The Clearinghouse on Supervised Visitation Program Database

Staff User's Manual

2022

V. 4.0 – 2022

The Supervised Visitation Program Database (SVPDb)

Table of Contents

1   GETTING STARTED

If at any time you have questions or would like assistance with the database, please e-mail the Database Administrator at kes2523@my.fsu.edu. No question is too small and we are always ready to help in any way possible.

1.1   PROJECT STATEMENT SUMMARY

Welcome. The Florida Department of Children of Families has sponsored, and the Florida Chapter of the Supervised Visitation Network has endorsed, the creation of this database. The primary goal of this project is to provide Supervised Visitation Programs (SVPs) throughout Florida with a free standardized and user-friendly database for tracking and monitoring select information regarding their program, case and client information, and service utilization patterns. Over the years, SVPs have found this database an invaluable tool for case management and service documentation purposes. Utilization of this database can aid with the production of timely reports on service delivery variables demanded by funding sources and for conducting resource needs assessments for meeting demands within their service area.

This database was constructed under the auspices of the Clearinghouse on Supervised Visitation. The Clearinghouse is affiliated with the Institute for Family Violence Studies at Florida State University. Funding for the creation and maintenance of this database is provided by the Florida Department for Children and Families.

1.2   CONFIDENTIALITY

Although this database involves, in part, the collection of information specific to individuals receiving service at your program, all data is encrypted on the database and housed on a secure server maintained at Florida State University. Programming language and technologies are utilized so as to ensure that only your program can view identifying information regarding individual clients your program serves. No program has the ability to view the client/service records of any other Supervised Visitation Program. Appropriate measures have been implemented to ensure maximum security of the database and server housed at Florida State University. However, each SVC program is responsible for data security at their individual site.

Upon request you will be provided an opportunity to explore the database and its features, and receive training regarding how to use this database before deciding whether or not to

participate. The project team may assist you with the generation of service reports for your individual program.

Only aggregated data (no identifiers) will be denoted in the presentation of any research, analysis, or findings done by the Institute for Family Violence Studies.

Before using the database, you must sign an informed consent form. If you have not yet received this form, please contact Kelly O'Rourke at kes2523@my.fsu.edu to request a copy. In using the database, you may decline to answer any question(s) posed by the database and you may using the database at any time.

1.3 CONNECTING TO THE SVPDb

You will access the database online via a secure server. The current URL is https://svpdb.org .

1.4 LOGGING IN

In order to enter data, you will need to connect to the secure website and log in using your assigned username and password. Your username is your e-mail address and your password may be anything of your choosing at least six characters long. Please memorize your username and password, or otherwise keep them in a secure location and do not share them with anyone else. Should you forget your password of have any other login issues, please contact the Database Administrator (kes2523@my.fsu.edu) for assistance or a temporary password. We do not have access to any passwords as they are encrypted for confidentiality. However, of you forget your password, we can reset your account to a temporary password that you can use to login and then change your own password to whatever you prefer.

Security and Accountability

It is important that all information entered into the database remain confidential. It is important that you memorize your username and password, or otherwise keep them in a secure location. Please do not share your username or password with anyone. Please do not log in using another person's username and password. If you access the database from a location other than your center, or if you will be away from your computer for more than a few minutes, please be sure that you log out. Also, if another staff member wishes to access the database from a computer you just used, please be sure that you log out first. Do not allow anyone else to access the database using your username and password. Remember not to allow clients to see your computer when the database is open. This will protect the confidentiality of other clients and the security of the database.

1.5   LOGGING OUT

In order to maintain the confidentiality of the clients, it is recommended that you log out of the system when you are not at your computer. To log out, simply click on the "Logout" link in the top right corner of the page. If you log out and have not submitted your responses to the current page, the information will not be saved and you will need to re-enter this information.

1.5.a Inactivity Log Out

If you do not use the database for more than 20 minutes, you will be automatically logged out. If you log out or change pages and have not submitted your responses to the current page, the information will not be saved and you will need to re-enter this information.

1.6   NAVIGATING THE DATABASE

Throughout the database on different Web pages, please do not use the Back or Forward buttons of your browser. To navigate through the database, please use the links located at the top of each page, or links on the Home page. This navigation protocol is important for ensuring that information entered is correctly stored in the central database.

1.7   SV PROGRAM/SITE LISTING OPENING PAGE

Upon logging you will arrive at the opening page where you will see the name of your program/site and the list of any additional sites associated with your main program. Possible actions include Add a Site should you need to add an additional site to your program, and Update should you need to update any of your program's information such as the address or hours of operation. The initial addition of your program and its information to the database will be entered by the Database Manager to get you started.

To the right of Actions you will see a column for Cases. If you choose this link you will be directed to a list of cases for that program or site.

2   CASES

If you already have cases entered in the database, you will see a list of these cases.

2.1   CASE LIST

At the top of each column of the list of cases, you can adjust the order of the cases from top to bottom by clicking on the small white arrows to the right of the title of each column. You can also search for cases using the search functions at the top of the list. The default

setting is for all open cases but to the right you may change the search parameters to closed cases or all cases.

Entering a new case is the starting point for entering data in the database.

2.2   HOW TO ENTER CASES

To begin a new case, click on + Create a Case in the upper left section of the page. The new case page will open.

2.2.a Creating a Case Identification (ID)

You must first create a Case Identifier (Name/Number) for the case. The Case ID is an alphanumeric expression that uniquely identifies the case. The Case ID is created independently by each program, and must be unique and unduplicated. The pattern or system of Case ID creation is up to you – some programs go by names, others by dates of referral, others use both or their own unique case numbering system, After creating and inputting a unique Case ID, you can begin adding data to the new case. Case IDs may always be edited after they have been created/assigned.

2.2.b Adding Case Information

Continue to add the requested information for the new case. Note that some variables are mandatory, including the Referral Date, the Source of the Referral, Primary Reason for Referral, and whether or not the case is Access & Visitation Funded. Cases that are not A&V funded will not be pulled into A&V reports required by DCF. The A&V funding focuses on two-parent cases where one is the visitor and one is the custodian. If the visitor is not a parent or a recognized guardian, the case is not appropriate for A& V funding. **Not all programs receive A&V funding. If your program does not, please check no for all your cases.

Primary Reason for Referral is a mandatory variable. When you choose one of the options, the window will be expanded so you can enter more details. In this section you may only choose one option, but you will have the opportunity to enter additional information and allegations in the following section. In the Additional Allegations section you may enter as many as you need to fully describe your case details. In addition there is a box for you to enter any notes pertaining to you case you'd like add.

Be sure to scroll all the way to the bottom and click SAVE to save your data.

2.2.c Updating Information in an Existing Case

To update a case, locate the case by CASE ID or by entering clients names in the search box, and under the Actions column, select Update. This will take you to the information about the case that you have already entered. You can enter new information or update information that has changed.

2.3   CASE CLOSURE

If your program has decided that a case is closed, you will need to close the case in the database. To do this, locate the case via the Case ID or search function and in the Actions column, select Close. This will take you to a new page where you will enter the date it was closed and the reason for closing it. After pressing submit, the case will be closed in the database.

2.4   RE-OPENING CASES.

If a client returns to your program, you can easily reopen the case and continue entering data. In order to reopen a case that has been previously closed, locate the case via the Case ID or search function and in the Actions column, select Modify/Reopen. After reopening a case you will see a list of previous case dates and closures near the top for future references.

If desired, your program may simply create a new case for clients already in the system instead of reopening a closed case. In this instance you will need to create a new case ID (reminder- case ID's may always be edited after they have been created/assigned).

3   CLIENTS

3.1   ENTERING CLIENTS

After you have created a case, you will need to add clients to the case. If this is a new case, when you add the case info and click the SAVE button, a new page will load where you can enter new clients and services. You may also add clients to an existing case. To do this, locate the case via the Case ID or search function and under the Actions column, choose Clients. This will bring you to a page where you will list the children, custodian, and visitors listed in the referral.

When you are entering clients in a monitored exchange case, the custodian will be considered the person who originally brings the child to monitored exchange in order to

transfer the child to the other parent. That person will remain the custodian, even when the other parent has physical custody of the child.

3.2   CLIENT INFORMATION

3.2.a Entering Client Information

Begin by entering the children first.

First, click on + Create a Client and then choose the type of client you wish to enter – Child, Visitor, or Custodian. Children should be entered first if possible. For each Child you must enter a name, birthdate, gender, race, and the marital condition of the child's parents. The SS# is not mandatory and is there for those sites that require this in their operations.

When entering a Visitor or Custodian you must enter the name, gender, relationship to the child(ren), child support question, and annual income if the case is A&V funded. Other variables such as residence and SS# are optional. The variable "Not Currently Participating in Visits" is only checked if the normal Visitor or Custodian in indisposed, for instance long-term illness, incarcerated, out of state or area, etc.

A Custodian MUST be entered for every case if the case is A&V funded – this is a Federal requirement. If the Custodian is not a parent, you can choose their relationship from a list of other options, such as Foster Parent or Other Family Member. If you do not know the name, you may enter Foster Parent or Group Home as the Custodian name. When you have finished, click SAVE.

If there are multiple Visitors and Custodians, please enter the Primary one first. **If BOTH parents are Visitors, please make a separate case for each parent. The database, as designed by the Federal A&V Program, reports data on only the Primary or first Visitor. Therefore in order to capture both parents' information, two case are required. This will also allow for reporting of different visits or actions on the part of each parent separately.

If at any time you would like to Update client info or Delete the client, both options are available in the Actions column.

3.2.b Viewing Client Information

To view client information without making any changes, click on Update in the Actions column next to the client's name. Here the information will be displayed and you may make changes or simply view the information.

3.3 CLIENT SEARCH

If you want to search for a client, you can do so from the Case Listing page. You may modify your search from Open Cases (default) to Closed or All cases. You may also search by time frame and referral type. You can search for a client by entering their name or the name of any family members and the databased will pull the case for you. The more information that is entered into the search function, the more limited your results will be. For example, if you enter only a client's last name (such as "Smith") all clients matching that last name will be displayed. But if you enter the full name (such as "John Smith") only clients who match the full name will be displayed.

When you see the Client or Case you are looking for, choose Update in the Actions column to see the details. This will allow you to navigate through the client's information and the case information. You can also see other clients involved in the case and their information.

Client search results can be sorted according to ascending or descending order on each column by clicking the small white up/down arrows in the column heading.

3.4 DELETING CLIENTS

If you want to delete a client, you can do so from the Client Listing page. Choose the person whom you want to delete. Next to their name, click on Delete under the Actions column. You will be prompted to confirm that you want to delete the client. If you confirm, the data will be deleted and irretrievable except perhaps by the Institute Programmer, so please use this option cautiously.

4 SERVICES

Once all of the clients and their information have been entered, you will begin to enter services for the case. If this is a new case, when you add the case info and click the SAVE button, a new page will load where you can enter new clients and services. You may also add services to an existing case. To do this, locate the case via the Case ID or search function and under the Action column, choose Services. Next choose + Create a Service.

4.1 ENTERING SERVICES

4.1.a General Service Information

Begin filling out the information about the service. First choose the primary service type, the date of the service, and then the service status. Depending on whether the service was Cancelled, No Show, Accomplished, or Terminated, a new page will unfold where you can

enter the pertinent information. These questions are contingent upon the status of the service that you have just chosen.

4.1.b Time of Service

Choose the scheduled start and end time of the service. It is important to note that you will enter the scheduled start and end time of the service, not the actual start and end time (unless they correspond to the scheduled times).

4.1.c Service Status

If you choose Cancelled or No Show, you will be asked to note who cancelled / didn't show and why, if you know. If you choose Accomplished or Terminated as the status of the service, a longer page will open. Please record all the information for the service, even if it was terminated mid-service.

In order to avoid red error cells on future reports, please be sure that at least one Visitor and at least one Child are selected as participating in the service. The only exception will be if the Primary Service chosen is an Intake or Administrative visit, which may contain only one client if necessary.

4.1.d Critical Incidents

A Critical Incident is the terminology used to identify anything unusual or problematic that happens during a visit. The incident does not need to be "critical" in nature, but simply anything that was out of the norm. Under the heading of Critical Incident on the Accomplished or Terminated service entry page, you will see options and examples of some possible incidents you may encounter such as a Visitor arriving intoxicated, a Visitor using inappropriate language, or a client not responding to your redirections. If your particular situation is not listed, please use the Other option to provide details.

You are also provided an Outcome section where you may note any actions taken on the part of the program in response to the incident. Please be a thorough as possible in the descriptions and outcomes if you are recording an incident.

4.1.e Viewing Services

After you have filled in the information and pressed submit you will be taken to the Service Listing page. This page lists all the services that have been entered for this case. You have the option to Update or view the service or Delete the service by clicking the appropriate link in the Actions column.

4.1.f Adding Additional Services

If you want to enter more services, choose the option Create a Service.

5   CLOSING A CASE

When you are ready to Close a Case, locate the case via the Case ID or search function and under the Actions column, choose Close. You will then see a new page where you can enter information including the reason the case was closed. There are also two follow up questions on Substance Abuse and Violence in the case. Although you may not have this information available for each case, please answer the questions to the best of your ability.

On occasion a client simply stops coming for visits. Often cases like this and others never get formally closed on the database. Please be sure to review your cases regularly and close those cases that are no longer in service. For reference, you may run a report showing your closed and open cases from the Reports menu (Director status only.)

6   GENERAL INFORMARION ABOUT THE DATABASE

6.1   GENERAL INFORMATION

6.1.a Drop-Down Menus

Many pages throughout the database utilize "drop-down menus". This is a menu showing a list of choices. When you click on the down arrow next to the first choice, the other choices on the list appear below (they "drop down"). You can then select (highlight) the choice that you want. If nothing from the menu has been chosen for that field, the box will be left blank.

6.1.b Tabbing Through Fields

One feature in the SVPDb is that it allows you to manually "tab" through data fields. This means you can navigate from one button or field to another without using the mouse, but by pressing the tab key advance to the next selection. The database will not automatically tab through fields.

6.1.c Special Characters

The text fields will allow for special characters, such as apostrophes, hyphens, etc.

6.1.d Text Field Size

Fields which require strings of alphanumeric information will "Scroll", meaning that you can keep inputting data into the field and the text box should expand to accommodate all the data you are trying to input.

Please note: all of the characters you type may not appear on the screen at the same time, however because of the scroll feature, the data will remain as typed in the field, even though you may not be able to see every letter all at once. You can use the cursor arrows to go back through and see each character you have typed in the field.

Please contact the SVPDb technical support if you find any field is too small for the information you need to input.

6.1.e Submitting Information

It is very important that you press the Submit or SAVE button each time you enter new data on a page. The new data you have entered will not be saved unless the submit button is pressed prior to exiting a page. If you have accidentally entered erroneous data and want to exit the page without saving, you can do this by choosing not to hit the submit button. Please remember this data will not be stored.

6.1.f Recording Additional Services

The database allows for flexibility on how "additional services" are recorded. For example, some "additional services" may be too frequent and small to record separately each time the service is provided. Therefore, smaller or frequent "additional services" may simply be added to the next "primary" service that occurs. For example, a mother may call in several times and receive community referrals in the two weeks between visits. These community referrals could be recorded along with the next visit, even though the community referrals were not provided during a visit.

6.1.g Case ID's

Please remember this is the alphanumeric expression (can be a combination of letters and numbers) that identifies each case within your program. The Case ID is created independently by each program, and must be unique and unduplicated and at least 6 characters long.

6.1.h Pressing Submit

When you submit a page, press the submit button only once. Double-clicking or pressing it twice, will cause the information to be submitted twice which creates duplicate entries.

6.1.i   None/Unknown

Many questions give you the option of responding "None" or "Unknown." If you do not know the answer to a question, please use one of these responses rather than leaving the question blank.

However, if you check one of these responses, please do not make any additional selections. If later you find the answer to the question, please remember to "un-check" the original response.

7   HELPFUL HINTS

7.1   HELPFUL HINTS.

7.1.a

If a field has the option, please select "No" rather than leaving the field blank

7.1.b

If you have a program with multiple sites, please ensure that you are inputting information for the correct site by logging in under the right site. Note, when you are logged in at the site level, the top of the homepage displays the name of the site you are logged into.

7.1.c

When recording the marital status of a child's biological parents, it should be noted that the presence of an Injunction does not mean that a couple is legally separated. If they claim they are married, they should be considered married. Also, if the clients say that they are in the process of divorcing, those clients' marital status should be "Divorced."

7.1.d

When you are recording a service, remember to check off the individuals that participated in the service from the table shown.

7.1.e

Please remember that it is not necessary to double-click on links or buttons within the database. Only click one time. Double-clicking may actually slow down the website.

8 FREQUENTLY ASKED QUESTIONS (FAQ's) ABOUT THE DATABASE

8.1 LOGIN INFORMATION

1. **How do I get my username and password?**
   Program directors will receive their usernames and passwords by contacting the Database Administrator and providing verification of their status as program director.
   Program directors will provide all other staff (including site directors) with their usernames and passwords. You may contact the Database Administrator at any time for assistance in adding people to the Database

2. **Can I change my username or password?**
   Program directors are able to change usernames and passwords for staff. You may also change your password at any time once logged into your account. If you forget your password, contact the Database Administrator for a temporary password.
   Program directors must contact the Administrator to have their username or password changed. You will need to provide verification of your identity when calling.

3. **What should I do if I think someone may have my username or password?**
   You should inform your program director immediately. A new password will need to be assigned. If you are a program director, you should contact the Administrator immediately so a new password can be assigned.

8.2 CASE INFORMATION

1. **Where do I record my case notes?**
   Case notes are not recorded in the database. However, there may be some information within your case notes that needs to be recorded in the database. You should have your case notes with you when entering information, so that all requested information can be entered.

2. **When should I enter a new case?**
   New cases should be entered whenever your program considers that case open. For many programs this will be when the first service is provided.

Remember, if a case is entered into the database, it will need to be closed later. Some providers enter cases and services weekly, others monthly. It is entirely up to your program.

3. **What is the Case ID?**

   This is an alphanumeric expression that identifies the case. The Case ID is given and decided upon by each program. It must be unique to your program.

4. **Do I have to enter any "Additional Services" as soon as they are provided?**

   The database allows for flexibility on how "additional services" are recorded. For example, some "additional services" may be too frequent and small to record separately each time the service is provided.

   Therefore, smaller or frequent "additional services" may simply be added to the next "primary" service that occurs. For example, a mother may call in several times and receive community referrals in the two weeks between visits. These community referrals could be recorded along with the next visit, even though the community referrals were not provided during a visit.

5. **Can I delete a case?**

   Only the Database Administrator can delete full cases. If you would like a case deleted for some reason such as duplication or error, please contact the Database Administrator at Kes2523@my.fsu.edu for assistance. You can however, delete any elements of a case as needed.

8.3 GENERAL INFORMATION

1. **Do I have to enter all information on a page before I can submit?**

   No, you do not have to enter all of the information on a page. However, there may be some fields, such as names on the Client pages, which may be required for you to submit.

2. **What happens if I log out or go to another page without submitting the previous one?**

   If you do not submit the information on a page before you leave that page, the information will not be saved. It will be lost and you will need to re-enter the information for that page.

3. **What if I don't know the answer to a question?**

   You are not required to answer all questions on the page before submitting. If you don't know the answer to a question, you can select "Unknown" from the response choices if available. If that is not option, just leave that question blank until you do know the answer. You may contact the Database Administrator for assistance as needed.

4. **What if I realize some of the information that I entered was incorrect?**
   You will be able to edit any incorrect information by choosing "Update."

5. **Who will have access to the information that I enter?**
   Information about cases, clients, and services will be accessible by all staff and directors at your program. Information about sites is only accessible by site and program directors. Information about a program is only accessible by the program director.

6. **Is the information that I enter about clients and services confidential?**
   Any identifying information regarding cases or clients will be encrypted on the database housed on a secure server maintained at Florida State University. Only your program will be able to view identifying information regarding individual clients your program serves. No program will have the ability to view the client/service records of any other Supervised Visitation Program. Each program will be responsible for data security at their individual site.

7. **How often do I enter information about my program or site?**
   Information about your program or site should be updated once a year. If there is any change in the information (for example, your program changes phone numbers), it should be updated at that time.

8. **Who do I contact if I have technical questions?**
   A technical support team will be available to assist you via email for questions related to entering data. Please contact the Database Administrator at any time via e-mail at kes2523@my.fsu.edu.

9. **Can I log in to the database from a location outside of the supervised visitation program?**
   You can log in to the database from locations other than the supervised visitation program, if you have the SVPDb URL. It is important to remember to log out once you have finished entering data.