

R/C Client

***Technology Solutions for the Victim Service
and Criminal Justice Community***



GREAT LAKES
BEHAVIORAL RESEARCH INSTITUTE

INTRODUCTION

R/Client is the most powerful and comprehensive software available to victim-serving agencies. R/Client was designed by the staff of Great Lakes Behavioral Research Institute and a consortium of victim-serving agencies to address the specific needs of a wide variety of victim-serving agencies. Key features include:

- **Agency Customizable Registration Screens**
- **Case Management**
- **Comprehensive Service Tracking**
- **Powerful and Flexible Reporting Capabilities**
- **Incidents, Protection Orders, and Legal Proceedings**
- **Education and Training**
- **Scheduling**
- **Volunteer and Personnel Management**
- **Offender/Abuser Monitoring**
- **Referrals and Turnaways**
- **Victim Compensation Claim Tracking**
- **Advanced Security**
- **On-line Help**
- **Report Writer**
- **Client Outcomes**

R/Client was designed to make the work of victim advocates and administrative staff easier. In an age of accountability, victims can often be lost in a maze of bureaucracy, with too much time spent in non-client contacts and recordkeeping. Tools such as R/Client are designed to help reverse this trend. We invite you to take a few minutes to take a closer look at R/Client and see how your agency can benefit .



“... this is the best product I have found, and I researched A LOT! R/Client definitely gives you the most bang for your buck.”

*Executive Director
DV Agency
Michigan*

WHY AGENCIES SELECT R/CLIENT!

More Features

More features are found in R/Client than any other similar package; features such as flexible age range reporting and the ability to report on multiple fiscal years for different funders. R/Client not only generates statistics for funders, but also contains features to assist in case management, volunteer management, and tracking of education and training programs. R/Client was selected as a Promising Technology by the National Victim Center and presented at a National Symposium in Washington, DC.

National User Base

R/Client is used extensively throughout the United States. R/Client installations are found in domestic violence, sexual assault, child advocacy, and victim-witness programs in over 30 states.

Flexibility

Flexibility is at the heart of R/Client. As agency demands expand or change, R/Client can grow with you. With R/Client you can add new programs and services as needs dictate. Registration information can be customized to your needs, codes can be modified, and you don't need a programmer to do so. New reporting requirements can easily be met with R/Client reporting tools.



Reporting for Multiple Funding Sources

Almost all other software packages produce reports for only one funding source (e.g. VOCA), and agencies are forced to enter data for each funder into different databases. As you may already know, this can be a nightmare. R/Client accommodates all your reporting needs in *one* database.

Comprehensive Training and Support

We provide a full range of services to help you implement and utilize R/Client. These include toll-free phone support, customization, and consulting services. Our training and support services are backed by dedicated staff with extensive knowledge and expertise in the human services.



"R/Client's flexibility, power and support has vastly improved WIT's data collection and reporting."

*Executive Assistant
DV Agency
Pennsylvania*

FEATURES

Registration

The R/Client Registration/Admission function allows an agency to quickly and efficiently capture important registration and demographic information. During the registration process, R/Client will automatically flag clients who have had a prior admission, and allow important information to be immediately reviewed.

R/Client provides individual registration screens for victims, child and family members, significant others, witnesses, homicide victims, and offenders. Extensive biographic and demographic information can be entered for each client type. All registration screens may be customized to your specific needs.

Case Management

R/Client is organized around the case concept. A case is typically comprised of a victim, significant others, child and family members, and an offender. The individuals that comprise a case are considered members. The case structure shows the relationship of each member to the victim. The case structure provides the ability to group all members of a case together, and allows for easier tracking, case management, and service coordination.

Name	ID	Type	Status
Sarah Logan	R1000	Victim	Admit (active)
William Logan	R1072	Offender	Discharge
John Logan	R1003	Child & Family	Waiting-List
Mary Logan	R1074	Child & Family	Discharge
Mary Freggens	R1051	Significant Other	Waiting-List

Service Tracking

The services you provide to victims, witnesses, significant others, and child and family members are at the core of R/Client. R/Client lets you define the services you want to record, and how you want to record them. Services may be added or modified as your needs change. Special features allow group services to be easily recorded, and produce group schedules and attendance rosters. If desired, cancellations and no shows may also be recorded.

R/Client also allows you to record ancillary services like education and training, system advocacy, court accompaniment, staff meetings, or anything you desire. For agencies that provide residential services, like a shelter or safehouse, R/Client tracks entry and exit dates and provides daily census and other reports.

Turnaways

For those agencies with shelters or safehouses, R/Client allows tracking of victims who may be turned away. The ability to track turnaways can be a valuable aid in ensuring continuity of care for victims.

Electronic Case Record

No more searching through large cabinet files or looking under drawers! R/Client provides an electronic record with buttons for different categories of information. Using the client case record, users can quickly view important information for any member in a case with a mouse click.

Incidents

R/Client allows you to capture and quickly view important information about incidents. Incident information is categorized into three broad areas:

- **Incident Report** This includes basic information such as incident date, time, type, victim, offender, etc.
- **Injury/Medical Report** If the incident resulted in a physical injury, information such as injury description, facility, response team, and rape kit may be entered.
- **Police Details** If the police were notified about the incident, information such as date and time notified, response time, officer's name, and comments may be entered.

The image shows two overlapping software windows. The background window is titled "Incident Report" and contains fields for "Date/Time" (08/10/1996 10:30 AM), "Duration" (5 years), "Type" (550 - Assault / 701 - Rape), "Weapons Used" (K - Knife, G - Gun), "Geog. Location", "Location Type" (VH - Victim's Residence), and a "Description" field with the text: "William beat Sarah with the butt of his gun and forced her to have sex with him. He renounced the act." Below this are checkboxes for "Police Contacted?" (Yes) and "Arrested/Follow up" (Admit Sarah and son to shelter). The foreground window is titled "Police Details for Incident on 08/10/1996" and contains fields for "Name" (Sarah Logan, William Logan), "Date and Time Notified" (08/10/1996 12:45 PM), "Response Time" (2 hours), "Department Name/Zone" (Pittsburgh / 6), "Department Phone" ((502) 333-8989), "State/County" (PA / Allegheny), "Municipality", "Officer's Name" (John Wilson), and "Officer's Phone" ((502) 223-5610). It also has a "Report Filed?" checkbox and a "Comments" field with the text: "Wilson tried to down play seriousness because of offender's prominence in the community. Sarah insisted on a full police report." At the bottom are fields for "UDF One" and "UDF Two".

Legal Proceedings

R/Client provides extensive capabilities to record information about Legal Proceedings. Four dialogs are used to capture information about Legal Proceedings.

- **Legal Proceedings** dialog allows entry of basic information about the proceedings.
- **Charges** dialog allows entry of charges for each Offender.
- **Bond** dialog allows entry of bond information for each offender.
- **Sentencing** dialog allows entry of sentencing information for each offender.

The image shows two overlapping software windows. The background window is titled "Legal Proceedings for Sarah Logan vs. William Logan" and contains a "Participants" table with columns for "Victim", "Offender", and "Bond/Sentencing". The "Victim" row shows Sarah Logan and the "Offender" row shows William Logan. Below this is a "Proceedings" table with columns for "Type", "Scheduled", "Held", and "# Postponements". The "Type" row shows "Arr - Arraignment" with a scheduled date of 08/20/1996 and a held date of 08/20/1996. The "Type" row also shows "T.R. - Trial Jury" with a scheduled date of 12/02/1996 and a held date of 02/13/1997. The foreground window is titled "Charges and Sentencing for William Logan" and contains a table with columns for "Original", "Modified", and "Status". The "Original" row shows "3121 - Rape" with a status of "D - Charge Dropped" and "X - Charge Dropped". The "Modified" row shows "2706 - Terroristic Threat" with a status of "D - Charge Dropped" and "X - Charge Dropped". The "Status" row shows "2702 - Aggravated Assa 2701 - Simple Assault" with a status of "C - Conviction". Below the table is a "Comments" field with the text: "D.A. dropped the rape and threats charges and reduced the assault from aggravated to simple."

Referrals

R/Client provides the capability to record information about referrals of victims or other case members to other agencies for service or follow-up. This feature allows for improved tracking and case coordination. Users may search for referrals by member, date range, or any combination.

Staff Assignments

R/Client allows victims and other clients to be assigned to staff at registration or anytime during the provision of services. R/Client provides case, agency, and program assignments to allow flexibility in the case management process. Reports showing staff caseloads and client rosters by staff greatly assist in the case management process.

Protection Orders

R/Client allows you to capture important information about Protection Orders. For each protection order, the request date, outcome, and status may be recorded as well as important details such as issue and expiration dates, attorneys, and violations. From the Protection Order dialog, you may quickly view current protection orders for either the victim or the offender.

Offender Monitoring

R/Client provides for extensive monitoring of information about offenders, and can be used by sexual offender as well as victim service programs. Information that may be captured includes biographic and demographic data, prior aliases, relationship to victim, protection orders, legal proceedings and incidents. With R/Client, users can quickly ascertain if an offender has



Scheduling

The scheduling component of R/Client provides agencies with the ability to schedule both individual and group appointments for victims and other members. R/Client scheduling has an easy-to-use graphical interface with features that include finding open times for staff, viewing or browsing staff schedules, and schedule conflict checking.

R/Client allows users to customize the organization calendar (e.g. holidays, organization-wide events) as well as individual staff calendars (vacation, conferences, etc.). Once an appointment is scheduled, no further recording is necessary unless there is a cancellation or no show. Reports include daily and weekly staff schedules, schedules for a specific program and/or location, and a full organization calendar.

Document Imaging

This feature allows users to attach, scan, and retrieve important documents into any section of R/Client. Documents may include victim compensation claim forms, police reports, protection orders, case notes, relevant photographs and court orders.

Education And Training

An important function of all victim-serving agencies is education and training. R/Client provides features to capture and report on critical aspects of education and training events. This includes Request Information, Audience Characteristics, Staffing and Materials, Event Registration and Evaluation.

Victim Compensation Claims Tracking

Many organizations assist victims in completion of state victim compensation claim forms. The Claims Tracking function allows agencies to track the status of all claims, categorize claims by type, record payments, and analyze claims requested versus paid. A "To Do" or reminder section is provided to keep on top of outstanding tasks.

Volunteer Management

Volunteers are a critical component of many non-profit agencies. R/Client provides the volunteer coordinator with the tools to greatly ease the tasks associated with volunteer management. Extensive demographic information can be captured on current and prospective volunteers, and all volunteer services can be tracked. Scheduling information, such as when volunteers are available, along with the volunteer skills database is a tremendous aid in volunteer management.

Area	Interest	Rating
B - Bulk Mailing	L - Low	E - Excellent
C - Counseling	H - High	F - Fair
F - Fundraising Event	H - High	E - Excellent
P - Community Presentation	M - Medium	G - Good

Personnel Management

R/Client includes a comprehensive personnel database to assist in the management and administration of all staff and volunteers. Information contained in the system includes biographic and demographic, job and position information, interests and skills, and training, conferences, and awards. Reports such as personnel rosters, and data for EEOC compliance reports assist greatly in agency personnel administration.

Reports



With R/Client, when someone asks for a report, you won't have to say "You want it *when?*" R/Client includes powerful and flexible reporting capabilities so that turning data and statistics into useful information is often no more difficult than pressing a few buttons. No technical background or prior experience is required to produce reports. Users may view all reports on the screen and print them if desired. The following categories of reports are provided:

Census Reports show the number of clients admitted, discharged, and in various categories during the month (or any defined period). Census reports provide agency administrative and supervisory staff with information regarding agency service trends.

Client/Member Rosters shows lists of members according to various selection criteria. Examples include a roster of all active clients and a roster of all clients admitted into a specific program during the past month.

Service Reports provide information about the services provided by the total agency, each program, each staff member and various other criteria. These reports can be a significant aid in the case management process.

Demographics Reports show the frequency and percentage of clients in various categories (e.g. age, sex, ethnic).

Event Reports include various listings regarding Protection Orders, Incidents, Legal Proceedings, Turnaways, Referrals, Victim Compensation Claims, and Education and Training Requirements.

Maintenance Reports assist the system administrator or other staff responsible for maintenance and operation of R/Client. Examples include batch posting reports, error reports, and code listings.

Government/Funder Reports can be easily obtained from R/Client to assist in providing data for funders. In addition, Great Lakes can program a facsimile of any desired report required by your state or funding source.

Victim Service Agency

Member Demographics 08/07/97 4:39 PM

Page 1
All Codes in Member Type Master, Status Master, Program Master, Program Groups, Type of Victimization and No specified date range No specified Status date range Service Date between 02/01/1997 and 02/15/1997 Some Fields

Field	Category	Number	Percent
Date of Birth	0-12	11	7%
	13-17	3	2%
	18-24	18	12%
	25-34	49	33%
	35-49	42	29%
	50-64	13	9%
	over 65	1	1%
	Missing	10	7%
	Total	147	100%
Gender	Female	129	88%
	Male	11	7%
	Missing	7	5%
	Total	147	100%

Service Activity Summaries 07/07/98 3:09 PM

Page 1
All Codes in Service Master, Group Master, Location Master, Member Type Master, Place of Service, Program Master, Staff Master, Type of Victimization

and Date of Service between 01/01/1997 and 12/31/1997

Service Description	Service Code	Total Contacts	Total Time	% of Total	Avg Time/Contact	Unduplicated Clients
Education and Training						
Dual Program 6-8 (IC)	B25	1	1.00 hour	0.63	1.00 hour	31 Students Reached
Programs to Community Groups	D21	1	69.00 hours	43.79	69.00 hours	690 Persons Reached
Programs to Schools	D22	12	19.50 hours	12.37	1.63 hours	686 Persons Reached
Education and Training Subtotal (Dup)		14	89.50 hours	56.79		
Group						
Counseling-Grp	15	4	11.00 hours	6.98	2.75 hours	8
Group Subtotal (Dup)		4	11.00 hours	6.98		

Individual



Report Writer

Report Writer is integrated with R/Client and allows agencies to create their own reports based upon their unique needs. Reports and queries may range from simple to complex. Simple listings, mailing labels or even complicated queries with sorts, filters, groups, and sub-totals can be created. Reports with parameters can be easily configured, allowing administrative personnel to easily run recurring reports.

For the user requiring more complex analyses, the report writer supports advanced reporting features like cross-tabulations. Reports may be easily sent to a graph, spreadsheet or database. Using Report Writer, a mail merge may be completed with Word and Excel.

Client Outcomes

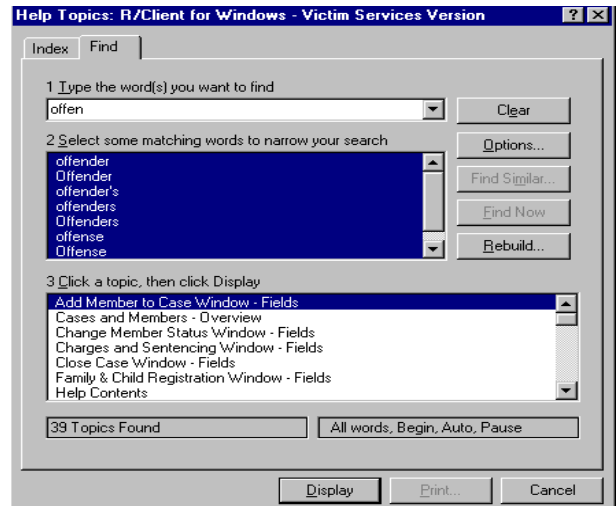
R/Client Outcomes allows agencies to define and measure outcomes for their clients. The Outcomes module is fully integrated with R/Client and contains the following features:

- Ability to create an unlimited number of instruments (tests).
- Ability to create an unlimited number of outcomes for each client or member.
- Ability to accommodate the following types of outcomes: Rating, Binary (Yes/No), and Numerical Scales.
- Ability to record norms for each outcome.
- Ability to identify the rating source (e.g. member, staff, significant other) for each rating.
- Ability to track multiple measurements of the same outcome (e.g. Initial, Intermediate, Discharge, Follow-up).

R/Client Outcomes provides a variety of reports used to track the administration of instruments, determine members' progress, and analyze outcomes by demographic factors and services.

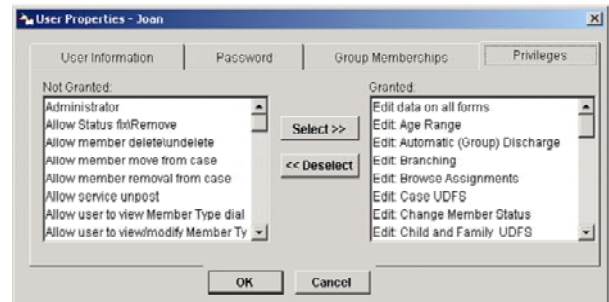
On-Line Help and Documentation

Comprehensive manuals, getting started guides, and on-line help features make learning R/Client very easy. Nearly the entire R/Client manual is available on-line. Users may search for any desired topic by simply typing in the first few letters of the topic or subject they are searching.



Advanced Security

R/Client contains advanced security features to protect the confidentiality of client information. A sophisticated password management system controls what information may be accessed by each user. Security and administration is under the complete control of agency management.

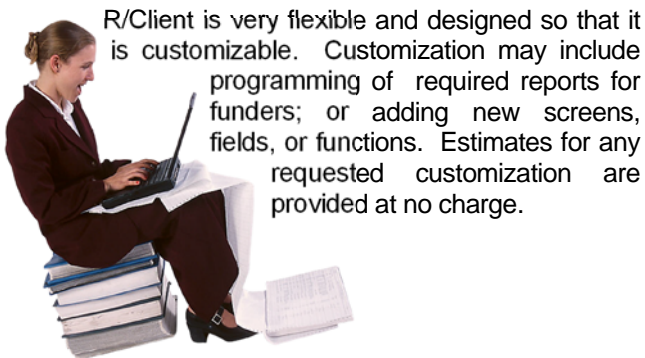


Leading-Edge Technology/ System Requirements

R/Client uses leading edge technology and is compatible with Windows. R/Client has the same look and feel as other Microsoft® Products. Specific requirements depend upon your hardware/network configuration. R/Client is compatible with any major network that supports Windows operating systems.



Customization



R/Client is very flexible and designed so that it is customizable. Customization may include programming of required reports for funders; or adding new screens, fields, or functions. Estimates for any requested customization are provided at no charge.

Documentation and Materials

In addition to R/Client training, our written documentation and implementation materials are comprehensive and easy-to read. All agencies are provided with the following:

- R/Client User Manuals
- A Getting Started Guide and Workbook
- R/Client Quick Guides



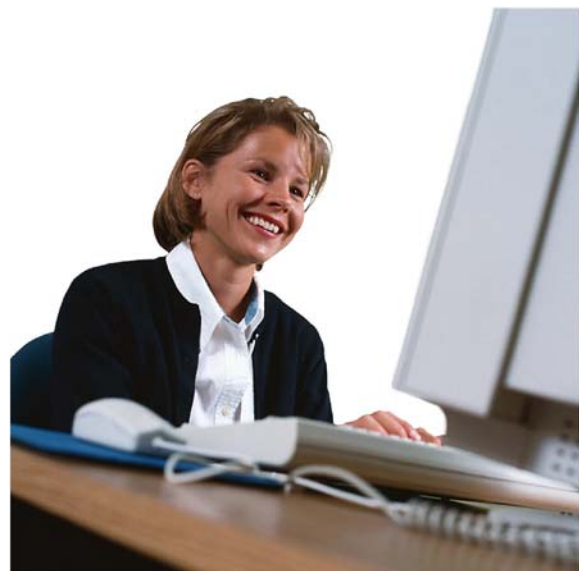
Consulting

Great Lakes provides a variety of consulting services. Our areas of expertise include forms design, outcomes design and development, survey research, and planning and evaluation. Please contact us for more information



R/Client Demonstrations

We encourage all agencies to view R/Client first-hand with a live demonstration, and see how R/Client can benefit your organization. Demonstrations are provided online and usually take one hour. Please contact us to arrange a demonstration.



COMPREHENSIVE SERVICES FOR ALL OF YOUR NEEDS!

Great Lakes provides a full range of services to help you implement and utilize R/Client in your agency. These include:

- **Training, Online or at our Pittsburgh, PA office**
- **Toll-free Phone Support**
- **Fax, E-mail, and Web-based Support**
- **Software Customization**
- **Consulting Services**

"We loved our training experience... the trainer kept the pace going, had humor, and really knew the software."

*Systems Administrator
DV Agency
Oregon*



*"Great Lakes staff spent **hours** with me on implementation materials. Sharon was very helpful and always pleasant. It was very clear she knows DV and R/Client cold."*

*Systems Administrator
DV Agency
New Jersey*

TRAINING

Training is a critical component of a successful installation. Just as counseling and professional staff require education and training to perform their jobs effectively, the same is true for staff utilizing specialized application software.

Training is important both in getting started and at various times during the on-going use of R/Client. Training is especially critical during implementation, where the major focus is helping you set up R/Client to meet the specific needs of your agency. Our *Implementing R/Client* course shows you much more than which keys to press; and covers topics such as agency forms, reporting requirements, security issues, and other important information. Training is typically a three days to get you “up and running”, with additional training later as you become more familiar with all of the R/Client features and capabilities.

Great Lakes offers a variety of training options to meet your needs. These include:

Online Training:

Training can be provided online, and is customized to the needs of the agency. Up to 12 staff may attend the online training.

Training at our office (Pittsburgh, PA)

Training can be provided at our office. This training has the advantage of minimizing distractions that often occur in the workplace.

“I was pleasantly surprised. I had expected to be unchallenged by the training, but found it to be very engaging.”

*System Administrator
DV Agency
Oregon*

“Mike did a great job learning what I was going to do with the software (track offenders, not victims) and tailored the training accordingly.”

*System Administrator
Victim–Witness Program in DA Office
Michigan*



SUPPORT AND MAINTENANCE

The mission of our support department is to provide customers with courteous and responsive assistance in the use of our products, and ensure that you receive the maximum benefits for the software you have purchased. Our support staff can provide you with the answers you need and the solutions you want. Great Lakes provides a variety of support plans based upon your needs.

Annual Phone Support and Software Maintenance Subscription

This plan is typically the most cost-effective option for our customers and includes:

- **Technical support via toll-free phone, fax, or e-mail.**
Technical support is provided via toll-free phone, fax, or e-mail to ensure flexibility. With PC Anywhere[®] communications software, our support staff is able to solve problems as though we were sitting next to you.

This plan is required for the first year and can be renewed annually to keep getting the best support and latest software releases.

Online Support

Our customer web site will include a number of valuable support resources, including:

- R/Client Knowledge Base. Answers to many questions usually asked of technical support will be found here.
- Frequently Asked Questions (FAQs).
- Updates and “workarounds” to known problems.
- And much more.

“Customer Support is the strongest advantage to R/Client and the Great Lakes team. They are terrific! Knowledgeable, friendly, responsive, prompt and concerned... all great qualities in a support team. We had some problems caused by OUR computer network system (not a Great Lakes product problem), and they worked extensively with us to solve even those issues so that we could fully utilize the R/Client program.....”

*Executive Director
DV & Sexual Assault Agency
Michigan*



ABOUT GREAT LAKES

Great Lakes Behavioral Research Institute was founded in 1977 to provide a broad range of information management and consulting services to the human service community. Our initial focus was research and evaluation. Over the years we have evolved into our current structure which includes over one-hundred talented and dedicated staff in two divisions, Technology and Professional Services & Consulting.

- **Technology Division**

Great Lakes' Technology Division develops, markets, and supports a variety of specialized PC-based software products for human service providers and government entities across the United States. Our products include client and case management software designed for a variety of organizations, including:

- Victim-serving agencies
- Criminal Justice organizations
- Mental health/Drug and alcohol agencies
- Early childhood and family agencies

Great Lakes is a recognized leader in human service technology and is committed to providing an affordable suite of cutting-edge solutions for our customers.

- **Professional Services & Consulting Division**

The Professional Services & Consulting Division provides a variety of services to governmental and non-profit entities. These include research and evaluation, financial management, case management, and employee recruitment and selection.



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