N. C. Division of Juvenile Justice

NC ALLIES

<u>A Local Link to Improve Effective Services</u>

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 <u>DJJDP.ApplicationSupport@djjdp.nc.gov</u>

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.

i - 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.

Cancel - Users can click the cancel button to either discard all changes made on the edit screen or return to the previous screen.

Edit - 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 <u>https://cp.ncdjjdp.org/CP</u> 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

	C <mark>ALLIES</mark> A Local Link to Improve	Effective Services	North Carolina Department of Juvenile Justice and Delinquency Prevention
Home Help	Login		
	JCPC Program participants can a password. NCID is the standard ir and individual users. NCID prov Ne For spec Contact the ITS Service Desk. reached To view all of the content on th	Login ID Password Login Login Login Login Login Cccess this site using their North Carolina Idenii lentity management and access service provid ides a high degree of security and access conti w users can register at https://ncid.nc.gov. ific instructions, please download the User Gui Torgot your NCID, Password, or need help? The Service Desk is available 24 hours a day () at 919-754-6000 or toll free at 1-800-722-394 is website, please disable your "pop-up blocke open properly.	ty Management (NCID) and ed to state, local, business, rol to real-time resources. de. 7 x 24 x 365) and can be 16. r" to make sure all pages

Copyright © 2011 The North Carolina Department of Juvenile Justice and Delinquency Prevention (NC ALLIES, Version: 01.03.02) - Report Bugs or Request features

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.

Login ID	
Password	
	Login

3. Click the **Begin a Program Agreement** link in the menu bar. You are not actually going to begin a program agreement.

Home	Begin a Program Agreement 🔻	Help 🔻	Logout
------	-----------------------------	--------	--------

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

Begin a Program Agreement 🔻
Search for an Existing Program
View All Sponsor Agencies
View My Programs

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

Search Program

Program Name*	
Search	

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		
When you find the correct program, ty not know the DJJ Funding ID, contact	pe the DJJ Funding the person(s) who cro	ID in the corresponding text eated your program agreement	field. If you do nt.

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

7. Click the **Select** button.

6.

- 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 (To	otal 2)				
Shannon Hane	es has been associated with Program Grou	up 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.

Community Programs Online Application

Component Int	ormation					
Program Name:	The	Best Kids				
County:	Wake	e				
Component Nar	ne: Belie	ve Tutoring				
Component Type Vocational Skills						
Client Trackin	g Activ					
Open Referral	5					
Waiting List:	0					
Closed Referr	als: 0					
Current Popul	ation: 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 Stu	dent 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	

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

	[0 I'm sorry, I	but there are	no search result	ts				
		🔒 Add New Clie	ent						
b.	Matches retuined the client to	urned verify access mor	v correct ju e detailed	uvenile. To v demographic	erify further c informatio	[.] inform n.	ation, click th	e first na	me of
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
*Last Name:	
Suffix:	
Preferred Name:	
*Date of Birth:	
*Gender:	-Select-
SSN:	XXX-XX-
NCWise Student ID:	
*Hispanic/Latino:	Yes C No C Unknown C
*Race:	American Indian or Alaskan Native Asian 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:	

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

Olient 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

🕞 Edit 🛛 🔒 Delete 🛛 🔒 Create Re	ferral
Zip Code:	27606
State:	NC
City:	Raleigh
Address Line 1:	123 Spartan Road

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

First Name	Last Name	County	Date of Birth	NCWise ID	SSN	Hispanic/Latino	Race	Gender
David	Smith	Beaufort	01/11/2000	882233	9988	Yes	Asian	Male
	First Name David	First Name Last Name David Smith	First Name Last Name County David Smith Beaufort	First Name Last Name County Date of Birth David Smith Beaufort 01/11/2000	First Name Last Name County Date of Birth NCWise ID David Smith Beaufort 01/11/2000 882233	First Name Last Name County Date of Birth NCWise ID SSN David Smith Beaufort 01/11/2000 882233 9988	First Name Last Name County Date of Birth NCWise ID S5N Hispanic/Latino David Smith Beaufort 01/11/2000 882233 9988 Yes	First Name Last Name County Date of Birth NCWise ID SSN Hispanic/Latino Race David Smith Beaufort 01/11/2000 882233 9988 Yes Asian

b. Create Referral button on the Client Tracking Information screen

🥪 Edit 🛛 🔒 Delete 🛛 🕞 Create Referral

2. The following screen will appear

Referral Received Late: Image: Referral Indiated Date: Image: Ima			New	Salaat	Clear	
Referral Initiated Date:	*Reterral Received Date:		NOW	Select	Cical	
contact Date:	*Referral Initiated Date: 🗓		Now	Select	Clear	
Program Intake Det: Image: New Select. Deer 's participation in this program court ordered? Select. Select. Select. 's participation in this program court ordered? Select. Select. Select. 's participation in this program a part of a diversion plan/contract? Select. Select. Select. 's participation in this program a part of a diversion plan/contract? Select. Select. Select. 's participation in this program a part of a diversion plan/contract? Select. Select. Select. 's participation in this program a part of a diversion plan/contract? Select. Select. Select. 's deray Select. Select. Select. Select.	Contact Date: 🛐		Now	Select	Clear	
The ner DIDP involvement? Yee Y a participation in this program court ordered? Select Y a participation in this program a part of a diversion plan/contract? Select Y Referrational this program a part of a diversion plan/contract? Better Diverse: (Check all that apply) Parent/Guardian District Court School District Court School Obstrict Court School Resource Officer) District Court Stok (School Resource Officer) I wental Health Superior Court Other Yee Y Other Yee Y Protent Behaviors: (Check all that apply) Teen Court Other YoDC (Youth Development Center) Other YoDC (Youth Development Center) Other School Sehavior Problems Academic Failure School Sehavior Problems Academic Failure School Sehavior Problems Grags of Anxiety Secual Adace Free Setting Scould Adace Gang Involvement Substance Use Gang Involvement Substance Use Substance Use Substance Use I wegashve Peer Associations Substance Use Substance Use Substance Use I wegashve Peer Associations </td <td>Program Intake Date: 🚺</td> <td></td> <td>Now</td> <td>Select</td> <td>Clear</td> <td></td>	Program Intake Date: 🚺		Now	Select	Clear	
s participation in this program court ordered? s participation in this program a part of a diversion plan/contreat? Select V Texternal Sources: (Check all that apply) Clergy Cle	*Is there DJJDP involvement?	Yes 💙				
a participation in this program a part of a diversion plan/contract? Referral Sources: (Check all that apply) Clergy Clergy Clergy Clergy Clergy Clergy Clergy Clergy Clergy Clergy Clergy Clergy Clergy Clergy Clergy Clergy	Is participation in this program court ordered?	-Select- 💙				
Preferral Sources: (Check all that apply) Perent/Guardian Perent/Guardian School District Court School School District Court School School District Court School School Resource Officer) Mental Health Superior Court Heantal Health Superior Court Other Teen Court VDC (Youth Development Center) VDC (Youth Development Center) School Behavior Problems Academic Failure School Behavior Problems School Behavior Problems Academic Failure School Behavior Problems School Behavior Problems Free Setting School Setavice Problems School Behavior Problems School Setavice School Behavior Problems School Behavior Problems School Setavice School Behavior	Is participation in this program a part of a diversion plan/contract?	-Select- 💌				
□ Clergy □ Parent/Guardian □ District Court □ School □ DJDP □ Self Referred □ DJDP □ Self Referred □ DSS □ SRO (School Resource Officer) □ Mental Health □ Superior Court □ Multi-Purpose Home □ Teen Court □ Other □ YDC (Youth Development Center) □ Other Law Enforcement □ YDC (Youth Development Center) □ Other Law Enforcement □ School Behavior Problems □ Proberm Behaviors: (Check all that apply) □ School Behavior Problems □ Academic Pailure □ School Behavior Problems □ Academic Pailure □ School Behavior Problems □ Academic Pailure □ School Behavior Problems □ Schoos Dependence on Parents □ School Behavior Problems □ Free Setting □ School Behavior □ Gang Associate □ Substance Use □ Gang Associate □ Substance Use □ Other □ Suicide Threat(s) □ Other □ Sui	*Referral Sources: (Check all that apply) 🚺					
□ bistrict Court□ School□ DJDP□ Self Referred□ DSS□ SK0 (School Resource Officer)□ Mental Health□ Superior Court□ Multi-Purpose Home□ Teen Court□ Other□ YDC (Youth Development Center)□ Other Law Enforcement□ YDC (Youth Development Center)□ Other Law Enforcement□ School Behavior Problems□ Academic Failure□ School Behavior Problems□ Academic Failure□ School Behavior Problems□ Academic Failure□ School Behavior Problems□ Excessive Dependence on Parents□ Sexual Abuse□ Feelings of Anxiety□ Sexual Offense□ Gang Associate□ Substance Use□ Gang Involvement□ Substance Use□ Other□ Substance Use□ Other□ Substance Use□ Physical/Mental Abuse□ Truancy□ Prostitution□ Truancy□ Prostitution□ Withdrawn, Depression			Г _{Ра}	rent/Guard	lian	
□ DJDP□ Self Referred□ DSS□ SK0 (School Resource Officer)□ Mental Health□ Superior Court□ Multi-Purpose Home□ Teen Court□ Other□ YDC (Youth Development Center)□ Other Law Enforcement□ YDC (Youth Development Center)□ Other Law Enforcement□ School Behavior Problems□ Academic Failure□ School Behavior Problems□ School Behavior□ Self-Mutilation□ Excessive Dependence on Parents□ Sexual Abuse□ Free Setting□ Sexual Abuse□ Gang Associate□ Substance Use□ Gang Associate□ Substance Use□ Gang Associations□ Substance Use□ Other□ Substance Use□ Other□ Substance Use□ Other□ Substance Use□ Physical/Mental Abuse□ Temper Tantrums□ Prostoution□ Temper Tantrums□ Prostoution□ Temper Tantrums□ Prostoution□ Withdrawn, Depression	District Court		🗖 so	chool		
SS S NO (School Resource Officer) Mental Health Superior Court Multi-Purpose Home Teen Court Other YOC (Youth Development Center) Other Law Enforcement YOC (Youth Development Center) Problem Behaviors: (Check all that apply) School Behavior Problems Academic Failure School Behavior Problems Academic Failure School Behavior Problems Assault/Aggressive Behavior School Behavior Problems Free Engs of Anxiety Sexual Abuse Frie Setting Sexual Offense G Gang Associate Staling Other Subicide Attempts Other Subicide Threat(s) Physical/Mental Abuse Subicide Threat(s) Physical/Mental Abuse Truency Prostitution Withdrawn, Depression			🗆 se	elf Referred		
Image: Superior Court Multi-Purpose Home Other Other Other Other Law Enforcement <	DSS		🗆 sr	RO (School	Resource	Officer)
Multi-Purpose Home Teen Court Other YDC (Youth Development Center) Other Law Enforcement Problem Behaviors: (Check all that apply) Academic Failure Academic Failure School Behavior Problems Academic Failure School Behavior Problems Academic Failure School Behavior Problems School Behavior School Behavior Problems School Behavior Problems School Behavior Problems School Behavior Problems School Behavior School Behavior School Behavior School Behavior School Behavior School Behavior School Behavior School Behavior School Behavior School Behavior School Behavior School Behavior School Behavior School Behavior </td <td>Mental Health</td> <td></td> <td>🗆 Si</td> <td>perior Cou</td> <td>rt</td> <td></td>	Mental Health		🗆 Si	perior Cou	rt	
Other YDC (Youth Development Center) Other Law Enforcement Problem Behaviors: (Check all that apply) Academic Failure School Behavior Problems Excessive Dependence on Parents Sexual Abuse Feelings of Anxiety Sexual Abuse Feelings of Anxiety Sexual Offense Free Setting Sexual Offense Gang Associate Substance Use Gang Involvement Substance Use Negative Peer Associations Substance Use Physical/Mental Abuse Temper Tantrums Poor Social Skills Truancy Prostitution Withdrawn, Depression Runaways Sexual Abuse	Multi-Purpose Home		🗖 те	en Court		
Other Law Enforcement Problem Behaviors: (Check all that apply) Academic Failure School Behavior Problems School Behavior Problems School Behavior Problems Freelings of Anxiety Freelings of Anxiety Sexual Offense Substance Use Negative Peer Associations Negative Peer Associations Physical/Mental Abuse Poor Social Skills Prostitution Prostitution Numarys	Other			OC (Youth D	evelopm	ent Center)
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 Free Setting Sexually Active Gang Associate Stealing Gang Involvement Substance Use Negative Peer Associations Suicide Attempts Other Suicide Threat(s) Physical/Mental Abuse Truncy Poor Social Skills Truancy Prostitution Withdrawn, Depression	C Other Law Enforcement					
Problem Behaviors: (Check all that apply) Academic Failure Academic Failure Assault/Aggressive Behavior Excessive Dependence on Parents Excessive Dependence on Parents Feelings of Anxiety Feelings of Anxiety Sexual Offense Fire Setting Gang Associate Megative Peer Associations Other Physical/Mental Abuse Poor Social Skills Prostitution Withdrawn, Depression						
Acceleration of Benavior Settinoi denavior Problems Assault/Aggressive Behavior Self-Mutilation Excessive Dependence on Parents Sexual Abuse Feelings of Anxiety Sexual Offense Frie Setting Sexual Offense 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 Runaways Withdrawn, Depression	*Problem Behaviors: (Check all that apply)					School Robavier Broblema
Associuty Aggressive Deniation Set induction Excessive Dependence on Parents Sexual Abuse Feelings of Anxiety Sexual Offense Fire Setting Sexual Offense 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						Self-Mutilation
Excessive Dependence of Parents Secual Addee Feelings of Anxiety Secual Offense Fire Setting Secually 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 Runaways Withdrawn, Depression						
Interfinition of Articlety Secural Orterise Fire Setting Secural Orterise 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 Runaways Withdrawn, Depression						
Image: Section of Sectio						
Gang Assidate Steaming 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 Suicide Attempts						Stealing
Odag involution Substance Odag Negative Peer Associations Suicide Attempts Other Suicide Threat(s) Physical/Mental Abuse Temper Tantrums Poor Social Skills Truancy Prostitution Withdrawn, Depression Runaways Suicide Threat						
Image aver Peer Associations Suicide Attempts Other Suicide Threat(s) Physical/Mental Abuse Temper Tantrums Poor Social Skills Truancy Prostitution Withdrawn, Depression Runaways Image aver Peer Associations						
Outer Suicide Inreat(s) Physical/Mental Abuse Temper Tantrums Poor Social Skills Truancy Prostitution Withdrawn, Depression Runaways						
Porysical Metrical Addise Imper lantrums Poor Social Skills Truancy Prostitution Withdrawn, Depression Runaways Imper lantrums						
Prostitution Runaways Truancy Withdrawn, Depression						
Prostitution Withdrawn, Depression Runaways	Poor Social Skills					ruancy
L Runaways	Prostitution					· Withdrawn, Depression
	L Runaways					

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

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:	nission Status: Pending Admission					
Most Recent Activity:	Intake scheduled for 07/06/11.					
Activity Date Activity	Reason/Comments	Action				
07/26/2011 Intake schedule	ed for 07/06/11.	Edit				
🖗 Reschedule Intake 🛛 💡 Place	e on Waiting List 🛛 😥 Close Referral 👘 Admit Referral					

- 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.

凌 Reschedule Intake

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

Reschedule Program Intake for David Smith

Program Name:	The Best Kids	
Component Name:	Believe Tutoring	
Referral Initiated Date:	07/02/2011	
Contact Date:	07/04/2011	
*Program Intake Date: 🗊	Now Select	Clear
*Reason for rescheduling:	-Select-	v
Comment:		

Reasons for Rescheduling

-Select-	*
-Select-	
Rescheduled because of child/family inability to appear for scheduled appointment.	
Rescheduled because of child/family no show.	
Rescheduled because of postal return on appointment letter.	
The juvenile has moved.	

Place on Waiting List

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

🍺 Place on Waiting List

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

Waiting list reason	-Select-	~
		~
Commont		
Comment		
		~

Waiting List Reasons

-Select-Pending disposition/court order. Program at capacity. Program in mid-session. Hold for next session. Youth currently in detention. Youth inappropriate for current population. Youth temporarily placed out of service area. Youth's schedule temporarily conflicts with service schedule.

Close Referral

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

🎲 Close Referral

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



Closed Reasons

Closed Reason:

-Select--Select-Charges Dismissed Client Deceased Client Moved Client Refused Admission Inappropriate for Services Never showed for Intake On the run Other Restitution paid up front Withdrawn by Court Counselor Withdrawn By Referral Source

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 I	Drop Down Options
Living Arrangements	Does the client have an exceptional designation
-Select-	(IEP)
Both Parents	-Select-
Divorced Parents (Shared Custody)	Yes
Father (Only)	No
Mother (Only)	Unknown
Grandparents	
Parent	
Step Parent	
Other	
Residential Placement	
Education Level	Exceptional Designation (IEP):
-Select-	-Select-
Kindergarten	Academically Gifted
1st	Autistic
2nd	Behavior Emotionally Disable
3rd	Deaf/Blind
4th	Educable Mentally Disable
5th	Hearing Impaired
6th	Multi-Handicapped
/tn	Orthopedically Impaired
8th	Other Health Impaired
9th	Pregnant Savarah: Drafavadh: Maatal Diaabla
1000	Severely Protoundly Mental Disable
12th	Specific Learning Disabled
GED In Process	Trainable Mental Disabled
GED Completed	Traumatic Brain Injury
Graduate	Visually Impaired
Graddato	violany mpanoa
School Attendance	Is the client on EHA (Electronic House Arrest)?
Seloot	Soloot
Attending Degularky	No
Attending Storadically	Ves
Dropped Out	103
Exnelled	
Long term suspension (more than 10 days)	
Not Attending	
School Type	Current Legal Status:
-Select-	-Select-
Alternative	N/A - No DJJDP Involvement
Charter	Adjudicated Delinguent Disposition Pending
Community College	Adjudicated Undisciplined Disposition Pending
Home Bound	Commitment
Online School	Court Counselor Consultation
Private	Deferred Prosecution
Public	Diversion Plan/Contract
Other	Petition Filed
	Post Release Supervision
	Probation
	Protective Supervision
	Unknown

Termination

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

🤯 Terminate from Program

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	CLIENT PROGRESS DURING PROGRAM	
*Termination Date: 🔢 / / Now Select Clear	*# Run Aways:	
*Total Days of Service:	*# Short Term Suspensions:	
*Successful Termination: -Select- V	*# Long Term Suspensions:	
*Living Arrangements: 🗊 Select-	*# Expulsions:	
*Education Level:	*Progress with Juvenile Court: 国	-Select-
	*Progress with School: 🗊	-Select-
	*Progress with Home Situation: 🗊	-Select-
	*Positive Parental Involvement with Juvenile: 🗊	-Select-

SUPPLEMENTAL SERVICES PROVIDED TO THIS CLIENT

	No		Program	
	Participation/	Program	Another	Court
Supplemental Services	Unknown	Provided	Provided	Ordered
Alternative Education:	C	C	С	
Career Counseling:	C	C	С	
Civic Involvement:	C	О	С	
Exceptional Children's Services:	C	0	С	
Extracurricular Activities:	C	\mathbf{C}	С	
Health Care:	C	\mathbf{C}	С	
Interpersonal Skills:	C	\mathbf{C}	С	
Job Placement:	C	С	\mathbf{C}	
Mental Health:	C	С	С	

Supplemental Services	No Participation/ Unknown	Program Provided	Program by Another Provided	Court Ordered
Mentoring:	C	C	C	
Other:	C	С	С	
Parent/Family Training/Counseling:	C	С	С	
Recreation:	C	С	С	
Social Services:	C	С	С	
Tutoring:	C	С	С	
Vocational Training:	C	Ω	C	
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 Screen Successful Termination Reasons -Select- Higher level care required Satisfactory completion Successful Completion Unsuccessful Completion Unsuccessful Termination Reason -Select- Did not participate Failure to follow Program rules	Dropdown Options 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 Progress with School -Select- No Problems at Referral or Since Problem Eliminated
Family relocated Other Removed by parents Runaway	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 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 Tracking Report Gen	erator
Area:	-Select-
County:	-Select-
Program Name:	-Select-
Component Name:	-Select-
Component Type:	-Select-
Zip Code:	TIME FRAME
C Current Admissions Admission Date Range Termination Date Range Served Date Range	
Begin Date:	Now Select. Clear
End Date:	Now Select Clear
View Client Population Report	

Client Waiting List

Client Tracking Waiting List Report

Program Name:	-Select a Program-	*	
View Waiting List Report			

Closed Referrals

Client Tracking Waiting List Report

Program Name:	-Select a Program-	*
View Waiting List Report		