

211 CallPoint SP5.14

Pre-Requisites

Users will need working knowledge of the Standard Operating Procedures, how to navigate the Homeless Management Information System (HMIS), and minimum data collection requirements for 211. Real time data entry is necessary to ensure accurate data collection and reporting.

CallPoint

1. Access the CallPoint Module from the left-hand menu.
2. When a 211 call comes in, Start New Call.

CallPoint > Call Record Search

Type here for Global Search

Call Record Search

If you do not enter search criteria, search results will be limited to the previous seven days worth of data.

Search for Call Records by using keywords for Client name, Call ID, or User ID.

Search Show Advanced Search

Search Clear Start New Call

Show MY Calls Only

Current Call

CallPoint > Add/Edit Call Record

Type here for Global Search

Call Record (1497) - 09/15/2022 10:13 PM Call Duration - In Progress

Caller Name First Middle Last Suffix

U.S. Military Veteran? -Select-

Age: Unknown Call Status* -Select-

Add Referral Save Save & End Call Cancel Call

Current Call Service Transactions

3 Call Type* Referral

Caller Type* Self

Caller Alias

Phone Number - x

Call Notes

3. Complete Call Data
 - a. Select Call Type and Caller Type from the list
 - b. Enter the incoming phone number, if not autocompleted.
 - c. Complete any additional assessment questions as they appear below
 - d. Save

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Call Status* -Select-

4 Add Referral d Save Save & End Call Cancel Call

Referrals

4. Add Referral
5. Select up to 5 Needs from the Service Code Quicklist or use the Service Code Look-Up (to search the AIRS taxonomy database)
6. Add Terms & Go To Search Results

Needs Assignment

i Select up to 5 Needs

Service Code Quicklist

Crisis Shelter (BH-1800.1500)
 Extreme Cold Warming Centers (TH-2600.1880)
 Extreme Heat Cooling Centers (TH-2600.1900-180)
 Food Pantries (BD-1800.2000)
 Homeless Shelter (BH-1800.8500)
 Low Income/Subsidized Private Rental Housing (BH-7000.4600-450)
 Rental Deposit Assistance (BH-3800.7250)
 Rent Payment Assistance (BH-3800.7000)

5 Add Terms Service Code Look-Up 6 Add Terms & Go To Search Results

**If you are unable to find a resource you are looking for or find an update needed, please contact CommunityPoint@dupageco.org and include the service code(s) used and the name of the resource(s).*

Referral Provider Quicklist

8 Provider -Select- Add Provider Bed Availability

Search for Providers

i These Service Terms were used as Search Criteria. If necessary, use this area to perform another Provider Search by adding Target Populations to the Selected Service Terms or by modifying the Service Terms used for the Provider Search.

▶ **Refine Search with Service Terms or Target Populations**

9 ▶ **Refine Provider Search Criteria**

Search Results

#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	All
8													Provider	Type	Phone	Location	Distance	Matched Needs									
													+ Addison Community Switchboard	Level 3	630-628-2698	Addison, IL 60101	N/A	1/2									
													+ Addison Township - Food Pantry	Level 4	630-530-8161 x158	Addison, IL 60101	N/A	1/2									
													+ Addison Township - Supervisor	Level 4	630-530-8161	Addison, IL 60101	N/A	1/2									
													+ ARK Northwest, The	Level 4	773-973-0011	Northbrook, IL 60062	N/A	1/2									

10 11

7. Review and Select the Referral Providers
8. Select the Referral Provider(s) from the Referral Provider Quicklist or from the Search Results
9. Search results can be filtered by physical location or service area
10. Results will show the number of needs selected that this provider has a service for. Select the icon under Matched Needs to review.
11. Select the **Provider Name** and select i to the left of the service term to see additional information

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▼ Refer to Providers

Referral Data

Needs Referral Date* 09 / 15 / 2022 10 : 22 : 47 PM

Referral Ranking -Select-

Projected Follow Up Date

Follow Up User 211 DuPage (8790) Search My Provider Clear

-Select-

Check to notify ServicePoint Providers by Email.

12 Referrals 13 Send Summary

Referred-To Provider	Food Pantries	Homeless Shelter
Catholic Charities, Diocese of Joliet-Kathy Paulsen Hope House Shelter (ES) (5118)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Addison Township - Food Pantry (8516)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

12. Skip the section labeled “Referral Data” and move to the Referral table to mark which need is being referred to which resource provider(s) if not already selected.
13. A summary of the provided referrals may be emailed to the client by selecting ‘Send Summary’ and entering the recipient’s email address
14. Select Save All

End Call

17 Current Call Service Transactions

Needs Referrals Entire Service History

Previous Referrals

Select Dates Start Date End Date

-Select- / / More Search

Need Date	Referred Date	Referred To	Referral Outcome	Need Type	Need Status	Need Outcome
09/15/2022	09/15/2022	Catholic Charities, Diocese of Joliet-Kathy Paulsen Hope House Shelter (ES)		Homeless Shelter	Identified	
09/15/2022	09/15/2022	Addison Township - Food Pantry		Food Pantries	Identified	

Add Referral Showing 1-2 of 2

Add Referral 16 15 Call Status* -Select- Save Save & End Call Cancel Call

15. Update the Call Status, which will typically be “Complete”. A Call Status may be left “Incomplete” in the following situations:
 - Caller in crisis or dangerous situation
 - Caller extremely confused or having difficulty with understanding referrals
 - Caller requires substantial number of referrals with lots of needs
16. Save & End Call
17. If a call is left “Incomplete”, enter a brief note about the interaction and the follow-up need by returning to the “Current Call” tab and using the Call Notes text box.