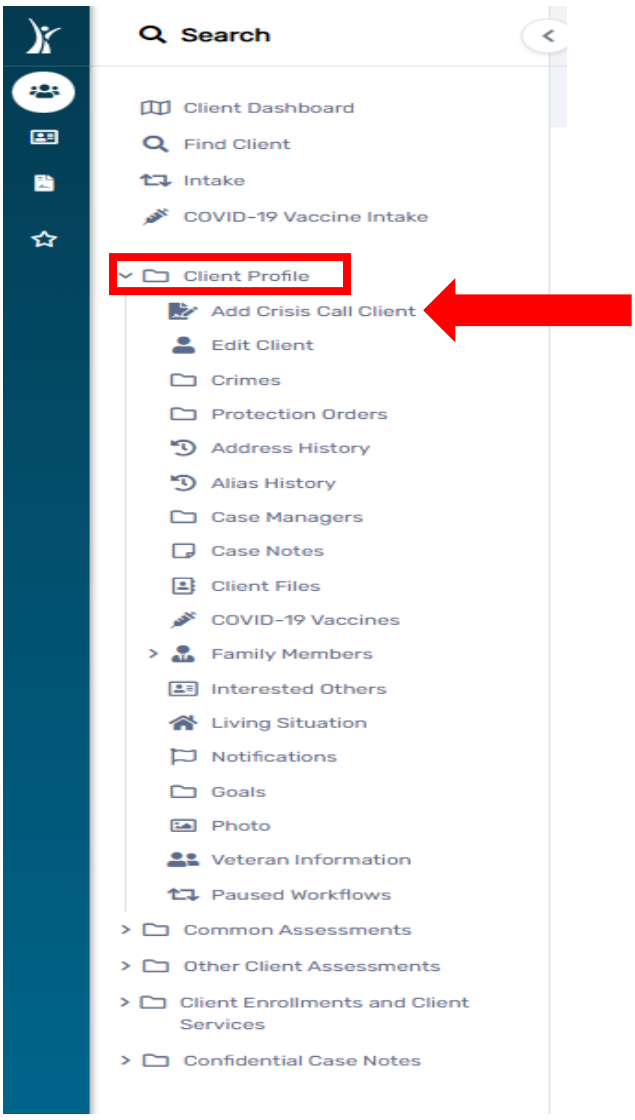
HOW TO GUIDE
ADDING A CRISIS CALL CLIENT WITHOUT A PROJECT ENROLLMENT

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:

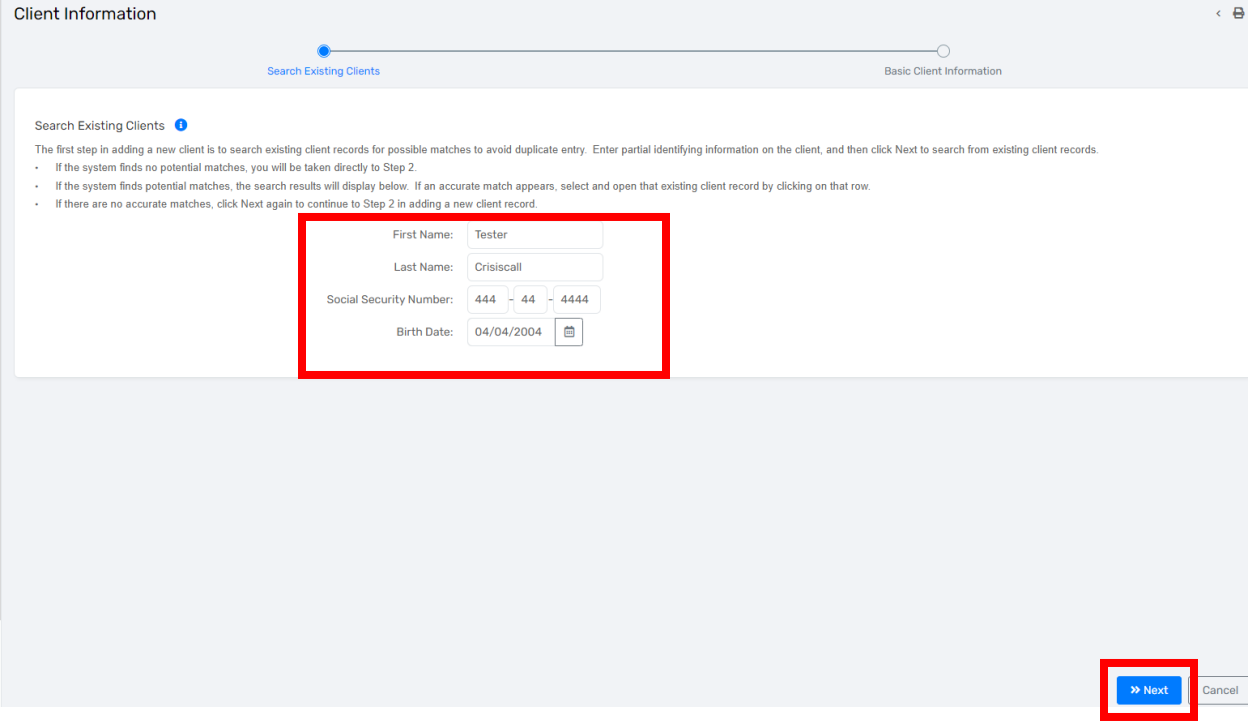
*Perform a **"Find Client"** search to make sure the survivor does **not** have an existing Client record in DV ClientTrack.*

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

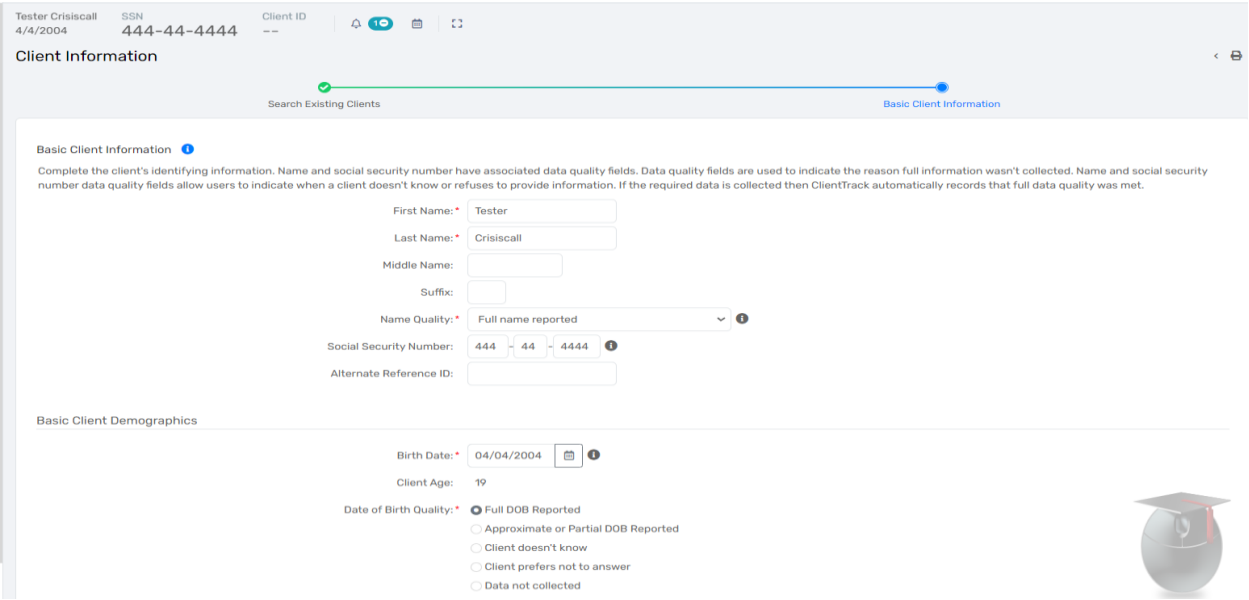
- From any Client's Dashboard screen, select the **"Client Profile"** option in the left menu.
- Next, select "**Add Crisis Call Client.**"



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.



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.**



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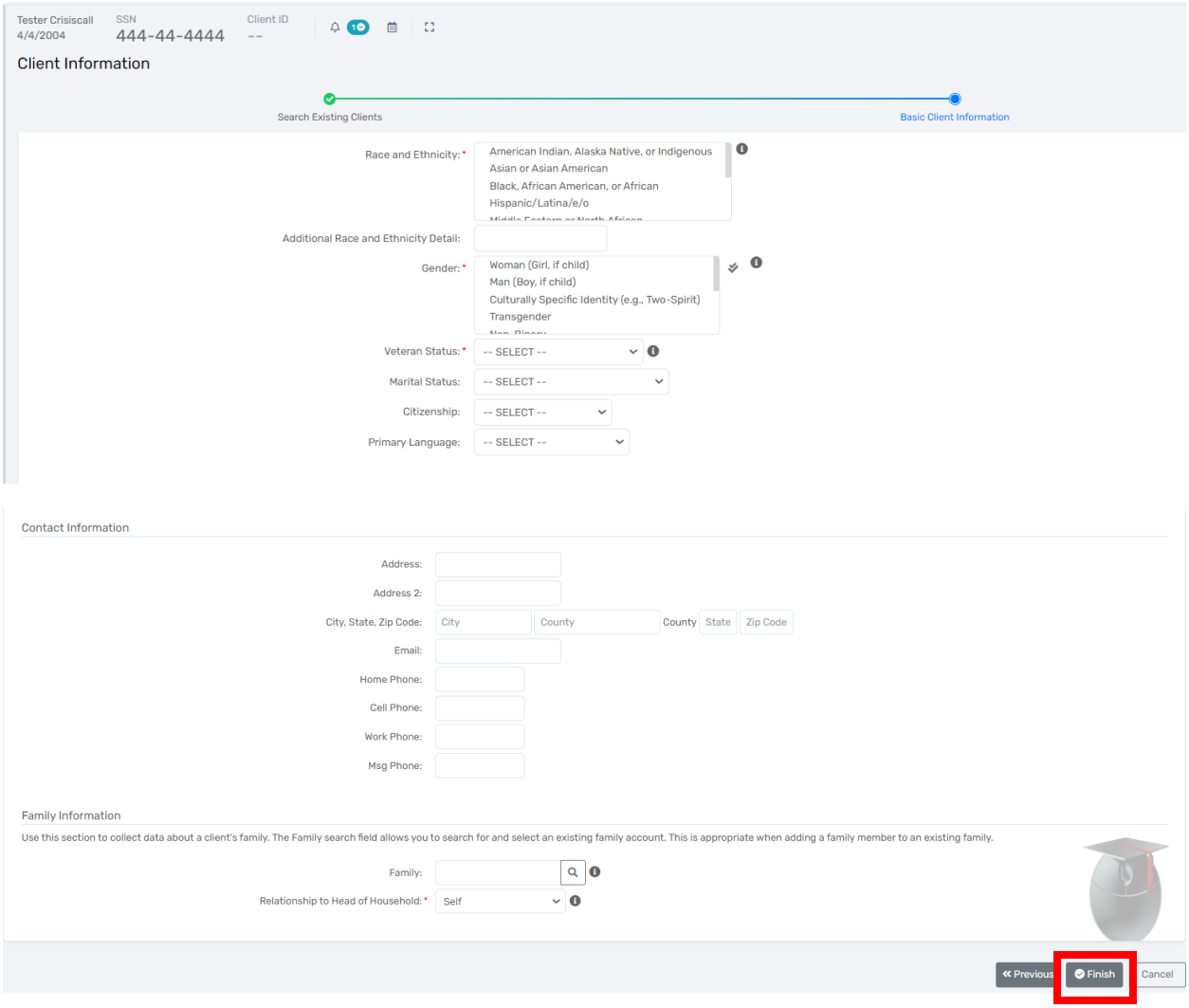
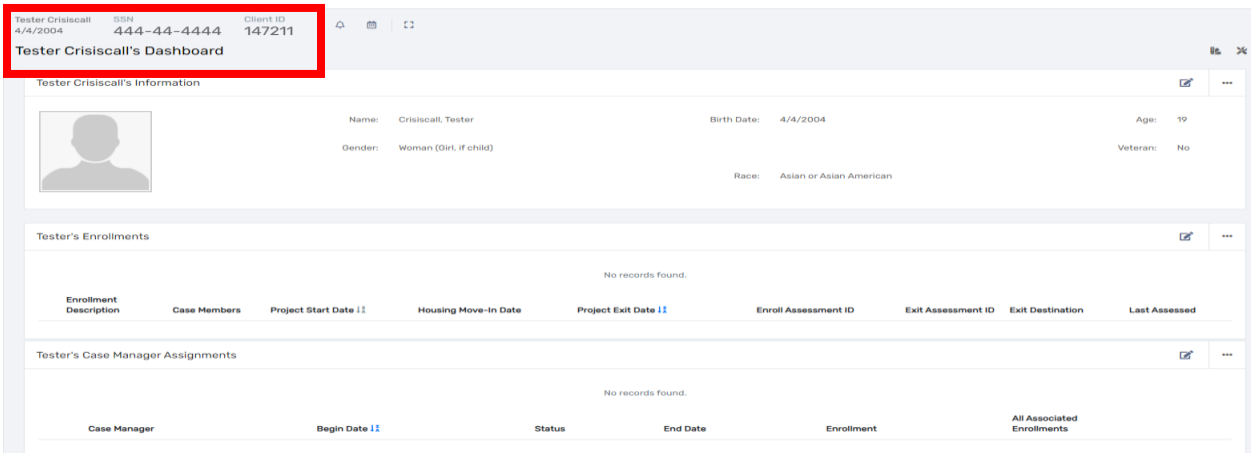


Next, select **"Finish"** in the bottom right corner. The Crisis Call Client now has a DV ClientTrack record with a Client ID#



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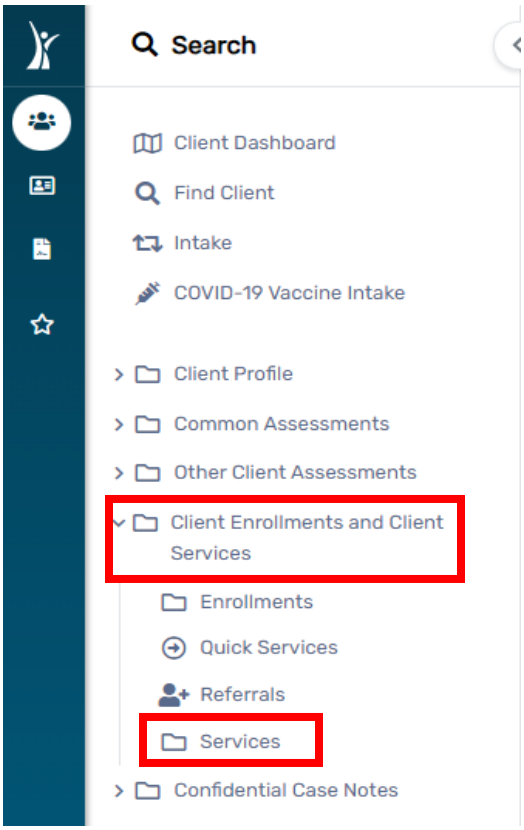
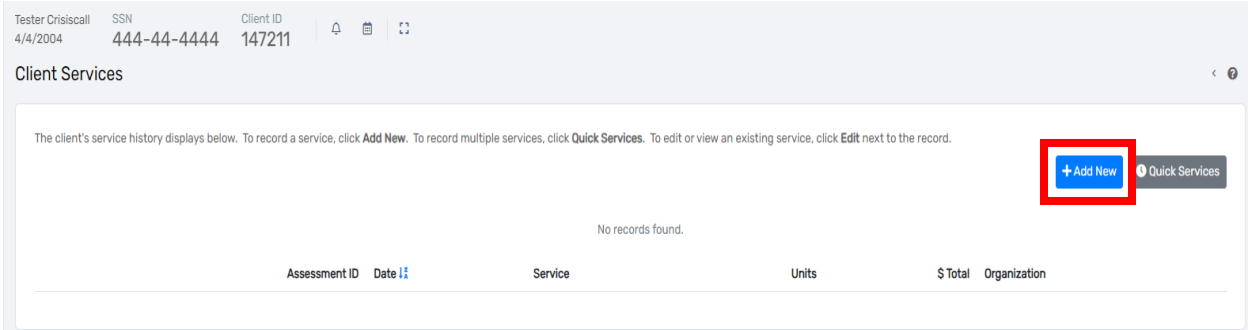
Next, you will add the Crisis Call as a service under the client's newly created DV ClientTrack Client ID#.

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.



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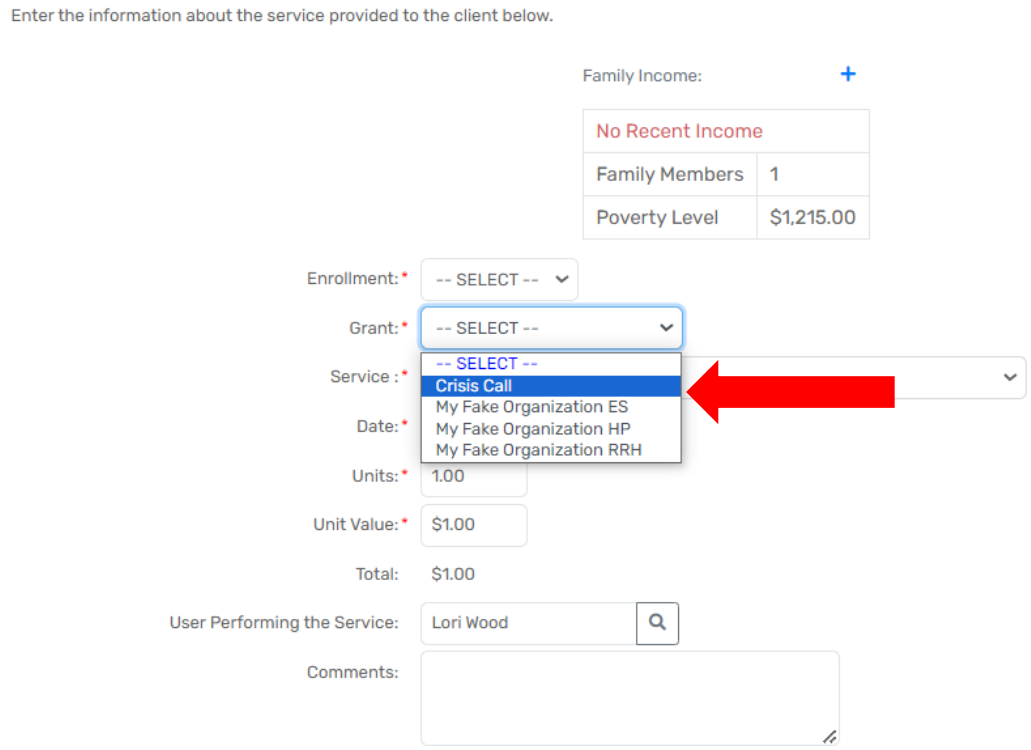
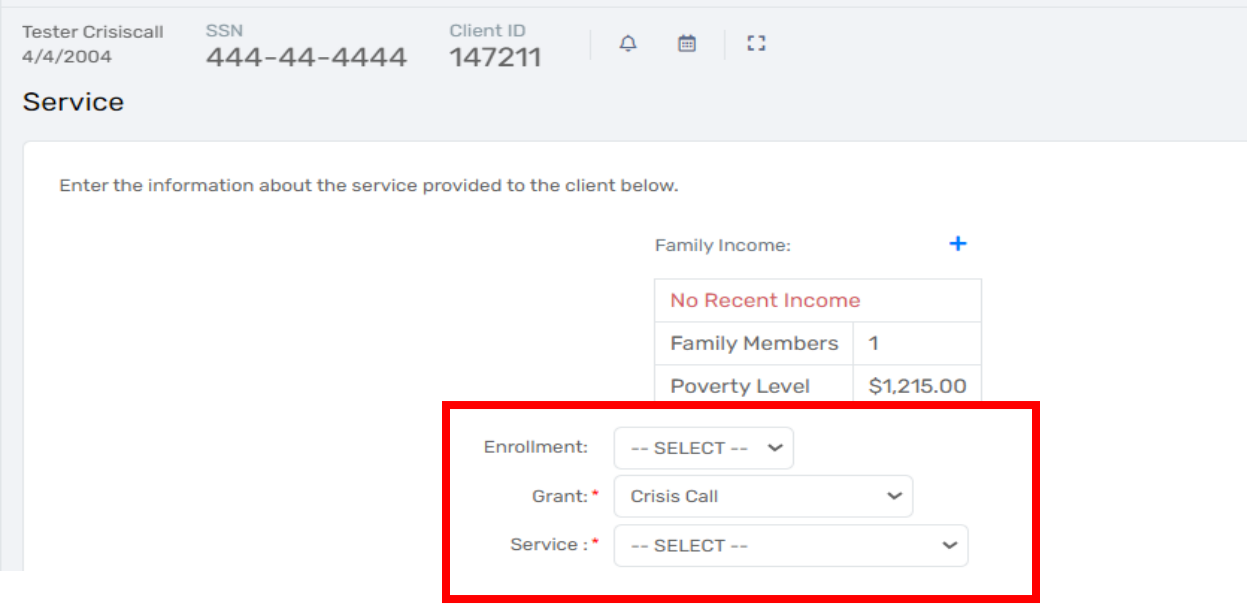
Skip the **“Enrollment”** field and click the **“Grant”** drop down then select **“Crisis Call”.**



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



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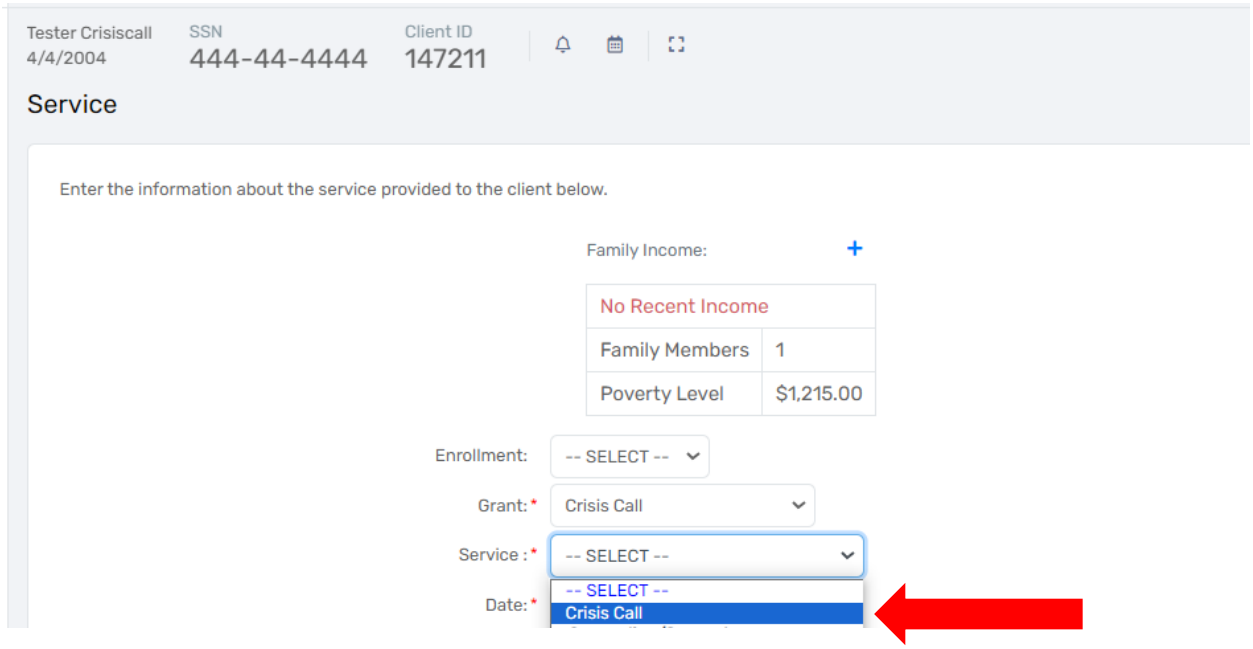
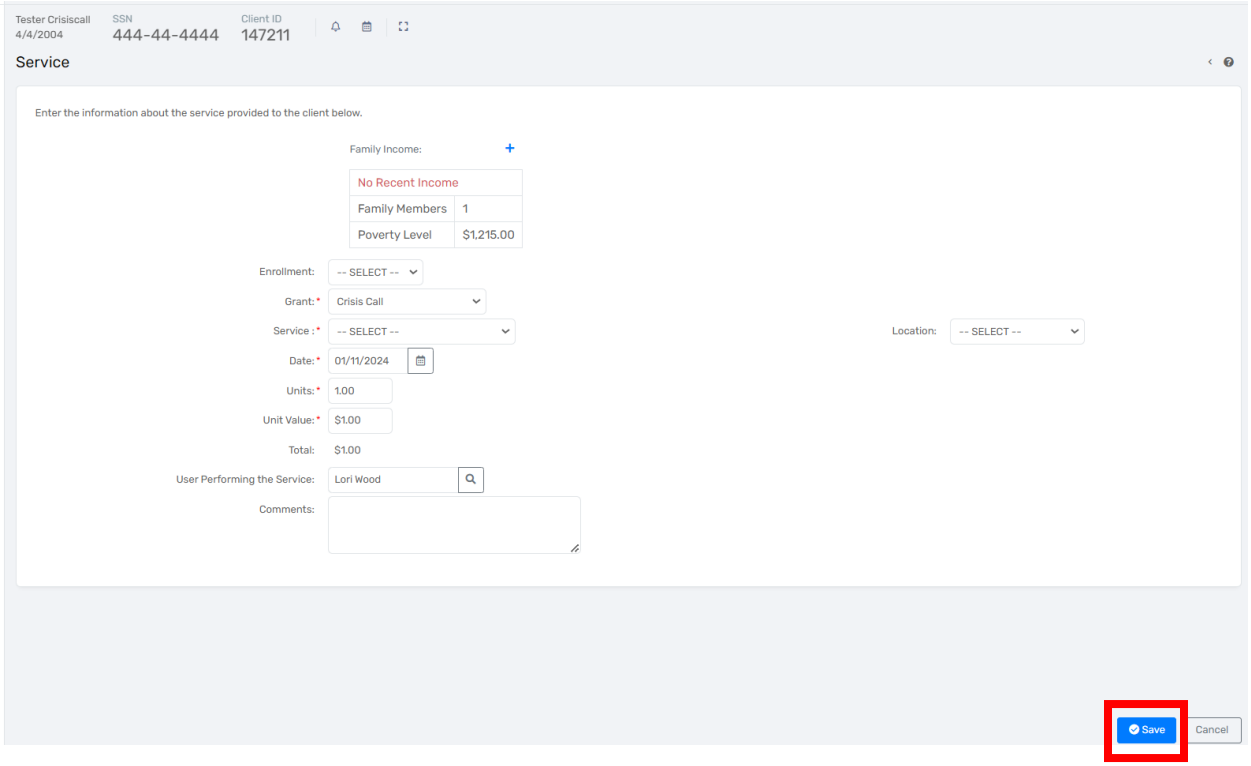
Next, select **“Crisis Call”** from the **“Service”** drop down.





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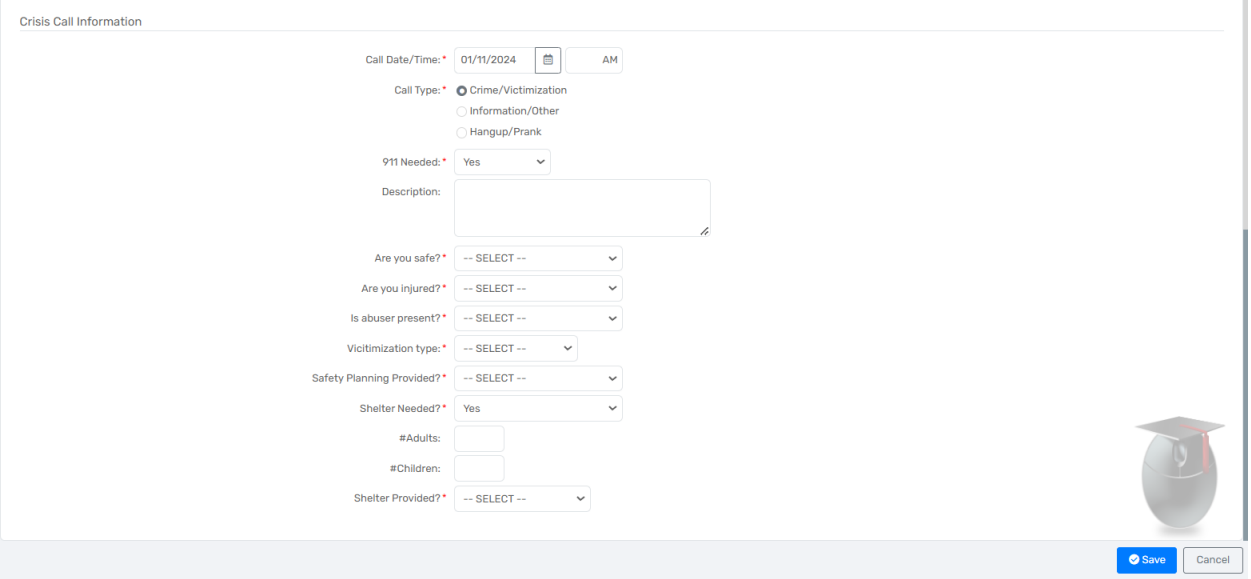
Complete the **"Crisis Call Information"** section by selecting the appropriate information from each of the drop-down lists for the following:

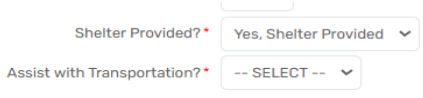
- Call Type
- 911 Needed
- Are you safe?
- Are you injured?
- Is abuser present?
- Victimization type
- Safety Planning Provided
- Shelter Needed

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

- # Adults
- # Children
- Shelter Provided



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



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

Please email the DVHelpDesk@ihcda.IN.gov for additional assistance if needed.