SUPPLEMENTAL MEMORANDUM

To: Budget Committee Members

From: Greg Stevens, Associate Director, Federal & State Grants Unit

Date: August 20, 2020

Subject: **FFY18 Victims of Crime Act Plan Adjustment**

This memo describes a recommended FFY18 Victims of Crime Act (VOCA) designation.

RECOMMENDED DESIGNATION

Statewide InfoNet Data Collection Program

In keeping with the priorities identified by ICJIA's Ad Hoc Victim Services Committee, staff recommends designating $526,000 in FFY18 funds to ICJIA to supplement the Statewide InfoNet Data Collection program. ICJIA developed and manages InfoNet, a web-based, centralized statewide case management system for domestic and sexual violence centers. InfoNet is used by over 100 Illinois victim service providers, allowing them to track individual victims served and services provided and easily produce standardized program and funding reports. This designation will fund an additional 12 months of the 36 months described in the original Notice of Funding Opportunity.

Please see the attached Grant Recommendation Report for more information.

Staff will be available at the meeting to answer any questions.

BUDGET COMMITTEE GRANT RECOMMENDATION REPORT

<u>**Program Name:**</u> **InfoNet Program – Illinois Criminal Justice Information Authority**

<u>**Program Agency DUNS:**</u> **844932843**

<u>**Funding Source:**</u> **Victims of Crime Act FFY18: $526,000; Match Amount: $131,500**

<u>**Agency Budget:**</u> **$273,562,300**

<u>**Request Type:**</u> **NOFO #1564-1219**

<u>**Program Description**</u>

ICJIA develops and supports the statewide victim services data collection system called InfoNet. Staff requests designating up to $526,000 in available FY18 VOCA funds as a continuation grant for the ICJIA InfoNet System that began in the third quarter of 2019. Designation recommendations resulting from this funding opportunity will be presented at the August 20, 2020, Budget Committee meeting.

InfoNet is a web-based, centralized statewide case management system for domestic and sexual violence centers maintained by the ICJIA. InfoNet is used by over 100 Illinois victim service providers, allowing them to track individual victims served and services provided, and easily produce standardized program and funding reports. InfoNet has been instrumental for enhancing not only services supported with VOCA Assistance Funds, but all services provided to victims of domestic and sexual violence in Illinois for over 20 years.

This grant expands staffing to support InfoNet to accommodate its growth and substantially strengthen the system as a case management tool for victim service providers. This will ensure ICJIA keeps pace with the increasing number of service providers and users needing secure access, technical support, and training. The strengthened case management features will not only improve providers' ability to deliver services at the individual level, but also InfoNet's utility for demonstrating service impact, evaluate programming, and the impact of VOCA funding.

Application development staff will modify and build upon InfoNet's application code with new data elements and reporting features that facilitate case management. Research and project management staff will devote the additional time providing user trainings and assistance about using InfoNet's data to inform case management, and host ongoing forums with users to learn how the practice is progressing and how it could be improved. Technical support staff will ensure ICJIA can accommodate InfoNet's growing number of users needing secure access. All staff roles will help meet the increased training and support needs.

<u>**Program Activities**</u>

Applicant must provide the additional support needed to accommodate InfoNet's growth in more meaningful outcome data and expansion to other victim service provider types. Applicant must also strengthen and enhance support to InfoNet users with providing case management services to victims. Applicant will be responsible for the fiscal oversight and quality assurance of expended funds. The applicant will also ensure all current and new

users have secure access to the system and technical support for using new components and features. Applicant will conduct regular InfoNet trainings for users/service providers about entering data and generating reports; using data to inform case management, internal decisions, and strategic planning; and using the system's new measures to assess impact of service. Finally, the applicant will conduct research using InfoNet's data that informs ICJIA and its stakeholders about the implementation and effectiveness of victim service programming.

Goals

The following table depicts objectives linked to performance indicators that show progress toward the proposed program goal. Complete the tables by entering ambitious yet realistic numbers for each objective based on your proposed program.

The applicant will be required to submit quarterly data reports reflecting information about these performance measures and may be asked to collect additional measures to track program progress and outcomes.

GOAL: Work to move Illinois' victim services field more toward more evidence-informed and evidence-based programming by increasing resources for Illinois InfoNet System and accommodating its growth and expansion.					
Increase secure access for direct service providers (users)					
Process Objectives/Standards	**Process Performance Measures**	**Year 1 - Projected**	**Year 1 – Actual (Quarters 1-3)**	**Year 1 - Objective met?**	**Year 2 – Projected**
Respond to 300 requests from direct service provider staff (users) with secure access to their organization's InfoNet database.	# ____ requests responded to by direct service provider staff (users) provided with secure access to their organization's InfoNet database.		565		
Increase direct support to direct service providers (users) with using InfoNet for case management					
Process Objectives/Standards	**Process Performance Measures**	**Year 1 - Projected**	**Year 1 - Actual**	**Year 1 - Objective met?**	**Year 2 - Projected**
Respond (via phone or email) to at least 100 requests from direct service provider staff (users) on using the InfoNet system for entering data, generating reports, and facilitating case management.	# ____ requests responded to by direct service provider staff (users) on using the InfoNet system for entering data, generating reports, and facilitating case management.		219		
Increase training to direct service providers (users) with using InfoNet for case management and evaluation.					

Process Objectives/Standards	Process Performance Measures	Year 1 - Projected	Year 1 - Actual	Year 1 - Objective met?	Year 2 - Projected
Provide two (2) web-based trainings for each group of users (domestic violence, sexual assault, and children's advocacy centers) about how they can generate InfoNet's canned reports at organizational and record levels.	# _____ of trainings provided on this topic.		0		
Provide one (1) web-based training for all users about using InfoNet's new Ad Hoc Reporting Tool, which allows more options and flexibility for building their own reports.	# _____ of trainings provided on this topic.		0		
Provide at least two (2) trainings (in-person and/or web-based) for users about how they can use InfoNet's data for case management and evaluation.	# _____ of trainings provided on this topic.		0		
Application Development					
Process Objectives/Standards	**Process Performance Measures**	**Year 1 - Projected**	**Year 1 - Actual**	**Year 1 - Objective met?**	**Year 2 - Projected**
Hire and train one new developer to assist with building new components and features into InfoNet's application that accommodates its growth and facilitates case management.	# _____ Application developer will be hired and trained.		0		
Research/evaluation support					
Process Objectives/Standards	**Process Performance Measures**	**Year 1 - Projected**	**Year 1 - Actual**	**Year 1 - Objective met?**	**Year 2 - Projected**

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| Complete and publish one article on ICJIA's web site that informs about the evaluability and/or effectiveness of victim services. | # ____ One research article on this topic will be published. | | 0 | | |

| Project management | | | | | |

Process Objectives/Standards	Process Performance Measures	Year 1 - Projected	Year 1 - Actual	Year 1 - Objective met?	Year 2 - Projected
Host at least two web-based user forums with direct service providers (users) to learn how InfoNet helps with, and can improve tools for case management and assessing victim service impact.	# ____ Number of forums held.		1		

Priorities

The 2017 Ad Hoc Victim Services Committee priorities fulfilled under this program include #11 Evidence-Informed Practices, and #12 Data Collection and Evaluation.

Program Funding Detail

This designation would support 12 months of funding, representing *Year 2, October 1, 2020 through September 30, 2021, months 13 through 24* of *36 months* of programming. Any future designation recommendations for this program will be pursuant to staff analysis of program performance and will depend on fund availability.

Past Performance

The InfoNet staff have seen a significant increase in the number of user requests for assistance with remote access. This is largely due to the current conditions caused by COVID-19. However, challenges remain in filling staffing vacancies, as well as the challenges of staff having to work remotely due to the pandemic.

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<u>Budget Detail</u>

	Total
Personnel Total FTE: 2.71	$215,000
Fringe	$145,000
Equipment	$15,00
Supplies	$0
Travel	$2,500
Contractual	$40,000
Indirect / Other Costs	$255,000
Totals Federal / State and Match:	**$657,500**