

## Guidance ECRS 2014-08

### Case Load Reports (Effective Immediately)

The purpose of this guidance is to provide step by step instructions to supervisors and designated support staff in the process for generating caseload reports from the information in the current Electronic Case Record System.

There are two ways in which a caseload report can be generated and sent via email to the respective direct service staff. The first option is by sorting the monthly Team Member report that is sent by the system administrator according to the staff that you want to see (Case Manager, Nurse, and/or Behavior Analyst). The second is to generate an individual list by user from the report library.

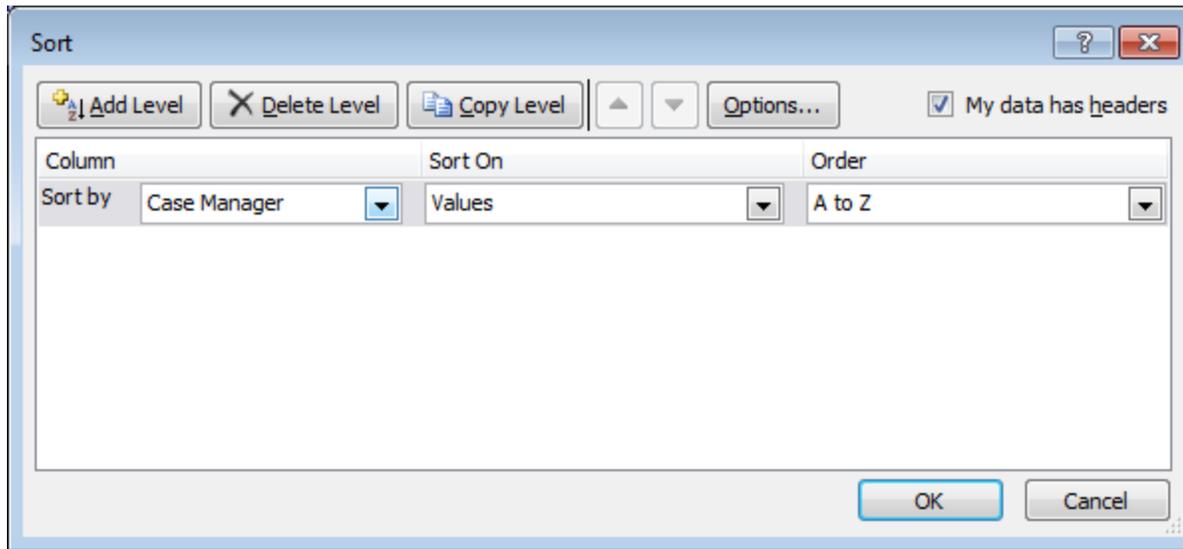
#### Team Member Report

The first option is using the Team Member report. It has the following column headings in which the report can be sorted by any one or more column options. The monthly report from the system administrator is a snap shot of the information in the Oversight IDF listing at the time the report is generated. The monthly report is distributed using the sort by three options in the following order, 1 – Reg Ofc, 2 – Site/2<sup>nd</sup> Address, and 3 – Individual’s Last Name.

Last Name	First Name	Middle Name	Medicaid Number	Street Address	Site/2 <sup>nd</sup> Address	City	St	Zip	Reg Ofc	Phone	Case Manager	Nurse	Behavior Analyst	Living Arrange	Guardian of Self
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If you want to see the individual’s with a specific Case Manager assigned in the “Team Member” section of the Oversight IDF, you would take the existing report and perform the following:

1. Click on “Data”
2. Click on “Sort”
3. Click on the drop down box to the right of the Sort by “Reg Ofc” and change to “Case Manager”



4. Click "OK"  
 This will result in a report grouping together first the individuals by the Case Manager, then by the Site/2<sup>nd</sup> Address, and then by Individuals last name.  
**\*\*It is important to know that it is necessary to take out the Reg Ofc selection as there is overlap. The Reg Ofc is the "County" field from the IDF and is completed based on the regional office case managing the individual. For example, we have an individual who lives in New Castle but is supported by a case manager in Kent, nurse in New Castle and possibly a behavior analyst in New Castle.**
5. Scroll down to the first entry for the case manager that you are searching.
6. Left click on the row number on the left and drag down until the last row of the staff person that you are searching.
  - a. This will highlight all of the rows that you are pulling into you list.
7. Right click over the highlighted area and click "copy"
8. In the body of an email that you are drafting of the front line staff
  - a. Right click
  - b. Click "paste" and it will paste the highlighted information from the excel report into the body of the email. This can then be sent to direct service staff for their review and updating discrepancies.
9. Follow steps 3-8 selecting "Nurse" or "Behavior Analyst" as appropriate.

Sort

Help Close

Add Level Delete Level Copy Level Options... My data has headers

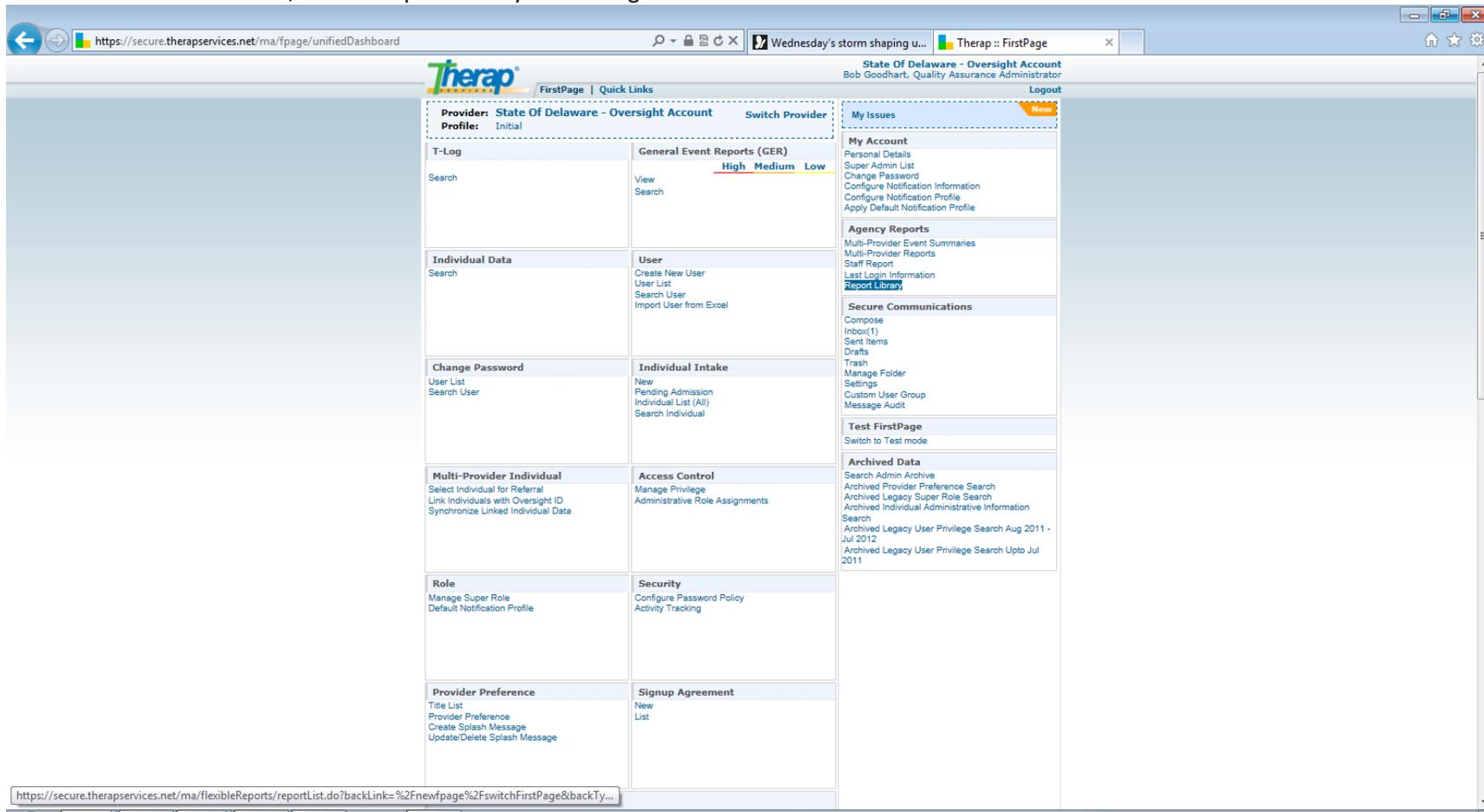
Column	Sort On	Order
Sort by Case Manager	Values	A to Z
Middle Name		
Medicaid Number		
Street Address		
Site/2nd Address		
City		
St		
Zip		
Reg Ofc		
Phone		
Case Manager		
Nurse		
Behavior Analyst		

OK Cancel

## Report Library

The second option is to generate a case load report from the “Report Library” from the dashboard screen in Therap. Not all users have access to the report library therefore direct support staff would not have ability to generate the following report.

1. From the dashboard screen, select “Report Library” on the right side of the screen.



The screenshot shows the Therap dashboard interface. At the top, the browser address bar displays <https://secure.therapservices.net/ma/fpage/unifiedDashboard>. The page header includes the Therap logo, navigation links for "FirstPage" and "Quick Links", and user information for "State Of Delaware - Oversight Account" (Bob Goodhart, Quality Assurance Administrator) with a "Logout" button.

The main content area is a grid of menu items:

- Provider:** State Of Delaware - Oversight Account (with a "Switch Provider" link)
- Profile:** Initial
- T-Log:** Search
- General Event Reports (GER):** View, Search (with sub-links for High, Medium, Low)
- Individual Data:** Search
- User:** Create New User, User List, Search User, Import User from Excel
- Change Password:** User List, Search User
- Individual Intake:** New, Pending Admission, Individual List (All), Search Individual
- Multi-Provider Individual:** Select Individual for Referral, Link Individuals with Oversight ID, Synchronize Linked Individual Data
- Access Control:** Manage Privilege, Administrative Role Assignments
- Role:** Manage Super Role, Default Notification Profile
- Security:** Configure Password Policy, Activity Tracking
- Provider Preference:** Title List, Provider Preference, Create Splash Message, Update/Delete Splash Message
- Signup Agreement:** New, List

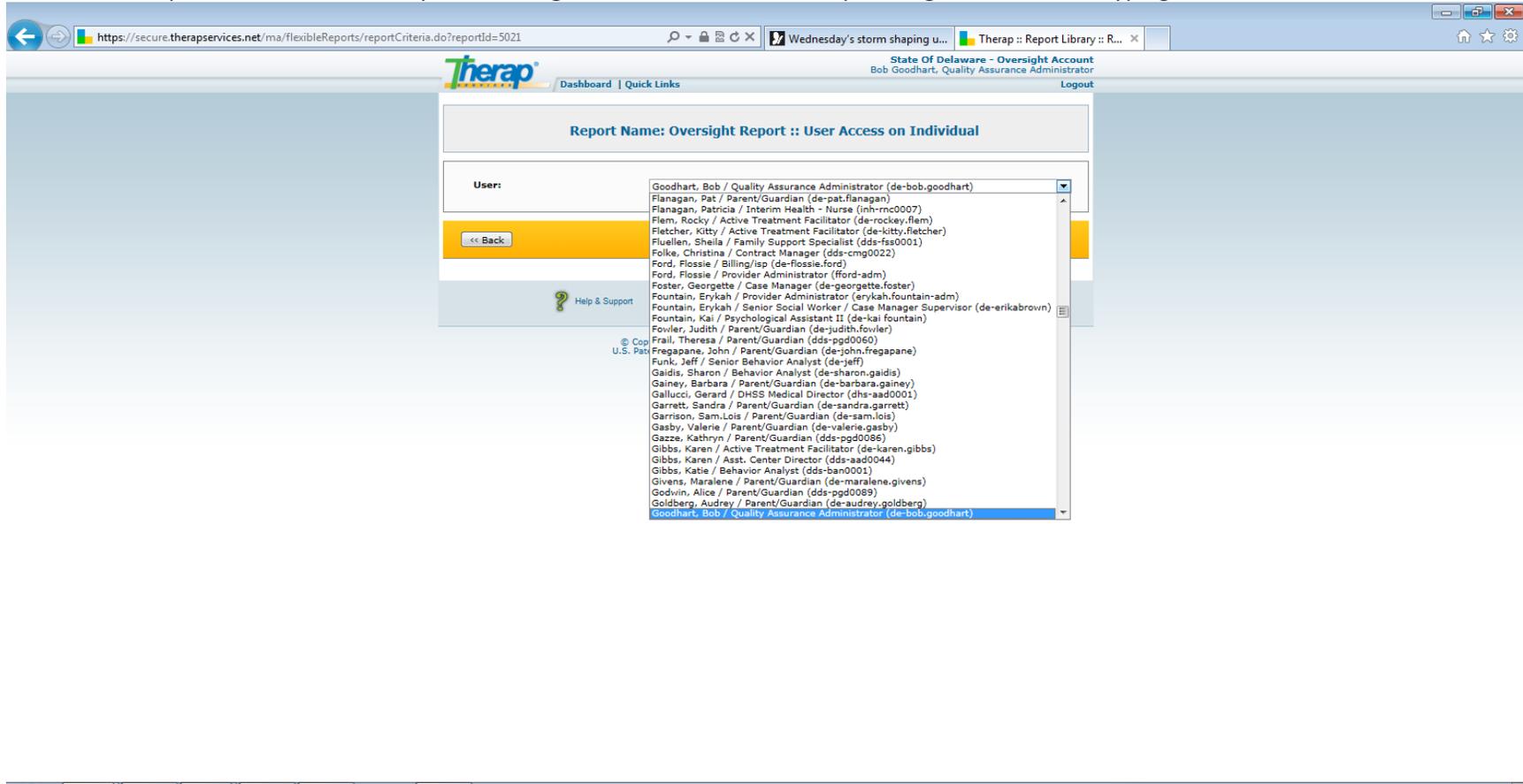
On the right side, there is a vertical sidebar with sections:

- My Issues:** (with a "New" button)
- My Account:** Personal Details, Super Admin List, Change Password, Configure Notification Information, Configure Notification Profile, Apply Default Notification Profile
- Agency Reports:** Multi-Provider Event Summaries, Multi-Provider Reports, Staff Report, Last Login Information, **Report Library** (highlighted)
- Secure Communications:** Compose, Inbox(1), Sent Items, Drafts, Trash, Manage Folder, Settings, Custom User Group, Message Audit
- Test FirstPage:** Switch to Test mode
- Archived Data:** Search Admin Archive, Archived Provider Preference Search, Archived Legacy Super Role Search, Archived Individual Administrative Information Search, Archived Legacy User Privilege Search Aug 2011 - Jul 2012, Archived Legacy User Privilege Search Upto Jul 2011

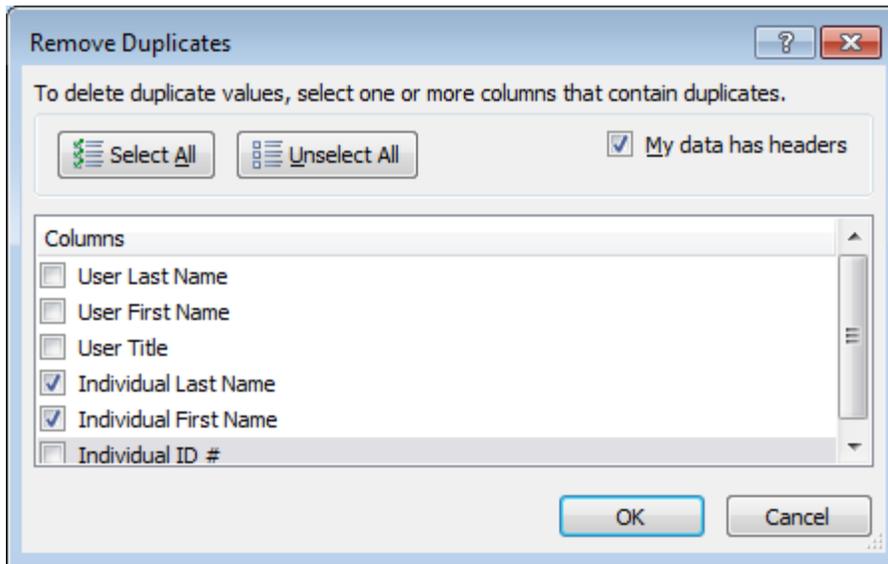
The browser's address bar at the bottom shows a URL for the report listing: <https://secure.therapservices.net/ma/flexibleReports/reportList.do?backLink=%2Fnewfpage%2FswitchFirstPage&backTy...>

2. You are looking for the report with the title “[Oversight Report :: User Access on Individual](#)” usually found on Page 6 of the report listing.
3. Click on that report title

4. Select the staff person whose caseload you want to generate. You can do this by clicking in the field and typing the last name of the user.



5. Hit the return key to populate the chosen name into the box.
6. Click "Continue". This will generate a list of records available to the selected staff person. For instance an individual has a record at Chimes, DE Mentor, and the DDDS State Account, the list will show the individual three times. To clean the list you can do the following.
7. Click "Export to Excel"
8. Click "Open"
9. Click "Enable Editing"
10. Click "Data"
11. Click "Remove Duplicates"
12. Uncheck the boxes to the left of "User Last Name", "User First Name", "User Title", and Individual ID#"



Click "OK"

**\*\*It is important to know that the remaining list could still have duplicate individuals listed if different providers have a different spelling of the individual's first or last name.**

13. To provide a list to the staff person in alphabetical order you would click "data"
14. Click "sort"
15. Click in the Sort by box "Individual Last Name"
16. Click "OK"
17. Highlight all of the rows in the report by left click on the row number and dragging down to highlight through the last row of the report.
18. Right click
19. Go to body of email and right click
20. Click "Paste"

This will allow for you to send a list to the staff person with only those assign in the system to their case load. If an individual appears on the list and should not be, then the designated staff person in the region responsible for managing privileges of users will have to remove that individual from the staff person's caseload. If an individual is not showing, the designated staff person in the region responsible for managing privileges of users will have to add them to the staff person's caseload.

This type of report is recommended to do on a periodic basis (monthly or minimum quarterly) by supervisors in order to keep the proper case load assignment correct.