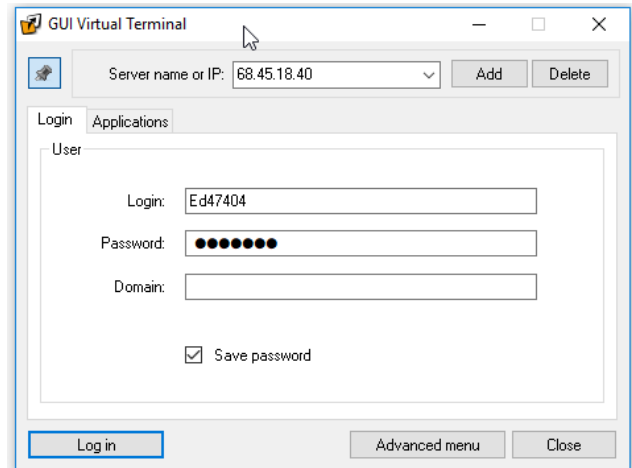


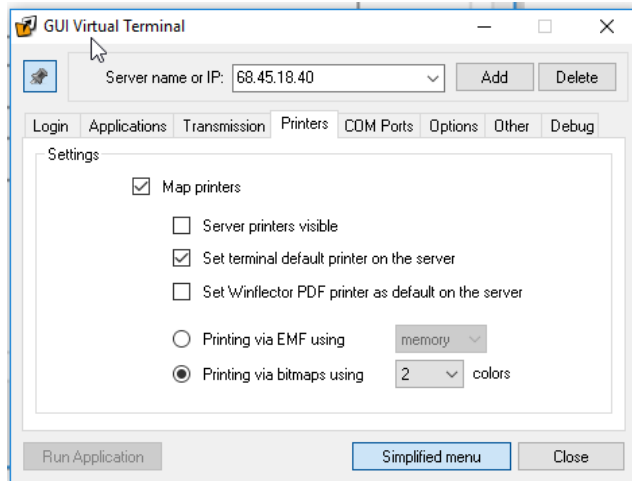
Using CRS Mgt

1. Start Winflexor Client (WFC)

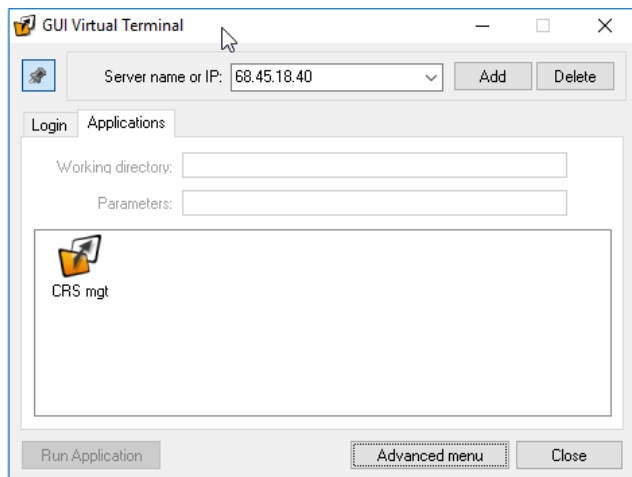
Instruction for installing the Winflexor Client and login credentials supplied separately. Logging in will connect you to Winflexor server. (If fail to connect, first check your internet connection; if still cannot connect, contact Ed Greenebaum.)



2. First time only, before logging in, click on Advanced Menu and choose printer settings as shown. Return to Simplified Menu.



3. After login, this screen will show you the icon for the database application: CRS mgt. Double click to run. (A batch program will run in a black window before CRS mgt runs.)



Using CRS Mgt

4. CRS mgt login window. Enter your UserID and Password.

CJAM
User Login

UserID: ▼

Password:

5. Click on Community button and screen below will appear. (VORP lead mediators will have a VORP button available as well.) This opening screen shows an empty case. **Do not enter data in empty case.**

Community Justice and Mediation Center

Community

Exit
Database

Microsoft Access - CRSmgt : Database (Access 2007 - 2010)

Community Navigation Form

Community

Community Cases

Find Case:

by Party A:

by Party B:

by Staff:

by Case Number:

Community Case Number:

Case Category: Case Status:

Currently Responsible: Close date:

Party A | Referral Info | Party B | Staff Assigned | Activity Log / Events | Case Disposition | Documents

Name:

Role: Participate

Note: Consent

Household income: Number in Household:

Race:

City Resident Marital: D-A Abuser

Homeless Education: D-A in Household

Single-parent Occupation: CUI-ever

Female-head Disabled: CUI-current

Hispanic

Name:

Role: Participate

Note: Consent

Using CRS Mgt

6. Entering data for your case:

- a. Enter case number in Find Case by Case Number field. (Drop down list will show cases to which you have been assigned.)
- b. Fields above tabs will have been filled in by staff.

7. Party A and B tabs:

- a. Information for known clients will have been entered by staff.
- b. Additional clients may need to be entered. The drop down list shows those related to parties who should be included. Since this is tricky, **ask staff or the case manager to do this for you.**

8. Accessing Client Contact Information

- a. Click on Contact Details button.
- b. Update contact information as needed.
- c. The Note field contains client information not particular to this case.

The screenshot displays the 'Community Cases' search interface. At the top, there are tabs for 'Party A', 'Party B', 'Staff Assigned', 'Activity Log / Events', 'Case Disposition', and 'Documents'. The 'Party A' tab is active, showing details for 'Rameses, Imani (DOB: -)'. Fields include Name, Role (Plaintiff), Note (Kristian Logan Smith - friend/witness), Household Income (\$90,000.00), Race, Marital Status (Single (always)), Education (BA Currently Enroll), and Employment Status (Not Employed). There are checkboxes for 'City Resident', 'Homeless', 'Single-parent', 'Female-head', 'Hispanic', 'Disable', 'Out-Abuser', 'Out-in Household', 'Out-ever', and 'Out-current'. A 'Contact Details' button is highlighted with a red box and an arrow pointing to it from the text 'Click on Contact Details button.' in the instructions. Below the main form is a 'Client History' form with fields for Last Name (Rameses), First Name (Imani), Gender (Female), Address 1 (404 W. Kirkwood Ave), City (Bloomington), State (Indiana), Zip (47403), Telephone 1 (317-400-0189), and Email (irameses@indiana.edu). A 'Client History' button is also present. A 'Note' field contains the text 'Thurs/Fri evenings after 7pm'. The interface includes 'Print Case History' and 'Exit to Switchboard' buttons.

Using CRS Mgt

9. Referral info:

Most referral information will have been entered by staff or the case manager. Lead mediators should update or add deadline information. If "Other Deadline," explain in Deadline Note field.

Community Cases

by Party A

by Party B

by Staff

by Case Number 56

Find Case:

Community Case Number

Case Category

Case Status

Currently Responsible

Close date

Party A Referral Info Party B Staff Assigned Activity Log / Events Case Disposition Documents

Cause Number

Referral Date

Referral Type

Referring Agency / Officer

Court date

Other Deadline

Deadline Note

10. Staff Assigned Tab

Mediator and role information is entered by the Case Manager. Your colleagues' contact information is available in Contact Details.

Community Cases

by Party A

by Party B

by Staff

by Case Number 56

Find Case:

Community Case Number

Case Category

Case Status

Currently Responsible

Close date

Party A Referral Info Party B Staff Assigned Activity Log / Events Case Disposition Documents

Staff Name	Role in Case	Contact Details
Ed Greenebaum - cm/rj - 3. Senior mediator/RJP	Lead Mediator	<input type="button" value="Contact Details"/>
Remy Snead - cm/rj - 1. Apprentice	Co-Mediator	<input type="button" value="Contact Details"/>
<input type="text"/>	<input type="text"/>	<input type="button" value="Contact Details"/>

Using CRS Mgt

11. Case is handed off to lead mediator with activity log having been kept up by staff and case manager. Tab opens with most recent entry displayed. If you want to review previous activity, click on View Activity log.

12. **Adding a New Event.** Click on Add New Event. Fill in the fields:

- a. Staff is the mediator or staff who conducted event, not the one entering the note. (Staff are alphabetized by first name.)
- b. Choose event from drop down list, below, or type first letters.
- c. Date of the event and time used.
- d. Participant(s) other than one in Staff field.
- e. Enter case notes in Note field.

13. Update Recent and Next Event fields. For Recent Event include date, who, and what.

Navigate between entries using navigation tool at bottom of page.

Using CRS Mgt

14. Print or save Case History or Activity Log on remote computer.
 - a. Click Activity Log or Case History
 - b. Type Ctrl-P; select printer or PDF printer.
 - c. Print or save .pdf normally.
 - d. If your usual default printer does not show as default here, you may need to go to your local settings and reset the default printer (first time only).

The screenshot displays the 'Community Case History' interface. At the top, it shows case details: Community Case ID C-96, Cause Number 53C08-1412-SC-004023, Status Closed, Court Date 4/20/2015, Currently Responsible Lead mediator, Referral Date 2/3/2015, and Category roommate. A 'Print' dialog box is open in the center, showing a list of printers including 'Brother HL-L2340D series (Copy 1)', 'Adobe PDF', and 'Microsoft Print to PDF'. Below the printer list, there are options for 'Print Range' (All, Pages, Selected Record(s)) and 'Print to File'. The 'Staff Assigned and Role' section lists Ed Greenebaum as Lead Mediator and Betsy Snead as Co-Mediator. The 'Activity Log' section shows a log entry for 11/30/2015 with a time of 0:50, staff member Ed Greenebaum, and a case update. The log entry text reads: 'I've neglected keeping the file up to date. Having heard nothing from the parties, the court dismissed the action as provided in the agreement. It took a while, however, for the check to show up, being sent directly to us from the housing coop. When it did come, it was for more than the amount specified in the agreement, I suppose being the total of Ricardo's deposit return. In an and I discussed what should be done about that. She felt that the amount in the agreement was based on what Ricardo represented as being the expected deposit return, and she thought it would be appropriate for her to keep the whole amount. Since the check was made out to her, we agreed she should pick it up and communicate with Ricardo about what to do about the amount. I said we were available if they needed our help. Not having heard anything, I am closing the case as of this date. (The time is estimate of staff time over this course of events.)'

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