Arizona Department of Public Safety
Victims of Crime Act (VOCA) Administration
Arizona System for Administering Grants Effectively (SAGE)

http://sage.azdps.gov

SAGE User Guide:
Application Process
Basic Information, Account Setup, & System Navigation

System Requirements
SAGE was designed so that most computer users will be able to use the system with little or no changes to their computer environment. The requirements that are mentioned below are common computer elements that should be already present on most computers/systems.

**Operating System:** SAGE was designed for the two most common computer operating systems: Windows and Macintosh. It has not been tested nor is it supported on other operating systems, such as Linux or Unix. Users accessing the system from a Macintosh environment are required to have MacOS 7.5 or higher, running on a PowerPC processor. Windows users are required to have an operating system that is Windows 95 or higher.

**Internet Connection / Web Browser:** SAGE is an Internet application. It is accessed via the Internet and was specifically designed for Internet usage. SAGE was designed to be compatible with common up-to-date web browsers including Internet Explorer, Google Chrome, Firefox, Safari, and Opera.

**Adobe Acrobat Reader:** Adobe Acrobat Reader is used to view PDF (Portable Document Format) documents. The system will automatically generate documents in PDF format using information that has been saved into the various narrative and budget pages. Using Adobe Acrobat Reader, you may choose to view, print, or save these documents. If you do not have Adobe Acrobat Reader you can go to [www.Adobe.com](http://www.Adobe.com) and download it free.

SAGE Homepage
Access the SAGE Homepage by navigating to the following URL: [https://sage.azdps.gov](https://sage.azdps.gov)

Users can request access to SAGE from the homepage or log in to view their account. See the “Accessing SAGE” section within this manual for further instructions regarding gaining access to SAGE. There are also instructions on the SAGE Homepage.

The DPS-VOCA USEFUL LINKS section on the SAGE Homepage can be accessed regardless of whether the individual has a SAGE account.

![System Login](http://sage.azdps.gov)
**Account Creation**

If your organization does not have a SAGE account, you must request access from DPS-VOCA.

The initial registration for your organization must be completed by an authorized individual such as the Program Director, Executive Director, Finance Director, etc.

To request access, complete these steps:

1. From the SAGE Homepage, click on the **NEW USER?** hyperlink
2. You will be automatically redirected to a Registration form
3. Complete all fields marked with a red asterisk *
4. Click the **SAVE** button at the top right corner of the page.
5. If the Registration Page was completed correctly, a green light will display at the top of the page.

6. You will be notified via email once DPS-VOCA has granted you access to SAGE. You will not be able to login until you have been granted access. Please do NOT submit multiple requests.

**Adding Users**

If your organization has an existing SAGE account, an approved user within the organization may grant access to additional employees. Each organization is responsible for adding/removing account users

Admin Users and Data Entry Users can grant access to additional employees within their organization by following these steps:

1. Log in to your SAGE account.
2. Click on the **MY ORGANIZATION(S)** hyperlink located in the navigation bar at the top of the page.
3. Click on the **ORGANIZATION MEMBERS** hyperlink. All users that are associated with the organization will be displayed.

4. To add a new member, click **ADD MEMBERS**.
5. Then, click **NEW MEMBER**.

6. Complete the required fields (including name, email, username, password, and system role) for the new user. Refer to the SAGE User Types matrix below to determine the appropriate system role for the new user.

7. Click **SAVE & ADD TO ORGANIZATION**.

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8. **NOTE:** SAGE will not send the new user their login credentials. You must provide the new user with the username and password you created. Once the new user successfully logs in, the username and password can be updated.

**SAGE User Types**
There are six security roles defined for SAGE users. The role assigned determines the user’s level of access within SAGE.

**Admin User: Highest Level of Access**
- Add additional users to the organization’s SAGE account
- Initiate, complete, submit, and/or cancel an application
- Initiate, complete, submit, and/or cancel reports (e.g., financial reports, program reports, annual reports)
- Initiate, complete, submit, and/or cancel application budget amendments

**Data Entry User: Mid-Level Access**
- Add additional users to the organization’s SAGE account
- View and edit an application (does not have authority to initiate, submit, or cancel)
- View and edit reports (does not have authority to initiate, submit, or cancel)
- View and edit application budget amendments (does not have authority to initiate, submit, or cancel)

**Read-Only User: Lowest Level of Access**
- View all organization applications, reports, and related documents

**Grant Writer:**
- View and edit an application (does not have authority to initiate, submit, or cancel)

**SAGE User Types Matrix**
Below is a summarized table of the details listed above.

<table>
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<th>Admin User</th>
<th>Data Entry User</th>
<th>Read Only User</th>
<th>Grant Writer</th>
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<tr>
<td>Add Users</td>
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<tr>
<td>Initiate Application</td>
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<td>View Application</td>
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<td>Edit Application</td>
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<td>Submit/Cancel Application</td>
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<td>Initiate Reports</td>
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<td>View Reports</td>
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<td>Submit/Cancel Reports</td>
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[http://sage.azdps.gov](http://sage.azdps.gov)
Removing Users
It is important that organizations remove / deactivate users who should no longer have access to the SAGE account. Follow these steps to deactivate a user from the organization:

1) From the Organization page, click on the Organization Members hyperlink. The organization’s current members will be displayed.

2) Find the user that needs to be deactivated. In the second date field of the Active Dates column, enter the date the user should be deactivated from this organization. Click the SAVE button.

Updating Contact Information
It is important that contact information always be current. Users should verify their contact information and update SAGE when contact information changes.

Updating User Contact Information
Follow these steps to update your personal user contact information:

- Click on the My Profile hyperlink located in the navigation bar.
- The My Profile page will display. Contact information can be updated, and the username and password can be changed.
- Click SAVE when finished updating.

Updating Organization Contact Information
Follow these steps to update the organization’s contact information:

- Click on the My Organization(s) hyperlink located in the navigation bar.
- This will direct the user to the Organization page.
- All required fields must be completed.
- **NOTE:** If the Organization Profile is not complete, the organization will not be able to initiate an application.
- Contact DPS to update the Organization Name, Short Name, and AZ Vendor Number.
- Click SAVE when finished updating.
System Navigation

My Home:

- This tab will return the user to the My Home page from anywhere in the system.

My Applications:

- This tab will direct the user to the My Applications search page and can be accessed from anywhere in SAGE.
- The search page can be utilized to view the organization’s applications (current, past, and in progress).

My Financial Reports:

- This tab will direct the user to the My Financial Reports search page and can be accessed from anywhere in SAGE.
- Once an application is awarded, this tab is utilized to view the organization’s financial reports.

My Program Reports:

- This tab will direct the user to the My Program Reports search page and can be accessed from anywhere in SAGE.
- Once an application is awarded, this tab is utilized to view the organization’s program reports.

My Annual Reports:

- This tab will direct the user to the My Annual Reports search page and can be accessed from anywhere in SAGE.
- Once an application is awarded, this tab is utilized to view the organization’s annual reports.

My Reports

- This navigation hyperlink will direct the user to the My Reports page.
- Any system reports available to the user will display.

My Training Materials:

- Click this hyperlink to display a list of various resources and instructional documents regarding SAGE and DPS-VOCA grant requirements.

My Organization(s):

- This navigation hyperlink will direct the user to the Organization page and can be accessed from anywhere in SAGE.
- The Organization page can be utilized to update organization information, add / remove / deactivate organization members, and to view / return to organization documents.
- Organization documents will display a list of initiated applications, initiated program reports, and initiated financial reports for the organization.

My Profile:

- This navigation hyperlink will direct the user to their user profile.
- This page can be utilized to update the user’s profile information, username, and password.

Logout:

- Click this link to log out of SAGE.

SHOW HELP:

- Clicking on this button will expand the Page Help panel that offers additional information.
- SHOW HELP instructions are specific to the user’s current place within the system. For example, clicking the SHOW HELP button on the Personnel form will display instructions specifically for completing the Personnel form.

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My Home

View Available Proposals

- View Available Proposals displays grant applications/open solicitations available to your organization.
- Click VIEW OPPORTUNITIES for further information about each opportunity and to initiate an application.
- The following information will be displayed for each grant opportunity available:
  1. **Offered By:** The Organization or Agency offering the opportunity/application.
  2. **Application Availability Dates:** The date range of when this opportunity/application will be available to initiate.
  3. **Grant Period:** The period for which the application will be active.
  4. **Application Due Date:** The date by which the application must be submitted.
  5. **Apply Now Button:** Click to initiate an application.
  6. **Not Interested Button:** Click to remove the opportunity from the available opportunities page. If an opportunity is removed in error, simply click RESET MY OPPORTUNITIES.

My Inbox

- My Inbox displays the user’s system notifications.
- Click OPEN MY INBOX to view system messages as well as compose new messages.
- For further system message functionality, click VIEW ALL MY SYSTEM MESSAGES.

My Tasks

- My Tasks displays all tasks/actions that require the user’s attention, such as an application that is in progress and has not yet been submitted.
- Click OPEN MY TASKS to view all actionable items.
- To continue working on a task, such as an application, click on the hyperlink under the Name column.
Application Process and Workflow

Complete Organization Profile
The application cannot be initiated until the Organization Profile is complete. Click My Organization to complete.

Initiate Application
Start application by navigating to View Available Proposals. Only Admin Users can initiate an application.

Complete Application
During this time, the application may be edited by Admin Users, Data Entry Users, and Grant Writers.

Submit Application
Admin Users must submit the application prior to the due date.

Application Evaluation
Applications are under evaluation by DPS-VOCA. No actions are required by applicants during this time.

Award Notification
Applicants are notified of approval and/or denial via automatic system notification and email.

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Completing the Organization Profile
The View Available Proposals section will not be available if the Organization Profile has not been updated.

The Organization Profile must be completed prior to initiating an application.

Follow these steps to update the Organization Profile:

- Click on the My Organization(s) hyperlink located in the navigation bar.
- This will direct the user to the Organization page.
- All required fields must be completed. Required fields are marked with a red asterisk.*
- Only DPS-VOCA has access to change the Organization Name, AZ Vendor Number, and Object Code.
- Create a Short Name for your organization (5 letters or less). This should be an abbreviation that easily identifies your agency. The Short Name will be used in the identification number for the organization’s applications and reports.
- Click SAVE when finished.
- Once you click save, the Short Name field will become locked for editing. If the Short Name is blank after clicking save, this means the Short Name you chose was already in use. Enter a different short name and click SAVE.
**Initiating the Application**
Admin Users are permitted to initiate applications, and may do so by following these steps:

- From the My Home page, in the View Available Proposals section, click **VIEW OPPORTUNITIES**.
- Below the desired opportunity, click **APPLY NOW** to initiate an application.
- You will be redirected to the application.
- Repeat these steps to initiate multiple applications if desired.

**Returning to the Application**
Once an application has been initiated, there are two ways to navigate back to the application:

1. The application can be found in the My Tasks section of your Home Page. Click **OPEN MY TASKS**. Your application will appear in the list. Click on the hyperlink under the Name column to return to your application.

2. The application can also be found via the My Applications tab. Various search filters will display. If you click **SEARCH** without entering any search criteria, all your organization’s applications will appear (past and current). Click on the hyperlink under the Name column to return to your application.
   - **HINT:** If you’d like to search for an application from a specific year, select the year from the Application Types drop down list. Then, click **SEARCH**.
   - **HINT:** If you know the three ending digits of your Application ID (e.g., “031” in the example below), enter the three digits in the Application Name field. Then, click **SEARCH**.

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[Images and tables as described in the text]

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Application: Basic Navigation & Functionality

Navigation Tool Bar
The navigation links below are displayed at the top of every page within the application.

Menu
Click the Menu hyperlink to return to the main cover page of the application.

Forms Menu
Click or hover over the Forms Menu hyperlink to display a list of all forms within the application. The Forms Menu is used for quick navigation from one form to another.

<table>
<thead>
<tr>
<th>Status</th>
<th>Page Name</th>
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<tbody>
<tr>
<td></td>
<td>Historical Print Versions</td>
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<tr>
<th>Application Forms</th>
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<td>Applicant Summary</td>
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<td>Services and Victim Population</td>
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<td>Performance Measures</td>
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<td>Contractual Services</td>
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<td>Mileage &amp; Training</td>
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<td>Capital Equipment</td>
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<tr>
<td>Other Expenses</td>
</tr>
<tr>
<td>Detailed Budget Summary</td>
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<tr>
<td>Source Of Funding</td>
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</tbody>
</table>

'Status Icon' Column: An icon will display indicating the status of each form.
- The form has not been completed.
- The form has been successfully completed.
- The form contains errors.

'Page Name' Column: This is a hyperlink that will display the name of the form / hyperlink / PDF Download. Click on the hyperlink to navigate to the form.

'Note' Column: This will display an icon indicating if a user has left a note on the form.

'Created By' Column: This will display the user that created this form, along with the date and time that this action occurred.

'Last Modified By' Column: This will display the last user that has modified this form, along with the date and time that this action occurred.

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Status Changes
Click or hover over the Status Changes hyperlink to view status change options.

- Available status change options will differ based on the user’s system role/level of access.
- For example, only Admin Users will have the ability to change the application status to submitted or cancelled.
- Click the blue button below the desired status option to change the status of the application.

Management Tools
Click or hover over the Management Tools hyperlink. The following options will appear:

- **Create Full Print Version**: This tool generates a PDF version of the entire application as it is currently.
- **Create Full Blank Print Version**: This tool generates an empty PDF version of the entire application.
- **Check for Errors**: This tool will direct the user to the Global Errors page, which will display all current errors in the application.
- **Attachment Repository**: This tool displays all attachments within the application.

Related Documents and Messages
Click or hover to display all documents related to the application. This tool is not utilized during the application process.

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Standard Application Functionality

SAVE, SAVE, SAVE
• SAVE and save often!
• SAGE does not automatically save data. You must save each form throughout the application.
• SAGE will automatically log you out after 30 minutes of inactivity. A countdown will display 10 minutes prior, alerting you that you will be logged out. SAGE should automatically save any data before logging you out, but do not rely on this alone. Protect your data and hard work by saving often.

Multiple Windows/Tabs Open in SAGE
• Users are strongly cautioned not to have SAGE open in multiple browser windows and/or tabs.
• If you are working on SAGE simultaneously in two windows and/or tabs, it is possible to create system errors that can only be corrected by the software developer (Agate Software).
• Users with different SAGE accounts may simultaneously work on an application; however, users should not be simultaneously working on the same form within the same application.

Advancing Through the Application
Users may advance through the application in the following ways:

• Always be sure to SAVE a form before navigating to another form!
• Click or hover on the Forms Menu hyperlink and select the form you would like to navigate to. This is the preferred method of navigation within the application.
• Clicking NEXT on any form will navigate the user to the next sequential form (in the order as they appear on the Forms Menu).
• Clicking SAVE/NEXT on any form will save the current form and navigate to the next sequential form (in the order as they appear on the Forms Menu). This is not the preferred method for navigating, as the form advances even when errors are present.

Successfully Completing a Form
• Successfully complete a form by entering all required data on the form and clicking SAVE.
• A green light will display indicating that the form has been saved and all data requirements were met.

Form Error Checking
• If a form is partially completed and/or not all data requirements have been met, a stop sign will display with an explanation of the errors that must be addressed.
• If a form contains errors, the form can still be saved without data being lost. However, all errors must be satisfied prior to application submission.
• Continue entering data and saving the page until you receive a green light indicating that the form has been saved and all data requirements were met.

Repeatable Rows
• On some forms, rows will continue to repeat, allowing for additional information to be entered as needed.
• First, complete the available row(s) and click SAVE. Additional rows will become available.
• This process can be repeated as many times as necessary.

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Situational Business Rules

- A field may or may not be required based on other information in the application.
- For example, there may be a yes or no question. If yes is selected, the form may require that you provide information explaining the answer.
- Be sure to follow the instructions provided in the Page Error messages.

Uploads & Attachments

- Upload fields can be utilized to upload / attach files to forms, where available.
- To upload a document, click BROWSE, select the desired file, and then click OPEN.
- Click the SAVE button to attach the document.
- The following documents are supported: doc, eps, pdf, jpg, gif, bmp, txt, avi, wmv, ppt, xls, mov, dpi, png, and mp3.

Copy & Paste Disclosure

- Users are cautioned when utilizing the copy and paste function of most word processing programs to transfer text into narrative boxes within SAGE, as it may not recognize certain formatting (including tables, graphs, photographs, bullets, and certain tabs).
- Users must also be aware of the character limits of each text box, as attempting to copy and paste text that is larger than the allotted amount of space will yield an error. The character limit may be found at the bottom left of each text box. It is recommended to first copy and paste text into any standard notepad (or equivalent) program, which will have similar formatting to the text boxes in SAGE.

Adding and Editing Notes

To encourage communication within the system, users will have the ability to add Notes to a form:

- Click ADD NOTE (located at the top right corner of the form). The Notes Panel will display.
- Click ADD A NEW NOTE, enter your message, assign individuals to the note, then click SAVE.

Print Versions

- Most forms offer a PDF version of the data entered.
- To download a PDF version of the form, click the PRINT VERSION button that is located at the top right corner of the page.
- Users are encouraged to review the PDF versions for accuracy prior to submitting the application.
- To generate a full (or blank) print version of the application, see the Management Tools section within this manual.

Automatic Calculations

- Throughout the application, some fields will automatically calculate based on the information entered.
- A grey background indicates the field contains an automatic calculation.
- To update an automatic calculation, complete the editable fields on the form and click SAVE.
- Automatic calculations will only update upon SAVE.
Application: Form Overviews

ACCESS THE SHOW HELP BUTTON ON EACH FORM FOR DETAILED INSTRUCTIONS

Applied Eligibility

The organization must ensure eligibility prior to accessing the full application.

The eligibility form contains 13 questions and a declaration. All questions require a response. Complete the eligibility form and click SAVE. If the applicant meets the eligibility criteria, a green light will appear at the top of the page. The remainder of the application will become available for completion.

If the agency has any concerns regarding the requirements, indicates "no" to any of the questions, or answers "disagree" to the declaration, the applicant must contact DPS-VOCA Program Administrator, Kate Lyon, at 602-223-2661 to discuss eligibility.

Applied Summary

This form captures basic information including the Project Title and contact information of key individuals who will be responsible for the application/project.

Services and Victim Population (50 points)

This form captures the primary use and purpose of the project, tribal status, types of victims to be served, and services to be provided through this project.

The project match requirement is dependent on the Tribal Projects section of this form. If ‘yes’ is selected, there will not be a match requirement for the project. If ‘no’ is selected, the standard match requirement of 20% will apply.

Agency Information (150 points)

This form consists of four subsections: mission statement (20 points), agency summary (80 points), volunteer detail (30 points), and jurisdiction (20 points).

Project Information (300 points)

This form consists of four subsections: problem statement (100 points), project summary (80 points), victim services coordination and collaboration efforts (50 points), and project assessment (70 points).

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Performance Measures (250 points)
This form captures the performance measures for the project. The applicant identifies the focus and goal(s) of the project. A separate form will be generated for each goal. On each goal form, the applicant will develop relevant outputs, outcome measures, and quality measures for the project and make data projections for each year of the grant period. Click on each focus to view required outcome and quality measures.

Budget (200 points)
The budget section of the application consists of the following forms: personnel, volunteers, contractual services, application uploads, mileage & training, capital equipment, other expenses, and match.

Personnel
This form captures personnel expenses (salary and fringe) requested for the project. Applicants are asked to provide the position title, total annual salary, requested VOCA salary/fringe amount, requested Match salary/fringe amount, and indicate the pay type (hourly or salary) for each position requested. There is a budget table available for each year of the grant period.

Volunteers
This form captures in-kind volunteer match information. Applicants are asked to provide the volunteer classification, hourly rate, and total in-kind match amount for each type of volunteer classification to be utilized as match. There is a budget table available for each year of the grant period.

Contractual Services
This form captures contractual expenses requested for the project. Applicants are asked to provide the service type, rate of pay, total hours, and VOCA/Match amounts requested for the project. There is a budget table available for each year of the grant period.

Application Uploads
This form allows applicants to upload required documents pertinent to the project. There are four subsections: organizational chart, personnel position descriptions, volunteer position descriptions, and contractor position descriptions.

All applicants must upload an organizational chart. An organizational chart template is available for download. A position description is required for each position requested on the personnel form, volunteer classification identified on the volunteer form, and contractor/service type requested on the contractual services form. Position description templates are available in each subsection.

Mileage & Training
This form captures mileage and training expenses requested for the project. There is a budget table available for each year of the grant period. Justification is required for each section.

Capital Equipment
This form captures capital equipment expenses requested for the project. Applicants are asked to provide a description, quantity, price per unit, and the VOCA/Match amount for each item requested. There is a budget table available for each year of the grant period. Justification is required for each capital equipment item requested.

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Other Expenses
This form consists of four subsections: non-capital equipment and furniture, operating costs, client assistance, and indirect costs. Applicants are asked to provide a description and the VOCA/Match amount for each item requested. There is a budget table available for each year of the grant period. Justification is required for each item requested.

Match
This form will not be available to applicants who indicated ‘yes’ to the Tribal Projects question on the Services and Victim Population form, as there is no match requirement for tribal projects.

This form captures the match type (in-kind or cash) and the funding source for each match item identified in the budget. Budget line items with match amounts identified will automatically populate on the Match form. For example, Match salary and fringe expenses were entered for Victim Advocate #1 on the personnel form (see picture 1). Therefore, these amounts will display on the Match form (see picture 2). There is a budget table available for each year of the grant period.

![Picture 1](http://sage.azdps.gov)

![Picture 2](http://sage.azdps.gov)

Detailed Budget Summary Form
This form provides a screenshot of the entire request for funding (VOCA and Match). This form consists entirely of automatic calculations. Be sure to click SAVE to update all calculations.

This form is extremely useful, as it identifies the match requirement for each year of the grant period. If matching funds identified in the budget exceed or fail to meet the match requirement identified, an error message will display alerting the applicant to modify the budget forms to ensure the match requirement is met.

Source of Funding (50 points)
This form captures funding information for the applicant’s entire victim services program. Applicants are asked to identify each federal, state, local, or other non-federal source of funding received, along with funding amounts for the two fiscal years identified.

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Application: Submitting or Cancelling

Only Admin Users are authorized to submit or cancel an application.

Submitting an Application
To submit an application, click the “Status Changes” hyperlink located within the application. Click the SUBMIT button located directly beneath the “Application Submitted” status.

If the application contains errors, the system will display the Global Errors page which identifies errors that must be corrected before submission can occur.

Once all errors within the application have been satisfied, return to the “Status Changes” hyperlink and select the desired status. Once the application is submitted, an email and system notification will be received indicating successful submission of the application.

To ensure your application was submitted, you can view the My Applications tab. Your application should list a status of “Application Submitted”. The application should no longer be available under the My Tasks section, indicating no further action is required.

NOTE: Once an application is submitted it will become a read-only document and cannot be modified!

Cancelling an Application
To cancel an application, click the “Status Changes” hyperlink located within the application. Click the CANCEL button located directly beneath the “Application Cancelled” status. If an application is cancelled in error, contact DPS to restore the application.