# County Contract Hold

## Name Search

**Menu | Person | Name Search**

Search to see if the child is already in the system.

Type in the child's last name, press the TAB button on your keyboard, type the first letter of the first name.

(If you type a partial name, you must use a % sign. For example: Mic%)

Click the Submit button to search

- If there is only one matching name, you will be taken to the **Person Detail** screen.
- If there are multiple matching names, you will see a list of names. If your person is listed, click on their name to go to their **Person Detail** screen.
- If there are no matching names, you will receive a message in the upper left corner of your screen that says: No matches found. You will need to add the person to Quest.

If the child is already in the system, verify all the information shown below.

## Add a new name

Click the Add a new name link located on the left-hand side of the screen below the Submit button.

- Type first Name, Middle, Last Name using proper capitalization and punctuation.
- Enter the identifying information you know.
  - Race, (birth) Sex, DOB, Ethnicity, and SSN are needed. Type dates like this: 1/12/11
  - Gender/Pronoun should only be selected if the child does not identify with their birth sex.
  - Hair, Eye, Height, Weight.

Click the Update button to save your information.

## Add Address

Scroll down the **Person Detail** screen to the blue **Addresses** line, click the Add link on the right on that line.

- Address line 1: start typing the address and it should provide options for you to select. If it doesn't, type the street address.
- City, State, Zip are needed.

Click the Update button to save.

## Contact Information

This is the child's contact information. If the child does not have their own cell phone or email address, do not add anything here.

On the blue **Contact information** line, click the Add on the right end of that line.

- Add Cellular or home phone number of the child.  Type numbers in this format: 317-456-8765
- If adding the child's email, type it in the Email Informational line.

Click the Update button to save.

## Relatives

Add the child's parent/custodian information.

On the blue **Relatives** line, click the Add link on the right.

- Relative: Click Get relative name button to search for parent.
    - Name Search:  Type last name, first letter of first name.
    - Click the Submit button to search.
    - Follow the Name Search instructions above to find or add the parent/custodian.
        - If the parent/custodian is not found, click the Add a new name link.
        - Click the Update button to save your person.
        - Click the Cancel button to return to the **Relative Detail** screen.
- Relative type: Select mother, father, etc.
- Lives with: yes or no.
- Custody status:  select legal custody, physical custody or whatever applies.

Click the Update button to save

- You can click the Address Add link to add an address for parent/custodian.
- You can click the Contact information Add link to add contact information for parent/custodian.

## Add Document

Scroll to the top of the **Person Detail** screen.

Click the Documents link.  This takes you to the **List Documents/Docket Entries** screen.

Click the Add a new document link located below the Submit button.

- List templates containing:  type DET- press the TAB key on keyboard
- Select the DET-STAYC – Add Case/Facility Stay for County Contract Hold option

Click the Update button to continue

When adding a document, there are questions at the top of the screen and there are buttons to move you through the document.  There are select boxes before the words, that selects that option.

Answer all the questions

- Update to move forward
- Backward to move backward through the questions
- Cancel to get out of the document (Edit Text to get back in)
- Finish when completed.

## Select the Client

- Click the select box before the child's name, should be the first line.

- DO NOT SELECT ANY CASES!!
- Click the Update button to save and move to the next question.

## Enter the date/time child entered detention:

- You can type a T on the keyboard to enter the current date/time.
- You can click the calendar at the end of the line to select the date, and time settings: hour, minute, am/pm. Click OK.
- You can type in the date/time: 11/4/23 11:16 am
- Click the Update button to save and move to the next question.

## Select the Referring Agency:

- Click on the appropriate county. (if it is not listed, select out of county, but specific county name is needed.)
- Click the Update button to save and move to the next question.

## Select each count needed:

- Looking at the arrest report, how many charges are they alleging the child committed? If they are alleging 4 charges, select Count 1, 2, 3, and 4.
- Select the appropriate count numbers.
- Click the Update button to save and move to the next question.

## Select count 1

- List statutes containing: type in a partial word, such as theft and press the TAB button on your keyboard. (you can also search for the TCA code)
- Select the appropriate charge.
- The Recommended bond amount is listed for this charge.
- Click the Update button to save and move to the next question.

- **Repeat this step for every allegation**.

## Select the county we are holding for

- This is a duplicate question, but it is needed for a different area in Quest.
- Select the county you are holding for
- Click the Update button to save and move to the next question.

## Select where the property is being stored.

- Click on the drop down to select where the property is being stored.
- You can skip this question if there is no property.
- Click the Update button to save and move to the next question.

## Scan the contract hold information then select the document to import:

Scanning is two separate steps.

Scanning a document

- Put the arrest report in the scanner
- On your computer, open the scanning software, press the SCAN button on the computer.
- Save the scanned document on your computer somewhere.

Upload the saved scanned document into Quest

- Back in Quest,
- Click the Choose File button in the middle of the screen
  - This takes you to the saved files on your computer
  - Select the appropriate scanned document
- Click the Update button to save and move to the next question.

## There are no more questions to process. Choose one of the buttons below.

- Click the Finish button to complete the document.
- Click the Cancel button to get out of the **Document Detail** screen.
- Click the Cancel button to get out of the **List Documents/Docket Entries** screen.

*This document adds the following information:*

- *New detention hold case*
- *incident with county name and allegations*
- *facility stay with classification of county hold and a privilege level with the county name.*

This should return you to the **Person Detail** screen.

# Send information to Idemia

Menu | Miscellaneous | Local | Local Options

- Click the "IDEMIA - SEND THE LAST PERSON ACCESSED" to send the name and identifying information to Idemia to take the photo and fingerprints.
- Successfully sent information to Idemia should be displayed in the upper left corner.

# Contact the parent

After you contact the parent/custodian, make a Contact Note to document that call.

- Click the Contacts link at the top of the **Person Detail** screen.
- Click the Add Contact link on the left side of the **List Contacts** screen, located under the Date/time column below the Submit button. This takes you to the **Contact Detail** screen.
  - Contact date/time – Type a T on the keyboard for the current date/time or enter the date/time of the call.
  - Contact Person – Who did you speak with? Select the best option.
  - Contact type – how did you contact them? Select phone if applicable.

    - Notes – Type the conversion.  Enter enough information so someone else reading your note knows what was said.
- Click the Update button to save the information.
- Click the Cancel button to get back to the **Person Detail** screen.

## Detention List

Menu | Detention | Detention List

Click the Submit button to display the detention list.

- The list is alphabetical by the child's last name.
- You can sort by any column by clicking the column header.
- Duration is the last column.  Click the word duration to sort the list by children who have been detained the longest and the shortest.
- Click on the Start date link for any child to get into their **Facility stay detail** screen.
    - Adding the DET-STAY document automatically added this screen for you and put the child in the Location: Intake Holding.
    - Click on the Location Date/Time link of Intake Holding to add a "bed" or room assignment.
        - Assigned bed:  select the room or bed (only those available will be displayed)
        - Click the Update button to save.

### To change the child's location

Once the child is ready to be moved out of intake, you can add the new location.

- On the Blue line for **Locations** click the Add link on the right of that line.
    - Location date/time: Type  a T for current date/time or enter the date/time child was moved.
    - Location code – Select the new location.
    - Assigned bed – Select the assigned bed (only those available will be displayed)

## Furlough

If the child will be temporarily out of the facility for any reason you will add a Stay Attribute.

- Click on the Edit link at the end of the Attributes blue line.
- Click the appropriate reason the child is out of the facility.
- When the child returns, unclick the furlough attribute.
- Click the Update button to save.

### Add a Facility stay note

Scroll down the **Facility Stay Detail** page, click on the Add at the end of the Facility stay notes (individual) and add any notes about the furlough, like the date/time out and add another note for the return date/time.