Oregon Coalition
Against Domestic & Sexual Violence

Client- and funder-level database platforms for Oregon's domestic violence and sexual assault advocacy programs

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Oregon Coalition Against Domestic & Sexual Violence

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II.   Background and project rationale

As of this writing, there are 55 programs throughout the state providing community-based advocacy services for survivors of domestic violence and sexual assault.[1] Advocacy programs in Oregon come in all shapes and sizes. Volunteers of America – Home Free, Catholic Charities Oregon – Proyecto UNICA and Native American Youth & Family Center (NAYA) – Family Services are advocacy programs operating under the umbrella of large metropolitan social services nonprofit organizations. As such, these programs have access to robust internal administrative capacity and numerous other resources. On the other end of the size spectrum, standalone programs like Canyon Crisis Center (Mill City) and Safe Harbors (Baker City) serve rural and frontier communities with a much more geographically dispersed population, often with fewer staff members and resources than their urban counterparts.

Additionally, a growing number of advocacy programs are providing services using an "out-stationed" or "co-located" model, by having advocates spend some or all of their working time at DHS child welfare and self-sufficiency offices, community healthcare clinics, and other locations where survivors of abuse may seek assistance. Finally, several Oregon counties have adopted the *family justice center* model[2], which coordinates advocates, state and county case managers, restraining order filing services, law enforcement and other service providers all under the same roof. All of these variations within advocacy work must be taken into consideration as part of any database selection and implementation.

Consistent and thoughtful evaluation work of the efficacy of domestic violence and sexual assault advocacy program services is hampered by the lack of quality data. The movement's ability to tell our story of our impact in the lives of survivors is critical to building capacity for our work. A key part of this story is the numbers that help justify to our communities and governments that our work is vital and worth the investment. Additionally, assessing our services ensures that we can improve the quality of work and better respond to the needs of survivors. A statewide database is a missing part to raise the bar for our services in Oregon.

A.   Secure, consistent system for managing client and case data

At present, domestic violence and sexual assault (DVSA) advocacy programs in Oregon track information about individual clients and the services they've received using a patchwork of assorted methods. As of spring 2015, six programs (mostly larger and metropolitan) have independently adopted either DVSA[3]-specific or social services-focused database platforms, like *Social Solutions ETS* or *Alice* (now defunct). A few others have contracted with local software developers to create one-off custom coded database applications.

1.   Homeless Management Information System (HMIS)

Many advocacy programs that operate emergency shelters or transitional housing services receive federal housing-specific grant funds from the U.S. Department of Housing and Urban Development (HUD). As a requirement of this funding, a significant amount information about individuals receiving

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[1] See Appendix A: *List of Oregon's community-based DVSA advocacy programs.*

[2] For more information about the family justice center model and its implications for DVSA advocacy work, please visit http://www.familyjusticecenter.org/index.php

[3] DVSA: domestic violence and sexual assault (acronym frequently used in context of nonprofit organizations that provide services to survivors of domestic violence and sexual assault).

HUD-funded services must be reported back to federal grant monitors through the Homeless Management Information Systems (HMIS). It is important to note that HMIS itself is not a client-level database platform, but rather a nationwide virtual framework with which grantees are obliged to ensure interoperability with their client-level and/or agency-level data systems.

Over the past several years, in an effort to collect unduplicated information about recipients of services they fund, HUD has required service providers (including many domestic violence shelters) to record and report "Universal Data Elements", many of which constitute personally identifying information that may jeopardize the privacy and safety of survivors of abuse.[4] As a result, significant tensions have arisen between HUD, service providers, and the federal agencies that administer omnibus domestic and sexual violence programs.

2. ServicePoint and Multnomah County

Several years ago, Multnomah County adopted *ServicePoint*, a HMIS-compliant human/social services database platform for its administrators and contractors to manage information about clients and services rendered. Since its adoption, Multnomah County has required all service providers receiving HUD pass-through funding through them (including emergency shelters or transitional housing projects operated by DVSA advocacy programs) to use this database platform. This policy decision has been cause for concern in some circles, specifically because ServicePoint's wide reach[5] and top-down implementation[6] may not be in compliance with the letter and spirit of VAWA/FVPSA confidentiality regulations.

Assessing Multnomah County's current implementation of ServicePoint, its suitability for managing DVSA client information, and its level of compliance with the applicable federal confidentiality and privacy regulations are all beyond the scope of this report. However, as of this writing, we are unable to guarantee that ServicePoint sufficiently protects survivors' personally identifiable information. Thus, further investigation will be necessary, especially if ServicePoint and the proposed DVSA database platform are intended to interoperate[7].

3. Advocate privilege

In spring 2015, Oregon Governor Kate Brown signed House Bill 3476 into law, conferring comprehensive statewide legal confidentiality protections for survivors of abuse and privileged status for DVSA advocates' communications with survivors. As a result, policies and practices of many advocacy programs are in a state of flux, and will continue to adapt in response to the ongoing implementation of these laws.

In the specific context of this project, the enactment of this legislation is seen as an overall benefit. Advocacy programs' client records are now legally protected from subpoena, which may help to pave the way for the collection and retention of more useful information about clients, the advocacy services they receive, and their unmet needs. With proper safety and de-identification precautions, aggregation and analysis, this data would provide invaluable opportunities to evaluate

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[4] See "Homeless Management Information Systems and Domestic Violence" for a more detailed analysis.
[5] i.e. identifiable data could be accessible to agency staff outside the DVSA advocacy program, a violation of VAWA/FVPSA confidentiality regulations.
[6] i.e. Without robust end-to-end encryption, since the grant monitor maintains the database platform, there is no guarantee that individually-identifying client data would not be visible to the grant monitor.
[7] Interoperability: Mechanisms that enable the *active and ongoing* passage and manipulation of data between separate systems.

the current state of advocacy efforts on both local and statewide levels, meaningfully track and measure survivors' actual needs, and inform better evidence-driven policy decisions.

B.   Streamlined reporting for grantees and grant monitors

Domestic violence and sexual assault advocacy programs receive the bulk of their operational funds from omnibus non-competitive state and federal grants (FVPSA, VAWA and VOCA), with additional funding from competitive government grants, private foundation grants, and proceeds from community donations. Each grant has its own unique performance measures and reporting requirements about clients served and services provided. Dealing with this data can be a formidable task for both grantees and grant monitors, further compounded by the fact that many programs are still collecting and aggregating this data by hand or by manually entering numbers into an Excel spreadsheet.

A purpose-built database platform (like those researched for this report) would greatly simplify the grants management process for both development staff at local programs and state grant monitors. The software would automate the grant reporting process by automatically removing or obscuring personally identifying information, calculating and aggregating program/agency-level data, and pre-filling grant reports forms based on pre-specified parameters. Ideally, the database platform would allow programs to generate and send these grant reports to funders with just a few clicks.

On the grant monitors' side, the platform would assemble and organize reported data from multiple programs, then automatically generate comprehensive reports based upon pre-specified and customizable parameters. Once implemented, this platform would significantly reduce grant monitors' administrative/data-entry.

III. Project goals

- ✓ **Assess the readiness of Oregon's DV/SA programs to adopt a statewide case management and statistics collection platform**
- ✓ **Evaluate currently available database options (costs, benefits, risks, etc)**
- ✓ **Issue recommendations to state funders for a statewide database solution**

IV. Selection considerations

A. Confidentiality, privacy and data security

The absolute first and foremost concern of dealing with data of this nature is ensuring that personally identifiable information about survivors of abuse remains secure and is not accessible or released without prior informed consent and written permission by the survivor(s). During the research and assessment process of this project, many database vendors touted their compliance with *Health Insurance Portability and Accountability Act (HIPAA)* privacy regulations as a selling point. However, the confidentiality policy requirements of federal *Violence Against Women Act (VAWA)* and *Family Violence Prevention and Services Act (FVPSA)* funding and established best practices of the DVSA advocacy community are significantly more stringent than HIPAA guidelines.[8]

The reason for this discrepancy is due to diverging intended purposes: HIPAA guidelines were designed to *facilitate the sharing of personal health information* among medical providers, while VAWA and FVPSA confidentiality policies were designed to *safeguard the privacy and safety of survivors of abuse*. Thus, throughout the process leading up to this report, database vendors' policies and practices regarding data security and confidentiality were scrutinized closely.[9]

B. Ease of use

The primary purpose of any database is to organize, securely store and aggregate sets of information. However, databases are somewhat unique in that the best ones are invisible; they work so well that they blend into the background of whatever task they are helping to accomplish. To achieve this, a clearly defined purpose (what it's supposed to do), a well-planned design (where things are) and an intuitive, consistent user interface (how things look) are absolutely critical. This necessitates intentional, thoughtful, thorough planning between the database vendor, funders/grant monitors, and front-line advocates and service providers.

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[8] "Frequently Asked Questions: HIPAA & VAWA Confidentiality".
[9] See Appendix B: Database comparison chart

**Client- and funder-level database platforms for Oregon's
domestic violence and sexual assault advocacy programs**
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V. Database platforms assessed

A. Osnium WS

1. Strengths

- Vendor has significant experience with and positive feedback from local DVSA advocacy programs and state coalitions
- Platform was designed from the ground-up specifically for DVSA advocacy work
- Available in local server or cloud-based configurations[10] (state would have to pick one)
- Thoroughly vetted and recommended by NNEDV Safety Net

2. Weaknesses

- Vendor is relatively small company

B. Apricot

1. Strengths

- Promises easy, streamlined migration for current Alice users
- Would integrate well with DVSA programs operating under the organizational umbrella of a larger social services agency.

2. Weaknesses

- Many security, confidentiality and legal questions unanswered or ambiguously answered by vendor
- Designed as general social services database with "modules" for DVSA specific work; potential security and usability implications
- Very little track record or reputation among DVSA programs

C. ClientTrack

1. Strengths

- Significant experience working with local DVSA advocacy programs
- Competitive pricing

2. Weaknesses

- Cloud-based option only
- Designed as general social services database with "modules" for DVSA specific work; potential security and usability implications

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[10] See Appendix C: Flowchart of database storage models

D.   InfoNet

1.   Strengths

- No cost associated with acquisition of software (source code would be given to us by Washington state)
- Designed from the ground-up specifically for DVSA advocacy work

2.   Weaknesses

- No documentation and minimal support available (was custom-built by and for Washington state)
- Database application was written for an outdated version of Microsoft SQL, no longer supported
- We would need to set-up and maintain a secure Windows web server separately to run the software; special expertise required (with additional expense)

E.   Social Solutions ETS

1.   Strengths

- Positive anecdotal feedback from an Oregon program currently using it

2.   Weaknesses

- Cost-prohibitive for statewide implementation
- Designed as general social services database with "modules" for DVSA specific work; potential security and usability implications

VI. Recommendations

After a comprehensive assessment process of the available database solutions, the Oregon Coalition Against Domestic & Sexual Violence recommends the adoption and implementation of the **Osnium WS** case-management database platform.

A. Suggested implementation and roll-out plan outline

1. Planning, configuration, customization

Upon signing the contract with Osnium, the vendor has a well-established workflow for planning, configuring and customizing their WS platform to our needs. The timeframe from contract signed to platform roll-out generally varies from nine to twelve months, depending mainly upon our parties' availability and the number of changes and customizations we would require on top of their "base package". At this point, our primary imperative as state leaders on this project would be to ensure that all pertinent parties (e.g. advocates and program staff from rural, frontier and urban advocacy programs, relevant community partners (i.e. foundations?), state funding coordinators) are present and have a voice in this process.

2. Interoperability with other database systems

Our research and surveys indicate that several local DVSA advocacy programs have adopted their own database platforms that they would want to continue using, even if the state adopts a new platform. The Osnium software can be customized to accept reports generated by most third-party databases, which would allow these programs to continue using their own case management software while also submitting useful aggregate data to state funders and the Coalition.

3. Data migration

Several local programs are currently using case management database platform (like Alice) and have indicated a willingness to switch to Osnium, if the state adopts it. For these programs, a one-time conversion and migration (copy-and-paste) of client data would be appropriate, which would incur an additional expense. Another possibility would be for participating programs to set a transition date, after which they would use the new database software exclusively, switching their old case management database to "read-only mode", having advocates refer back to the old "legacy" database only as needed.

B. Initial training and support

1. In-person

Osnium has a comprehensive initial in-person training program to rapidly bring advocates and agency staff "up to speed" on how to integrate Osnium WS into each agency's workflows. The cost of this training, including travel and expenses for the Osnium representatives, is included in the detailed cost breakdown (Appendix D).

2. Self-help capacity-building

Osnium has also agreed to supply a comprehensive user manual for the WS platform, and partner with the Oregon Coalition Against Domestic & Sexual Violence on the creation of recorded tutorial videos to walk users through the basic client management and stats reporting tasks.

C. Ongoing training and support

Osnium's WS support contract offers periodic software patches and allots eight (8) hours of support provided by telephone and/or email per program per year. Additional support by Osnium's tech reps would cost $120/hour. Considering the overall level of technology-related skills and confidence among Oregon's DVSA programs, this support alone would not be sufficient to ensure the successful adoption and utilization of this platform. Therefore, we propose a two-tiered support system for advocates, local program staff, and funders.

1. Technical Assistance person on OCADSV staff

A full- or part-time OCADSV staff member would be dedicated to providing first-line support and technical assistance (TA) for the database platform, referring users to local IT professionals or escalating issues to Osnium tech support, as appropriate. This staff member would also be in charge of updating database-related self-help materials and coordinating in-service refresher trainings throughout the state. Similar staff roles have been established at the state coalition level in North Carolina and Nebraska, with positive reported results.

2. Osnium contracted technical support

Questions and problems that cannot be resolved by the OCADSV database TA person would be referred directly to Osnium's tech support department. This approach would help "weed out" the simpler IT problems, conserving the finite number of support hours allotted to Oregon in the Osnium annual support contract.

VII. Costs

A spreadsheet detailing cost breakdowns, including projected incidental costs associated with this project, can be found in Appendix D. The original quote from Osnium Software can be found in Appendix E.

VIII. References

"Confidentiality: VAWA & FVPSA." *The National Network to End Domestic Violence – Safety Net Project.* Retrieved from http://nnedv.org/downloads/SafetyNet/VAWA_FVPSA_Confidentiality_2013.pdf

"Frequently Asked Questions: HIPAA & VAWA Confidentiality." The National Network to End Domestic Violence – Safety Net Project. Retrieved from http://tools.nnedv.org/faq/faq-flc/flc-hippa

"Homeless Management Information Systems and Domestic Violence." *Electronic Privacy Information Center*. Retrieved from https://epic.org/privacy/dv/hmis.html

Southworth, Cindy. "How Tracking Systems Place Victims at Risk: Homeless Management Information Systems & Victims of Abuse and Stalking." The National Network to End Domestic Violence – Safety Net Project. Retrieved from http://www.cfp2004.org/program/materials/p1-southworth.pdf

IX. Appendices

A. List of Oregon's nonprofit domestic violence and sexual assault advocacy programs

Program name	Currently using a database for tracking survivor info?	Remarks
Battered Persons' Advocacy	NO	
Bradley Angle	NO	
Canyon Crisis Center	NO	
Center Against Rape and Domestic Violence	NO	
Center for Hope and Safety	YES	Alice
Clackamas Women's Services	YES	Alice
Community Works / Dunn House	NO	
Confederated Tribes of Grand Ronde - Domestic Violence Program	??	
Confederated Tribes of Siletz - CARE Program	??	
Confederated Tribes of Umatilla Indian Reservation - Family Violence Services	??	
Crossroads Nonviolence Education	??	
Domestic Violence Resource Center (DVRC)	??	
Domestic Violence Services	NO	
El Programa Hispano - Project UNICA (Catholic Charities Oregon)	YES	Social Solutions
Gateway Center for Domestic Violence Services	YES	ServicePoint
Harney Helping Organization for Personal Emergencies	NO	
HAVEN From Domestic Violence	NO	
Heart of Grant County	NO	
Helping Hands Against Violence, Inc.	NO	
Henderson House	NO	
Illinois Valley Safe House Alliance	NO	
Immigrant & Refugee Community Organization	YES	??
IMPACT NW	??	

Klamath Tribal Administration - Social Services	??	
Lake County Crisis Center	NO	
Los Ninos Cuentan	NO	
Marta's House / Klamath Crisis Center	NO	
MayDay, Inc.	NO	
My Sisters' Place	NO	
Native American Youth and Family Healing Center	YES	
New Beginnings Intervention Center	NO	
Oasis Shelter Home	NO	
Portland Women's Crisis Line	YES	
Project Dove	NO	
Raphael House of Portland	YES	ServicePoint
Russian Oregon Social Services (Ecumenical Ministries of Oregon)	??	
SABLE House	NO	
Safe Harbors	NO	
SAFE of Columbia County	??	
Saving Grace	YES	
Self Enhancement, Inc.- Domestic Violence Program	??	
Sexual Assault Resource Center		
Sexual Assault Support Services	NO	
Shelter From the Storm	NO	
Siuslaw Outreach Services	??	
The Harbor		
Tillamook County Women's Resource Center	NO	
Victims of Crime Services - Warm Springs Reservation	??	
Volunteers of America - Home Free	YES	
West Women & Children's Shelter (Salvation Army)	YES	
Women's Crisis Support Team	YES	Proprietary
Women's Safety & Resource Center	YES	Alice
Womenspace	??	
YWCA of Greater Portland	??	

B.   Database comparison chart

Template provided by the National Network to End Domestic Violence's Safety Net Project.

	WS by Osnium	ClientTrack
General Features		
User Friendly	MS-Office Style	MS-Office Style
System checks for duplicated Clients	Yes, checks based on name	Yes
Client is entered once and additional data is added to their record	Yes	Yes
Does system have shiftchange notes?	Yes	??
Could you replace paper charts with the digital system?	Yes	Yes
Does the system allow attachment of scanned documents?	Yes	Yes
How many people can use the system at once?	Unlimited	Unlimited
Other:		
Customization (specify if you can make change or developer only)		
Can you edit items in the drop down lists?	Yes	Yes
Can you set which fields are required?	Yes	Yes
Can you add, hide, remove fields?	Yes	Yes
Can you change text/labels of fields?	Yes	Yes
Other:		
Privacy and Safety		
Data can be pulled for single client	Yes	Yes
Other:		

	WS by Osnium	ClientTrack
Reports		
VOCA	Yes	Yes
VAWA	Yes	Yes
HUD	Yes	Yes
SASP	Yes	Yes
STOP	Yes	Yes
FVPSA	Yes	Yes
Can reports be exported to word?	Yes	Yes
Can reports be exported to excel?	Yes	Yes
Other:		
Report Designer		
Can design own reports	Yes, report designer built in	??
Can modify existing reports	Yes, report designer built in	??
Report wizard built in	Yes	??
Other:		
Support		
Email Support	Yes	Yes
Phone Support	Yes	Yes

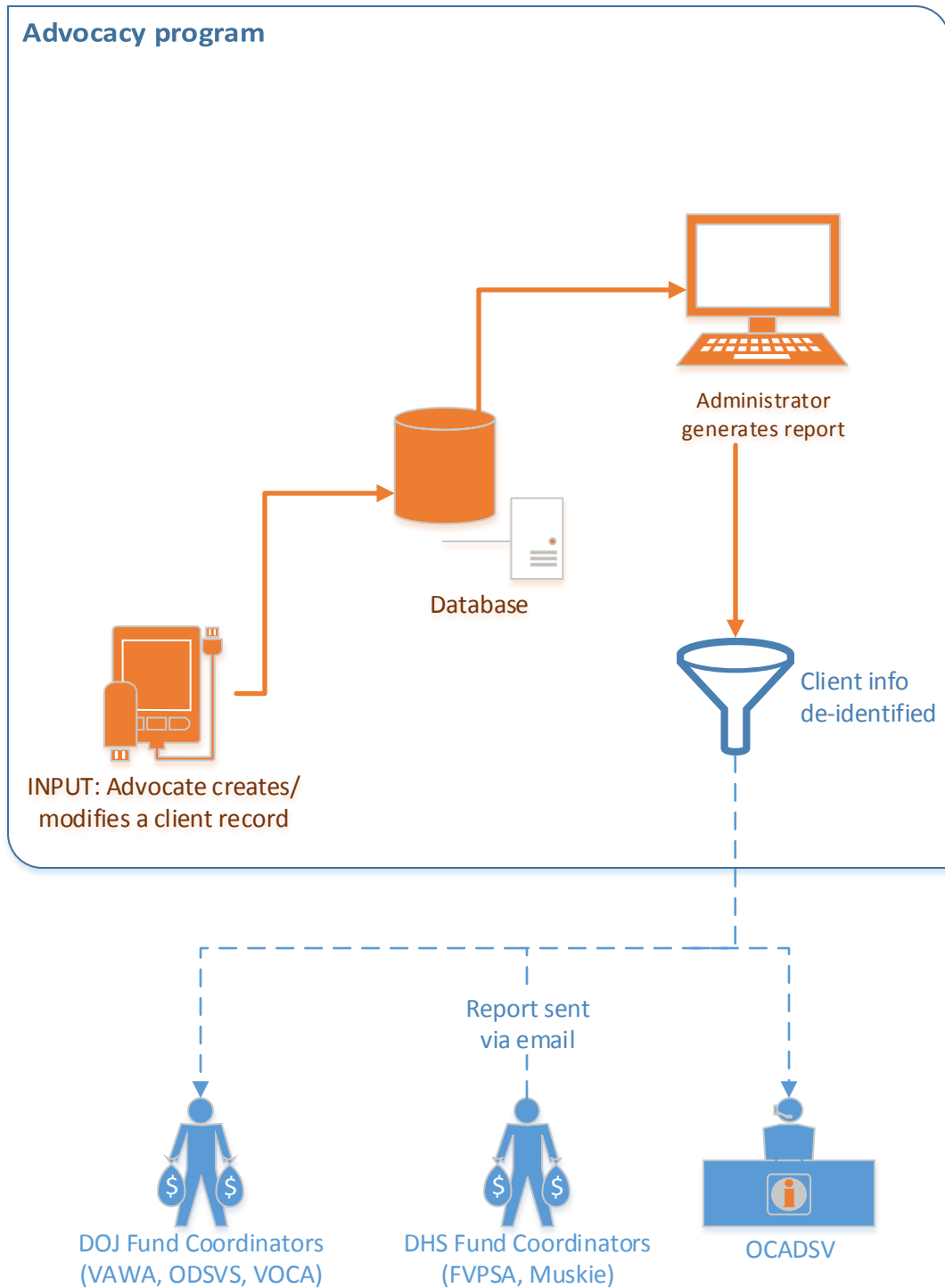|	WS by Osnium	ClientTrack
Will support install software for you?	Yes, installed remotely	Yes
How many support staff are there?	5	8
Do their support hours cover your working day?	8:30 to 8:00 EDT	9:00 to 6:00 MDT
Do you get access to a test/training version?	Available	Available
Other:		
Access Control		
Does your staff create logins or is it done by company?	Staff created	Staff created
Every individual gets their own login/Password?	Yes	Yes
All users must have passwords	Yes	Yes
All Changes are tracked back to a user	Yes	Yes
Can you setup roles, each login can be restricted?	Yes	Yes
Can you control who can create/edit/delete/view each type of data?	Yes	Yes
Other:		
Data Storage		
Data is stored on a dedicated server	Sored on Agency computer	Stored on remote server
Are backups included or available?	Available at extra cost	??
Is the data stored at your offices?	Yes, data stored at agency	No, stored on remote web server

	WS by Osnium	ClientTrack
Is the data mixed with other agencies data?	Never	Depends
Can data be imported for you from a older system?	Yes, contact us for details	Yes, additional fees apply
Can you import data yourself?	Yes, normally requires IT skills	Yes, normally requires IT skills
Can data be exported for you?	Yes	Yes
Can you export data to another system yourself?	Yes	Yes
Does system scale? (limits on number of records)	No limit	No limit
Data Retention		
Can data be deleted?	Yes	Yes
Can some types of data be deleted before others?	Yes	Yes
Is it possible to schedule removal of data?	Yes, contact us for details	Yes, must be prearranged
Other:		
Ownership and Control		
Who owns data? Who owns hardware?	Agency Data/Hardware	Agency owns data, hardware depends
Who has physical custody of data?	Agency	Via West (3rd party web host contracted)
Other:		
Company		
How long has company been in business?	5 Years	31 Years

	WS by Osnium	ClientTrack
Is the company have expertise in DV?	Yes, it is our focus	No, specializes in human svcs generally
Will the company provide references? DV references? Same State?	Yes, contact us for details	Works with Indiana Coalition
What happens if company goes out of business?	Escrow, contact us for details	Escrow,
Other:		

C.   Flowchart of database storage models

Locally-hosted database flowchart

Advocacy program

Administrator generates report

Database

INPUT: Advocate creates/ modifies a client record

Client info de-identified

Report sent via email

DOJ Fund Coordinators (VAWA, ODSVS, VOCA)

DHS Fund Coordinators (FVPSA, Muskie)

OCADSV

Web-based database flowchart

Advocacy program

INPUT: Advocate creates/
modifies a client record

Administrator
generates report

End-to-end
encryption

Off-site data center

Database

Client info
de-identified

Report sent
via email

DOJ Fund Coordinators
(VAWA, ODSVS, VOCA)

DHS Fund Coordinators
(FVPSA, Muskie)
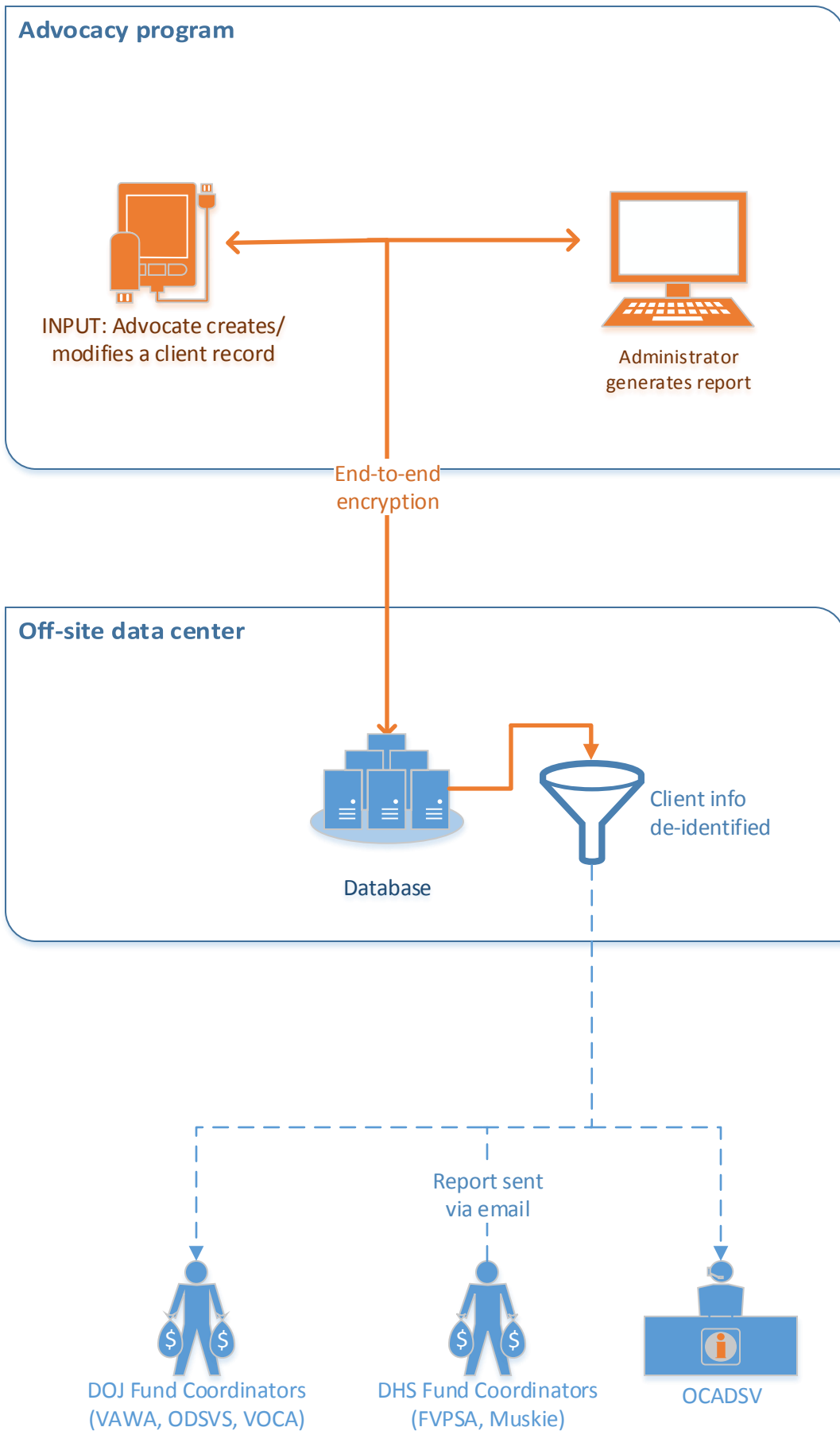
OCADSV

D.   Detailed cost breakdown

DVSA database cost estimates, 55 programs

	Locally-hosted, full-time OCADSV TA			Locally-hosted, part-time OCADSV TA			Web-based, full-time OCADSV TA			Web-based, part-time OCADSV TA		
	Year 1	Year 2	Year 3	Year 1	Year 2	Year 3	Year 1	Year 2	Year 3	Year 1	Year 2	Year 3
Database platform												
Osnium WS case and client software	$ 137,768.32			$ 137,768.32			$ 137,768.32			$ 137,768.32		
Web hosting							$ 20,800.00	$ 7,800.00	$ 7,800.00	$ 20,800.00	$ 7,800.00	$ 7,800.00
Muskie report + multi-agency merge	$ 2,999.50			$ 2,999.50			$ 2,999.50			$ 2,999.50		
FVPSA report + multi-agency merge	$ 2,999.50			$ 2,999.50			$ 2,999.50			$ 2,999.50		
VOCA report + multi-agency merge	$ 2,999.50			$ 2,999.50			$ 2,999.50			$ 2,999.50		
VAWA report + multi-agency merge	$ 2,999.50			$ 2,999.50			$ 2,999.50			$ 2,999.50		
HUD APR report (no merge)												
Funder/coalition merge tool	$ 7,500.00			$ 7,500.00			$ 7,500.00			$ 7,500.00		
Training and support												
Annual support and upgrades	$ 39,737.04	$ 39,737.04	$ 39,737.04	$ 39,737.04	$ 39,737.04	$ 39,737.04	$ 39,737.04	$ 39,737.04	$ 39,737.04	$ 39,737.04	$ 39,737.04	$ 39,737.04
On-site trainings in three locations	$ 5,100.00			$ 5,100.00			$ 5,100.00			$ 5,100.00		
Local IT infrastructure upgrades												
Prerequisite software and operating system												
25 programs (conservative estimate @ $300/program)	$ 7,500.00			$ 7,500.00								
Hardware												
14 programs (conservative estimate @ $1200/program)	$ 16,800.00			$ 16,800.00								
Data conversion and migration												
10 programs (conservative estimate)	$ 25,000.00	-	-	$ 25,000.00	-	-	$ 25,000.00	-	-	$ 25,000.00	-	-
OCADSV technical assistance												
Full time @ $18/hour												
Wages	$ 37,440.00	$ 37,440.00	$ 37,440.00				$ 37,440.00	$ 37,440.00	$ 37,440.00			
Benefits	$ 8,623.20	$ 8,623.20	$ 8,623.20				$ 7,500.00	$ 7,500.00	$ 7,500.00			
Taxes	$ 4,080.96	$ 4,080.96	$ 4,080.96				$ 4,080.96	$ 4,080.96	$ 4,080.96			
Part time @ $18/hour												
Wages				$ 23,400.00	$ 23,400.00	$ 23,400.00				$ 23,400.00	$ 23,400.00	$ 23,400.00
Benefits				$ 8,202.00	$ 8,202.00	$ 8,202.00				$ 8,202.00	$ 8,202.00	$ 8,202.00
Taxes				$ 2,457.00	$ 2,457.00	$ 2,457.00				$ 2,457.00	$ 2,457.00	$ 2,457.00
Annual total cost	$ 301,547.52	$ 89,881.20	$ 89,881.20	$ 285,462.36	$ 73,796.04	$ 73,796.04	$ 296,924.32	$ 96,558.00	$ 96,558.00	$ 281,962.36	$ 81,596.04	$ 81,596.04

E.   Quote issued by Osnium

Please note that in this quote, Osnium has assumed that <u>all</u> programs are switching from Alice and would like their existing data converted and migrated, and priced that out accordingly. The actual costs would be lower, and the final amount here would not necessarily have to be shouldered by one department or program.

Quote

Oregon Coalition Against Domestic &
Sexual Assault
1737 NE Alberta Street, Suite 205
Portland, OR, 97211
503-230-1951
jonathan@ocadsv.org

Total

$261,102.86

OSNIUM
SOFTWARE

Quote #	Created On	Expires On
Q02057	06 Aug, 2015	06 Sep, 2015

Please reference the quote # on all correspondence

Contact Us

If you have any questions
or would like to discuss
payment options including
financing, please call us
or email us at

(888) 676-4861
sales@osnium.com

Item	Description	Qty	Price	Discount	Amount
WS Software	56 Agencies - Unlimited users and computers	56	$6,999.00	64.85%	$137,768.32
WS Technical Support	Includes all software support and up to 8 hours support per agency - First year	56	$1,050.00	32.42%	$39,737.04
WS Training	3 days onsite training (Portland and one other city)	3	$1,200.00	0.00%	$3,600.00
Travel Cost Estimate	Travel cost (Hotel, Flights, Meals, Transporation)	1	$1,500.00	0.00%	$1,500.00
Merge Tool	Excel Merge tool, single licence for all funders within state and coalition	1	$7,500.00	0.00%	$7,500.00
Reporting	Coalition Report including multi agency merge	1	$5,999.00	50.00%	$2,999.50
Reporting	FVPSA Report including multi agency merge	1	$5,999.00	50.00%	$2,999.50
Reporting	Muskie Report including multi agency merge	1	$5,999.00	50.00%	$2,999.50
Reporting	VOCA Report including multi agency merge	1	$5,999.00	50.00%	$2,999.50
Reporting	VAWA Report including multi agency merge	1	$5,999.00	50.00%	$2,999.50
Reporting	HUD APR Report (no merge)	1	$0.00	0.00%	$0.00
Data Conversion	Data conversion from Alice to WS for 56 agencies	56	$5,000.00	80.00%	$56,000.00
				Sub Total	$261,102.86
				Total	**$261,102.86**

We look forward to working with you

All prices are in USD

_____

Authorized By

_____

Date