## Troubleshooting Searches: Matching Cases and Matching Clients

To find an existing client or case, click the Find Client or Case button. When searching by Client ID, enter the desired Client ID number in the search box, then click the Search button. (You may also search using the Case number by selecting "Case ID" from the Search By pull down menu.)

If that client has been entered, you will see something that looks like the following:

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Data Entry       Administrative Utility       Reports       Crime Victims Advocacy       Time Victims CA Children's Administration         lient Intakes       New Client or Case       Find Client or Case         ledical and Criminal ustice System       Search by: Client ID       Example1         SAP and Specialized vrvices       Matching Clients Found:       Select "Matching Clients Found:         Client Id       First Contact Date Race       Ethnicity       Gender         Station 2       Station       Matching Clients Found:       Station         If with the services       T/1/2006       White       Non-Hispanic/Non- Latino       Male         station 2       T/1/2006       White       Non-Hispanic/Non- Latino       1974         watching Cases Found:       Select "Matching Cases Found:       Select "Matching Cases Found:         Program Supert       Select "Matching Cases Found:       Select "Matching Cases Found:	
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Program Superior Case ID Client ID Presenting Issue Client Type SELECT "MATCHING CASES FOUND" TO	
Immunity     86602     Example:     Sexual Assault     ENTER SERVICES RECEIVED BY THIS CLIENT.       graning & sponding     Demographics     Offenders     Income     Referrals	
Client ID: None Case ID: None	
Client ID Year of Birth Please enter VEAR only, not a date of birth	
First Contact Date Race Select an item	
Ethnicity Select Item 🔽 Gender Select an Item 🔽	
Crime Type Sexual Assault Client Type Select an item Disability Select an Item Homeless Select an item	
When Assault Occured Select an item 💎 Primary Offense Location Select an Item 🛡	

There are two items that the search returned: Matching Clients Found, at the top (circled in **blue**) and Matching Cases Found (circled in **red**.) You must select the Matching Case (red) to view all of the information on that client, or to enter services.

## Troubleshooting Searches: Matching Cases and Matching Clients

Selecting **Matching Clients Found** indicates you want to start a NEW case for an existing client. Agencies typically enter a new case for an existing client only when a client is a victim of another, separate incident of crime, such as Sexual Assault **and** Domestic Violence.

When starting a new case for an existing client, the system presents an intake form that is only partially completed. Information on Homelessness and Disability, for example, are blank for the new case, because this information may change over time. Services must be related to a specific case – services entered for one case will not be shown in the Services section of a new case.

To assign a new case to an existing client, first search for the client's ID number as usual. You will see something like the screen below:

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General Cri Data Entry		Office of Crime Victims Advocacy	Weshington State Department of Social & Health Services	
<ul> <li>Client Information</li> <li>Medical and Criminal Justice System</li> <li>Direct Services</li> <li>Hotline Calls/Info.&amp; Referral Services</li> <li>Community, Institutional and Group Services</li> </ul>	Search by: Client ID  example20 Search Matching Clients Found: Client Id First Contact Date R example20 5/20/2008 Client ID: None Case ID: None Demographics Income Referrals Offi	ace Ethnicity Ger White Non-Hispanic/Non- Latino	e Find Client or Case	
		Year of Birth Race Other Race Client Type Belect an Item Homeless Select an Item Primary Offense Location Health Insurance Education Sele Pregnant? Sele United English Proficiency Sele Does the client have Sele	ect an Item V ect an Item V ect an Item V ect an Item V ect an Item V	
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In the example above, we are planning on entering a General crimes case for a client that was entered under Sexual Assault. Notice that the only option to select is "Matching Clients Found" because there is not a General Crimes Case yet for this client. (If a different case existed under General Crimes, we would also see the client's previous case.)

## Troubleshooting Searches: Matching Cases and Matching Clients

Selecting Matching Clients Found will present us with a partially completed intake form:

	domestic violence > sexu	al assault > administrative utility >	welcome, Test Us	er logout>
	General Cr Data Ent		Advocacy	Washington State Department of Social & Alcalit Service on's Administration
	Client Information		New Client or Case Fi	nd Client or Case
	Medical and Criminal Justice System	Client ID: example20 Case ID: None		
	Direct Services	Demographics Income Referrals O	offenders	
	Hotline Calls/Info. & Referral Services	Client ID example20 First Contact Date 5/20/2008	Year of Birth 1972 Race White	NOTICE THAT AT THIS STEP, THE CLIENT ID IS COMPLETED, BUT CASE ID STILL SAYS
	Community	Ethnicity Non-Hispanic/Non-Latino	Other Race	"None."
Some of the fields on 1	THE INTAKE FORM	Gender Female		NONE.
THAT DON'T CHANGE BETV	VEEN CASES (SUCH	Crime Type Select an Item Disability Select an Item	Client Type Select an Item  Homeless Select an Item	
AS THE CLIENT'S YEAR OF	BIRTH, RACE,	Select an item	Select an Rem	
AND GENDER) ARE COMPL	ETED.	When Crime Occured Select an Item	Primary Offense Location Select an Item	
OTHER FIELDS THAT MAY (		Client's County Of Residence Select an Item Employment Select an Item	Health Insurance Select an Item	
CASES, SUCH AS CRIME T		Marital Status Select an Item	Pregnant? Select an Item	
		Refugee / Immigrant /Asylum Seeker?	Limited English Proficiency Select an Item	
DISABILITY, ARE BLANK.		If so, what is the client's first Language?	Does the client have Select an Item Veteran's Status?	
THE FIRST CONTACT DATE	OF YOUR CLIENT	Did Crime Occur On A Select an Item Reservation		
DOES NOT CHANGE, AND R	EPRESENTS THE			
FIRST DATE OF CONTACT Y WITH THE CLIENT FOR AN		Case Closed Date Closed	Reason Closed Select an Item	

Once the Matching Client has been selected, fill in the blank fields on the partially completed intake as they pertain to the new case. Once the intake is completed, click the Submit button at the bottom of the screen.

domestic violence > sexu	al assault > administrative utility >		welcome, Test User logout >	
General Cr.	× /	Office of Crime Victims Advocacy	CA Children's Administration	
Client Information Medical and Criminal Justice System Direct Services Hotline Calls/Info. & Referral Services Community.	Client ID example20 First Contact Date 5/20/2008	Offenders Year of Birth 1972 Race White V Other Race	ONCE THE NEW YOU WILL SEE E THE CASE ID C	CASE HAS BEEN SUBMITTED, BOTH THE CLIENT ID AND OMPLETED AT THE TOP OF IOW YOU MAY ATTACH HIS CASE.
Institutional and Group Services	Gender     Female       Grime Type     Assault       Disability     None   When Crime Occured       7 - 14 days before       Client's County Of Residence       Employment       Part Time	Client Type Adult Homeless No re intake V Health Insurance		

Sometimes new users will enter a second case accidentally, when a second incident of crime hasn't occurred. This can be confusing when entering services. If you find you have entered a second case by mistake, e-mail Nicky Gleason at <u>nickyg@cted.wa.gov</u> and indicate the duplicate case you do not want, and she can delete the duplicate for you.