

**Pages edited in CRM due to COVID-19:**

1. Family Member
2. Service Provision
  - A. New Service
3. Contact Log

**1. Family Member Page:**

- We have added a new option: (Health crisis/Outbreak) under the “Reason for visit” that is clickable.
- This option should be clicked anytime that there is a **NEW** family member coming to the FRC due to COVID-19

Reason for visit

Afterschool Info <input type="checkbox"/>	Child Care Info <input type="checkbox"/>	Continuing Education for Caregiver <input type="checkbox"/>
DCF Involvement / Support <input type="checkbox"/>	Domestic Violence Services <input type="checkbox"/>	Families Displaced by Natural Forces <input type="checkbox"/>
Family Hardship / Financial Issues <input type="checkbox"/>	Food Nutrition <input type="checkbox"/>	<b>Health Crisis / Outbreak <input type="checkbox"/></b>
Health/Mental Health Concerns <input checked="" type="checkbox"/>	Housing / Rent <input type="checkbox"/>	Immigration / Legal Issues <input type="checkbox"/>
Job Issues <input type="checkbox"/>	School Issue / School Info <input type="checkbox"/>	Seeking Information on Parenting / Parenting Education <input type="checkbox"/>
SNAP Application / Benefit Assistance <input type="checkbox"/>	Substance Use Concerns <input type="checkbox"/>	Teen / Young Adult Activities <input type="checkbox"/>
Transportation <input type="checkbox"/>	Other <input type="checkbox"/>	

**2. Service Provision Page**

- We have added a new field “Service provided during” at the top right corner that is a dropdown with the option COVID-19. The only option in there should be COVID-19
- Please select this field anytime adding a service provided because of COVID-19

◀ Service Information

Date of Service *	<input type="text"/>	Activity Service	-----	<b>Service provided during</b>	COVID-19
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- For food/care package delivery:
  - please select “External Activity/Service”
  - Make sure service provided during “COVID-19” is selected
  - In this case the service provision option in the dropdown that would be used is “Food/Nutrition”

Service Information

Date of Service *	Activity Service	External Activity/Service	Service provided during	COVID-19
Service, Resource or Program	Food/Nutrition (Pantry, Meals, ')	Program Category	H - Other Services & Referrals	Program Sub-Category
				Basic Needs

**A. NEW SERVICE:**

- We have added a new service provision called “Outreach during crisis”, the field will automatically select the program category and the subcategory.
- **Service, Resource or Program:** Outreach during crisis
- **Program Category:** H – Other services & Referrals
- **Program Sub-Category:** Family Support

Service, Resource or Program

Service, Resource or Program	Outreach during crisis	Program Category	H - Other Services & Referrals	Program Sub-Category	Family Support
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### 3. Contact Log

- The contact log will have the same service provision added above in the list of services.
- There is also a new field: **“Contact related to”** and it will have the option **COVID-19**.

CONTACT LOG : INFORMATION  
New Contact Log

• Reasons for Contact or Visit

Service Program	Program Category	Program Sub-Category
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• Contact Information

Date and Time *	Name of Agency	Name of Individual
Who should we contact?	Contact Information	Release Signed if needed?
Contact related to	COVID-19	
Notes		