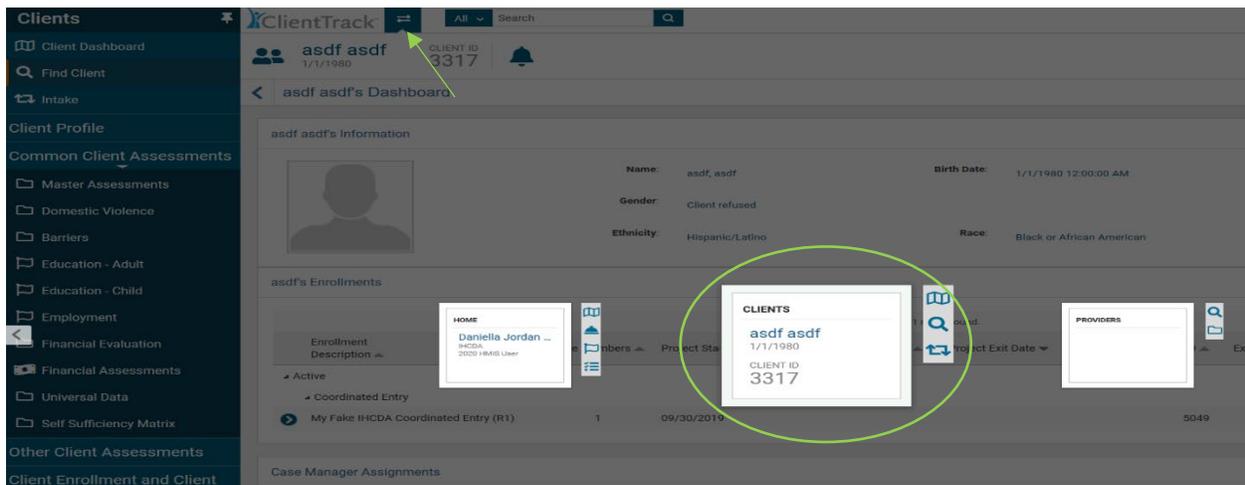


## How to Add a Crisis Call as a Service

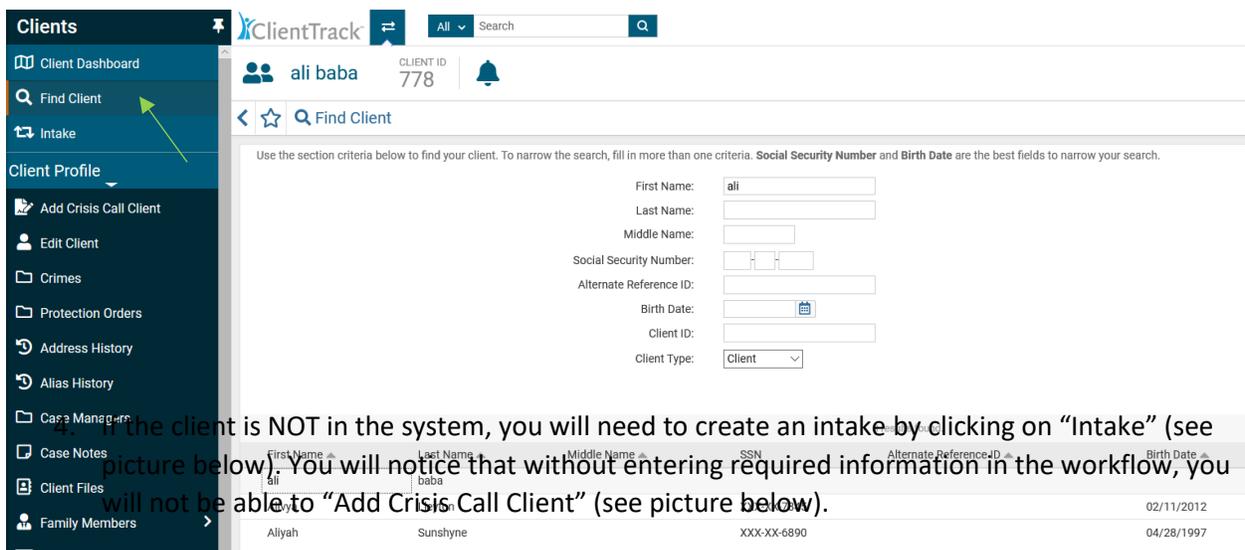
Using the Services tool to document Crisis Calls will allow your organization to quickly document a call for a client in a critical moment and pull a Service Summary report to review Crisis Call information for any given timeframe.

Follow these steps to document a Crisis Call as a service:

1. Login to DV ClientTrack
2. Choose the “Clients” workspace by clicking on the two arrows icon at the top left of your screen (see picture below).



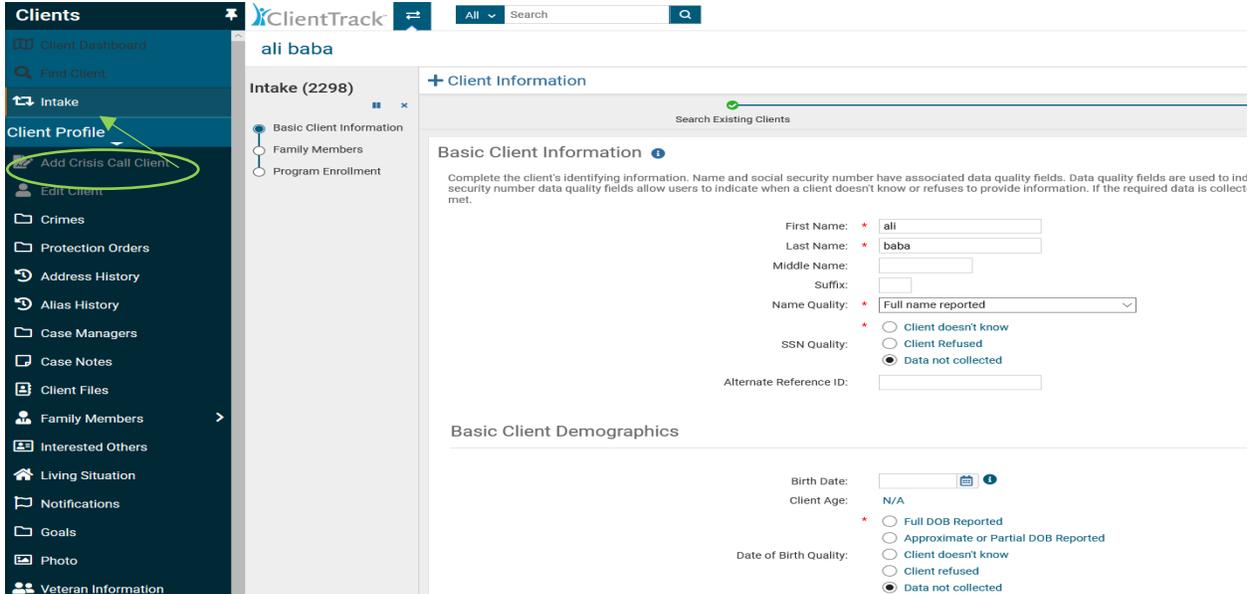
3. Search for the client in the system by clicking on “Find Client” (see picture below). If the client is already in the system, the client’s information will appear in the search results list (see picture below). Click on the client name to go to the client record.



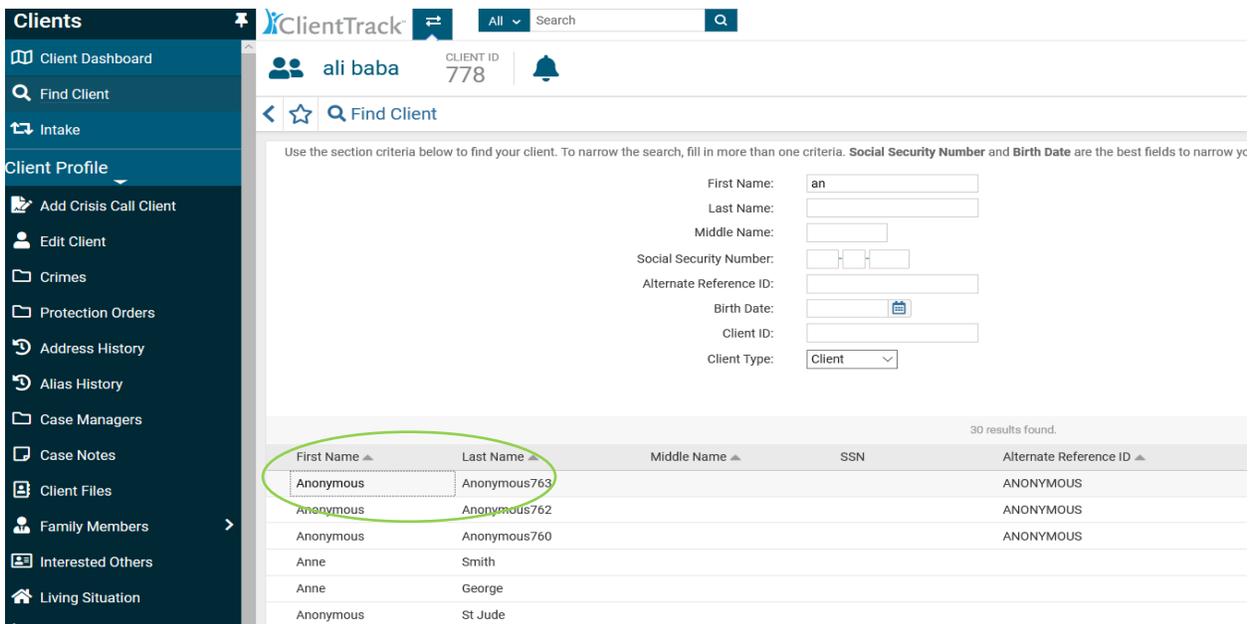
Please contact the DV Help Desk if you have questions or require additional guidance.

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If you don't have some basic client information you should choose "Data Not Collected" and plan to update the information as you obtain it. Use the "Edit Client" link in the list of Case Management tools to the left of the client record to update any basic client information.

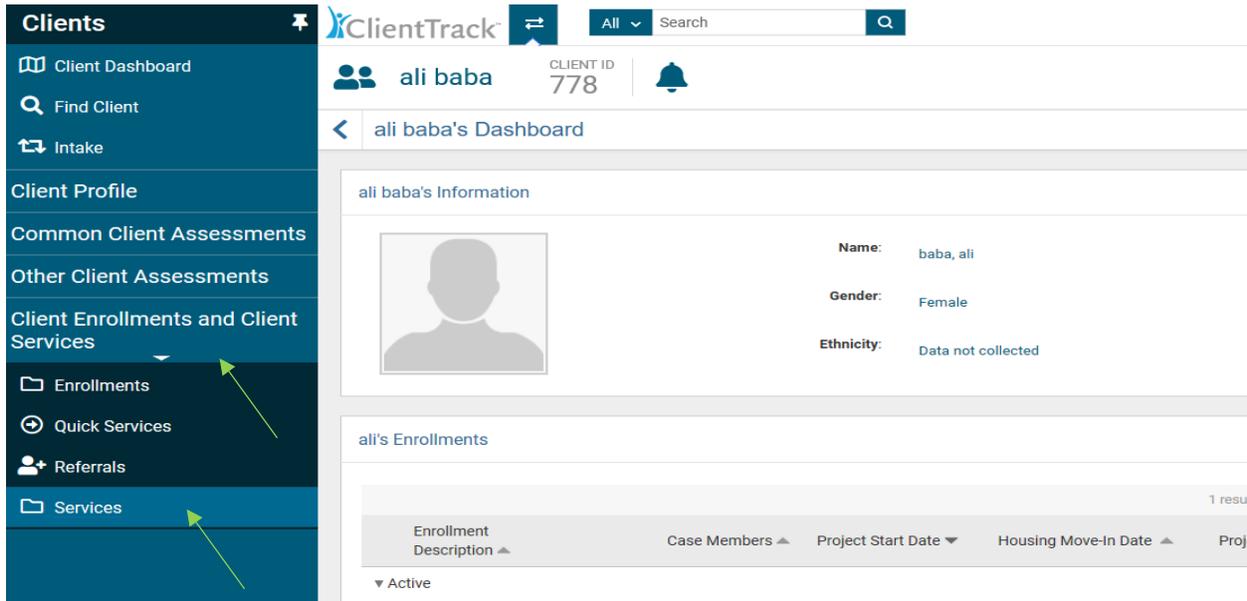


- For Anonymous clients, please search for the client we set up for your organization called Anonymous (first name) "Your Organization name" (last name) (see picture below).

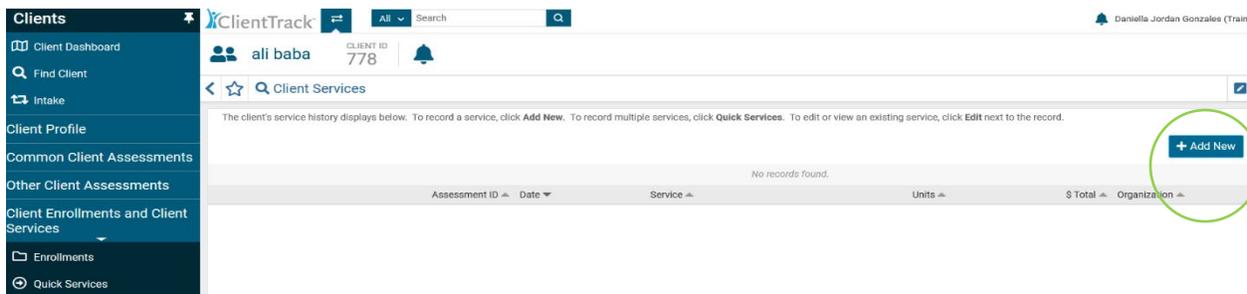


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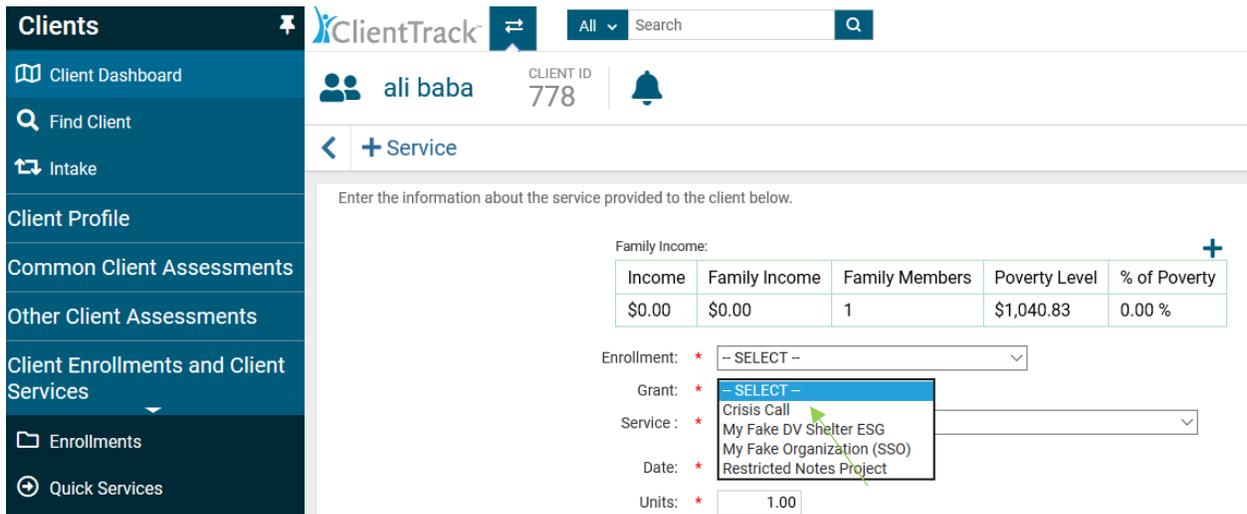
- Once you select your client, click on “Client Enrollments and Client Services” and then click on “Services” on the drop-down menu as shown in the picture below.



- Click on the “+ Add New” button to create a new service for the Crisis Call.



- Select the “Grant” first by choosing “Crisis Call” in the drop-down list. The requirement for selecting an “Enrollment” will go away once you’ve selected “Crisis Call” for “Grant.”



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- Select the "Service" by choosing "Crisis Call" in the drop-down list. Additional fields will appear after making this selection (see picture below). Change the date and time of the call if needed and complete the information as required.

The screenshot displays a web application interface for managing client services. On the left is a dark blue sidebar with navigation options: Client Dashboard, Find Client, Intake, Client Profile, Common Client Assessments, Other Client Assessments, Client Enrollments and Client Services, Enrollments, Quick Services, Referrals, and Services. The main content area shows a form for a client named 'ali baba' (CLIENT ID 778). The form includes fields for Enrollment, Grant (Crisis Call), Service (Crisis Call), Date (11/26/2019), Units (1.00), Unit Value (\$0.00), Total (\$0.00), User Performing the Service (Daniella Jordan Gonzales), and Comments. Below this is a section titled 'Crisis Call Information' with fields for Call Date/Time (11/26/2019 AM), Call Type (Crime/Victimization selected), 911 Needed, Description, and several yes/no questions: Are you safe?, Are you injured?, Is abuser present?, Victimization type?, Safety Planning Provided?, and Shelter Needed?.

- For "Victimization Type" you will be able to choose "homeless", "stalking", "DV", or "sexual assault". For "Shelter Provided", if you select "No" another box will open, and you can choose one of the denial reasons shown in the picture below. Complete the required fields. When finished, click "Save."

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Crisis Call Information

Call Date/Time: \* 11/27/2019 AM

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

911 Needed: \* No

Description:

Are you safe? \* Yes

Are you injured? \* Yes

Is abuser present? \* No

Victimization type: \* Domestic Violence

Safety Planning Provided? \* Yes

Shelter Needed? \* Yes

#Adults:

#Children:

Shelter Provided? \* No, Shelter Denied

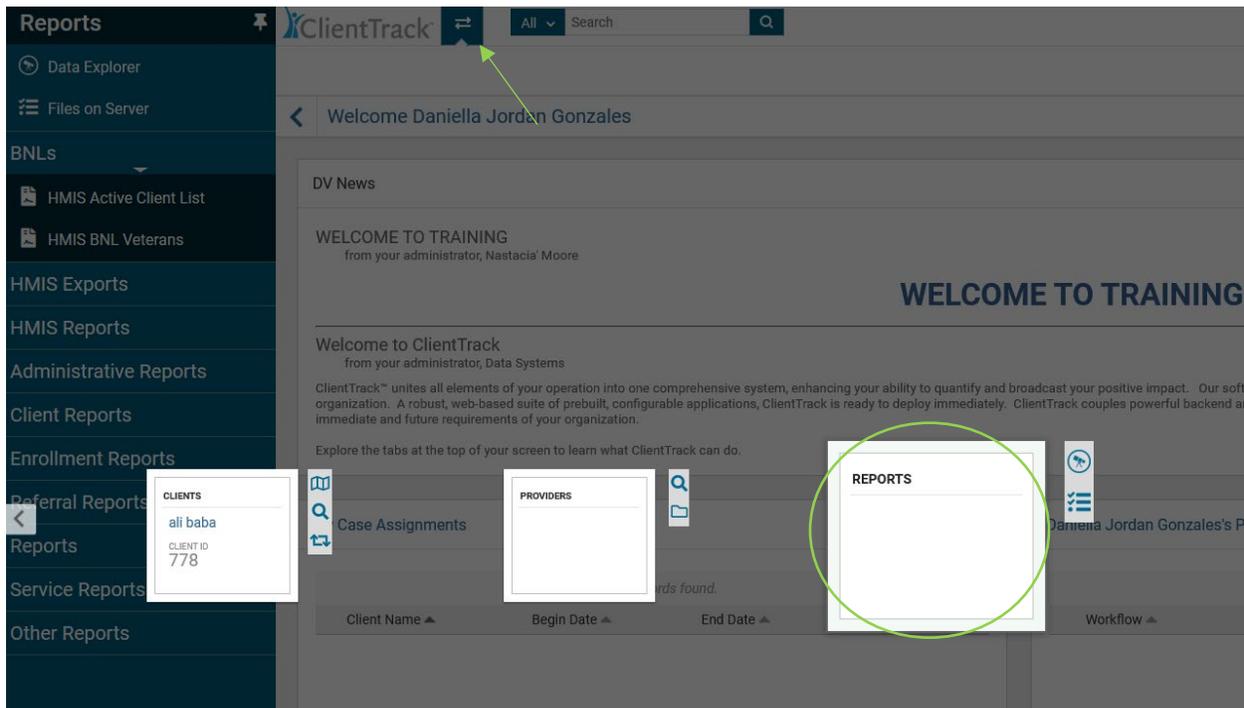
Denial Reason: \* - SELECT -  
Shelter Full  
Client Doesn't Meet Program Criteria  
Client is Previous Threat

Denial Comments:

Referral to Other Shelter? \* No, Referral Not Provided

Service Summary Reports

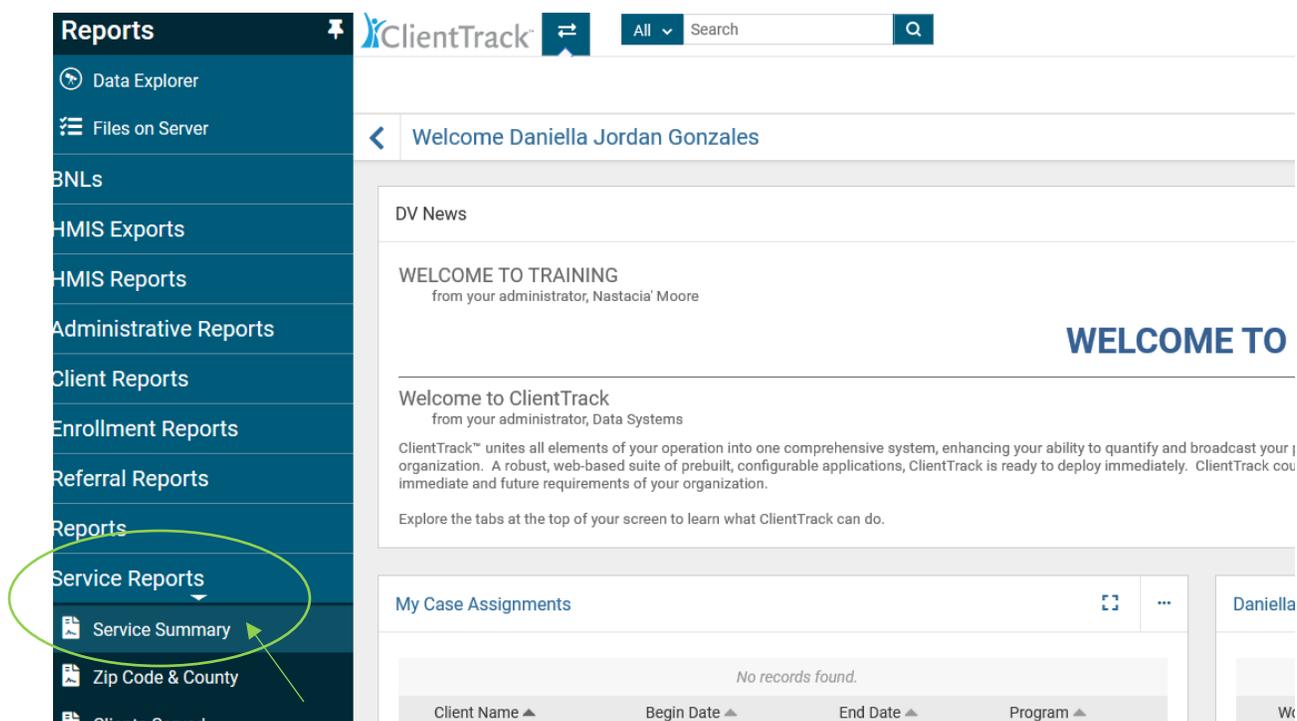
Your organization can run a "Service Summary" report to review Crisis Call information for your clients. This can be found under the "Reports" workspace. To access the "Reports" workspace, click on the icon with arrows at the top of your screen and then select the "Reports" option as shown in the picture below.



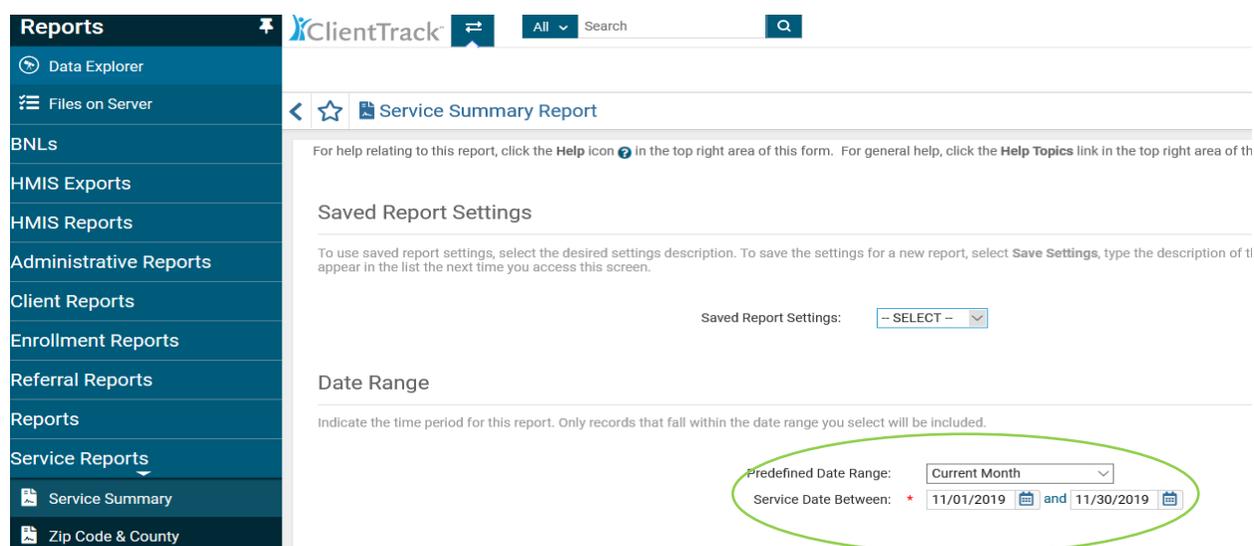
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Follow these steps to run a Service Summary Report for Crisis Calls:

1. Click on the “Service Reports” folder, and then click on “Service Summary” in the new drop-down menu.



2. Set up your report parameters:
  - Define your “Date Range” with the date fields provided



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- Scroll down and filter by “Grant” and “Services”, check the check boxes. A drop-down list will show, select “Crisis Call” for “Grant” and “Service”. You should see a blue check mark appear beside it when it is selected. Click “Report” to run the Service Summary report for Crisis Calls (See picture below).

### Grant(s)

Check the box to limit report results by selected grants. When checked, the list displays grants that belong to the organizations you selected above. Indicate which grants should be included in the report by selecting each icon to select all.



### Services

Select the specific services for the report, or leave the field blank to run the report for all services. NOTE: The services in this list are filtered according to the organizations and funding sources selected above.



### User(s)

Check the box to limit report results by selected users. When checked, the list displays users that belong to the organizations you selected above. Indicate which users should be included in the report by selecting each select all.

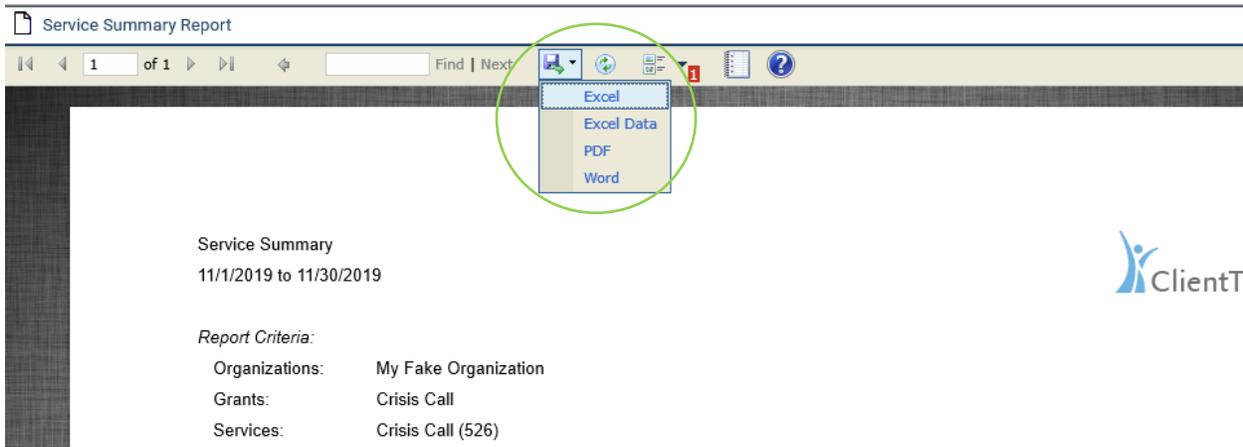
User(s):  Filter by User(s)

### Housing Status

You may filter the results by clients with specific housing statuses.



You can click on the link in the report window for “Crisis Calls” to review client level information. You can also export the report to a pdf file or Excel spreadsheet by clicking on the little blue disc at the top of the report window and selecting the desired file type.



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