

## Entering a client when they return to the program – updated February 2020

All screens are taken from the test system. This is not live data, and does not represent an actual person.

1. Previously, there was a glitch with the JCMS that caused incorrect data to appear for profiles that had new cases entered over time. To fix this, instead of adding a new case to a client, JCMS users must create a new client for new cases.
2. First, make sure that you are not entering a duplicate case by searching for the client in JCMS and checking the program and referral date in the list of results.
3. To create a new client, click the button across from the search bar, pointed out below:

The screenshot displays the 'Juvenile Case Management System: COUNTY ATTORNEYS OFFICE SEWARD' interface. At the top, there is a search bar with 'rosie' entered and a 'Search' button. To the right of the search bar is a 'New Client' button, which is highlighted with a red arrow. Below the search bar are several menu options: 'Reports', 'Administrative', 'Grant Admin', 'Support', and 'System Improvement'. Below the search bar is a 'Search By ClientID' field.

The 'Search Results' section shows a table with the following columns: Program, File Number, First Name, Last Name, Alias, Parent / Guardian, Agency, Date of Birth, Referral Date, Enrollment Date, Discharge Date, and Seal. The table contains several rows of data, with the 'Electronic Monitoring' row highlighted in yellow.

Program	File Number	First Name	Last Name	Alias	Parent / Guardian	Agency	Date of Birth	Referral Date	Enrollment Date	Discharge Date	Seal
After School		Rosie	Test			COUNTY ATTORNEYS OFFICE SEWARD	08/05/2001	10/12/2018			
Referral Service		Rosie	Test			COUNTY ATTORNEYS OFFICE SEWARD	08/05/2001				
Diversion		Rosie	Test			COUNTY ATTORNEYS OFFICE SEWARD	08/05/2001	11/13/2018			
Electronic Monitoring		Rosie	Test			COUNTY ATTORNEYS OFFICE SEWARD	08/05/2001	10/12/2018	10/12/2018	10/15/2018	
Family Support		Rosie	Test			COUNTY ATTORNEYS OFFICE SEWARD	08/05/2001				
Prevention Promotion		Rosie	Test			COUNTY ATTORNEYS OFFICE SEWARD	08/05/2001	07/24/2017	07/25/2017		
Reporting Center		Rosie	Test			COUNTY ATTORNEYS OFFICE SEWARD	08/05/2001	10/04/2017			
Shelter Care		Rosie	Test			COUNTY ATTORNEYS OFFICE SEWARD	08/05/2001		06/26/2017		
Tracking Services		Rosie	Test			COUNTY ATTORNEYS OFFICE SEWARD	08/05/2001				

The 'Current Client: Rosie Test' section shows the following information:

ClientID: 100132, First Name: Rosie, Middle Name: , Last Name: Test, Date of Birth: 08/05/2001, Gender: Female

Race/Ethnicity: Other Race, Self-Reported Race/Ethnicity: Unspecified, NE Student ID:

Buttons: School Based Programs, Juvenile Diversion, ATD, ATD, ATD, ATD, School Based Programs

4. You will see a warning message about entering a duplicate case. If you are certain that you are entering a new case, click the "Continue with my new case" button.
5. Fill in the screens and boxes as you normally would. As long as the Date Referred box is different, it will become a separate (not duplicate) case, and we will be able to match this case to the client.
  - a. Make sure that you type in the first and last names identically to previous cases for the same client. Also make sure that you correctly type in the date of birth.
  - b. Double-check the names and date of birth—typos happen! Make sure that race and gender are consistent as well.
  - c. By entering the client's names and birthdate correctly, we will be able to match this youth's cases in the system.
6. For any questions, contact JJI at [ewasserburger@unomaha.edu](mailto:ewasserburger@unomaha.edu).