



U.S. Department of Justice Office of Juvenile Justice Delinquency Prevention

## **Reducing Youth Violence: A Comprehensive Approach**

### **Multimedia CD-ROM Installation and Help Manual Version 2.0 Copyright 1999**

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## Table of Contents

<b>INTRODUCTION .....</b>	<b>3</b>
WHY THE CD-ROM WAS CREATED .....	3
OJJDP'S NATIONAL JUVENILE JUSTICE ACTION PLAN AND THE CONTINUUM OF CARE .....	3
GETTING STARTED .....	3
<i>Recommended System</i> .....	3
<i>Installing the Program</i> .....	4
<i>Starting the Software</i> .....	4
<b>USING THE OJJDP CD-ROM.....</b>	<b>5</b>
AN ORIENTATION TO OJJDP .....	5
THE MAIN MENU.....	6
THE TUTORIALS .....	6
THE BUTTON BAR .....	8
THE MENU BAR.....	8
HOW INFORMATION IS ORGANIZED .....	9
THE CONTINUUM ICON.....	9
THE OJJDP PUBLICATION RESOURCES .....	9
<i>Finding a Publication</i> .....	10
<i>The OJJDP Action Plan Objectives</i> .....	12
<i>Key Articles</i> .....	12
THE MODEL PROGRAM RESOURCES .....	13
<i>Finding a Program</i> .....	13
<i>Program Information</i> .....	13
SELECTING PROGRAM DOCUMENTS BY MATERIAL TYPE.....	14
SAVING AND PRINTING DOCUMENTS.....	15
<i>Saving a Document File for Use in your Word Processor</i> .....	15
<i>Printing a File</i> .....	15
<i>Saving a Graphics File</i> .....	16
<i>Ordering Documents</i> .....	16
THE TRAINING AND TECHNICAL ASSISTANCE RESOURCES DATABASE .....	17
<i>Finding Training and Technical Assistance Resources</i> .....	17
COMBINED RESOURCES BY ACTION PLAN OBJECTIVE.....	19
<b>FINDING SPECIFIC INFORMATION.....</b>	<b>19</b>
FINDING PARTICULAR WORDS IN ANY PUBLICATION, PROGRAM OR TA DOCUMENT .....	20
LOCATING OTHER SOURCES OF INFORMATION.....	21
LOCATING A BOOK OR ARTICLE .....	21
<i>Other Documents Available from NCJRS</i> .....	21
LOCATING INTERNET RESOURCES .....	22
<b>FILE INFORMATION AND TROUBLESHOOTING.....</b>	<b>23</b>
FILES COPIED TO YOUR COMPUTER'S HARD DRIVE DURING INSTALLATION .....	23
HELP AND ONLINE HELP .....	23

# Introduction

## ***Why the CD-ROM was Created***

A key problem faced by community agencies today is finding the technical information and resources needed to build comprehensive youth violence prevention programs. Locating relevant documents, research and funding information can be a difficult and frustrating task. Even knowing where to look can be a challenge. Because the Office of Juvenile Justice Delinquency Prevention (OJJDP) understands this problem, it has developed a CD-ROM to give community professionals like yourself instant access to thousands of useful publications and resources. The OJJDP Resources CD-ROM provides you with three major databases:

- OJJDP Publications--Documents offering both practical and theoretical information about what works, what recent research has discovered and how communities can implement change.
- Model Programs--Implementation details from successful violence prevention programs, including documents such as letters, budgets, rules and regulations and job descriptions that these programs use in their day-to-day activities.
- Resources, Training and Technical Assistance--Contact information on useful agencies, foundations, individuals and Internet sites. This wealth of information is augmented by an extensive bibliography of government publications, plus templates and graphics to help you create your own program documents.

## ***OJJDP's National Juvenile Justice Action Plan and the Continuum of Care***

The information on the Resources CD-ROM is organized around OJJDP's National Juvenile Justice Action Plan on reducing youth violence, and its governing strategy of a continuum of care. The continuum of care is best described as a seamless network of support for young people—one that encompasses family, social and educational institutions, law enforcement and the juvenile justice system. As you use the program, you have an opportunity to access information via the five interconnecting categories that make up the continuum of care: Mobilizing Communities; Strengthening the Juvenile Justice System; Reducing Gangs, Guns and Drugs; Creating Opportunities for Youth; and Breaking the Cycle of Violence. A very useful section of the program allows you to see all the OJJDP publication documents, model program details and resources available on the CD-ROM, category by category.

## ***Getting Started***

### Recommended System

- Windows 95, Windows 98 or Windows NT (service pack 3 or higher)
- 65MB free hard disk space (less may be required)
- 32MB RAM
- 16-speed CD-ROM (The program will work on lower speed CD-ROM's with diminished video quality)
- 16 bit (thousands of colors) or greater color graphics capability
- Mouse or other selection device
- Windows sound card

## Installing the Program

This CD-ROM requires Apple QuickTime version 3.0 or higher software to be on your computer (which may already have been installed when any other multimedia CD-ROM was installed.) It also makes use of Microsoft's webbrowser libraries (which may have already been installed with your operating system.) It also uses the Lotus ScreenCam web browser media player plug-in *StreamCam 2.0*. The installation routine is automatically started when the CD is placed in the CD-ROM drive. It will check to see if the required dynamic link libraries (DLLs) are already present on your system, and will prompt you though the installation of any that are missing. To install:

1. Put the OJJDP CD-ROM into your computer's CD-ROM drive.
2. An installation screen will pop up. Your computer will be checked to see which required libraries are already installed and will prompt you through the installation of needed components.
3. If not already installed, QuickTime will be installed. Eject and reinsert the CD into the drive to start the program.
4. If the Internet Explorer files are not installed, you will be prompted through the installation. Eject and reinsert the CD into the drive to start the program.
5. If you do not have ScreenCam drivers on your computer, you will be prompted to install them. Choose the Internet Explorer Plugin directory on you computer, if you know it's location; if not, you can install the ScreenCam program in whatever location you want (such as C:\program files\screenCam, for example). Eject and reinsert the CD into the drive to start the program.

Once all of the needed drivers are installed on your machine, the disk will automatically start up when placed in the drive. (Note: If you have disabled "autorun" for your CD drive, either enable this feature or choose "Run" from the start menu and type in "D:\setup.exe"--replace the letter "D" with the letter for your CD-ROM drive.)

## Starting the Software

The software contained on the CD-ROM is not installed onto your computer; instead, a few files needed to access the information will be installed and the information itself will remain on the CD-ROM. This means that every time you want to access the information on the CD, you will need to place the CD in your CD-ROM drive. Once all of the files needed for the software to run are installed on your computer, the CD will automatically begin running when placed in your drive.

If you wish to copy the entire contents of the CD onto your hard disk drive, you can do this, and then create a shortcut to the OJJDP.EXE file; however, this will require approximately 650 MB of disk space and is not recommended. Because the disk is public domain, you are free to make copies of any portion of the disk, any data on the disk, or even the entire disk, as long as it is not used for commercial purposes.

## Using the OJJDP CD-ROM

### *An Orientation to OJJDP*

A multimedia orientation to OJJDP was created and included on this CD-ROM. This orientation provides an overview of OJJDP and the Action Plan Objectives.

The orientation will run automatically after the first installation has been completed. After this, to run the Orientation choose **Navigate, Orientation** from the menu bar.

You can pause and start the orientation with the "pause" and "play" buttons on the bottom right of the screen. Notice the timer below the video display window which shows the remaining time for the Orientation.



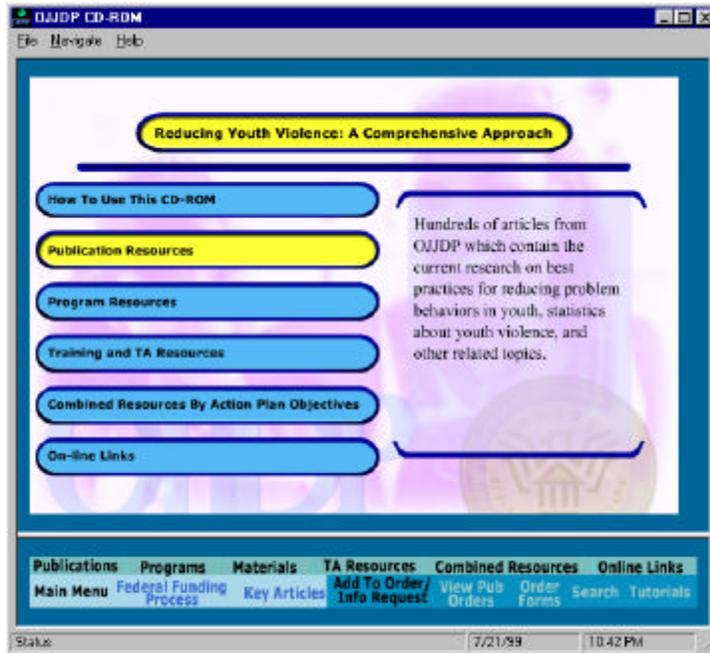
Once you have viewed the orientation, you may wish to review different sections. Use the button bar across the bottom of the screen to access the various sections (by clicking once on the button representing the section desired.) Each section is introduced in the orientation.



You can move forward or backward through the presentation in jumps by clicking on the forward and backward icons.

Video files are saved in Apple QuickTime 3.0 file format using the Sorenson Video Codec. The Orientation was created using Macromedia Director 7.0. Best results are obtained by running the Orientation on a computer with a fast CD-ROM disk drive, a fast processor, and a fast graphics card. If any one of these elements is slow, the video will still play but the degradation of the quality of the presentation will be noticeable.

## The Main Menu



The main menu screen provides you with a convenient table of contents for the OJJDP Resources CD-ROM. You can click on any button of the menu to "jump" to a particular section of the program. Each button identifies itself in the window to the right of the button bar.

- The How To Use This CD-ROM button links you to a multimedia tutorial that explains how the different parts of the OJJDP CD-ROM work.
- The Publications Resources button provides a link to the full text of many documents published by OJJDP.
- The Program Resources button takes you to a wide variety of practical documents contributed by functioning violence reduction programs and relating to the "every day life" of running such programs.
- The Training and TA Resources button accesses detailed information about resources related to training and technical assistance available to implement successful violence prevention programs.
- The On-line Links To Current Resources button provides a quick link to useful current information on the Internet.
- The Combined Resources By Action Plan Objectives button accesses a screen where you can choose model program, publication or resource data according to action plan objectives.
- The On-line Links button jumps to an Internet link list of useful web sites. If your computer has an Internet connection, you can use this list to visit other web sites of interest.

## The Tutorials

The interface for this application was designed to put the information you need at your fingertips. It supports a wide range of user preferences; for example, if you absorb information better from auditory input, you will especially like the tutorials, voice overs, and various audio introductions to topics provided on this CD-ROM. However, if you are a visual learner, you will find that all information is also provided in graphical and textual forms. In the support of different types of users of the interface, there are frequently many ways to accomplish the same goal (such as use of a main menu, button bar, and menu bar to navigate to different parts of the program.)

Many computer users prefer to learn to use an interface by simply jumping in and using the software. Others, however, prefer a guided tour prior to using an application. We have provided an extensive audio/visual tour of the interface in the Tutorials section of the software.

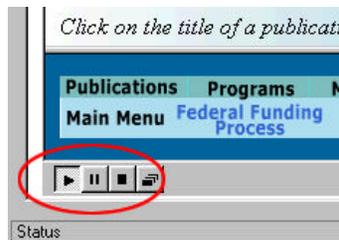
There are two ways to access the tutorials:

- Click on the How To Use This CD-ROM button in the main menu, or
- Click the Tutorials button in the button bar at the bottom of the screen.



A screen with the list of available tutorials will be displayed. Click on the tutorial that you want to view. As you view the tutorials, a "check mark" will appear in the box next to the tutorial name to indicate which ones have been previously viewed. (These check marks will disappear when you exit the software.)

Tutorials use Lotus ScreenCam to display the steps. Use the play, pause and stop buttons at the bottom of the window to control the play back of the tutorial.



## The Button Bar

The button bar appears at the bottom of most screens. It gives you an easy means of navigation and instant access to the major parts of the program.

<a href="#">Publications</a>	<a href="#">Programs</a>	<a href="#">Materials</a>	<a href="#">TA Resources</a>	<a href="#">Combined Resources</a>	<a href="#">Online Links</a>		
<a href="#">Main Menu</a>	<a href="#">Federal Funding Process</a>	<a href="#">Key Articles</a>	<a href="#">Add To Order/Info Request</a>	<a href="#">View Pub Orders</a>	<a href="#">Order Forms</a>	<a href="#">Search</a>	<a href="#">Tutorials</a>

- The [Publications](#), [Programs](#), [Materials](#) and [TA Resources](#) buttons bring you to the interface screens with information on these topics.
- The [Combined Resources](#) button takes you to a very convenient page showing all the publications, TA resources and model programs on the OJJDP Resources CD-ROM according to action plan objective.
- The [Online Links](#) button brings you to the Internet link page.
- The [Main Menu](#) button takes you to the main menu page and its table of contents.
- The [Federal Funding Process](#) button links to a tutorial explaining this process.
- The [Key Articles](#) button links to a page that lists ten key articles contained on the CD-ROM.
- The [Add To Order/Info Request](#) button is used when you want to: (a) add a publication to an order form (it must be available through the National Criminal Justice Reference Service, NCJRS), (b) request additional information from a model program, or (c) request further information from a technical assistance or training resource. You must be on the Publications, Programs or TA Resource page of this software for this button to work, and you must have first selected the name of the appropriate publication, program, or technical assistance agency.
- The [View Pub Orders](#) button brings up the list of documents that you have selected for order from NCJRS. (The requests for information for program or technical assistance programs are processed when you click the Add to Order/Info Request button).
- The [Order Forms](#) button links you to a page of additional sets of documents that can be ordered from NCJRS.
- The [Search](#) button links to the Boolean (logic) search pages which will make it easy to locate any information contained in the databases.
- The [Tutorials](#) button links to a set of multimedia tours which describe the features of this software.

## The Menu Bar

The menu bar appears at the top of the window.

The [File](#) menu contains these entries:

- [Save As](#)--brings up a standard "save" dialog for saving the page you are viewing.
- [Status Bar](#)--turns on and off the status bar (the bar at the bottom of the screen) which displays date, time, information about files being loaded, etc.
- [Page Setup](#)--brings up the standard printer setup menu.
- [Print](#)--allows you to choose what to print (the pages as laid out on the screen, information in a selected frame of the window, or each frame in the window), specify printer settings, choose the number of pages to print, etc.

The [Navigate](#) menu has two entries:

- [Go Back](#)--navigates backwards through pages you have already visited, just like the "back" button on your Internet browser software.
- [Orientation](#)--brings up the Orientation to the CD-ROM.

The Help menu has three entries:

- Help--general help on the application
- Online help--brings you to the [www.ojjdp.com](http://www.ojjdp.com) web site which provides FAQ and email support
- About this program--credits and copyright information about the software.

## ***How Information is Organized***

The OJJDP Resources CD-ROM contains a wealth of information, which is stored in three main categories:

- OJJDP Publication Resources—Documents that offer both practical and theoretical information to help communities develop comprehensive programs for preventing youth violence
- Model Program Resources—Details on successful violence prevention programs, plus documents these programs use in their day-to-day activities
- Training and Technical Assistance Resources—Contact information on useful agencies, foundations, individuals and Internet sites

## ***The Continuum Icon***

At the top of every publication, model program and resource screen you will see the continuum icon:



This icon represents the five interconnecting categories that make up the OJJDP's philosophy of a continuum of care. These categories are:



Mobilizing  
Communities



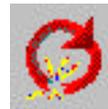
Strengthening the  
Juvenile Justice  
System



Reducing Gangs,  
Guns and Drugs



Creating  
Opportunities for  
Youth



Breaking the Cycle  
of Violence

Each of the five sides of the continuum icon represents a category. When you click on a particular side, the category you select spins to the front of the icon and helps you to locate publication, program and resource data. More information on using the continuum icon is found in the OJJDP Publications section below.

## ***The OJJDP Publication Resources***

You can access the OJJDP publication documents by:

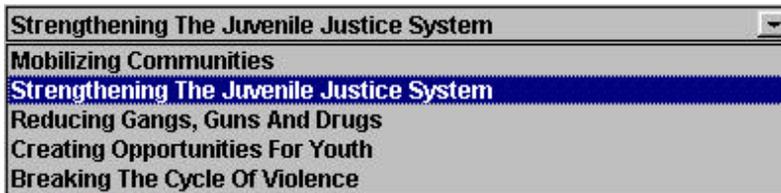
- clicking the Publications button on the main menu; or
- clicking the Publications button on the button bar at the bottom of the screen.

## Finding a Publication



1. To find a publication, you first need to select a action plan objectives category. There are two ways to do this.

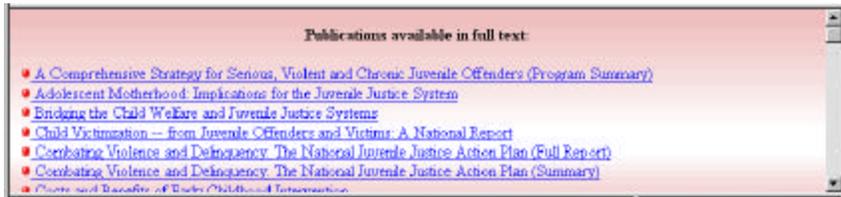
- Click the continuum icon to select the particular category in which you are interested. The category, or "side," that you click rotates to the front of the icon.
- Use the drop-down selector to select a category. To use the drop-down selector, click the arrow at the right of the text box at the top of the screen. A drop-down list appears. Click on your selected category from this list.



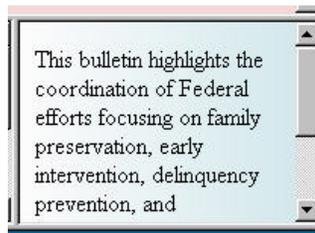
2. Within each continuum category, OJJDP has identified subcategories. Each time you select a continuum category in the publications database, you are provided with a list of subcategories from which to choose. You'll notice that these subcategories change according to the main category chosen.



3. Click on any subcategory in the list to view the documents relating to that subcategory. Note: If you want to see all the documents in a particular category, choose "All subcategories," the first entry in every subcategory list.



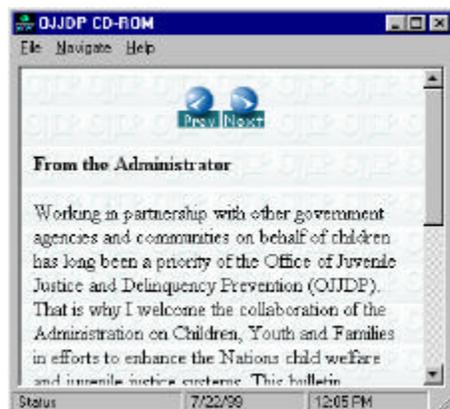
4. A list of publications appears in the middle frame. Move the mouse over the name of the publication to see a short description of the publication in the bottom right frame.



5. Select a publication by clicking on it once. The table of contents for the publication will appear in the bottom left window.



6. To read a publication, click on the section in the displayed table of contents that and a window will pop up to display the section selected. Click the "Prev" and "Next" buttons to move backward and forward through the document, or click on the table of contents in the left frame of the main window to jump to a particular section. You can move the viewer window around on your monitor (click and drag it by the blue title bar on the top of the window) and resize it (click and drag the resize handle on the bottom right of the window.)



7. Choose **File, Print** from the menu bar to print a page, and **File, Save As** to save a copy of the document to your disk.

## The OJJDP Action Plan Objectives

### Categories and Subcategories

#### *Mobilizing Communities*

- Key leaders
- Community assessment
- Comprehensive strategy program implementation
- Evaluation

#### *Strengthening the Juvenile Justice System*

- Assessment and immediate sanctions
- Intermediate sanctions
- Secure care
- Aftercare

#### *Reducing Guns, Gangs, and Violence*

- Gangs
- Guns
- Drugs
- Youth focused community policing

#### *Creating Opportunities for Youth*

- Mentoring
- Conflict resolution
- Truancy and drop out prevention
- Community, schools and after school programs

#### *Breaking the Cycle of Violence*

- Family strengthening
- Dependency court improvements
- Children's advocacy centers

## Key Articles

Click on the "Key Articles" button to access a page that lists ten "key" articles in the publication resources. A short description of each is provided, as well as an audio introduction to each article.



Click on the icon representing a speaker to the left of the title to hear the audio introduction to the file. Move the mouse over the document to read a short introduction to the article in the frame to the right of the article titles. Click on the title to open the document.

## The Model Program Resources Database

Information on model violence prevention programs can be reached by:

- clicking the Programs button in the main menu; or
- clicking the Programs button on the button bar at the bottom of the screen.

### Finding a Program

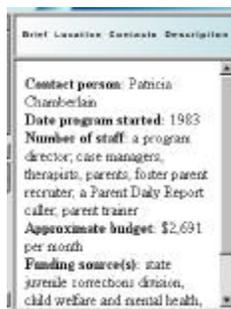
When you select a continuum category, a list of programs appears in the middle frame. Clicking on a program name displays the available materials for that program in the frame to the bottom left of the window.



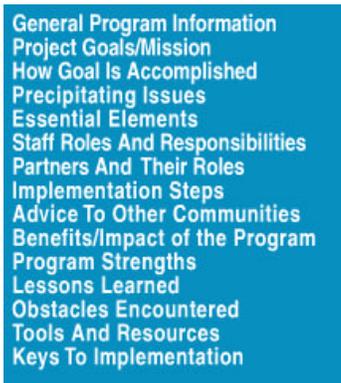
TIP: The "program" named "A Set of Templates and Tools" provide a good starting point for creating new documents. You can access these document by choosing "All subcategories" for any continuum category. It will be the first item in the program list.

### Program Information

The window to the right of the program and material boxes contains useful information about the program selected—including staffing, funding and a brief synopsis. Click the buttons at the top of the window to call up this information.



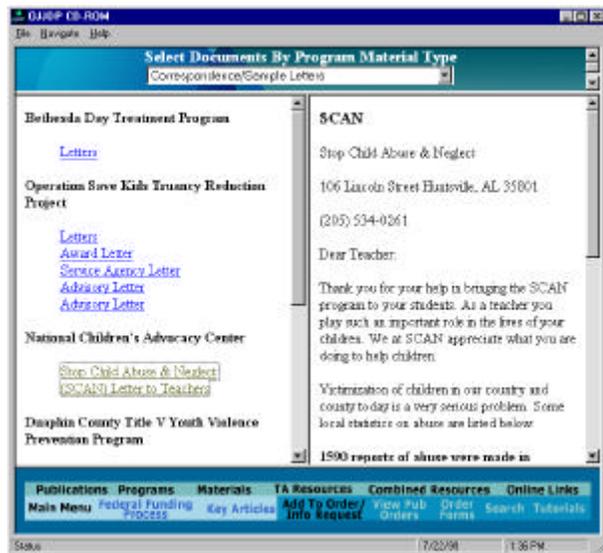
- "Brief" contains a short listing of the funding amount and sources, program start date, and staffing and is automatically displayed when a program is selected.
- "Location" shows a map locating the implementation site for the program (multiple site programs are not shown on the map.)
- "Contacts" provides a list of the key contract for the program, along with address and phone number.
- "Descriptions" brings up a screen in which you can view detailed information about the program based on an extensive questionnaire which program leaders filled out. Click each button to display the indicated information. To bring the questionnaire menu back up, click the "Description" button again.



Click on the title of any document or document section you want to read and it will appear in its own window. Different types of information are indicated by different icons in the list of available documents from the selected program.

### Selecting Program Documents by Material Type

To view the program documents by the type of material provided, click the "Materials" button on the button bar. Use the drop down list to display the programs which have the indicated type of material, and click on the document name to display the contents of the document.



## ***Saving and Printing Documents***

Use the entries **File, Save As** and **File, Print** to print and save text or graphics files.

### **Saving a Document File for Use in your Word Processor**

The publication and model program documents on the OJJDP Resources CD-ROM are stored in Hypertext Markup Language or "HTML." This file format is supported by virtually all modern word processing programs, on the PC or the Macintosh. To transfer a document to your computer's hard drive, choose **File, Save As** from the menu bar and specify a file name and destination directory. To view a document file from within your word processing program, open the program, choose **File, Open** or **File, Import** and select HTML as a file format.

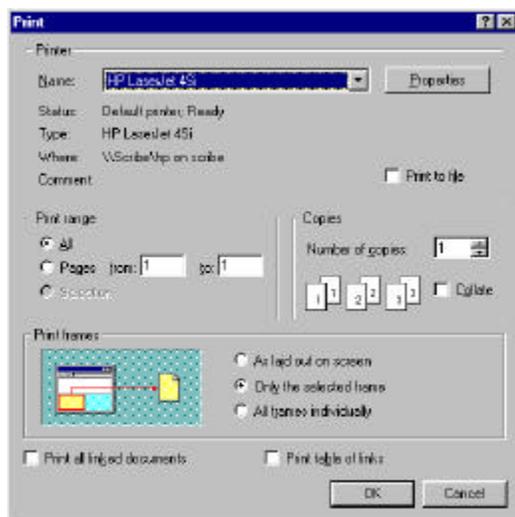
**TIP:** If you are constructing a document and want to take bits and pieces of information from a document on this CD-ROM (for example, statistics from a report), you can select the text you want from the document (click and drag the mouse over the text to highlight it) press CTRL-C to copy, switch to the word processor (ALT-TAB), and paste the text and/or graphics using CTRL-V.

### **Printing a File**

**File, Print** in the menu bar allows you to print the page. Choose:

- **As laid out on screen** to print an image of the screen that you are currently viewing
- **Only the selected frame** to print out the contents of the frame you last clicked on
- **All frames individually** to print out the contents of each of the frames on a page (for example, to obtain the lists of documents for a continuum category along with the table of contents of the selected document)

**TIP:** This application was designed for on-screen viewing, not printing large documents. Unless you are in a hurry, it is often more efficient to order a publication from the OJJDP than print an entire document from the CD-ROM. The print function works best printing single pages. Longer publications are also much easier to read if they are professionally bound and printed. However, note that documents from the



programs may be difficult, if not impossible, to obtain in hard copy "published" form.

**TIP:** If you want to print an entire file, it may be easier to access the file from the "Search" screen and then print from there, as the search function has each document in its entirety listed, along with the table of contents, in one single document.

## Saving a Graphics File

All graphics on the OJJDP CD-ROM are stored as JPEG compressed files. To save a graphic image to your hard drive, right mouse click on the image and choose **Save Picture As** from the pop up window. Specify the file name and destination directory. You can bring these files into your favorite word processing program by using the graphics import feature of that program.



## Ordering Documents

Most of the publications on the OJJDP Resources CD-ROM are also available in traditional hard copy format. To order a publication, first select the document by title in the publications list, then click on the **Add To Order/Info Request** button. The publications will be added to a list of publications to be ordered.

Before leaving the software, click on the **View Pub Orders** button and bring up the publications order form. Fill in any missing information and print the form. Fax it, mail it, or phone in the order (phone numbers and addresses are provided on the form.)

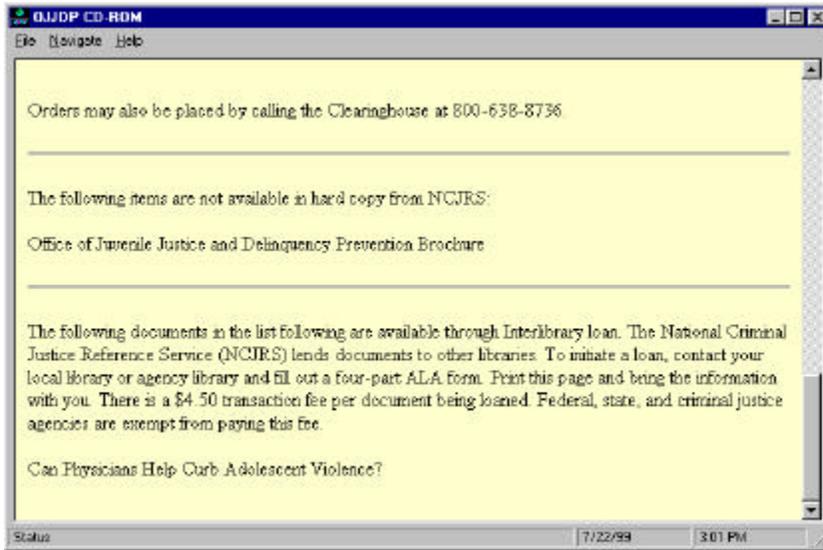
A screenshot of a software window titled "OJJDP CD-ROM" with a menu bar (File, Navigate, Help). The main content is a "Publication Order Form-NCJRS Documents" with a table and a form area.

NCJ Number	Publication Title	Quantity	Cost
ncj146110	Advancing Knowledge About the Onset of Delinquency and Crime	1	11.00
ncj151525	Victims of Childhood Sexual Abuse - Later Criminal Consequences	1	FREE
5000078	Prosecuting Child Physical Abuse Cases: Lessons Learned from San Diego Experience	1	FREE
5009888	Families and Schools Together	1	FREE
Other costs	fill in any added costs		
Payment Total			11

Options: if payment by credit card or check is desired, please fill in the information and print and mail the form. Email can be used for purchase orders and free publications only.

Status: 7/22/98 3:10PM

Some documents in the publications database are not available in hard copy. These documents will be listed at the bottom of the order form.



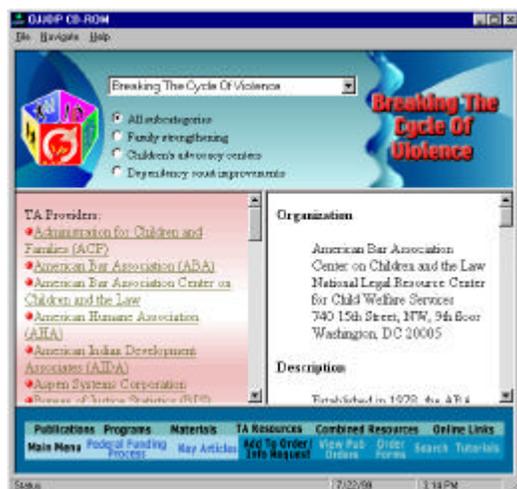
## ***The Training and Technical Assistance Resources Database***

The OJJDP CD-ROM provides information about training and technical assistance centers and organizations, as well as guidelines to assist the user in contacting these organizations. This database can be reached by:

- clicking the TA and Training Resources button in the main menu; or
- clicking the TA Resources button on the button bar at the bottom of the screen

## **Finding Training and Technical Assistance Resources**

Click on the continuum icon or the drop-down list at the top of the screen to select the category in which you are interested in finding technical assistance and training resources. Clicking on a name in this list brings up a screen with information about the resource.



Within the information about the organization, you will find a list of *OJJDP Funded Projects*, if any. Click on the name of the project to link to a description of project.

Also provided is address, phone number and fax number, Internet web site or email address (if available), a list of services that the organization provides (if available), and a description of the organization. If your computer is linked to the Internet, clicking on the web site name will link you to the web site of the organization. If your email is registered on your machine, clicking on the email address of the organization will bring up your email software with the **to:** address filled in.



TIP: you can resize frames by clicking and dragging any of the bars between frames, making more room to display information that you want to read.

An automatic request card form has been provided to help you order information from a resource. To access this form, click on the Add To Order/Info Request button at the bottom of the screen. Fill in the blanks on the card, then print it out. Close the window to return to main resources database.

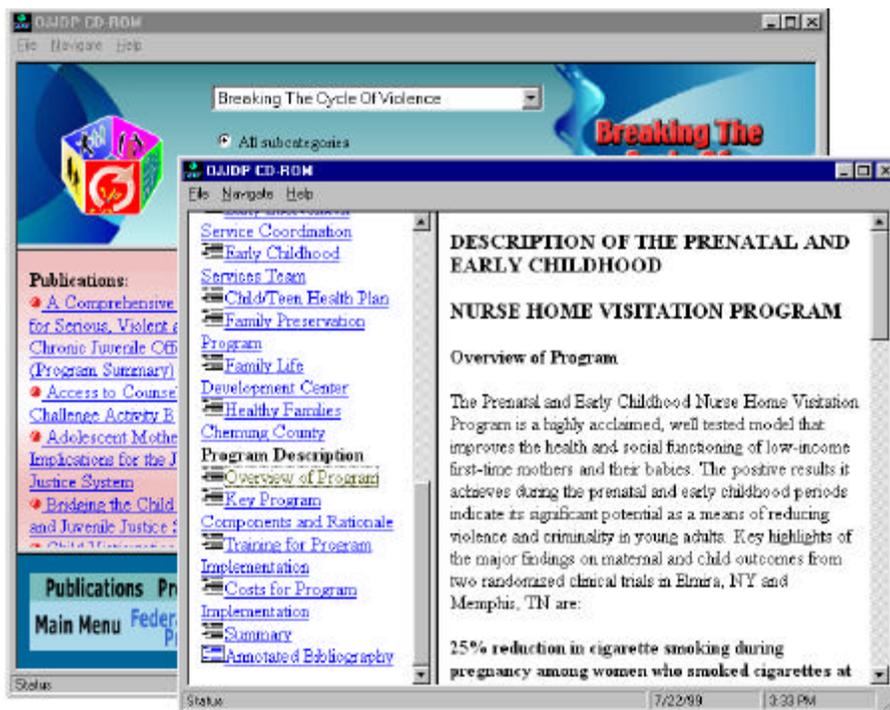


## Combined Resources By Action Plan Objective

The combined resources page allows you to see all the publication resources, model program resources and training and technical assistance resources that are available on the CD-ROM for any action plan objectives category. To access this screen:

- click the Combined Resources button on the button bar; or
- select Combined Resources from the main menu

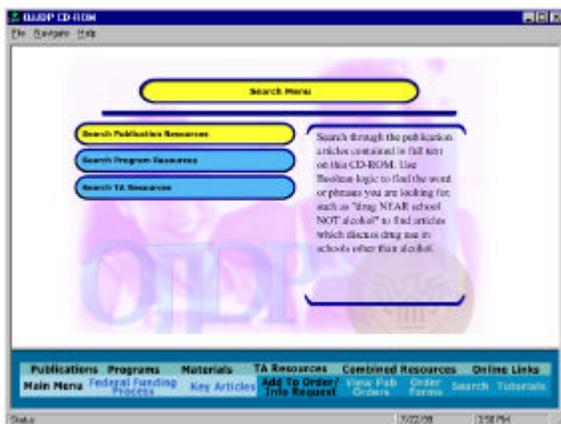
As with the other databases, choose the category from the continuum of interest and click on the publication title, program name or technical assistance provider name to view the document contents. The window that is opened will have a table of contents shown in the left frame and the contents in the right frame to make it easy to flip through the document.



## Finding Specific Information

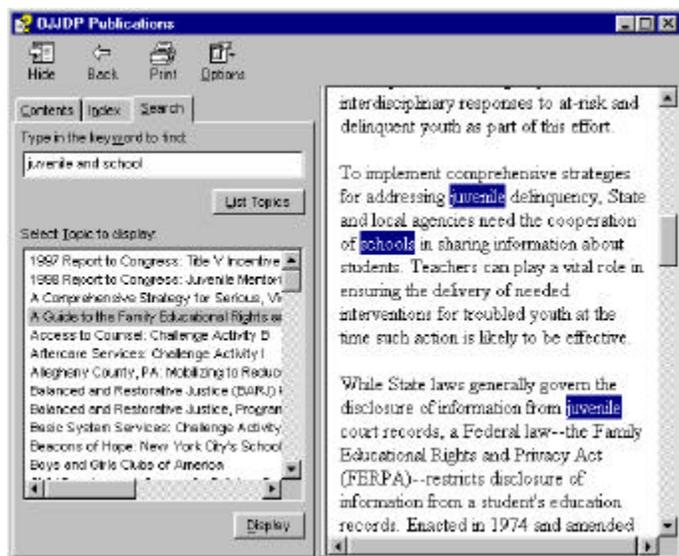
The information contained in the OJJDP program is cross-referenced in many ways. You can access information by action plan objective and subcategories, by type of material (meeting agendas, correspondence, etc.) and by the type of service a resource provides (such as gun-related issues, statistics and research, or training/technical assistance). There are also ways to find information by using words and concepts.

## Finding Particular Words in any Publication, Program or TA Document



You can perform a full-text search by clicking on the "Search" button in the button bar and then selecting the database to be searched.

Click on the "Search" tab in the left frame of the search window.



In the blank, fill in the word that you wish to find. Hit the "enter" key on your keyboard or click on the "List Topics" button. A list of all articles (topics) containing that word will appear in the left frame of the window. Select the article (topic) you want, then either double-click on it or click the "Display" button below the list. The selected article will appear in the right hand frame, with the keyword highlighted.

Searching for multiple words can also be done using the Boolean logic terms *and*, *or*, *near*, and *not* as well as literal searching. Examples:

- **juvenile AND school**--finds examples of documents with the words **juvenile** and **school** in the same document
- **gun OR firearm**--finds examples of documents with either the word **gun** or the word **firearm**

- **gun NEAR police**--finds examples of documents with the word **gun** within five words of the word **police**
- **gun NOT police**--finds examples of documents containing the word **gun** but not the word **police**
- **“educational rights”**--finds examples of documents containing the exact phrase **“educational rights”** (but not articles, for example, with the phrase “the rights of educational partners...”)

Note: the publication and program documents have been made into continuous documents for the searching, rather than the "chunked" files used elsewhere in the database.

To search for a word or phrase on a page, press the "CTRL" and "F" simultaneously on your keyboard and then type in the word you are looking for.

## ***Locating Other Sources of Information***

### ***Locating a Book or Article***

The OJJDP Resources CD-ROM contains an annotated bibliography of material available from other government sources. You can access the bibliography within the publications page. The documents at the top of the list are contained on the CD-ROM. The other documents, listed below, are available only by order from OJJDP.

To obtain a short description of a publication, click on the document's title. For your convenience, an order form is linked so that you can add these documents to an order to NCJRS; select the document, and click on the "Add To Order/Info Request" button in the button bar (see the Publications section of this manual for more information.)

Dependency court improvements

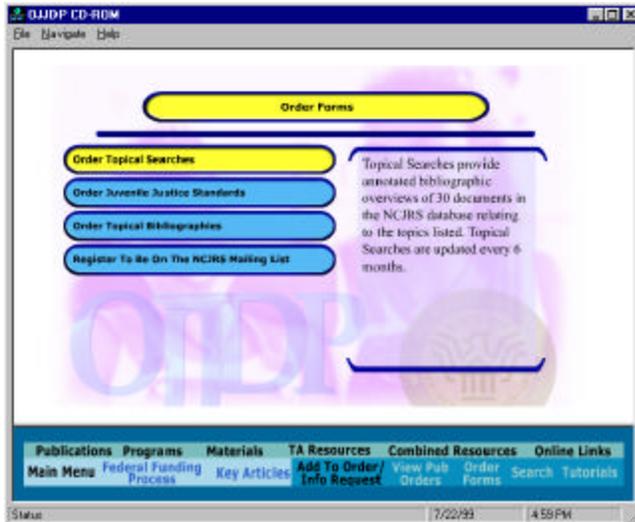
- [VOCA: Helping Victims of Child Abuse](#)
- [Victims of Childhood Sexual Abuse - Later Criminal Consequences](#)

**Documents which can be ordered:**

- [\[Description/ordering\]](#) A Nations Shame: Fatal Child Abuse and Neglect in the U.S. Advisory Board on Child Abuse and Neglect
- [\[Description/ordering\]](#) Addressing Confidentiality of Records in Searches for...
- [\[Description/ordering\]](#) Advancing Knowledge About the Onset of Delinquency
- [\[Description/ordering\]](#) Retarded Child Syndrome: Investigating Physical Abuse

## **Other Documents Available from NCJRS**

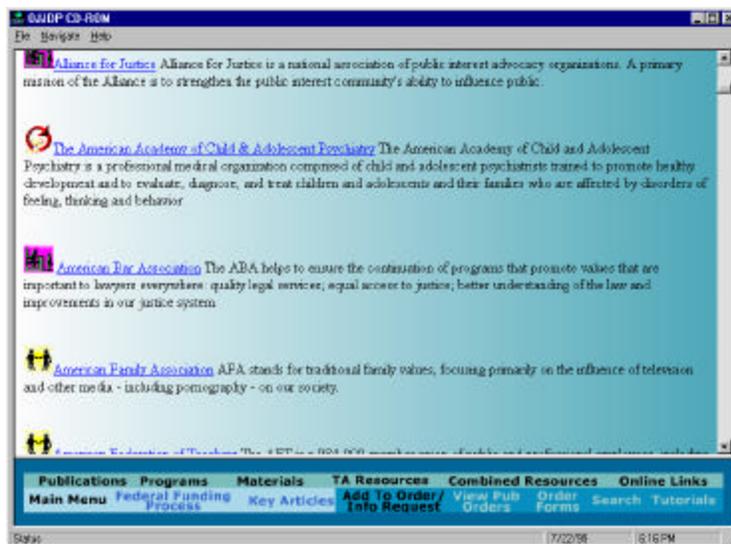
From the button bar, choose "Order Forms" to access a list of other types of documents available to be ordered from NCJRS. Move the mouse over the title of the order form and a description of the form will appear in the frame to the right. Click on the title of the order form, fill out the ordering information, print the form and mail or fax it to NCJRS (the address and phone numbers are on the forms.)



## Locating Internet Resources

A great deal of information about youth violence prevention programs and practices is available on the Internet. To obtain more information about these resources, click the [On-line Links](#) button in the main menu or on the button bar. You can link to web sites directly from this page if your computer is connected to the Internet.

TIP: The resources available from OJJDP and other agencies change periodically. You should keep in touch by checking the linked Web sites regularly.



## **File Information and Troubleshooting**

### ***Files Copied to your Computer's Hard Drive During Installation***

The OJJDP CD-ROM consists of HTML files, graphics files, Microsoft Visual Basic compiled code, Microsoft HTMLHelp files, ScreenCam files, Macromedia Director files, Wave sound files, Macromedia Flash animation files, QuickTime video files, and JavaScript codes. In order for these diverse elements to work on your computer, certain system files must be present on your system; these needed files are dynamic link libraries (DLLs), which are used by many different applications, not just the OJJDP CD-ROM. For this reason, many of the files needed may already be installed on your computer. Some of the files on your system may be out of date, and the installation program on the CD-ROM will check the version on your computer and ask your permission to update the files. Alternately, the files you have may be more current than the ones on the CD-ROM, in which case the installation routine will leave the more current versions intact on your computer.

The primary engine for this CD-ROM is the HTML/JavaScript interpreter. We have chosen to use the Microsoft version of the browser technology for many features of the CD-ROM, as this technology is tried and tested and works without error. Later versions of the CD may be able to use other browser technologies. To run this CD-ROM, the installation routine will first check to see if you have files required for Microsoft Internet Explorer 5.0; if not, you will be instructed to install these files on your computer. Also required are the QuickTime 3.0 drivers and the Lotus StreamCam plug-in, which will be installed if not located on your system. Finally, some Microsoft Visual Basic DLLs are required and will be installed if not present.

The "wrapper" or "shell" of the program was written in Microsoft Visual Basic version 6.0, utilizing webbrowser object technology from Explorer 5.0. The Orientation section of the software was created in Macromedia Director version 7.0. No media or application specific files are installed on the hard drive of the computer; no .INI files, icons, shortcuts, registry entries or other files are needed for this software. Inserting the CD into a CD-ROM drive with Autorun turned on will cause the software to boot up automatically on your computer.

### ***Help and Online Help***

This user's guide has been converted to the HTMLHelp file format and is available for full text search from the **Help, Help** menu in the menu bar. A web site, <http://www.ojjdp.com/> has been linked from the **Help, Online** menu. This web site contains updated information about programs, publications and technical assistance providers included on the CD, a FAQ (Frequently Asked Questions) site where questions and answers about the CD have been posted, a feedback page for users to send in questions, complaints, complements and information related to the CD-ROM and its contents. Please feel free to visit this site and add your comments. Technical assistance in using the CD-ROM is provided via email support from this site--no phone support is offered at this time.