

JCMS BUZZ - March 2014

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JCMS Help Desk Procedures

1. Department staff should contact their department's Data Coordinator or other JCMS designee for all JCMS questions.
2. When issues cannot be resolved in-house, the Data Coordinator or other designee will contact the JCMS Help Desk at TJJJ. All JCMS questions should be sent to the Help Desk and not to individual TJJJ staff. The Help Desk phone number is 512-490-7724 and the email for JCMS questions is CASEWORKER@tjjd.texas.gov.
3. The Help Desk will contact the CUC for any issues that cannot be resolved by TJJJ staff.

Originating Jurisdiction PID

In most instances, Interim/Permanent Transfer Referrals (TR), Contract Placement Referrals (CP) and Contract Detention Referrals (CD) track juveniles in your county who have been sent to you from another Texas county.

In December 2013, the Originating Jurisdiction PID field was added to the Referral Intake Screen in both JCMS and CASEWORKER. This field should be completed for all TR, CP and CD referrals on or after November 1, 2013. Because your department may create these referral types prior to receiving the PID assigned in the originating jurisdiction (home county), you are not required to enter the Originating Jurisdiction PID at the time the referral is created. However, the Monthly Extract Report will list all TR, CP or CD referrals without an Originating Jurisdiction PID. Below are frequently asked questions regarding this field.

1. We received a TR referral from a county that does not use JCMS. The juvenile's PID is only 5 digits. How do we enter this in JCMS?
A. JCMS requires a 10 digit number for this field. For counties that aren't on JCMS, you'll enter their county number + any filler 0's + the PID from the home county to get a 10 digit number. Example: If the home county is Denton (061) and the PID in the home county is 654, then you would enter 0610000654.
2. We are detaining a juvenile as a Contract Detention for Arkansas so he does not have an Originating Jurisdiction PID. What do we do?
A. Enter the Originating Jurisdiction PID as 9999999999 for any juvenile who does not have a PID from a Texas county. This includes juveniles that you detain for other states or other government agencies (FBI, INS, etc.).
3. We have received errors on the Monthly Extract Report that the Originating Jurisdiction PID wasn't entered for a TR referral, but when we check the Referral Screen the information is entered. What should we do?
A. Until recently, if a secondary screen (Program, Supervision etc.) was transferred to TJJJ through the extract process, the Originating Jurisdiction PID information for the associated referral was not being transferred correctly. The field was being transferred as Blank (0000000000) which generated extract errors. This issue was resolved in Sprint 24 which was deployed to production on March 12, 2014.

Sending JCMS screen shots through email

For confidentiality reasons, please do not send screen shots that include the Juvenile Banner or other personal, juvenile information to TJJJ through email. If a screen shot is necessary, crop the image to exclude identifying information and provide the PID and Referral Number in the text of your email.