



Updated 4/17/2020

# Osnium User Guide to Data Entry for Health and Human Services Commission Family Violence Program (HHSC FVP) Reporting

This document is intended as an introductory guide for Osnium users who are reporting to HHSC through Osnium. This guide will help you to properly enter data so that your data will pull correctly and your reporting to HHSC will be accurate. *This is not exhaustive to all data you may need to enter into the Osnium system. It is specifically reviewing data needed for the HHSC export and HHSC FVNet reporting.* To review HHSC data elements and valid responses accepted by FVNet, please review the [FVNET Data Element Guide](#). Should there be a discrepancy between this guide and the HHSC Data Element Guide at any time, please refer to the most recent version that HHSC has sent. Do not hesitate to contact us at [datatx@tcfv.org](mailto:datatx@tcfv.org) with any questions.

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## CLIENT RECORD

For new clients, create a new client in Osnum and enter the demographic information on the main client screen. The following highlighted sections will be the most important to thoroughly complete as it can affect your reporting capabilities if they are not entered.

- Client ID is automatically created by Osnum.
- First Name
- Last Name
- Date of Birth
- Age Status check boxes, if client does not disclose their age.
- County
- Race
- Ethnicity
- Gender
- Veteran Status
- Primary Language Spoken
- Needing Language Services
- TANF/SSBG Eligible
- TANF/SSBG Date

### Quick Tips

- Make sure that all clients that are being reported to HHSC have the County field and Primary Language Spoken field entered.
- If age is unknown or refused, the Age Status check box is required to fill out.
- Client Language and County pull into the HHSC export as an aggregate number, and only when they are a *new* client in that reporting period.
- TANF is required for any adult client receiving HHSC services. TANF form fields should not be left blank for any funding type except for SNRP or EIF and should be

The screenshot displays the Osnum client record form, divided into three main sections: Primary Details, Demographics, and Identifiers. The Primary Details section includes fields for Client ID (0), Intake Date, First Name, Middle Name, Last Name, Alternate Names, Pseudonym, Date of Birth, and Age (0). It also features checkboxes for 'DOB Unknown', 'DOB Refused', 'DOB Unknown Adult', and 'DOB Unknown Child', along with 'Estimated Date of Birth'. The Demographics section contains fields for Gender, Race, Other Race, Ethnicity, Primary Language Spoken (English), Primary Language Other, Highest Education Completed, Current Victimization, Veteran Status, TANF/SSBG Eligible, and TANF/SSBG Date. It also includes checkboxes for 'Limited English Proficiency (LEP)', 'Discuss Asylee, Immigration, Refugee Information', 'Needing Language Services', and 'Self-Identified as LGBTQ'. The Identifiers section includes fields for ID/ITS Number/Alice ID, Client File Number, County of Residence (Bexar), Address, Phone Numbers, Geographic Location, Email Address, Email Restrictions, Advocate/Case Manager, and Counselor/Therapist.

## CLIENTS VS. HOUSEHOLD MEMBERS

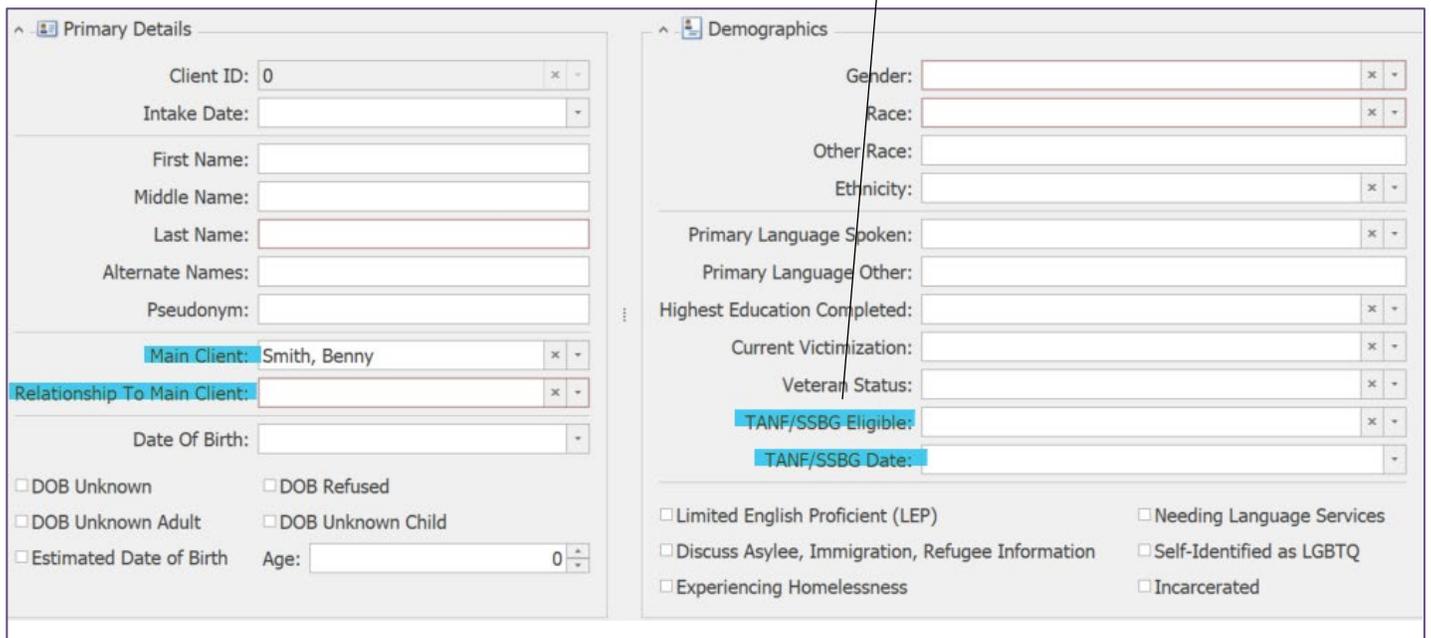
As we all know, *No funder requires one client to be labeled a “primary” client.* Any person that receives services at your agency is a client, no matter if they are directly or indirectly impacted by the violence that brought the family in to receive services. However, due to limitations of the database, one person must be labeled the “Client” and the other family members to be labeled as “Household Members” to connect the client files in the system. Both record types can collect the same type of information. We suggest programs put the parent or head of household as the “client” record to simplify data collection. If you have questions, please reach out to [datatx@tcfv.org](mailto:datatx@tcfv.org).

## HOUSEHOLD MEMBER RECORD

Enter the same information for the Household Members as needed for HHSC reporting.

- Client ID is automatically created by Osnum.
- First Name
- Last Name
- Date of Birth
- Age Status check boxes, if client does not disclose their age.
- County
- Race
- Ethnicity
- Gender
- Veteran Status
- Primary Language Spoken
- Needing Language Services
- TANF/SSBG Eligible
- TANF/SSBG Date

State	Broken Rules
 Warning	"TANF/SSBG Date" is empty, but not required. "TANF/SSBG Eligible" is empty, but not required. Please confirm that TANF information is correct or not needed for clients over 18 before saving



Primary Details

Client ID: 0

Intake Date:

First Name:

Middle Name:

Last Name:

Alternate Names:

Pseudonym:

Main Client: Smith, Benny

Relationship To Main Client:

Date Of Birth:

DOB Unknown  DOB Refused

DOB Unknown Adult  DOB Unknown Child

Estimated Date of Birth Age: 0

Demographics

Gender:

Race:

Other Race:

Ethnicity:

Primary Language Spoken:

Primary Language Other:

Highest Education Completed:

Current Victimization:

Veteran Status:

TANF/SSBG Eligible:

TANF/SSBG Date:

Limited English Proficient (LEP)  Needing Language Services

Discuss Asylee, Immigration, Refugee Information  Self-Identified as LGBTQ

Experiencing Homelessness  Incarcerated

### Quick Tips

- To connect the Household Member to the Client, make sure to fill out the extra fields included in the primary details section (highlighted above).
- If a Household Member (HM) is a child, TANF fields can be left blank, and their TANF status will be reported as the same as the associated adult client record. If the HM is over the age of 18, you will get a warning asking if the blank TANF fields are correct. If they do not require their own TANF because they are still within the household of the Client record, you can leave it blank and it will continue to associate that HM with the adult's TANF status. If they need their own TANF form, fill in the blank fields before moving on.
- Only enter a victimization record for a Household Member if they are the primary victim of the abuse. If they are not the direct victim of abuse, their victimization record can be left blank.

## VICTIMIZATIONS

Enter at least one victimization record for each client under the Victimization tab. A victimization record will only pull into the report if it has been entered during the grant year or six (6) months prior to the grant year. The following highlighted sections will be the most important to thoroughly complete.

- Victimization Date
- Offender's Relationship to Survivor
- County of Incident
- Victimization Type
- Domestic Violence Abuse Type: These are specific check boxes created to pull needed information into the HHSC export.
- Youth IPV Status

### Quick Tips

- HHSC only requires you to report victimization for clients who directly experienced the victimization, sometimes called the primary victim.
- Report the most recent incident of victimization only. If multiple victimization types occurred recently, multiple can be reported.
- HHSC eligible clients must have Domestic Violence or Dual Domestic Violence/Sexual Assault chosen as victimization type.
- Youth IPV status is defined as a youth under the age of 18 who is a victim of IPV.

The screenshot displays a web-based data entry interface for victimization records. It is organized into several sections:

- Victimization Information:** Contains fields for Date Reported, Date Of Victimization (with an estimated date checkbox), Age At The Time Of Victimization, County of Incident, Victimization Type, Youth IPV Status, and Assault Location. Several fields are highlighted in blue.
- HHSC Abuse Types:** A list of checkboxes for Physical, Emotional/Psychological/Verbal, Stalking, Sexual, and Refused.
- Offender Information:** Includes Primary Offender (with a dropdown) and Offender Unknown (checkbox), and Offenders Relationship to Survivor (with a dropdown).
- Other Victimization Types:** A table with columns for Funding and Name, and buttons for Add, Remove, and other actions.
- Victimization Notes:** A large text area for entering notes.
- VOCA Secondary Victims:** A section with Add, Remove, and Filter buttons, and a dropdown menu set to 'All Items'.

At the bottom right, there are buttons for 'Export to' and 'Print Preview...'.

## SERVICES

Enter each of the client's HHSC services on the Services tab within the Client page. The following highlighted sections will be the most important to thoroughly complete.

- Core Service
- HHSC Type: This is your HHSC Contract type.
- Count: This is the number of service contacts the client received within the day for the same Core Service.
- Date
- County
- How Provided: this is called "Service Channel" within your HHSC Data Element Guide.
- Residential Checkbox: Choose this when the service is provided to a client residing in an HHSC-funded Shelter, Shelter A or Satellite location.

Core Service: [dropdown] Funding Stream: [dropdown]  
HHSC Type: HHSC Type: Service Provided  
Find: [input]  
Available records:  
Service Category [dropdown]  
Name  
> Service Category: HHSC  
Child Recreation or Social Group  
Child Services  
Counseling/Therapy  
Educational Arrangement for Children  
Emergency Orientation  
Enter Shelter  
Exit Shelter  
Family Violence Option  
Information and Referral-Community Services  
Information and Referral-Employment  
Intervention Services  
Legal Assistance  
Medical Accompaniment  
Medical Accompaniment  
Medical Care

### Quick Tips

- Make sure that you only enter HHSC core services for HHSC eligible clients. Review victimization types allowable in the FVNet Data Element Guide, or reach out to [datatx@tcfv.org](mailto:datatx@tcfv.org) with questions.
- Not all HHSC services are allowable by telephone. Review HHSC Telephone Policy Guidance for more information.
- HHSC wants to know about all eligible services provided to eligible clients, regardless of funding source. If you have questions about this, please reach out to your HHSC contract manager, or email [familyviolence2@hhsc.state.tx.us](mailto:familyviolence2@hhsc.state.tx.us).
- Make sure a client has an HHSC Enter Shelter service the day they enter shelter, and an HHSC Exit Shelter service on the date they exit shelter. The HHSC export will look back for an HHSC Enter Shelter or HHSC Exit Shelter Service through the grant year plus six (6) months. **If a client has been in shelter for an extended period of time, you may need to enter a new HHSC Enter Shelter service for that client to pull into the report.**

Service  
Staff Member: [input]  
Core Service: [dropdown] Funding Stream: [dropdown]  
HHSC Type: HHSC Shelter Count: 0  
Other Service: [input]  
County: Harris  
Date: 12/31/2019  
Start Time: 1:00 PM  
Duration In Hours: 0.25 Duration in Minutes: 15  
Location: [dropdown]  
Other Location: [input]  
How Provided: [dropdown]  
Residential [checked]  
New Copy X [input]  
Generic Person  
\*  
> Sue, Betty

## HOTLINE CALLS

Open your Hotline page on the navigation pane to enter your hotline calls. The highlighted sections will be the most important to thoroughly complete.

Call Type: The following call types are the only types of calls to be reported to HHSC:

- Batterer/Offender Referral
- Hotline Calls From or About Family Violence
- Other Family Violence Related Call
- Hotline Call Seeking Shelter- Denied Due to Lack of Space
- Hotline Call Seeking Shelter- Referrals to Another Family Violence Shelter
- Hotline Call Seeking Shelter- Referrals to Temporary Shelter Due to Lack of Space
- Hotline Call Seeking Shelter- Denied for Other Reasons

Number of Calls: Use this only if entering calls in bulk. If you leave this blank, the entry will be counted as one call.

The screenshot displays a web form for entering hotline call details. It is divided into three main sections:

- Call Details:** Includes fields for Call Start Date (10/19/2021), Call Start Time (6:01 PM), Call Type (highlighted in blue), County, and ZIP Code (78737).
- Individual Calls:** Includes fields for Call End Date (10/19/2021), Call End Time (6:01 PM), Caller Name (if available), Phone Number, Associated Client, Number of Children (0), Referral Source, Initial Contact, and Created By (Breall Baccus). There is also an "Accepted to Shelter" checkbox.
- Bulk Call Entry:** Includes a field for Number of Calls (0, highlighted in blue).

On the right side, there is a "Call Reasons" section with "Add" and "Remove" buttons and a table with a "Name" header.

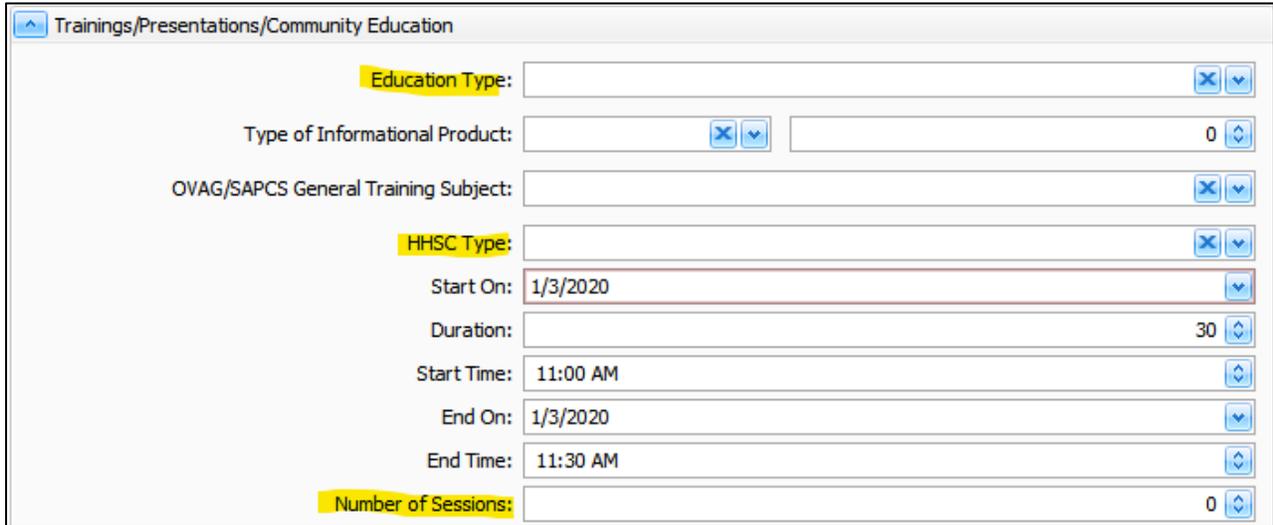
### Quick Tips

- If you choose any other options in the Call Type list beside the seven listed above, it will not pull into the HHSC export. Call Reasons also do not report to HHSC, but can be used for your internal agency use.
- The hotline screen also has an "Accepted to Shelter" checkbox. This also is *not* pulled into the HHSC export, but may be helpful to use for internal agency use.
- It is up to your program to decide if you'd like to enter hotline calls individually or in bulk at the end of the month. Whatever you choose, make sure all staff are consistent in their data entry method.
- "Denied Due to Lack of Space" calls are defined by HHSC as: Any call from a survivor who is seeking shelter, but you are unable to place them within your shelter, within a neighboring family violence shelter nor a temporary shelter. This includes referrals to alternate shelters if you are not aware that shelter was secured. These survivors are truly denied any shelter service.

## EDUCATION PRESENTATIONS

Open your Trainings/Presentations/Community Education page on the navigation pane and enter your education presentations entries during the reporting timeframe. The following highlighted sections will be the most important to thoroughly complete.

- Education Type: Be sure to add only Education types with that start with “HHSC”.
- HHSC Type: This is your HHSC Contract type.
- Number of Sessions



Trainings/Presentations/Community Education

Education Type: [dropdown]

Type of Informational Product: [dropdown] [dropdown]

OVAG/SAPCS General Training Subject: [dropdown]

HHSC Type: [dropdown]

Start On: 1/3/2020

Duration: 30

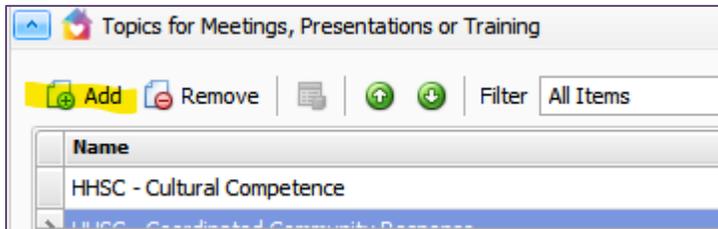
Start Time: 11:00 AM

End On: 1/3/2020

End Time: 11:30 AM

Number of Sessions: 0

- Topics for Meetings, Presentations, or Trainings: This is labeled “Topics Covered” in your HHSC export. Choose only topics that start with “HHSC”.



Topics for Meetings, Presentations or Training

Add Remove Filter All Items

Name
HHSC - Cultural Competence
HHSC - Coordinated Community Response

- County is Required.



Location Notes

Contact Name: [text]

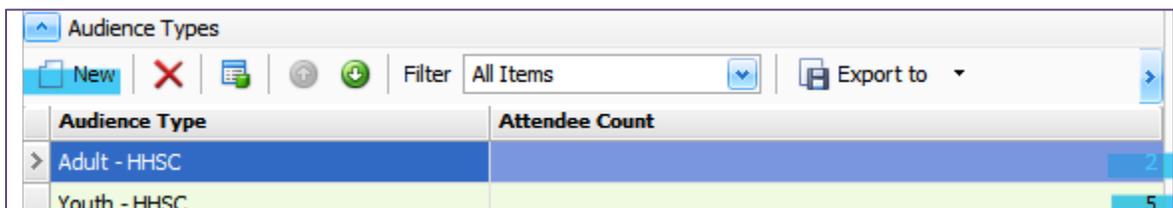
Agency: [text]

Phone: [text]

Address: [text]

County: Hays

- Audience Types: Add new audience type of Adult- HHSC, Youth- HHSC, or both if needed. Also enter a total unduplicated attendee count for all sessions being counted in this one entry.



Audience Type	Attendee Count
Adult - HHSC	2
Youth - HHSC	5

**Quick Tip**

- To learn more about entering presentations and trainings, view our Osnium training webinars on <https://tcfv.org>.

## SURVEYS

Open your Trainings/Presentations/Community Education page on the navigation tab to enter survey information during your reporting timeframe. Create a new Trainings/Presentation and complete the required survey information. The following highlighted sections will be the most important to thoroughly complete.

- Start On
- Survey Type: There are four types of surveys collected for HHSC:
  - Shelter Survey
  - Support Services and Advocacy Survey
  - Counseling Survey
  - Support Group Survey
- Total Number of Completed Surveys: This is the total number of Resource Surveys received within the reporting month.
- Number of Surveys with Completed Resource Outcome
- Number of Yes Responses to Resource Outcome
- Number of Surveys with Completed Safety Outcome
- Number of Yes Responses to Safety Outcome

### Quick Tip

- These surveys collected for HHSC are required for FVPSA-funded programs to measure the extent to which survivors enhance their strategies for safety and knowledge of community resources.
- When entering surveys, leave the Education Type field blank.
- For more information on the survey types, please see the HHSC FVNet Data Element Guide on our website.

The screenshot shows a web form titled "Trainings/Presentations/Community Education". The form is divided into several sections:

- Education Type:** A dropdown menu.
- Type of Informational Product:** A dropdown menu and a numeric input field with a value of 0.
- OVAG/SAPCS General Training Subject:** A dropdown menu.
- HHSC Type:** A dropdown menu.
- Start On:** A date field with the value 2/20/2020.
- Duration:** A numeric input field with a value of 30.
- Start Time:** A time field with the value 1:30 PM.
- End On:** A date field with the value 2/20/2020.
- End Time:** A time field with the value 2:00 PM.
- Number of Sessions:** A numeric input field with a value of 0.

The **OVAG/SAPCS State:** section includes:

- Outcome Type:** A dropdown menu.
- Number of Instruments Given:** A numeric input field with a value of 0.
- Number Completed:** A numeric input field with a value of 0.
- Number Reporting Desired Outcome:** A numeric input field with a value of 0.

The **Surveys** section includes:

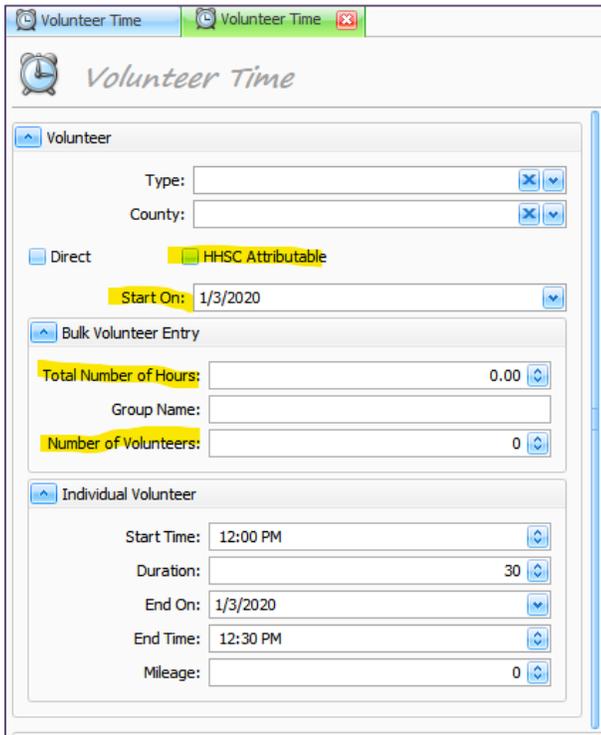
- Survey Type:** A dropdown menu.
- Number of Surveys with Completed Resource Outcome:** A numeric input field with a value of 0.
- Number of Yes Responses to Resource Outcome:** A numeric input field with a value of 0.
- Number of Surveys with Completed Safety Outcome:** A numeric input field with a value of 0.
- Number of Yes Responses to Safety Outcome:** A numeric input field with a value of 0.

Yellow highlights in the original image emphasize the "Start On" field, the "OVAG/SAPCS State" section, and the "Surveys" section.

## VOLUNTEER ENTRIES

Open your Volunteer Time page from the navigation pane to enter the volunteer entries during the reporting timeframe. The following highlighted sections will be the most important to thoroughly complete.

- If you are entering Volunteer Time in bulk:
  - HHSC Attributable Checkbox: This makes sure this entry is pulled into the HHSC export.
  - Start On: Make sure the date is within the reporting time frame.
  - Total Number of Hours
  - Number of Volunteers

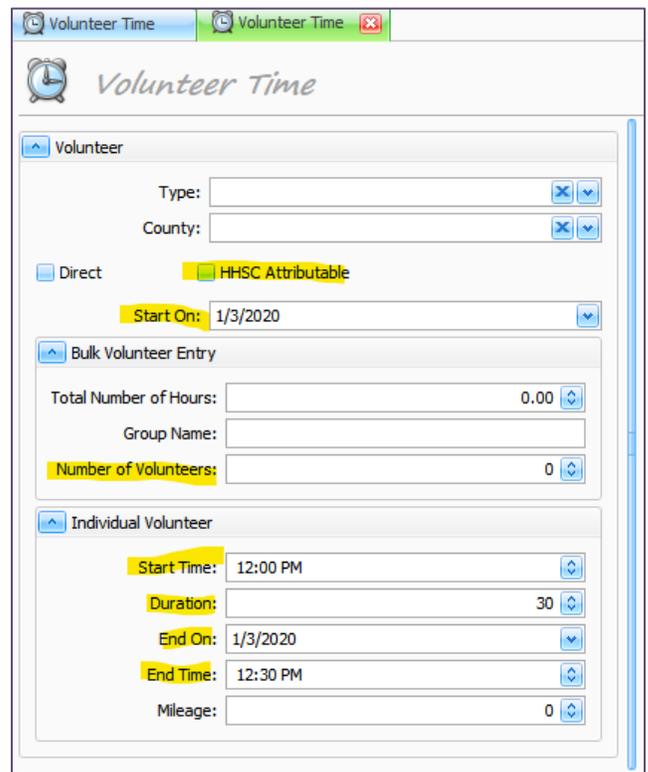


The screenshot shows the 'Volunteer Time' form with the following fields highlighted in yellow: 'HHSC Attributable' checkbox, 'Start On' date field (1/3/2020), 'Total Number of Hours' (0.00), 'Number of Volunteers' (0), and the 'Bulk Volunteer Entry' section header.

### Quick Tips

- If counting volunteers in bulk, the volunteer should only be counted once within the month, no matter how many hours they provided within the reporting timeframe.
- Volunteer information pulls into the Aggregate Data tab on the HHSC export.

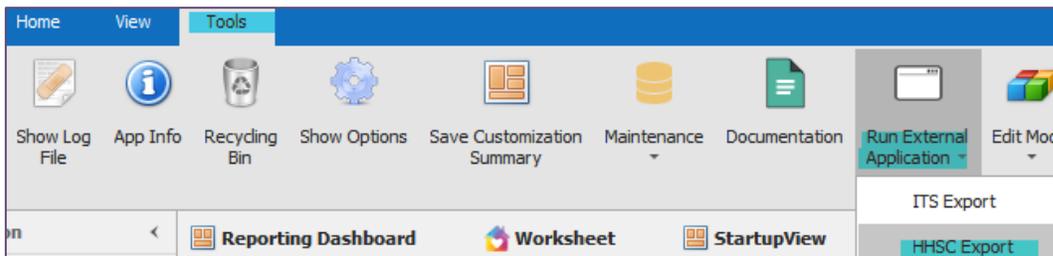
- If you are entering Volunteer Time individually:
  - HHSC Attributable Checkbox: This makes sure this entry is pulled into the HHSC export.
  - Start On
  - Number of Volunteers: Must enter "1"
  - Individual Volunteer section
  - Number of Volunteers



The screenshot shows the 'Volunteer Time' form with the following fields highlighted in yellow: 'HHSC Attributable' checkbox, 'Start On' date field (1/3/2020), 'Total Number of Hours' (0.00), 'Number of Volunteers' (0), 'Start Time' (12:00 PM), 'Duration' (30), 'End On' (1/3/2020), 'End Time' (12:30 PM), and the 'Individual Volunteer' section header.

## USING THE OSNIUM HHSC EXPORT

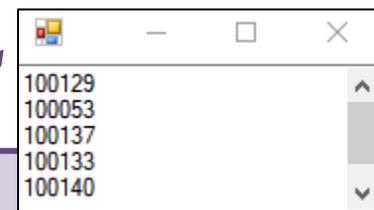
To run the HHSC export, you must have the “administrator” or “almost administrator” role in Osnium. Go to Tools > Run HHSC Export.



This will pull up the most updated HHSC export version. Fill in the parameters for the reporting month, and the start date of the fiscal year. When you click Start Export, you will see all 9 CSV files populate as tabs. Click “Save Results to Files” to save files that can then be uploaded to FVNet.

The screenshot shows the 'HHSC Export' window with a data table and control buttons. The table has columns for Client\_Id, Age, Age\_Status, Ethnicity, Veteran\_Status, Gender, TANF\_Date\_Completed, TANF\_Status, and Total\_Shelter\_Days. Below the table are input fields for Fiscal year, Start, and End, a Company Short Name field, and buttons for Start Export, Save Results to Files, Open Log Folder, Show/Hide Connection Details, and Show New Client IDs.

	A	B	C	D	E	F	G	H	I	J	K
1	Client_Id	Age	Age_Status	Ethnicity	Veteran_Status	Gender	TANF_Date_Completed	TANF_Status	Total_Shelter_Days		
2	100134	16		NHPI	U	F	11/07/2019	R	4		
3	100135	29		R	U	R	12/18/2019	E	29		
4	100137	33		BLK	U	F	01/13/2020	I	0		
5	100120	38		HISP	U	F	04/13/2016	E	29		
6	100053	35		ASN	N	TFTM	02/01/2020	E	29		
7	100129	12		MRAC	U	F	09/26/2019	I	0		
8	100130	30		ASN	U	F	07/26/2019	I	29		
9	100133	2		NHPI	U	M	11/07/2019	R	4		
10	100140	9		BLK	U	M	01/13/2020	I	0		
11	100062	34		WHT	Y	F	04/03/2016	E	29		
12	100138	4		MRAC	U	M	10/15/2019	I	0		
13	100128	34		ASN	U	R	09/26/2019	I	0		
14	100132	34		NHPI	U	F	10/15/2019	I	27		
15	100063	47		HISP	R	F	12/27/2019	E	0		



### Quick Tips

- The Company Short Name is designated by HHSC. If you do not know your short name, please reach out to your HHSC contract manager or email [familyviolence2@hhsc.state.tx.us](mailto:familyviolence2@hhsc.state.tx.us).
- Please review your data for accuracy before downloading the export.
- One common error message when uploading to FVNet is (CSC3) and (CSL3), which is a difference in New Clients between the HHSC export and FVNet. The typical reason this occurs is because a service was added in Osnium for a past month after that month was uploaded and closed out in FVNet. You can use the button at the bottom of the HHSC export called “New Client IDs” to easily pull a list to compare to the Client IDs listed in the FVNet error report.