

# Victims Services Data Collection System (VSDCS) 2025 Refresher Training



# DCJS

Virginia Department of Criminal Justice Services

# Agenda

-  Application Access, SEC530 Compliance and PII
-  Troubleshooting Common Software Errors
-  End of Day Best Practices
-  Service Date vs. Referral Date
-  Functionality Review
-  Upcoming System Enhancements – December 11, 2025
-  Live Q&A and Pre-Submitted Questions

# Application Access and Use

By logging into VSDCS with your credentials you are agreeing to use the system for its intended purpose.

DCJS is required by the Virginia Information Technologies Agency (VITA) SEC530 to have Audit and Accountability policies with procedures for every system, including VSDCS.

# Personally Identifiable Information (PII)

- The information entered in VSDCS is PII. To safeguard this information, each program must have written procedures in place to respond in the event of an actual or imminent 'breach' of Personally Identifiable Information (PII) ([2 Code of Federal Regulation: 200.79](#)) A breach results in the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, or a similar occurrence where a person other than an authorized user accesses or potentially accesses personally identifiable information or an authorized user accesses or potentially accesses such information for other than authorized purposes. Personally Identifiable Information (PII) means information that can be used to distinguish or trace an individual's Identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual, regardless of the information source.
- Programs' breach procedures must include a requirement to report actual or imminent breach of PII to the DCJS [Information Security Officer](#) (Lisa Self) and your grant monitor, no later than 24 hours after an occurrence of an actual breach, or the detection of an imminent breach. Please see your local IT department for local data breach policies.

# Help for troubleshooting software errors

## 1. Verify you are using Google

**Chrome** – VSDCS is optimized for Chrome. Other browsers may cause issues.



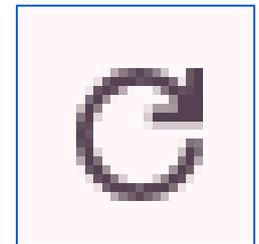
**2. Perform a Hard Refresh** – This action forces a browser to reload the page to ensure you have the latest version of the software. To perform this action, simultaneously hold the **'Shift Key'** and click the **'Refresh'** button. Also, if your VSDCS screen is blank or not fully loading, please perform a **hard refresh**.



**3. Clear Your Cache** – Follow this guide: [Clearing Your Cache](#).

## 4. Shut Down and Restart Device –

If you continue to experience issues with VSDCS, consider fully shutting down your computer. After a few minutes, turn it back on and try accessing VSDCS again. This often resolves most performance issues.



## Help for troubleshooting software errors

**5. Pause Before Retrying** – After troubleshooting, wait 10–15 minutes before you re-enter VSDCS advocacy information. Pressing **‘Enter’** or clicking **‘Save’** repeatedly can send multiple commands to the system, which will cause errors or possible duplicate entries.

If problems persist,  
please don't hesitate to email  
[VictimsServicesTA@dcjs.virginia.gov](mailto:VictimsServicesTA@dcjs.virginia.gov).

We're here to assist and appreciate  
your patience and cooperation!

# End-of-Day Best Practices

**At the end of each day**, or during periods of extended software inactivity, make sure **to close your browser**. You can do this **by clicking the 'X' on each individual tab** or by **pressing 'Ctrl + Shift + W'** to close all browser windows at once.

**Logging off VSDCS** ends your session, but **leaving the browser open** can still leave cached data or sessions vulnerable.

**Completely** closing the browser **and** closing the **VSDCS** application – rather than just logging off:

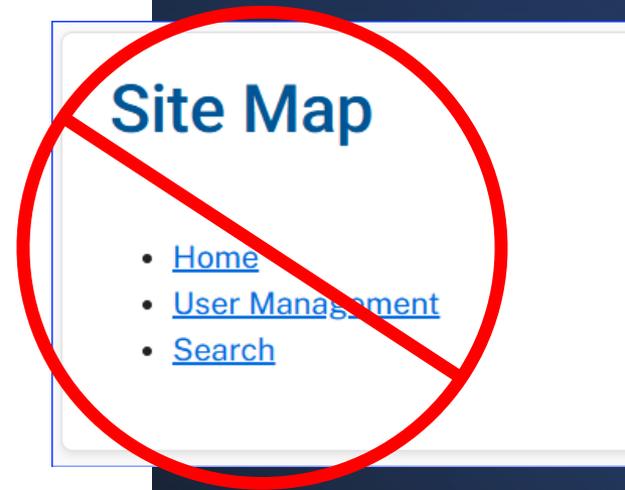
-  Helps prevent unauthorized access, especially on unattended machines.
-  Ensures updates are applied. Many web applications, including **VSDCS**, push updates or patches that only take effect when the application is restarted.
-  Clears Temporary Data. Closing **VSDCS** helps clear out stale data and reduce the risk of glitches.
-  Prevents Session Timeouts or Errors. A fresh start each day helps ensure stable and predictable behavior.

# Service Date vs. Referral Date

- Accurate data entry is crucial, especially concerning dates. The date entered for provided Services directly impacts system calculations and your quarterly Progress Reports.
- In contrast the prior system of record CIMS, Referral Dates were the determining factor of which Progress Report quarter a client was counted.
- Effective July 1, 2025, you may edit the Referral Date. However please continue to be meticulous as possible when entering dates, client and advocacy data.

# Functionality Review

- The forthcoming slides will review and advise on multiple functions in VSDCS.
- For most websites, including VSDCS, it is not recommended to use sitemaps to access functions.
- Sitemaps are primarily used to help users and search engines find pages on a website.



# Functionality Review

- You may encounter walk-in clients who receive services, even if no charged offense is recorded. In these instances, it is advised to select the most appropriate charged offense available in VSDCS for the circumstance which occurred. Ensure that all services provided are thoroughly documented in the advocacy.
- VSDCS allows users to enter multiple charged offenses with multiple associated services at the same time. This allows for more efficient data entry when documenting complex cases.

# Associating Multiple Services to Multiple Charged Offenses at the Same Time

Charged Offenses

Open filters

Charged Offense Id	Charged Offense	Victimization Type	Charge Date	Local Case Number	Charge Status	Services Provided
CO-0061-8702	Arson	Arson	8/15/2025	testing 123	Prosecution Declined	14
CO-0061-2174	Larceny (Grand or Petit)	Robbery	7/10/2025	2025-2331	Pending	11

Showing (1-2) of 2

Items per page 50

Services | Advocacy Notes | Client Notes | Associated Individuals

+ Add New Service

Once you've created an Advocacy, added your client, and entered all 'Charged Offenses', click '+ Add New Services'.



Check mark **all** services rendered on the same calendar day.

After **all** applicable services are selected, scroll down and click '**Confirm**'

Confirm

Add New Service

Servicing Type: Direct

Client Type: Victim

[VWGP Codebook](#)

Open filters

Service Name	Service Category Name
<input checked="" type="checkbox"/> Relocation Assistance ?	Shelter / Housing Services
<input checked="" type="checkbox"/> Referral to Other Victim Services Programs ?	Information & Referral Services
<input checked="" type="checkbox"/> Referral to Other Services, Supports, Resources: Emergency Assistance ?	Information & Referral Services
<input type="checkbox"/> Referral to Other Services, Supports, Resources: Crisis Referrals ?	Information & Referral Services

# Associating Multiple Services to Multiple Charged Offenses at the Same Time

**Add New Services Details**

Service Name  
Victims and Witness Rights Explanation: Protection

Service Name  
Victims and Witness Rights Explanation: Victim Input

Service Name  
Transportation Services: Reimbursements

Service Name  
Support Groups

Advocate \*  
Program TEST ACCOUNT

Date Provided \*  
9/26/2025  
(mm/dd/yyyy)

Verify all **Services** listed, includes all rendered services. The **'Date Provided'** field defaults to the current date but may be edited. As with most VSDCS date fields, future dates are not allowed.

Complete all required highlighted fields.

Note: Required fields are marked with an asterisk (\*).

**Add New Services Details**

Service Name  
Victims Rights Explanation: Appeal / Habeas Corpus Services

Service Name  
Victims and Witness Rights Explanation: Victim Input

Service Name  
Transportation Services: Reimbursements

Service Name  
Support Groups

Advocate \*  
Program TEST ACCOUNT

Date Provided \*  
9/26/2025  
(mm/dd/yyyy)

Contact Method \*  
E-Mail

Location \*  
Commonwealth Attorney's Office

Time (Minutes)

Related Charged Offenses \*

Service Note

# Associating Multiple Services to Multiple Charged Offenses at the Same Time

Service Name  
Victims and Witness Rights Explanation: Protection

Service Name  
Transportation Services: Reimbursements

Service Name  
Support Groups

Advocate \*  
Program TEST ACCOUNT

Date Provided \*  
10/7/2025

Contact Method \*  
E-Mail

Location \*  
Commonwealth Attorney's Office

Time (Minutes)

Related Charged Offenses \*

Service Note

Save Cancel Back

Click in the **'Related Charged Offenses'** field.

All available **'Charged Offenses'** will be displayed and can be selected to associate with the entered **'Services'**.

Service Name  
Victims and Witness Rights Explanation: Protection

Service Name  
Transportation Services: Reimbursements

Service Name  
Support Groups

Advocate \*  
Program TEST ACCOUNT

Date Provided \*  
10/7/2025

Contact Method \*  
E-Mail

Location \*  
Commonwealth Attorney's Office

Time (Minutes)

- CO-0061-2174: Larceny (Grand or Petit)
- CO-0061-8702: Arson
- CO-0061-8714: Carjacking

Save Cancel Back

- CO-0061-2174: Larceny (Grand or Petit)
- CO-0061-8702: Arson
- CO-0061-8714: Carjacking

Save Cancel Back

Select all applicable **'Charged Offenses'**, then click **'Save'**.

# Associating Multiple Services to Multiple Charged Offenses at the Same Time

Service Name	Advocate	Date Provided	Related Charged Offense(s)
> Victims and Witness Rights Explanation: Victim Input	TEST ACCOUNT, Program	10/7/2025	Arson, Carjacking
> Victims and Witness Rights Explanation: Protection	TEST ACCOUNT, Program	10/7/2025	Arson, Carjacking
> Transportation Services: Reimbursements	TEST ACCOUNT, Program	10/7/2025	Arson, Carjacking
> Support Groups	TEST ACCOUNT, Program	10/7/2025	Arson, Carjacking

After processing, confirm all data entered – **Service Name, Advocate, Date Provided, and Related Charged Offense(s)** – have been correctly added to the Advocacy record.

# Associating Multiple Services to Multiple Charged Offenses at the Same Time

Service Name Victims Rights Explanation: Appeal / Habeas Corpus Services			
Advocate * Program TEST ACCOUNT		Date Provided * 10/22/2025 <small>(mm/dd/yyyy)</small>	
Contact Method * E-Mail	Location * Court	Time (Minutes) 10	
Related Charged Offenses * CO-0061-8721: Adult Campus Sexual Assault (Age 18 and over)			
Service Note			

For **Charged Offenses Adult or Child Campus Sexual Assault**, the **'Time (Minutes)'** field is **required**. If you are entering **multiple services** for either of these charged offenses, divide the total time spent evenly among the services. For example, if you spent **60 minutes** providing **6 services**, enter **10 minutes**.

Once submitted, each service will be recorded with **10 minutes**, and the **Progress Report** will show a total of **1 hour** for **Campus Sexual Assault Charged Offenses** (6 services × 10 minutes = 60 minutes).

Number of Hours Contributed to Campus Sexual Assault Charged Offenses	1.00
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# My Open Advocacies

'My Open Advocacies' displays open advocacies for **only** the person logged on.

**VSDCS** UAT Environment. Not for Program Use! Search

## Welcome Technical Support VSDCS!

Program: [Prince George County VWGP](#)  
Active Grant Number: 24-01240VW22

[Create New Advocacy](#)

### My Dashboards

- [My Open Advocacies](#)
- [Recently Opened Advocacies](#)

### My Open Advocacies

Open filters

Advocacy ID	Client	Referral Date	Client Type	Services Provided
<a href="#">AD-0058-3928</a>	Fake Record, Marshall B.	12/10/2024	Victim	2
<a href="#">AD-0058-3927</a>	Fall, Autumn	11/12/2024	Witness	0
<a href="#">AD-0058-3925</a>	Circumstance, Pomp And	11/6/2024	Victim	3
<a href="#">AD-0058-3924</a>	Iron, Cassie	10/29/2024	Victim	9
<a href="#">AD-0058-3923</a>	Wattley, Jody	10/23/2024	Victim	5

# Recently Opened Advocacies

'Recently Opened Advocacies' displays all open advocacies for your VWGP location.

UAT Environment. Not for Program Use!

Welcome DCJS Admin!  
Program: [James City County/Williamsburg VWGP](#)  
Active Grant Number: 25-01459VW22

My Dashboards

- My Open Advocacies
- Recently Opened Advocacies

Recently Opened Advocacies

Open filters

Advocacy ID	Client	Advocate	Referral Date	Client Type	Services Provided
<a href="#">AD-0060-2455</a>	FAKE ACCOUNT, PRINCESS LEIA	ACCOUNT, TEST	1/12/2025	Victim	2

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Items per page 25

- 10
- 25
- 50
- 75
- 100

Effective July 1, 2025, to expand this view, scroll down then click the 'down arrow'. The default view is 25.

# Magnifying Glass

Select the 'Magnifying Glass' icon to initiate a search.

**VSDCS** UAT Environment. Not for Program Use!

Search

## Welcome DCJS Admin!

[Program: James City County/Williamsburg VWGP](#)

Active Grant Number: 25-01459VW22

[Create New Advocacy](#)

### My Dashboards

My Open Advocacies    Recently Opened Advocacies

### Recently Opened Advocacies

Open filters

Advocacy ID	Client	Advocate	Referral Date	Client Type	Services Provided
<a href="#">AD-0060-2455</a>	FAKE ACCOUNT, PRINCESS LEIA	ACCOUNT, TEST	1/12/2025	Victim	2

# Search

A screenshot of a web application interface. At the top left, the text 'Search Type' is displayed in blue. Below it is a dropdown menu with a light gray background. The menu is open, showing two options: 'Individual' and 'Advocacy'. The 'Choose Search Type' text is highlighted with a yellow box. To the right of the dropdown menu is a blue button with the text 'Confirm', which is also circled in yellow. At the bottom right of the dropdown menu, there is a link that says 'View Map'.

**'Individual'** and **'Advocacy'** are the two search types. Before adding a new client, check your local database to determine if the client already exists. This action will help prevent the creation of duplicate client records.

Select **'Individual'** then click **'Confirm'**.

Next, click **'Individual'** or **'Business'**, then enter data in one or more fields.

Lastly, click **'Search'**

A screenshot of a web application interface for searching clients. At the top, the text 'Search Type' is displayed in blue. Below it is a dropdown menu with 'Individual' selected. To the right of the dropdown menu are two blue buttons: 'Confirm' and 'Create New Advocacy'. Below the dropdown menu is a radio button group with 'Individual' selected and 'Business' unselected. Below the radio button group is the text 'Search Criteria'. Below 'Search Criteria' are three input fields: 'Name', 'Birth Date' (with a calendar icon and '(mm/dd/yyyy)' below it), and 'Role' (with a dropdown arrow). To the right of the 'Role' field is a checkbox labeled 'Is Deceased'. At the bottom left of the form is a blue button with the text 'Search', which is circled in yellow. An orange arrow points from the text 'Lastly, click 'Search'' to the 'Search' button.

After clicking **'Search'**, the system will display a list of names from your **local database**, that match the information entered. Providing less information will yield a broader list of potential matches. Since the system searches for exact matches in the database, entering more details will narrow the results.

Individual Business

**Search Criteria**

Name  
TEST

Birth Date (mm/dd/yyyy)

Role

Is Deceased

Search

Open filters

Name	Date of Birth	Email
<a href="#">GRAPES Jr., TEST</a>	1/9/1961	
<a href="#">ORANGES, TEST</a>	12/26/1972	
<a href="#">TEST, APPLE A.</a>	4/28/2006	

Showing (1-3) of 3

Items per page 50

- You may also search by **'Advocacy'**, which offers additional search options. For example, you may search using almost any combination of parameters, including **Advocate, Charged Offense, Client Type, Servicing Type, Dates, etc.**

The screenshot shows a search interface with a blue header 'Search'. Below it is a 'Search Type' dropdown menu currently set to 'Advocacy'. A yellow box highlights the dropdown menu and the 'Confirm' button to its right.

- Fields with a **'down arrow'**  on the right indicate a dropdown menu with selectable options.

**Important Note:** The search algorithm requires an exact match to return results. If you enter a **'Client's Full Name'** that does not match exactly how it appears in VSDCS, you may receive a **'No Data Found'** result. Sometimes, the best practice is entering the least amount of information. This normally yields a broader list of potential matches.

Please click **'Search'** to search the database.

The screenshot shows a search interface with a blue header 'Search Type' and a dropdown menu set to 'Advocacy'. Below the header are two buttons: 'Confirm' and 'Create New'. The main area contains several search filters, each with a dropdown arrow on the right:
 

- Advocacy Id
- Charged Offense: Breaking and Entering
- Victimization Type
- Advocacy Status
- Servicing Type
- Client Type
- Knowledge Source
- Client Full Name
- Client Business Name
- Advocate: Kelsea Belt
- Defendant Full Name
- Special Classification: Military Spouse
- Begin Date: 3/1/2025 (mm/dd/yyyy)
- End Date (mm/dd/yyyy)

 A yellow box highlights the 'Search' button at the bottom left, with an arrow pointing to it from the text on the left.

# Create New Advocacy – Client Search

## Create New Advocacy

### Status & Dates

Advocate \*  
Program TEST ACCOUNT

Status \*  
Open

Referral Date \*  
9/15/2025  
(mm/dd/yyyy)

Knowledge Source \*  
Court Docket

Client

Add Client

Save

Cancel

When Creating a New Advocacy, you can save time by searching your local client database. To avoid duplicate entries, it is strongly recommended to use this search function before selecting **'Create New Individual'**.

Click **'Add Client'**

Then, Click **'Open filters'**

Add Client

Individual

Business



Open filters

# Search Function: Create New Advocacy

First Name  
Middle Initial  
Last Name  
Date of Birth  
Address  
City  
State  
Zip Code  
Email

After filter opens, select a **'Column'** category, then enter search **'Value'** and click **'Apply'**.

Filters

Column \*  Value \*

First Name	Middle Initial	Last Name	Date of Birth	Address	City	State	Zip Code	Email
<input type="checkbox"/> Billy-jo-bob	Y	<input type="text"/>		18203 NEW PLACE AVE	Roanoke	VA	24012	

# Create New Advocacy – Client Search

Individual Business

Close Filters

Filters Reset

Column \* Value \*

First Name  Apply First Name

First Name	Middle Initial	Last Name	Date of Birth	Address	City	State	Zip Code	Email
<input type="checkbox"/> Billy	A	Raisins	1/26/1983					
<input checked="" type="checkbox"/> Billy-jo-bob	Y	Oranges	12/24/1988	18203 NEW PLACE AVE	Roanoke	VA	24012	
<input type="checkbox"/> Billy	b	Grapes	11/10/1972	100006 Pine Cone Way	Roanoke	VA	24018	



If listed, select the client's record, then scroll down and click **'Add Client'**.

**Add Client**

If client is **NOT** listed, scroll down and click **'Create New Individual'**.

**Create New Individual**

# Create New Advocacy

**Create New Advocacy**

**Status & Dates**

Advocate \*  
Program TEST ACCOUNT

Status \*  
Open

Referral Date \*  
9/10/2025  
(mm/dd/yyyy)

Knowledge Source \*  
Commonwealth's Attorney

**Client**

X

Client Full Name  
Billy-jc-bob Y.Oranges

Mobile Phone  
(540) 387-2474

Gender  
Male

Race  
White Non-Latino/Caucasian

Individual Type  
Person

Servicing Type \*  
Direct

Client Type \*  
Victim

Client Age Bracket  
25-59

Special Classifications  
Special Classification Note

Save Cancel

Once you select an existing client's record, the system will automatically associate the chosen individual or business. Complete the remaining fields on the screen, then click **'Save'** to proceed creating the Advocacy.

If the client is **not** found in your VSDCS database, click **'Create New Individual'**, fill out the pop-up form, and then click **'Save'** to continue creating the Advocacy.

**Create New Individual**

Individual Type \*  
Person

First Name \* Middle Name Initial Last Name \* Suffix

Birth Date (mm/dd/yyyy) Gender \* Race \*

Email Address Is Deceased No Contact Note

Work Phone Home Phone Mobile Phone

Address Line 1 Address Line 2

City State Zip Code

Save Cancel

System  
changes  
effective  
December 11,  
2025

## Upcoming System Enhancements

- Several of the upcoming changes to the system are based on user-submitted enhancement requests.
- We carefully review and evaluate every suggestion submitted by our Subgrantees. Your feedback is highly valued and plays a vital role in helping us make VSDCS the best system it can be.
- If you have any ideas for improvements or enhancements, please don't hesitate to reach out through email to one of the following:  
[Victims Services](mailto:VictimsServicesTA@dcjs.virginia.gov) ([VictimsServicesTA@dcjs.virginia.gov](mailto:VictimsServicesTA@dcjs.virginia.gov))  
[Beth Pritchett](mailto:Beth.Pritchett@dcjs.virginia.gov) ([Beth.Pritchett@dcjs.virginia.gov](mailto:Beth.Pritchett@dcjs.virginia.gov))  
[Patricia Foster](mailto:Patricia.Foster@dcjs.virginia.gov) ([Patricia.Foster@dcjs.virginia.gov](mailto:Patricia.Foster@dcjs.virginia.gov))

System  
changes  
effective  
December 11,  
2025

## VSDCS

- Added New Charged Offenses

New Charged Offenses	Victimization Type
Creating Unlawful Image of Another	Other
Peeping Tom (Burglary)	Burglary
Peeping Tom (Stalking/Harassment)	Stalking/Harassment
Peeping Tom (Trespass)	Other

System  
changes  
effective  
December 11,  
2025

## Rendered Services

- If the selected service is **'Other'**, the system will require the **'Service Note'** field to be completed.
- Only choose service **'Other'** if none of the predefined service options accurately describe the service provided. (Click the **'Question Mark'** icon  to see updated definition.)
- You may continue to enter **'Service Notes'** for any service, regardless of the selected **'Service Name'**.

**Add New Service Details**

Service Name  
Other

Advocate \*  
Program TEST ACCOUNT

Date Provided \*  
9/5/2025  
(mm/dd/yyyy)

Contact Method \*  
E-Mail

Location \*  
Commonwealth Attorney's Office

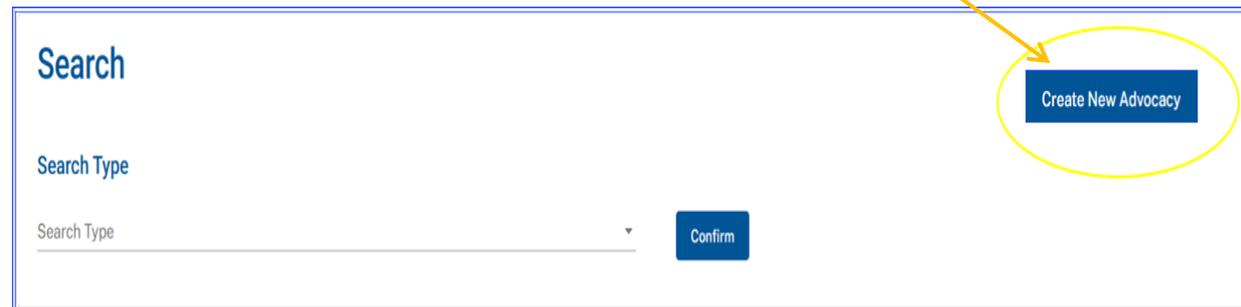
Time (Minutes)

Related Charged Offenses \*  
CO-0061-8702: Arson

Service Note

System  
changes  
effective  
December 11,  
2025

To streamline navigation, the Search screen will include a **'Create New Advocacy'** button.



The screenshot shows a 'Search' interface. At the top left, the word 'Search' is displayed in a blue font. Below it, the text 'Search Type' is followed by a dropdown menu. The dropdown menu is currently open, showing 'Search Type' and a small downward arrow. To the right of the dropdown menu is a blue button labeled 'Confirm'. In the top right corner of the search area, there is a blue button labeled 'Create New Advocacy'. This button is circled in yellow, and a yellow arrow points from the text above to it.

System  
changes  
effective  
December 11,  
2025

## SEC530 VITA Security Enhancements

- **Password Requirements:**

- ✓ Must be at least 14 characters in length
- ✗ Cannot be one of your last 24 passwords

- **Password must include all the following:**

- ✓ At least one **special character**
- ✓ Alphabetical characters
- ✓ Numerical characters
- ✓ A combination of uppercase and lowercase letters

- **Inactivity Deactivation Policy**

If a user has not logged into VSDCS for **more than 90 days**, their account access will **automatically be deactivated**.

**Email notifications** will be sent to the user, their Program Director, and the DCJS Monitor on **14 days, 7 days, and 24 hours** prior to the deactivation date. To retain access to the application you must log into [VSDCS](#) **before the deactivation date**.

# VSDCS Training and Resources

- Training Manual
- Clearing Cache
- Delete Advocacy
- Expanded Progress Report Instructions
- Establishing Goals

Link:

[Victims Services Data Collection System \(VSDCS\) | Virginia Department of Criminal Justice Services](#)

# For More Information

VSDCS technical assistance, training requests and enhancements requests:

[VictimsServicesTA@dcjs.virginia.gov](mailto:VictimsServicesTA@dcjs.virginia.gov)

VSDCS Software Inquires:

[Beth.Pritchett@dcjs.virginia.gov](mailto:Beth.Pritchett@dcjs.virginia.gov)

VSDCS Programmatic Inquires:

[Patricia.Foster@dcjs.virginia.gov](mailto:Patricia.Foster@dcjs.virginia.gov)

# Questions

