



**Oregon Coalition**  
*Against Domestic & Sexual Violence*

# Filled to Capacity – Can My Brain Handle Another Database?

Presenter: Vanessa Willard, Database Project Coordinator, OCADSV



#princesspariswarriorkitty



# I Grew Up in a Simpler Time...



# BIG Contest

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Prizes  
Galore!

- Oldest first computer
- Oldest computer still using at least once a week
- Total # of devices you use at least once a week
- Newest device



In 30 years of working with churches and nonprofits some things consistently come up in conversation... Have you ever heard these statements?

- If only we had more staff...
- If only we had more revenue...
- If only we had more volunteers...



We are  
caught  
in a  
capacity  
loop...



# KEY THOUGHT – The Need is Bigger Than You Are



# What Can You Do?

- Get more staff
- Get more funding
- Get more volunteers
- Figure out ways to be more efficient
  - Strategic thinking/re-evaluation
  - Streamline your purpose
  - Streamline your process (TECH)
    - Inefficiencies: Paperwork, lack consistency, succession issues







# WHY... Invest in a Database?

- A central solution that will streamline paperwork and create a unified standard for information
- A solution that will standardize training and methodology
- A solution that is sustainable through the changes that come in an Agency's life cycle
- A solution that it is compatible with other Agencies in Oregon so that reporting is streamlined saving time and potentially bringing more funds through accurate and timely reporting

# WHY... OSNIUM OS-soft?

- It is widely used by agencies and coalitions across the country
- They provide strong support
- They have a high commitment to privacy
- Osnium and OCADSV along with DHS & DOJ have customized OS-soft to make it ready for your use saving you months/years of time and thousands of dollars and all of this customization is yours to use with no cost except the ongoing maintenance fee which will start after your first year of using OS-soft.



# The Journey

We Have a Database dream...



Lots of discussion...



But not much progress...



Let's do a study!



Thanks Jonathan!  
Osnium OS-soft it is...



Hire a coordinator &  
start a committee



This is hard work, will  
we ever finish



We're almost done &  
it looks great!



# FINISH



The Present Work...



We Formed a Committee

## Osniium Rollout Committee

Displaying records 1 - 7

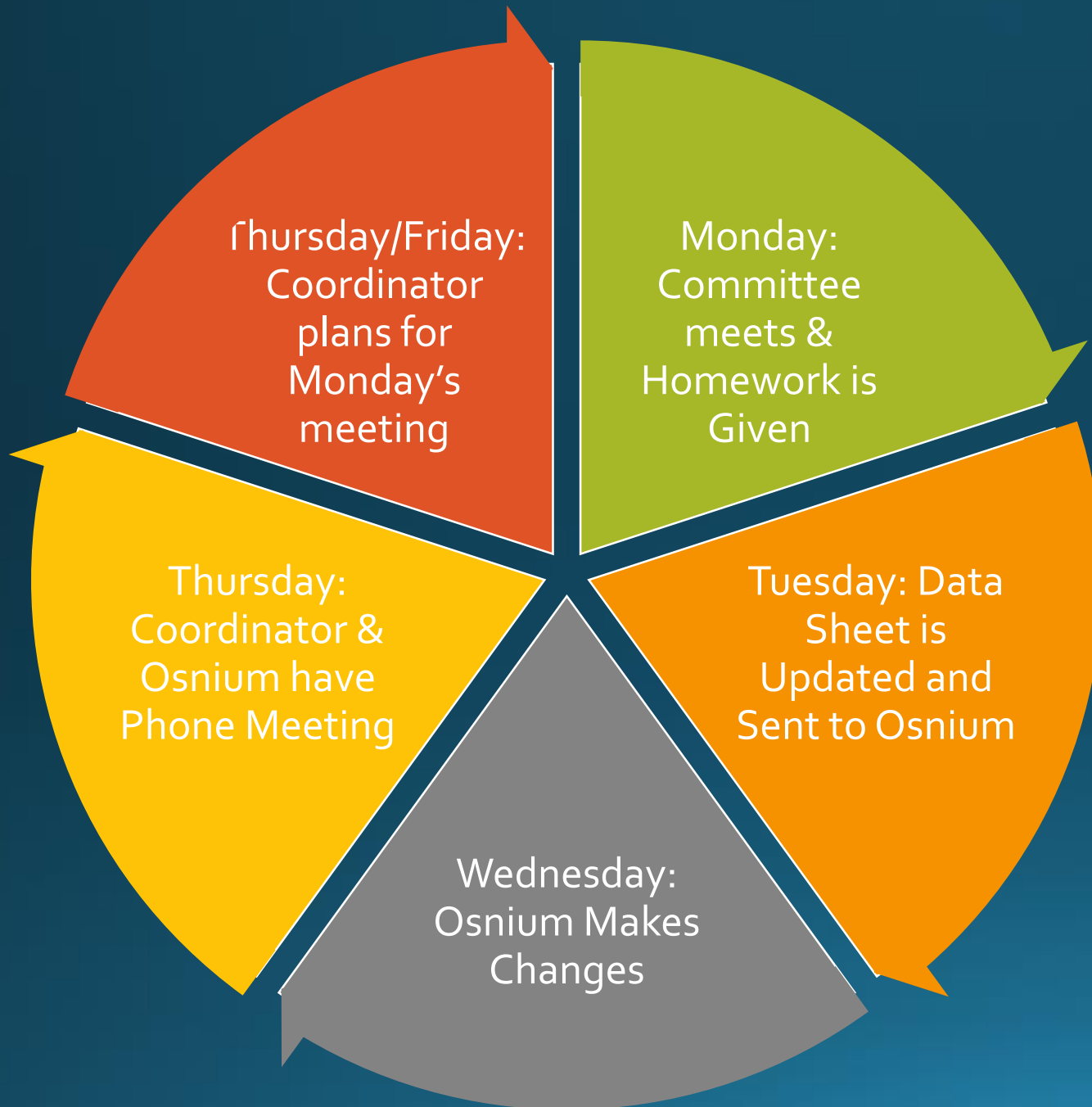
Name	Account Name
Cummings, Tracey	My Sister's Place
Gates, Jonathan	Oregon Coalition Against Domestic & Sexual Violence
Moran-Kuhn, Keri	Oregon Coalition Against Domestic & Sexual Violence
O'Neill, Cheryl	Oregon Department of Human Services
Smith, Rebecca	Oregon Department of Justice
Timmons, Vanessa	Oregon Coalition Against Domestic & Sexual Violence
Willard, Vanessa	Oregon Coalition Against Domestic & Sexual Violence

Also with input from Vanessa Yarie (Bradley Angle), Maria Lamb (Multnomah County), Sam Vause (DVRC), Amber Harchuk (Oregon Department of Human Services)

# We worked out of spreadsheets

Service Type	Service	VOCA	VOCA "SERVICE TYPE" ROLLUPS	FVPSA	MUSKIE/VAWA/STOP	ODSVS	DHS	Co-located	HMIS/HUD (in module)
Information & Referral	Information - Domestic/Dating Violence dynamics	N/A	N/A	Victim Advocacy Services	Victim/Survivor Advocacy	Information - Domestic/Dating Violence dynamics	Information & Referral	Information - Domestic/Dating Violence dynamics	PARAMETERS CONTROLLED BY THE MODULE
	Information - Healthy Relationships	N/A	N/A	Victim Advocacy Services	Victim/Survivor Advocacy	Information - Healthy Relationships	Information & Referral	Information - Healthy Relationships	
	Information - Human Trafficking dynamics	N/A	N/A	Victim Advocacy Services	Victim/Survivor Advocacy	Information - Human Trafficking dynamics	Information & Referral	Information - Human Trafficking dynamics	
	Information - Parenting Skills	N/A	N/A	Victim Advocacy Services	Victim/Survivor Advocacy	Information - Parenting Skills	Information & Referral	Information - Parenting Skills	
	Information - Sexual Assault dynamics	N/A	N/A	Victim Advocacy Services	Victim/Survivor Advocacy	Information - Sexual Assault dynamics	Information & Referral	Information - Sexual Assault dynamics	
	Information - Stalking dynamics	N/A	N/A	Victim Advocacy Services	Victim/Survivor Advocacy	Information - Stalking dynamics	Information & Referral	Information - Stalking dynamics	
	Information - the Criminal Justice process	Information about the criminal justice process	Information & Referral	Victim Advocacy Services	Criminal Justice Advocacy/Court Accompaniment	Information - the Criminal Justice process	Legal Criminal Advocacy	Information - the Criminal Justice process	
	Information - Victim Rights, how to obtain Notifications, etc...	Information about victim rights, how to obtain notifications, etc...	Information & Referral	Victim Advocacy Services	Criminal Justice Advocacy/Court Accompaniment	Information - Victim Rights, how to obtain Notifications, etc...	Legal Criminal Advocacy	Information - Victim Rights, how to obtain Notifications, etc...	
	Referral to other Services, Supports, and Resources (legal, medical, faith based orgs, etc.)	Referral to other services, supports, and resources (includes legal, medical, faith based orgs, address confidentiality programs)	Information & Referral	Victim Advocacy Services	Victim/Survivor Advocacy	Referral to other Services, Supports, and Resources (legal, medical, faith based orgs, etc.)	Information & Referral	Referral to other Services, Supports, and Resources (legal, medical, faith based orgs, etc.)	
	Referral to other Victim Service programs	Referral to other victim service programs	Information & Referral	Victim Advocacy Services	Victim/Survivor Advocacy	Referral to other Victim Service programs	Information & Referral	Referral to other Victim Service programs	

# The Database Committee's Weekly Schedule for the Past Year





**And thus OS-soft was customized... e.g. Hotline Calls**

[illegible]

# OSNIUM OS-soft Overview



## Osnium Definitions (Vital)

**Database:** The database is where the information that you have added to os-soft is stored. This information includes the client names, services, calls, victimizations, values you have selected in drop-downs, etc.

**Module:** The data-base is made up of sections called modules. These sections are tables of information such as People, Hotline Call, Scheduler, Surveys, Reporting, Lists, and Other. They can be accessed from the Navigation "dropdown" button found in the uppermost left tab. Once an object (section) is opened its tab will be found in the second row of tabs underneath the ribbon until you close that section.

**Record:** A record is one line of a table in a Module. It is made of multiple fields that apply to that person, service, call, victimization, etc.

**Data Field:** is the space used to collect specific information on a specific record, e.g. the "First Name" text box is a data field used to collect first names for the object "People".

**Data Value/Element:** refers to specific information being collected in data fields. It can be a text response, a check mark, a choice from a pick list or a dropdown list.

**Ribbon:** The ribbon is the row of large buttons is at the top of os-soft. The Ribbon contains the commands and tools that you need to work in os-soft.

**Tabs:** Tabs are used for navigation and function like their physical incarnation, the tabs on a file folder. There are two types of tabs in os-soft, Static Tabs that are at the top of the page (dropdown button, Home, View, Tools) and Dynamic Tabs that appear when you open an object/section with the dropdown button. These tabs show up under the ribbon and will remain until closed even if you log out of os-soft and later log back in. Static tabs will remain for all screens in os-soft. Clicking on a tab brings that folder of information to your screen.

**Report:** refers to an exportable version of information that has been input into the system.

- **Custom Report:** Custom funder reports apply all the filters required to generate a specific report instantly. Custom Reports are developed to pull EXACTLY the information programmed. Any changes or updates need to be programmed into the report to take effect.
- **Flexible Report (Flex Report):** Flex reports pull data in groups based on a category instead of a specific value. This means that new data values (e.g. Osnium Software Inc. | 2 drop-down items) can be added to their respective categories without requiring report development work for the report to recognize the new value.
- **Standard/Generic Report:** os-soft comes with a pre-loaded standard report library (e.g. services, outreach, shelter stays, etc.). Standard reports have a wide range of filters for pulling aggregate data.
- **Display Report:** Display reports are printer friendly versions of various areas in os-soft. For example, if you are looking at the client screen and need to print information, a display report would generate a printer friendly version of the client screen.

## Definitions (Technical)

**Implementation:** refers to the process of customizing os-soft for a specific user or group of users.

**Model file/Layout:** terms used interchangeably; refer to what you see when working with os-soft. Changes to the software such as, the color, the working label, the removal or addition of a tab, are considered model file changes.

**Server:** Servers can be standalone or run from a workstation. A server is where the database os-soft accesses is located. Script: Scripts are developed to alter the database once it has been implemented.

**Update/Upgrade:** An update is a small fix or change to the software. An upgrade is a new version of the software that may contain new screens and added features not available in previous versions.

**Version:** Refers to the iteration of the software being accessed e.g. 17, 17.1, 17.1.2 etc. This number can be seen as the program is starting-up.

**Workstation:** a computer that users access to input data in os-soft.



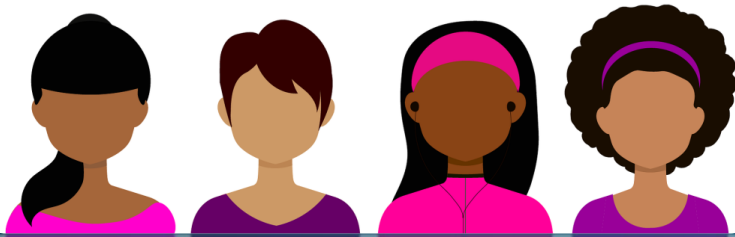
"THE COMPUTER SAYS I NEED TO UPGRADE MY BRAIN  
TO BE COMPATIBLE WITH ITS NEW SOFTWARE."



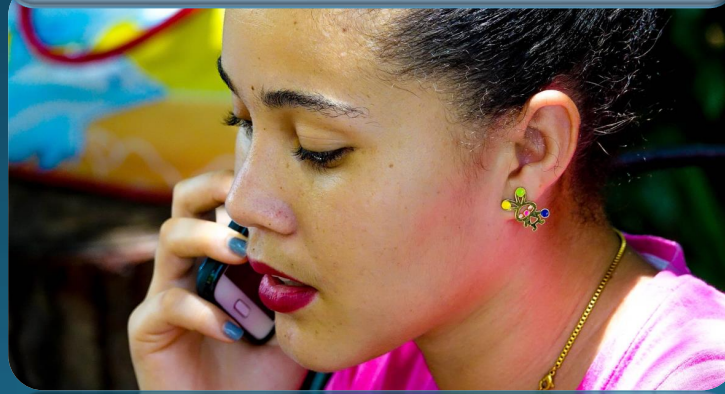
# Your Data Enters OS-soft



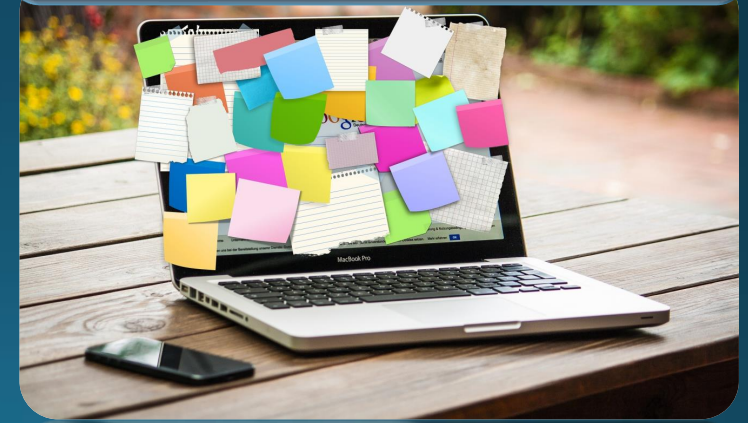
PEOPLE



HOTLINE CALLS

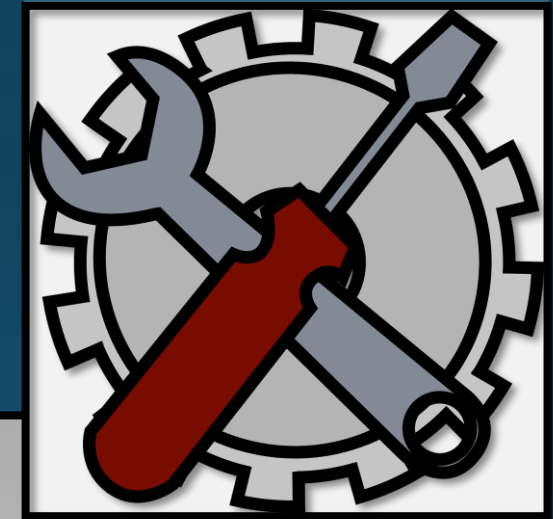


STAFF ACTIVITIES





# Also Tools: Scheduler, Surveys, Reporting, and other Admin tools



# THE NAVIGATION BUTTON

Getting around in Osnium starts with the Navigation Button.

The screenshot displays the Osnium application interface. On the left, a navigation menu is highlighted with a red box. It includes the following items:

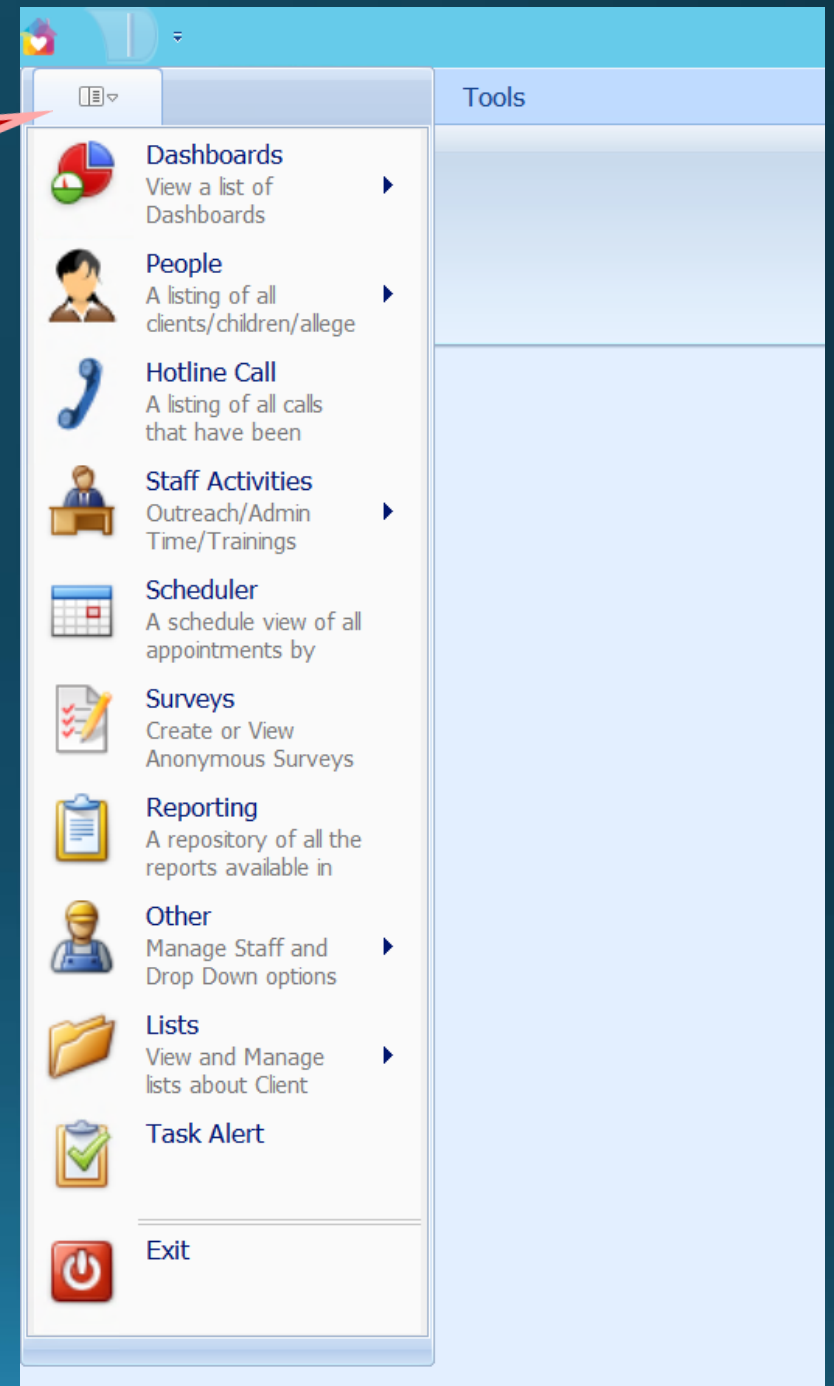
- Dashboard**: Overview of Clients and Program Information
- People**: A listing of all clients/children/alleged abusers
- Hotline Call**: A listing of all calls that have been received at the shelter
- Scheduler**: A schedule view of all appointments by staff member
- Surveys**: Create or View Anonymous Surveys
- Reporting**: A repository of all the reports available in the system
- Lists**: View and Manage lists about Client details and Scheduler Events
- Other**: Manage Staff and Drop Down options
- Exit**

The main area of the application shows a toolbar with various icons (lightning bolt, refresh, star, clipboard, close, previous/next hotline call) and a search bar. Below the toolbar, a table titled "Hotline Call List" is displayed. The table has the following columns: Call Type, Victimization Type, Existing Client, First Name, Last Name, Call Result, Callback Name, Callback Number, and Taken By.

Call Type	Victimization Type	Existing Client	First Name	Last Name	Call Result	Callback Name	Callback Number	Taken By
Other	Victim of Domestic Violence				Protected Content	n/a		Evanna Bradley-T...
Victim Assistance	Victim of Domestic Violence		Ashley	Havis	Protected Content	n/a	503-853-2685	Apolina Green
Request for Information		589, 589	Christina	Lopez	Protected Content	n/a		Mayra Paerz
Request for Information					Protected Content	n/a		Emily Anthony
Request for Information					Protected Content	n/a		Emily Anthony
Request for Information					Protected Content	n/a		Emily Anthony
Request for Information					Protected Content	n/a		Emily Anthony
Request for Information					Protected Content	n/a		Emily Anthony
Request for Information					Protected Content	n/a		Emily Anthony
Request for Information					Protected Content	n/a		Emily Anthony
Request for Information					Protected Content	n/a		Emily Anthony
Victim Assistance					Protected Content	n/a		Cassidy Thompson
Other		824, 824	Kevin	Vidal Sainz	Protected Content	n/a		Noemi Kurtz
Other		570, 570	Sophia	Sandoval	Protected Content	n/a		Noemi Kurtz
Request for Information					Protected Content	n/a		Emily Anthony

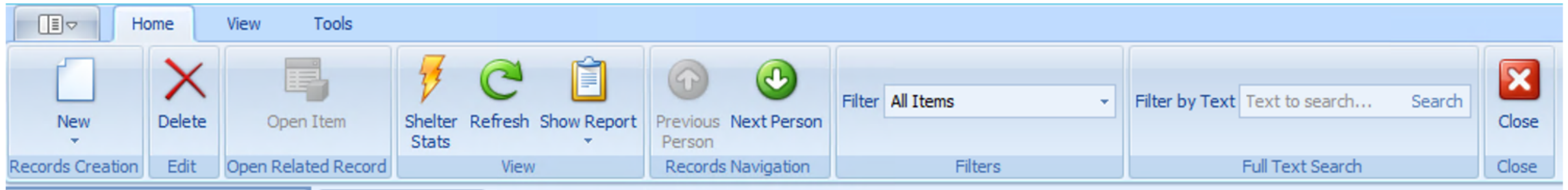
# CLOSER VIEW...

Clicking on this button reveals a dropdown menu with choices for the different modules that make up OS-soft. Once clicked the corresponding tab of information for that module will appear. That tab will remain open until closed even if you log out of the software.



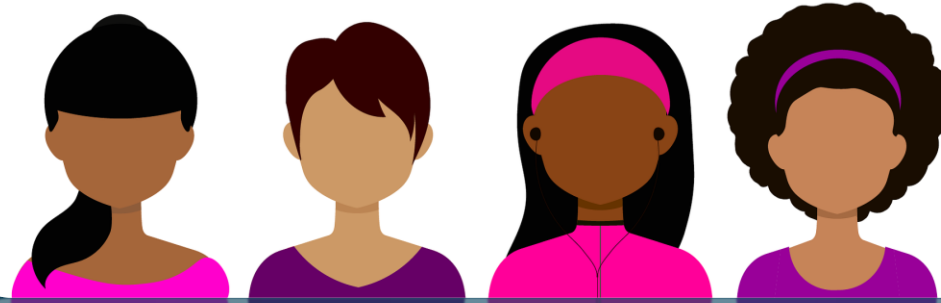
## THE HOME RIBBON

The Home Ribbon is just below the Navigation button and is visible by default. When a module is chosen the options on the Ribbon will change to match the module that is being shown. The Home Ribbon can be switched to View or Tools options by clicking on the static tabs labeled accordingly.





# PEOPLE



Client

Child/Dependent

Alleged Abuser

# People List page

Person List - os-soft: OCADSV 04/25/2018

HomeViewTools

New

Open Item

Shelter Stats

Refresh

Show Report

Previous Person

Next Person

Filter All Items

Filter by Text Text to search...

Close

Records CreationOpen Related RecordViewRecords NavigationFiltersFull Text SearchClose

Person List

Enter text to search...FindClear

Perso...	Pers...	ID	Last...	First...	Date O...	A...	Ge...	Race	Hispanic...	Main Victimization	In...
> Client	1,111		Danf...	Dan	3/4/2000	18	Male	Black or African A...		Stalking	
Client	90	17...	Zephe	Melanie	12/7/2...	15	Fe...	American Indian o...	Non-Hisp...	Domestic and/or F...	
Client	1,100		Minx	Max	11/25/...	15	Tra...	Asian			
Client	1,093		Schm...	Jody	1/4/1991	27	Fe...	American Indian o...	Non-Hisp...	Adult Sexual Assault	
Client	87	CL...	Doe	Jane	1/1/1987	31	Fe...	Multiple Races	Hispanic/...	Other	
Client	1,103	207	rfsmith	tryitout	1/1/1982	36	Fe...	Some Other Race	Unknown	Sexual Assault	
Client	1,112		Willard	Paris	6/9/2014	3	Fe...	Some Other Race	Non-Hisp...		
Client	1,091					0		American Indian o...			
Client	1,094		Trual...	Debbie	1/1/1980	38	Fe...	Multiple Races			
Client	1,113	1	Caller			0	Fe...				
Client	1,109		Prahnja	Cassie	12/5/2...	17	Did...	White	Non-Hisp...	Domestic Violence	
Client	1,099		Oliver	Mary	5/13/1...	63	Other	Black or African A...	Hispanic/...	Domestic Violence	
Client	1,104		Angolf	Perry	5/3/1963	55	Tra...	American Indian o...	Hispanic/...	Sexual Assault	
Child/De...	1,101		Minx	Baby	4/4/2016	2	Fe...	Asian			
Child/De...	1,092		Schm...	Jody		0					
Child/De...	88	CL...	Doe	Kate	10/10/...	8	Fe...	American Indian o...	Hispanic/...	Domestic Violence	
Child/De...	1,106		Angolf	Clancy	6/6/2015	2	Fe...	American Indian o...			
Child/De...	1,097		Oliver	Beanie	4/6/1977	41	Male	Multiple Races	Hispanic/...		
Child/De...	82					0					
28											

Danforth, Dan

Details

First Name: Dan

Last Name: Danforth

Date Of Birth: 3/4/2000

Age: 18

Contact Information

Phone Numbers:

Address:

Email Address:

Primary Language: English

(1) Services

Stays/HMIS

Show Report

Filter All Items

Export to

Start On	Start Time	Duration (hrs)	Agency Program	Service	Stay Type
> 1/25/2018	7:30:00 PM	0.50	Personal Assistan...	Civil advocac...	

SUM=0.50

User: TRAINING\OregonUser1

# Client record

OCADSV Client - os soft: OCADSV

Home View Tools

New Save Save and Close Save and New Validate Cancel Merge Objects Open Item Shelter Stats Refresh Show Report Create Task Previous Next Client Close

Records Creation Save Edit Record Edit Open Related Record View Records Navigation Close

Person List Doe, Jane

**Primary Information**

Intake Date: 1/1/2017  
 Person ID: 87  
 ID #: CL-101

First Name: Jane  
 Last Name: Doe  
 Middle Name: Sally  
 Alternate Names: Jenny

Date Of Birth: 1/1/1987  
 Age: 31

**Demographics**

Gender: Female  
 Race: Multiple Races  
 Country of Origin: [Country List Here...]  
 Hispanic/Latin@: Hispanic/Latino  
 Sexual Orientation: Bisexual  
 Marital Status: Divorced  
 Limited English Proficiency: No  
 Primary Language: American Sign Language

**Client Contact Information**

Phone Numbers: 213-213-2245 ext 545  
 Address: 1A - 123 Evergreen Lane, Beverly Hills, CA, United States, 90210  
 Rural Status: Rural  
 Email Address: j.doe@example.com  
 Email Restrictions: Email restrictions here..

**Emergency Contact Information**

Emergency Contact Name: E Name  
 Emergency Contact Phone Numbers: 545-645-4555  
 Emergency Contact Address: Aberdeen, AR, United States

**General Information**

Primary Advocate: Administrator Account  
 Homeless: No  
 Veteran Status: No  
 Immigrant: Unknown  
 Individual Income (Annual): \$4,410.00

**Other Information**

Primary Advocate: Administrator Account  
 Homeless: No  
 Veteran Status: No  
 Immigrant: Unknown  
 Individual Income (Annual): \$4,410.00

**Special Classifications**

Add Remove  
 Name  
 Cognitive Disability  
 D/deaf or Hard of Hearing  
 Intellectual Disability  
 Physical Disability

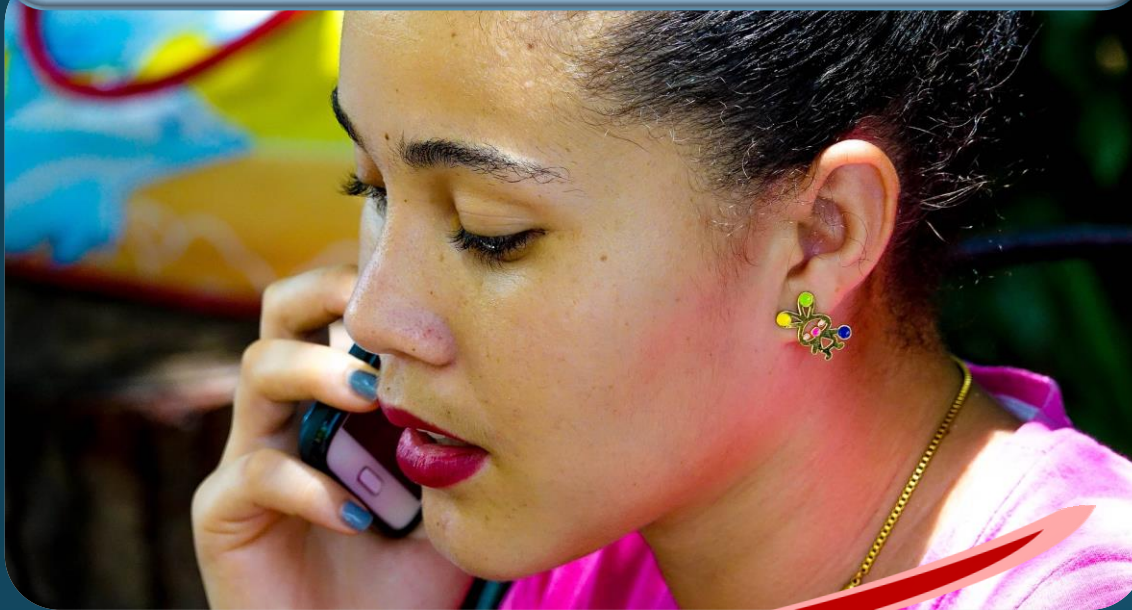
**Race(s)**

Add Remove  
 Name  
 Some Other Race  
 White

**Accessibility Accommodations**

User: TRAINING\OregonUser1

# HOTLINE CALLS



Can lead to client record being created if tracking services depending on how your agency handles services from hotline calls.



# Hotline Call

Crisis/Hotline - Hotline Call - os-soft: OCADSV  
04/25/2018

Home View Tools

New Save Save and Close Save and New Validate Cancel Open Item Shelter Stats Refresh Waiting List Show Report Convert Call To Record Create Task Previous Hotline Call Next Hotline Call Close

Records Creation Save Edit Open Related Record View Records Navigation Close

Person List Hotline Call Hotline Call Crisis/Hotlir x

**Call**

Call Date: 1/4/2018 1:58 PM

Duration (min): 60

Taken By: Thomas Slek

Call Type: Crisis/Hotline

Caller Type: Primary Victim

Victimization Type: Domestic Violence

Callback Name: Name

Callback Number: 574-878-7888

**Existing Client**

Existing Client:

**Call/Shelter Result**

Call Result: Needs Met

Shelter Request Result: Unable to Shelter

**Referral From or To**

Add Remove

Name

Category: Referral To

Legal Services

**Call Reasons**

Add Remove

Name

Advocacy

Counseling

**Call Notes**

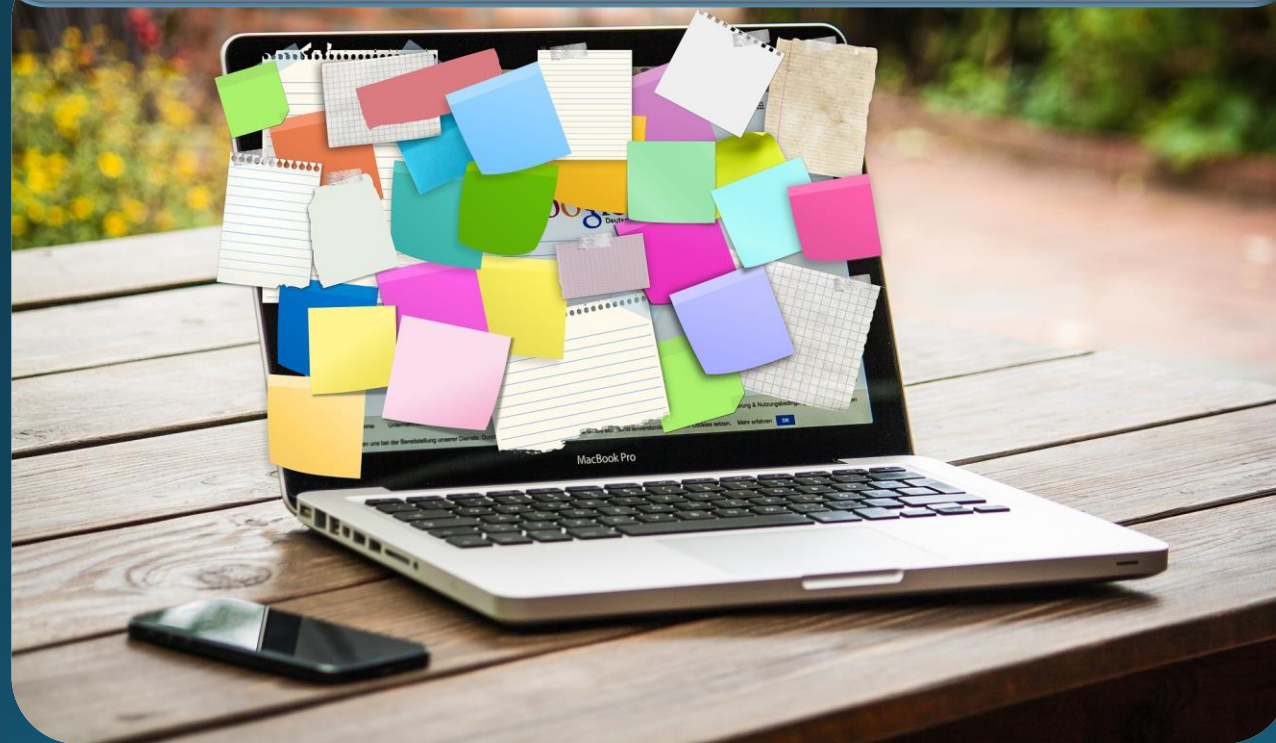
Times New Roman

Crisis Notes about call

Design Html

User: TRAINING\OregonUser1

# STAFF ACTIVITIES



# Outreach Activity (in progress...)

Outreach - os-soft: OCADSV 04/25/2018

Home View Tools

New Save Save and Close Save and New Copy Validate Cancel Open Item Shelter Stats Refresh Show Report Create Task Previous Outreach Next Outreach Close

Records Creation Save Edit Open Related Record View Records Navigation Close

Person List Outreach List Outreach x

**Outreach**

Outreach Type: Community Education - Youth Targeted x  
Grant: VOCA x  
Start On: 4/30/2018  
Start Time: 1:30 PM  
Duration (hrs): 1.50  
Total Participants: 0

**Outcomes**

Outcomes Given: 0  
Outcomes Returned: 0  
Outcomes Met: 0

**Notes**

**(1) Audience Types**

New Add Remove Filter All Items Export to

Audience Type	Count
Audience Type Category: Education (Count=1)	
Middle and high school students	0

1 SUM=0

**(1) Topics**

Add Remove Filter All Items Export to

Name
Domestic Violence

1

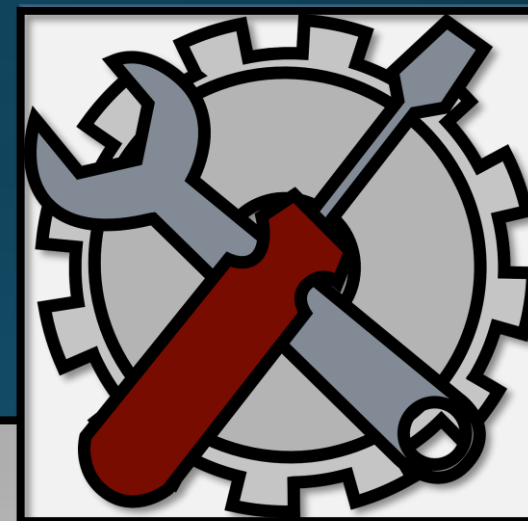
**(1) Staff**

Add Remove Filter All Items Export to

Full Name
Oregon User9

User: TRAINING\OregonUser1

# And more...





**We are still completing the implementation & testing.**



# Our current ETA for rollout is...





# September 2018



# Other Resources

- Quick Start Guide: <http://www.osnium.com/guide/>
  - System Requirements: <https://bit.ly/2jWi3r8>
  - Installing Microsoft SQL Server 2017 Express: <http://bit.ly/2FPV8Lu>
  - Installing OS-soft: <http://bit.ly/2u1LCj1>
- 
- Vanessa Willard
  - [db.vanessa@ocadsv.org](mailto:db.vanessa@ocadsv.org)
  - 503.890.5697