Boards of Social Serv/CWA Homeless Hotline Tip Sheet

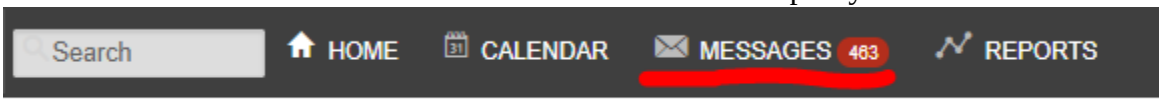
1. Access AWARDS by using Google Chrome or Firefox to navigate to https://njhmis.footholdtechnology.com

   ****INTERNET EXPLORER DOES NOT WORK WITH THIS SITE****

2. Use your AWARDS username and password to enter the site

PROCESSING REFERRALS

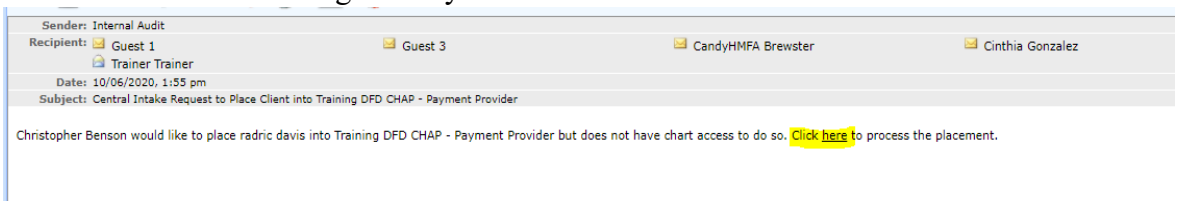
1. Click on the link for the **MESSAGES** module found at the top of your AWARDS screen



2. Click on the **SUBJECT** to access a message. The subject line will read "Central Intake Request to Place Client into (your program's name)".



3. Click "**here**" in the message's body to enter the Create Referral screen.



4. On the Referral page, you'll see that the consumer's demographic information has been pre-filled based on information provided to NJ211 by the consumer. Fill in the **SCREENING DATE** and **STATUS DATE** fields and then select the consumer's INTAKE STATUS from the drop-down box. Click on **CREATE REFERRAL** at the bottom of the screen to save your changes.

5. Scroll about one-third down the page to locate and click **PROCESS REFERRAL**.

6. Enter data in the required fields and click **UPDATE**.

7. On the Consent Form Screen, select **SKIP THIS QUESTION**.

8. On the Household Composition screen, select **CREATE A NEW HOUSEHOLD** and then click **CONTINUE**.

9. On the next screen, answer NO to "Would you want to add another household member?" and click **CONTINUE**.

10. On the next screen, click **FACESHEET**.

11. On the FACESHEET, you can access the consumer's "Services Provided" form by expanding the blue "Forms/Assessment" link at the top of the page. Clicking on the name of the form, "NJ211 Services Provided 2," gives you access to view the form.

THE PROCESS OF CREATING AND PROCESSING AN NJ211 HOMELESS HOTLINE REFERRAL IS COMPLETE.

DUPLICATE PLACEMENT REQUESTS

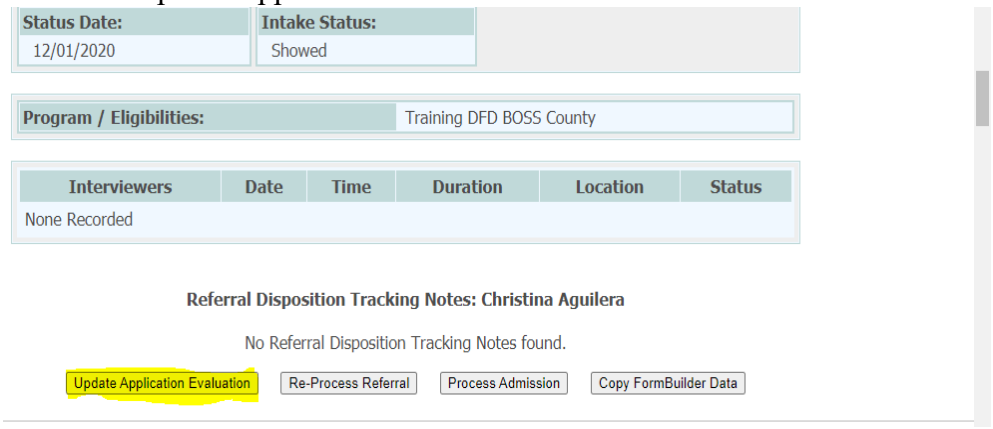
Follow the steps below when you receive the error message that this referral already exists.

1. Click on the placement request in your MESSAGES inbox. You will get a message letting you know that a referral already exists and another one cannot be processed.

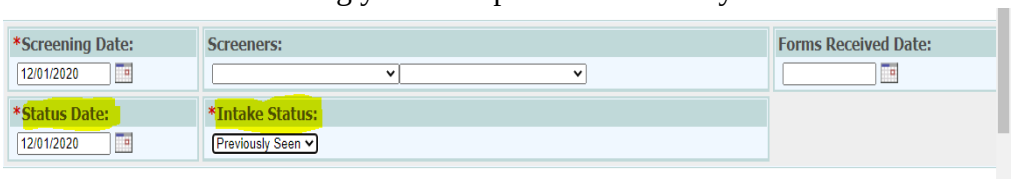
2. Complete a consumer look-up in the SEARCH box on the black header ribbon and open the consumer's record for your hotline project.

3. At the top of the consumer FACE SHEET click on the button that says, "INTAKE FORM". This will open the prior intake.

4. Click on “Update Application Evaluation” in the middle of the FACE SHEET.



5. Change the INTAKE STATUS to: ‘Previously Seen’. This will, in effect, discharge the referral while still allowing you to keep the entire history.



6. The referral can be processed as usual after Step 5 is completed.