



## FACT SHEET



### **Crisis Line Case Manager's Application**

The **CR** application is used for tracking over the counter walk-ins, phonebook or interagency client referral activities. The CR application allows a Case Manager to track a client for various service request referrals and assistance with human and social incidents.

The **Crisis Referral** application provides agencies in the business of multiple referrals with digital Client Referral record folders. Detail tracking for referral services rendered to a Client for multiple program activities by contacts and interagency is available. **CR** provides for client information that's easy to input with buttons that track call log and client profiles with scrolling fields.

#### **Forms and Reports Formats**

Standard forms and reports formats exist and meet most government and funding source requirements. Client profiles detail functions have easily accessible User screens. **CR** application has an extensive call log capacity allowing for multiple entry records. Related paper work and length of call time records can be logged as well as easy scrolling for selection of caller type.

#### **User Friendly Functionality**

A quick set button for new call records is a click away for user ease. Referral services can be associated with each client and create based on referral specific types. Special needs can be recorded using easy pop-up menus for which system administrator can edit fields. Client placement dates can be tracked for multiple services provider, as well as length of stay during placement.

The placement pop-up screen allows for tracking any loaned record file for clients traveling between cooperative contract agencies to the referral placement sources. The scrolling detail fields also allow for tracking multiple placement history for frequent client referrals. There is a drop-down listing field for Provider that can be present by system administrators.

#### **CR Design Focus**

The **CR** database was developed to help agency track client referrals by contact and source. CR allows agency to collect and shape local area client demographics. CR also provides standard data fields to generate reports for funding sources and government contract compliance. In addition, CR allows for trend-line identification of client populations and referral based statistics. An agency can collect critical issues impacting program specific funding requirements. CR helps to identify geographical services needs for meeting client request and help maintain some quick data on referral source availability.

The Crisis Referral application allows an agency to track for those clients accessing special childcare needs such as Emergency childcare placement. Additional information is also entered from the Information Record and Child "Sign In/Out" acknowledgement data fields with comments. In addition, there is a Child "Physical/Emotional Condition" checklist for post-pre status reporting.

#### **Application Special Functionality**

Crisis Referral application reporting is in a quick access window that allows selection of several pre-designed reports. There is also a special "Alpha File" section, which is generated using the Crisis Referral application's quick forms for: Behavior Tracking Form, Placement Follow-Up, and Parent Satisfaction Questionnaire Phone Interview. Quick forms for Clinical Worker Intake Follow-Up and the Child Care Provider Placement Follow-Up are pre-existing in the **CR** application.



## Ujima Suites Crisis Referral (CR)



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Administrative controls allow for editing categories by agency to personalize the data categories. There are over 13 editable data-tables to make specific type changes and field modifications to agency standard titles. An online tutorial is available to provide users with some basic help in a graphic format. Easy to use help files answer most user specific questions and can be printed for later reference.

There are multiple reports meeting most government mandates and some management graphics. **CR** has easy to use interface screens that make navigation through the application quick, and the learning user curve short.

#### **Administration and Reports**

Staff tasks can be recorded against activities for billing purposes. System Administrator can make global category changes and control user access at different levels. Access for printing can be limited and various client-warning notices can be set.

Staff job reports can be compiled for management. This application offers multiple users reporting and executive graphs. Application can be accessed over a network or from a remote site. The database functionality is compatible with NetMeeting capabilities.

#### **UjimaSuites Version Integration**

This application integrates with other **UjimaSuites** packages such as the **ShelterMe** application for registering clients and taking background information of temporary housing clients. The application can also be used with four other **UjimaSuites** databases: **Caseman (a Case Managers Application)** for documenting necessary client mandated service therapeutics counseling care and taking history and medical background; and **Children-In-Crisis (CIC)** for documenting necessary infant/youth mandated foster care. In addition, UjimaSuites' ShelterMe application, for interim housing needs and DeToxMe application, for substance recovery programs works well with this application.

#### **UjimaSuites Support**

The **FORUM** is an Agency User Group organization. The **FORUM** member agencies and professional practitioners have reviewed the **CR** revised application. They help to provide some of the distribution task requirements and sample data. The sample data is based on specific evaluation usage of the application as an internal client interview questionnaire and ongoing tracking needs. All names have been changed to protect client confidentiality.

**CR** is a **Ujima Consultants** copyright application available as a CD release. **CR** is recommended for organization needing to track client activities and having various funding sources. **CR** can also be used for agencies with seniors' centers, daycare and housing facilities.