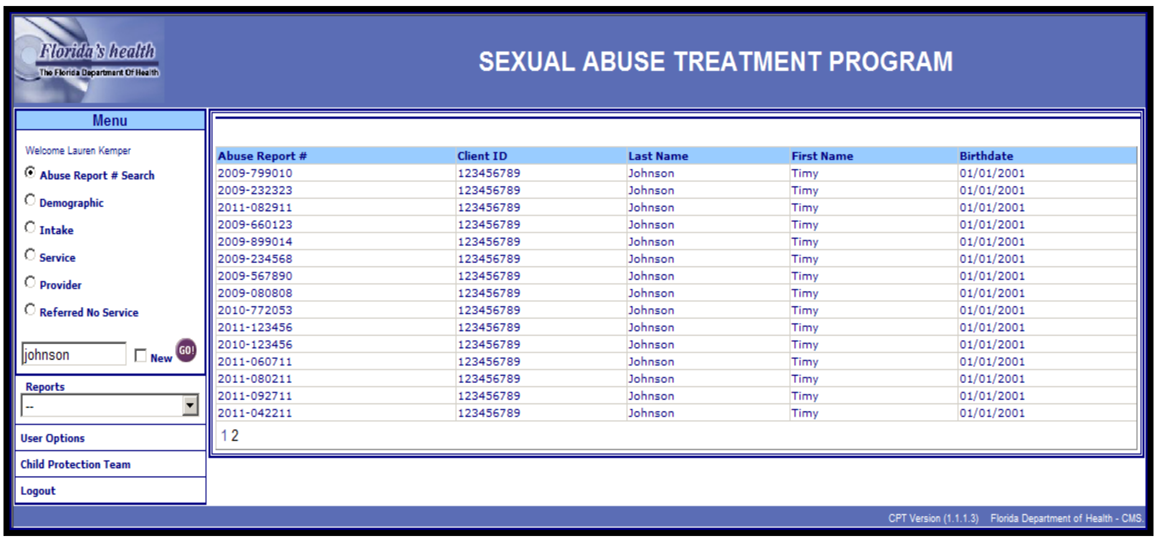
## 3.1 Abuse Report Number Search

All abuse reports that have been received by Child Protection Team (CPT) are included via this search feature. You can search by either the client ID or name in the format of last, first name (see section 2.2).

To search, click on Abuse Report # Search on the side menu of the main screen. Enter the client ID or name in the search field and click “Go.” The search results will return as shown in Figure 3.1.

Users may want to conduct this search before entering a client into the Intake if an abuse report number has yet to be provided.

**Figure 3.1 Abuse Report # Search**




| Abuse Report # | Client ID | Last Name | First Name | Birthdate |
|---|---|---|---|---|
| 2009-799010 | 123456789 | Johnson | Timy | 01/01/2001 |
| 2009-232323 | 123456789 | Johnson | Timy | 01/01/2001 |
| 2011-082911 | 123456789 | Johnson | Timy | 01/01/2001 |
| 2009-660123 | 123456789 | Johnson | Timy | 01/01/2001 |
| 2009-899014 | 123456789 | Johnson | Timy | 01/01/2001 |
| 2009-234568 | 123456789 | Johnson | Timy | 01/01/2001 |
| 2009-567890 | 123456789 | Johnson | Timy | 01/01/2001 |
| 2009-080808 | 123456789 | Johnson | Timy | 01/01/2001 |
| 2010-772053 | 123456789 | Johnson | Timy | 01/01/2001 |
| 2011-123456 | 123456789 | Johnson | Timy | 01/01/2001 |
| 2010-123456 | 123456789 | Johnson | Timy | 01/01/2001 |
| 2011-060711 | 123456789 | Johnson | Timy | 01/01/2001 |
| 2011-080211 | 123456789 | Johnson | Timy | 01/01/2001 |
| 2011-092711 | 123456789 | Johnson | Timy | 01/01/2001 |
| 2011-042211 | 123456789 | Johnson | Timy | 01/01/2001 |

To help the user identify the abuse report number associated with a specific client, the search results include the following fields: Abuse Report #, Client ID, Last Name, First Name and Birth date.

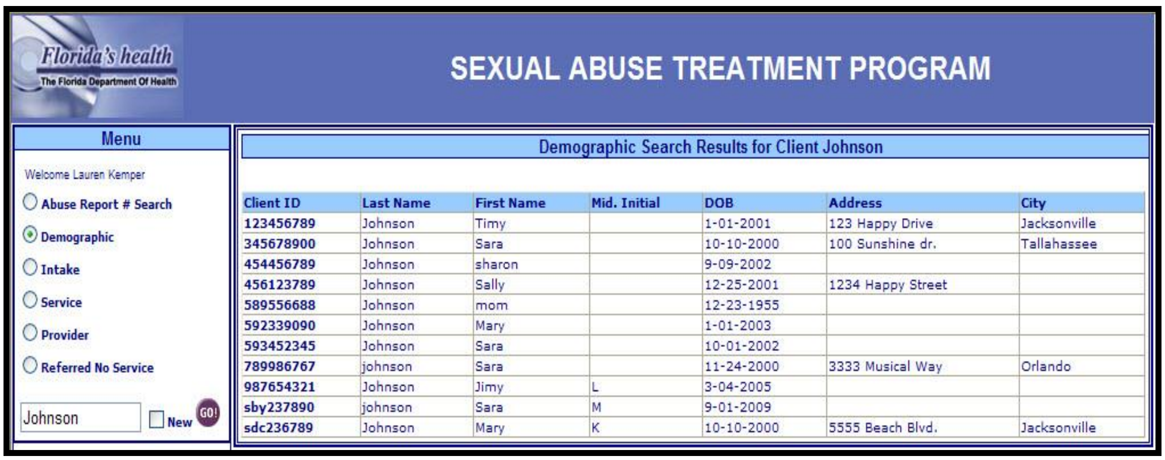
It is recommended to write down the abuse report number. It is needed when creating an intake.

# Section 4
# Demographic

## 4.1 Demographic Screen

The next step in creating a child record in SATIS is the creation of a demographic screen. To determine if a demographic screen already exists for a particular child, SATIS offers the ability to search for demographic records by Client ID, Abuse report #, and Name (see section 2.2). It is important for users to first complete a search prior to creating a new demographic, and to check the accuracy of the client ID entered for the search (pseudo number, social security number, and real name). Failure to do so will result in duplicate demographic screens being created. When a search is submitted, the results are returned in the format shown in Figure 4.1.

**Figure 4.1 Demographic Search Results**




| Client ID | Last Name | First Name | Mid. Initial | DOB | Address | City |
|---|---|---|---|---|---|---|
| 123456789 | Johnson | Timy | | 1-01-2001 | 123 Happy Drive | Jacksonville |
| 345678900 | Johnson | Sara | | 10-10-2000 | 100 Sunshine dr. | Tallahassee |
| 454456789 | Johnson | sharon | | 9-09-2002 | | |
| 456123789 | Johnson | Sally | | 12-25-2001 | 1234 Happy Street | |
| 589556688 | Johnson | mom | | 12-23-1955 | | |
| 592339090 | Johnson | Mary | | 1-01-2003 | | |
| 593452345 | Johnson | Sara | | 10-01-2002 | | |
| 789986767 | johnson | Sara | | 11-24-2000 | 3333 Musical Way | Orlando |
| 987654321 | Johnson | Jimy | L | 3-04-2005 | | |
| sby237890 | johnson | Sara | M | 9-01-2009 | | |
| sdc236789 | Johnson | Mary | K | 10-10-2000 | 5555 Beach Blvd. | Jacksonville |

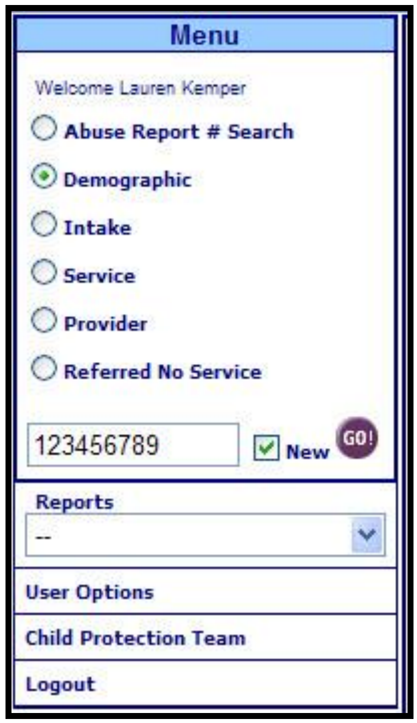
If the search criteria results in only one record being returned, the user will be taken directly to that demographic record (See figure 4.3). If not, a listing of records that meet the search criteria will appear as shown in Figure 4.1. If the record that is being searched for is located, the user will click on the Client ID and will be taken directly to the demographic record. The following columns of information are returned for each record to help identify the correct demographic record:

1. **Client ID** – This is a link to the demographic record for the corresponding client.
2. **Last Name** – Last name of client.
3. **First Name** – First name of client.
4. **Middle Initial** – Middle initial of client (if available).
5. **Date of Birth** – Birth date of client.
6. **Address** – Address of client (if available).
7. **City** – City of client (if available).

## 4.2 Demographic Create/Update Screen

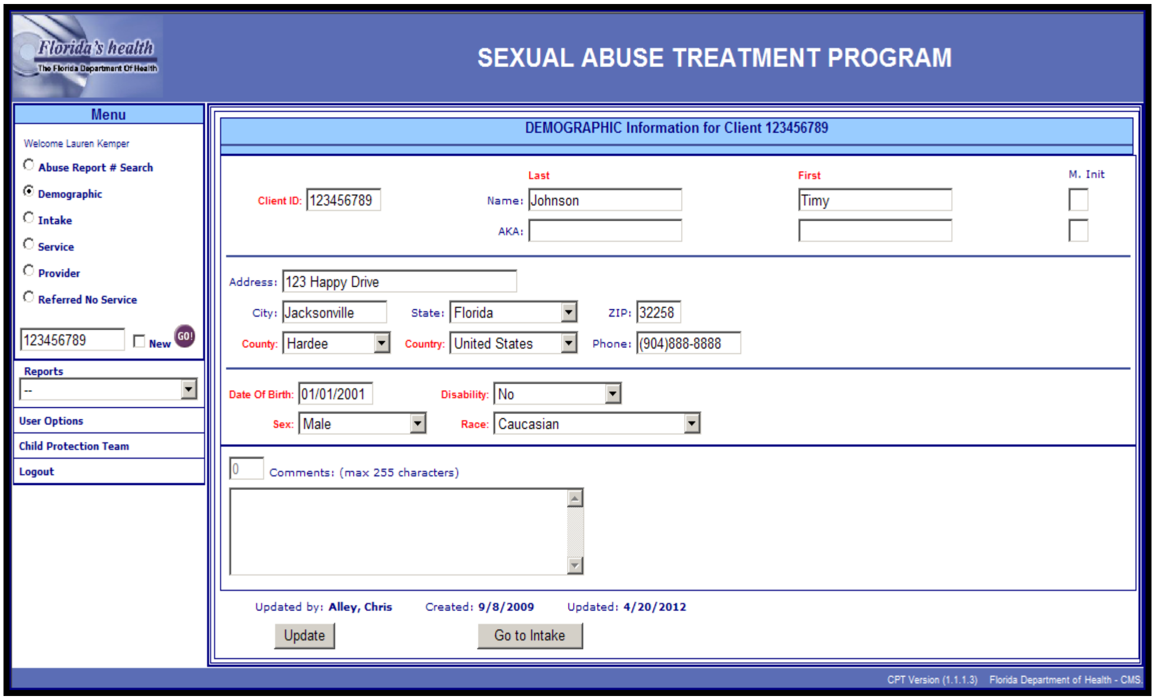
If the demographic search does not find an existing record, a new demographic record must be created prior to entering a registration. Demographics can be created from the Abuse Report Review Screen as previously described or by selecting Demographic on the menu bar, entering a Client ID (formatted nine characters alphanumeric), checking *New*, and clicking the “Go!” button as shown in Figure 4.2.

**Figure 4.2 Main Menu**




New demographic selections will take the user to the screen shown in Figure 4.3. The Client ID will be automatically populated from the ID entered in the main menu search bar.

**Figure 4.3 Demographic Information**




If a prior demographic record with the same Client ID has been entered, SATIS will automatically take the user to that demographic record. In the case of a pseudo Client ID, it may be necessary to use a different ID.

**Do not overwrite existing demographic information with new client information**. This will not create a new client, but will replace the existing client's information. However, if the user has the client's social security number -- once it's verified that the demographic is the same child -- the user may overwrite the pseudo number with the social security number, along with any other updated information. The user must click Update to save any changes.

When trying to update an existing Client ID or pseudo ID, users may occasionally get the message, "Client ID exists, please enter a unique number." This means the user is not allowed to duplicate the Client ID that is already in the system. In this case, the user will have to fill out the **Request to Merge Client ID or Delete Client Record** available through the following link. The user must submit the forms to the program office for validation. Link:

http://dohiws.doh.state.fl.us/Divisions/CMS/PrevenInterven/Forms/ClientDelReq.doc

## 4.3 Demographic Screen: Instructions for Data Entry

Data field descriptions and parameters (i.e. drop-down choices) for the Demographic screen are as follows. Mandatory input fields are identified in red.

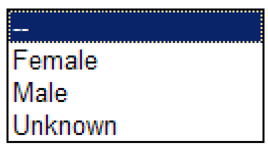
1. **Client ID** – The system will pass the Client ID that the user has entered on the Intake/Referral Screen.
2. **Last Name** – Client's last name. Last Name field consists of a maximum of 20 characters.
3. **First Name** – Client's first name. First Name field consists of a maximum of 16 characters.
4. **M. Init.** – Client's middle name initial. Middle Initial field consists of a maximum of 1 character.
5. **AKA (Also Known As)** – Enter any known aliases or nicknames. The system currently does not use this field in completing name searches.
6. **Address** – Street address of where client resides. This field consists of a maximum of 30 characters.
7. **City** – Client's city of residence.
8. **State** – Client's state of residence.
9. **Zip code** – Client's residential zip code.
10. **Phone** – The telephone number at the client's residence. Field contains a format mask of (###)###-####.
11. **County** – County in which client resides.
12. **Country** – The country that the client is from, or has migrated from.

13. **Date of Birth** – Client's date of birth. User will use the pop-up calendar to select a date (MM/DD/YYYY).

14. **Disability** – "Yes" if the record indicates any known medical or visibly obvious disabilities. Choose "No" if the record does not indicate any known medical or visibly obvious disabilities. Choose "Unknown" if any knowledge of disabilities is unknown.

15. **Race** – Client's race.


16. **Sex** – Client's sex.




17. **Comments** – Available for the user to enter comments as necessary. The field consists of a maximum of 255 characters.

**Important Note:** As always, users must click "update" to save the data entered on the screen. Moving off the screen by using the back arrow in the browser or by clicking on a different link before clicking "update" will result in the loss of all new data.

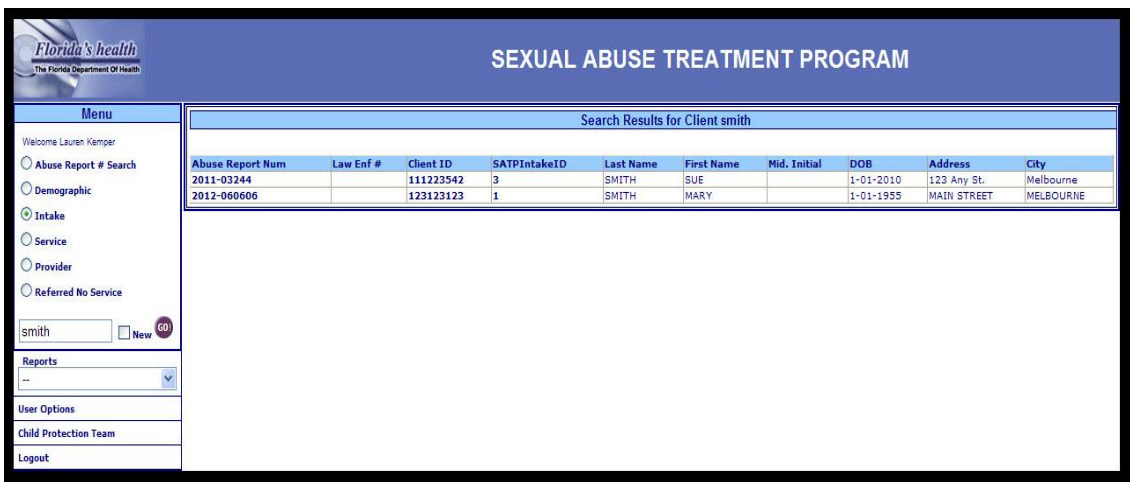
# Section 5
# Intake

The intake screens are designed to record individual SATP cases. Specific guidelines for creating intakes (criteria for accepting a referral for services) are detailed in the SATP Handbook. The intake screen can be accessed through the demographic screen or by searching on the main menu.

## 5.1 Intake Information Search Screen

Users can search for registration records by client ID, abuse report number, and/or name of client. Once a search is submitted, the results are returned in the format shown in Figure 5.1. When the user finds and clicks on the abuse report number (first column), the user will be taken to the intake screen. However, if the user clicks on the client ID in the second column, the user will be guided back to the demographic screen. If the criteria search results in only one record being returned, the user will be taken directly to that intake record. If the client has not been registered in SATIS, the system will display the message, “No Record Found.” The user will then need to follow instructions for creating a new intake (figure 5.3).

**Figure 5.1 Intake Search Results**




The following columns of information are returned for each intake search:

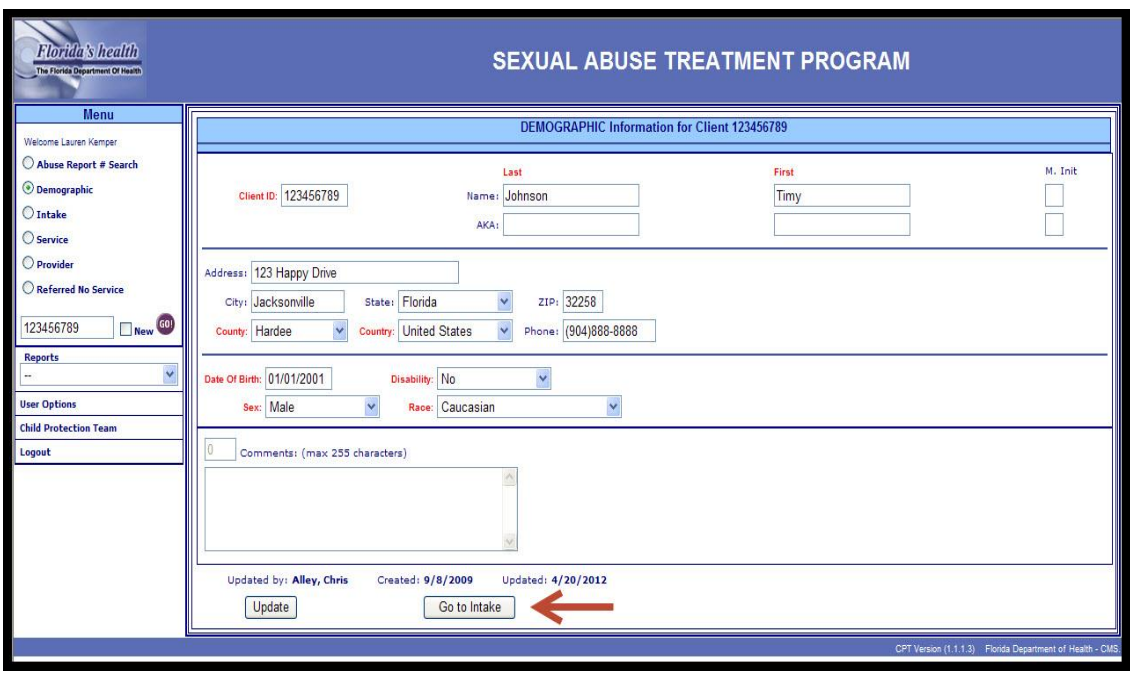
1. **Abuse Report Number –** Links from the intake record for that Client ID to Intake ID.
2. **Law Enforcement Number –** The law enforcement number from the law enforcement report.
3. **Client ID –** Links to the demographic record for that Client ID.

4. **SATP Intake ID** – This intake number automatically generated by SATIS to distinguish intakes under a single client with the same abuse report number.
5. **Last Name** – Last name of client.
6. **First Name –** First name of client.
7. **Middle Initial –** Middle initial of client (if known).
8. **Date of Birth –** (DOB) date of birth of client.
9. **Address** – Address of client's residence (if known).
10. **City** – City of client's residence.

## 5.2 Accessing the Intake Create Screen

If the user cannot locate any intake records for a specific client, a new intake can be created. However, new intake records can only be created through the Demographic screen, shown below. Clicking on the "Go to Intake" button directs the user to the intake screen (either new or existing) for the corresponding client.

**Figure 5.2 Go to Intake**




If a demographic record for that client ID already exists, it is recommended that the user verify that the information is correct before proceeding to the Intake screen. For a new client, a new demographic record will be created for the corresponding client ID.

Please remember that all mandatory fields must be filled before proceeding to the intake. Once the record has been verified or all requisite information has been entered, the "Update" button must be selected. If the user fails to update the record, all altered and new information will be lost and will have to be reentered into the system. Once the information is updated and saved, the user may continue to the intake screen by clicking on the "Go to Intake" button.

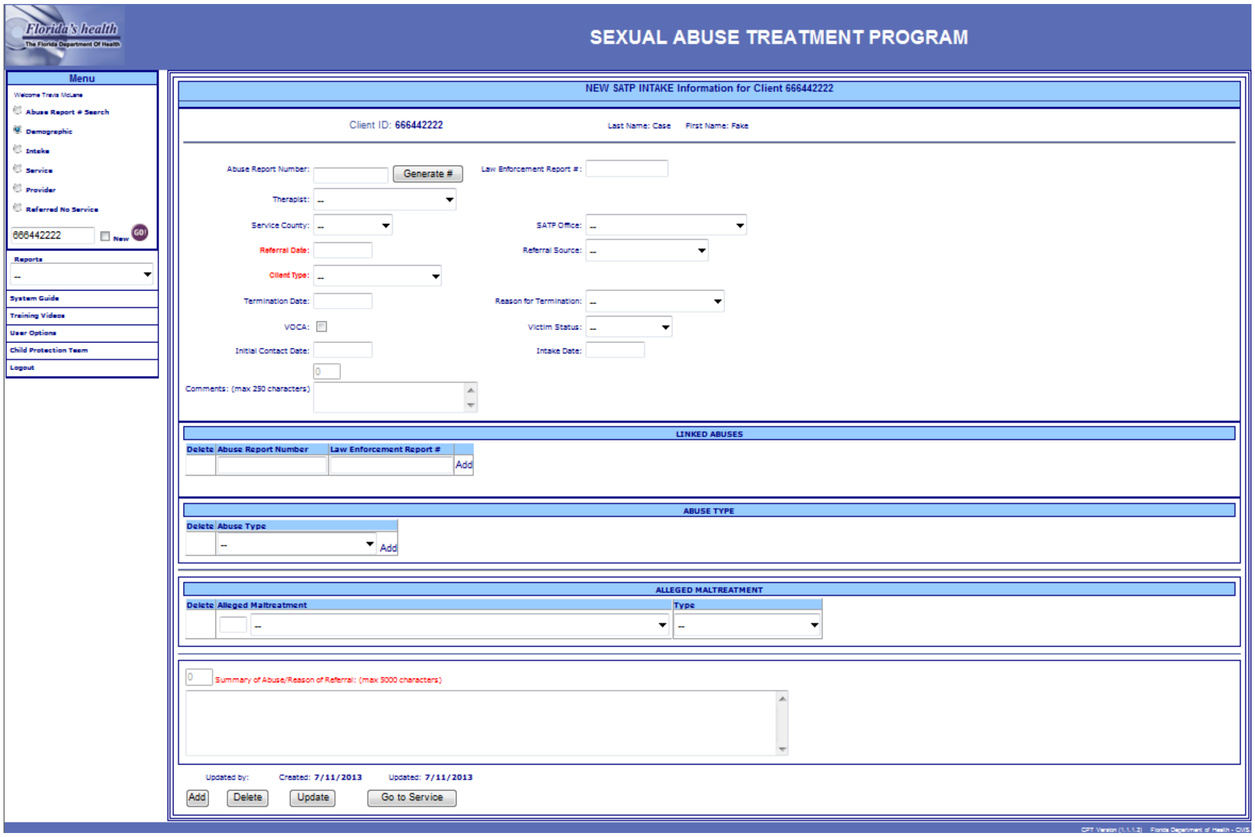

## 5.3 Creating and Updating Intakes

After clicking on the abuse report number from the search results screen, the user will be taken to the SATP Intake Information screen (figure 5.3 shown on next page).

If there are pre-existing, terminated intakes for a client with the same core abuse report number, SATIS will assign a subsequent intake number to distinguish the separate intakes. SATIS will not permit more than one open intake (intakes without a termination date and reason for termination) per client. If the user attempts to create a new intake with an existing intake that is not yet terminated, the system will display a runtime error message.

**Important Note:** The SATP intake, described below, currently acts as the referral form for the rest of the SATIS system. It is referred to as an "intake form" for consistency throughout the state. The user only completes an intake if and when the client chooses to accept CPT services.

**Figure 5.3 SATP Intake Information**




## 5.4 SATP Intake Information Screen: Data Entry Fields

1. **Abuse Report Number** – Abuse report number from FSFN report or "Abuse Report # Search" on side Menu if number already exists in SATIS/CPTIS.
2. **Generate #** - Use the [Generate #] button *only if* an Abuse Report Number or Law Enforcement Report Number is not available. (The SATP Office value will need to be selected first.)
3. **Law Enforcement Report Number** – Number on law enforcement report.
4. **Therapist** – Type of therapist.

--
Administrative Support
Chief Financial Officer(Fiscal)
Clinical Director
Clinical Supervisor
Intern
Other
Program Coordinator
Program Director
Psychologist
Therapist
Volunteer

5. **Service County** – County of service provision.

6. **SATP Office** – Office location of record creation.

7. **Referral Date** – Date of any request for SATP assessment or treatment services. (Required field)

8. **Referral Source** – Source of referral. User to select from drop-down menu.

--
Child Protection Team
Community Based Care
Family
Law Enforcement/Judicial
Medical Personnel
Other(Specify)
Protective Investigator
School Personnel
Shelter/Foster Parent

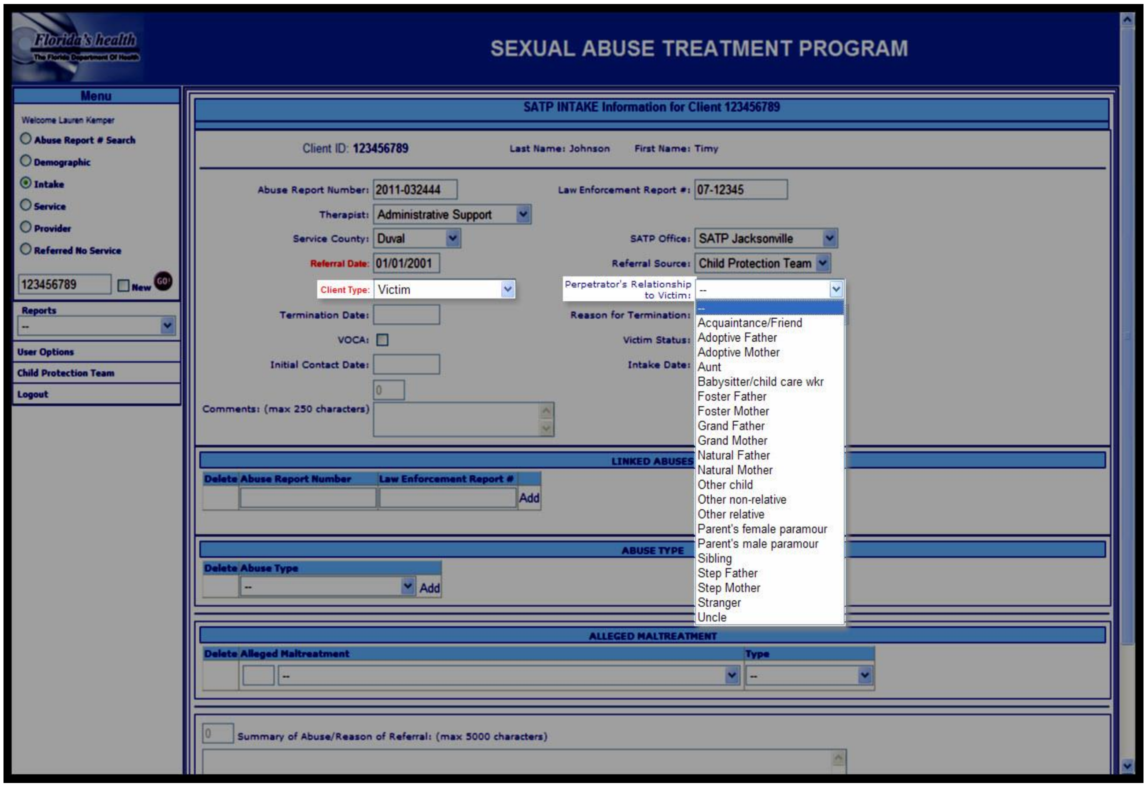
9. **Client Type** – Any person eligible for therapeutic services as defined in the Florida Administrative Code and the SATP Model Plan. User to select from drop-down menu. (Required field)

--
Non-Offending Caregiver
Offender
Sibling
Victim

If user selects “Victim,” a new drop-down menu will appear for the user to select the “Perpetrator’s Relationship to Victim.”

10. **Perpetrator’s Relationship to Victim** – The relationship of the perpetrator to the victim.

**Figure 5.4**



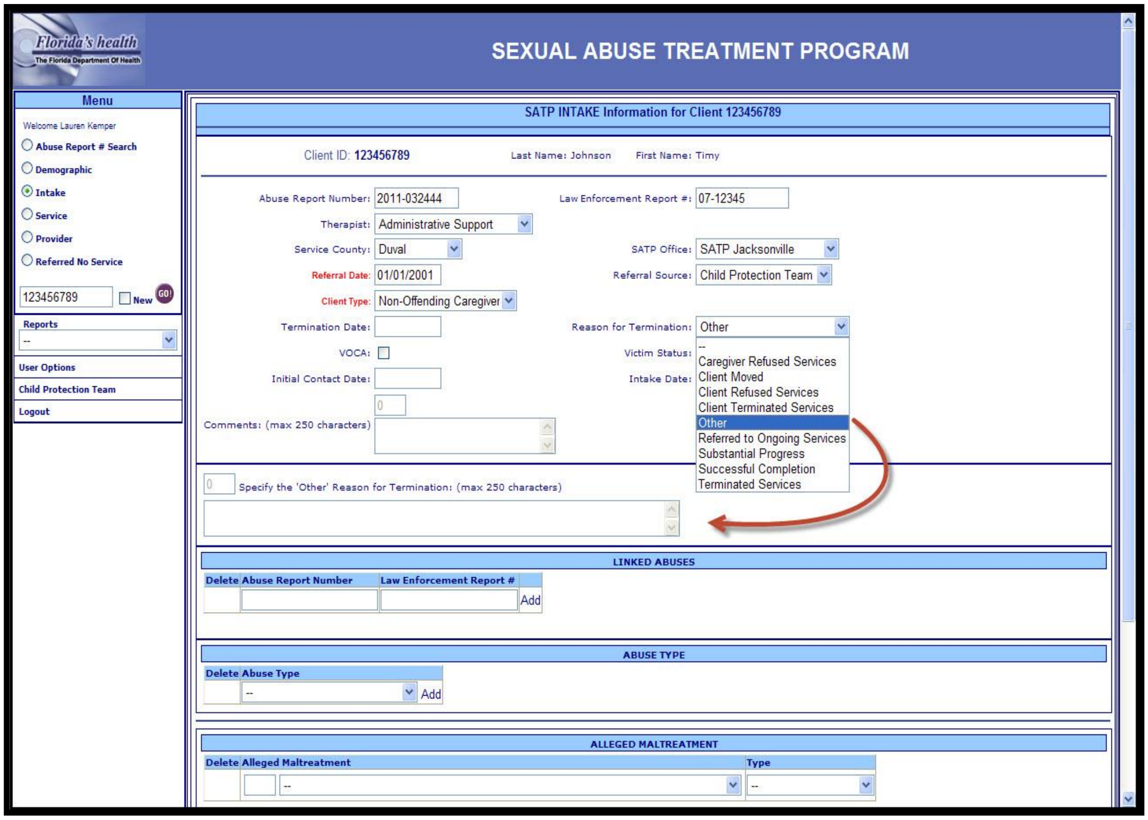

**11. Termination Date –** Date when client services were terminated based upon completion of services or in which a client dropped out.

**12. Reason for Termination –** The reason why the intake record may have been terminated. User to select from a drop-down menu.

--
Caregiver Refused Services
Client Moved
Client Refused Services
Client Terminated Services
Other
Referred to Ongoing Services
Substantial Progress
Successful Completion
Terminated Services

If the user selects "Other" from the drop-down list, the system will automatically display a comment box for the user to specify the reason in more detail (maximum of 250 characters)

**Figure 5.5**




**13. VOCA** – (Victims of Crime Act Determination) Victim assistance grant program which authorizes federal financial assistance to states for the purpose of compensating and assisting victims of crime and providing funds for training and technical assistance (shown as a check-box)

**14. Victim Status** – Status of victim will be either “Primary” or “Secondary.” User selects choice from a drop-down menu.

**15. Initial Contact Date** – Date in which contact was first made with client.

**16. Intake Date** – Captures the date in which the client came to the program to sign the admissions paperwork and begin services.

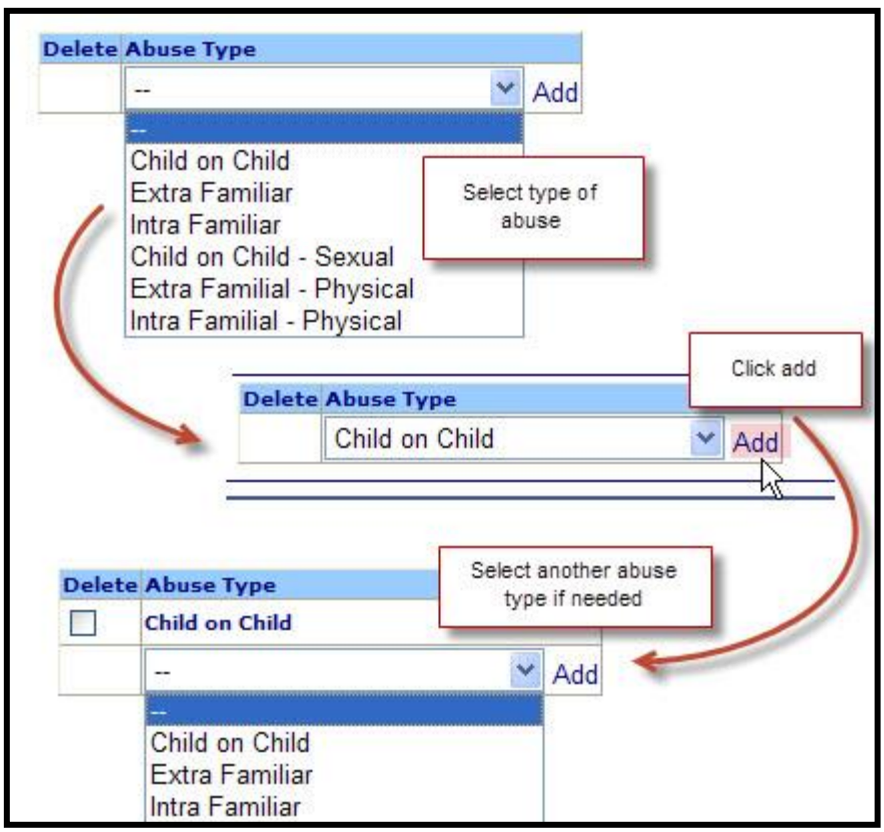
**17. Comments** – Additional comments. The user may only use up to 250 characters within the text field. If over, a message will appear to inform the user of too much data used. Any text above that limit will not be saved.


**18. Linked Abuses –** The user may use this field if other records can be linked.

- **Abuse Report Number** – Abuse report number to link to.
- **Law Enforcement Number –** Law enforcement number to link to.

**19. Abuse Type** – Any willful or threatened acts that result in physical, mental, or sexual harm that causes, or is likely to cause, impairment to the child's physical, mental or emotional health. Select from drop-down menu. When the user selects more than one abuse type, the drop-down menu will be automatically displayed for an additional selection.

**Figure 5.6**




**20. Alleged Maltreatment –** Alleged maltreatments will be selected from a drop-down menu. The alleged maltreatments are those that are initially entered into the abuse report, or those stated by the protective investigator who referred the case to CPT. The user may select from a drop-down menu, or type in the 3 digit code in the first field.

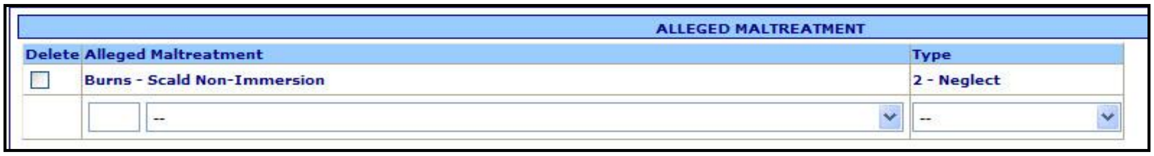
--
Bruises - Hand Print
Bruises - Head (face, black eye etc.)
Bruises - Linear Marks/Indication of Strike by Object
Bruises - Other
Burns - Cigarette
Burns - Object Other
Burns - Other
Burns - Scald Immersion
Burns - Scald Non-Immersion
Child on Child - Sexual Abuse Referral
Fracture - Multiple-different Ages
Fracture - Multiple-Same Age
Fracture - Other
Fracture - Single Fracture other than Skull
Fracture - Skull
Head Injury - Concussion
Head Injury - Epi or Sub-dural Hematoma
Head Injury - Intraventricular Hemorrhage
Head Injury - Other
Head Injury - Retinal Hemorrhage
Head Injury - Whiplash-Shaking Syndrome
Physical Injury - Asphyxiation/Suffocation/Drowning
Physical Injury - Cuts/Punctures/Bites
Physical Injury - Deadly Weapon
Physical Injury - Dislocation
Physical Injury - History only, without Apparent Injury
Physical Injury - Internal Injuries
Physical Injury - Munchausen's Syndrome by Proxy
Physical Injury - Other

- **Alleged Maltreatment Type** – Select type for the specified maltreatment.

--
1 - Abuse
2 - Neglect
3 - Threatened Harm

The user must select a type, or else the alleged maltreatment selection will not be saved. Once a maltreatment selection and type is selected, the system will lock the entry, allowing the user to select another option if the need be.

**Figure 5.7**



| ALLEGED MALTREATMENT | | |
|---|---|---|
| Delete | Alleged Maltreatment | Type |
| ☐ | Burns - Scald Non-Immersion | 2 - Neglect |
| | -- | -- |

21. **Summary of Abuse/Reason for Referral** – Summary of the abuse report and the reason for referral. Maximum amount of characters in set to a limit of 5,000. (Required field)

After updating, the user is also able to navigate to the Service screen by clicking on the "Go to Service" button, on the bottom of the Intake screen (refer to figure 5.3.1).

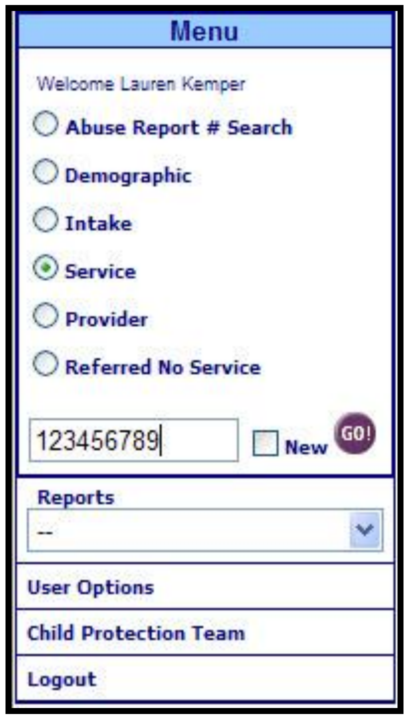
As always, click "update" to save and finalize data entry on the screen.

# Section 6
# Service

## 6.1 Service Information Search

The Service screen tracks all services provided by the SATP therapists to the sexually abused children or family members. Input to this screen is subsequent to the Intake screen and is linked to the Intake screen by the abuse report # and client ID. A user searches SATIS for service records by accessing the main menu (shown below) and entering the client's ID number, or the client's name.

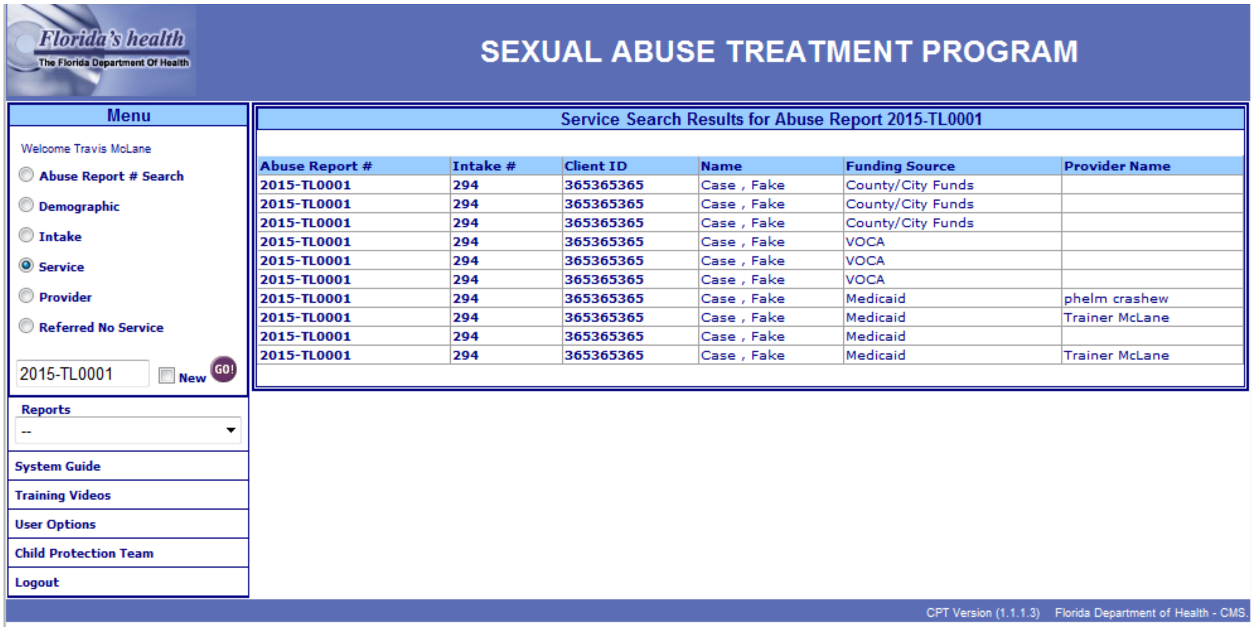
**Figure 6.1 Main Menu**




Once a search is submitted, the results are returned in the format noted in figure 6.2. Note that a user cannot search for services by an abuse report number. To access a specific service from search results, a user will click on the abuse report number in the list and an individual service screen will display. Users may go to a specific intake screen by clicking the intake sequence number, or go to a demographic screen by clicking the on the client's ID number.

If there is only one SATIS service entry for the specified intake, the user will be brought directly to the Intake create/update screen for that record.

**Figure 6.2 Service Search Results**




The following columns of information are returned for each record for the user to identify:

1. **Abuse Report Number** – Links to the Service record page for corresponding Client ID.
2. **Intake Number** – Links to the Intake record page for corresponding Client ID.
3. **Client ID** – Links to the Demographic record page for corresponding Client ID.
4. **Name –** Name of client.
5. **Funding Source** – Name of the funding source.
6. **Provider Name –** Name of the service provider.

### 6.2 Service Create/Update from Intake

In order to create a new service record for an intake, it is necessary to first select the intake (see figure 5.3 for reference). Users may access this page by clicking on the "Go to Service" button, found on the bottom of the Intake screen. When clicked, it will direct the user to a new service screen for inputting updated and new information – shown in figure 6.2

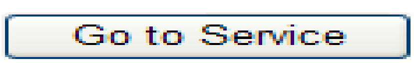
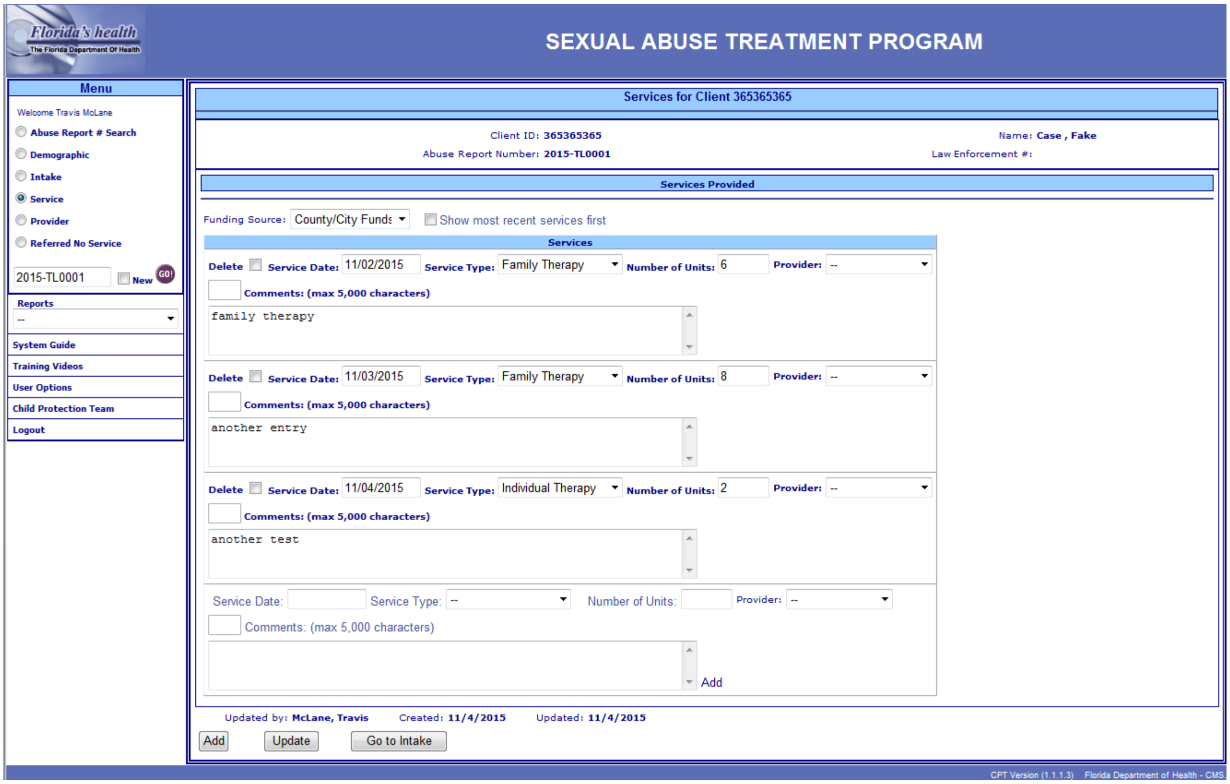


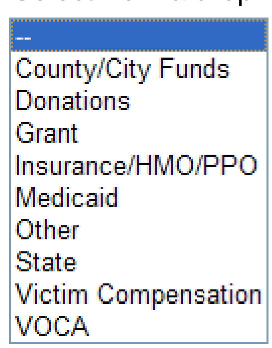
**Figure 6.3 New SATP Service Information**




## 6.3 Service Screen: Instructions for Data Entry

Data field descriptions and parameters for the Service screen are as follows:

1. **Client ID** – Client's ID number that is auto populated from the Intake page.
2. **Name** – Name of client that is auto populated from the Demographic page.
3. **Abuse Report Number** – Client's abuse report number that is auto populated from the Intake page.
4. **Law Enforcement Number** – Client's law enforcement number (if applicable) that is auto populated from the Intake page.
5. **Funding Source** – Funding source of the service provided. Select from a drop-down menu.




6. **Service Date** – The date the service is provided in the format of MM/DD/YYYY.
7. **Service Type** – The type of service that was provided in which VOCA will reimburse.
   - Case Management
   - Family Therapy
   - Group Therapy
   - Individual Therapy
8. **Number of Units** – One 15 minute increment equals 1 unit of service.

9. **Provider** – The SATP therapist providing the service.
10. **Comments** – Text field with 5,000 characters to insert any extra comments about the service information. Any text in excess of 5,000 characters will not be saved when the record is updated.

To Insert each Service, click the **Add** button to the right of each service. Then click [Update] at the bottom of the screen to save the service inserts.

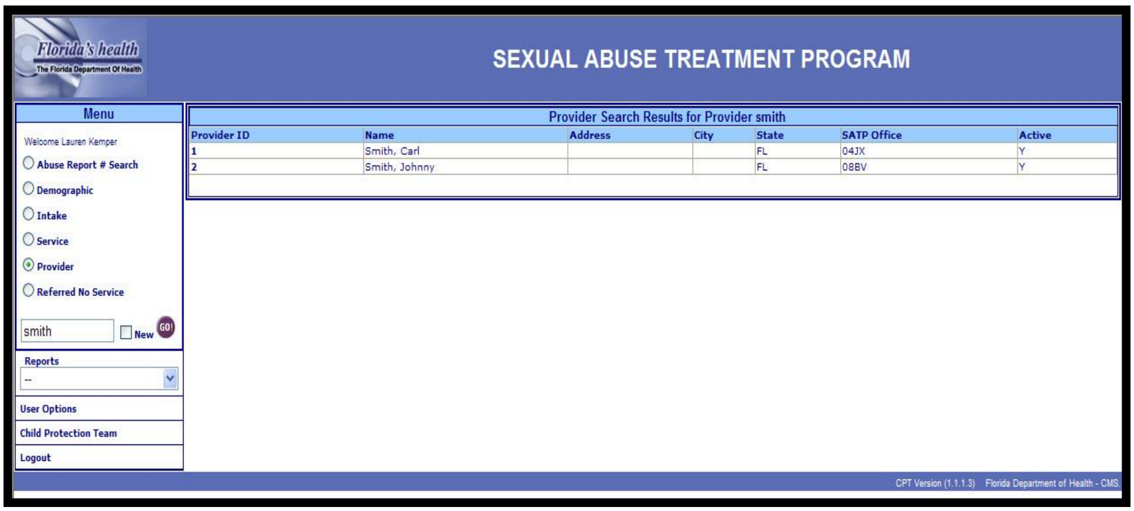
**NOTE:** In order to add another group of services for a different *Funding Source*, the user must click on the “Add” button found on the bottom of the service page (refer to figure 6.2).

# Section 7
# Provider

## 7.1 Provider Search Screen

The Provider screen contains information regarding individuals who provide services. This screen will include data fields self contained to this specific SATIS screen. A user is able to search for provider information records by SATP Office Code and the Provider Name. Once a search is submitted in the field on the menu bar the results are returned in the format as illustrated below.

**Figure 7.1 Provider Search Results**



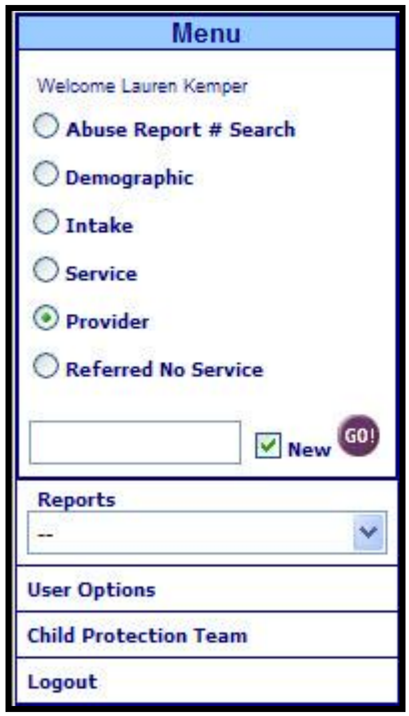

The following columns of information are returned for each record to help identify it:

1. **Provider ID** – Four-digit numeric ID automatically assigned by SATIS when provider record is created.
2. **Name** – Name of client formatted by last name, then first name.
3. **Address** – Street address of provider's business.
4. **City** – City of provider's business.
5. **State** – State of provider's business.
6. **Phone** – Telephone number of provider's business.
7. **SATP Office** – The SATP office that the provider is associated with.
8. **Active(Y/N)** – Active or non-active provider. If the provider active status is **N**, the corresponding provider's name will not appear in the respective drop-down menus.

## 7.2 Provider Information Screen: Instructions for Data Entry

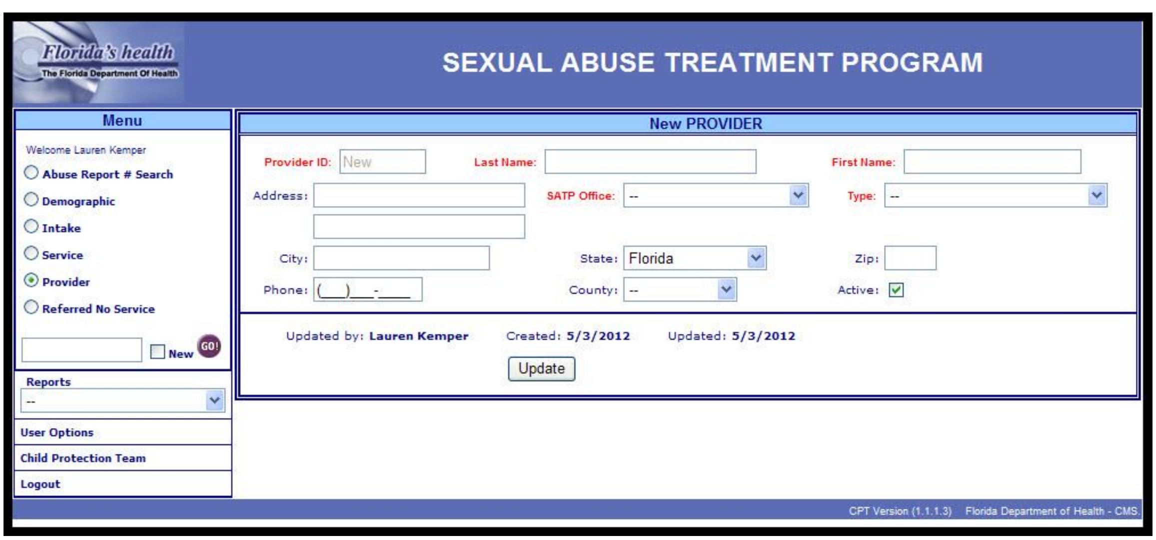
In order to add a new provider, the user must use the menu bar on the left, and click on the "New" option, then click on "GO!" as indicated in Figure 7.2.1 below.

**Figure 7.2 SATIS Menu**




The results are returned in the format indicated in Figure 7.3.

**Figure 7.3 New Provider Screen**



This screen is used to enter all providers, including staff members, into the database. All fields colored in red are mandatory. Also, the “Active” field will be automatically selected when creating a new provider. Data field descriptions for the Provider page are as follows:

1. **Provider ID** – Provider’s ID that is being added.
2. **Last Name** – Provider’s last name. This field holds a maximum of 20 characters.
3. **First Name** – Provider’s first name. This field holds a maximum of 16 characters.
4. **Address** – Street address of provider’s business location. This field holds a maximum of 22 characters. The user may use the second address field if additional space is needed.
5. **City** – City of provider’s business location.
6. **Phone** – Telephone number of provider’s business location.
7. **SATP Office** – SATP office the provider is associated with (drop-down menu).

--
SATP Daytona Beach
SATP Fort Myers
SATP Jacksonville
SATP Lake City
SATP Manatee
SATP Melbourne
SATP Naples
SATP Osceola /Orange
SATP Palm Beach
SATP Panama City
SATP Pasco
SATP Pensacola
SATP Sarasota
SATP Stuart
SATP Tallahassee
SATP Winter Haven

8. **Type** – Provider type (drop-down menu).

--
Administrative Support
Chief Financial Officer(Fiscal)
Clinical Director
Clinical Supervisor
Intern
Other
Program Coordinator
Program Director
Psychologist
Therapist
Volunteer

9. **State** – State of provider's business location (drop-down menu). System automatically selects Florida as the default state.

10. **County** – County of provider's business location (drop-down menu).

11. **Zip** – Zip code of provider's business location.

12. **Active** – A checked box indicates that the provider is active; an unchecked box indicates that the provider is not active. The system automatically selects new providers as active.

| |
|---|
| **Important Note:** Users must keep this field up-to-date since it determines which provider will be displayed in the corresponding drop-down menu throughout the SATIS system. |

# Section 8
# Referred No Service

## 8.1 Referred No Service

The Referred No Service page contains information regarding the total number of referrals to the program that ultimately resulted in services not being provided to the client.

**Figure 8.1 Referred No Service**


## 8.2 Viewing Referred No Service Search Results

To view the number of Referred No Service records, users should select a SATP office from the drop-down menu as shown below.

**Figure 8.2 Viewing Referred No Service Results**


Once the user selects an office location, the system will display a table of results (if applicable) that it has pulled from its database.

**Figure 8.3 Search Results**

| Delete | Month/Year | # Referred No Service |
|---|---|---|
| Delete | 04/2012 | 1 |
| Delete | 01/2012 | 3 |

The following fields of information are returned:

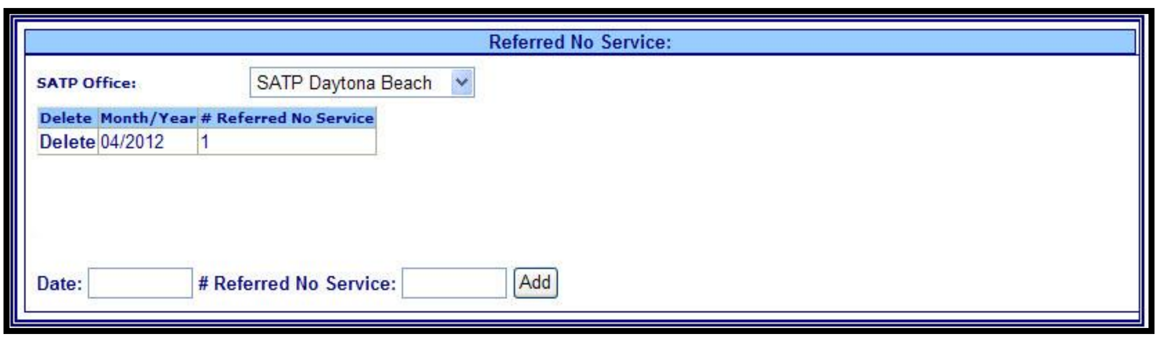
- **Delete –** If the user has the correct level of authority in the system, this gives the user the ability to delete the record of the non-serviced referral, if the need be.
- **Month/Year –** The month and year of the non-serviced referrals.
- **# Referred No Service –** The amount of non-serviced referrals that occurred at the corresponding SATP office location during the specified month and year.

If the specified office does not have any non-serviced referrals recorded, the system will display a message of "No Records Found."

## 8.3 Adding Referred No Service Documentation

Users can add a record of Referred No Service by selecting the date and the number of referrals that did not receive services for that month; and then by clicking the "Add" button.

**Figure 8.4 Adding Referred No Service Documentation**




## 8.4 Instructions for Data Entry

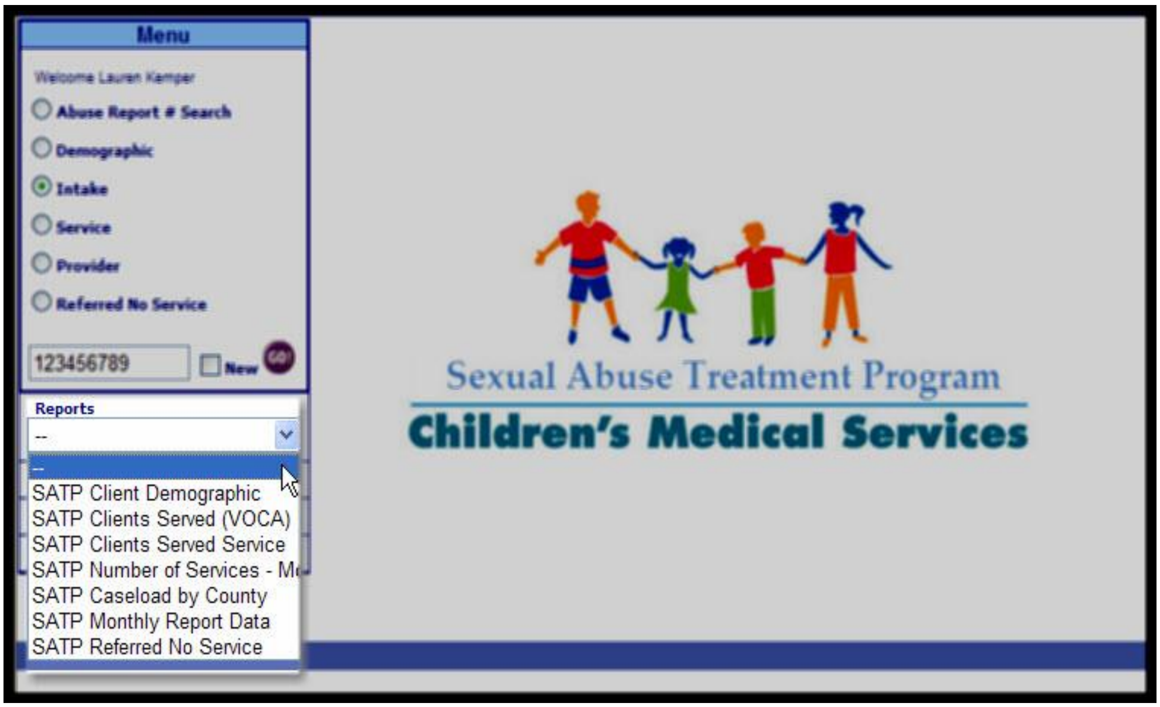
1. **SATP Office –** Office of the non-serviced referrals (drop-down menu).
2. **Date –** Date of the referral that did not receive service (MM/DD/YY).
3. **# Referred No Service –** Number of referrals that did receive service during the specified month.
4. **Add –** Adds the new record for the specified SATP office.

# Section 9
# Reports

## 9.1 SATIS Report Menus

SATIS generates VOCA and management reports based on individual or statewide program data. Each regional program office is responsible for ensuring that data in SATIS is accurate and up to date. Program coordinators and service providers are expected to review information being entered in the system to ensure the accuracy of SATIS reports.

**Figure 9.1 SATIS Report Menu**




Reports can be selected from the drop-down menu that is located on the menu bar. The menu provides a list of report searches that collect data according to the user's criteria.

Search fields include date range of report, and a SATP office code drop-down menu. Once a user inputs the criterion, the user will click on the "Report" button in order to generate the specified report. All reports include the name of the report, the SATP office code, the date range entered, and the date and time the report was accessed for printing.

Once the report is successfully generated and displayed, the user can save the report in different formats such as PDF, MS Excel, MS Word or RTF file. The user may also print the report, and/or close the report and re-run the report with different criteria inputs.

## 9.2 Exporting, Printing, & Saving Management Reports

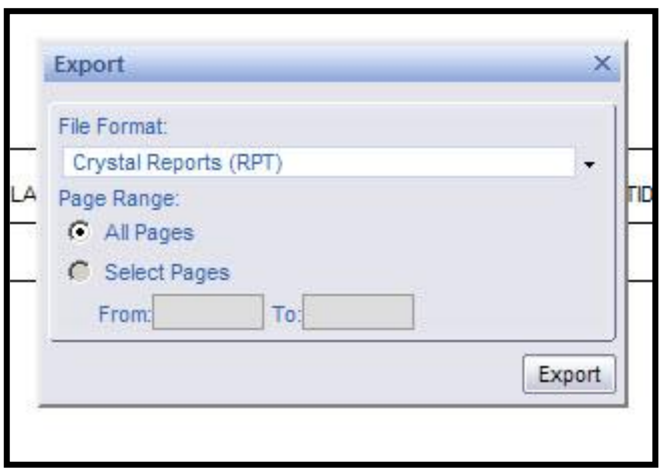
Once the specified report is successfully generated and displayed, the user can save the report in a different file format, print the report, and/or close the report and re-run the report with different criteria.

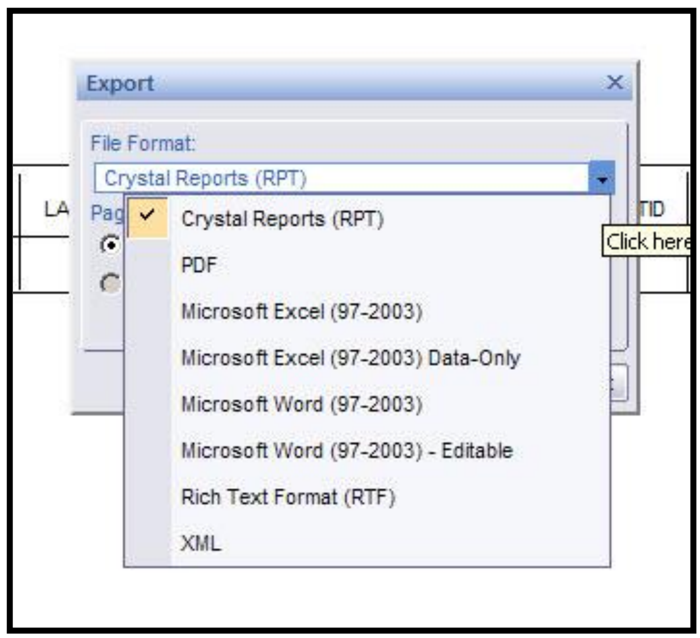
Each report form has a small menu in the upper left-hand corner as displayed below in figure 9.2.

**Figure 9.2 Management Reports Menu**


The first icon on this menu, a small floppy disk, controls the export function. Clicking the export icon, will allow the user to access a pop-up menu as shown in figures 9.3 and 9.4 below.

**Figures 9.3 & 9.4 Management Reports Export Menu**




From this menu, users can select the type of export from the drop down menu shown on the right and select a page range. Clicking "Export" will allow the user to access MS Word's file download menu, from which the report can be saved or opened, or the user can cancel the export and go back to the menu.

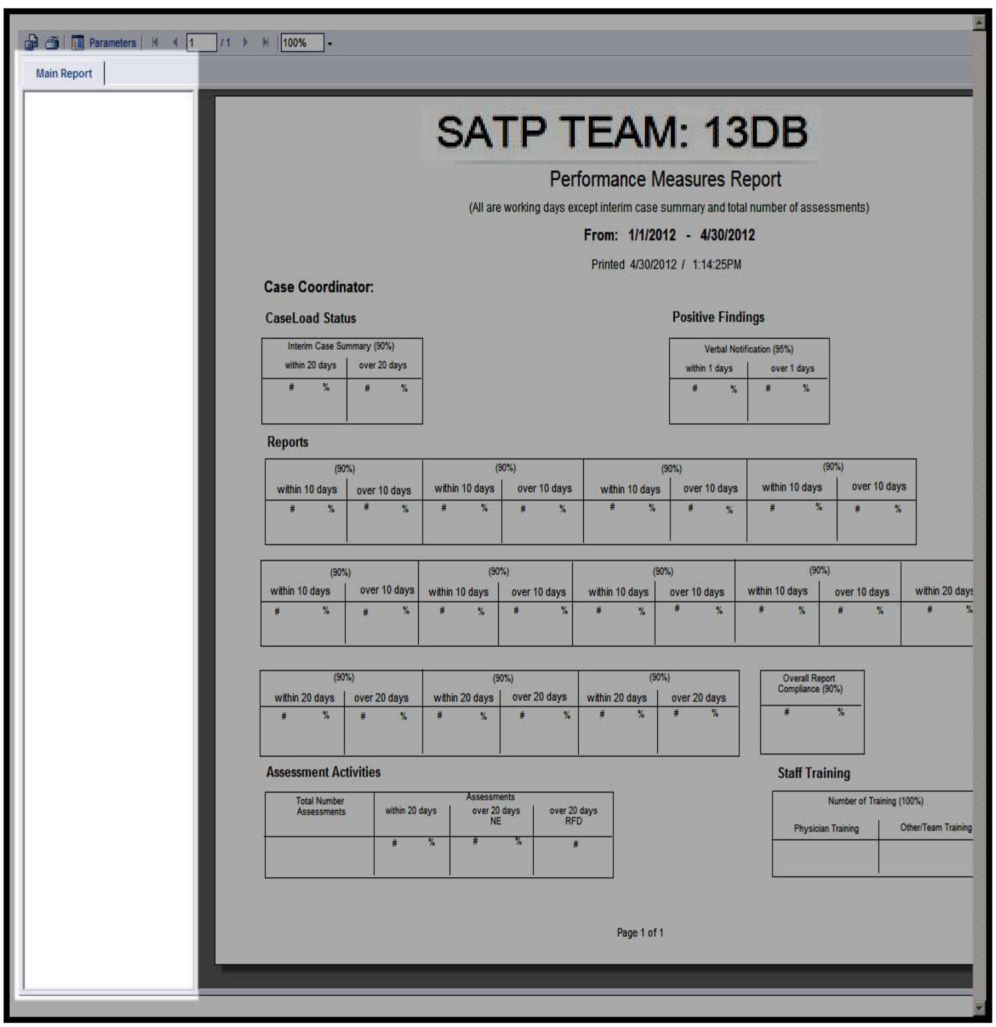
**Figure 9.5 Management Reports Print Icon**


The second icon on this menu is the print icon. Clicking the print icon allows the user to access MS Word’s traditional print set up menu. From here, users can print to any networked printer.

**Figure 9.6 Management Reports Parameters Icon**


The parameters icon controls a menu within each report that links the user to related reports of the same type. Figure 9.7 below demonstrates the report pane where related reports will be displayed, if they exist. To access a related report, users simply point the cursor on the report name in the pane and click.

**Figure 9.7 Parameters Report Pane**





sexual abuse treatment program
Children’s Medical Services

The highlighted area, titled "Main Report," will contain the names of any related reports if, existing. Clicking the "parameters" icon on the reports menu will hide or show this menu.

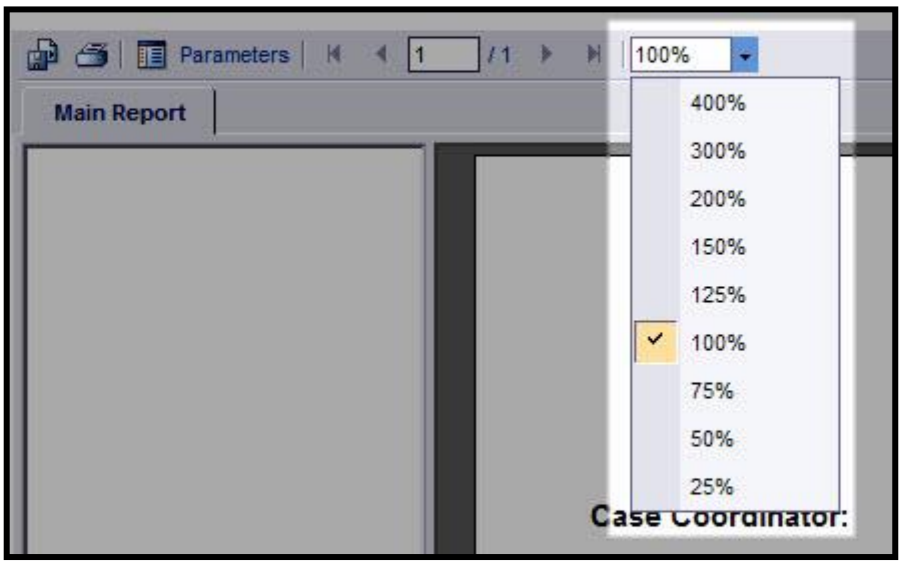
To quickly move through the pages of any management report, users can employ the page selection icon on the reports menu shown below in figure 9.8.

**Figure 9.8 Page Selection Icon**


Users can move back and forth through the report by clicking on the small arrows on either side of the page number field, or by entering the preferred page number into the field and hitting "enter" on the keyboard.

The final icon on this menu is the zoom icon. As demonstrated below in figure 9.9, users can select the size of the report on the screen by clicking the preferred zoom percentage in the drop down menu.

**Figure 9.9 Zoom Selection Icon**




The correct way to exit out of any management report is to click "file" and then "exit." Users are asked not to click the "x" at the top right hand corner of the screen to exit from a report.

## 9.3 VOCA Monthly Performance Reports

SATIS generates the following list of reports. Examples of all reports are found in Appendix A in the back of the manual.

1. **SATP Client Demographic Information** - Provides a summary of the demographic information of new clients served. According to VOCA, a child will not be considered as a new client until he receives his first service. Two versions of the report are available: statewide data and program data by county. If no program has been selected in the SATP drop-down menu, statewide data will return. The type of data that is returned is as follows:

    - Number and percentage of the clients by age group
    - Number and percentage of the clients by gender
    - Number and percentage of the clients by race
    - Number and percentage of the clients by disability

2. **SATP New Clients Served by Month and Type of Client (VOCA)** - **T**his report provides a summary of the new clients served by month and by abuse type. If a client has more than one abuse type, e.g. both physical and sexual abuses, the client will be counted under the category of sexual abuse. Two versions of the report are available: statewide and program data. If no program has been selected in the SATP drop-down, the statewide data will return. The type of data returned is as follows:

    - Target number
    - Number and percentage by month
    - Total number (of new clients served)
    - Type of client (physical abuse, sexual abuse, etc)
    - Total of all victims reported

3. **SATP New Clients Served by Month and Type of Service** - This report provides a summary of new clients served by month and type of service. Two versions of the report are available: statewide and program data. If no program has been selected in the SATP drop-down, the statewide data will return. Type of data that is returned is as follows:

    - Number and percentage by month (of new clients)
    - Total number (of new clients)
    - Type of service (family therapy, group therapy, etc)
    - Total of all services

4. **SATP Number of Services Provided by Month** - This report provides the number of services by type of service and by month, as well as the reimbursed amount for the services. The report includes the following information:

    - Type of service ( family therapy, group therapy, etc)

- Number and percentage by month
- Total number and percentage of services
- Total number (by type of service)
- Total reimbursement amount (in dollars)

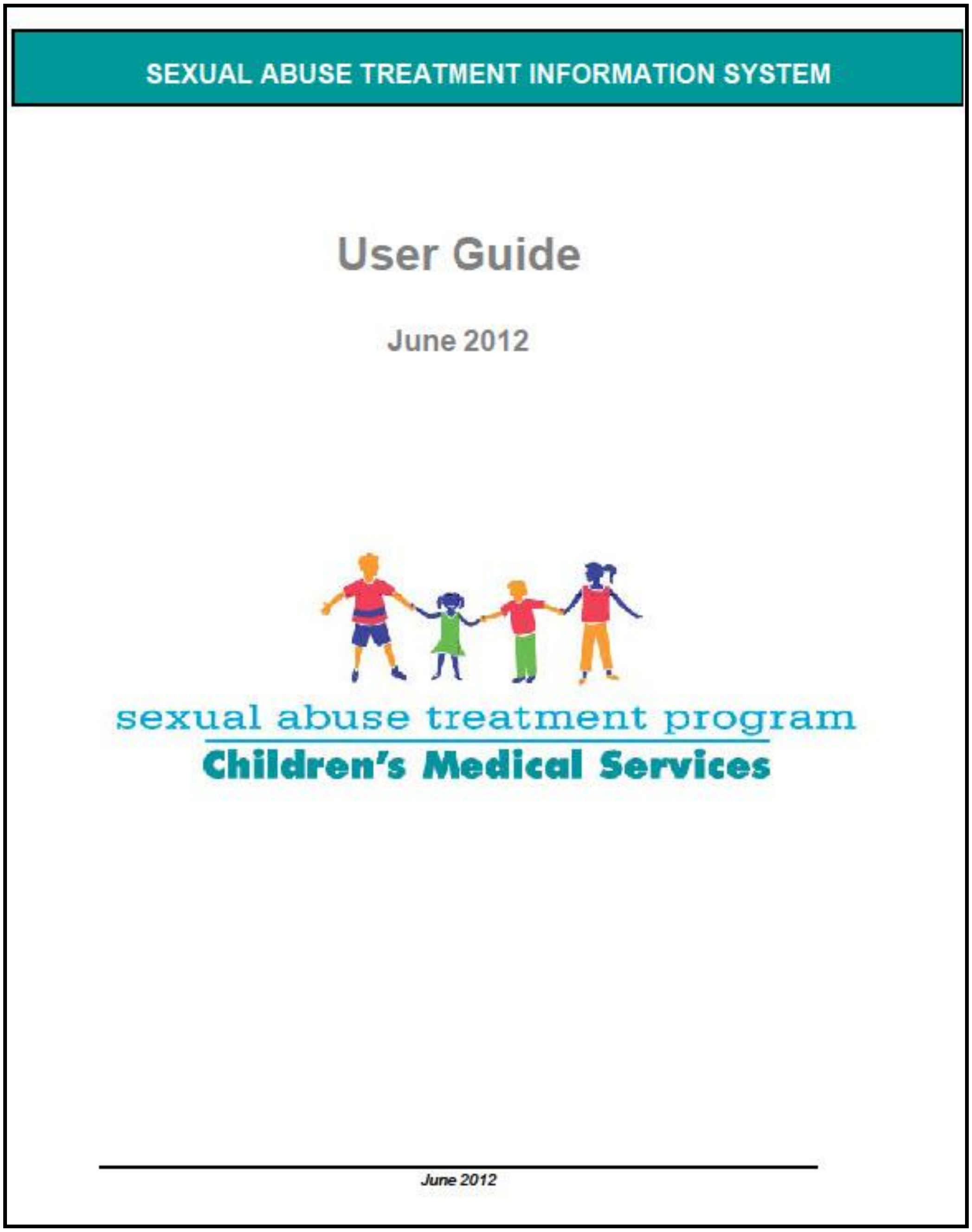
Note: on this particular search screen, the user may click on the "(VOCA) Monthly Performance Report." This report is used to provide the Office of the Attorney General (OAG) with information related to the VOCA program activity for a particular period of time.

5. **SATP Caseload by County** - This report provides a summary of a staff member caseload (including all cases entered into the system). The following data that is returned is as follows:
    - Child's county
    - Open beginning of period (number of cases open in beginning of period)
    - Initiated (number of cases initiated during specified period)
    - Terminated (number of cases terminated during specified period)
    - Open end of period (number of cases open at the end of the specified period)
    - Number served by VOCA (number of cases served by VOCA during the specified period)
6. **SATP Monthly Report Data** - This report gathers data to support the provider's delivery of contractual services. The report captures the numbers for the previous month. SATP programs are required to report this statistical data by the 15th of each month.
7. **SATP Referred No Service** - This report gathers the total number of referrals within the specified SATP office and date range search criteria that did not receive services.
8. **SATP Intakes** – Line list of Intakes by SATP team and date range.
9. **SATP Services –** Line list of Services by SATP team and service date range.
10. **SATP Terminated Cases** Line list of cases terminated by SATP team and termination date range.

# Section 10
# System Guide (User Manual)

The latest version of the SATP System Guide (User Manual) will launch into view when a user clicks on the System Guide option found on the Main Menu. A user will be able to save a copy of the user manual in a PDF format to their desktop computer and reference this guide as needed.

**Figure 10.1 System Guide**



SEXUAL ABUSE TREATMENT INFORMATION SYSTEM

User Guide

June 2012

sexual abuse treatment program
Children's Medical Services

June 2012

# Appendix A: Reports

1. **SATP Client Demographic -** See page 40 of Section 9 for instructions.

## CLIENT DEMOGRAPHIC INFORMATION

From: 7/1/2011 - 3/31/2012

Printed 4/25/2012 / 8:33:08AM

| County | AGE 0-12 | | 13-17 | | 18-29 | | 30-44 | | 45-59 | | 60-64 | | 65+ | | Unknown | | GENDER Female | | Male | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % |
| | 1 | 25 | 1 | 25 | 0 | 0 | 1 | 25 | 1 | 25 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 75 | 1 | 25 |
| Flagler | 7 | 41 | 7 | 41 | 1 | 6 | 2 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13 | 76 | 4 | 24 |
| Volusia | 67 | 36 | 68 | 36 | 19 | 10 | 22 | 12 | 7 | 4 | 3 | 2 | 1 | 1 | 0 | 0 | 139 | 74 | 48 | 26 |
| Total | 75 | 36 | 76 | 37 | 20 | 10 | 25 | 12 | 8 | 4 | 3 | 1 | 1 | 0 | 0 | 0 | 155 | 75 | 53 | 25 |

| County | RACE African American | | American Indian/Alaskan Native | | Asian /Pacific Islander | | Caucasian | | Hispanic | | Unknown | | Disability Yes | | No | | Unknown | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % |
| | 1 | 25 | 0 | 0 | 0 | 0 | 2 | 50 | 1 | 25 | 0 | 0 | 0 | 0 | 1 | 25 | 3 | 75 |
| Flagler | 2 | 12 | 0 | 0 | 0 | 0 | 14 | 82 | 1 | 6 | 0 | 0 | 3 | 18 | 13 | 76 | 1 | 6 |
| Volusia | 16 | 9 | 2 | 1 | 2 | 1 | 138 | 74 | 15 | 8 | 14 | 7 | 57 | 30 | 122 | 65 | 8 | 4 |
| Total | 19 | 9 | 2 | 1 | 2 | 1 | 154 | 74 | 17 | 8 | 14 | 7 | 60 | 29 | 136 | 65 | 8 | 6 |

2. **SATP Client Served (VOCA) -** See page 40 of Section 9 for instructions.

## New Clients Served by Month and Type of Client (VOCA)

SATP Office: 13DB

7/1/2011 - 3/31/2012

Printed: 4/25/2012 / 8:33:56AM

| Target | Oct. | | Nov. | | Dec. | | Jan. | | Feb. | | Mar. | | Apr. | | May. | | Jun. | | Jul. | | Aug. | | Sep. | | Total | Type of Client |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| # | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | | |
| | 76 | 12 | 78 | 13 | 61 | 10 | 49 | 8 | 56 | 9 | 62 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 63 | 10 | 89 | 14 | 81 | 13 | 615 | Child Physical Abuse |
| | 200 | 11 | 222 | 12 | 162 | 9 | 190 | 11 | 201 | 11 | 209 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 166 | 9 | 269 | 15 | 188 | 10 | 1807 | Child Sexual Abuse |
| | 276 | 11 | 300 | 12 | 223 | 9 | 239 | 10 | 257 | 11 | 271 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 229 | 9 | 358 | 15 | 269 | 11 | 2422 | Total of all Victims Reported |

3. **SATP Clients Served Service** - See page 40 of Section 9 for instructions.

**New Clients Served by Month and Type of Service**

SATP Office: 13DB

7/1/2011 - 3/31/2012

Printed: 4/25/2012 / 8:34:33AM

| Target | Oct. | | Nov. | | Dec. | | Jan. | | Feb. | | Mar. | | Apr. | | May. | | Jun. | | Jul. | | Aug. | | Sep. | | Total | Type of Service |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | | |
| | 28 | 11 | 27 | 10 | 34 | 13 | 26 | 10 | 33 | 12 | 30 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 32 | 12 | 19 | 7 | 36 | 14 | 265 | Case Management |
| | 19 | 20 | 10 | 10 | 6 | 6 | 12 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 8 | 21 | 22 | 20 | 21 | 96 | Pyschosocial Assessment |
| | 170 | 11 | 194 | 13 | 141 | 9 | 159 | 11 | 174 | 12 | 196 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 131 | 9 | 179 | 12 | 160 | 11 | 1,504 | Individual Therapy |
| | 10 | 9 | 17 | 15 | 16 | 14 | 10 | 9 | 13 | 12 | 14 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 10 | 13 | 12 | 7 | 6 | 111 | Family Therapy |
| | 22 | 20 | 16 | 15 | 3 | 3 | 0 | 0 | 8 | 7 | 7 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 10 | 29 | 26 | 14 | 13 | 110 | Group Therapy |
| | 249 | 11 | 264 | 12 | 200 | 9 | 207 | 9 | 228 | 10 | 247 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 193 | 9 | 261 | 12 | 237 | 11 | 2195 | Total of Services |

4. **SATP Number of Services** - See page 40 of Section 9 for instructions.

**Number of Services Provided by Month**

SATP Office: 13DB

7/1/2011 - 3/31/2012

Printed: 4/25/2012 / 8:35:13AM

| | Oct. | | Nov. | | Dec. | | Jan. | | Feb. | | Mar. | | Apr. | | May. | | Jun. | | Jul. | | Aug. | | Sep. | | Total | Total $ |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Type of Service | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | |
| Case Management | 84 | 13 | 60 | 10 | 56 | 9 | 73 | 12 | 64 | 10 | 61 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 67 | 11 | 63 | 10 | 97 | 16 | 625 | |
| Pyschosocial Assessment | 22 | 20 | 11 | 10 | 7 | 6 | 13 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13 | 12 | 26 | 23 | 20 | 18 | 112 | |
| Individual Therapy | 199 | 12 | 206 | 12 | 146 | 9 | 163 | 10 | 201 | 12 | 216 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 151 | 9 | 204 | 12 | 181 | 11 | 1,667 | |
| Family Therapy | 11 | 9 | 17 | 14 | 16 | 13 | 10 | 8 | 15 | 13 | 15 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 9 | 15 | 13 | 9 | 8 | 119 | 773.50 |
| Group Therapy | 27 | 19 | 16 | 11 | 3 | 2 | 2 | 1 | 9 | 6 | 8 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 11 | 41 | 29 | 20 | 14 | 141 | 916.50 |
| Total of Services | 343 | 12 | 310 | 10 | 228 | 8 | 261 | 9 | 289 | 10 | 300 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 257 | 9 | 349 | 12 | 327 | 11 | 2970 | |

5. **SATP Caseload by County** - See page 41 of Section 9 for instructions.

# SATP TEAM: 13DB

## CASELOAD REPORT

## From: 7/1/2011 / 3/31/2012

Printed 4/25/2012 / 8:35:49AM

| Child's County | Open beginning of period | Initiated | Terminated | Open end of period | Number Served by VOCA |
|---|---|---|---|---|---|
| | # | # | # | # | # |
| Flagler | 4 | 15 | 9 | 10 | 19 |
| Volusia | 64 | 137 | 111 | 90 | 201 |
| **Total** | 68 | 152 | 120 | 100 | 220 |

**6. SATP Monthly Report Data** - See page 41 of Section 9 for instructions.

SATP Monthly Report Data
7/1/2011 - 3/31/2012
Printed: 4/27/2012 / 12:22:03PM

Program: SATP Naples

Report Month/Year: July 2011

Total Number Referrals Received for Monh:
Victims: 60
Siblings: 2
Non-Offending Caretakers: 5

Total Number Carryovers from previous month:
Victims: 2
Siblings: 1
Non-Offending Caretakers: 0

Total Number Initial Intake Assessment Provided for Monh: 67

Total Number Initial Assessments Completed or Offered Within 10 days of initial client contact: 6

Total of New*:
Victims Served: 49
Siblings Served: 1
Non-Offending Caretakers: 4

Total of Group Treatment Hours Provider For:
Victims: 0.00
Siblings: 0.00
Non-Offending Caretakers: 0.00

Total Number of Children Re-entering Treatment Within 1 Year Who Have Been Re-abused*: 0

Total Individual Treatment Hours Provided To:
Victims: 886.50
Siblings: 59.25
Non-Offending Caretakers: 66.75

Total of Case Closures For:
Victims: 30
Siblings: 2
Non-Offending Caretakers: 7

Total Family Treatment Hours Provided For:
Family: 32.00

* Re-abused: To classify a victim as "re-abused" the following criteria must be met: A new report of sexual abuse must be received within a 12 month period since the closure date of the victim's initial or latest SATP service period, the report has been investigated and verified or some indicator findings must be documented for the sexual abuse maltreatment.
* New: The intent of the "new" count is to get at "how many individual children are we reaching?" It is not a workload count. Children should only be counted one time during a contract year. If a child terminates or completes treatment and subsequently returns for treatment within a contract year, they should not be "recounted" in the total number of children served.

7. **SATP Referred No Service** - See page 41 of Section 9 for instructions.

**SATP Referred No Service:**

SATP Office: SATP Naples

Printed: 4/27/2012 / 12:23:04PM

| Month/Year | # Referred No Service |
|---|---|
| 01/2012 | 5 |
| 02/2012 | 5 |
| 03/2012 | 5 |

8. **(VOCA) Monthly Performance Report** - See page 41 of Section 9 for instructions. Found on the Number of Services report screen (see page 40).

**Introduction**

**Victims of Crime Act (VOCA)**
**MONTHLY PERFORMANCE REPORT**
**Introduction and Tips:**

**Introduction:** The report provides the Office of the Attorney General (OAG) with information related to VOCA program activity for a particular period of time.

**Format and use of the report:** The report is set-up to help you submit the most accurate information possible. Use this workbook each month to report victims served and services provided. At the end of the grant period all 12 months will be completed. Each worksheet has been formatted to calculate the data entered. The totals will refresh as you input new information. ****Look for fields highlighted in yellow - applicable information should be entered.**

Saving the document: Once you have completed the report use the "Save As" command on the "File" pull down menu. This will enable you to save the report each month for easy reference in the future.

Printing the document: Once you have completed the report use the "Print" command on the "File" pull down menu. In the "what to print" dialog box, select "entire workbook." All pages of the workbook will print.

**Monthly Performance Reports are due in the Office of the Attorney General with the monthly invoice. Payment of a monthly invoice is contingent upon receipt and approval of this report (pursuant to the VOCA Agreement). A Monthly Performance Report with an original signature must be submitted with the invoice in order for the invoice payment to be processed.**

**Mail the ORIGINAL report to:**
**Office of the Attorney General**
**Bureau of Advocacy and Grants Management**
**PL-01, The Capitol**
**Tallahassee, Florida 32399-1050**

# Page 1

**VOCA MONTHLY PERFORMANCE REPORT** Month Reported:

Complete all sections. **Statistics reported for the VOCA project must be for the VOCA paid staff, match and/or volunteers only.** Do not report statistics for the entire victim services staff unless the entire staff is VOCA funded. If an employee is paid 100% by VOCA, 100% of their statistics should be reported. If the VOCA employee is paid less than 100%, then only report that percentage of their statistics. The same procedure should be used for match employees. Payment of monthly invoices is contingent upon receipt and approval of this report (pursuant to the VOCA Agreement).

Provider/Payee: Grant No.: V

(1) **VICTIMS SERVED AND TYPES OF SERVICES BY MONTH:** Indicate the number of victims served this month by type of victimization. All victims served during this month must be submitted on this report (primary and secondary). Victims included this month should not have been reported during a prior month of the 2009-2010 grant period. **At a minimum, the agency will provide services to no less than 90 percent of the total projected victim population.**

"Other" victims and services: List only if the victim or service does not fit (in broad terms) within one of the options in the lists, or if "other" victim types and/or services were approved in your application. If needed, attach a separate page listing all victims and/or services and the total for each. Use the totals from the attached sheet as one item, in either section, in the row titled "Other: Attach seperate list." **REQUIRED: If the total number of victims reported for the month does not meet or exceed the 90% minimum requirement, an explanation detailing the reason(s) for the deficiency and the corrective action plan must be submitted.**

| # of Victims Served by Month | | | | | | | | | | | | | | Type of Victim |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Target | Oct. | Nov. | Dec. | Jan. | Feb | Mar. | April | May | Jun. | Jul. | Aug. | Sept. | Total | |
| | | | | | | | | | | | | | 0 | Child Physical Abuse |
| | | | | | | | | | | | | | 0 | Child Sexual Abuse |
| | | | | | | | | | | | | | 0 | DUI/DWI Crashes |
| | | | | | | | | | | | | | 0 | Domestic Violence |
| | | | | | | | | | | | | | 0 | Adult Sexual Assault |
| | | | | | | | | | | | | | 0 | Elder Abuse |
| | | | | | | | | | | | | | 0 | Adults Molested as Children |
| | | | | | | | | | | | | | 0 | Survivors of Homicide |
| | | | | | | | | | | | | | 0 | Robbery |
| | | | | | | | | | | | | | 0 | Assault |
| | | | | | | | | | | | | | 0 | Child Cybercrime |
| | | | | | | | | | | | | | 0 | Child Pornography |
| | | | | | | | | | | | | | 0 | Innocent Victims/Gang Violence |
| | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | Other: Attach separate list |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | Other Total |
| | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | Total of all Victims Reported |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Total Target/Monthly Average |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Total of Target at 90% Minimum |
| | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | +/- Total Target at 90% Minimum |

(2) Of the victims reported this month (from tabulation above), how many received the following service(s) this month. **See Definitions for description of each service.** In this section, only count a victim once, regardless of how many times the victim received a particular service.

| # of Victims Served by Month | | | | | | | | | | | | | | Type of Service |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Target | Oct. | Nov. | Dec. | Jan. | Feb | Mar. | April | May | Jun. | Jul. | Aug. | Sept. | Total | |
| | | | | | | | | | | | | | 0 | Crisis Counseling |
| | | | | | | | | | | | | | 0 | Follow-up Contacts |
| | | | | | | | | | | | | | 0 | Therapy |
| | | | | | | | | | | | | | 0 | Support Groups |
| | | | | | | | | | | | | | 0 | Crisis Hotline Counseling |
| | | | | | | | | | | | | | 0 | Shelter/Safehouse |
| | | | | | | | | | | | | | 0 | Information & Referral |
| | | | | | | | | | | | | | 0 | Criminal Justice Support/Adv. |
| | | | | | | | | | | | | | 0 | Emergency Financial Assistance |
| | | | | | | | | | | | | | 0 | Emergency Legal Advocacy |
| | | | | | | | | | | | | | 0 | Assist w/CVC-**Mandatory** |
| | | | | | | | | | | | | | 0 | Personal Advocacy |
| | | | | | | | | | | | | | 0 | Telephone Contacts |
| | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | Other: Attach separate list |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **TOTAL SERVICES** |

## Page 1 – Other Victims and Services

| VOCA MONTHLY PERFORMANCE REPORT | | | | | | | | | | | | Grant No.: | | V |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Page 1 - # of "Other" Victims Served by Month | | | | | | | | | | | | | | Type of Victim |
| Target | Oct. | Nov. | Dec. | Jan. | Feb | Mar. | April | May | Jun. | Jul. | Aug. | Sept. | Total | Identify "Other" Type |
| | | | | | | | | | | | | | 0 | Stalking |
| | | | | | | | | | | | | | 0 | Attempted Homicide |
| | | | | | | | | | | | | | 0 | Harassing Telephone Calls |
| | | | | | | | | | | | | | 0 | Criminal Mischief |
| | | | | | | | | | | | | | 0 | Violation of Injunction |
| | | | | | | | | | | | | | 0 | Suspicious Incident |
| | | | | | | | | | | | | | 0 | Kidnapping/False Imprisonment |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | Other Sub-Total |

| Page 1 - # of "Other" Victims Served by Month | | | | | | | | | | | | | | Type of Service |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Target | Oct. | Nov. | Dec. | Jan. | Feb | Mar. | April | May | Jun. | Jul. | Aug. | Sept. | Total | Identify "Other" Type |
| | | | | | | | | | | | | | 0 | Psychological Testing |
| | | | | | | | | | | | | | 0 | Case Management |
| | | | | | | | | | | | | | 0 | Written Contact |
| | | | | | | | | | | | | | 0 | Death Notification (Crime Victims) |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | | 0 | |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | Other Sub-Total |

## Page 2

**VOCA MONTHLY PERFORMANCE REPORT** Grant No.: V

(3) Non-discrimination information summary: Provide the total number of victims served with VOCA support for the current month reported. The total number in each demographic category must equal the total victims listed on page #1, **"TOTAL OF ALL VICTIMS"**

| Race or National Origin | # of victims for the current month |
|---|---|
| Caucasian | |
| African American | |
| Hispanic | |
| Asian/Pacific Islander | |
| American Indian/Alaskan Native | |
| Unknown | |
| Total | 0 |

| Age | # of victims for the current month |
|---|---|
| 0 - 12 years | |
| 13 - 17 years | |
| 18 - 29 years | |
| 30 - 44 years | |
| 45 - 59 years | |
| 60 - 64 years | |
| 65 + years | |
| Unknown | |
| Total | 0 |

| Gender | # of victims for the current month |
|---|---|
| Male | |
| Female | |
| Unknown | |
| Total | 0 |

| Disability | # of victims for the current month |
|---|---|
| Yes | |
| No | |
| Unknown | |
| Total | 0 |

(4) **NUMBER OF SERVICES PROVIDED BY MONTH:** Indicate the services provided by VOCA paid staff, match personnel, and volunteers to **all** (primary and secondary) victims during this month.

"Other" services: List only if the vservice does not fit (in broad terms) within one of the options in the list, or if "other" services were approved in your application. If needed, attach a separate page listing all services and the total for each. Use the totals from the attached sheet as one item, in the services section, in the row called "Other: Attach seperate list."

| **Type of Service** | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. | Total to Date |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| a. Crisis Counseling | | | | | | | | | | | | | 0 |
| b. Follow-up Contact | | | | | | | | | | | | | 0 |
| c. Therapy | | | | | | | | | | | | | 0 |
| d. Support Groups | | | | | | | | | | | | | 0 |
| e. Crisis Hotline Counseling | | | | | | | | | | | | | 0 |
| f. Shelter/Safe House | | | | | | | | | | | | | 0 |
| g. Information and Referral | | | | | | | | | | | | | 0 |
| h. Criminal Justice Support/Advocacy | | | | | | | | | | | | | 0 |
| i. Emergency Financial Assistance | | | | | | | | | | | | | 0 |
| j. Emergency Legal Advocacy | | | | | | | | | | | | | 0 |
| k. Assist w/CVC-**Mandatory** | | | | | | | | | | | | | 0 |
| l. Personal Advocacy | | | | | | | | | | | | | 0 |
| m. Telephone Contacts | | | | | | | | | | | | | 0 |
| Other: Attach separate list | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| n. Other Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **o. Total all Types of Services (Sum a. through n.)** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## Page 2 – Other Services

| VOCA MONTHLY PERFORMANCE REPORT | | | | | | | | | | | | Grant No.: | V |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Page 2 - NUMBER OF OTHER SERVICES PROVIDED BY MONTH:** Indicate the services provided by VOCA paid staff, match personnel, and volunteers to all (primary and secondary) victims during this month. | | | | | | | | | | | | | **Type of Service** |
| Oct. | Nov. | Dec. | Jan. | Feb | Mar. | April | May | Jun. | Jul. | Aug. | Sept. | Total to Date | **Identify "Other" Type** |
| | | | | | | | | | | | | 0 | Psychological Testing |
| | | | | | | | | | | | | 0 | Case Management |
| | | | | | | | | | | | | 0 | Written Contact |
| | | | | | | | | | | | | 0 | Death Notification (Crime Victims) |
| | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | 0 | |
| | | | | | | | | | | | | 0 | |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | Other Sub-Total |

**Page 3**

**VOCA MONTHLY PERFORMANCE REPORT** Grant No.: V

**VOLUNTEERS:** Indicate the number of volunteer staff utilized this month. This is a mandatory VOCA requirement. **REQUIRED: If zero volunteers are reported, an explanation detailing the reason(s) and plans to utilize volunteers in the future must be submitted.**

Number of volunteers utilized this month: ______

**VICTIM SERVICES PRACTITIONER DESIGNATION:** To ensure compliance with the VOCA Agreement, this information must be provided for each monthly report even if the same person is indicated on each report. Therefore, list the name of a current staff member who has completed the Victim Services Practitioner Designation Training, and the expiration date of the current certification.

Please note: The Victim Services Practitioner Designation is valid for a period of four years from the date that appears on the "Victim Services Practitioner" designation certificate. It is the responsibility of the individual to renew his/her designation. Apply for renewal of the designation with the Office of the Attorney General pursuant to the renewal criteria outlined on the OAG website.

| Name | Expiration Date of Current Certification |
|---|---|
| | |

**OPTIONAL NARRATIVES:** If applicable, provide additional information regarding service provision, victim compensation, coordination of services, and any noteworthy information. Some noteworthy information is included in our annual report to the Department of Justice. Please do not include confidential information in your reports.

Optional narratives may be submitted regarding the following:

a. **Services to Date** - **If needed, please provide an explanation if the victims/services reported on page #1 of this report appear unusually low or unusually high.**

b. Victim Compensation - information and comments (pro or con) regarding your efforts in assisting crime victims with victim compensation.

c. Coordination of Services - information concerning coordination efforts with other social and victim service programs in your area.

d. Noteworthy information - notable case histories, statistical reports relating to victims, newspaper articles relating to your program, newsletters produced by your organization and brochures produced for the VOCA program.

**CERTIFICATION:** I hereby certify that the information contained in this report is true and correct to the best of my knowledge and that the supporting documentation is currently on file at the office of the Provider and is available for inspection upon request by the Office of the Attorney General or its authorized representative.

Prepared by Phone No. Fax No.

E-mail address of preparer: ______

Authorized signature Date signed

Typed name of authorized signature Title

# Definitions

## DEFINITIONS:

**Assistance with Victim Compensation** includes making victims aware of the availability of crime victim compensation, assisting the victim in completing the required forms, gathering the needed documentation, etc. It may also include follow-up contact with the victim compensation agency on behalf of the victim. This is a mandatory VOCA service.

**Criminal Justice Support/Advocacy** refers to support, assistance, and advocacy provided to victims at any stage of the criminal justice process, to include post-sentencing services and support.

**Crisis Counseling** refers to in-person crisis intervention, emotional support, and guidance and counseling provided by advocates, counselors, mental health professionals, or peers. Such counseling may occur at the scene of a crime, immediately after a crime, or be provided on an on-going basis.

**Crisis Hotline Counseling** typically refers to the operation of a 24-hour telephone service, 7 days a week, which provides crisis counseling, guidance, emotional support, information and referral, etc.

**Emergency Financial Assistance** refers to cash outlays for transportation, food, clothing, emergency housing, etc.

**Emergency Legal Advocacy** refers to the filing of temporary restraining orders, injunctions, other protective orders, elder abuse petitions and child abuse petitions, but does not include criminal prosecution or the employment of attorneys for non-emergency purposes, such as custody disputes, civil suits, etc.

**Follow-up Contact** refers to in-person contacts, telephone contacts, and written communications with victims to offer emotional support, provide empathetic listening, check on a victim's progress, etc.

**Information and Referral (in-person)** refers to in-person contacts with victims during which time services and available support are identified.

**Other Services** refers to other VOCA allowable services and activities not listed in the options provided.

**Personal Advocacy** refers to assisting victims in securing rights, remedies, and services from other agencies; locating emergency financial assistance, intervening with employers, creditors, and others on behalf of the victim; assisting in filing for losses covered by public and private insurance programs including workman's compensation, unemployment benefits, welfare, etc.; accompanying the victim to the hospital,

**Primary Victims** are the people against whom the crime was directed, except in cases of homicide and DUI deaths where the primary victims are survivors. In domestic violence situations, children of spouse abuse victims who receive services are also considered primary victims.

**Secondary Victims** are people other than primary victims receiving services as a result of their own reaction to or needs resulting from a crime directed against a primary victim, e.g., the husband of a rape victim who receives counseling, non-offending caretaker of child abuse victims, etc.

**Shelter/Safe House** refers to providing short- and long-term housing services to victims and families following a victimization.

**Support Groups** refers to the coordination and provision of supportive group activities and includes self-help, peer, social support, etc.

**Telephone Contacts** refers to contacts with victims during which time services and available support are identified.

**Therapy** refers to intensive professional psychological and/or psychiatric treatment of individuals, couples, and family members related to counseling to provide emotional support in crisis arising from the occurrence of crime. This includes the evaluation of mental health needs, as well as the actual delivery of psychotherapy. Individuals who provide this service must meet the criteria outlined in the Florida Statutes

**Unduplicated Victims** are victims not counted on previous performance reports during the current grant period. Unduplicated victims may be either primary or secondary victims of crime. A person may be counted more than once only as a result of an entirely separate and unrelated crime during the reporting period, e.g., a domestic violence victim is victimized during a separate episode.

**Mail the ORIGINAL report to:**
**Office of the Attorney General**
**Bureau of Advocacy and Grants Management**
**PL-01, The Capitol**
**Tallahassee, Florida 32399-1050**

**Questions? Call your OAG Grant Manager at (850) 414-3300**

# Appendix B: Office Codes

| Office Code | Office Name |
|---|---|
| 01PN | SATP Pensacola |
| 02PC | SATP Panama City |
| 03TL | SATP Tallahassee |
| 04JX | SATP Jacksonville |
| 05PA | SATP Pasco |
| 06MA | SATP Manatee |
| 07OS | SATP Osceola |
| 08BV | SATP Melbourne |
| 09SA | SATP Sarasota |
| 10FM | SATP Fort Myers |
| 11NA | SATP Naples |
| 12PB | SATP Palm Beach |
| 13DB | SATP Daytona Beach |
| 14WH | SATP Winter Haven |
| 15SL | SATP Stuart |