

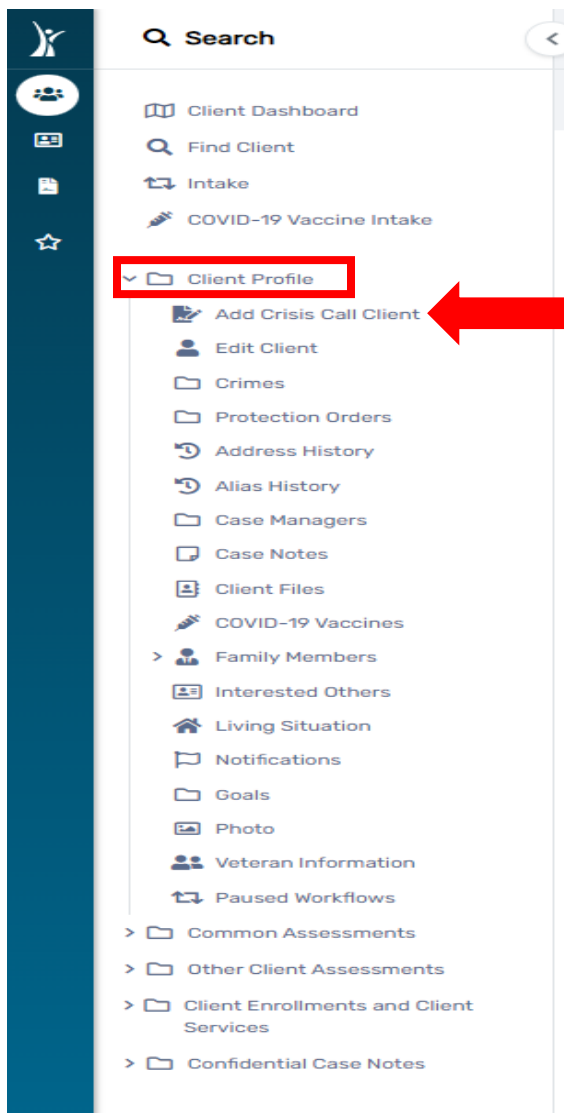
## HOW TO GUIDE ADDING A CRISIS CALL CLIENT WITHOUT A PROJECT ENROLLMENT

**When you receive a Crisis Call from a survivor who does not have a DV ClientTrack Client record (Client ID#) and you need to record the Crisis Call in the system, please follow these steps:**

Perform a **“Find Client”** search to make sure the survivor does **not** have an existing Client record in DV ClientTrack.

Once you verify an existing Client record **does not** exist:

- From any Client’s Dashboard screen, select the **“Client Profile”** option in the left menu.
- Next, select **“Add Crisis Call Client.”**



## HOW TO GUIDE

### ADDING A CRISIS CALL CLIENT WITHOUT A PROJECT ENROLLMENT

The **“Client Information”** screen will display. Enter the Client’s first name, last name, social security number (if collected), and birth date (if collected), then select **“Next”** in the bottom right corner.

Client Information

Search Existing Clients

Basic Client Information

Search Existing Clients ⓘ

The first step in adding a new client is to search existing client records for possible matches to avoid duplicate entry. Enter partial identifying information on the client, and then click Next to search from existing client records.

- If the system finds no potential matches, you will be taken directly to Step 2.
- If the system finds potential matches, the search results will display below. If an accurate match appears, select and open that existing client record by clicking on that row.
- If there are no accurate matches, click Next again to continue to Step 2 in adding a new client record.

First Name:

Last Name:

Social Security Number:  -  -

Birth Date:

The full **“Client Information”** screen displays. Complete ALL fields marked with a **red asterisk \*** as these are required and cannot be skipped or left blank.

Tester Criscall SSN 4/4/2004 444-44-4444 Client ID --

Client Information

Search Existing Clients

Basic Client Information

Basic Client Information ⓘ

Complete the client's identifying information. Name and social security number have associated data quality fields. Data quality fields are used to indicate the reason full information wasn't collected. Name and social security number data quality fields allow users to indicate when a client doesn't know or refuses to provide information. If the required data is collected then ClientTrack automatically records that full data quality was met.

First Name: \*

Last Name: \*

Middle Name:

Suffix:

Name Quality: \*  ⓘ

Social Security Number:  -  -  ⓘ

Alternate Reference ID:

Basic Client Demographics

Birth Date: \*  ⓘ

Client Age: 19

Date of Birth Quality: \*  Full DOB Reported

Approximate or Partial DOB Reported

Client doesn't know

Client prefers not to answer

Data not collected

# HOW TO GUIDE

## ADDING A CRISIS CALL CLIENT WITHOUT A PROJECT ENROLLMENT

Tester Crisiscall SSN Client ID  
4/4/2004 444-44-4444 --

### Client Information

Search Existing Clients Basic Client Information

Race and Ethnicity:  ⓘ  
Asian or Asian American  
Black, African American, or African  
Hispanic/Latina/e/o  
Middle Eastern or North African

Additional Race and Ethnicity Detail:

Gender:  ⓘ  
Man (Boy, if child)  
Culturally Specific Identity (e.g., Two-Spirit)  
Transgender  
Male, Bi...

Veteran Status:  ⓘ

Marital Status:

Citizenship:

Primary Language:

### Contact Information

Address:

Address 2:

City, State, Zip Code:

Email:

Home Phone:

Cell Phone:

Work Phone:


Msg Phone:

### Family Information

Use this section to collect data about a client's family. The Family search field allows you to search for and select an existing family account. This is appropriate when adding a family member to an existing family.

Family:  ⓘ

Relationship to Head of Household:  ⓘ




Next, select **“Finish”** in the bottom right corner. The Crisis Call Client now has a DV ClientTrack record with a Client ID#

Tester Crisiscall SSN Client ID  
4/4/2004 444-44-4444 147211

### Tester Crisiscall's Dashboard

Tester Crisiscall's Information ✎ ...

 Name: Crisiscall, Tester Birth Date: 4/4/2004 Age: 19  
Gender: Woman (Girl, if child) Veteran: No  
Race: Asian or Asian American

Tester's Enrollments ✎ ...

No records found.

Enrollment Description	Case Members	Project Start Date	Housing Move-In Date	Project Exit Date	Enroll Assessment ID	Exit Assessment ID	Exit Destination	Last Assessed
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Tester's Case Manager Assignments ✎ ...

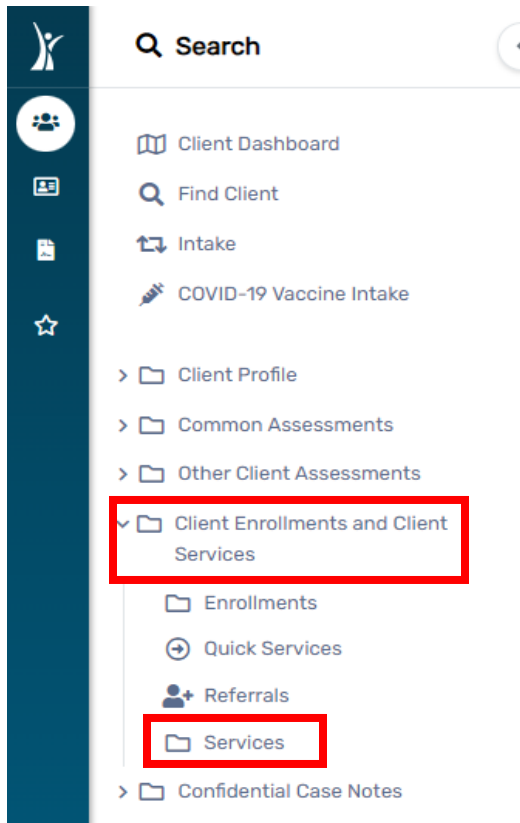
No records found.

Case Manager	Begin Date	Status	End Date	Enrollment	All Associated Enrollments
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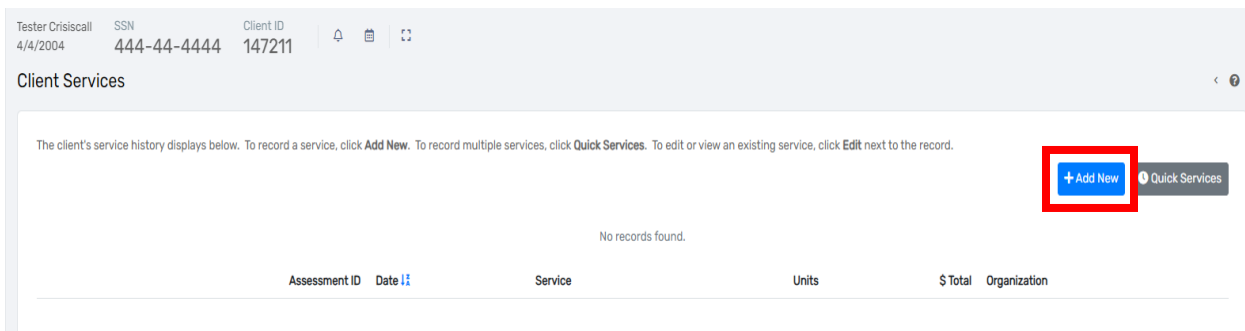
## HOW TO GUIDE ADDING A CRISIS CALL CLIENT WITHOUT A PROJECT ENROLLMENT

Next, you will add the Crisis Call as a service under the client's newly created DV ClientTrack Client ID#.

From the client's dashboard, select **"Client Enrollment and Client Services"** in the left menu, then select **"Services"**.



Select **"Add New"** in the upper right corner.



## HOW TO GUIDE ADDING A CRISIS CALL CLIENT WITHOUT A PROJECT ENROLLMENT

Skip the “Enrollment” field and click the “Grant” drop down then select “Crisis Call”.


Enter the information about the service provided to the client below.

Family Income: +

No Recent Income	
Family Members	1
Poverty Level	\$1,215.00

Enrollment: \*

Grant: \*

Service : \*  

- My Fake Organization ES
- My Fake Organization HP
- My Fake Organization RRH

Date: \*

Units: \*

Unit Value: \*

Total: \$1.00

User Performing the Service:

Comments:

You will now see that an “Enrollment” is no longer required to add the “Crisis Call” as a service.

Tester Crisiscall    SSN    Client ID  
4/4/2004    444-44-4444    147211

Service

Enter the information about the service provided to the client below.

Family Income: +

No Recent Income	
Family Members	1
Poverty Level	\$1,215.00

Enrollment:

Grant: \*

Service : \*

# HOW TO GUIDE ADDING A CRISIS CALL CLIENT WITHOUT A PROJECT ENROLLMENT

Next, select **“Crisis Call”** from the **“Service”** drop down.

Tester Crisiscall 4/4/2004    SSN 444-44-4444    Client ID 147211

### Service

Enter the information about the service provided to the client below.

Family Income: +


No Recent Income	
Family Members	1
Poverty Level	\$1,215.00

Enrollment: -- SELECT --

Grant: \* Crisis Call

Service: \* -- SELECT --

Date: \* -- SELECT --



Tester Crisiscall 4/4/2004    SSN 444-44-4444    Client ID 147211

### Service

Enter the information about the service provided to the client below.

Family Income: +

No Recent Income	
Family Members	1
Poverty Level	\$1,215.00

Enrollment: -- SELECT --

Grant: \* Crisis Call

Service: \* -- SELECT --

Location: -- SELECT --

Date: \* 01/11/2024

Units: \* 1.00

Unit Value: \* \$1.00

Total: \$1.00

User Performing the Service: Lori Wood

Comments:

**Save**    Cancel

## HOW TO GUIDE

### ADDING A CRISIS CALL CLIENT WITHOUT A PROJECT ENROLLMENT

Complete the **“Crisis Call Information”** section by selecting the appropriate information from each of the drop-down lists for the following:

- Call Type
- 911 Needed
- Are you safe?
- Are you injured?
- Is abuser present?
- Victimization type
- Safety Planning Provided
- Shelter Needed

If **“Shelter Needed”** is answered **“Yes”** complete the remaining fields:

- # Adults
- # Children
- Shelter Provided

Crisis Call Information

Call Date/Time:\* 01/11/2024 AM

Call Type:\*  Crime/Victimization  
 Information/Other  
 Hangup/Prank

911 Needed:\* Yes

Description:

Are you safe?\* -- SELECT --

Are you injured?\* -- SELECT --

Is abuser present?\* -- SELECT --

Victimization type:\* -- SELECT --


Safety Planning Provided?\* -- SELECT --

Shelter Needed?\* Yes

#Adults:

#Children:

Shelter Provided?\* -- SELECT --



If **“Shelter Provided”** is answered **“Yes”** complete the **“Assist with Transportation”** field from the drop-down list.

Shelter Provided?\* Yes, Shelter Provided

Assist with Transportation?\* -- SELECT --

Select **“Save”** in the bottom right corner to record the service.

Please email the [DVHelpDesk@ihcda.IN.gov](mailto:DVHelpDesk@ihcda.IN.gov) for additional assistance if needed.