N. C. Division of Juvenile Justice

NC ALLIES

<u>A</u> <u>L</u>ocal <u>L</u>ink to <u>I</u>mprove <u>E</u>ffective <u>S</u>ervices

Client Tracking User Guide

Last Revised
September 28, 2012

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Document Overview

The North Carolina Division of Juvenile Justice (DJJ) partners with the Juvenile Crime Prevention Councils (JCPC) in each county to galvanize community leaders, locally and statewide, to reduce and prevent juvenile crime. DJJ allocates approximately 22 million dollars to these councils annually. Funding is used to support local programs and services. This document is designed to help the North Carolina County Community Program users create a North Carolina Identity Management (NCID) account,   register as a NC ALLIES user and log into NC ALLIES.

NCID Information

For problems with NCID Accounts email its.incidents@its.nc.gov or call 919-754-6000 or 1-800-722-3946.

NC ALLIES Contact Information

For problems or questions regarding NC ALLIES, contact your local JCPC Consultants and Processing Assistants OR email DJJDP.ApplicationSupport@djjdp.nc.gov
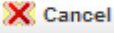
User Guides can be found at http://www.ncdjjdp.org/jcpc/forms_agreements.html

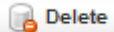# NC ALLIES Application Information

* - indicates required fields. Users are not able to save and continue to a new screen until all required fields have been completed.

- indicates informational buttons. Users can click on the information buttons to learn more information about what should be entered in a particular field.

- Users can click on the Save button to save any new information or changes made and proceed to another screen.

- Users can click the cancel button to either discard all changes made on the edit screen or return to the previous screen.
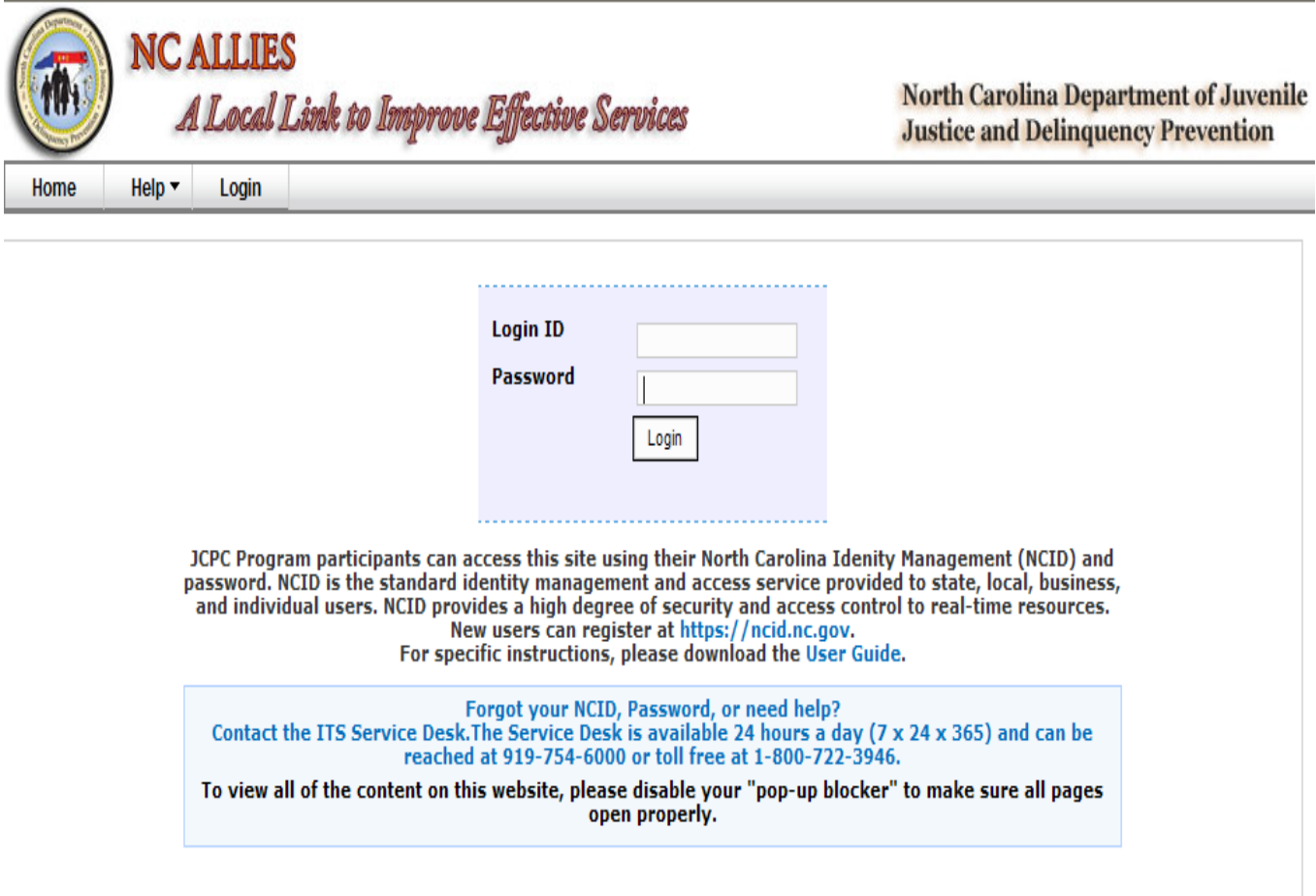
- Users can click the edit button to make changes to screens where data has previously been entered. Remember to click the **Save** button after making changes!

- Users can click the Delete button to remove information. There is security in place to keep users from deleting records that have additional information linked to them.

NC ALLIES Client Tracking

At this point, users should have registered for both an NCID account as well as an NC ALLIES account.

1. Open an Internet browser (Internet Explorer, Firefox, Safari…).

2. Type https://cp.ncdjjdp.org/CP in the address bar and click the **Enter** button on your keyboard to access this website. If you have already created a shortcut, bookmark, or favorite you may use this to access the login screen. If you have not created a shortcut, bookmark, or favorite, now is a good time to create one.

3. Enter the Login ID (User Name) and Password used for NCID and click the **Login** button

Login and Search for Program

1. At this point there are three types of user:
    a. Have registered previously for your NC ALLIES account and are logging in for the first time
        i.   Login and continue to Step 2
    b. Those who have just registered for NC ALLIES account and are already at the Search Program Screen
        i.   Skip to Step 5 of this section
    c. Already have access to a Program record within NC ALLIES and are ready to begin Client Tracking
        i.   Login and skip to Step 8 of this section

2. Enter your NCID Login ID and Password. Click on the **Login** button.
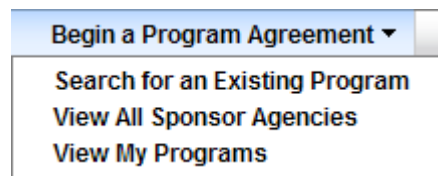
3. Click the **Begin a Program Agreement** link in the menu bar. You are not actually going to begin a program agreement.
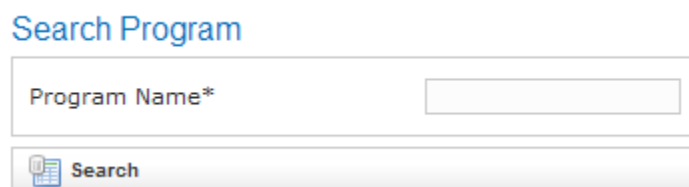

4. Scroll down and click the **Search for an Existing Program** link.

5. Enter the name or part of the name of the program in the **Program Name** field.

6. Click the **Search** button.

 a. Depending on the word(s) you used to search, you may/may not see the names of programs returned in your search results. If too many results or no results are returned in your search, then you may choose to click the **Refine Search Criteria** button, modify your search criteria, and click the **Search** button again.

Refine Search Criteria
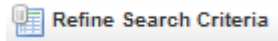
6. When you find the correct program, type the **DJJ Funding ID** in the corresponding text field. If you do not know the DJJ Funding ID, contact the person(s) who created your program agreement.

| The Best Kids | Wake | The Best Sponsoring Agency | DJJDP Funding ID: | Select |

7. Click the **Select** button.

8. A screen will appear confirming association with the existing program.

 a. Users beginning with this step will already be at the Program List after login. There will be a new link on the right side of the screen for Client Tracking. This Client Tracking link will only appear programs approved for funding.

Program List (Total 2)

ⓘ Shannon Hanes has been associated with Program Group Role for 1487

Action:	Name of Program	County	DJJDP Funding ID	Sponsor Agency Name	Sections
View	Shannon Program	Wake	692-10759	Shannon Sponsor	
View	The Best Kids	Wake	692-11047	The Best Sponsoring Agency	**Client Tracking**

9. To access client and program specific information, click the **Client Tracking** link. Users may/may not have the **View** option as shown in the picture above. The **View** link shows up only for users with the ability to view the Program Agreement information. If your program does not have the Client Tracking link, please contact your local DJJDP JCPC office to find out the status of your approval.

Accessing Component Information

1. After clicking the Client Tracking link, the screen will display all Components associated with the Program.

The Best Kids Component List

Component Name	Component Type	Open Referrals	Current Population	On Waiting List
Believe Tutoring	Vocational Skills	0	0	0

2. In addition to the name of the component, this screen will also display the Component Type, Open Referral client count, Current Population client count, and the On Waiting List client count.

3. To access the Component information, click the name of the Component link.

Component Name

Believe Tutoring

4. The Component information screen will display.

Component Information

Program Name:	**The Best Kids**
County:	Wake
Component Name:	Believe Tutoring
Component Type	Vocational Skills

Client Tracking Activity

Open Referrals:	0
Waiting List:	0
Closed Referrals:	0
Current Population:	0
Terminations:	0

Refer a Client

***NOTE:** The words in blue/bold font in the Client Tracking Activity section are links. When clicked, they open the corresponding list in the space at the bottom of the screen as shown in the image below.*

Component Information

Program Name:	**The Best Kids**
County:	Wake
Component Name:	Believe Tutoring
Component Type	Vocational Skills

Client Tracking Activity

Open Referrals:	1
Waiting List:	0
Closed Referrals:	0
Current Population:	0
Terminations:	0

Refer a Client

Open Referrals

Action	Last Name	First Name	SSN	Date of Birth	Referral Date	Recent Activity
View	Smith	David	9988	01/11/2000	07/02/2011	Intake scheduled for 07/06/11.

Searching for a Client

1. To create a referral, click the **Refer a Client** button.

Refer a Client

2. Search using combinations of the criteria below. Either the Last Name, SSN, or NCWise Student ID are required when searching. When searching it is best practice to use a minimal amount of information to reduce duplication of work. Within NC ALLIES clients may be attached to (participating in) multiple programs. When you search for a client, it is possible that they will already be entered and will not need to be entered again.

Search for a Client
Return to Believe Tutoring Information

(Last Name, SSN or NCWise Student ID are required to perform search.)

First Name:

Last Name:

SSN: XXX-XX-

NCWise Student ID:

Date of Birth: ___ / ___ / ___

Gender: -Select-

Hispanic/Latino:
☐ Yes
☐ No
☐ Unknown

Race:
☐ American Indian or Alaskan Native
☐ Asian
☐ Black or African American
☐ Native Hawaiian or Pacific Islander
☐ White
☐ Unknown

Search

3. If no clients match the criteria you searched on, a message will display indicating no search results.
    a. Search again

    ⊘ I'm sorry, but there are no search results

    Add New Client

    b. Matches returned verify correct juvenile. To verify further information, click the first name of the client to access more detailed demographic information.

Action	First Name	Last Name	County	Date of Birth	NCWise ID	SSN	Hispanic/Latino	Race	Gender
Create Referral	**David**	Smith	Beaufort	01/11/2000	882233	9988	Yes	Asian	Male

Add New Client

4. If this is the correct juvenile, click the **Create Referral** link and skip to the **Creating a Referral** section of this user guide. If this is not correct juvenile, proceed to the **Creating a Client** section.

Creating a Client
1. To create a client, click the **Add New Client** button.

    Add New Client

2. Complete all known information including all of the required fields.

3. Click the Save button.

Create a Client

*First Name: [   ]

*Middle Name: [   ]
(Select at least one)   ☐ No Middle Name
                                   ☐ Unknown

*Last Name: [   ]

Suffix: [   ]

Preferred Name: [   ]

*Date of Birth: [   ] / [   ] / [   ]

*Gender: [-Select- ▾]

SSN: XXX-XX-[   ]

NCWise Student ID: [   ]

*Hispanic/Latino: Yes ○ No ○ Unknown ○

                                    ☐ American Indian or Alaskan Native
                                    ☐ Asian
*Race: ☐ Black or African American
                                    ☐ Native Hawaiian or Pacific Islander
                                    ☐ White
                                    ☐ Unknown

*Does the Client Speak English?   [-Select- ▾]

*Primary Language in Household: [-Select- ▾]

_____

Contact Information

Primary Phone: [   ]

Alternate Phone: [   ]

_____

Physical Address

No Physical Address (i.e., Homeless) ☐

Address Line 1:   [   ]

Address Line 2:   [   ]

City: [   ]

State: NC

Zip Code: [   ]

County: [Wake   ▾]

_____

Mailing Address

Same as Client Physical Address   ☑

Address Line 1:   [   ]

Address Line 2:   [   ]

City: [   ]

State: [NC   ▾]

Zip Code: [   ]

🖫 Save   ✕ Cancel

4. After clicking the Save button, the **Client Information** screen displays. Users have the option to **Edit** the information just entered, **Delete the Client**, or **Create a Referral**. Clients may not be deleted once they have been attached to a program but their demographic information may be edited or updated at any time. To Create a Referral for this client, click the **Create Referral** button at the bottom of the screen

Client Information

Return to Believe Tutoring Information

ⓘ Client Michael Patrick Jones created

First Name:	Michael
Middle Name:	Patrick
Last Name:	Jones
Suffix:	
Date of Birth:	03/17/1999
Preferred Name:	
Gender:	Male
NCWise Student ID:	
SSN:	XXX-XX-5252
Hispanic/Latino:	No
Race:	White
Does the Client Speak English?	Yes
Primary Language in Household:	English

Contact Information

Primary Phone:	
Alternate Phone:	

Physical Address

Address Line 1:	123 Spartan Road
City:	Raleigh
State:	NC
Zip Code:	27606
County:	Wake

Mailing Address

Address Line 1:	123 Spartan Road
City:	Raleigh
State:	NC
Zip Code:	27606

Edit   Delete   Create Referral

Create a Referral

1. Users can access the Create Referral screen one of two ways
   a. Create Referral link on the Search for Client screen

Action	First Name	Last Name	County	Date of Birth	NCWise ID	SSN	Hispanic/Latino	Race	Gender
Create Referral	David	Smith	Beaufort	01/11/2000	882233	9988	Yes	Asian	Male

Add New Client

   b. Create Referral button on the Client Tracking Information screen

Edit   Delete   Create Referral

2. The following screen will appear

*Referral Received Date:	__/__/__ Now Select.. Clear
*Referral Initiated Date:	__/__/__ Now Select.. Clear
Contact Date:	__/__/__ Now Select.. Clear
Program Intake Date:	__/__/__ Now Select.. Clear
*Is there DJJDP involvement?	Yes
Is participation in this program court ordered?	-Select-
Is participation in this program a part of a diversion plan/contract?	-Select-

*Referral Sources: (Check all that apply)

☐ Clergy   ☐ Parent/Guardian
☐ District Court   ☐ School
☐ DJJDP   ☐ Self Referred
☐ DSS   ☐ SRO (School Resource Officer)
☐ Mental Health   ☐ Superior Court
☐ Multi-Purpose Home   ☐ Teen Court
☐ Other   ☐ YDC (Youth Development Center)
☐ Other Law Enforcement

*Problem Behaviors: (Check all that apply)

☐ Academic Failure   ☐ School Behavior Problems
☐ Assault/Aggressive Behavior   ☐ Self-Mutilation
☐ Excessive Dependence on Parents   ☐ Sexual Abuse
☐ Feelings of Anxiety   ☐ Sexual Offense
☐ Fire Setting   ☐ Sexually Active
☐ Gang Associate   ☐ Stealing
☐ Gang Involvement   ☐ Substance Use
☐ Negative Peer Associations   ☐ Suicide Attempts
☐ Other   ☐ Suicide Threat(s)
☐ Physical/Mental Abuse   ☐ Temper Tantrums
☐ Poor Social Skills   ☐ Truancy
☐ Prostitution   ☐ Withdrawn, Depression
☐ Runaways

Signed Consent Form: ☐

1. Complete all known information including all of the required fields.

2. Click the Save button.

Client Tracking Information for **David Smith**
Program Name: **The Best Kids**
Component Name: **Believe Tutoring**

ⓘ Program Referral created for David Smith.

| Status | Referral |

Referral Received Date:	07/02/2011
Referral Initiated Date:	07/02/2011
Contact Date:	07/03/2011
Program Intake Date:	07/06/2011
Admission Status:	Pending Admission
Most Recent Activity:	Intake scheduled for 07/06/11.

Activity Date	Activity	Reason/Comments	Action
07/26/2011	Intake scheduled for 07/06/11.		Edit

Reschedule Intake   Place on Waiting List   Close Referral   Admit Referral

Client Data Sheet

2. Several screens may be accessed from the Client Tracking Information screen
   a. Edit the Intake Information by clicking the Edit link
   b. Reschedule Intake – *see Page 14*
   c. Place on Waiting List – *see Page 15*
   d. Close Referral – *see Page 16*
   e. Admit Referral– *see Page 7*
   f. Print Client Data Sheet – *see Page 21*

Reschedule Intake

1. From the **Client Tracking Information Status** tab, click the **Reschedule Intake** button.

2. Complete the required rescheduling information and click the **Save** button.

Reasons for Rescheduling

Place on Waiting List

1. From the **Client Tracking Information Status** tab, click the **Place on Waiting List** button.

2. Complete the required rescheduling information and click the **Save** button.

Waiting List Reasons

Close Referral

1. From the **Client Tracking Information Status** tab, click the **Close Referral** button.

2. Complete the required rescheduling information and click the **Save** button.

Closed Reasons

Admit Referral

1. From the **Client Tracking Information Status** tab, click the **Admit Referral** button.

   Admit Referral

2. Complete the required rescheduling information and click the **Save** button.

Creating Admission for Michael Patrick Jones

Referral Date:	07/01/2011
*Admission Date:	__ / __ / ____ Now Select.. Clear
# of Previous Admissions:	
*Living Arrangements:	-Select-
*Education Level:	1st
*School Attendance:	-Select-
*School Type:	Other
*Other School Type:	
*Does the client have an exceptional designation (IEP)?	Yes
Exceptional Designation (IEP):	-Select-
*Is the client on EHA (Electronic House Arrest)?	-Select-
*Current Legal Status:	-Select-

PREVIOUS 12 MONTHS

*# Run Aways:	Unknown ☐
*# Short Term Suspensions	Unknown ☐
*# Long Term Suspensions	Unknown ☐
*# Expulsions	Unknown ☐

Save   Cancel

Admission Screen Drop Down Options	
Living Arrangements -Select- Both Parents Divorced Parents (Shared Custody) Father (Only) Mother (Only) Grandparents Parent Step Parent Other Residential Placement	**Does the client have an exceptional designation (IEP)** -Select- Yes No Unknown
Education Level -Select- Kindergarten 1st 2nd 3rd 4th 5th 6th 7th 8th 9th 10th 11th 12th GED In Process GED Completed Graduate	**Exceptional Designation (IEP):** -Select- Academically Gifted Autistic Behavior Emotionally Disable Deaf/Blind Educable Mentally Disable Hearing Impaired Multi-Handicapped Orthopedically Impaired Other Health Impaired Pregnant Severely Profoundly Mental Disable Specific Learning Disabled Speech-Language Impaired Trainable Mental Disabled Traumatic Brain Injury Visually Impaired
School Attendance -Select- Attending Regularly Attending Sporadically Dropped Out Expelled Long term suspension (more than 10 days) Not Attending	**Is the client on EHA (Electronic House Arrest)?** -Select- No Yes
School Type -Select- Alternative Charter Community College Home Bound Online School Private Public Other	**Current Legal Status:** -Select- N/A - No DJJDP Involvement Adjudicated Delinquent Disposition Pending Adjudicated Undisciplined Disposition Pending Commitment Court Counselor Consultation Deferred Prosecution Diversion Plan/Contract Petition Filed Post Release Supervision Probation Protective Supervision Unknown

Termination

1. From the **Client Tracking Information Status** tab, click the **Admit Referral** button.
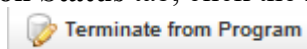
2. Complete the required rescheduling information and click the **Save** button.

NOTE: The Supplemental Services section will not appear on the Termination screen for the following component types:
- *Temporary Shelter Care*
- *Runaway Shelter Care*
- *Temporary Foster Care*
- *Psychological Assessments*

NOTE: Termination Questions will not appear on the Termination screen for the following component types:
- *Runaway Shelter Care*
- *Psychological Assessment*
- *Temporary Foster Care*
- *Temporary Shelter Care*

NOTE: Measurable Objectives will be based on component type and Optional Measurable Objectives entered on the Program Agreement.

CLIENT TERMINATION INFO

*Termination Date: [i]   [ ] / [ ] / [ ] [Now] [Select..] [Clear]

*Total Days of Service: [ ]

*Successful Termination: [-Select- ▾]

*Living Arrangements: [i] [-Select-   ▾]

*Education Level: [-Select- ▾]

CLIENT PROGRESS DURING PROGRAM

*# Run Aways: [   ]

*# Short Term Suspensions: [   ]

*# Long Term Suspensions: [   ]

*# Expulsions: [   ]

*Progress with Juvenile Court: [i]   [-Select-   ▾]

*Progress with School: [i]   [-Select-   ▾]

*Progress with Home Situation: [i]   [-Select-   ▾]

*Positive Parental Involvement with Juvenile: [i] [-Select-   ▾]

SUPPLEMENTAL SERVICES PROVIDED TO THIS CLIENT

Supplemental Services	No Participation/ Unknown	Program Provided	Program by Another Provided	Court Ordered
Alternative Education:	○	○	○	☐
Career Counseling:	○	○	○	☐
Civic Involvement:	○	○	○	☐
Exceptional Children's Services:	○	○	○	☐
Extracurricular Activities:	○	○	○	☐
Health Care:	○	○	○	☐
Interpersonal Skills:	○	○	○	☐
Job Placement:	○	○	○	☐
Mental Health:	○	○	○	☐

Supplemental Services	No Participation/ Unknown	Program Provided	Program by Another Provided	Court Ordered
Mentoring:	○	○	○	☐
Other:	○	○	○	☐
Parent/Family Training/Counseling:	○	○	○	☐
Recreation:	○	○	○	☐
Social Services:	○	○	○	☐
Tutoring:	○	○	○	☐
Vocational Training:	○	○	○	☐

[Clear Supplemental Service Entries]

MEASURABLE OBJECTIVES (REQUIRED)

Did this client reduce specific behaviors for which he/she was referred and targeted in the individual service plan?   [--Select your answer-- ▾]

Did this client improve targeted skills in the individual service plan?   [--Select your answer-- ▾]

Did this client have any new adjudications during program participation?   [--Select your answer-- ▾]

Did this client have any new complaints filed against him/her during program participation?   [--Select your answer-- ▾]

Did this client successfully or satisfactorily complete services as measured by performance in the individual service plan?   [--Select your answer-- ▾]

[📄 Save]   [✖ Cancel]

Termination Screen Dropdown Options	
Successful Termination Reasons -Select- Higher level care required Satisfactory completion Successful Completion	**Progress with Juvenile Court** -Select- New Adult Charges New Delinquency Complaint(s) New Undisciplined Complaint(s) No New Complaints No Problems at Referral or Since Violation of Court Order
Unsuccessful Termination Reason -Select- Did not participate Failure to follow Program rules Family relocated Other Removed by parents Runaway	**Progress with School** -Select- No Problems at Referral or Since Problem Eliminated Problem Intensified Problem Reduced Problem Unchanged
Living Arrangements at Termination -Select- Both Parents Divorced Parents (Shared Custody) Father (Only) Mother (Only) Grandparents Parent Step Parent Other Residential Placement	**Progress with Home Situation** -Select- Problem Eliminated Problem Intensified Problem Reduced Problem Unchanged Unknown
Education Level -Select- Kindergarten 1st 2nd 3rd 4th 5th 6th 7th 8th 9th 10th 11th 12th GED In Process GED Completed Graduate	**Positive Parental Involvement with Juvenile** -Select- Decreased No Problems at Referral or Since Significant improvement Some improvement Unchanged Unknown

Client Data Sheet

1. From the **Client Tracking Information Status** tab, click the **Client Data Sheet** button.
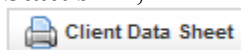
    Client Data Sheet

2. Another window will open up with the **NC DJJ JCPC Personal Data Sheet.**

Reports

1. All Client Tracking Reports are accessible through the Reports link in the menu bar. Click the word Reports, scroll down and click the desired report. Choose the criteria or program name and then click the **View____ Report** button.

Client Tracking Report Generator

Client Waiting List

Closed Referrals