

The Supervised Visitation Program Database (SVPDb)

The Clearinghouse on Supervised Visitation Program Database

Program/Site Director User's Manual

2022



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If you have additional questions or need any assistance, please feel free to contact the Database Administrator at any time at kes2523@my.fsu.edu.

1.0 Creating Usernames and Passwords

Usernames and passwords can be given by program directors or the Database Administrator. Program directors will receive their own usernames and passwords from the Database Administrator. Start at the Case Listing page, clicking on **Manage Users** at the top of the page. You will see all the individuals who currently have access to the database at your program. To add a new person, click on **Create a new user** at the bottom of the list. Enter their first name, last name, and company name if applicable. You will then enter their e-mail address which will serve as their login ID.

Next, enter their phone number and an alphanumeric password containing at least 6 characters. You may enter a temporary password and have the user login, and choose a new password of their preference.

Once the username and password has been created, select the users role. Only Director level users can run Reports. Finally, choose the program or site that the person will have access to. Be sure to click Save User at the bottom. If there are any errors, the Database will tell you. Once you create a user, you may update or change any information by entering the **Manage Users** page and then choosing the **Edit** button in the Actions column next to their name. If you have any problems at all, please contact the Database Administrator.

2.0 Disabling/Enabling user accounts

When a program director decides that a staff member should no longer have access to the database, that staff's user account should be disabled. From the **Manage Users** page, choose **Active** from the Status column next to the person's name. You will see a verification box which asks if you are sure you want to deactivate this user. By clicking Yes, you will suspend this staff member's access to the database.

If in the future you wish to allow this person to have access to the database again, simply click on **Inactive** in the Status column and you may once again activate their access to the database

3.0 Entering program and site information

In the database, Supervised Visitation programs are identified in two different ways: “**Programs**” and “**Sites**”. Most programs operate out of only one physical location, and this is referred to as a “Program.” These programs do not have multiple “Sites.” However, there are a few programs that offer supervised visitation at two or more physical locations, called “Sites”. These sites operate out of different locations, and have different physical addresses, even though they are all part of the same program.

Each program has a program director. However, programs with multiple sites may have multiple site directors. Only program and site directors are able to enter information about the site. Staff will not have access to Web pages that will allow the modification of information collected with respect to each program or site.

If you are a program director and you log in to the database, your Program(s) and Sites will automatically come in a list. You can then choose which program or site to access if more than one are available. For each program or site, you can choose either [Update](#) or [Add a site](#) from the Actions column. Choose [Update](#) to enter information about your program. The information that you enter will apply specifically to your program. It should be noted that if your program is part of a larger umbrella agency, this is not asking for information about that agency, but about your Supervised Visitation program. Staff will not have access to Web pages that will allow the modification of information collected with respect to each program or site. If you would like to add a Site, click on the link provided.

If you would like to review, update, or enter cases, click on the number of cases link in the Cases column next to the program or site name. Example: [464 Cases](#).

4.0 Multiple Site Entry

If your program has multiple sites, program directors will also be able to select each one of those sites at a time to enter information about the site. Select a site, press [Update](#), and then input all the information about this site. This should be done for each individual site that is within your program. It is important to remember to select the correct site each time you update information.

If you are a site director, your program and sites will automatically display on the main page after login. You will be able to enter and update information about your program and sites only. After you have updated all information for your site,

remember to press submit. For security reasons, remember to log out of the SVPDb when you are finished.

5.0 Frequency of Updating Information

The Clearinghouse on Supervised Visitation in Tallahassee obtains its statewide information about programs and sites from the SVPDb. You should enter/submit program and/or site information one time each year, unless changes occur. If your program or site changes, be sure to press Update and add the new information.

6.0 Program Information

General information about your program or site will be entered on your program's information page. This includes the address, hours open, and information about the director. You will be asked what type of service provider your program is, about the court agreement, funding, staff and security measures. You are also asked what type of services your program or site provides. Although this is listed as a choice, it does not necessarily mean that your program or site is required to provide this service. Once you have entered all the information about your program or site, remember to press submit.

7.0 Client Information

Required client information includes, name, gender, race, and relationship to the participating children. If the case is A&V funded, income for both the Visitor and Custodian are required as well as the parents' marital status and participation in the FL Child Support program (Y/N). Other variables such as location, SS# are optional.

8.0 Case Deletion

Only Database Administrators are permitted to delete whole cases. If you decide that a case should be deleted, please contact the Database Administrator for assistance. You are able to delete any clients or services from the cases as needed. If you delete anything by accident and would like to retrieve the information, please contact the Database Administrator for assistance.

9.0 Reporting Features

There are currently six different reports that you can generate as the Program Director. Each provides a different set of variables and information that you can use to track your clients, cases, and services among other things. These reports are useful for providing information to funding sources and parent agencies as well.

Open Cases – This report will list for you cases that were open for at least one day during a specified time period. To generate this report, enter the beginning and end dates you wish to use and press submit. This will open the report in an Excel spreadsheet for your review which will be located as a download at the bottom of your screen.

Opened Cases - This report will list for you cases that were first opened during a specified time period. To generate this report, enter the beginning and end dates you wish to use and press submit. This will open the report in an Excel spreadsheet for your review which will be located as a download at the bottom of your screen.

Closed Cases - This report will list for you cases that have a closure date during a specified time period. To generate this report, enter the beginning and end dates you wish to use and press submit. This will open the report in an Excel spreadsheet for your review which will be located as a download at the bottom of your screen.

Program Summary Report by Date (PSRD) - This report lists cases that have services during the time frame given. If a case doesn't have service(s) during the time frame, it WILL NOT appear on the report. This behavior is different from the Opened Case Report. To access this report, insert the beginning and end dates you wish to use. In addition, you may choose to see cases of one referral type only. If you do not identify a specific referral type, the report will show all referral types.

The PSRD will automatically open as an Excel spreadsheet and provides you with 26 different variables for each case including demographics, referral sources, and reasons for referrals, among others. At the bottom of the PSDR you will find a report summary listing totals for each of the variables.

Access and Visitation Report – This report is available only to those programs supported by Access and Visitation funding. This report is required by the Florida Department of Children & Families if your program is receiving A&V funds. Choose your dates and which sites to include (if you have more than one), then click Submit. This will open the report in an Excel spreadsheet for your review which will be located as a download at the bottom of your screen. This report will only show cases that had services during the tie frame indicated. If you feel a case is missing from the report, be sur to review the case information page and be sure the YES is checked to the question on A&V funding.

This report is a copy of the Federal A&V report required for grantees, and will normally be required quarterly. In this report, if you see red error cells, they are an indication that required information is missing from that particular variable, A yellow cell under services is not an error, but an indication that this case, while entered, has not yet had any visits between the Visitor and Child(ren.) It is a warning that your Number of Cases and Number of Clients Served columns may not match at this point.