

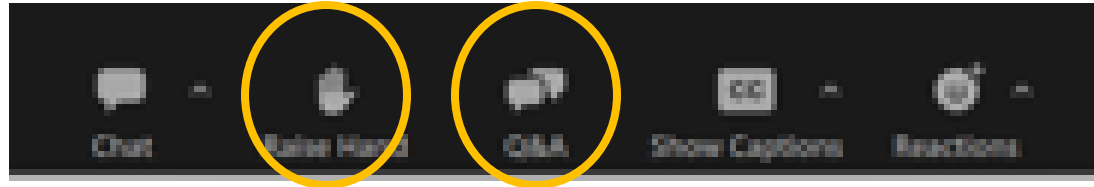


VSDCS

# Post-production Technical Assistance Overview

February 14, 2023

# Housekeeping



1. Use the raise your hand feature to be unmuted if you have a question on the topic of discussion. A raised hand icon will be displayed in the top left of your screen until your question is addressed. 🙋
2. Post questions related to program administration, processes, or items requiring in-depth discussion in the Q&A section. These will be addressed at the end of the presentation during the Q&A session.



# Agenda

- System Security
- Search vs Filter
- Advocacy Lifecycle
- Multiple services and victimizations
- Deleting Records
- Technical Assistance & Support
- Reports/Letters
- Question & Answer



# Commonwealth of Virginia

## Information Technology Resource Management

VSDCS is the property of the Commonwealth of Virginia and the Virginia Department of Criminal Justice Services. In accordance with VITA's Information Security Standard (SEC501) DCJS is required to monitor and audit all activity on the system.

The Information Security Officer for DCJS (Lisa Self) is responsible for ensuring system security, data integrity, and system accessibility compliance for all agency information systems and ensuring DCJS complies with all COV Information Technology Risk Management policies and standards. The VSDCS System Owner (Kristina Vadas) and Data Owner (Patricia Foster) are responsible for managing the use of the system.



# 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 SEC501 to have Audit and Accountability policies and procedures for every system. The development of this information is in process.

The agency Information Security Officer (ISO) works with the System Owner and Data Owner to identify auditable events. At a minimum SEC501 requires logging authentication attempts, authenticated individuals, access times, source of access, duration of access, and actions executed. Additional events are determined by agency and program management.



# User Information and Training


The purpose of developing a centralized system to support the Virginia Victim/Witness programs was to ensure that data collection and reporting complies with federal and state requirements.

Information related to DCJS programs and systems should come from DCJS. If appropriate DCJS will distribute materials to all programs. Please do not share information sent directly to your program as that is program specific and may not apply to other programs.


- Questions related to Program Guidelines and Administration should be directed to the VWGP Coordinator and/or DCJS Grant Monitor.
- Questions related to the use of the VSDCS application should be sent to the VSDCS Technical Assistance team via email at [victimsservicesta@dcjs.virginia.gov](mailto:victimsservicesta@dcjs.virginia.gov).

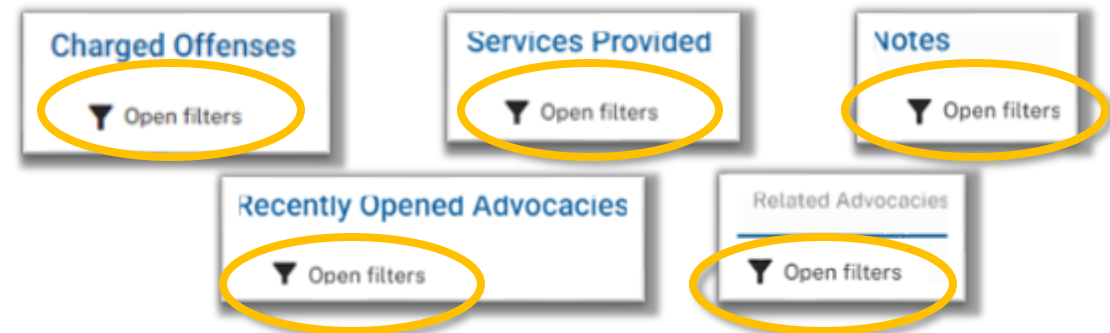
# Search vs. Filter

- **Search** searches the entire database
- **Open filters** searches only data linked to that section

The **Search** feature is accessed by clicking the  **Search** button located in the top right corner of the VSDCS system header page.



The **Filter** feature is accessed by clicking the  **Open filters** button located in the top right corner of the page.



# Search vs. Filter Adding a Defendant

Role	Name	Date of Birth	Phone - Home	Phone - Work	Phone - Mobile
Defendant	<a href="#">Buracker, Krystal A.</a>				

Example: If you use the Open Filters feature on the Associated Individuals tab and select Column Name and enter Value Smith, you will **NOT** get any results. Unless you have a defendant with the last name of Smith already listed on the advocacy record.

To add a defendant you must use the [+ Add Individual](#) to search the database to get a list of all individuals.

Role \*  
Defendant

Close Filters

Filters

Column \*      Value \*      Apply      Name

Name      Smith     

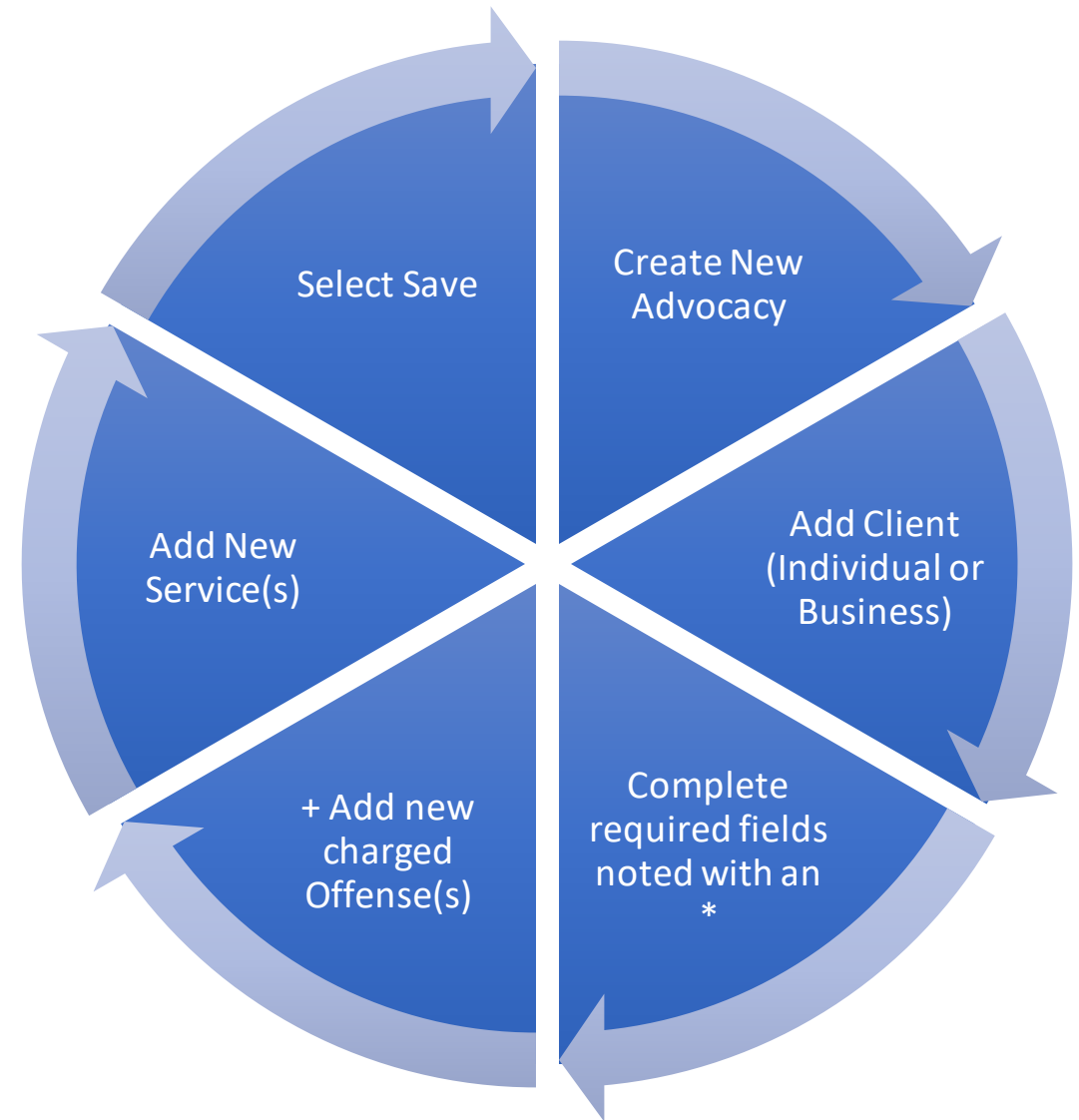
Name	Date of Birth	Address	City
<input type="checkbox"/> Smith, Kenya			
<input type="checkbox"/> Smith, Cassidy R.			



# The life cycle of an advocacy...

When a new case is presented to the Victim/Witness Program...

1. Create New Advocacy
2. Add Client, select Individual or Business, **it is recommended you search to determine if the client already exists.**
3. If exists select the record and Add Individual or Business to link the existing record to the advocacy.
4. If it does not exist Add Individual or Business and enter the client details.
5. All advocacy records **MUST** have at least one victimization type/charge to receive services.
6. All services must be associated to a Charge and can be linked to multiple charges.
7. Enter all services that have been provided. You can enter the same service as many times as it was provided.





# Servicing Individuals

VOCA Rule: Crime victim or victim of crime means a person who has suffered physical, sexual, financial, or emotional harm as a result of the commission of a crime.

Only enter services provided by funded staff for individuals served by your project with the use of VOCA plus match funds (state special or general funds).



# Tracking Multiple Services and Victimization Types

With a little extra effort your data will look very different this quarter. It's a more accurate representation of the work you do. Prior to the implementation of VSDCS we were significantly under reporting

VSDCS provides you with the opportunity to enter a service multiple times within a single reporting period your and allows you to associate those services with multiple offenses (aka crimes). This is a good thing!

The additional data collected in this section aligns our reporting with federal and state reporting requirements.



# Deleting Advocacies and Individuals

VSDCS was not configured with a delete feature on Individual, Business, or Advocacy due to SEC501 requirements. Deletes of this nature are subject to audit and monitoring.

DCJS is in the process of documenting requirements for a system enhancement that would provide delete functionality for Project Directors. Additional information will be provided once the details have been worked out.

If you need to delete a record, send a request to the VSDCS Technical Assistance team via email at [victimsservicesta@dcjs.virginia.gov](mailto:victimsservicesta@dcjs.virginia.gov). Include the URL of the record you wish to delete.

For example:

<https://vsdcs.dcjs.virginia.gov/advocacy/443720>

<https://vsdcs.dcjs.virginia.gov/individual/528370>

For security purposes **DO NOT** send personally identifiable information (PII) via email.



# System Support and Maintenance

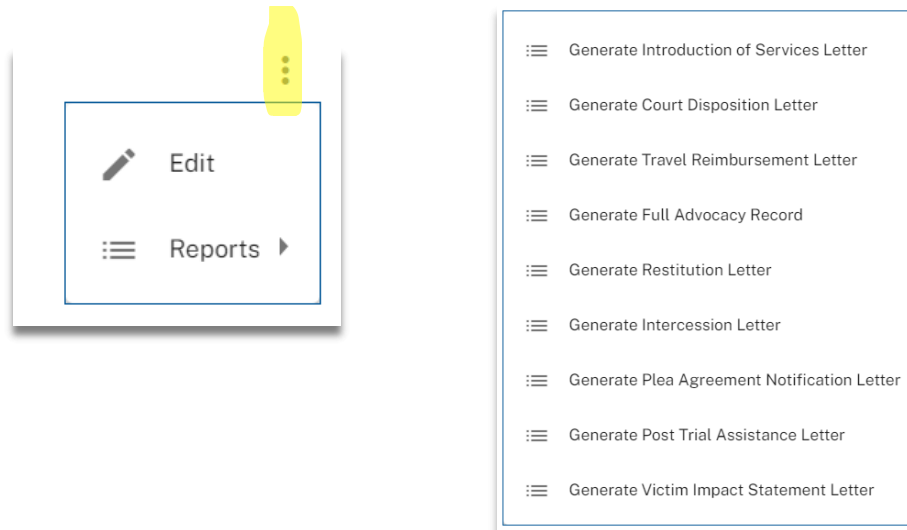
- VSDCS is expected to be developed in phases. Phase I was to provide a system for Victims/Witness programs to replace CIMS.

**Mission accomplished! Thank you all for your patience, cooperation, and support.**

- All comments, suggestions, and requests are welcome. Everything that has been submitted to the [victimsservicesta@dcjs.virginia.gov](mailto:victimsservicesta@dcjs.virginia.gov) mailbox has been reviewed, logged and/or responded to.
- DCJS has a small staff of developers who support multiple applications. Items approved for configuration are entered into the log to be worked on.
- All items in the log are reviewed, prioritized, and scheduled.

# Reports and Letters

VSDCS has reporting capabilities. To access reports currently available, open an Advocacy, select Reports from the Hamburger menu, click on the desired report/letter.



Letters are generic and have been standardized for use by all programs. It is not feasible for DCJS to create or manage multiple versions of a letter or report for individual programs.

To request additional reports or letters, submit requirements to the [victimsservicesta@dcjs.virginia.gov](mailto:victimsservicesta@dcjs.virginia.gov) mailbox. Requests will be reviewed, approved, and prioritized.



# Answers to FAQ

Confirm you are using the production link and not the UAT link. The production link is:

<https://vsdcs.dcjs.virginia.gov/account/login>

Closed cases are not displayed in the Advocacy dashboards. My Open Advocacies and Recently Opened Advocacies only display **OPEN** cases. To access a closed case you must use the search feature.

Clear your cache if you receive an error message or a page is not working as expected. The need to do this should diminish once the system is established. Instructions can be found at:

<https://www.dcjs.virginia.gov/sites/dcjs.virginia.gov/files/publications/victims/vsdcs-clearingyourcache.pdf>

Reporting in VSDCS is Service Based. Reporting is no longer based on the referral date. If you create an advocacy with a charge and client but add no services, the advocacy will not be included in the progress report and the individual will not be counted.

Clients that were entered into CIMS without Services did not migrate to VSDCS. A client must have services to be recorded.



# Answers to FAQ

Offenses that have services provided cannot be changed or removed. The proper way to record this is to enter the final disposition of that charge and add another charge to update the current

Referral date is the start date of the case and is not used for any reporting purposes. No need to change this date anymore.

A request to modify the Charges search to allow users to enter any portion of the charge has been submitted.







## Victims Services Data Collection System (VSDCS) Webpage:

<https://www.dcjs.virginia.gov/victims-services/programs/victim-witness/victims-services-data-collection-system-vsdc>

Contains Training & Resources on the following:

- Webinar recording and PowerPoints
- Instructions (Clearing Cache and Setting up your Staff)
- VSDCS Manual