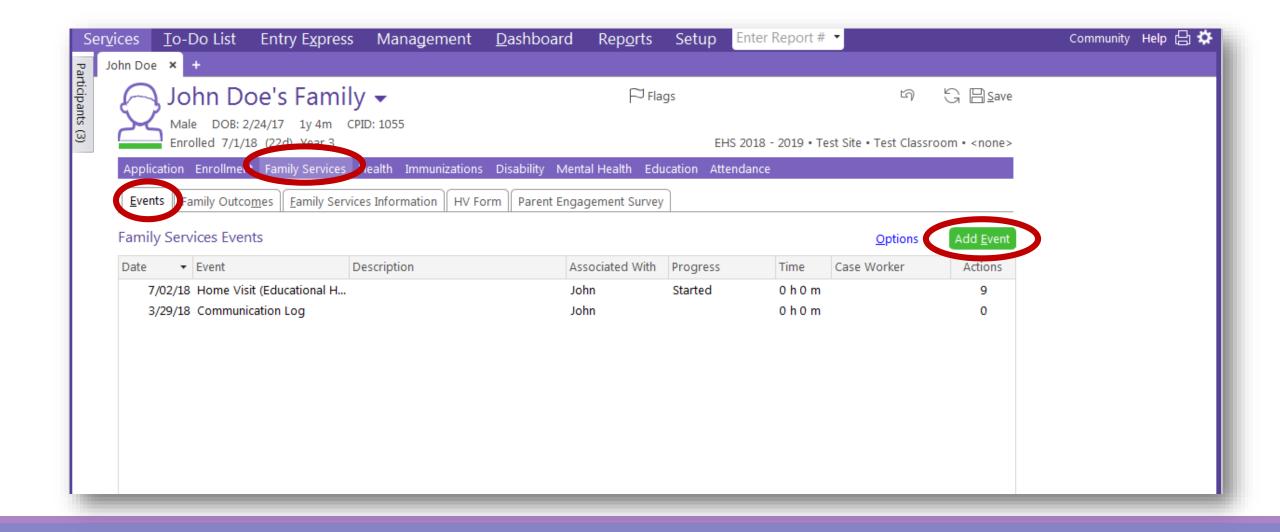
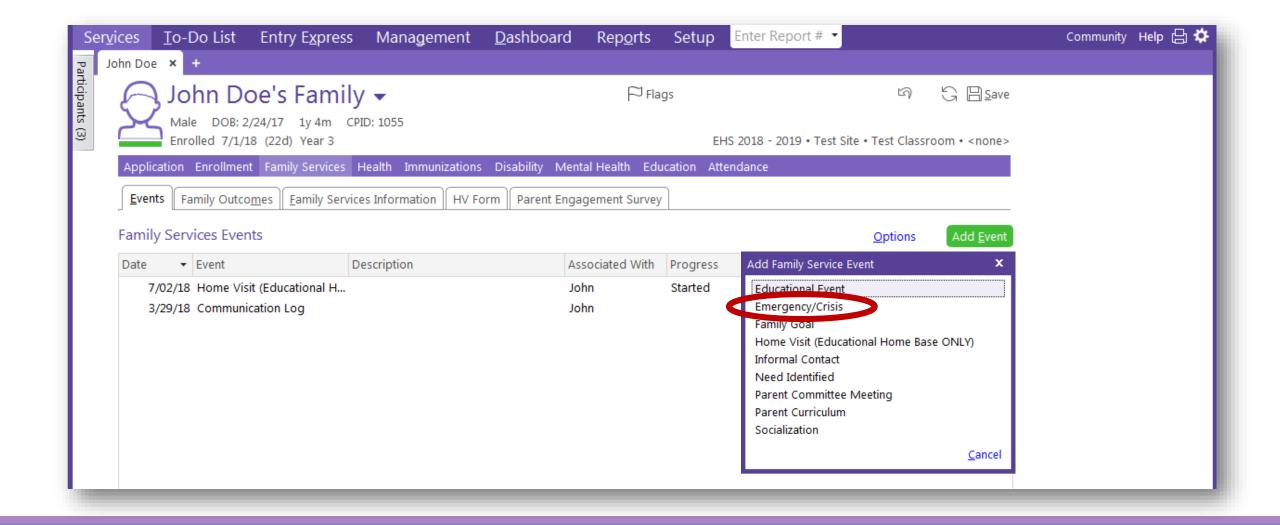
## Emergency/Crisis

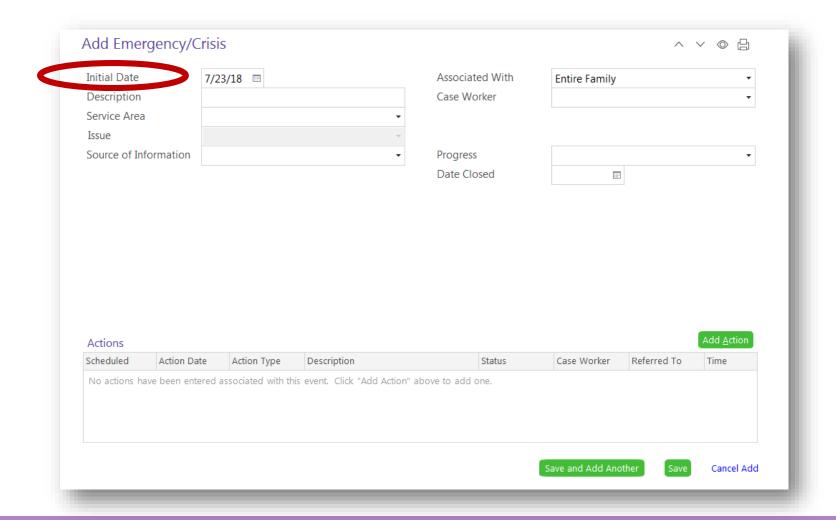
**A Family Service Event** 



<sup>\*</sup>In the Family Services' Events tab, click on the green "Add Event" button on the right side of the screen.

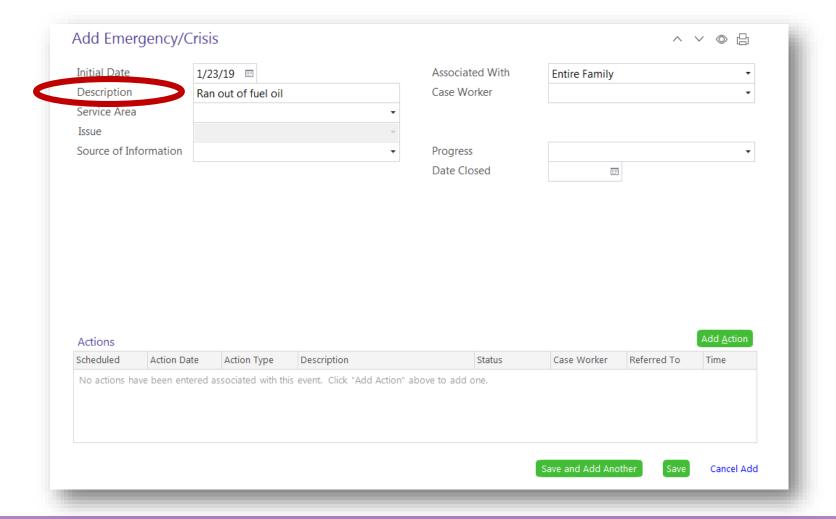


<sup>\*</sup>Scroll down the drop down menu to "Emergency/Crisis" and click.

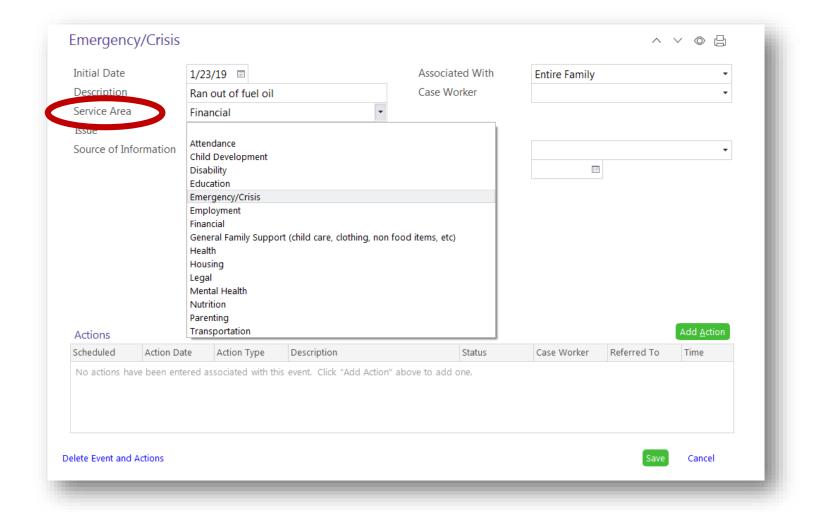


<sup>\*</sup>This screen will appear.

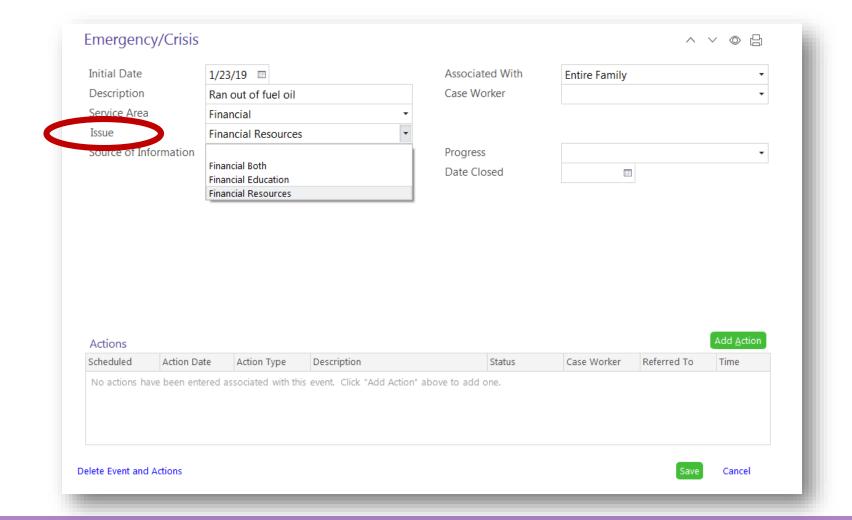
<sup>\*</sup>Enter the date the need was identified.



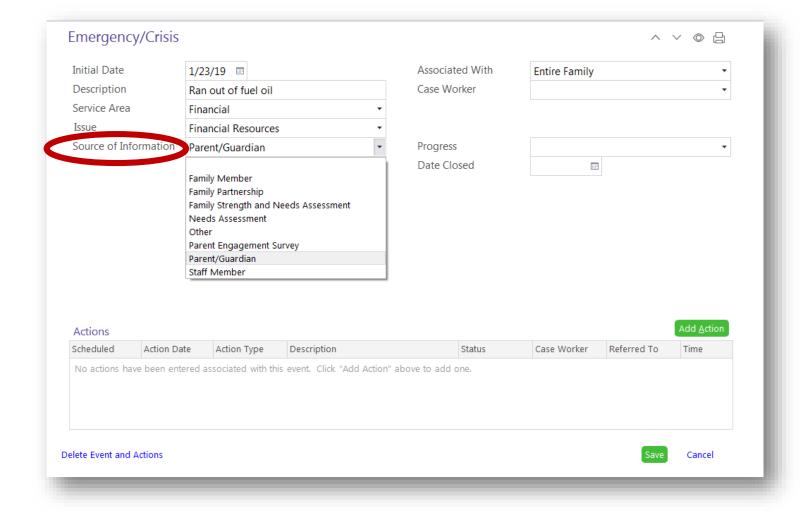
\*Type a brief description of the emergency/crisis.



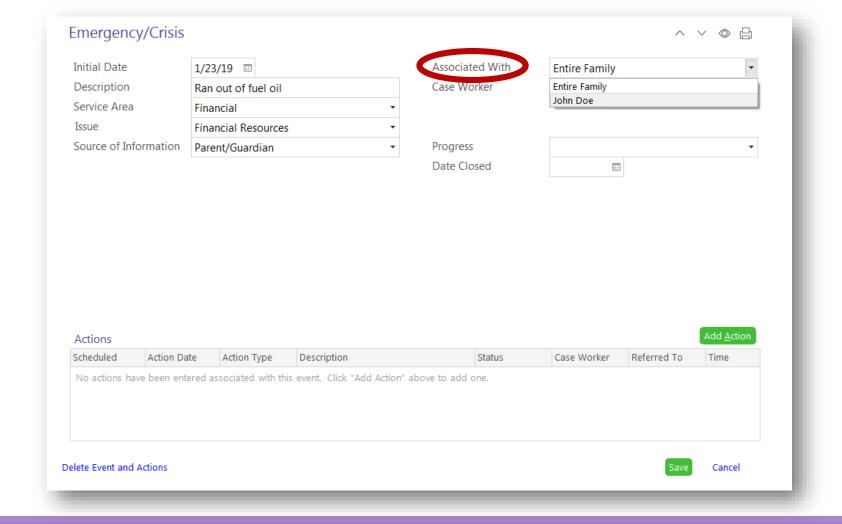
- \*Click on the Service Area box to view the drop down menu.
- \*Choose the service area that best fits the need you are entering.
- \*Click on that service area within the drop down menu.



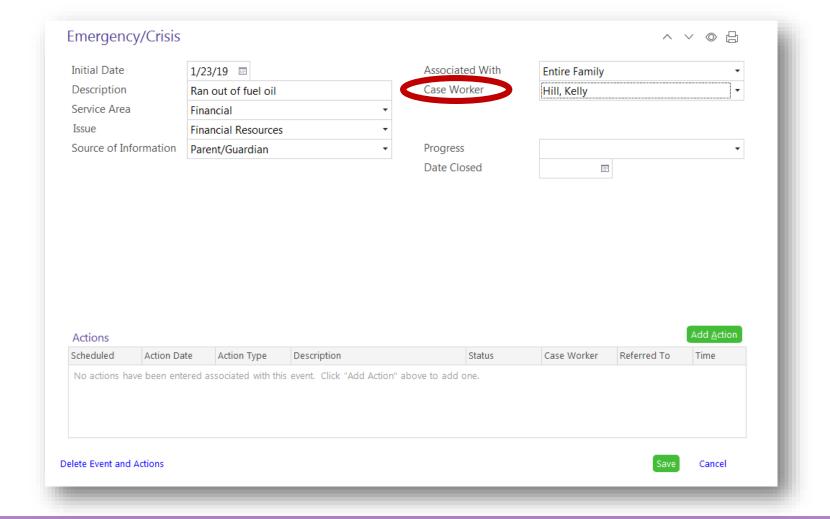
- \*Click on the Issue box to view the drop down menu.
- \*Choose the issue that best fits the family's need.
- \*Click on that issue within the drop down menu.



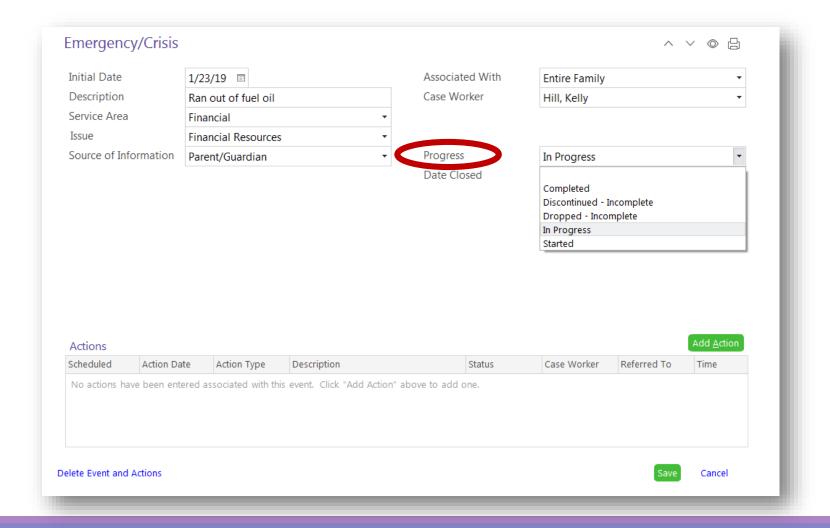
\*In the Source of Information box, choose the option from the drop down menu that best describes how you learned of the situation, and click.



- \*The Associated With box will automatically populate "Entire Family".
- \*You do have the option to change it to an individual enrollee within the family, if you need.
- \*In that case, you would choose the enrollee's name in the drop down menu.

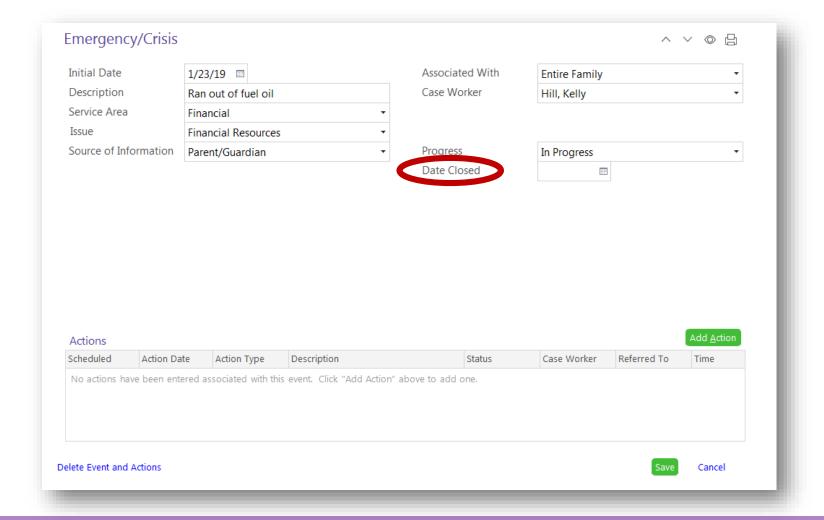


- \*Click on the Case Worker box.
- \*Either scroll down or begin typing your last name.
- \*Once you find your name, click on it.



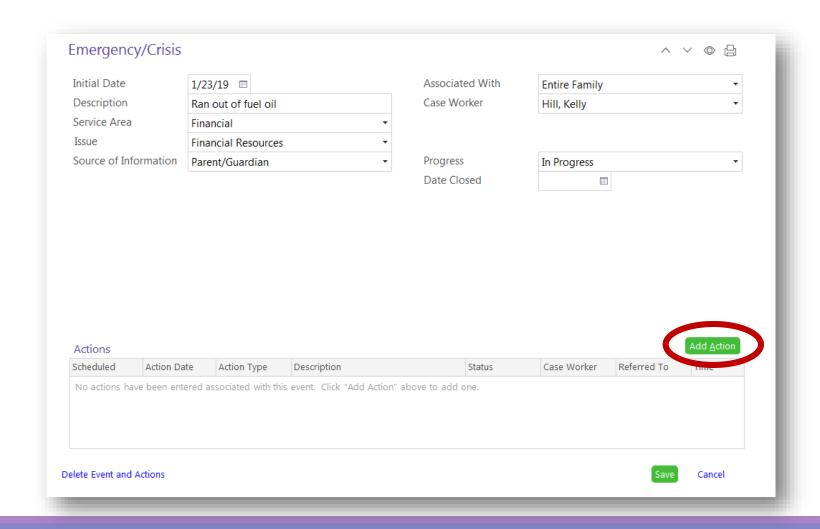
<sup>\*</sup>Click in the Progress box.

<sup>\*</sup>Choose "In Progress" from the drop down menu, and click on it.



<sup>\*</sup>Leave the Date Closed box blank until all actions have a final status entered.

<sup>\*</sup>Once that is complete, enter the closed date and update the status.



<sup>\*</sup>Click the green "Add Action" button.

<sup>\*</sup>Each referral, task, communication, follow up, or direct service in regards to this need identified will be entered as it's own individual Action.

<sup>\*</sup>You may have multiple Actions listed for one need.

#### **Communication**:

a conversation or communication in person, over the phone, through text, email, or flyer

#### **Direct**:

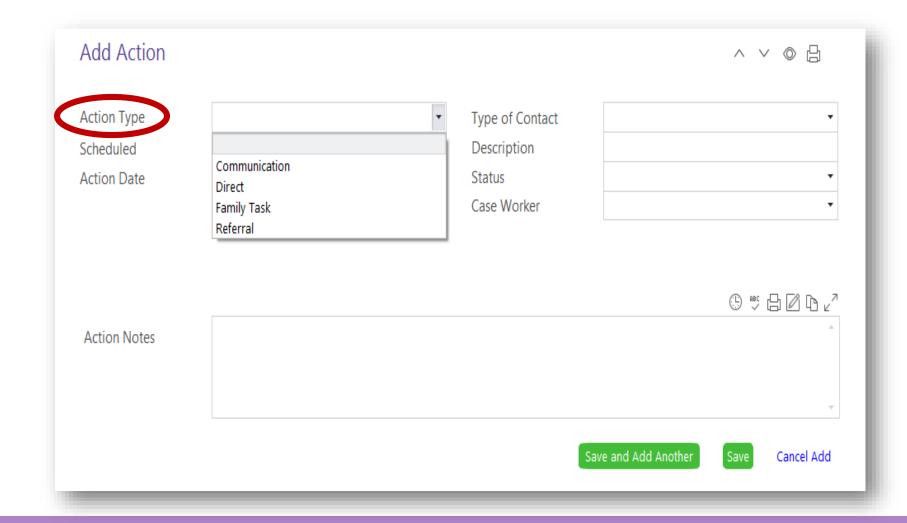
an action to be completed by Head Start

#### **Family Task**:

an action to be completed by the family

#### Referral:

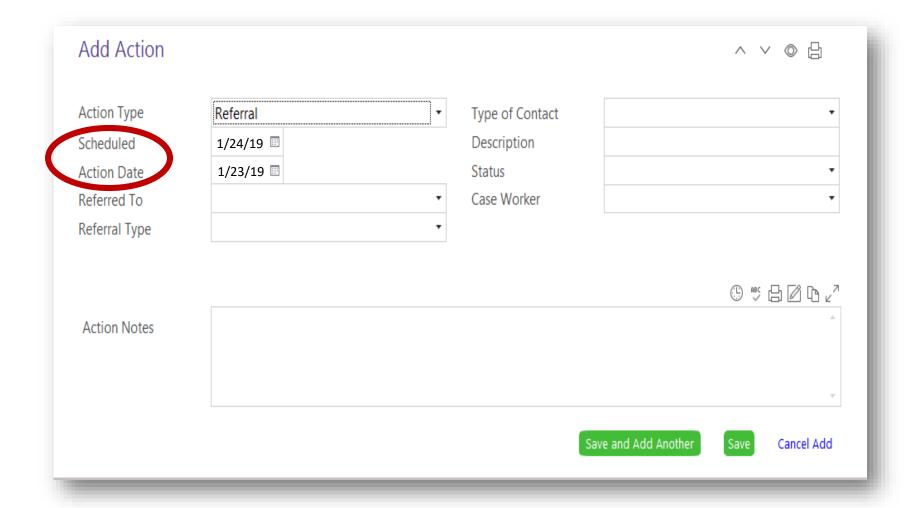
a referral was given to the family



<sup>\*</sup>This screen will appear.

<sup>\*</sup>From the Action Type drop down menu, choose the most appropriate action type for your entry.

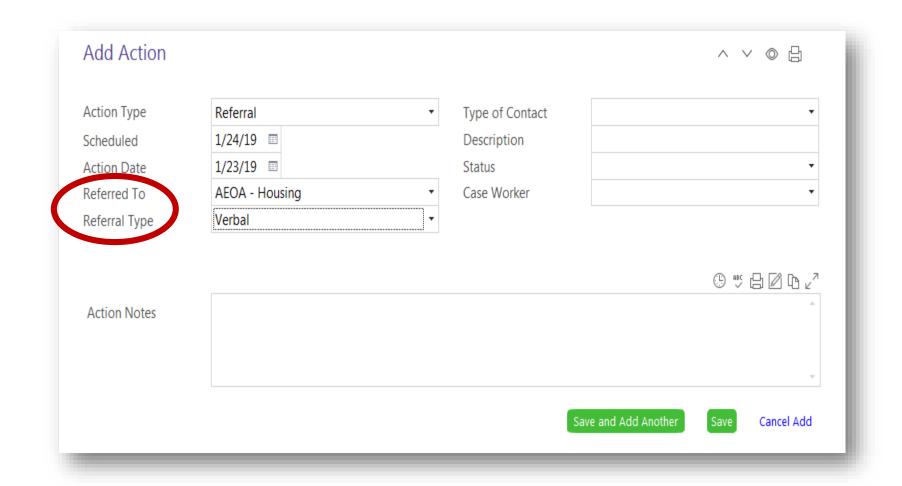
<sup>\*</sup>Depending on the Action Type you choose, more boxes may appear.



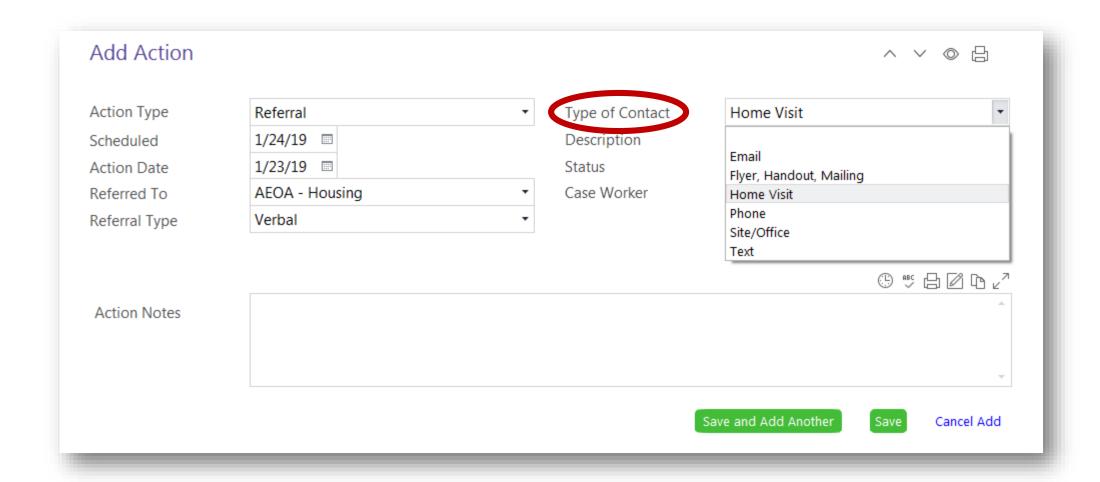
<sup>\*</sup>Enter the Scheduled Date as the date you expect the action to be completed by.

<sup>\*</sup>Enter the Action Date as the date you initiated the process for this specific communication, direct service, family task, or referral.

- \*If the action is a referral, there will be two extra boxes to fill out:
- ☐ Referred To
- ☐ Referral Type.
- \*If you are not entering a referral, skip to the next slide on Type of Contact.

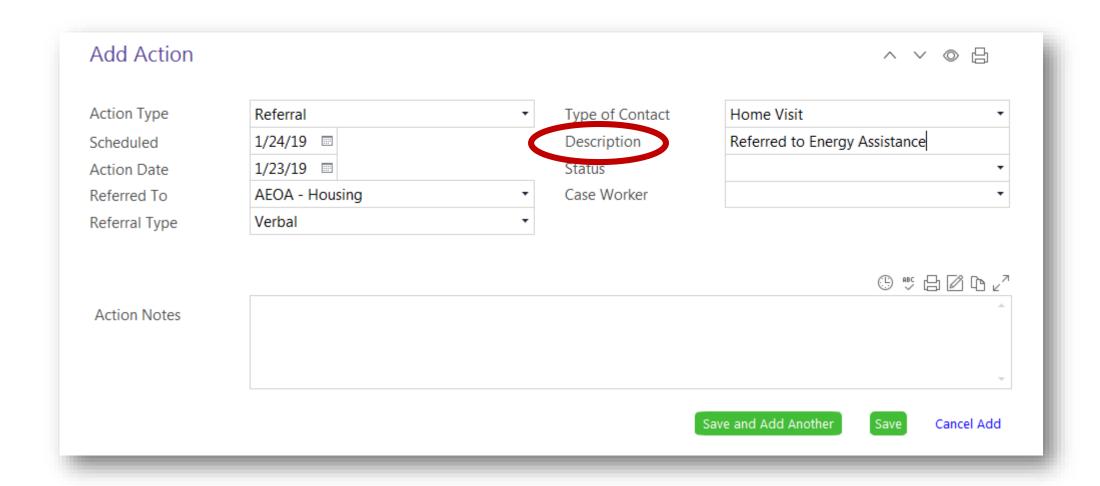


- \*Click on the Referred To box.
- \*Either scroll down or begin typing the agency or name the referral is for.
- \*Once you find the name, click on it.
- \*Click the Referral Type box.
- \*Use the drop down menu to click on how the referral was given to the family, Verbal or Written.



<sup>\*</sup>Click on the Type of Contact box.

<sup>\*</sup>Choose from the drop down menu what type of contact you had with the family regarding this action.



<sup>\*</sup>Type a brief description of the action.

#### **STATUS OPTIONS**

Completed- Receiving Services: The specific action has been finished and the family is now receiving the service.

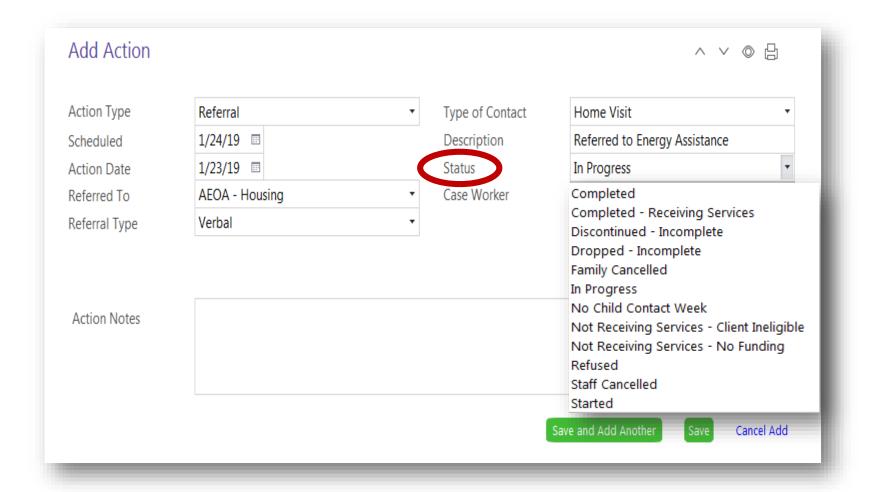
<u>Dropped- Incomplete</u>: The family dropped from the program and the outcome is unknown.

<u>In Progress:</u> The staff or family is working towards completing the action.

Not Receiving Services- Client Ineligible: The family does not meet eligibility requirements to receive the service.

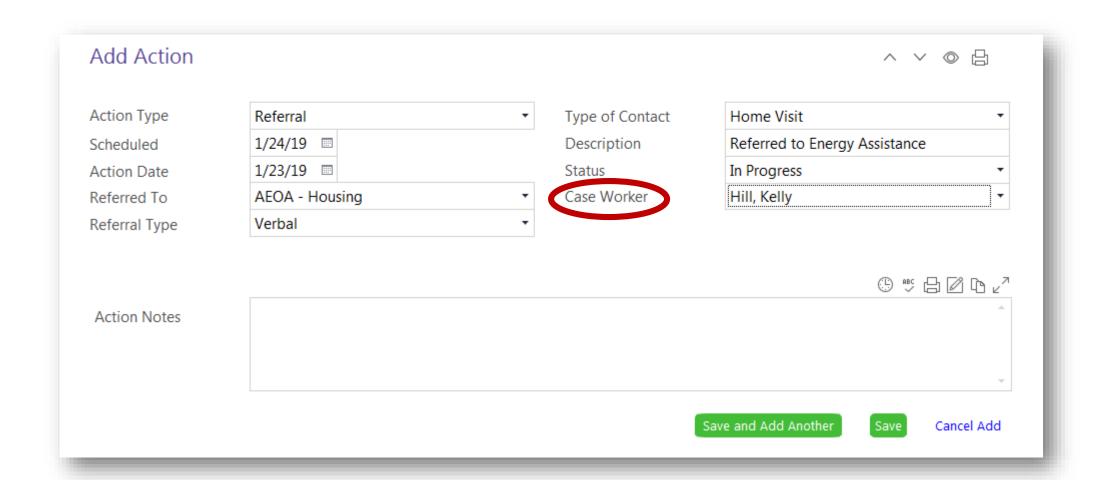
Not Receiving Services- No Funding: The family may have qualified for service, but the program is currently out of funds.

Refused: The family chooses to not move forward on receiving the service.



<sup>\*</sup>Use the drop down menu to choose "In Progress" until you know the final outcome of the action.

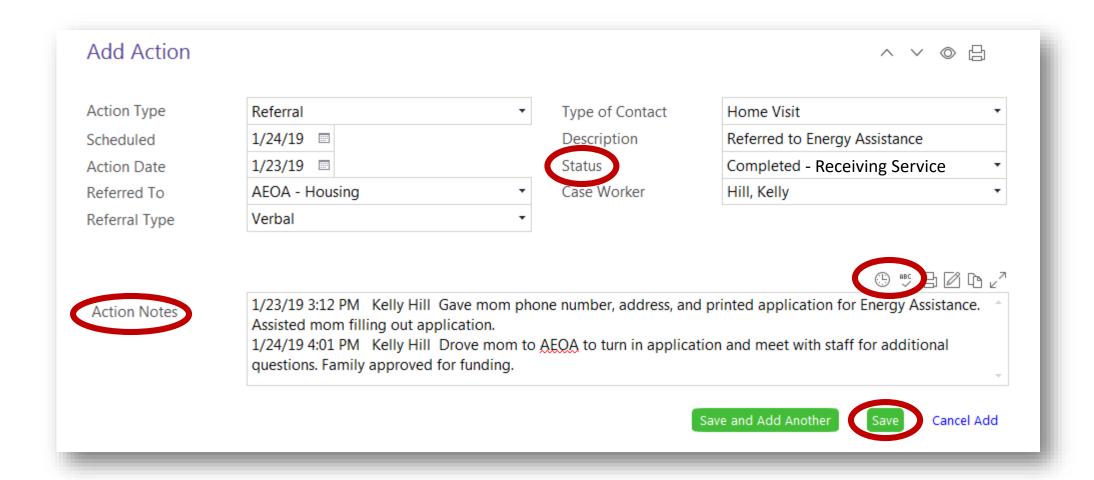
<sup>\*</sup>Once you know the final outcome, update the status.



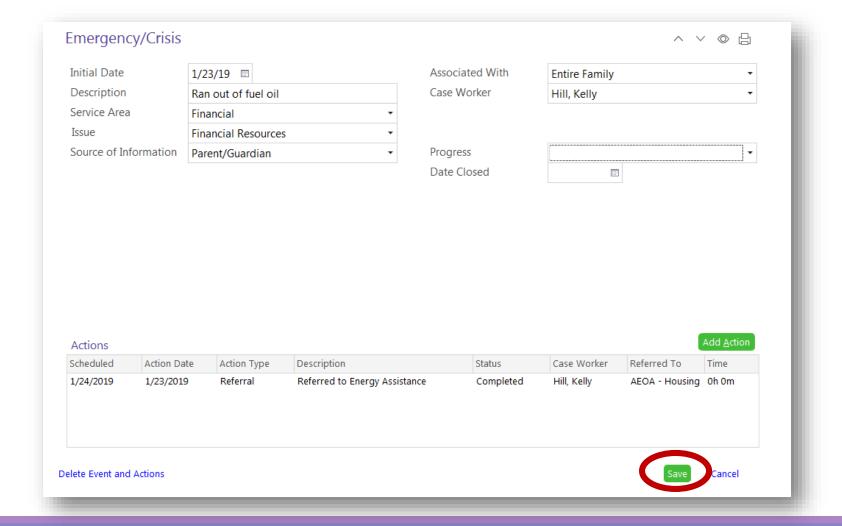
<sup>\*</sup>Click on the Case Worker box.

<sup>\*</sup>Either scroll down or begin typing your last name.

<sup>\*</sup>Once you find your name, click on it.



- \*In Action Notes, click the date and user stamp that looks like a clock.
- \*Type any notes to document actions and follow up.
- \*Click spell check and update any spelling errors.
- \*Click the green "Save" button.
- \*Return to this page to update notes and status as needed.



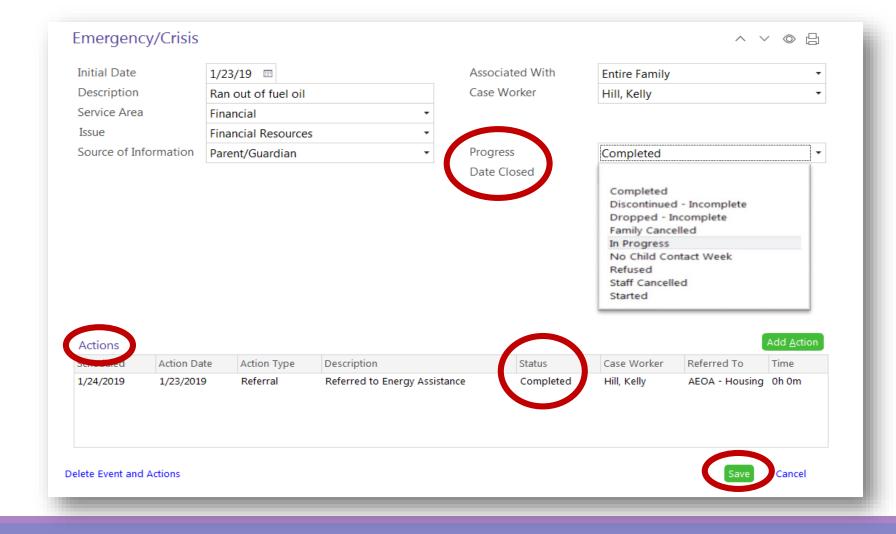
- \*You will return to the Emergency/Crisis screen with the Actions box filled in.
- \*Click the green "Add Action" button for an additional action to this emergency/crisis, and follow the process you just completed.
- \*Once all actions are entered, click the green "Save" button at the bottom of the page.

#### **PROGRESS OPTIONS**

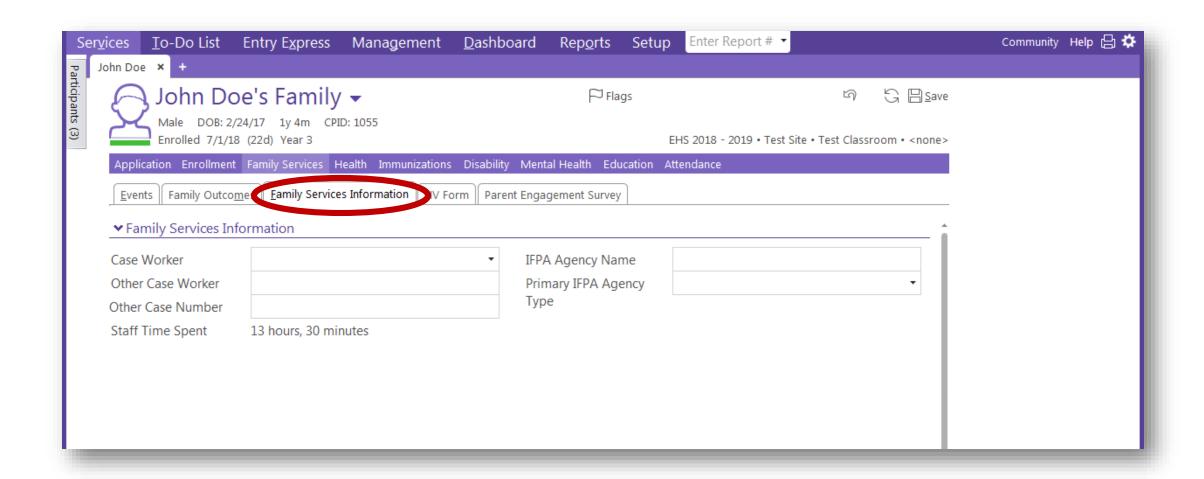
<u>Completed</u>: All actions have been finalized.

<u>Dropped- Incomplete</u>: The family dropped from the program and the outcome is unknown.

In Progress: The staff and/or family is working on the emergency/crisis.



- \*Once all actions have a final status entered, update the progress of the emergency/crisis and the date.
- \*Click the green "Save" button at the bottom of the page.



<sup>\*</sup>Referrals completed in Family Services need attention within the "Family Services Information" tab.

<sup>\*</sup>Review the PIR training on Needs Identified for the next steps.

### **Questions?**

# Contact your supervisor for additional guidance.