EmpowerDB
Site Administrator Manual

Protocols and Tips for Administering EmpowerDB

Last revised: 7.16.21

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Note: see *EmpowerDB User Manual* for instructions on entering data into EmpowerDB

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Empower DB General Information

Background
MCEDV signed a contract with EmpowerDB in the spring of 2018 to create an EmpowerDB instance (customization version of EmpowerDB) for both MCEDV and each DVRC. EmpowerDB was chosen with the following factors in mind:

a. It is the only cloud-based database that offers zero knowledge encryption. This means that all data is encrypted on EmpowerDB servers with a key that only each site knows. EmpowerDB cannot read information saved in their own system.
b. It was designed by a developer who worked at a domestic violence resource center and saw the need for a system that was simple to use for the advocates with a focus on being able to produce funder reports.
c. It has the capacity for customized built-in funder reports based on DHHS requirements.
d. National funder reports (HUD/OVW/FVPSA/VOCA) are automatically produced and updated.
e. It is a HUD/HMIS Compatible database (NOTE: there is currently questions on whether EmpowerDB is 100% HUD compliant)
f. It was recommended at the national level for its security features and the Rhode Island Coalition Against Domestic Violence was moving to it. In addition, MECASA used EmpowerDB for its coalition reporting and highly recommended it.
g. Each member would have their own unique EmpowerDB, but aggregate information would be available at the Coalition level for submitting reports and creating annual reports.

July 2018:
The 8 subrecipient members who are part of our consolidated contract received access to their own EmpowerDB. Each DVRC has their own encrypted key to their EmpowerDB, so data access is restricted to their staff.

October 2018:
Through These Doors started fully using EmpowerDB after having their past information imported into the database.

MCEDV started submitting our quarterly funder reports to DHHS based on reports that each individual DVRC pulled for MCEDV, which MCEDV consolidated into one report.

October 2019:
MCEDV got access to its own EmpowerDB site that is NOT connected to the DVRCs' sites, whose data is separate from MCEDV's. We identified that MCEDV's aggregate reports revealed too much potentially personally identifiable data to be VAWA compliant. In concert with the Program Standards Committee, MCEDV made the choice to discontinue connecting

the coalition's site to the membership sites, with DVRCs opting instead to continue submitting individual reports to the Coalition office to be aggregated by hand.

EmpowerDB Data Breach Policy

EmpowerDB's policy can be found here: EmpowerDB Data Breach Response Policy. If there is some sort of breach or fear of a breach, EmpowerDB will contact MCEDV and the individual DVRCs, and then each organization will be under obligation to follow our own breach policy. MCEDV has a sample data breach policy available and has embedded some of that information into our Quality Assurance Standards.

EmpowerDB has put in place protections against breaches in addition to the encryption key access. They hire a penetration tester annually to conduct penetration tests on the system and have a variety of logging and detection tools that notify them if abnormal events happen and then investigate those to determine if an attempted or successful breach has happened.

Site Administrator Information

If you are a Site Administrator in your EmpowerDB you will have access to features that are above and beyond what regular users do. An existing Site Administrator is in the only person who can assign that role. We recommend that each DVRC has at least two site administrators.

Encryption Key and Site Access
When each site gained access to their own database they created an encryption key. This key protects the data in the database from anyone hacking into it. EmpowerDB and MCEDV do not have the encryption keys and cannot access the individual DVRC's data. If the encryption key is lost, you will lose ALL of your data.

Please be sure that more than one person at your DVRC knows where your encryption key is written down and stored safely. If you want to verify your Encryption key go to Database Administration/Encryption Key.

EmpowerDB Site Links and Primary Administrators (as of 5/1/2021)

DVRC	Link to Sites	Name	Email
Caring Unlimited	https://www.empowerdb.com/cu	Krystal Blaisdell	krystalb@caring-unlimited.org
Family Violence Project	https://www.empowerdb.com/fvp	Diane Smith	dianes@familyviolenceproject.org
Hope and Justice Project	https://www.empowerdb.com/hjp	Kari Bradstreet	kari@hopeandjusticeproject.org
New Hope for Women	https://www.empowerdb.com/nhw	Erin Young	eyoung@newhopeforwomen.org
Next Step	https://www.empowerdb.com/nextstep	Malarie Brown	mbrown@nextstepdvproject.org
Partners for Peace	https://www.empowerdb.com/pfp	Keri Alley	kalley@partnersforpeaceme.org
Safe Voices	https://www.empowerdb.com/safevoices	Hanna Gregory	hgregory@safevoices.org
Through These Doors	https://www.empowerdb.com/ttd	Yvette Dunnigan	yvetted@throughthesedoors.org
Maine Coalition to End Domestic Violence	https://www.empowerdb.com/mcedv	Christina Foster	christina@mcedv.org

MCEDV/EmpowerDB Support

MCEDV maintains the contract EmpowerDB on behalf of the membership, which includes paying for each DVRC's version of EmpowerDB and for any database support we receive from EmpowerDB. If you are having ANY issues with EmpowerDB or have questions, please contact MCEDV Operations Assistant (currently: Christina Foster, christina@mcedv.org) so we can submit your support ticket.

What will be needed to submit a support ticket:

- A link to the issue in the database (EmpowerDB CANNOT see the client level data and neither can MCEDV, unless you have given them access to your database). Please be sure to include a full link from the web browser URL and not a shortened link.
- A clear explanation of what is wrong/which numbers seem incorrect.
- If it is a reporting issue we will need a link to the funder report, the name of the field that is incorrect, and a link to a client record that should/should not be in the report.

If you want to send a link within EmpowerDB to a user in your DVRC, you can do that by clicking the link item at the top of the screen next to the calendar icon from whatever page you are on and the link will be sent to the user via email. If the user has access to your EmpowerDB they will be able to open it. NOTE: Only people with access to your database can open a link you send so you will never compromise client confidentiality by sending links.

- View video on sending links from EmpowerDB.

Site Administrator Role Information

What Changes Can Site Administrators Make to EmpowerDB?

Category	Add/Edit/Change	Notes
Staff List	Yes	Site Administrators are responsible for adding each staff/volunteer into the system and assigning them their roles based on their work and which funders they can select for their work. Staff can be given supervising positions over other staff so that they can enter activities for that person and have access to particular groups. Site Administrators are also responsible for assigning Funders to each staff for reporting purposes.
Service Types	Yes	Site Administrators cannot delete Service Types but can reorder the list based on ones that are used most frequently and make others Inactive if you do not need them. NOTE: Please always map new Service Types to the appropriate funder report category. See Appendix for: MCEDV Service Types and mappings and video on changing Service Types.
Service Settings	Yes	Site Administrators can create, edit or make service settings inactive. See Appendix for default Service Settings and video on changing those. Service Settings are mapped with in the Statistical Report so in order to change the mapping for the Service Setting you must run a statistical report and then click on the link in the methodology column for Hotline.

Referral Types	Yes	Site Administrators can create, edit names or make Referral Types inactive. See Appendix for default Referral Types and video on changing those.
Resource Types	Yes	Site Administrators can create, edit names and make resource types. See Appendix for default Resource Types and video on changing those.
Programs	Yes	Site Administrators can create a new Program in EmpowerDB. NOTE: Since Programs are tied to other pieces of the database, please contact MCEDV Operations Assistant BEFORE doing so.
Group Types	Can create new groups and assign to funders	Be sure to map appropriately, either in the Database Administration or within the Statistical Report
Child Care Types	Can add, edit and make inactive	
Information Pages	Yes	Site Administrators can edit existing Intake pages in EmpowerDB. There are some variables that you cannot edit based on how the database is set up at the MCEDV level. If you want to edit a variable that is locked for editing, contact the Operations Assistant to see if the change you want is possible. For most information pages you can add variables. Database Administration>Information Pages> choose an information page to edit and then click on Edit Page Structure to see the variables. *See videos on Editing Variables for more information.*
Points in Time	Yes	Site Administrators can create and edit Points-in-Time. Some variables may be locked down by EmpowerDB, in which case contact the Operations Assistant for help making changes.
Location	No	If you are missing a town let MCEDV know.
Police Departments	No	Contact MCEDV if one is missing.

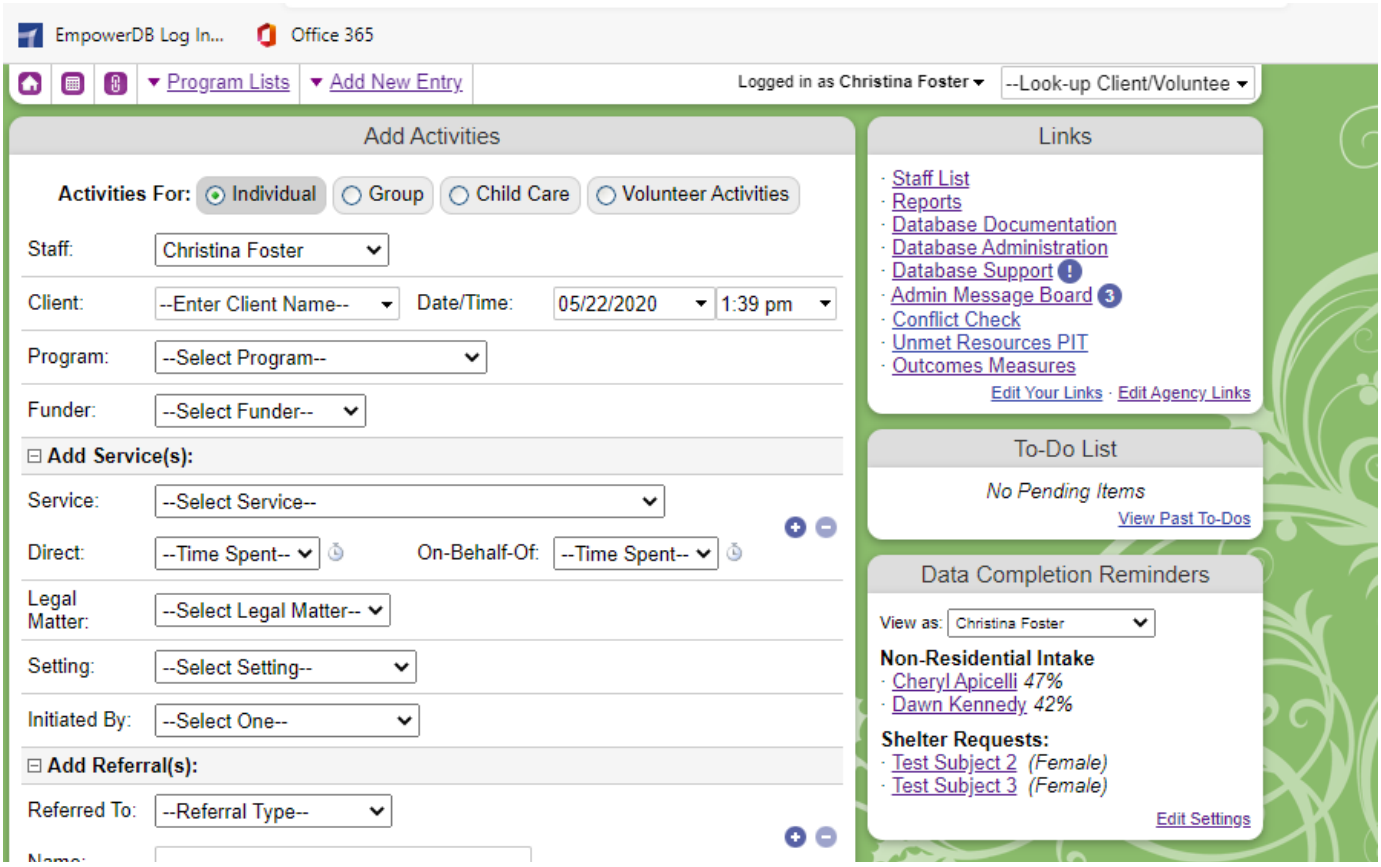
Site Administrator Training

- If you are an Administrator in EmpowerDB please watch this 25 minute training video.

EmpowerDB Homepage

See below for an example of the EmpowerDB Homepage. NOTE: You can make edits to the default links on the left by clicking on Edit Your Links, or, if you want to edit the entire organization's link, click on Edit Agency Links. These links should be limited to items that are not client specific (such as Outcome Measures) rather than Points-in-Time, which are attached to clients and should be accessed through a client record rather than the homepage.

Default Links:
Staff List: Also access through Database Administration
Reports: Both pre-built funder reports and custom reports
Database Documentation: EmpowerDB Database Assistance
Admin Message Board: information from EmpowerDB and the MCEDV message board



Security

Database Administration>Security
This section allows site administrators to verify encryption keys, see all approved access points, and look at approved connections and one-time access codes

Verify Encryption Key
Test out your encryption key here to make sure the key you have on file matches the key in EmpowerDB. REMINDER: if you lose your encryption key, you will lose all your data so make a practice to check your key and keep it in written format in a secure place at your DVRC. Remember: your encryption key should be written on a piece of paper and put into your DVRC safe or in a password safe and not used often so it stays secure.

Change Encryption Key
You can change your encryption key if you need to here, but you will need your old one to do so.

Access Points
Each device and each separate browser must be approved by EmpowerDB. The first time any user clicks on the organization's EmpowerDB site, they will be prompted to get an Access Point approved.

Administrators can create their own Access Point utilizing the encryption key (this should only be used in a limited fashion as you will want to limit the number of times you access your encryption key). But most users will select the Request a Database Administrator option to approve their Access Point. When an approval comes through, a Site Administrator has 60 seconds to approve it - so **be sure to coordinate these requests**.

Users will be asked to name their device and click Submit. Database Administrators should reload their EmpowerDB until the request comes through and then type in their EmpowerDB password to approve when prompted.

If people use a different browser on their computer or if their cookies are not stored they might need a new Access Point. If you run into Access Point issues with a particular user, please contact the MCEDV Empower DB Administrator to try to resolve it.

Access Points are set to disappear after 30 days if staff do not log in to EmpowerDB.

Approved Access Points
All access points approved for your organized is listed here. Access points can be removed from this page if a staff leaves or loses their device.

See this FAQ for information on problem solving Access Point issues.

Approved Connections
We have the option to turn on access to only certain IP addresses. Given the remote nature of most of our offices this would probably not be useful. While it would keep your database much more secure it's not very practical.

Instead, please make it a policy that you will only approve Access Points if staff are using password-protected internet service.

One-Time Access Codes
MCEDV does not encourage wide use of one-time access codes as approving Access Points is a more secure way of approving access to the database.

If you are using this feature all one-time access codes will show up. You can set it so that staff can create one time Access Codes from EmpowerDB to approve a different device or another staff person's Access Point. See Under **Database Administration>General Settings>One Time Access Codes**. One-time Access Codes are a way for users to approve Access Points for other users, or one of their other devices, by simply generating a ten character code. This code essentially acts as a key to unlock your organization's real encryption key. Under certain circumstances it is safe to send the One-Time Access Code over email or text message. The recipient can then create a new Access Point using just that code, no approval from another administrator is needed. Site Administrators can set who in the organization can generate One-Time Access Codes. The settings allow an Administrator to open this feature to all users, specific users, or certain groups of people.

Data Management

Database Administration>Data Management

Programs
When you click on the name of Programs you will see all of the programs that are built into your EmpowerDB.

Click on the name of a program to see further information on how the program is set-up.

Program Settings
- Program Name: Text field
- Show Children in Program List: Y/N (NOTE: Most programs other than Residential Programs have this listed as No. The Program List is the at the top of the Homepage where you can quickly see the names of the most current clients in each program.)
- Basic Information Page: Select the basic information page you want advocates to see when they look at this client's record. Basic Adult Information Page is the recommended view.

- Basic Information page for child clients: Same as above.
- Add New Client Page to Use: Which intake form is used for new clients.
- Show Activities Input on Add New Client Page: If Yes, then the Activities section will be at the bottom of the Intake page rather than as a separate entry. Most people want to select Yes to this to make data entry simpler.

Client Discovery
Choose which database users can discover clients in the program. You can restrict discovery to only users in that particular program or make discovery available to all users.

You can then decide what you can do once a Client has been discovered. Each item is selected separately:

- See that the Client is in this program.
- See the Client's phone numbers.
- See the Client's birth date.
- See the Client's latest city.
- See content of Client's Basic Info page.
- Assign Client to a new program.

Client Discovery only pertains to the Add New Client check of existing records, which is the initial act of seeing whether a Client exists in the system when a new Client is being added to the database. The settings in this section do not dictate whether any part of a Client's record is visible to another user or not.

Depending on your organization's needs, you may not want Clients Served in certain programs to appear to users in other programs. Or you may want them to appear in the Existing Client check on the Add New Client page, but have users only be shown minimal information about that Client so that they can determine whether they are a duplicate entry or not.

- **Client Discovery Video**
  - This demonstration video from EmpowerDB thoroughly describes the various settings and the crucial mistakes that can be made. It is highly recommended you watch that video before you attempt to make changes to these controls. See below for cautions around Client Discovery features.

Crucial Mistake #1:
Assuming that since a user can't see that a Client exists in a certain program all of their data tied to that program is also hidden.

This is NOT the case by default! For example, if a Client is in the Legal Program and completely hidden to the rest of the organization, then that Client gets added to the Non-

Residential Program. By default that Client's Legal Program Information Pages and activities **will** be visible to those other users.

To make individual Information Pages or Points-in-Time blocks only visible to certain users, adjust the Visible on Basic Information Page For Users settings in the Information Pages and Points-in-Time controls.

To make certain activities only be visible to certain users, contact the MCEDV EmpowerDB Administrator and MCEDV will get you set up with the special controls needed to make this happen. Please read the section of this help file for what we need you to tell us regarding this kind of request.

Crucial Mistake #2:
Making it obvious someone is in a certain program by NOT showing which program they're in.

Seems counter intuitive, right? But consider this situation: All of your programs except ONE are set so that if discovered it's possible to see that a Client is in that program. If users outside of that one program enter in a Client's name and see that the Client exists in the system, but then sees that they're not allowed to see which programs they're in, then it will be obvious that the Client is actually in that one special program because it's the only program they're not allowed to see.

If this situation is a problem, you *could* uncheck See that the Client is in this program for ALL of your programs. Then, users will only ever be able to see that a Client is in programs that they have permission to see. This would STILL be a problem if you have users who have permission for all programs except for the one you want to keep extra confidential because those users would still be able to see that a Client exists, not see which program they were in, and thus assume that they were in the program they couldn't see.

The only way to completely prevent this situation from happening is to make it so only users in a specific program can discover a Client in their program. This WILL lead to duplicate Client entries being created. But there is just no way around this while still protecting inter-program confidentiality.

If you do not have any users who have permission to all programs except the one you want to keep confidential, this is likely not a concern for you. Making it so a user can't see that a Client is in a certain program should be okay.

Crucial Mistake #3:
Not anticipating what would happen for a Client in multiple programs.

If you have one program's Client Discovery settings super restrictive, and another program's settings very open, then a Client who is in both programs will be subject to the rules of both program's settings. Take this into consideration especially when it comes to activating the Assign Client to a New Program setting. If just one program has this setting activated, it could be possible for a Client in ANY program to be automatically assigned to any other new program.

Child Upgrading
Most MCEDV EmpowerDB users keep this feature marked No for all programs in order to manually enter in Child Records to make sure data is correct.

If selected Yes, then Child records in this program will be automatically upgraded to full clients. This might be useful for residential programs.

If you select Yes, then you choose that child entries will become full clients in the same program their parent is. Most DVRCs opt to leaving this as no and manually entering in children since many clients have children who will not become full clients.

Save Changes for Program Settings at the bottom of the page.

Add New Program
DVRCs CAN create a new Program now without asking EmpowerDB do that work for them. NOTE: Programs are tied to different pieces of EmpowerDB. If you need a new program, contact MCEDV staff for guidance on setting up a new program, as you will need to include the type of program, the type of intake and make sure it is mapped correctly in funder reports.

Information Pages

Information Pages are the pages that advocates use to input data into the system. There are different information pages for different program under:

Clients: there are different information pages for different kinds of clients. NOTE: All Client Data is the Master Page for this section. All new variables must be added to that page and then it can be added to additional pages if needed.

Children: All Child Data Page that is rarely used.

Data Forms: Data Forms are for all Non-Client specific data such as Outcome Measures, Product Development, Public Awareness, System Advocacy, etc.

The All Form Data is the Master Page in this section and any new variables must be created in this form in order to be added to any of the information pages.

Volunteers
This is the form for entering a new volunteer. You can add new variables to this form if you want to collect detailed information about your volunteers.

Staff Data
The form for when you add people to your Staff List. Again, you can add new fields to this section. Do NOT remove any variables.

Site Administrators have flexibility around the order of the variables in these pages, which information pages are used for which Programs and in changing/editing variables.

NOTE: Some variables are locked down by MCEDV. If you click on a variable to edit it and a line is through any of the options than you are not able to edit that variable without MCEDV getting EmpowerDB to make the edits. Most of these locked down information pages are in the Client Data section, with fewer in the Data Forms section.

Information Page Settings

Edit Page Structure: Follow instructions below to edit the variables, order and importance.

100% Data Completion Required to Save: Yes/No. If marked yes, then any variables marked as Important (yellow highlighted) will be mandatory in order to save the data.

Visible on Basic Information Page for Clients: This is where you get to select which programs the Information Page will be attached too. For example: Adult Residential Intake select Clients in Programs: Shelter and ESHAP.

Adults/Children: Select the clients that will be required to have this form filled out.

Visible on Basic Information Page for Users: Choose which Users will see the basic information page for Clients in this program. You can select All Users or narrow it by Users who have access to specific programs

Data Completion Reminders: Users will be reminded to fill out data completely if you select Yes. So if Data Completion is less than 100% for a Client the advocates with access to this program will see reminders about the clients that need to be completed. You can select all Users or Users in the specific programs who will see reminders at the right side of the Homepage of Clients that have incomplete data.

Off-Site Data Entry: If you want a page to available for people NOT using your EmpowerDB you can select Yes to this. NOTE: MCEDV recommends only using this feature for anonymous surveys including Outcome Measures or a different survey that you have created.

Please contact your MCEDV Database Administrator for assistance in setting up your Off-Site Data Entry for any surveys.

Edit Page Savings to save any changes to the settings.

Making Fields Required for Data Completion
Please review **each of your Information Pages** and follow the instructions to make the Important Fields mandatory in order to save the form. For example: You need to go to the Adult Residential Intake page to make the fields in that form mandatory. Making fields mandatory in the All Client Data page will not affect the other information pages.
Database Administration>Information Pages> [*Choose the Information Page you want*] >Edit Page Structure>

- To the right of each field are three dots stacked up. Click on the dots and choose Edit Importance/Visibility. If you want the field to be required, select Important: Always.
- Then go back to the main page of the Information Page Settings and under 100% Data Completion Required Save. Select: Yes.
- Any fields that are yellow (marked as Always Important) will now be required to be filled out before the intake page can be saved.

Adding Variable
Database Administration>Information Pages>Edit Page Structure

- Look to the right for the field you hope to add. If it's there you can just drag it into your Intake Page.

If the variable does not already exist:
Database Administration>Information Pages>All Client Data (Master Page)>Edit Page Structure

- You can then Add New Variable and choose where they will be added to. You have a lot of options when adding Variables – they can be Yes/No answer, text, multiple choice, etc.
- Once you have the variable saved in the All Client Data you can then go back to the Information Page you wanted it in and drag the variable into that Intake Page.

Editing Points-in-Time that Display in Intake Forms
From here you can edit a Point-in-Time in an Intake Form, such as the Danger Assessment, and select whether you do or don't want it showing up each time an advocate enters a new client.

Database Administration>Information Pages>[Select Intake form you want to edit]

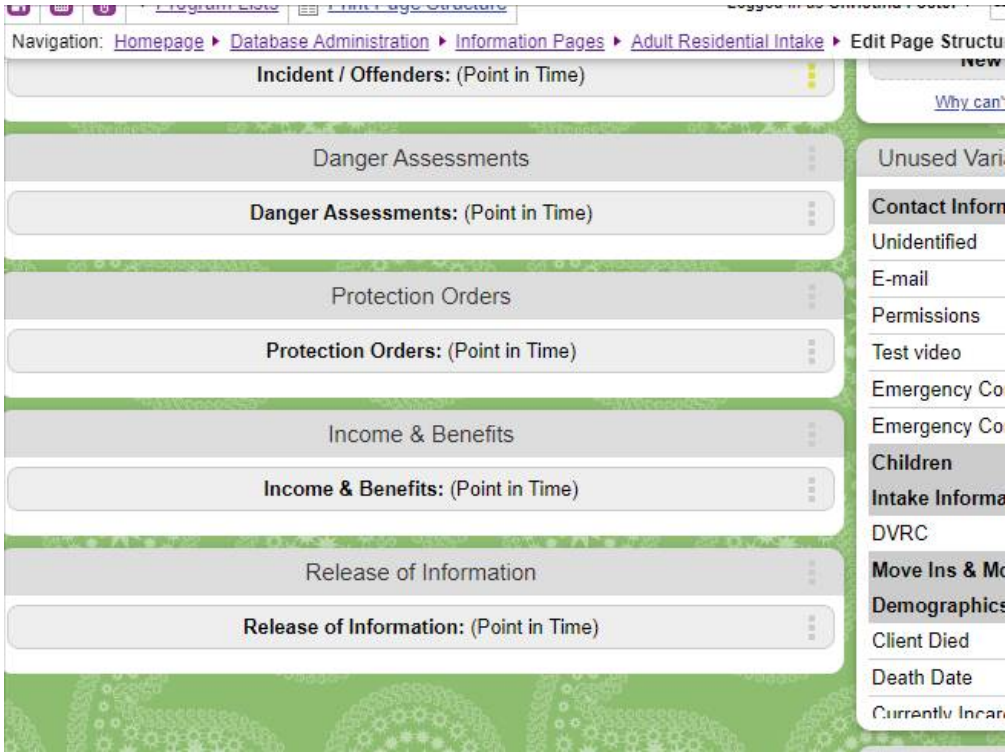
Click on Edit Page Structure

To remove: Scroll down until you see the Point-in-Time box you want remove (such as Danger Assessment). If you click on the box you can move the entire box over to the Unused Variables and then save settings. You can do this with any of the other Points-in-Time that you might have there that you don't want.

To add: drag in the Point-in-Time from the Unused Variables on the right

Either way advocates will see Points-in-Time on the right-hand screen when they are in client records. This feature allows Points-in-Time to be added into the Intake Form.

Click Save Settings.



- **Editing Variable Videos**
  - Add New Variable Option
  - Add New Variable: Information Pages
  - Add New Variable to Point in Time
  - Editing Variable Name
  - Edit Variable Option Name
  - Reordering Variable Options
  - Remove Variable Option
  - Variable Importance & Visibility Settings

Points-in-Time

Points-in-Time are Information Pages that can be entered more than once. For instance: Shelter Request is a Point-in-Time since one client may request shelter more than once and we want to track each time they do so rather than overriding the first request when a second request comes in.

There are a few built-in Points-in-Time that all DVRCs have:

- Address/Location
- CPS Consultations on Behalf Of (should only be visible for CPS Liaison clients)
- CPS Referral From (only for CPS Liaison)
- Criminal Justice Advocacy
- Danger Assessments
- Incident/Offenders
- Income & Benefits
- Legal Matters (only for Legal Program: Clients)
- Move Ins & Move Outs (Only for Residential Programs)
- Protection Orders
- Release of Information
- Shelter Requests
- Unmet Needs
- VIP Attendance/Enrollment/Partner Contacts: Only for VIP Programs

Before adding a Point-in-Time please contact MCEDV; it may be a Point-in-Time we should roll out to the entire Coalition and it might be simpler to have EmpowerDB create it. NOTE: MCEDV recently assisted DVRCs to edit the PFA/PHA Point-in-Time and create a new Criminal Justice Point-in-Time.

On the first page of the Point-in-Time page you will see a summary of all the Points-in-Time in your system, whether or not an entry counts clients as active, User permissions, and which basic information pages the Point-in-Time is visible in. You can edit all of those features in the Point-in-Time Settings.

Point-in-Time Settings

Edit Structure: Click Edit Structure to add variables or see variables in the Point-in-Time. Some variables in some Points-in-Time are locked down to DVRCs but others are open for changes. Never delete a variable; you can make them inactive by inserting an ~ in front of the variable name. NOTE: There is not master page for Points-in-Time so new variables must be added to each point in time individually. If you want to edit a locked variable, contact MCEDV's Data Administrator.

Focus Variables: Leave these as the default.

Show Data Completion Score Along with Focus: Yes/No. If it is important for you to have advocates complete each variable, mark Yes.

Visible on Basic Information Page for Clients: Check off the programs for which you want this Point-in-Time to be visible.

Visible on Basic Information Page for Users: Check off which Users should have access to this Point-in-Time when they are in a Client page.

Activities Options:
Show Entries in Activities Calendar/Outline: If Yes, these will display in the Staff Calendar and Outline as time spent.
Entry Counts Client as Active: ONLY SELECT YES FOR MOVE IN AND MOVE OUT AND LEGAL MATTERS. If marked Yes, then any client with this Point-in-Time will be considered active for EACH program for which the Point-in-Time is marked as being visible.
Example: PFA Point in Time is visible in each program. Client A in the Non-residential program had PFA Point-in-Time done. Since PFA Point-in-Time is marked as visible for each program and entry counts client as active Client A will show up as a client in the DV-CPS Program even though they were not enrolled in that program.
Include in Add Activities Module: If Yes, then this activity will appear at the bottom of the Activities Page when advocates enter in activities for Clients instead of only on the right hand side as a link in the Basic Information Page.

Click on Edit Settings to save new program.

Indexes

An index is a copy of your existing data that has been saved in such a way to allow for easy searching. Results of indexing will show up when you enter in a new Client. EmpowerDB will use your indexing set up to look for conflicts and similar names. You can index on any fields you like.

MCEDV's Client Indexing:

Index Name	Type	Use as Primary Name	Use In Look-up Box	Use In 'Add New' Page	Available In Text Search Report	Allow Inline Text Search	
	Client First/Last (Client: First Name+Last Name)	Composite	✓	✓	✓	✓	✓
	Client: First Name	Name				✓	
	Client: Last Name	Name				✓	

Index Name	Type	Use as Primary Name	Use In Look-up Box	Use In 'Add New' Page	Available In Text Search Report	Allow Inline Text Search	
	Client: Client Phone Numbers	Phone Number		✓	✓	✓	
	Client: E-mail	Other Text			✓	✓	✓
	PIT: Incident: Abuser's Name	Name		✓	✓	✓	✓

- View a demonstration video shows how to set up Indexes and modify the settings, and describes in more detail why Indexes are needed.

Abuser Name Indexing
Go to Database Administration > Indexes (under Data Management) > Client Master Table
Click "Add Standard Index" and select the Variable ("Abuser's Name"). For Type, leave the existing choice (Name). Then click Create Index.
Once the Index is created, you'll need to set the settings for where the index is used. Clicking yes for "Allow Inline Text Search" will make the magnifying glass appear next to that variable.
For Abuser Name, we also recommend checking off Yes for "Use in Add New Page" and "Available in Text Search Report" to ensure that the abuser name will be found.

Please contact MCEDV if you are having issues with indexing!

Backup

You can download all the of your organization's Client data stored in EmpowerDB but the information will be encrypted and in SQL.

See here for further information on how the information will be displayed.

NOTE: EmpowerDB does its own regular backups of your data and there is no need for you to manually back it up, though it is possible to do so. Any client data downloaded, even with demographics hidden, puts survivors at risk of exposure so MCEDV discourages creating back-ups this way.

Activities Management

- **Editing Services, Referrals, & Resources video**: How to add/edit/make inactive items in these lists and map for funder reports

Service Types

Database Administration>Service Types

You will see all of your service types and where they are mapped to for the various funders. Below you will see our default settings. To make edits to yours simply click on the name of the Service and you will be able to change the name, edit the mapping or make it inactive.

Below are the MCEDV Default Services. Site Administrators are responsible for ensuring their EmpowerDB has these services in their list for staff to choose from. If you change the name or add a subset to one of these service types, you are responsible for keeping track of that for when MCEDV asks for a services report. Please keep a chart of your own service types to share with MCEDV when asked for it. Make edits to your EmpowerDB based on the chart below which is included in the User Manual.

Service Type Definitions – MCEDV Default

Service Name	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
Attempted Advocate Initiated Contact	Advocate attempts to connect with survivor because of a referrals from: CBIP (CDVIP), DHHS, Police Report or a different third party. This service should be entered each time an outreach is attempted but fails. See Outreach Protocols for more details.	Clients with only this service are not considered active clients in the system	None	None	None
Crisis Intervention/ Emotional Support	Support, guidance, and crisis response provided by advocates. Such counseling may occur: At the scene of a crime; immediately after a crime; at the first in-person	This service type is an edited version of the original Emotional Support service type.	Counseling Services/ Support Group	C1. Crisis Intervention	Crisis Intervention

Service Name	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
	contact between an advocate and a survivor includes meeting the victim in an emergency room, at a police station, at a district attorney's office, etc.; or during in-person or over the phone contact for the duration of the crisis experience.				
Individual Advocacy	Helping a victim access needed services (beyond providing information or a referral). This may include assistance recovering property collected as evidence, assistance managing practical issues created by the victimization, accompanying the victim to appointments with social services.	**NEW**	Victim/ Survivor Advocacy	B4. Individual Advocacy	Victim Advocacy Services
On-Scene Crisis Response	Providing immediate, in-person crisis intervention, emotional support, guidance, and counseling. These services must occur at the scene of a crime, immediately after a crime, or become immediately	**NEW**	Victim/ Survivor Advocacy	C.3 On-scene Crisis Response	Victim Advocacy Services

Service Name	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
	necessary due to a crime.				
Child Advocacy	When working with a child survivor or when talking to an adult survivor specifically around child victimization or parenting in the contact of domestic abuse and violence.		If Available: Children's Activities or Child Advocacy otherwise: Victim/Survivor Advocacy	B4. Individual Advocacy	Victim Advocacy Services
Civil Justice Advocacy: Family Law	Any conversation around family law—parental rights and responsibilities, divorce, custody, etc. This would include a referral to a legal partner.		Civil Legal Advocacy	E5. Civil Legal Advocacy with Family Law Issues	Criminal/Civil Legal Advocacy
Civil Justice Advocacy: Other	Any other civil process that is not family matters or PFAs, such as guardianship, small claims court, eviction etc. This would include a referral to a legal partner.		Civil Legal Advocacy	E11. Other Legal Advice and/or Counseling	Criminal/Civil Legal Advocacy
Civil Justice Advocacy: PFA/PFH	Any conversation around a PFA or PFH, including assisting someone with filing out an order any place outside of the court. This would include a referral to a legal partner.		Civil Legal Advocacy	E5. Civil Legal Advocacy	Criminal/Civil Legal Advocacy
Criminal Justice Advocacy	Support and advocacy with a survivor around the criminal justice		Criminal Justice Advocacy	E10. Criminal Advocacy/ Accompaniment	Criminal/Civil Legal Advocacy

Service Name	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
	system. Conversations with a private attorney or district attorney.				
Counseling (only Next Step)	Professional mental health counseling		Counseling/ Support Group	E4.Support Groups/ Counseling services	Individual Counseling
Court Appearance:	Advocate attends hearing	**Make inactive**			
Court Appearance: Mediation	Advocate attends mediation	**Make inactive**			
Court Appearance: Civil	Anytime an advocate meets with a survivor in the court for a civil matter, including helping to file a PFA/PFH, supporting during a PFA/PFH, family matters court, meeting with the financial screener, meeting with Court House Assistance Project, or meeting with an attorney.	**NEW**	Civil Legal Advocacy	E5. Civil Legal Assistance with family law issues NOTE: for some DVRCs E4. PFA/PHA Advocacy makes the most sense for mapping since that's primarily what the court appearance would be for.	Criminal/Civil Legal Advocacy
Court Appearance: Criminal	Anytime an advocate accompanies a client to court for a criminal matter, including supporting a survivor who is the plaintiff or defendant in a criminal case. This would include a referral to a legal partner.	**NEW**	Criminal Justice Advocacy	E10. Criminal Advocacy/ Accompaniment	Criminal/Civil Legal Advocacy

Service Name	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
CPS Family Team Meeting	DV-CPS Liaison attends a team meeting.	Make visible only for DV-CPS Liaisons.	Victim/survivor Advocacy	B4. Individual Advocacy	Victim Advocacy Services
DV-CPS Consultations with Child Protective System	DV-CPS Liaison consults with DHHS.	Make visible only for DV-CPS Liaisons.	Victim/ Survivor Advocacy	B4. Individual Advocacy	Victim Advocacy Services
DV-CPS Consultation with DV Advocate	DV-CPS Liaison consults with a different advocate at the DVRC where they work or another DVRC involved in the case or working with the survivor.	Make visible only for DV-CPS Liaisons.	Victim/ Survivor Advocacy	B4. Individual Advocacy	Victim Advocacy Services
DV-CPS Consultation with Victim	DV-CPS Liaison consults with victim.	Make visible only for DV-CPS Liaisons.	Victim/ Survivor Advocacy	B4. Individual Advocacy	Victim Advocacy Services
DV-CPS Consultation	DV-CPS Liaison consults with third party and will select that party under the DV-CPS Consult list.	Make visible only for DV-CPS Liaisons and add to system. **NEW**	Victim/ Survivor Advocacy	B4. Individual Advocacy	Victim Advocacy Services
Danger Assessment	Use if the advocate administers the Danger Assessment tool which is a separate Point in Time. Enter this service and time even if you do not enter the results of the Danger Assessment		Victim/ Survivor Advocacy	C1. Crisis Intervention?	Victim Advocacy Services
Draft Correspondence/ Pleadings	Legal advocates only.	Make inactive if not using.	Civil Legal Advocacy	E5. Civil Legal Advocacy	Criminal/Civil Legal Advocacy

Service Name	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
Financial Management	When discussing any kind of financial management including budgeting, banking, saving. If you refer client to a different organization, such as New Ventures Maine, that would also be a referral.	**NEW**	Victim/ Survivor Advocacy	B4. Individual Advocacy	Victim Advocacy Services
Housing Advocacy	Any conversation around supporting a survivor in finding permanent for temporary housing or any of the steps involving housing.		Housing Advocacy (if available for the grant) OR Victim/ Survivor Advocacy if not	B4. Individual Advocacy	Victim Advocacy Services
Housing Stabilization Plan	If you are working on a housing stabilization plan through MaineHousing with a residential client. (NOTE: This may be made available to Maine Housing for monitoring purposes so any personally identifying information in the plan must be removed/blocked before uploading it into EmpowerDB if you choose to download it.)	This should only be used by a Housing Navigator	Housing Advocacy (if available for the grant) OR Victim/ Survivor Advocacy if not	B4. Individual Advocacy	Victim Advocacy Services

Service Name	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
High Risk Response Team	When attending a High Risk Response Team meeting.	**NEW**	Victim/ Survivor Advocacy	B4. Individual Advocacy	Victim Advocacy Services
Immigration Assistance	Any conversation with a survivor around immigration resources or issues.		Victim/ Survivor Advocacy	B6. Immigration Assistance	Victim Advocacy Services
Immigration Attorney Assistance	Can make inactive.			E7. Immigration Assistance	
Information about the Criminal Justice Process	Informing victims about the criminal justice system and process could include information on how to file a police report, request a protective order, or how a case might progress through the legal system. This service includes explanation of legal terminology. In addition, this includes post-sentencing services and information regarding assistance with property return.		Criminal Justice Advocacy	A1. Information about the criminal justice process	Criminal/Civil Legal Advocacy
Information About Victim's Rights	Informing the victim about the existence of the Federal Crime Victim Rights Act (2004), state laws regarding victim rights, state victim compensation programs, and/or the Victim Notification System.		Victim/ Survivor Advocacy	A2. Information about Victim Rights	Victim Advocacy Services

Service Name	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
Intervention with Employer, Creditor, etc.	Advocating for a victim to secure rights, remedies, and services from non-criminal justice system providers on behalf of a victim. This includes responding to requests for records from other service providers, intervening with employers, school administrators, creditors, bill collectors, and landlords on behalf of the victim. This also includes advocacy to help the victim maintain financial and/or academic stability in the aftermath of a victimization.		Victim/ Survivor Advocacy	B7. Intervention with employer, creditor, etc..	Victim Advocacy Services
Law Enforcement Interview Advocacy/ Accompaniment	Coordinating and/or helping a victim prepare for an interview with law enforcement. This includes emotional and/or physical support during interviews with law enforcement. NOTE: Law Enforcement Interview Advocacy/ Accompaniment is listed in both the Personal Advocacy/ Accompaniment and		Victim/ Survivor Advocacy	E9. Law Enforcement Interview Advocacy/ Accompaniment	Victim Advocacy Services

Service Name	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
	Criminal/Civil Justice System Assistance categories so that agencies that provide only Personal Advocacy/ Accompaniment but not Criminal/Civil Justice System Assistance (or vice versa) will have the opportunity to report on that specific service. If an agency provides both categories of service, it should report on Law Enforcement Interview Advocacy/ Accompaniment **only once**, in whichever category best applies.				
Medical Advocacy	When talking to a survivor about medical treatment/ care, or when meeting with a survivor in a health care setting such as emergency room, doctor's office, OBGYN etc.	**New** Some DVRCs call this Healthcare Advocacy.	Hospital/ Clinic/Other Medical Response or Other Victim/ Survivor Advocacy	B1. Victim advocacy to emergency medical care	Medical Accompaniment
Meet Client		Only for lawyers.	Civil Legal Advocacy	E11. Other legal advice	Criminal/Civil Legal Advocacy
MSHA 30 Day Follow Up	Conducting the Maine Housing 30 Day plan.	Only for housing navigators	Housing Advocacy (if available for the grant) OR	D3. Relocation Assistance	Victim Advocacy Services

Service Name	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
			Victim/ Survivor Advocacy if not		
Notification of Criminal Justice Events	Communicating with victims to notify them of hearings and appearances, the defendant's release from jail, the status of the case, bond hearings, grand jury decisions, disposition options, appellate decisions, etc. This includes assisting victims in contacting probation/parole offices, community supervision, department of corrections, etc. to get information of any changes in the convicted defendant's status.	NEW	Criminal justice advocacy	E1. Notification of Criminal Justice Events	Criminal/Civil Legal Advocacy
ODARA	Reviewing/discussing ODARA score with survivor		Victim/survivor Advocacy	B4. Individual Advocacy	Victim Advocacy Services
Older-Adult Advocacy	Any advocacy that occurs with a survivor over the age of 60.	Some DVRCs renamed this Elder Advocacy	Victim/ Survivor Advocacy	B4. Individual Advocacy	Victim Advocacy Services
Prosecution Interview Advocacy/ Accompaniment	Any conversation with prosecution or when accompanying a survivor to an interview with prosecution.	**NEW**	Criminal Justice Advocacy	E8. Prosecution Interview Advocacy/ Accompaniment	Criminal/Civil Legal Advocacy

Service Name	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
Provided Transportation	Coordinating and/or providing transportation service so that a victim may attend court hearings or medical appointments, or access agency services. Staff members transporting victims, taxis or rideshare (Uber, Lyft, etc.), and public transportation are included.	Might be called Transportation.	Transportation	B9. Transportation Services	Transportation Services
Relocation Assistance	Coordinating assistance with rental expenses, utility deposits, security deposits, and/or moving fees. This includes assistance locating long-term housing for the victim, regardless of distance, based on safety needs.	**NEW**	Housing Advocacy (if available for the grant) OR Victim/ Survivor Advocacy if not	D3. Relocation Assistance	Victim Advocacy services
Referral/ Linkages	Be sure to include the specific Referral Types in the referral sections.		Victim/Survivor Advocacy	A4. Referral to other services	Victim Advocacy Services
Residential Advocacy	Advocacy done around client's stay in a residence.	Some DVRCs call this Shelter Advocacy	Victim/Survivor Advocacy	D1. Emergency Shelter or Safe House	Victim Advocacy Services
Safety Planning	Used every time safety planning happens, such as: providing phone numbers, referring to		Crisis Intervention	C1. Crisis Intervention	Crisis Intervention

Service Name	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
	other advocates/ resources, making a plan for a survivor to leave, etc. Should be included in almost every interaction.				
Sex Trafficking Advocacy	When discussing sex trafficking or exploitation.		Victim/ Survivor Advocacy	B4. Individual Advocacy	Victim Advocacy Services
Transitional Housing Advocacy	Work specifically with Clients in transitional housing. Add this service in addition to other services you provide to Transitional Housing Clients each time you work with someone in Transitional Housing.		Housing Advocacy (if available for the grant) OR Victim/ Survivor Advocacy if not	D2. Transitional Housing	Victim Advocacy Services
Translation/ Interpretation	Providing communication services for victims that have a Limited English Proficiency or a disability that affects their ability to communicate. This includes translating, using sign language, or providing braille. In addition, this includes language line, texting, or distributing translated documents, as well as translations provided via staff/volunteers or a contract with an		Victim/ Survivor Advocacy	B10. Interpreter Services	Victim Advocacy Services

Service Name	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
	outside agency/service.				
Victim Impact Statement	Talking to a survivor about the victim impact statement, supporting a survivor in writing a statement, or reading a statement on behalf of a survivor in court.	This should have been added already but might be new to your DVRC.	Victim/ Survivor Advocacy	E2. Victim Impact Statement	Victim Advocacy Services
Victims' Comp Assistance	Any conversations about the Victims' Compensation Program, assisting clients in completing the Victims' Compensation application, or conversations with the Victims Compensation Program.		Victim/ Survivor Advocacy	Q7. Assistance with Victims' Comp	Victim Advocacy Services
VIP Participant Contact	When interacting with a BIP participant whether is it BIP staff or other staff		None	None	None
VIP Partner Contact	Outreach to partner of person assigned to a Violence Intervention Program	Enter ONLY when contact is actually made. If only outreach has been done, use Attempted Advocate Initiated Contact.	Victim/ Survivor Advocacy	B4. Individual Advocacy	Victim Advocacy Services

VOCA definitions and MCEDV Translation

A. Information & Referral Services

A1. Information about the criminal justice process: Informing victims about the criminal justice system and process could include information on how to file a police report, request a protective order, or how a case might progress through the legal system. This service includes explanation of legal terminology. In addition, this includes post-sentencing services and information regarding assistance with property return.

MCEDV Service Type: Information about the Criminal Justice System

A2. Information about victim rights, how to obtain notification, etc.: Informing the victim about the existence of the Federal Crime Victim Rights Act (2004), state laws regarding victim rights, state victim compensation programs, and/or the Victim Notification System.

MCEDV Service Type: Information about Victim Rights

A3. Referral to other victim service programs: Referring victims to other victim service providers if their specific agency lacks capacity to provide needed support. This could also occur if another agency is better able to provide the type of service needed, developmentally or culturally appropriate services, or services that correlate with the offense experienced.

MCEDV Referrals: See chart of referral types on in *Referrals*.

A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.): Referring a victim to other services to meet a victim's needs. Includes assessment of service needs and provisions of referrals or providing victims with information and contacts to obtain services on their own.

MCEDV Referrals: see chart of referral types for ones that are A 4.
MCEDV Service Type: Referrals to other services

B. Personal Advocacy/Accompaniment

B1. Victim Advocacy/Accompaniment to Emergency Medical Care: Coordinating/helping a victim to obtain emergency medical care. This includes emotional and/or physical support during care.

MCEDV Service Type: Medical Advocacy

B2. Victim Advocacy/Accompaniment to Medical Forensic Exam: Coordinating/helping a victim to obtain a forensic interview or medical forensic exam. Includes emotional and/or physical support during forensic interviews or medical forensic exam.

MCEDV Service Type: None -if you find that you do this kind of service feel free to add it in

B3. Law Enforcement Interview Advocacy/Accompaniment: Coordinating and/or helping a victim prepare for an interview with law enforcement. This includes emotional and/or physical support during interviews with law enforcement. NOTE: Law enforcement interview advocacy/accompaniment is listed in both the Personal Advocacy/Accompaniment and Criminal/Civil Justice System Assistance categories so that agencies that provide only Personal Advocacy/Accompaniment but not Criminal/Civil Justice System Assistance (or vice versa) will have the opportunity to report on that specific service. If an agency provides both categories of service, it should report on Law Enforcement Interview Advocacy/ Accompaniment **only once**, in whichever category best applies.

MCEDV Service Type: Law Enforcement Interview Advocacy/Accompaniment. MCEDV maps this to E9 rather than here at B3.

B4. Individual Advocacy (e.g., assistance in applying for public benefits, return of personal property or effects): Helping a victim access needed services (beyond providing information or a referral). This may include assistance recovering property collected as evidence, assistance managing practical issues created by the victimization, accompanying the victim to appointments with social services.

MCEDV Service Types: Individual Advocacy, Child Advocacy, all DV-CPS specific services, Financial Management, Housing Advocacy, Housing Stabilization Plan, HRRT, ODARA, Older Adult Advocacy, Sex Trafficking Advocacy, VIP Partner Contact

B5. Performance of Medical or Nonmedical Forensic Exam or Interview, or Medical Evidence Collection: Performing/conducting a forensic exam, interview, or medical evidence collection in accordance with any requirements or guidelines identified by the applicable jurisdiction. Individuals performing the exams, interviews, or medical evidence collection should be trained to conduct these activities in a trauma-informed and developmentally and culturally appropriate manner.

MCEDV Service Type: We don't have this one in our system, but you can add if it your staff does this kind of work.

B6. Immigration Assistance (e.g., special visas, continued presence application, and other immigration relief): Providing assistance for refugee and immigrant victims with specific immigration issues.

MCEDV Service Type: Immigration Assistance

B7. Intervention with Employer, Creditor, Landlord, or Academic Institution: Advocating for a victim to secure rights, remedies, and services from non-criminal justice system providers on behalf of a victim. This includes responding to requests for records from other service providers, intervening with employers, school administrators, creditors, bill collectors, and landlords on behalf of the victim. This also includes advocacy to help the victim maintain financial and/or academic stability in the aftermath of a victimization.

MCEDV Service Type: Intervention with employer, creditor, etc.

B8. Child or Dependent Care Assistance (includes coordination of services): Coordinating and/or providing child care so that a victim may participate in the criminal justice process or other public proceedings arising from the crime or attend victim service appointments or counseling sessions.

MCEDV Referral Type: Child Care or MCEDV Resource Type: Child Care Expenses

B9. Transportation Assistance (includes coordination of services): Coordinating and/or providing transportation service so that a victim may attend court hearings or medical appointments, or access agency services. Staff members transporting victims, taxis or rideshare (Uber, Lyft, etc.), and public transportation are included.

MCEDV Referral Type: Transportation and MCEDV Resource Types: Bus Ticket Pass, Gas Card, Taxi Voucher

B10. Interpreter Services: Providing communication services for victims that have a limited English proficiency or a disability that affects their ability to communicate. This includes translating, using sign language, or providing braille. In addition, this includes language line, texting, or distributing translated documents, as well as translations provided via staff/volunteers or a contract with an outside agency/service.

MCEDV Service Type: Translation/Interpretation

C. Emotional Support/Safety Services

C1. Crisis Intervention (in-person, includes safety planning, etc.): Communicating among professionals and victims regarding activities resulting from the victimization. This includes actions necessary to expedite a case for victim protection, initiation of legal actions needed to protect the victim such as probation revocation, etc.

MCEDV Service Types: Crisis Intervention/Emotional Support, Safety Planning

C2. Hotline/Crisis Line Counseling: Providing live hotline services by trained professionals or volunteers. Services may be provided via telephone, instant messaging, mobile application, or website contact; individuals may be identified or may be anonymous contacts.

MCEDV Conversion: Any interaction with the service setting = hotline

C3. On-scene Crisis Response (e.g., community crisis response): Providing immediate, in-person crisis intervention, emotional support, guidance, and counseling. These services must occur at the scene of a crime, immediately after a crime, or become immediately necessary due to the crime.

MCEDV Service Type: On-scene crisis response

C4. Individual Counseling: Providing psychological, psychiatric, and/or other counseling-related treatment for individuals, couples, and family members. This service must be provided by a person who meets professional standards to provide these services in the jurisdiction in which the care is administered.

MCEDV Service Type: Individual Counseling (NOTE: DVRC must have a licensed counselor on staff)
Or
MCEDV Resource Type: Mental health treatment or Physical Health Treatment or Individual Counseling

C5. Support Groups (facilitated or peer): Providing or facilitating supportive group activities led by staff or a peer. This can include group counseling sessions, peer support groups, or other groups that bring victims together to aid in the healing process.

MCEDV Conversion: Support Groups that are marked as VOCA in the Support Group Types.

C6. Other Therapy (traditional, cultural or alternative healing; art, writing or play therapy, etc.): Providing therapy (not covered in the individual counseling or support group categories above) to improve and promote healing that responds to the emotional, social, financial, or physical needs or the victim. Must be based on targeted needs of individual victim and be provided by the agency.

MCEDV Service Type: Not in our system. Feel free to add if you have this type of service available.

C7. Emergency Financial Assistance: Providing cash outlays for food, clothing, short-term alternative emergency housing (e.g., hotel due to capacity at shelter), and other support services such as toiletries provided to primary and secondary victims. Emergency financial assistance may also include emergency loans, payments for items such as food and/or clothing, changing windows and/or locks, taxis, prophylactic and nonprophylactic medications, durable medical equipment, and other similar items allowable under program guidelines.

MCEDV Resource Type: Child/Baby Items; Clothing; Emergency Financial Assistance; Food; Gift Card; Household Supplies; Match Savings; Personal Care Products, Utilities (and any others that you have added that would fit under this definition).

D. Shelter/Housing Services

D1. Emergency Shelter or Safe House: Providing emergency short-term shelter to individuals and families following victimization.

MCEDV Translation: Any one in shelter/hotel/sex trafficking safe house or service type Residential Advocacy

D2. Transitional Housing: Providing temporary housing for victims who, due to the nature of the victimization, cannot safely return to their former housing and need more time to stabilize themselves before living independently. NOTE: Referrals to transitional housing should be counted under section A, Information and Referral.

MCEDV Translation: Anyone in Transitional Housing

D3. Relocation Assistance (includes assistance with obtaining housing): Coordinating assistance with rental expenses, utility deposits, security deposits, and/or moving fees. This includes assistance locating long-term housing for the victim, regardless of distance, based on safety needs.

MCEDV Service Type: Relocation Assistance
MCEDV Resource Type: Moving/Relocation Expenses

E. Criminal/Civil Justice System Assistance

E1. Notification of Criminal Justice Events (e.g., case status, arrest, court proceedings, case disposition, release, etc.)
Communicating with victims to notify them of hearings and appearances, the defendant's release from jail, the status of the case, bond hearings, grand jury decisions, disposition options, appellate decisions, etc. This includes assisting victims in contacting probation/parole offices, community supervision, department of corrections, etc. to get information of any changes in the convicted defendant's status.

MCEDV Service Type: Notification of Criminal Justice Events

E2. Victim Impact Statement Assistance
Assisting victim to prepare an impact statement, and assistance on receiving and submitting their statement. This also includes preparing supporting letters, registering for impact panels, facilitating participation in clemency hearings, etc.

MCEDV Service Type: Victim Impact Statement Assistance

E3. Assistance with Restitution
Assisting victims in requesting restitution when collection efforts are not successful.

MCEDV Service Type: none

E4. Civil Legal Assistance in Obtaining Protection or Restraining Order
Advising and/or assisting a victim in obtaining a protection/restraining order as well as follow-up hearings associated with finalizing such order.

MCEDV Service Type: Civil Justice Advocacy: PFA/PFH

E5. Civil Legal Assistance with Family Law Issues
Assisting with custody and visitation support, or other family law issues.

MCEDV Service Type: Civil Justice Advocacy: Family Law

E6. Other Emergency Justice-Related Assistance
Providing legal assistance that cannot be classified as another type of service in this category.

MCEDV Service Type: None

E7. Immigration Assistance
Providing assistance for refugee and immigrant victims with specific immigration issues such as obtaining a visa.

MCEDV Service Type: Immigration Attorney Assistance (DVRCs may want to make this inactive if they don't use it)

E8. Prosecution Interview Advocacy/Accompaniment (includes accompaniment with prosecuting attorney and with victim/witness)
Providing emotional support and/or physical accompaniment in preparation for and/or during interviews with prosecutors or other agents for prosecutorial investigation.

MCEDV Service Type: Prosecution interview advocacy/accompaniment

E9. Law Enforcement Interview Advocacy/Accompaniment
Providing emotional support and/or physical accompaniment in preparation for and/or during interviews with law enforcement.
NOTE: Law enforcement interview advocacy/accompaniment is listed in both the *Personal Advocacy/Accompaniment* and *Criminal/Civil Justice System Assistance* categories so that

agencies that provide only *Personal Advocacy/Accompaniment* but not *Criminal/Civil Justice System Assistance* (or vice versa) will have the opportunity to report on that specific service. If an agency provides both categories of service, it should report on *Law Enforcement Interview Advocacy/Accompaniment* only once, in whichever category best applies.

MCEDV Service Type: Law Enforcement Interview Advocacy/Accompaniment

E10. Criminal Advocacy/Accompaniment
Providing support, assistance, accompaniment and/or advocacy to victims at any stage of the criminal justice process. This includes filing an initial police report, testimony, post-sentencing services, and support.

MCEDV Service Type: Criminal Justice Advocacy

E11. Other Legal Advice and/or Counseling
Providing legal advice not captured in the above categories. This could include converting *ex-parte* protection order to permanent orders, eviction or adversary employment actions arising from the victimization, or responding to requests for records by the courts. Civil matters related to the victimization are also included (custody, dependency, juvenile court actions, etc.).

MCEDV Service Type: Civil Justice Advocacy: Other

Service Setting Types

Below are the default Service Settings. Most DVRCs have changed your settings to better reflect the places you work in. **When you go into the Statistical Report there is a link to a list to Define Service Setting Types under the Methodology Section for Hotline** where you can assign the proper definition for each of your service settings. Be sure to do this step each time you add a new Service Setting or work in that setting will not show up in the proper place. The translation options are: **Face-to-Face, Hotline, Phone, Email, Web Chat**

Below is an example of what your Service Settings may look like:

Service Setting	Definition	Statistical
DVRC Central Office: Face-to-Face	Add a Face-to-Face option for all office locations if desired	Face-to-Face Contacts
Survivor's Residence: Face-to-Face		Face-to-Face Contacts

Phone	NOT Hotline call	Crisis/Hotline Calls
Hotline	NOTE: the hotline service setting MUST have the word hotline in it in order for it map correctly in the VOCA report	Crisis/Hotline Calls
Email		Electronic/Digital
Web Chat		Electronic/Digital

To adjust the mappings of any new service settings: **Reports>Statistical Report**
In the Methodology section of the # Crisis/Hotline Calls click on the link to map your service settings:

Service Categories		
# of Crisis /Hotline Calls	3	Services where the setting is defined here as "Hotline" AND Initiated By was "Survivor" or "Third Party"

Service Initiated By Type
These are set based on various funder reports. You may add additional options here as MCEDV will never ask for this level of detail.

Survivor	Survivor calls or contacts the DVRCs themselves.
Advocate	Advocate reaches to survivor either as an outreach or following up on services already provided.
Third Party	Third Party connects advocate with survivor.
Federal Law Enforcement	This is rare but needed for certain OVW grants.

Referral Types

NOTE: The reason there are two options for each referral type is because the one with the little symbol is for a warm referral as opposed to simply giving a number or suggestions:

The middle column is the new default Referral Type list for MCEDV. Please make these adjustments in your own EmpowerDB. You may add your own referrals but MUST have the ones listed included.

A WARM Referral (contains the link symbol next to the name or quotation marks) is one in which the advocate directly assists the survivor to connect with another service provider or official, i.e. sitting with a survivor while placing a call to connect the survivor with the other service provider. Essentially, a warm referral involves directly facilitating the survivor making the connection and witnessing the connection happening.

A REGULAR Referral is one in which the advocate simply provides the survivor with the contact information for the other service provider or official and does not participate in the connection being made. For example, giving a survivor the phone number for the sexual assault hotline in case they want to call it at some point, or giving a survivor a list of food pantries or other resources.

One of the reasons that it is important to track warm vs. regular referrals is to keep our commitment to our colleagues in the sexual assault network to make warm referrals to do our best to link survivors with appropriate supports. It is also helpful in describing the quality of advocates' work by making it clear the extent to which referrals are not simply providing lists or information but are fully supported processes to help survivors make these linkages.

A3. Referral to other victim service programs
Referring victims to other victim service providers if their specific agency lacks capacity to provide needed support. This could also occur if another agency is better able to provide the type of service needed, developmentally or culturally appropriate services, or services that correlate with the offense experienced.

A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)
Referring a victim to other services to meet a victim's needs. Includes assessment of service needs and provisions of referrals or providing victims with information and contacts to obtain services on their own.

MCEDV Default Referral Types: Make sure you have the list in the middle. When adding new warm referrals, you will need to manually put in the quotations marks because you can't create the symbol yourself.

EmpowerDB Currently	New List for EmpowerDB	VOCA Mapping
	Advocacy Organization	A4. Referral to Other Services
	Advocacy Organization"	A4. Referral to Other Services
VIP	Violence intervention program	A4. Referral to Other Services
VIP	Violence intervention program"	A4. Referral to Other Services

BIP: Employment Serv	Make inactive	
BIP: Financial Serv	Make inactive	
BIP: Literacy Serv	Make inactive	
BIP: Mental Health	Make inactive	
BIP: Parenting Serv	Make inactive	
BIP: Substance Abuse	Make inactive	
BIP: Vocational Serv	Make inactive	
Child Care	Child Care	B8. Child or Dependent Care Assistance (including coordination of services)
Child Care "	Child Care “	B8. Child or Dependent Care Assistance (including coordination of services)
Child Protective	Child Protective	A3. Referral to Other Victim Service Providers
Child Protective "	Child Protective”	A3. Referral to Other Victim Service Providers
	Children's advocacy program	A3. Referral to Other Victim Service Providers
	Children's advocacy program”	A3. Referral to Other Victim Service Providers
	Corrections	A4. Referral to Other Services
	Corrections”	A4. Referral to Other Services
	Court (Tribal)	A4. Referral to Other Services
	Court (Tribal)”	A4. Referral to Other Services
	Court (non-tribal)	A4. Referral to Other Services
	Court (non-tribal)”	A4. Referral to Other Services
DA's Office	Prosecutor's office (non-tribal)	A4. Referral to Other Services
DA's Office "	Prosecutor's office (non-tribal)	A4. Referral to Other Services
	Prosecutor’s office (tribal)	A4. Referral to Other services
	Prosecutors office (tribal) “	A4. Referral to Other services

Other DVRC	Domestic violence program (non-tribal)	A3. Referral to Other Victim Service Providers
Other DVRC "	Domestic violence program (non-tribal)	A3. Referral to Other Victim Service Providers
	Wabanaki Women's Coalition	A3. Referral to Other Victim Service Providers
	Wabanaki Women's Coalition"	A3. Referral to Other Victim Service Providers
School	Education Institution	A4. Referral to Other Services
School "	Education Institution”	A4. Referral to Other Services
	Faith-based organization	A4. Referral to Other Services
	Faith-based organization”	A4. Referral to Other Services
Financial Support	Financial Support	A4. Referral to Other Services
Financial Support "	Financial Support "	A4. Referral to Other Services
	Government agency (Social Security, TANF)	A4. Referral to Other Services
	Government agency (Social Security, TANF)”	A4. Referral to Other Services
Hospital	Health/mental health organization	A4. Referral to Other Services
Hospital "	Health/mental health organization”	A4. Referral to Other Services
	Immigration organization	A4. Referral to Other Services
	Immigration organization”	A4. Referral to Other Services
Law Enforcement	Law enforcement agency (non-tribal)	A4. Referral to Other Services
Law Enforcement "	Law enforcement agency (non-tribal)	A4. Referral to Other Services
	Law enforcement agency (tribal)	A4. Referral to Other Services
	Legal organization	A4. Referral to Other Services
	Legal organization”	A4. Referral to Other Services
Other Soc Agency	Social service org. (non-governmental)	A3. Referral to Other Victim Service Providers
Other Soc Agency "	Social service org. (non-governmental)	A3. Referral to Other Victim Service Providers
Other Vic Srv Prog	Other Vic Srv Prog	A3. Referral to Other Victim Service Providers
Other Vic Srv Prog "	Other Vic Srv Prog "	A3. Referral to Other Victim Service Providers

Sexual Assault Srv	Sexual assault program (non-tribal)	A3. Referral to Other Victim Service Providers
Sexual Assault Srv"	Sexual assault program (non-tribal)"	A3. Referral to Other Victim Service Providers
Transportation	Transportation	B9. Transportation Assistance
Transportation "	Transportation"	B9. Transportation Assistance
	Tribal government/Tribal government agency	A4. Referral to Other Services
VWA	VWA	A3. Referral to Other Victim Service Providers
VWA "	VWA "	A3. Referral to Other Victim Service Providers
VWA US Attorney	VWA US Attorney	A3. Referral to Other Victim Service Providers
VWA US Attorney "	VWA US Attorney "	A3. Referral to Other Victim Service Providers
	IRCM IRCM “	A3. Referral to Other Victim Service Providers A3. Referral to Other Victim Service

Resource Types

NOTE: Different OVW reports have different mapping options; if a resource type listed is not available for that OVW report do not it map at all.

Resource	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
Bus Ticket/Pass	Provide assistance with accessing a bus/public transportation. Including a onetime bus ticket or bus pass.		Transportation or Support Services	B9. Transportation	Transportation Services
Cell Phone	Select anytime a cell phone is provided, with or without a phone contract. This would include distribution of 911, deactivated cell phones, or phone cards for minutes.	NEW	Material Assistance if available; otherwise don’t map	C7. Emergency Financial Assistance	

Resource	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
Child Care Expenses	When providing child care expenses.		Material Assistance if available; otherwise don't map	B.8 Child Care	
Child/Baby Items	When providing any items for a minor child or baby-including diapers, blankets, clothing, personal care items, etc.		Material Assistance if available; otherwise don't map	C7. Emergency Financial Assistance	
Clothing	Any time clothing is provided, including items such as winter coats, bags/backpacks, or shoes.		Material Assistance if available; otherwise don't map	C7. Emergency Financial Assistance	
Emergency Financial Assistance	Providing cash outlays for food, clothing, short-term alternative emergency housing (e.g., hotel due to capacity at shelter), and other support services such as toiletries provided to primary and secondary victims. Emergency financial assistance may also include emergency loans, payments for items such as food and/or clothing, changing windows and/or locks, taxis, prophylactic and nonprophylactic medications, durable medical equipment, and other similar items allowable under program guidelines.		Material Assistance if available; otherwise don't map	C7. Emergency Financial Assistance	
Food	Any time a survivor receives food from one of our food pantries, or we provide other food items including a meal to a survivor. ***This		Material Assistance if available; otherwise don't map	C7. Emergency Financial Assistance	

Resource	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
	does not include food provided in the shelters.				
Gas Card	Any time we provide a survivor with a gift card to a gas station.		Material Assistance if available; otherwise don't map	B9. Transportation Assistance	
Gift Card	Any time we provide a gift card to a location other than a gas station: Walmart, Hannaford, Shaw's, Bob's Discount Furniture, CVS, etc.		Material Assistance if available; otherwise don't map	C7. Emergency Financial Assistance	
Household Supplies	Any time we provide any household items. This commonly includes items such as cleaning products, laundry detergent, plates, cups/glasses, silverware, etc. ***This does not include household supplies provided at the shelters not meant to be the property of the resident long-term.		Household Furnishing or none if not available for that report	C7. Emergency Financial Assistance	
Match Savings	This shall be selected when enrolling a survivor in the matched savings program with New Ventures Maine.			C7. Emergency Financial Assistance	
Mental Health Treatment	Any times funds are used to provide mental health treatment.			C4. Individual Counseling	Individual Counseling
Moving/Relocation Expenses	Any time funds are provided to support a survivor's moving expenses. This may include items such as renting a U-Haul, paying movers, the rental of a temporary storage unit, etc.		Relocation Expenses or none if not available for that report	D3. Relocation assistance	

Resource	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
Personal Care Products	Any time we provide personal care items from our pantry locations or otherwise purchase such items for a survivor. This commonly includes personal hygiene bags, shampoo & conditioner, soap, hair products, make-up etc. ***This does not include personal care products provided in the shelters.		Material Assistance if available; otherwise don't map	C7. Emergency financial assistance	
Physical Health Treatment	Any times funds are used to provide physical health treatment, including access to a primary care physician, emergency medical treatment, or paying for medications.			C4. Individual Counseling	
Rent/Subsidy/Voucher	Any time DVRC funds are used to pay any portion of a survivor's rent or security deposit.		Rent Subsidy/ Voucher or nothing if not available.	D3. Relocation assistance	
Scholarship	Funds to assist survivor to further their education.				
Substance Use Disorder Treatment	Any times funds are used to provide substance use disorder treatment, including access to a primary care physician, emergency medical treatment, or paying for medications used to treat substance use disorder.			C4. Individual Counseling	
Taxi Voucher	This shall be selected any time we provide a taxi ride. This includes taxi services, Uber, Lyft, and any other ride sharing platforms.		Transportation or no mapping if not available.	B9. Transportation	Transportation

Resource	Definition	Comments	OVW Mapping	VOCA Mapping	FVPSA Mapping
Utilities			Utilities or no mapping if not available.	C7. Emergency Financial Assistance	

Group Types:

Add your support group names here and the funders with which they are associated. NOTE: All support groups will show up in the FVPSA and VOCA reports and in the Statistical Report in the Methodology section you will see a Support Group mapping link where you can select the groups to be included. In general, all Support Groups should be counted unless they are not for victims or prevention.

Once a group is in the system, then advocates can add people to the group. See User Manual for details on adding support group information.

Groups with Co-facilitators

EmpowerDB is set up so that you are not able to assign more than one staff/volunteer to any activity. This means that we are not accurately counting the staff hours involved in support group, but also if the facilitators are being paid by two different sources the funder reports aren't right. Right now DVRCs are addressing this by:

a) Advocates take turns entering support group data in and putting the others name in the Notes field – this will not capture the full picture of time spent nor will each advocate have the support group in their Activities field but it simplest in terms of funder reports.
b) Choose one facilitator to enter in ALL the group information with all their time, all attendees, all information. Facilitator #2 enters in the group as well but under a Co-Facilitator Group Type that you create. Facilitator #2 enter the group Date/Time/Name and then their time under On-Behalf-Of (NO direct time). This will allow the second facilitator to have their hours counted but the Group won't be duplicated since the Group Attendees will not be entered into this second session. Ask your system administrator for your DVRC policy on this, as it is optional to add the second facilitator. Funder reports will be altered to not count Support Groups with only On-Behalf-of Time.

If a Support Group is virtual, make the sure the name of the Support Group has the word "virtual" in it so you can do a search for that type of support group.

Child Care Types
You can add different kinds of child care here, including new forms. Contact the MCEDV Administrator with questions.

Time Spent Options
You can change your default amount of time spent on activities in this section. The default starts at 0 and then increases in 15 minutes increments until the 3 hours mark and goes until 16 hours so you can capture a full volunteer shift.

NOTE: You can change your default amount if you want.

Advocates can add 0 minutes to more than one service added as long as one service in a session has time attached to it. We encourage advocates to try to track their time as closely as possible so that way we can run reports on time as well number of services.

Client Management

Check for Duplicates
This section lists existing entries that could be duplicate client entries. We recommend Site Administrators to double check off this list once a quarter and merge clients when appropriate to avoid duplicate client records.

Bulk Client Deletion
Only use this if you have clients that you want deleted. You would create an All-In-One Report and then use the results from that report as the deletion pool.

Videos on Client Management
- Merge Clients
- Delete Clients

Printing out client records and activities
- 2 minute video on how to print out client records and specific activities such as referrals for Site Monitoring purposes

User Settings

Database Administration>User Settings at the bottom of the page

Staff List

Site Administrators are responsible for maintaining the staff list in EmpowerDB.

NOTE: Users cannot get an Access Point approved until the user has an account.

To create a new staff record:
Go to Staff List.

- Click on Add New Staff at the top of the screen.
- Fill out their basic information.
- You will be creating their username and password; make sure you write that down for the user.
- See below for details about each section in the Staff Record.

Permission Level Definitions:

Inactive:
An inactive user, as you can imagine, is completely unable to access the database. This should be used when a staff member is no longer with your agency.

IMPORTANT NOTE: *When deactivating a user's account, do not deselect their access to their programs or any other programmatic settings. The database will still use this programmatic information when running some reports.*

Reporting Only:
A Reporting Only User who does not have access to any Programs will not have any access to Client data or be able to enter in Client activities. They will have access to all EmpowerDB reports, but when running the reports they will never see any Client names. The names will, instead, look like "Client [Client Number]".

Standard User:
This is the typical account you would create for most of your staff. Standard Users can add new Clients, view and edit Clients that are in the programs they have permission to see, and view and edit activities for the Clients that are in the programs they have permission to see.

Standard Users cannot delete or merge Clients or edit their own User information.
If your site uses an auto-incremented ID system, Standard Users will not be able to change a Client's automatically issued ID.

Program Administrator:
In addition to the privileges associated with being a Standard User, Program Administrators have the ability to:

- Delete Clients that are in programs they have permission for.
- Merge two Clients that are BOTH in programs they have permission for.
- Change the Client IDs of Clients in the programs they have permission for (For sites with auto-incremented IDs).
- Edit the user accounts of users who are in programs they have permission for. However, they cannot change a User's program permissions or permission level, since this would give them the ability to essentially promote themselves to a Site Administrator.
- Access the Database Support system.
- Access the Admin Message Boards.
- Approve new Access Points.
- Add new Database Documentation articles and folders.
- Program Administrators automatically have supervisory permissions for all users within their program. Which means they can:
    - Add Activities on behalf of that user
    - Edit or Delete Activities added by that user
    - View that user's Activity Totals Per Month
    - View that user's Data Completion Reminder list
    - There is no limit to the number of Program Administrators your site can have.
- Supervisor status for any Users in the Program which allows them to:
    - Add Activities on behalf of that User.
    - Edit or Delete Activities added by that User.
    - View that User's Activity Totals Per Month.
    - View that User's Data Completion Reminder list.

Site Administrator:
In addition to the privileges associated with a Program Administrator, Site Administrators will have access to the Database Administration section of the database and will be able to perform a variety of tasks like:

- Adding new Users
- Approving new Internet Connections
- Adding, editing, deleting Programs, Information Pages, Points in Time, Variables, and Variable Options

Site Administrators automatically have supervisory permissions for all users across the organization. There is no limit to the number of Site Administrators your site can have but we recommend limiting it to 2-3 staff who are familiar with EmpowerDB and are willing to learn about the system and what changes are possible. This manual is designed for Site Administrator use.

Supervisors have the ability to:

- Add Activities on behalf of that user
- Edit or Delete Activities added by that user
- View that user's Activity Totals Per Month
- View that user's Data Completion Reminder list

Access to Programs
Select the programs this staff person will need access to. If a staff person has access to a program they will be able to enter information into that program, see other data entries from that program and see Activities from that program in the Calendar. ONLY Legal staff should have access to the Legal Program.

User Group:

- Select User Group based on what kind of access this staff person needs. If someone has access to the User Group but does not have access to the Program they are able to see data in the program but not edit or add to it. So if a User has permission to see a Client, they will have permission to look at all their activities (except for the legal ones mentioned above). If a Client exists only in a program that the User doesn't have access to, then the User can't see that Client or any of their activities. When running individual reporting queries (variable query, activities reports, All in one reports) a User will only ever be able to see the clients and activities that they would normally be able to see when looking them up individually. When running a custom-built funder report, a User will be able to see all activities that appear on that report. If this is a problem, the Site Administrator can click the "pencil" icon next to the funder report and control who in the organization can access that report.

Supervising:
If the User is supervising someone else in the organization, select those Users here. As a reminder, Supervisors can:

- Add Activities on behalf of that User
- Edit or Delete Activities added by that User
- View that User's Activity Totals Per Month
- View that User's Data Completion Reminder list

This is different than Program and Site Administrators who have supervisory permission over everyone assigned to a program since it can be narrowed to select staff people rather than programs.

You can add their position title instead of their name if that is helpful for your organization.

NOTE: You can also access this section of the database under **Database Administration>Staff Supervisory Access** where this is a table of Staff Names and you can select which staff should have supervisory access over others.

Select Funder:
Choose the Funders that this staff person's work is funded through. Everyone's default is General Funds but if a staff person also receives funds from a funder that requires service level reporting select that funder as well. If your DVRC receives new grant funds and needs a new funder listed for reporting purposes please contact MCEDV to have that added.

LAV Funded: Please select No or Yes; this is separate from the other Funder selections for a reporting reason.

VOCA: ALL activities to eligible clients will display in the VOCA report whether VOCA Funded is chosen or not.

DHHS: All activities will show up in DHHS reports whether General Funds are selected or not.

FVPSA: Same as above.

Please tell staff which funders are assigned to them and how to decide which one to choose. When they add Activities into EmpowerDB they will be prompted to choose their Funder for EACH activity. If there is only one funder selected for them that will be their default choice.

For the most part you will be using this section to select which staff are funded through an OVW grant and needs to account for activities funded by that particular grantee.

- View a short video on Staff list

Supervisory Access
Allows you to manage supervisory access globally in a table format rather than by individual staff member's records.

User Split
This area allows you split a user's funding source apart using past data. DON'T use this feature, as it is complicated; contact MCEDV if you have a need to do this work.

Staff History
Site Administrators can see details on which staff have accessed EmpowerDB with which device and for how long.

Volunteer List

NOTE: MCEDV requires DVRCs to enter in ALL their volunteer time both direct and in-direct. These numbers are reported out in the Statistical Report to DHHS and also in our annual reports.

You are not able to add Volunteer names to Activities (Individual, Group, Child Care). So, you cannot put in a Volunteer name when adding services to a client. There are two ways to work around this problem:

- Add all Volunteers into the system as Volunteers so you can track their shifts. You can now add shifts up to 16 hours so it can cover full shifts all at once.
- Add all time for Indirect Volunteer time too
- All the time they could be interacting with Clients (such as being on Helpline) should be added as Direct Service and any time they are doing office work or fundraising or any work that could not involve clients should be entered as Non-Direct.
- If they do interact with a client during their Direct Service hours those Activities should be added to the Client record by one of two options:
    - **Create a Staff record for each Volunteer** (so each volunteer would have a staff and volunteer record) and their supervisor can add in their time that way under the staff record
    - **Create a Volunteer Staff account** and enter all Volunteer client interactions in that account and enter the name of the Volunteer in the notes field.
- MCEDV expects ALL volunteer time direct and indirect to be tracked in EmpowerDB

Adding/Editing/Removing User Accounts

- View a video tutorial on working with User accounts in general.

Database Settings:

Homepage>Database Administration>Database Settings which is the at bottom of the page

General Settings

Client Recent/Past: Select how many days with no activities that a client is considered Past.
Session Timeout: How many minutes of no activity until the session times out.
One Time Access Codes: Allows individual users the ability to generate a one-time access code to approve another one of their devices or a coworker's device. NOTE: MCEDV recommends that you do not turn this feature on as it is not as safe as requesting an Access Point from a Site Administrator
Homepage Quote of the Day: Each User can turn this on or off; this is not a system wide decision.

Admin Message Board: Select which of the options you would like around seeing messages from EmpowerDB.

Client Quick View
Select which activities will be shown for different Information pages when staff look at a client record. Talk to staff about what they would like to see.

Homepage Links
You can link to different areas you want to be sure that your users have easy access to (you can also edit these links from the Homepage selecting Edit Agency links). NOTE: Add Outcome Measures to make it simpler for staff to find it but not client specific points in times.

Data Completion Reminders
You can edit which items will trigger reminders for advocates based on reports that you create.

- View a video on how to do that.

The current default for our sites is Expiring Restraining Orders but you can set up different reports for different reminders. Ask the MCEDV Database Administrator if you are having issues with this feature!

Upload Video Information:
You can upload a video as long at it is not more than 10 mb. Go to Database Administration>All Client Data>Edit Page Structure>Drag in New Variable Select File Upload under Variable Type (it's the last option). Name the variable whatever you like (video upload?) and save. Add the new variable to any information page you want to and then you can upload videos.

Reporting

MCEDV Database Administrator sends out a form at the beginning of each quarter with that quarter's specific report requests. Below are the reports that we know will need to be collected.

Report Deadlines

Due Date	Report Period	Reports	Submit to

1.10	10.1-12.31	MSHA Quarterly Report: ESHAP Only	MaineHousing; Housing Coordinator
1.10	10.1-12.31	TANF	Operations Assistant
1.15	10.1-12.31	Statistical Training Performance Outcome Measures VOCA	Operations Assistant Operations Director
2.15	1.1-12.31	CAPER Report PIT Report (exact due date TBD)	MaineHousing; Housing Coordinator
4.10	1.1-3.30	MSHA Quarterly Report: ESHAP ONLY	Maine Housing; Housing Coordinator
4.15	1.1-3.30	Statistical Training Performance Outcome Measures VOCA TANF Statistical Year to Date	Operations Assistant Operations Director
7.10	4.1-6.30	MSHA Quarterly Report: ESHAP MSHA 6-month Performance Measures: HOTEL AND SHELTER Annual Shelter Report	MaineHousing; Housing Coordinator
7.15	4.1.-6.30	Statistical Training Performance Outcome Measures VOCA TANF	Operations Assistant Operations Director
8.30	7.1-6.30	SSBG – ONLY NHFW	Operations Assistant
10.10	7.1-9.30	MSHA Quarterly Report: ESHAP	MaineHousing: Housing Coordinator
10.15	7.1-9.30	Statistical Training Performance Outcome Measures VOCA TANF	Operations Assistant Operations Director
10.30	10.1-9.30	FVPSA VOCA Survey Questions Annual Statistical/Annual VOCA	Operations Assistant

Have advocates finish ALL data entry by the 10th of the following month. Example: Data entry for December should be complete by January 10th.

- Run all of quarterly reports every month on the 10th to review data and catch issues early.
- You will find tips for each data report below. MCEDV recommends having the Executive Director, Data Manager, and Advocacy Director review all reports before submitting them to MCEDV.

All DHHS data reports are due on the 15th and should all be run on the same day. If a revised Statistical, FVPSA or VOCA Report is submitted after the 15th then submitted a revised of all three. This ensures that the information matches amongst reports. Please copy the MCEDV Database Administrator and the Housing Coordinator when submitting all MSHA reports.

Report Videos

DHHS Reports

- Ten minute video on pulling the Statistical Report, Training Performances, Performance Measures, and TANF report from EmpowerDB. Includes tips on what to look for in the reports and how to print to PDF and save it to send to MCEDV.

VOCA and FVPSA reports

- Short video on pulling, checking and saving the VOCA and FVPSA reports.

MaineHousing Reports

- 7 minute video on how to pull and save the MSHA Quarterly Reports, 6-month Performance Measures Report, CAPER and PIT.

Saving and printing reports:

For all reports created in EmpowerDB:

- Run the report for the correct time period.
- On the report page right click or enter Control-P as if you are going to print the page.
- When prompted on the Print page choose Print to PDF.
- Save report (which will NOT have client names on it) with the following naming convention: DVRC initial Short Name of Report Quarter i.e. NS Stat Q2.
- Send as an attachment to MCEDV Database Administrator.
- Send only PDF's to MCEDV and MaineHousing, EXCEPT for TANF which should be in a spreadsheet.
- For all OVW reports you will need to enter data into a different form.

Statistical Report Tips:

Database Administration>DHHS Quarterly Reports>Statistical Reports

You can either select the default quarter and year or click on set Custom Dates to do a different time period.

To print to PDF, right click on the page and then save to PDF. Please save file with name of DVRC and quarter (for example: NS Stat Q2)

Tips:

- In the methodology section under **Crisis/Hotline Calls** there is a link to a page called **Define Service Setting Types**. You will **see** your list of Service Settings and have the option of choosing **Face-to-Face, Electronic, Hotline or Phone**. NOTE: Be sure the name of your Hotline Service Setting is HOTLINE and not helpline or the VOCA report won't run properly.
- Under **Support Groups** there is a link to **Define Support Groups**. You will be able to choose from your list of Groups to specify which are support groups that should be counted in the Statistical Report. DHHS is interested in all services we provided so you should select them. Be sure to do for all new Support Groups.
- Aligning demographics: see if the total clients served match the total numbers under the overall demographics.
- Review your anonymous/unknown demographics to keep those as low possible.
- Double check your bed nights by running monthly reports and be sure they are the same. We have had issues in the past that the monthly numbers didn't add up to the total in the Statistical Report.
- Be sure that the # clients sheltered = the # in your Occupancy Timeline for the same period. If the numbers do not align be sure that every person sheltered has a Victimization Type as Primary or Secondary.
- Look at your last quarter's report with an eye for numbers that wildly vary. Possible cause of issues: adding new services/referrals/resources without mapping them OR advocates not properly entering data.
- Check to see if your DV-CPS numbers align with the monthly reports submitted to Lyn.
- The # of Total Clients with Victimization should equal the total # under Age, Gender and Race AND should be the same number as the # of clients served in the VOCA report for the same time period. If not, contact the MCEDV Database Administrator.
- Review your Shelter Requests #'s: we are looking to see if # of eligible clients requesting shelter = # sheltered + # eligible clients opted out of referrals + # of eligible clients referred + # of eligible clients withdrawn. If those numbers do not add up be sure that all shelter requests are fully filled out.
- NOTE: The last line in the Statistical Report is Total Number of Individuals Served with Helpline. If you do not see that field when you run the report give the system a moment to pull up all of your information before you save the report.
- Total Clients with Victimization Served should be the same number as total clients in your VOCA Report for the same time period. If it is not, check to see if you have the same number of minors (under 18) in the reports. If a minor does not have a victimization type attached to their record they may not be showing up in the VOCA report. This number may still be off after all your checking; just let MCEDV know when you submit the reports.

Performance Measures Reports Tips
Reports>DHHS Quarterly>Choose Performance Measures Report from drop down

You can either select the default quarter and year or click on set Custom Dates to do a different time period.

To print to PDF, right click on the page and then save to PDF. Please save file with name of DVRC and quarter (for example: NS DHHS Q2).

This report will include the results of all the Outcome Measures surveys from that time period.

Tip:

- Review to be sure that your survey numbers are staying consistent from quarter to quarter.
- Remind advocates that the results of these surveys are critical to our reports to funders AND to quality assurance.
- The outcome measures (Increased knowledge of available community resources and Learned strategies for enhancing their safety) are critical for our FVPSA funding; demonstrating the effectiveness of our programs are based on those percentages. If you are below 90% in any section, please review to be sure there is no data entry issue. Include an explanation when you submit the reports if you are not meeting the 90% metric. Please contact MCEDV Database Administrator if you have any questions/issues on how to better meet these standards. If you would MCEDV to arrange a training with your staff on administering these outcomes measure surveys we would be happy to do so!

Training Performance Measures Report Tips
Reports>DHHS Quarterly>Choose Training Performance Measures Report from drop down.

You can either select the default quarter and year or click on set Custom Dates to do a different time period.

To print to PDF right click on the page and then save to PDF. Please save file with name of DVRC and quarter (for example: NS Stat Q2).

This report includes the number of Trainings/Youth Education but NOT Public Awareness events and the results from the evaluations attached to the trainings. Please review to be sure that multi-day trainings are being saved properly and not double counted. See Add Trainings/Youth Education Provided for more information.

NOTE: If an advocate enters the number of evaluations but does not include the answers the % of satisfied trainees becomes very low. Look out for that because it happens!

- If you are seeing results that are less than 80% please talk to your training staff to determine why that might be happening. NOTE: sometimes advocates will enter in the total number of participants in the total number of surveys administered field which affects your results.
- Contact the MCEDV Database Administrator for assistance in improving your trainings and/or evaluation process.
- The report is designed to pull Session 1 information from a multi-day session trainings or all the information from a 1 day training session. Double check that you are not double entering multi-day trainings by ensuring that all advocates are checking off multi-day session and including Session #1 for those trainings.

TANF Report Tips
Reports>DHHS Quarterly>Choose TANF Report from drop down.

You can either select the default quarter and year or click on set Custom Dates to do a different time period.

To print to PDF right click on the page and then save to PDF. Please save file with name of DVRC and quarter (for example: NS Stat Q2).

NOTE: This report in EmpowerDB only gives you the numbers served. You will still need to use the spreadsheet administered by the MCEDV Operations Director for the full TANF Report which includes costs.

For help: Contact MCEDV Operations Manager.

VOCA Tips
Reports>VOCA Quarterly Report

You can either select the default quarter and year or click on set Custom Dates to do a different time period.

To print to PDF right click on the page and then save to PDF. Please save file with name of DVRC and quarter (for example: NS VOCA Q2).

NOTE: Client names will NOT display in PDF format. Please do not submit an Excel downloaded version as it leaves out some fields.

- Scroll down through New Clients and Ongoing Client Lists to ensure that all Clients have 100% Data Completion.
- This is KEY to getting accurate VOCA reports.
- Scroll down until you see the **Unable to Determine** list of clients: all of these clients need a Date of Initial Contact in order to show up in the VOCA report. Be sure to resolve these before running the report. MCEDV will not see this list when you submit your report so will not know if there are missing clients in the report. NOTE: Some clients under this list are CBIP participants and should not be counted in VOCA and should remain in the Unable to Determine list.
- It is critical that advocates ALWAYS select a Type of Victimization for every client served. If you need help making that field mandatory, contact the MCEDV Database Administrator
- Compare your clients served number to the Clients with Victimization in the Statistical Reports. They should be the same. If not: go through the two lists and find the individuals clients on one and not the other and try to figure out the difference. Contact the MCEDV Database Administrator for assistance.
- If you see any *Information Missing!* Alerts, RESOLVE THE ISSUE BEFORE SUBMITTING THE REPORT. The most likely places that you will see these alerts: Demographics (selected Unknown rather than Unanswered if the advocates doesn't know), Victimization Type, Primary Victimization/All Types of Victimization. All three of these must be filled out for each Primary/Secondary client.
- Victimization Type: If you have any numbers under Mass Violence, Hate Crime, or Terrorism, be sure to include an explanation of that crime when submitting the report. Most of the time those are chosen in error by the advocate. Again, if you see any *Information Missing!* alerts please resolve before submitting.
- Double check services to last quarter's report to make sure services are still being counted accurately. You may have changed the names of services but not revised mapping. If there are any blanks in any sections A-D (Legal, Shelter, Referrals) please contact MCEDV for assistance.
- One a year in October we ask for the Performance Measures questions for this report.

FVPSA Tips
Reports>FVPSA

We only require this report annually, but it is a good idea to run it periodically to check the numbers!

Tips:
- Total Clients served should align with Statistical and VOCA Reports for clients with victimization.
- Demographics need to match Clients Served numbers.

- Compare Bed Nights, Unmet Shelter Requests and Crisis/Hotline Calls against an annual Statistical Report.
- Compare Community Education numbers against the Statistical Report numbers.
- Look out for areas that you expect to see higher numbers – it could be a mapping issue.

Maine Housing Reports

Reports>MSHA DV Quarterly Certification

Choose ESHAP
Choose the Quarter
Run the Report

To print to PDF right click on the page and then save to PDF. Please save file with name of DVRC and quarter (for example, NS VOCA Q2).

Send to both to Maine Housing and to MCEDV Housing Coordinator.

MSHA Performance Measures Report
Reports>MSHA DV Quarterly Certification

Choose Shelter (must run for each of your shelters)
Choose the Quarter
Run the Report

To print to PDF right click on the page and then save to PDF. Please save file with name of DVRC and quarter (for example, NS VOCA Q2).

PIT Report
Reports>HUD CoC/ESG/PIT Report

Grant Type: ESG
Contract: Each Shelter building is run separately
Reporting Period: From and To both the date of the PIT

Caper Report
Reports>HUD CoC/ESG/PIT Report

Grant Type: ESG
Contract: Each Shelter building is run separately
Reporting Period: the yearly report

OVW Reports

Run the reports that you need for the dates you need them. Staff who have the OVW grant selected under their Staff List can add Activities by the OVW Funder and those clients/activities will display in the reports.

NOTE: If staff are not selecting the OVW Funder under their Activities, then they will not show up in the report!

NOTE: MCEDV is working on a Rural Grant report for DV-CPS.

Built-In Reports

Reports>Built-in Reports

- View a short video on the Activities Reports

Please review these reports as they can all be very useful once you get the hang of using them:

- Variable Query
- Data Completion
- Program Census
- Average Length of Stay
- Occupancy Timeline
- Text Search
- Sessions/All Activities
- Services Report
- Referrals Report
- Groups Report
- Child Care Report
- Services by Times
- Activity Graph

All-In-One-Reports

Reports>All in One Reports at the bottom of the page

If the field exists in EmpowerDB you can extract the data into a report. It might be difficult but it IS possible!

- Here is a LONG video on ways to create these types of reports there is also some good information under **Database Administration>All in One Reports**. PLEASE contact MCEDV if you are feeling stuck creating a report!

If you are trying to run an All-in-One-Report and are unable to add certain Columns (such as Services and Locations) you can first create and save an All-in-One-Report with some of the information. Then you can create an entirely new report and add in the newly created report under Columns under Linked Reports.

Here is some guidance on creating a report with both Services and Locations:

Step 1:

- Create a new All-in-One report using the Clients Master Table
- Drag in the clients criteria you want for the query.
- In the "Columns & Results" section, add the column Address/Locations -> Location AND the column Address/Locations
- Make sure the Client Name column is grouped
- Set the Date column to "Inner Sort: Ascending"
- Set the Locations column to "Combine Into" -> "Last".

Step 2: Save Report and name it something like Locations.
Step 3: Create a different all in one report like the one below and look under Columns for Linkable Reports and hopefully your new Locations report will be an option and can be inserted like any other column.

Outcome Measures

Advocates should fill out an Outcome Measure Survey after each interaction with a survivor. Information can be collected from a survivor while interacting with an advocate or you can send a link to the survivor to fill out the survey electronically.

Making a page available for Off-Site Data Entry does not mean data in EmpowerDB can be VIEWED by an unauthorized EmpowerDB User. Data can only be submitted into Off-Site pages. Even data that a User has just submitted via these special pages cannot be viewed or edited after the User has submitted it. If there are any corrections that need to be made to that data, an authenticated EmpowerDB User must make those corrections within the database itself.

To make a page available for Off-Site Data Entry go to Database Administration, click on Information Pages, then select the Information Page for Outcome Measures
Select Yes to Off-Site data entry. At the bottom there will be a setting "Make Page Available Off-Site."

When you select "Yes", some additional fields will appear below:

Code Name:

(optional but almost always used)

This refers to the name that you will give to your page so that you can access it without logging into EmpowerDB. For example if you're setting up an Outcomes Survey form, you might want to make the code name be "outcomesSurvey". You must only use upper and lower case letters in your Code Name.

You will then be able to access the page via the following web addresses:
www.empowerdb.com/[your site ID]/[code name]

You CAN choose to leave the code name blank. This will make it so the ONLY web address that will work will be surveysink.com/[your site ID].

Custom CSS:

(optional)

This field allows you to make customizations to the appearance of your Off-Site data page such as changing the background color, fonts used, etc. If you are not familiar with CSS, EmpowerDB Support can help you customize the page.

Introductory HTML:

(optional)

The introductory field allow you create a message that will above the Off-Site data form. For example, if you've set up a survey form you could add a line at the top that says, "All responses are anonymous. Please answer all questions honestly." Partners for Peace included information about their services.

Success Message HTML:

(optional)

The success message will appear once the form is completed. Again, using our survey example you may want to have something like "Survey completed! Thank you for taking the time to answer our questions." If you are not familiar with HTML, EmpowerDB can help you create these customized introductions and completion messages.

Security:

Data that is entered into Off-Site pages IS encrypted with your site's unique encryption key, even though the Off-Site User does not have, or need, access to your encryption key.
The following is a technical explanation of how this is accomplished:

- Each Off-Site session is associated with its own randomly generated 128-bit encryption key.
- All submitted Off-Site data is encrypted using that session's encryption key.

- The session encryption key is saved along with its data, but it is encrypted using a public asymmetric encryption key unique to each site. That public key is stored on the EmpowerDB server.
- The private key needed to decrypt the session's encryption key is also stored on the EmpowerDB server, but it is encrypted with the site's unique symmetric encryption key.

NOTE: Ask MCEDV to assist you with this change so you can make inactive Surveys for programs that you don't use and so that MCEDV can help you with the html.

Sample html code:
Here is the html that PFP used for their survey language. Feel free to cut and paste:

Thank you for participating in this survey! Please answer these questions to the best of your ability and help us improve the quality of our Partners for Peace services. Your individual responses will remain anonymous and will be used to help us evaluate our programming. Overall numbers will be reported out to our funders and our community.
Please select the program in which you recently received services. If you aren't sure which option applies to you, please ask your advocate or refer to the following:

<ul type="disc">
Child Support Group - if your child attended a Partners for Peace kid group while you attended in-person support group
DV-CPS Liaison - receiving help from an advocate on your safety needs around an open child protective matter
Hotline - calling the hotline or receiving a call back from the hotline
Individual Advocacy - working one on one with an advocate outside of the hotline, i.e. at an outreach location, at the hospital, etc.
Legal Program - receiving help with a protection order or other civil matter, or a criminal matter, preparing court documents, court accompaniment, etc.
Residential Services - receiving services within the Partners for Peace shelter, hotel, housing navigation services, or transitional housing services program
Support/Educational Group - Weekly Support Group, Parenting Through Abuse Education Group, Education Groups at Infinity House, Wellspring, or Courage Lives, etc.

Thank you for your time!

Videos:

Site Administrator Training

- View a 25-minute training video EmpowerDB created for site administrators.

Data Completion Reminders

- View a video about how to edit which items will trigger reminders for advocates based on reports that you create.

Adding/Editing/Removing User Accounts

- View a video about how to add, edit and remove user accounts.

Editing Variables

NOTE: Some variables you will not be able to edit due to MCEDV restrictions. Contact you're the MCEDV Database Administrator for assistance with those variables

- Add New Variable Option
- Add New Variable: Information Pages
- Add New Variable to Point in Time
- Editing Variable Name
- Edit Variable Option Name
- Reordering Variable Options
- Remove Variable Option
- Variable Importance & Visibility Settings

Client Discovery

- This demonstration video thoroughly describes the various settings and the crucial mistake that can be made. We highly recommend you watch that video before you attempt to make changes to these controls.

Client management

- Merge Clients
- Delete Clients

Indexing

- This demonstration video explains how to set up Indexes, modify an Index's settings, and describes in more detail why Indexes are needed.

Staff List Management

- Short video on creating new staff and the different sections of the staff list.

DHHS Reports

- Ten minute video on pulling the Statistical Report, Training Performances, Performance Measures, and TANF report from EmpowerDB. Includes tips on what to look for in the reports and how to print to PDF and save it to send to MCEDV.

VOCA and FVPSA reports

- Short video on pulling, checking and saving the VOCA and FVPSA reports.

MaineHousing Reports

- 7 minute video on how to pull and save the MSHA Quarterly Reports, 6-month Performance Measures Report, CAPER and PIT.

Activities Reports

- Short video on the Activities Reports

All-in-One Reports

- **Here is a LONG video** on ways to create these types of reports there is also some good information under **Database Administration>All-in-One Reports**. PLEASE contact MCEDV if you are feeling stuck creating a report!

Printing out client records and activities

- 2-minute video on how to print out client records and specific activities such as referrals for Site Monitoring purposes.

Services, Referrals and Resources

- Short video showing how to add/edit/make inactive items in these lists and map for funder reports.

Other EmpowerDB Resources

EmpowerDB User Manual

Guidance on adding clients, support group, non-direct service into EmpowerDB

Data Team Folder

The Data Team meets once a month and notes from latest meetings are here as well as a tracking of EmpowerDB issues

Appendixes

Appendix A: Rural Definition: We are going to use the OVW Rural Grant Definition of Rural for our demographics tracking in EmpowerDB.

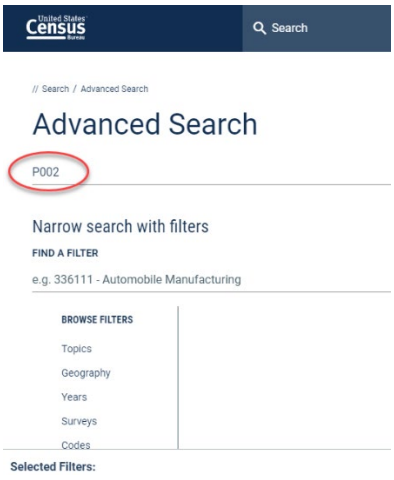
When a client is considered Rural, be sure to add that in the Demographics Section. Click *Yes* to *Lives in Rural Area*; we use that demographic in a number of different ways so it is important to answer the question when you know the survivor's location.

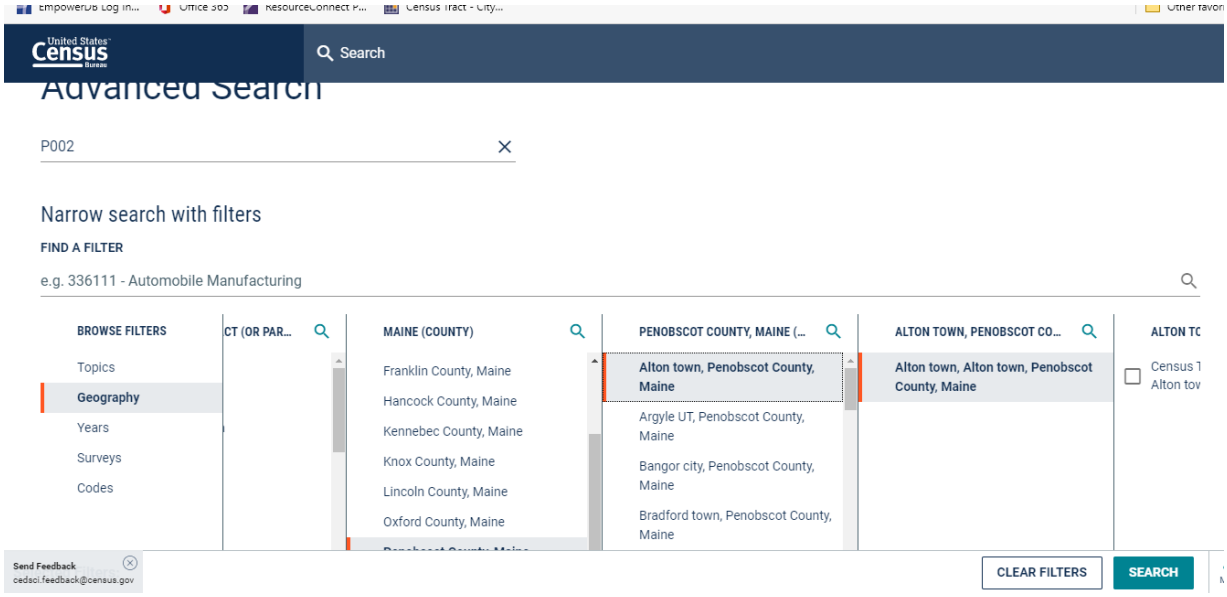
Instructions on how to determine urban/rural areas:

Is your county some/all/none Rural?

If your county is not fully one or the other here are the instructions for finding out by census tract:

- Visit https://data.census.gov/cedsci/advanced
- Type **P002** in the first text box directly under the advanced search heading





- Click on *Geography* under *Browse Filters*
- Select Show Summary Levels
- Choose County (050) and then Census Tract (080)
- Under 080 Census Tract Select Maine
- Then Select the County
- You will then see a column with each town in that county
- Click on a town and then a column with that town will appear
- Click on the town name and another column will appear with an option to select the census tracts
- Click **Search** in the lower right
- Click **Tables** in the upper left if it's not showing
- You will then see that Census Tract by Urban/Rural population. Areas with more than 50% of the population rural are considered rural.

NOTE: Some DVRCs have included an notification in the Location section noting which towns in their catchment area are urban to assist advocates.

County/Town	**Rural**	**Urban Towns**
Androscoggin	Some	Lewiston, Auburn, Lisbon Falls, Livermore Falls
Aroostook	Rural	
Cumberland	Some	Brunswick, Cape Elizabeth, Falmouth, Freeport, Gorham, Portland, Westbrook, Scarborough, South Portland, Westbrook, Windham, Yarmouth
Franklin	Rural	

Hancock	Rural	
Kennebec	Rural	
Knox	Rural	
Lincoln	Rural	
Oxford	Rural	
Penobscot	Some	Bangor, Brewer, Hampden, Milford, Millinocket, Old Town, Orono
Piscataquis	Rural	
Sagadahoc	Rural	
Somerset	Rural	
Waldo	Rural	
Washington	Rural	
York	Some	Berwick, Biddeford, Eliot and South Eliot, Kennebunk, Kennebunkport, Kittery, Od Orchard Beach, Saco, Sanford, South Berwick, York