

Staff - Caseload Management

The primary purpose of **Staff**, caseload management, is to register the Medicaid Service Coordinators (MSC) into TABS, to document MSC certifications, to assign Individuals to a MSC, and to maintain a record of weighted caseloads assignments.

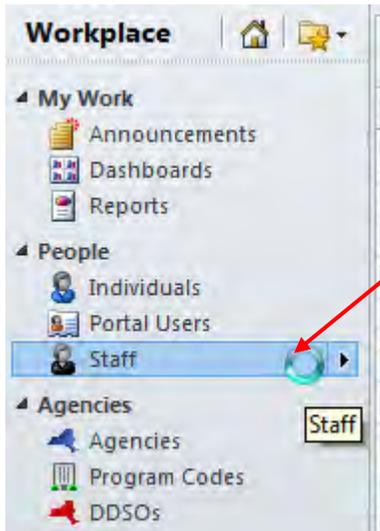
- Only one MSC can be assigned to an Individual at a time.
- MSC must be certified within the DDSO that the individual is associated with, in order for the Individual to be assigned to that MSC's caseload.

Note: The staff list does not represent a list of users that have access to CHOICES.

Note: Even though a staff person may have been assigned a MSC role within CHOICES this does not mean that the staff person has been registered in TABS as a MSC.

Location of Staff Records

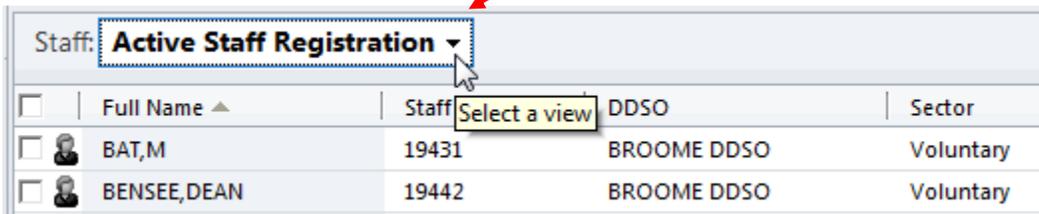
On the left side, under **Workplace**, is the **People** section which is the **central** filing location. Click on the "Staff" link to see the full list of MSC Staff.



The content pane will display the list of Staff:

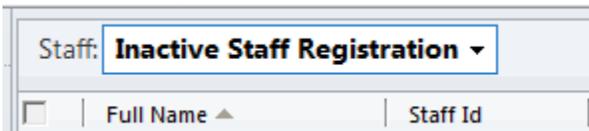
Staff: Active Staff Registration ▾					
<input type="checkbox"/>	Full Name ▲	Staff Id	DDSO	Sector	Agency
<input type="checkbox"/>	BAT,M	19431	BROOME DDSO	Voluntary	HERITAGE FARM, INC.
<input type="checkbox"/>	BENSEE,DEAN	19442	BROOME DDSO	Voluntary	HERITAGE FARM, INC.
<input type="checkbox"/>	BENSON,D	19386	BROOME DDSO	Voluntary	HERITAGE FARM, INC.
<input type="checkbox"/>	BENTON,BRAD	19417	BROOME DDSO	Voluntary	HERITAGE FARM, INC.
<input type="checkbox"/>	BRIGGS,TEST	19390	BROOME DDSO	Voluntary	HERITAGE FARM, INC.
<input type="checkbox"/>	Brown,Bill	19490	BROOME DDSO	Voluntary	HERITAGE FARM, INC.
<input type="checkbox"/>	BROWN,BILL Y	19396	CENTRAL NEW YORK DDSO	Voluntary	HERITAGE FARM, INC.
<input type="checkbox"/>	BROWN,J	19472	CENTRAL NEW YORK DDSO	Independent	
<input type="checkbox"/>	BROWN,JAMES K	19398	CENTRAL NEW YORK DDSO	Proprietary	HERITAGE FARM, INC.
<input type="checkbox"/>	BROWN,LISA R	19395	BROOME DDSO	Voluntary	HERITAGE FARM, INC.

The default **View** is set to **Active Staff Registration**.



<input type="checkbox"/>	Full Name ▲	Staff	DDSO	Sector
<input type="checkbox"/>	BAT,M	19431	BROOME DDSO	Voluntary
<input type="checkbox"/>	BENSEE,DEAN	19442	BROOME DDSO	Voluntary

Click on the drop down arrow to see the list of Inactive Staff, once you have ended a current staff's registration for your agency/DDSO.

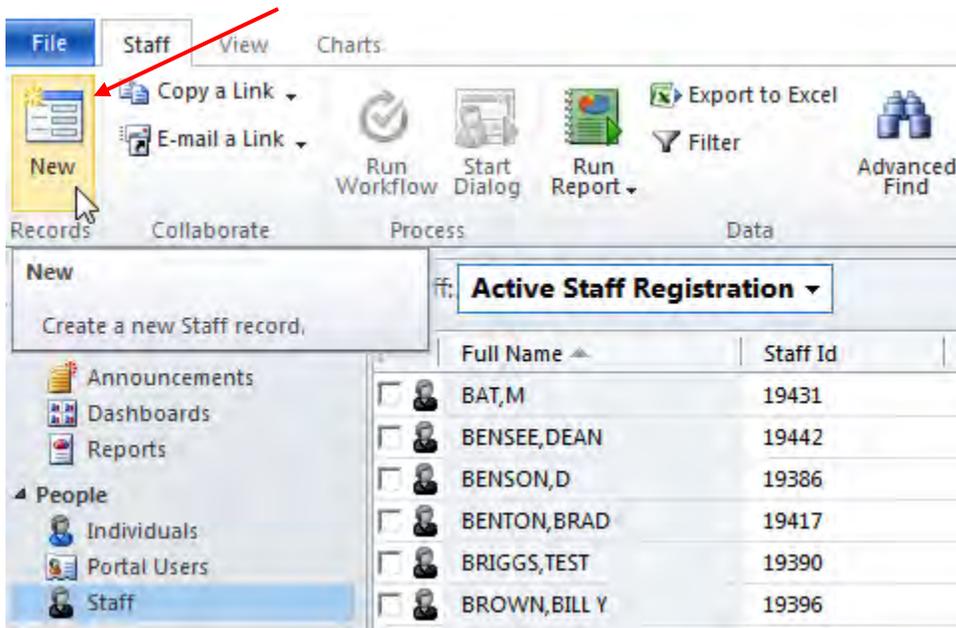


<input type="checkbox"/>	Full Name ▲	Staff Id
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Add New Staff

To add new staff, under **Workplace, People**, click the **“Staff”** link:

Then click the **New** button on the ribbon.



File | **Staff** | View | Charts

Copy a Link | E-mail a Link | Run Workflow | Start Dialog | Run Report | Export to Excel | Filter | Advanced Find

Records | Collaborate | Process | Data

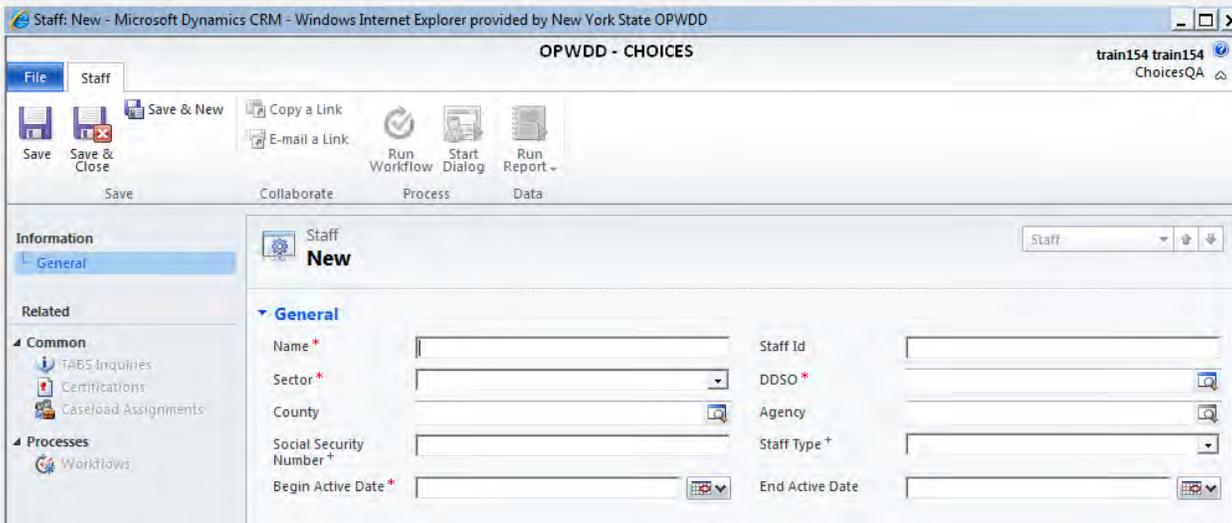
New
Create a new Staff record.

Announcements
Dashboards
Reports

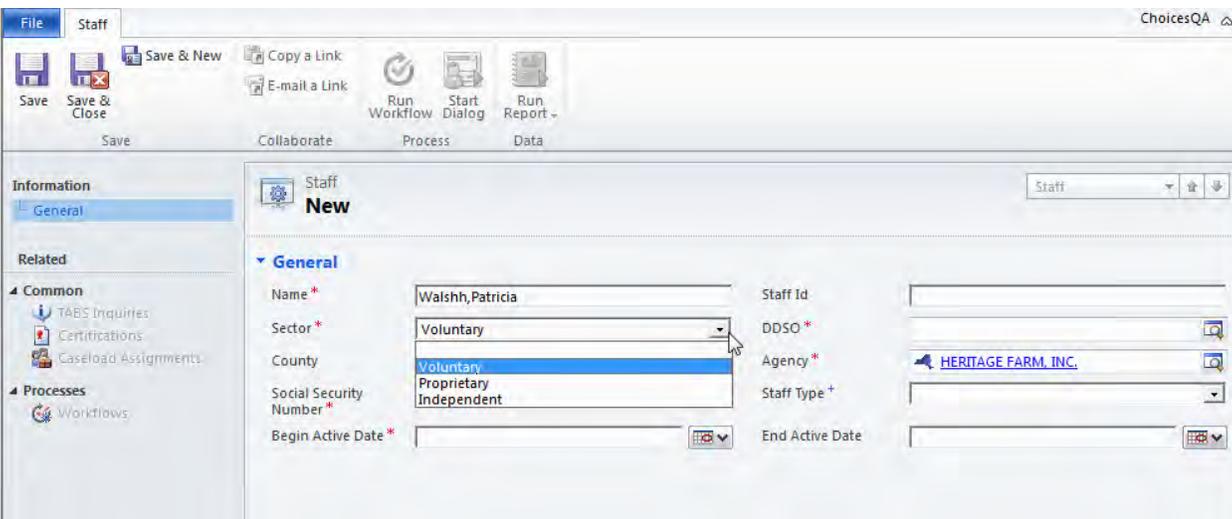
People
Individuals
Portal Users
Staff

<input type="checkbox"/>	Full Name ▲	Staff Id
<input type="checkbox"/>	BAT,M	19431
<input type="checkbox"/>	BENSEE,DEAN	19442
<input type="checkbox"/>	BENSON,D	19386
<input type="checkbox"/>	BENTON,BRAD	19417
<input type="checkbox"/>	BRIGGS,TEST	19390
<input type="checkbox"/>	BROWN,BILL Y	19396

A new window displays:



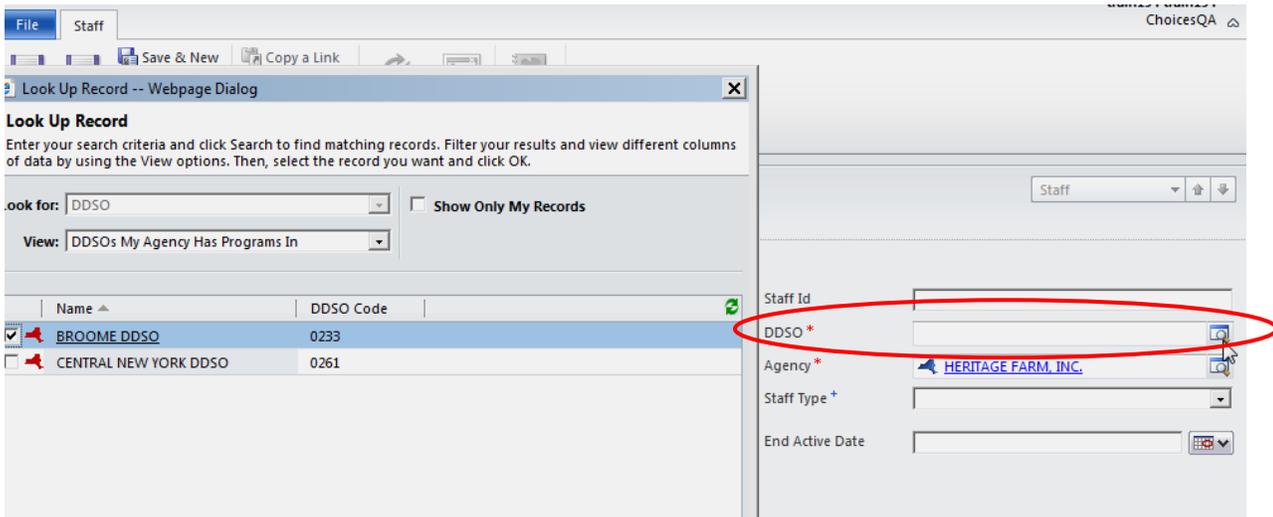
Fill in all **required** (*) fields and all other information known. (**Required** is noted by asterisk.)



Name - The name must be format - LAST, FIRST, MIDDLE INITIAL (Please note, there is no space between LAST, and FIRST, but there is a space between FIRST, and MIDDLE INITIAL).

Sector – Select Voluntary, Proprietary or Independent from the drop down list. The agency name will automatically populate with the user signed into CHOICES agency's affiliation.

Note: There is a drop down option for State when signed-in to CHOICES as a state MSC.



DDSO – click the **Find** icon to display the Look Up record with the list of DDSOs associated with the agency. The MSC record will need to be registered to each DDSO if there is more than one.

County – this is the county in which the MSC works.

Social Security Number is the required Only for State Staff; SSN of the MSC

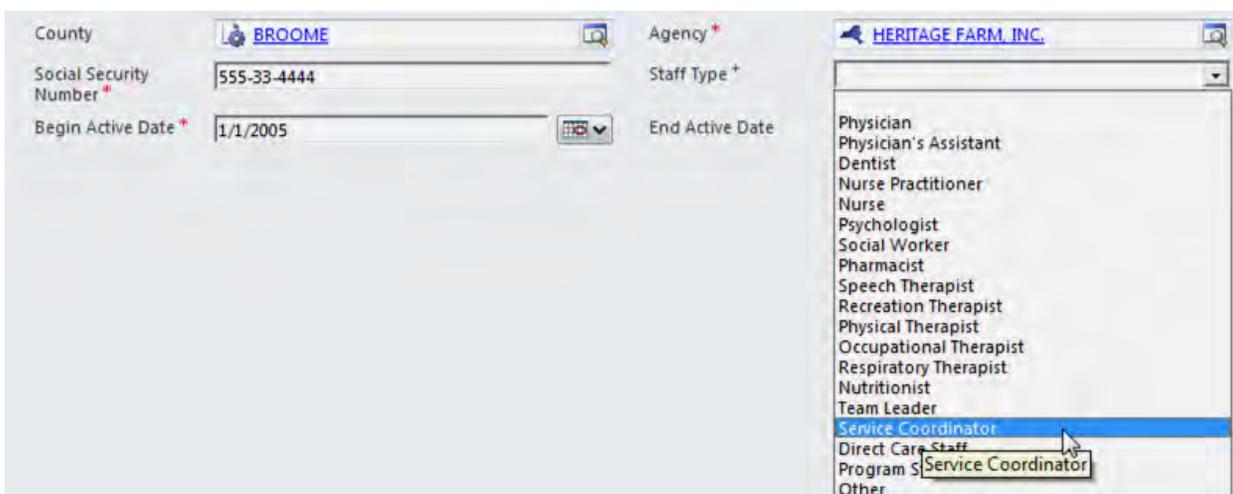
Note: The first five digits are masked after the form is saved.

Begin Active Date

- Refers to the first day the staff was working for the agency in the capacity of MSC.

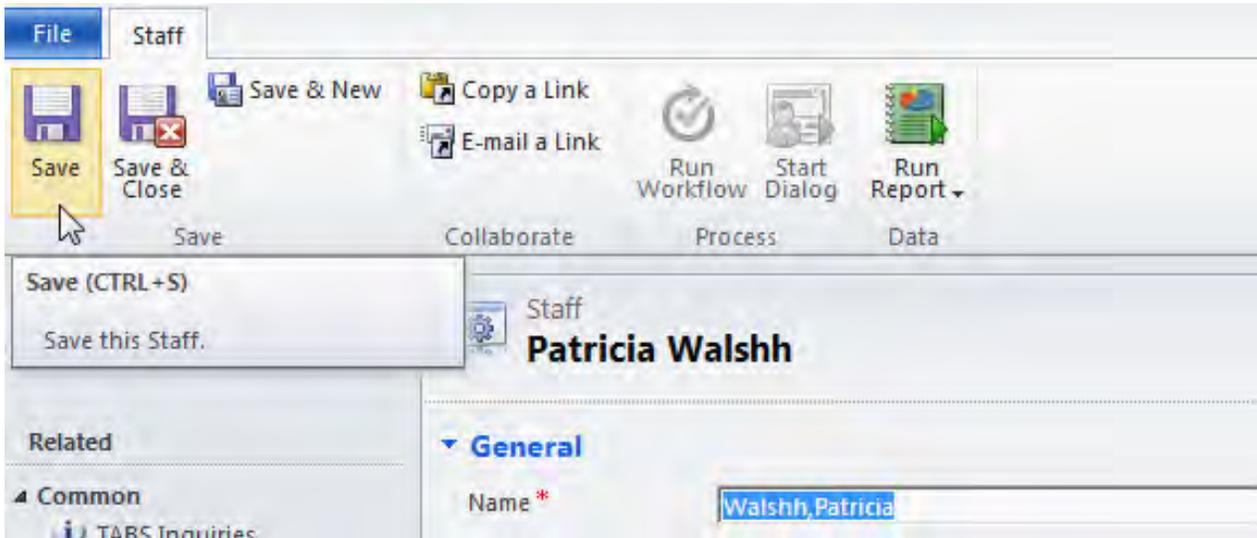
Note: Can be back- dated to 4/1/1996 so long as this does not contradict a previously registered date in this DDSO. The date cannot be a future date.

Staff Type – select from the drop down menu.

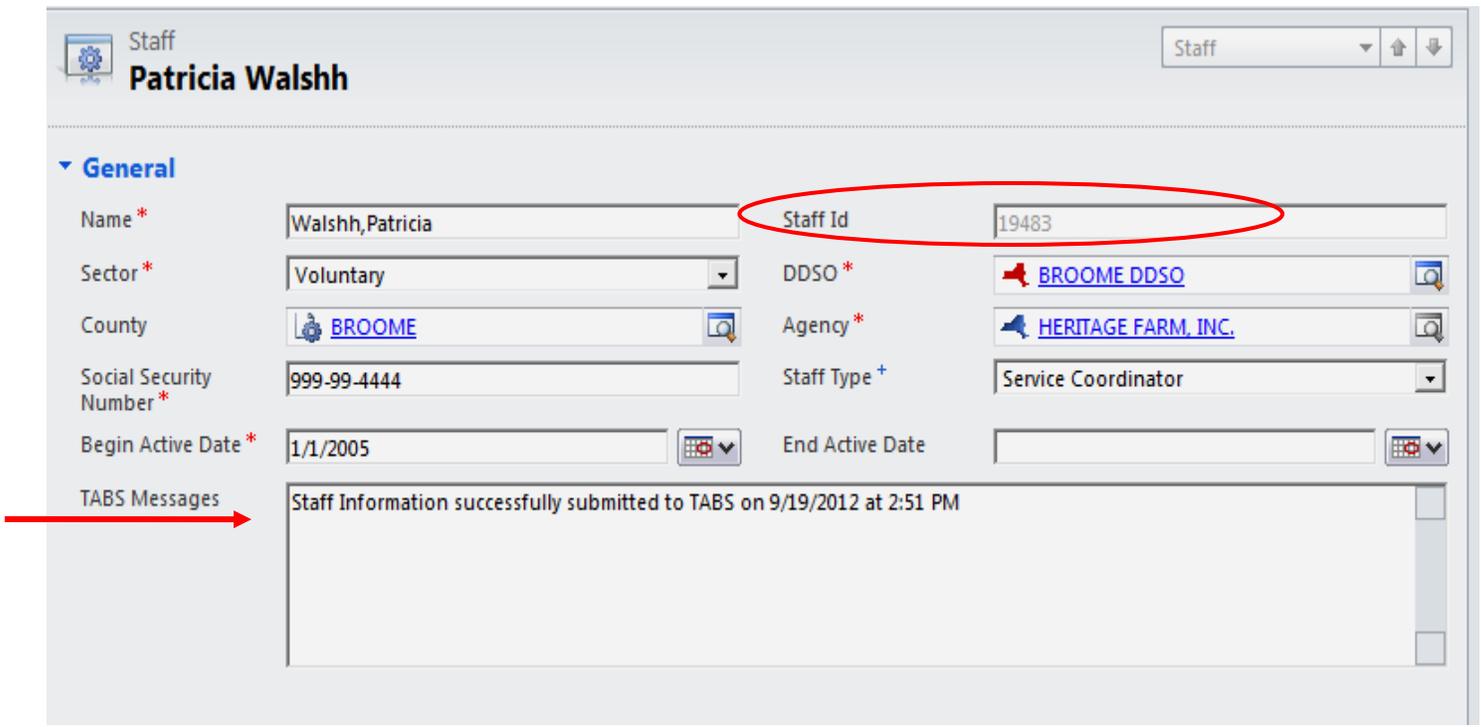


End Active Date – will not be used in registering a new staff person. But will be used to Inactivate the staff when no longer a MSC for the agency.

Click **Save** on the ribbon, to save the information and have it file to TABS.



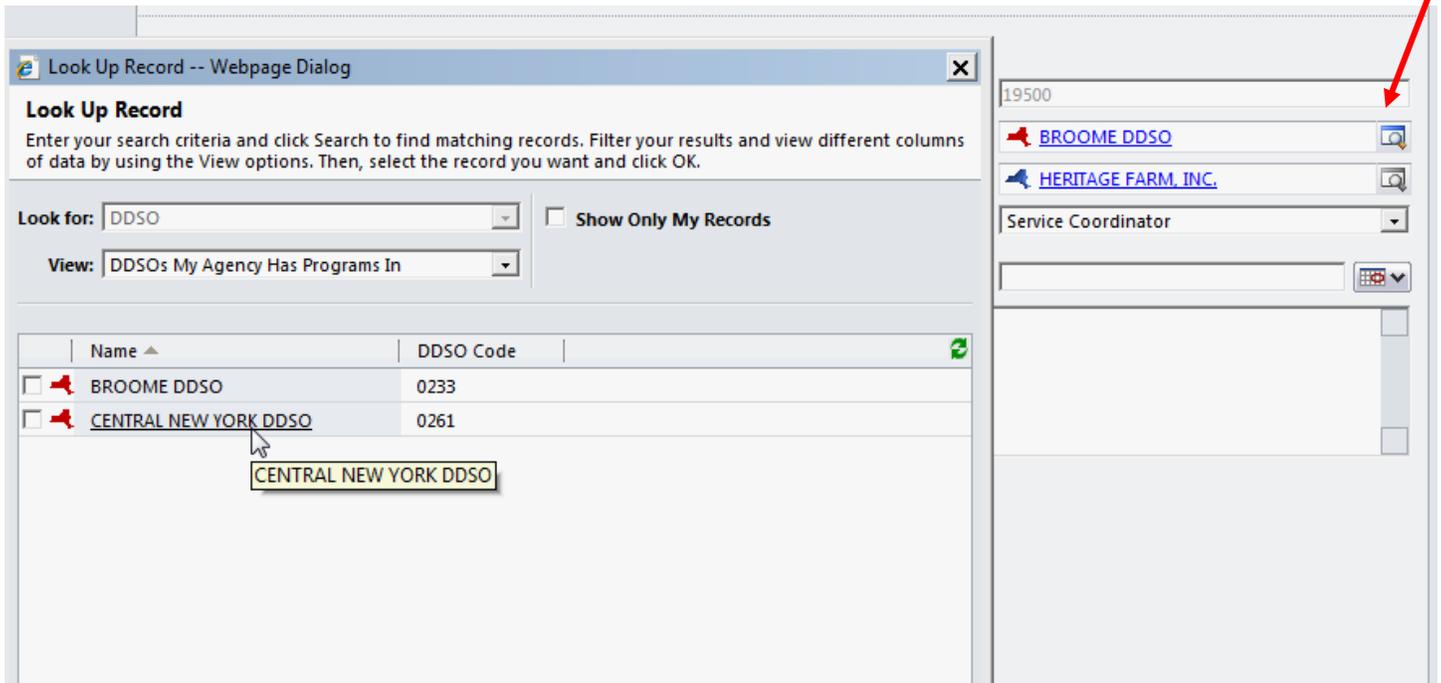
The staff person is registered in TABS and a Staff Id is assigned.



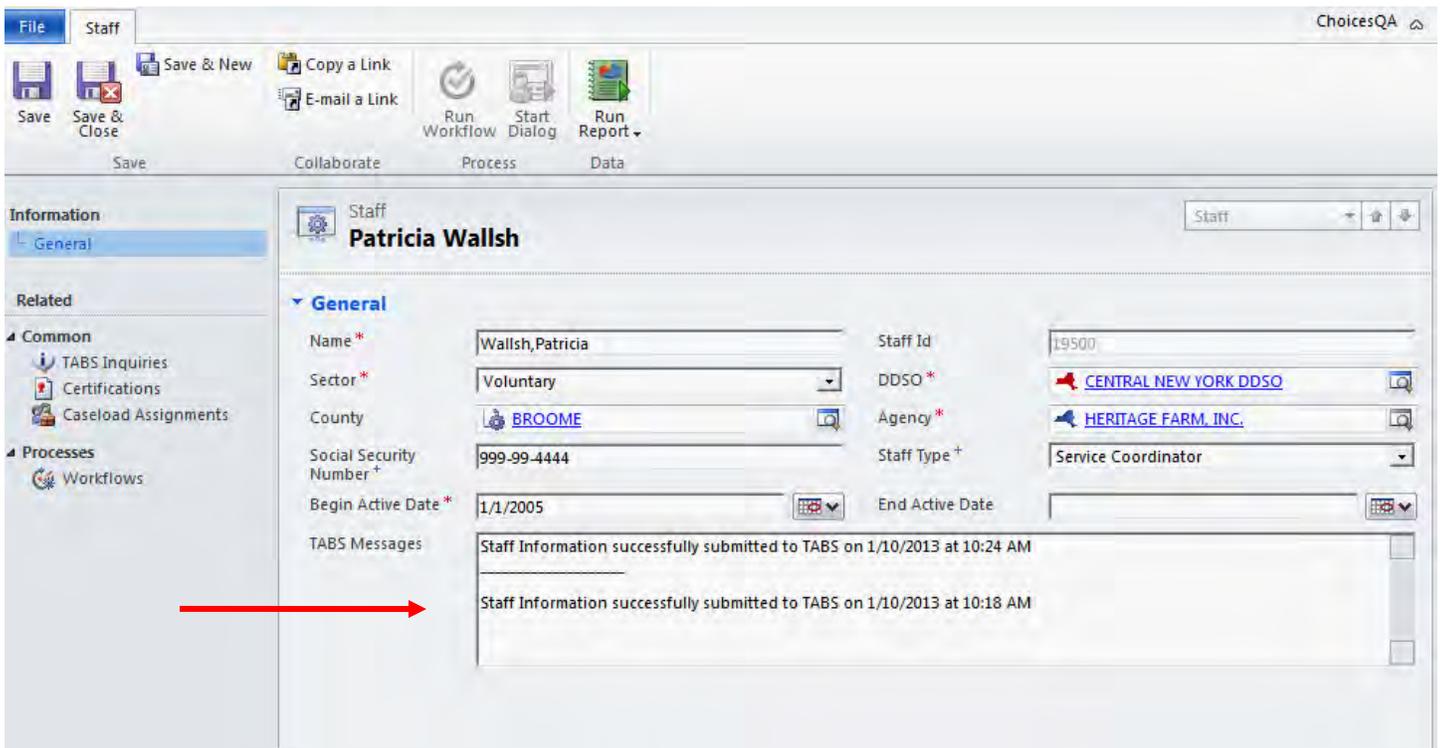
If the agency is associated with 2 or more DDSOs, you must submit the staff registration to all DDSOs through *this* record.

Click on the **DDSO** field Look-up icon and select the next DDSO.

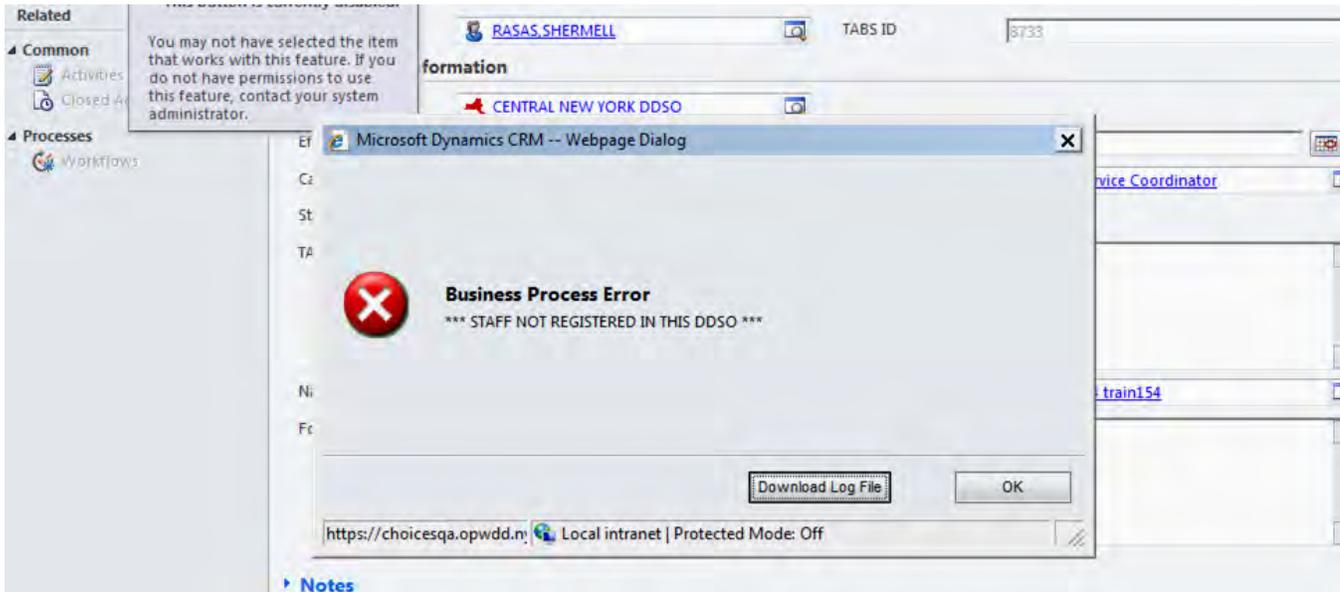
All DDSOs the agency serves will be listed, but you must do them one at a time.



Click **Save**, and the staff will be registered in the second DDSO and the submission to TABS is recorded below the original registration.



If *staff* is not registered and certifications put on file for **all DDSOs the agency serves**, **Business Process Errors** will be displayed as to the inconsistency when you are trying to assign caseload. This is NOT a CHOICES error, but a user error in not completing the records correctly.



To Continue to complete the Staff record:

Under **Common**, **Certifications**, is now activate and must be completed.

Click on **Certifications** within the left column.



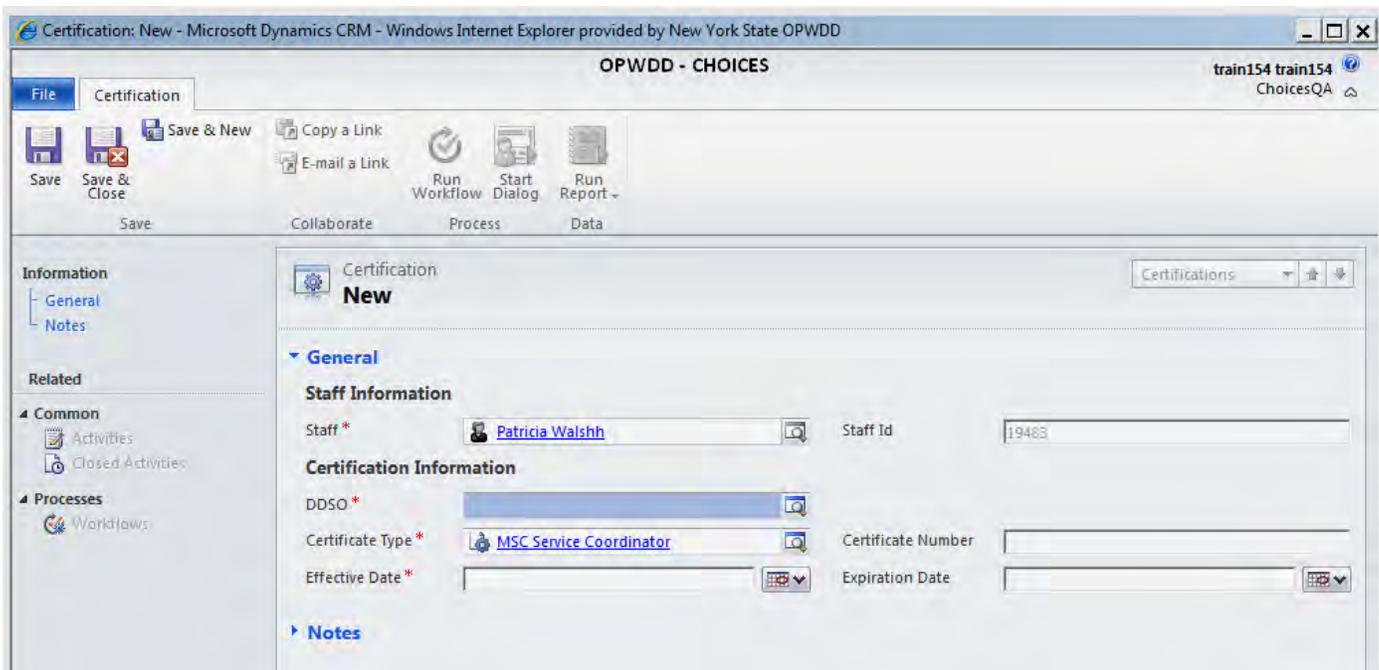
Document Certifications

A new window displays, The Certifications Screen:

Click on **Add New Certification**:



The New Certification screen appears.

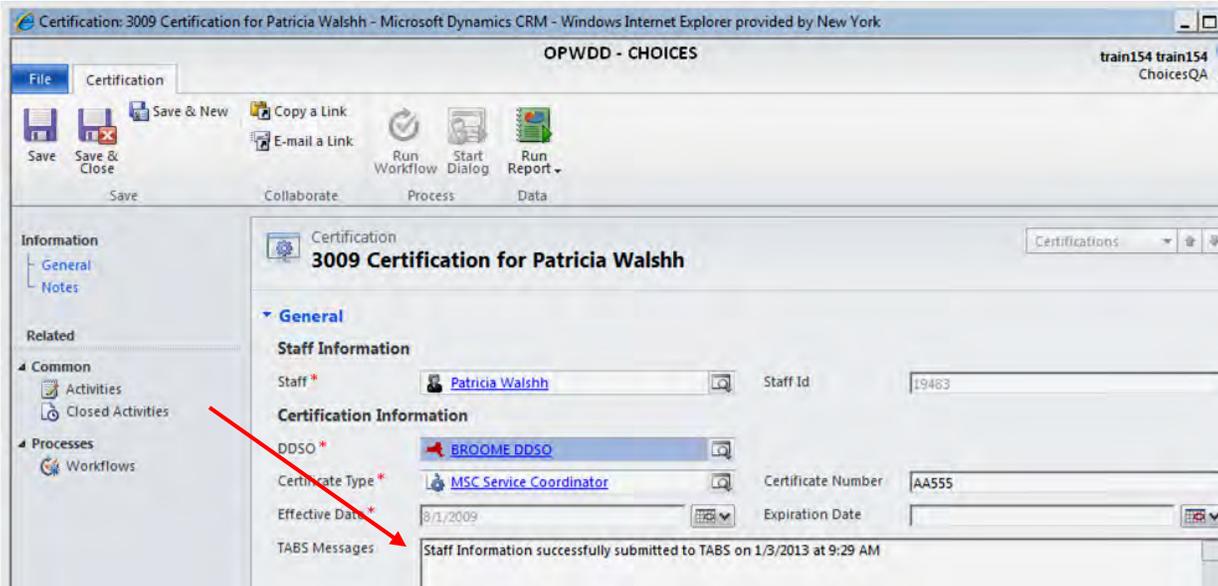


Required fields are denoted by an asterisk:

- **Staff Person** field defaults and is not editable
- **DDSO field**, select the first DDSO to record the certification
- **Certificate Type** will default to MSC Service Coordinator
- **Certificate Number** is a free text field and is optional
- **Effective Date** is a required field.
 - Cannot be future dated. Warning message will appear: EFFECTIVE DATE***INVALID RESPONSE***
- Can be back-dated, but not prior to *Begin Active Date* (date of MSC hire on first screen of the Staff registration). So if the MSC was certified prior coming to your agency, the Effective Date (for the Certification) would still only be the date of hire.

- **Expiration Date is not to be used during registration of Staff.**
 - This section is to be used if the MSC loses certification.
 - Cannot precede the Effective date or Begin Active Date.
 - Cannot be back-dated.

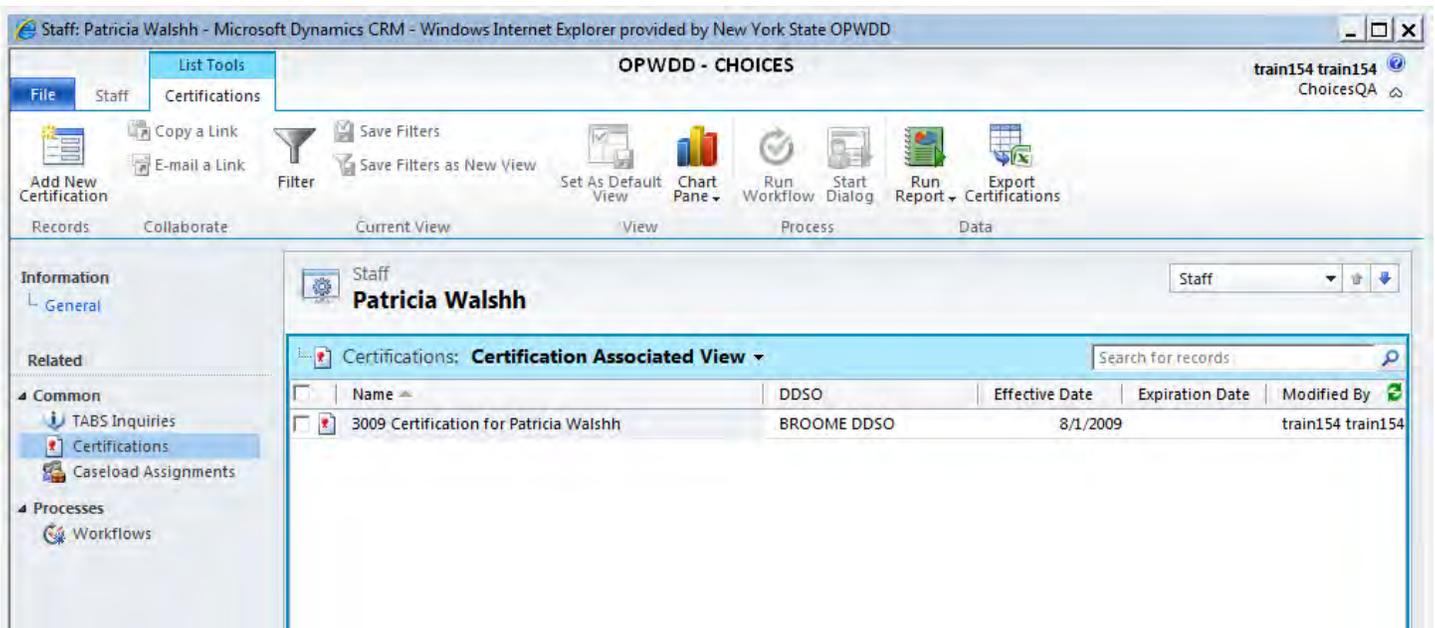
Click **Save** to submit.



If successful, a TABS message is displayed that the staff information was successfully submitted to TABS. Click: **Save and Close**.

If an error occurs, a message will be displayed. Correct the error and then click **Save & Close**.

User is returned to the **Certifications** section and the new certification is listed.



For each DDSO the agency serves, a new certification will need to be completed.

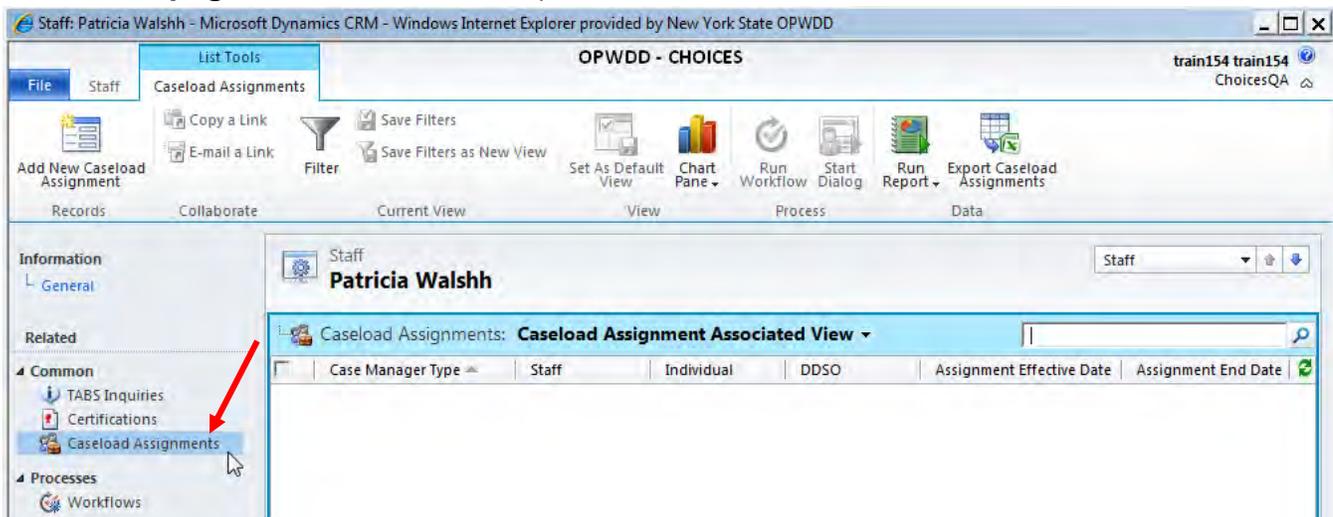
Click, **Add New Certification**, and follow the same steps as for the first certification recorded.



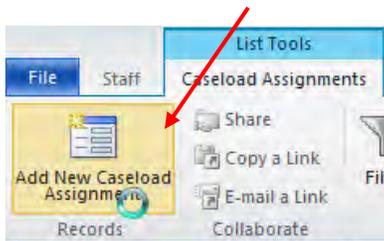
Add a Caseload Assignment from the Staff Information Screen

Click: **Caseload Assignments**

The Caseload Assignments screen appears. (Caseload can also be assigned through the Individual's record, see page 20 of this document.)

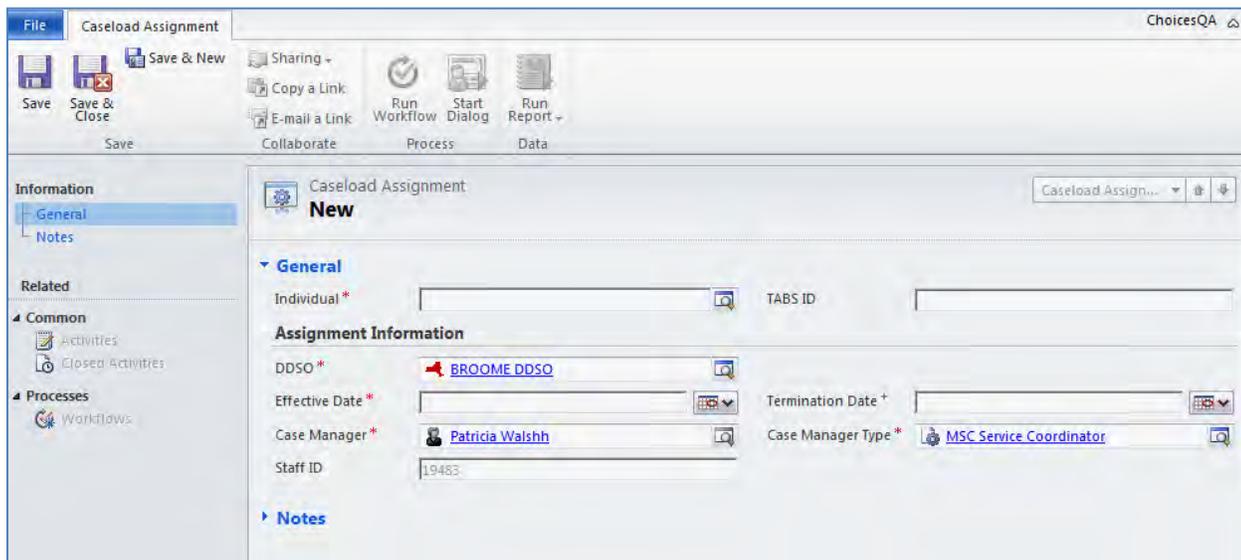


From the ribbon, click "Add New Caseload Assignment" button



The New Caseload Assignment displays:

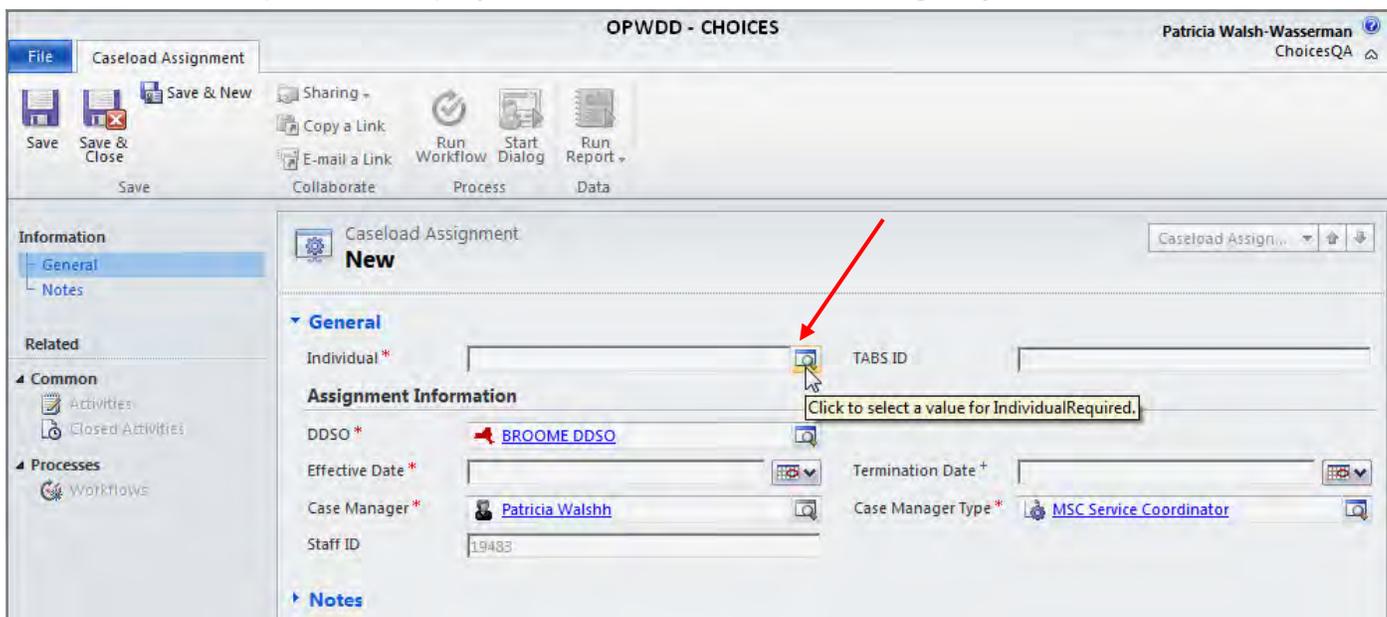
The following fields are pre-populated: DDSO, Case Manager, Case Manager Type and Staff ID.



Begin with **Individual:**

Select from the list of Individuals available through the look-up.

Click on the look-up icon to display the list of Individuals for the agency.



Once the Look Up Record displays:

In the **Search** field:

Type in the last name, select the appropriate *Individual* by clicking in front of the name to put a checkmark at that name.

Click **OK**

	Full Name ▲	TABS ID	Date Of Birth	Medicaid Numb...	Address Line 1
<input type="checkbox"/>	RASAS, JAIMELAN	143295	2/11/1988		8865 BLUEFIELD..
<input checked="" type="checkbox"/>	RASAS, SHERMELL	8733	5/24/1987	BS08733U	5541 FRADFOR...

Continue to complete the **Caseload Assignment** record. (See graphic below)

DDSO

- This field is to select the **DDSO** which is responsible for the **MSC** program the *Individual* is enrolled. Remember, the **MSC** must also have *certification* recorded (in this Staff section) for each **DDSO** in which they serve **Individuals** or the assignment will fail.

Effective Date must be entered

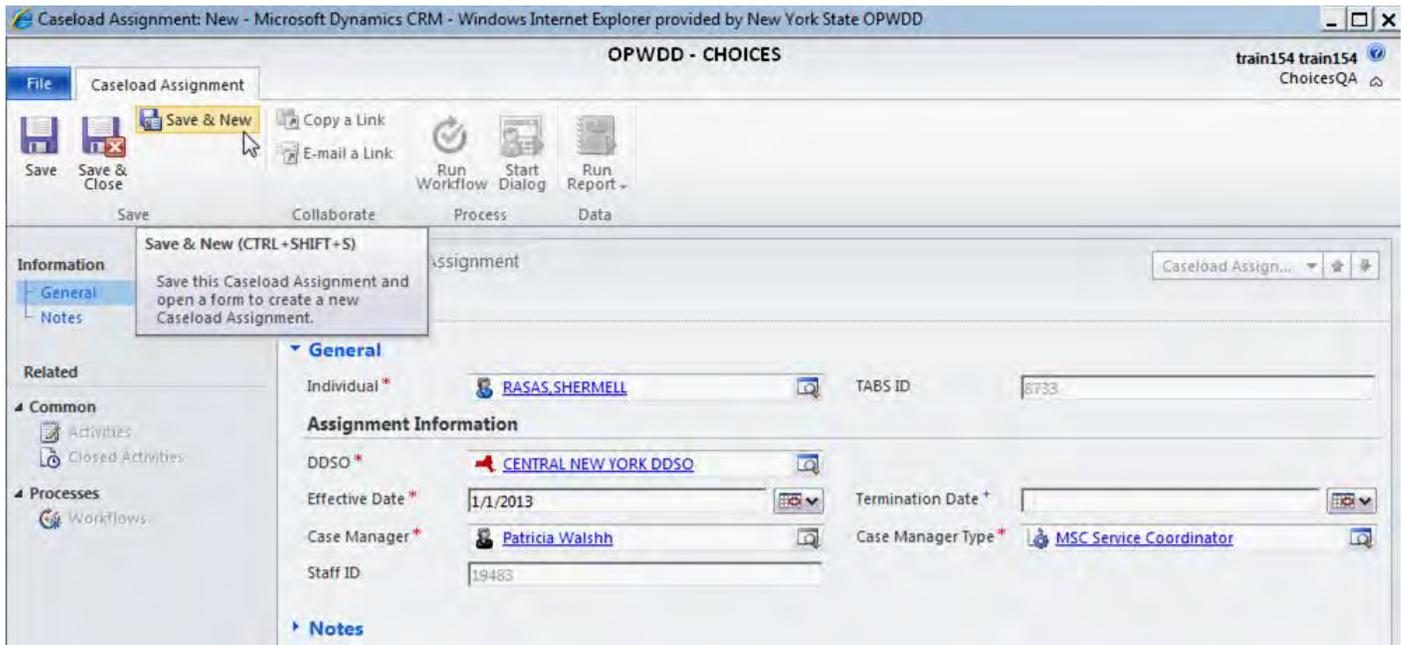
- The effective date of the assignment of the individual to the **MSC**, obviously, cannot pre-date the **Begin Active Date** and/or certification of the **MSC**.
 - Cannot be future dated.

Termination Date

- Is to be completed when this **MSC** will no longer have this **Individual** assigned to their caseload.
 - Note: This date can be future dated.

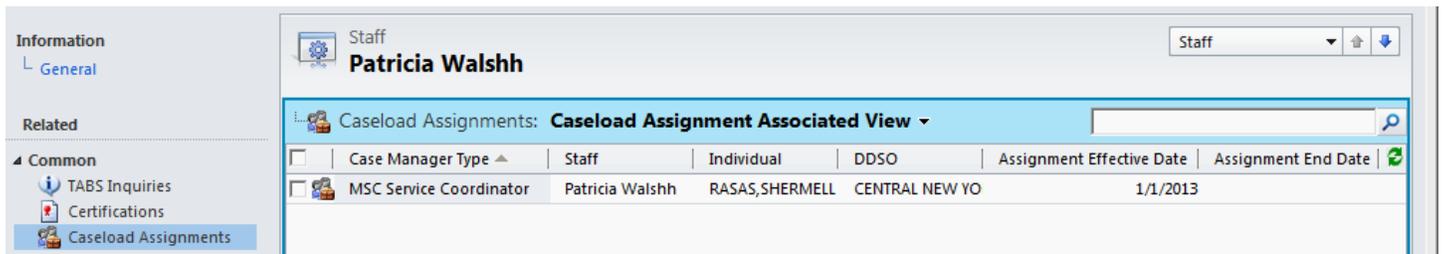
Once the assignment record is complete, click **Save & Close** or **Save and New**

Select **“Save and New”**, if there are multiple Individuals to assign to the MSC

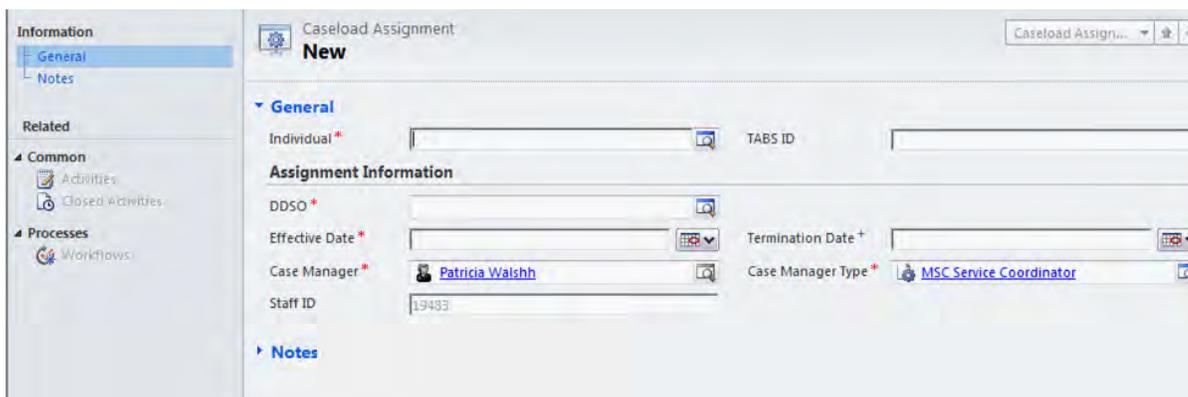


Below is the result if you clicked **Save & Close** and the information on the record was completed correctly.

The Caseload Assignment record closes and you are returned to the Caseload Assignment Section, which lists all the Individuals assigned to this MSC.

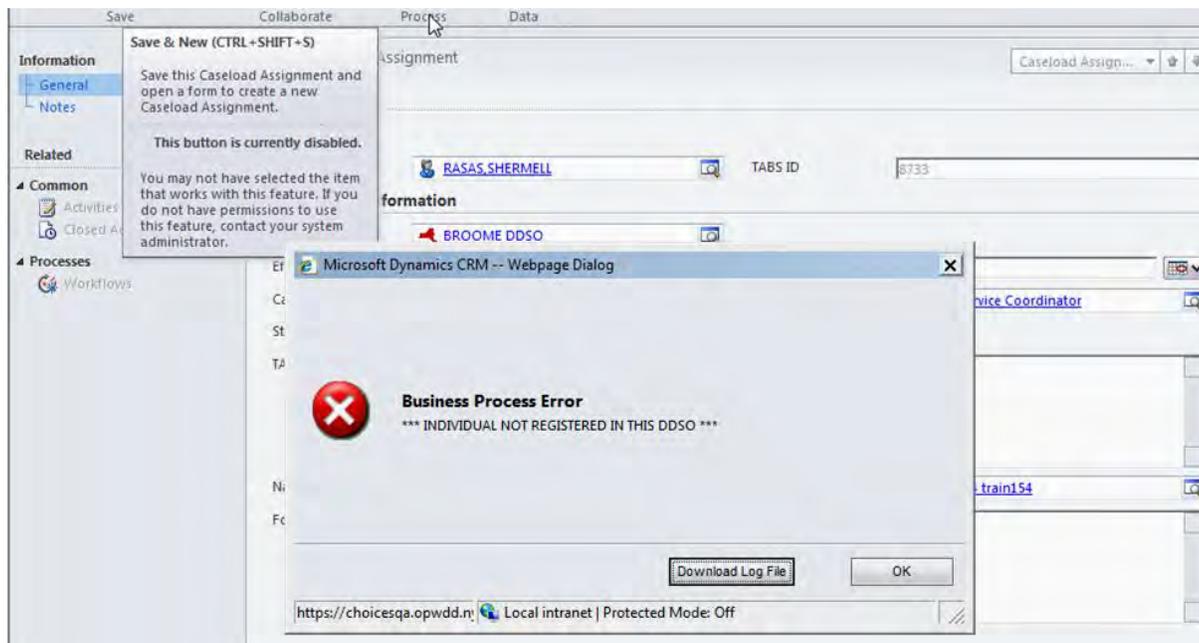


After clicking, **Save & New**, (if no errors) a new blank Individual Assignment record will appear.

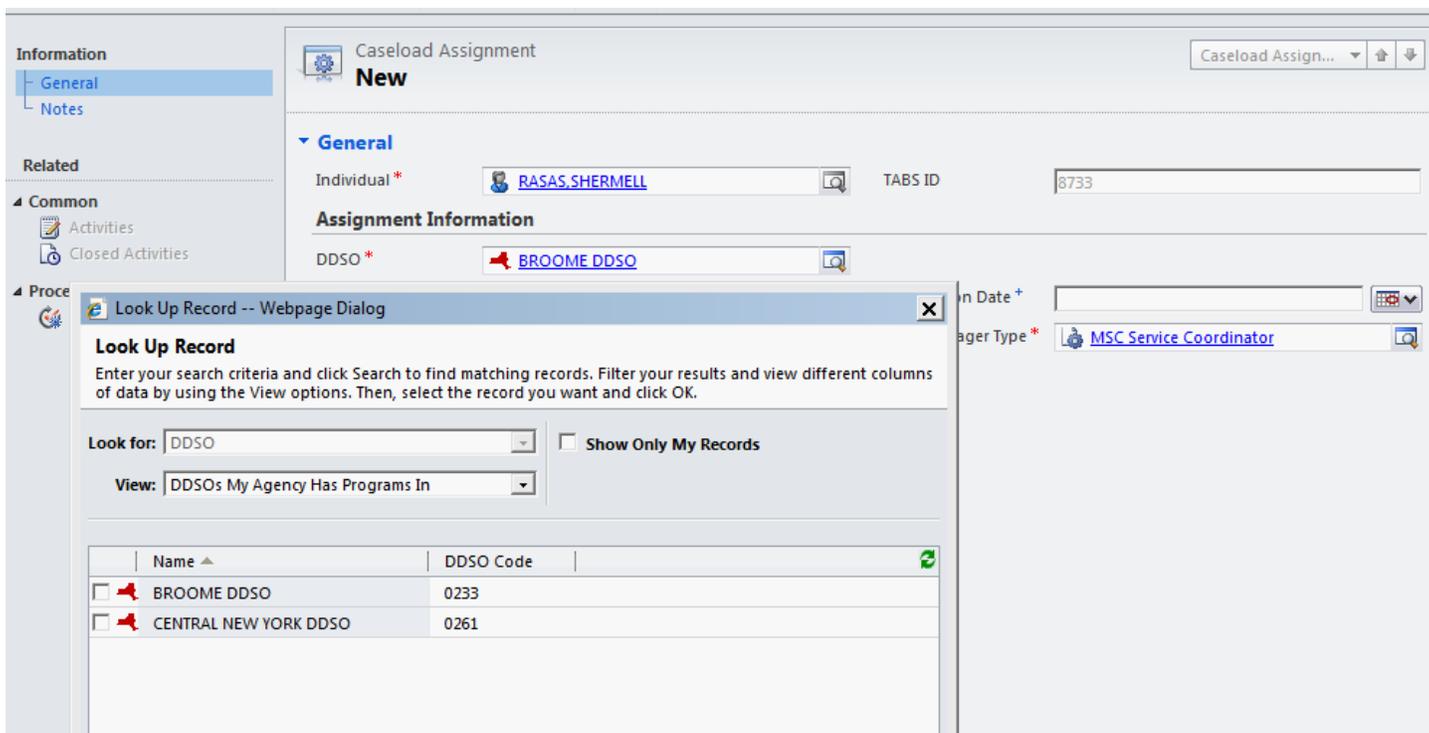


OR you may get an error message:

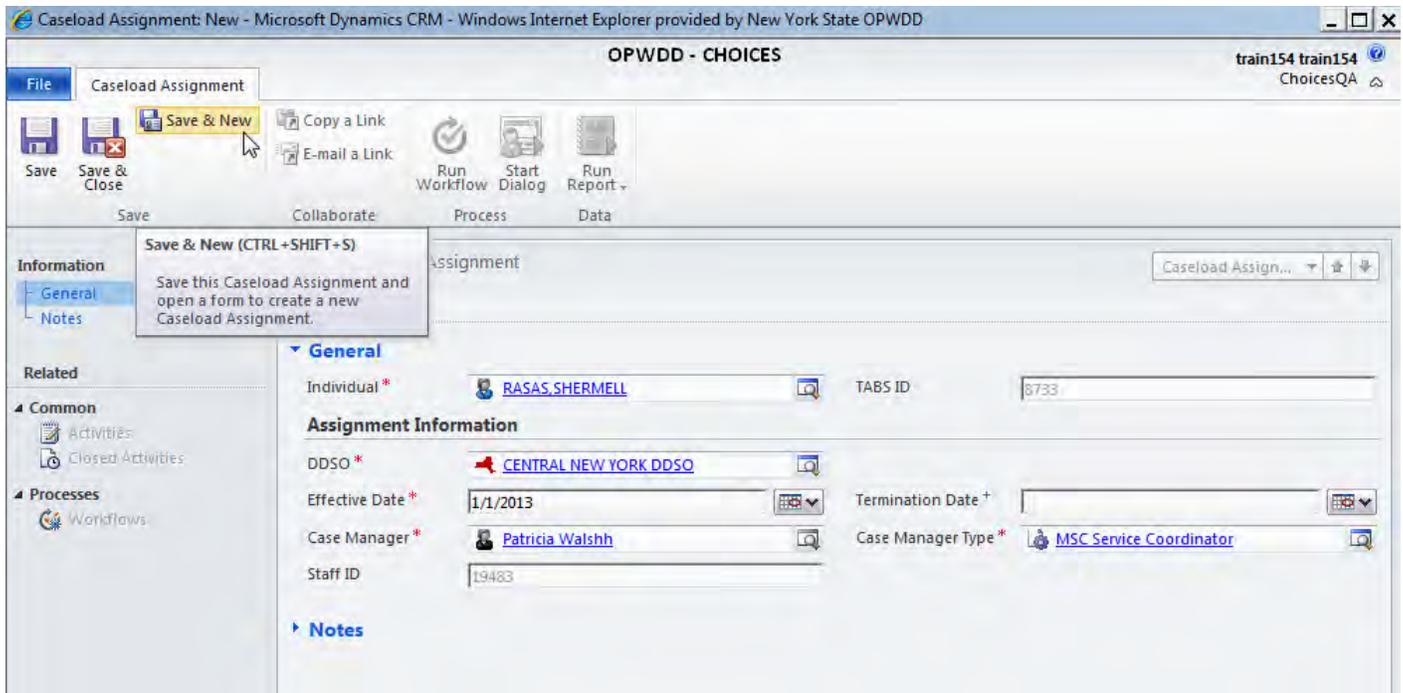
Example of the **Business Process Error**, if the DDSO which serves the **Individual** is not listed correctly. Click **OK** to close the message box and change the DDSO selection for this Individual.



Click on the icon to display the DDSO, Look Up Record, which shows the agency has an association with 2 DDSOs. Make the appropriate selection.

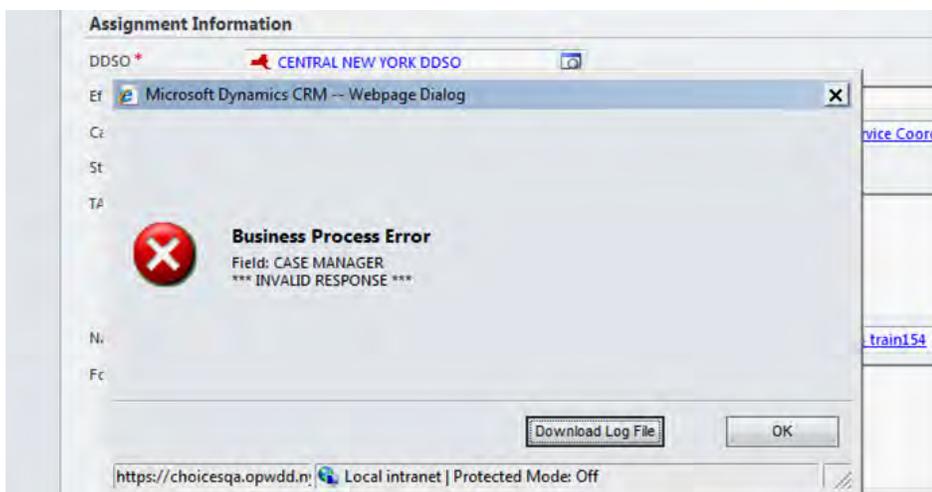


Now the Individual's information on assignment record is correct. Click **Save & New**.



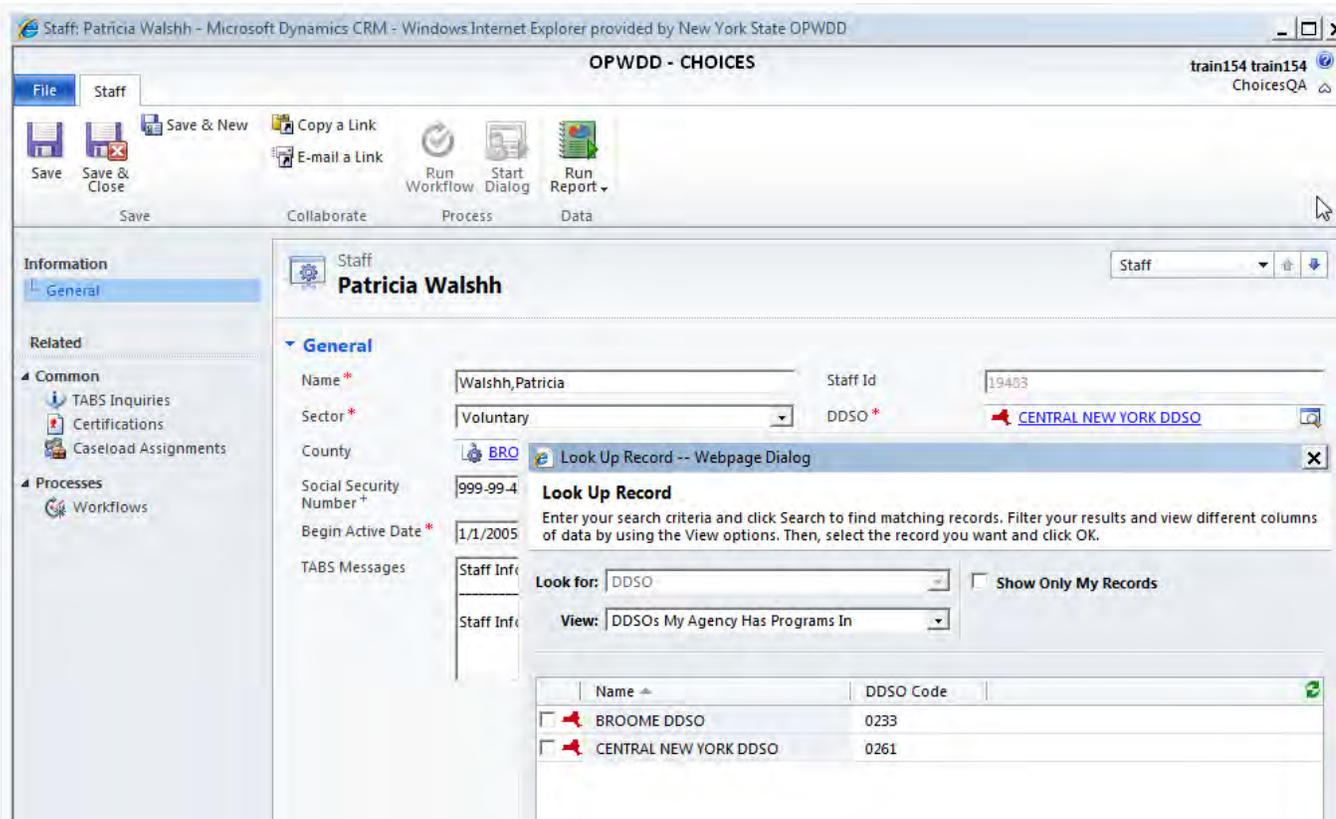
Example of another possible **Business Process Error**:

If the Individual's DDSO selection is correct but the *staff* was NOT registered and / or certified in that particular DDSO, the following message will display

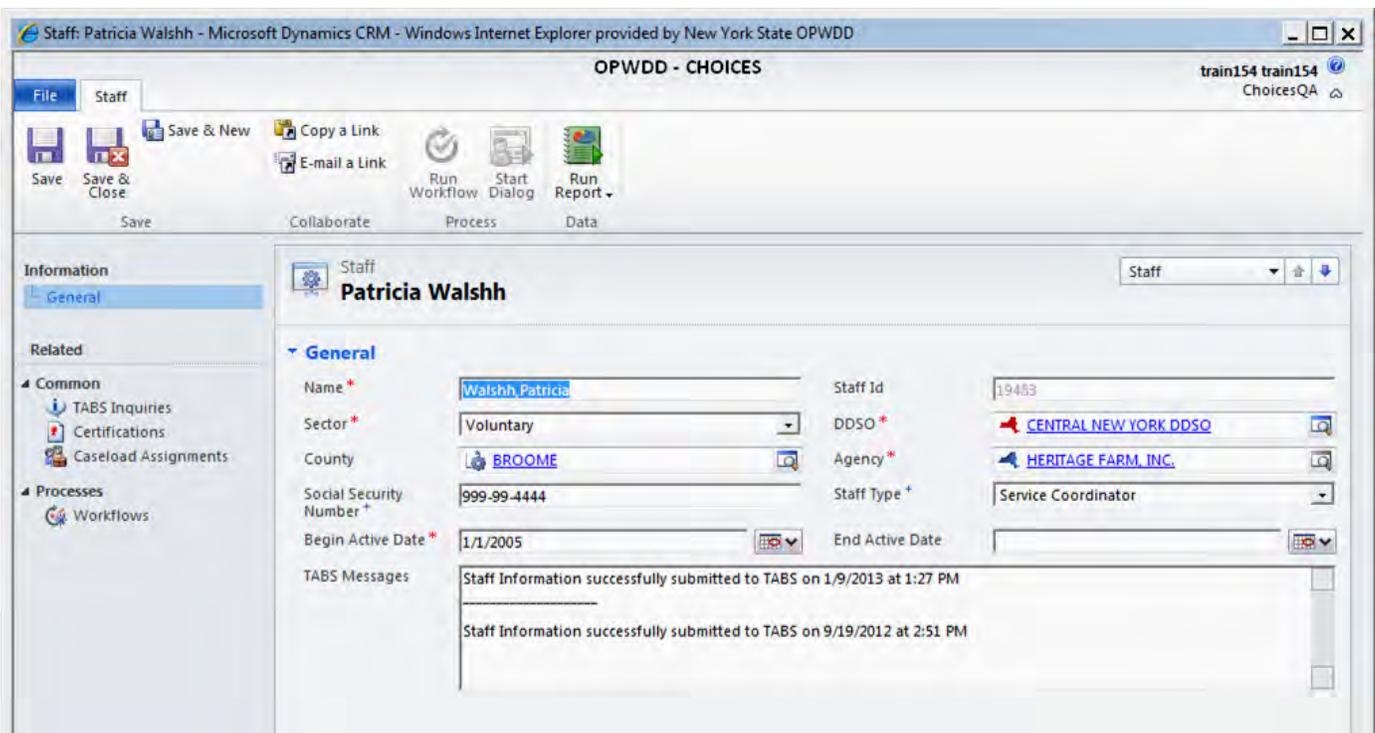


To correct the **Case Manager** error:

Return to the **General** section of the Staff record, click on the DDSO Lookup & select the next DDSO. Then check the certification is on file for both DDSOs.



Click the Save and allow the record to process to TABS and the second “successful” message will display.

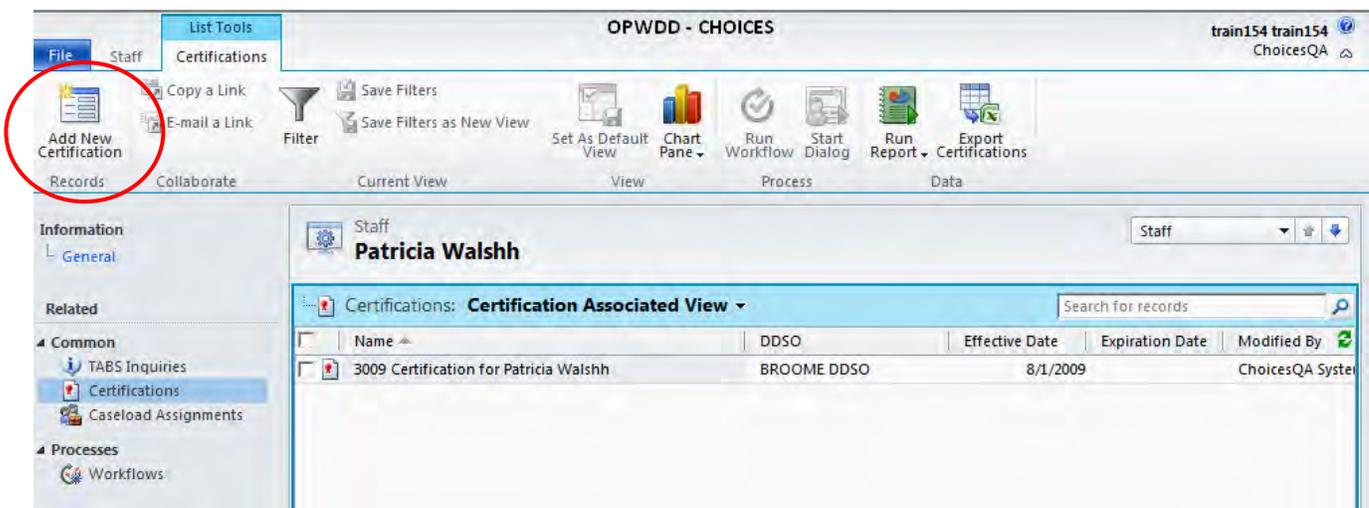


To ensure *Certification* is correctly completed for all DDSOs go to **Certifications** to view the list for this staff. The **Certifications** section shows only one DDSO has a certificate on file.

You must add a certification record for the next DDSO, in this example, **Central NY DDSO**.



On the ribbon, click on **Add New Certification** and select the other DDSO this MSC serves.



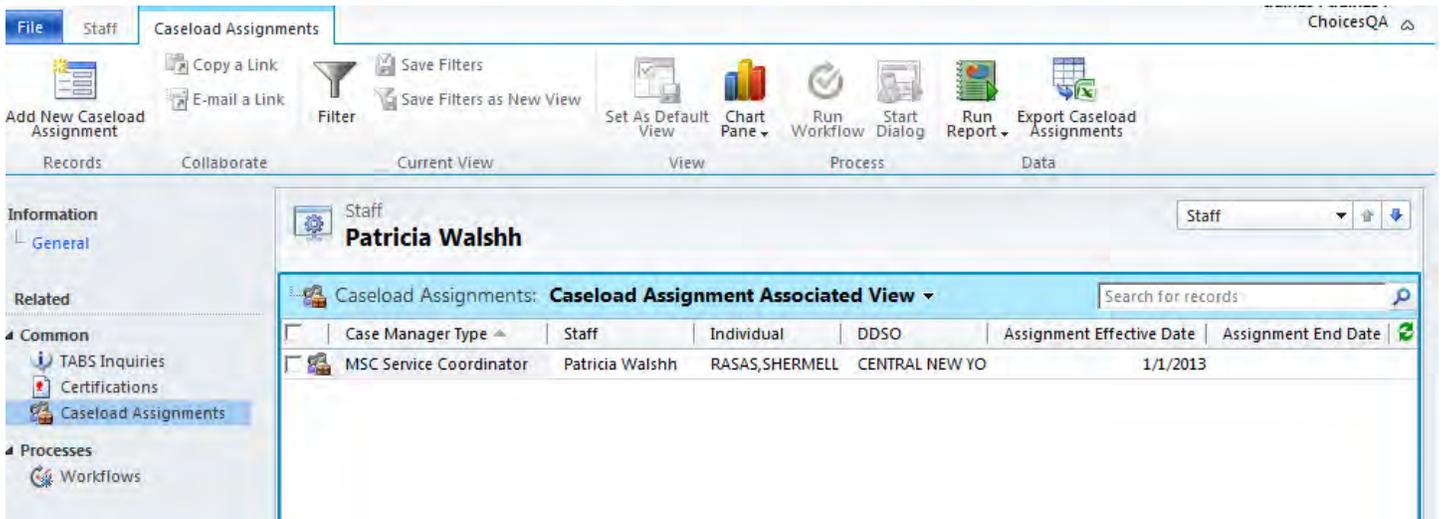
Complete new Certification record as previously instructed with the next DDSO selected. Click **Save & Close** and on the list both Certifications will display.



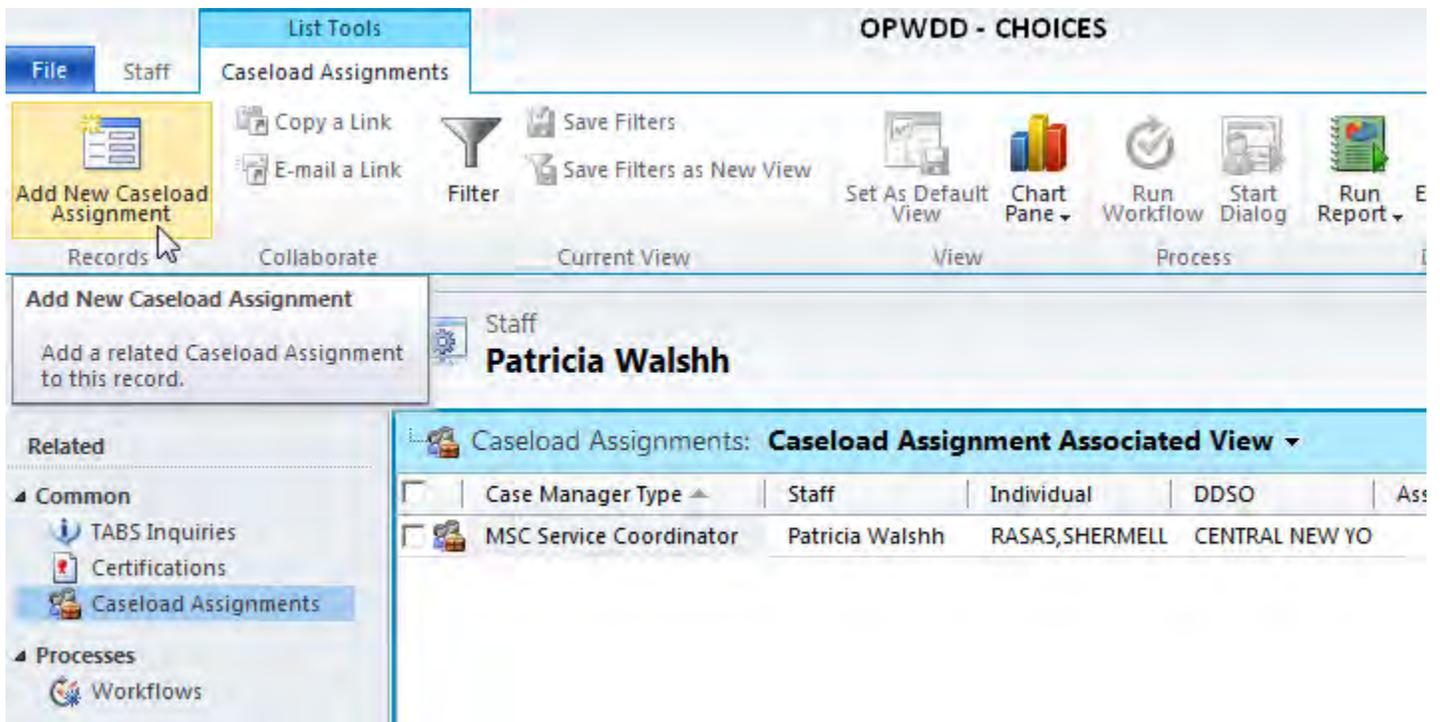
Refer back to Page 10, if necessary to see all the steps as to how to move to Caseload Assignment and continue to assign Individuals to this MSC, after you have ensured all information for this MSC is completed accurately for each DDSO the agency serves.

Or briefly:

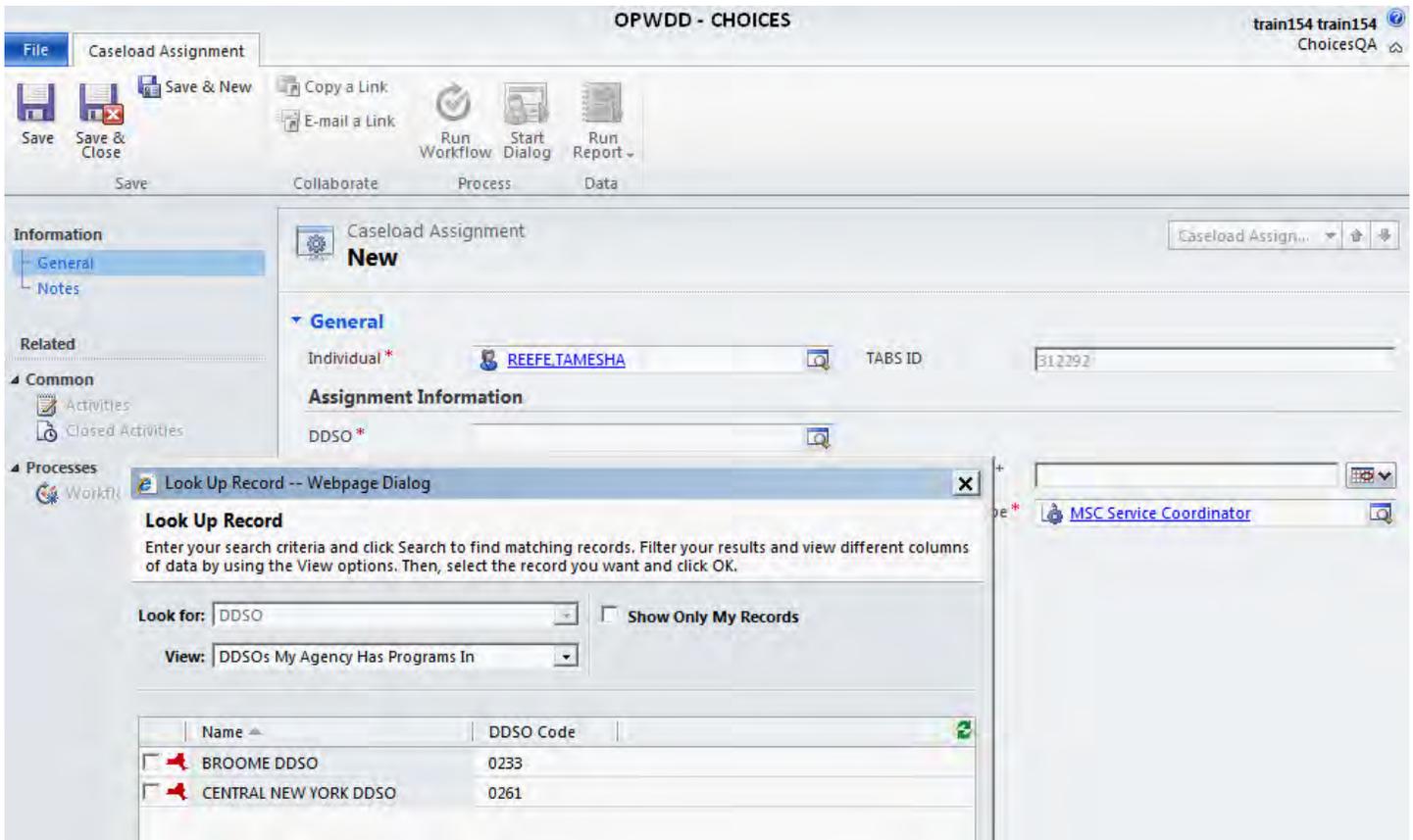
Click, **Caseload Assignments**, in the left column



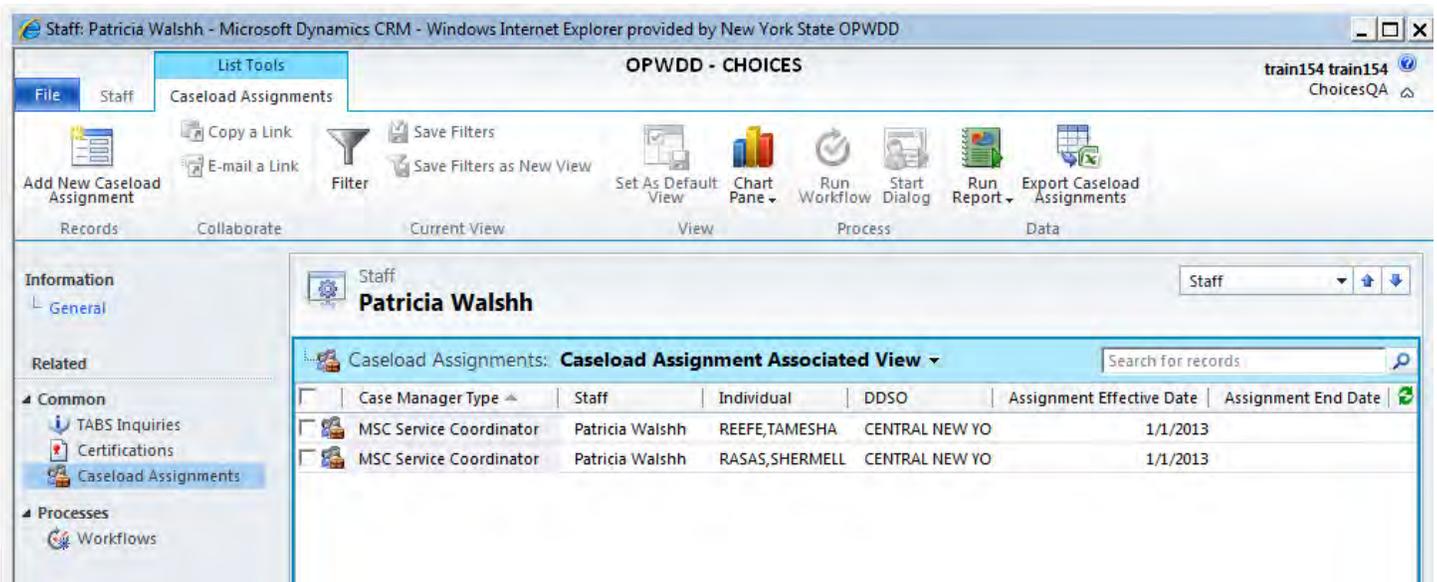
Click **Add New Caseload Assignment**



When the new Caseload Assignment window displays, select the *Individual*, *DDSO* the *MSC* program is registered and all other required fields, click **Save and Close** or **Save & New**.

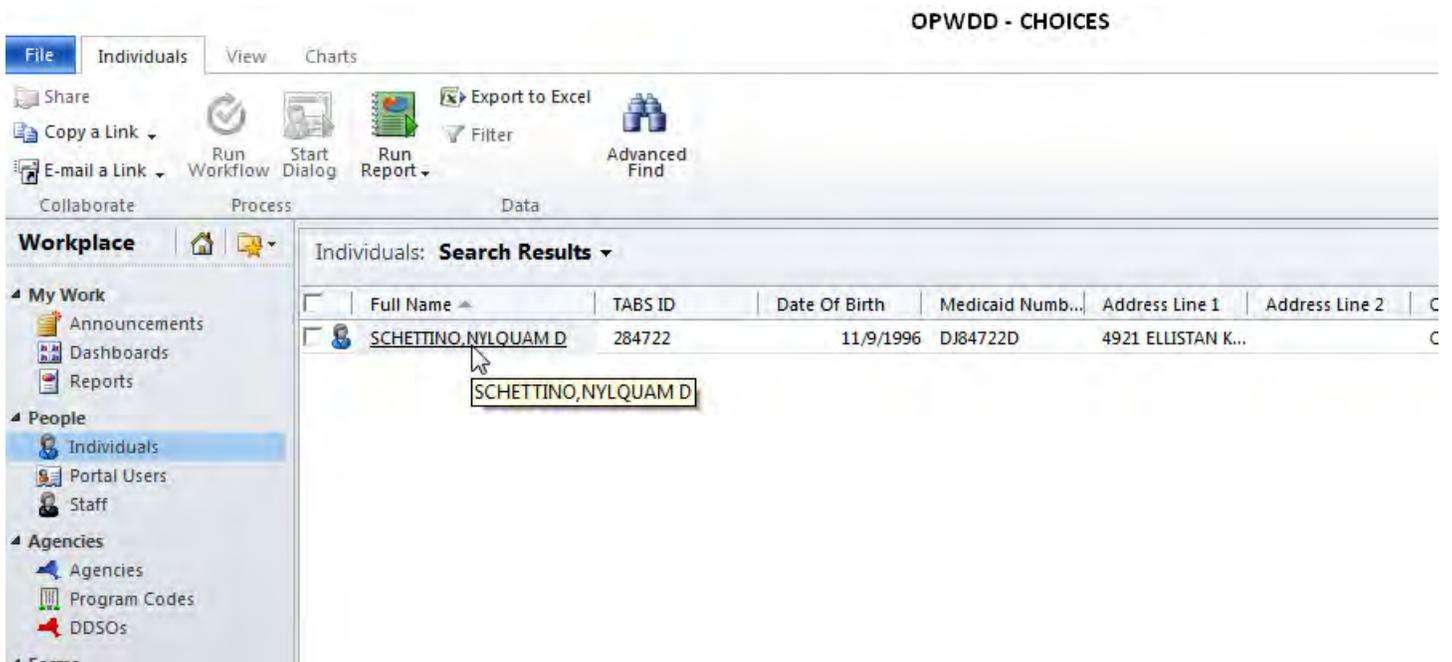


For staff, Patricia Walshh, there are now 2 Individuals assigned and viewable as such in CHOICES.



Add Caseload Assignment at the Individual's Record

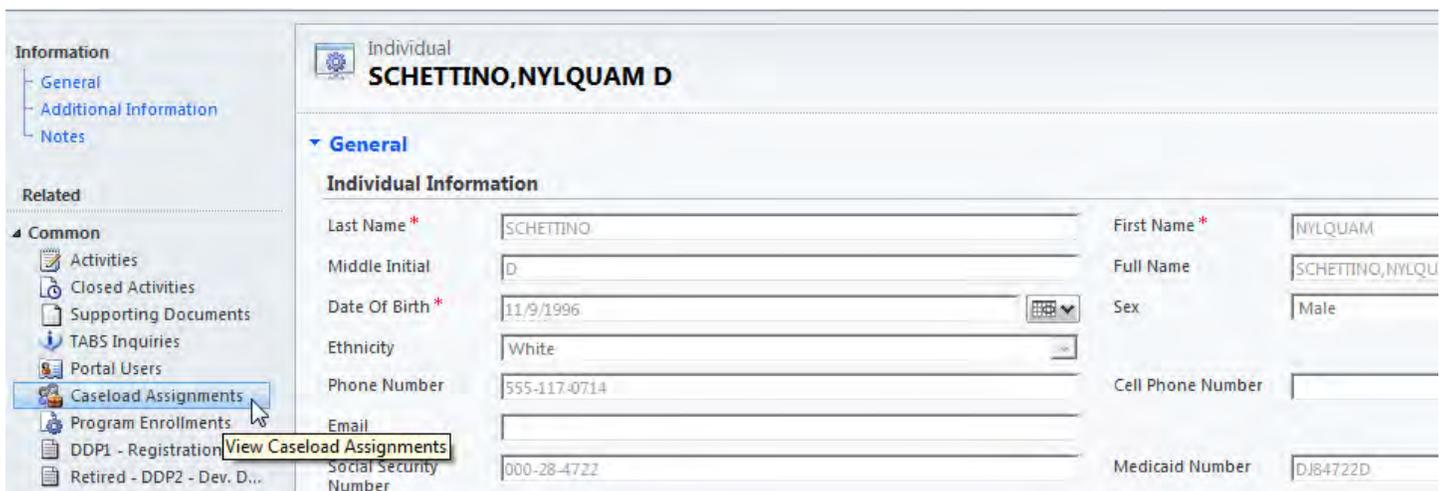
From the Main Page of CHOICES, Workplace column, select **Individual** link and search for the correct Individual and open the Individual's record. (one click on the name to open)



The screenshot shows the OPWDD - CHOICES interface. At the top right, it says "OPWDD - CHOICES". Below that is a navigation bar with "File", "Individuals", "View", and "Charts". A toolbar contains icons for "Share", "Copy a Link", "E-mail a Link", "Run Workflow", "Start Dialog", "Run Report", "Filter", "Export to Excel", and "Advanced Find". The main area is titled "Workplace" and shows a search results table for "Individuals: Search Results". The table has columns for "Full Name", "TABS ID", "Date Of Birth", "Medicaid Num...", "Address Line 1", and "Address Line 2". One result is visible: "SCHETTINO,NYLQUAM D" with TABS ID 284722, Date Of Birth 11/9/1996, and Address Line 1 4921 ELLISTAN K... A tooltip shows the name "SCHETTINO,NYLQUAM D" over the name in the table.

Full Name	TABS ID	Date Of Birth	Medicaid Num...	Address Line 1	Address Line 2
SCHETTINO,NYLQUAM D	284722	11/9/1996	DJ84722D	4921 ELLISTAN K...	

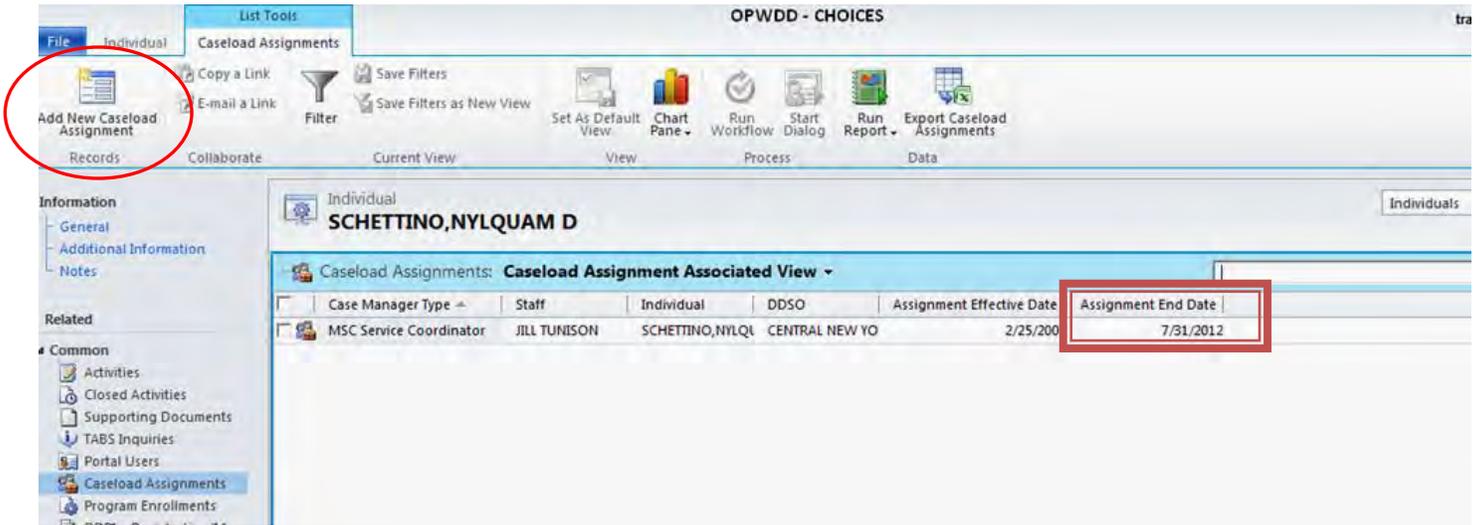
The Individual's record opens. In the left column, click on **Caseload Assignments** in order to view any current assignments.



The screenshot shows the Individual record page for "SCHETTINO,NYLQUAM D". The left sidebar has "Information" (General, Additional Information, Notes) and "Related" (Common: Activities, Closed Activities, Supporting Documents, TABS Inquiries, Portal Users, Caseload Assignments, Program Enrollments, DDP1 - Registration, Retired - DDP2 - Dev. D...). The main area is titled "Individual" and "SCHETTINO,NYLQUAM D". Under "General", there is "Individual Information" with fields for Last Name, Middle Initial, Date Of Birth, Ethnicity, Phone Number, Email, Social Security Number, First Name, Full Name, Sex, Cell Phone Number, and Medicaid Number. A tooltip "View Caseload Assignments" is over the "Caseload Assignments" link in the sidebar.

Individual Information	
Last Name *	SCHETTINO
Middle Initial	D
Date Of Birth *	11/9/1996
Ethnicity	White
Phone Number	555-117-0714
Email	
Social Security Number	000-28-4722
First Name *	NYLQUAM
Full Name	SCHETTINO,NYLQUAM D
Sex	Male
Cell Phone Number	
Medicaid Number	DJ84722D

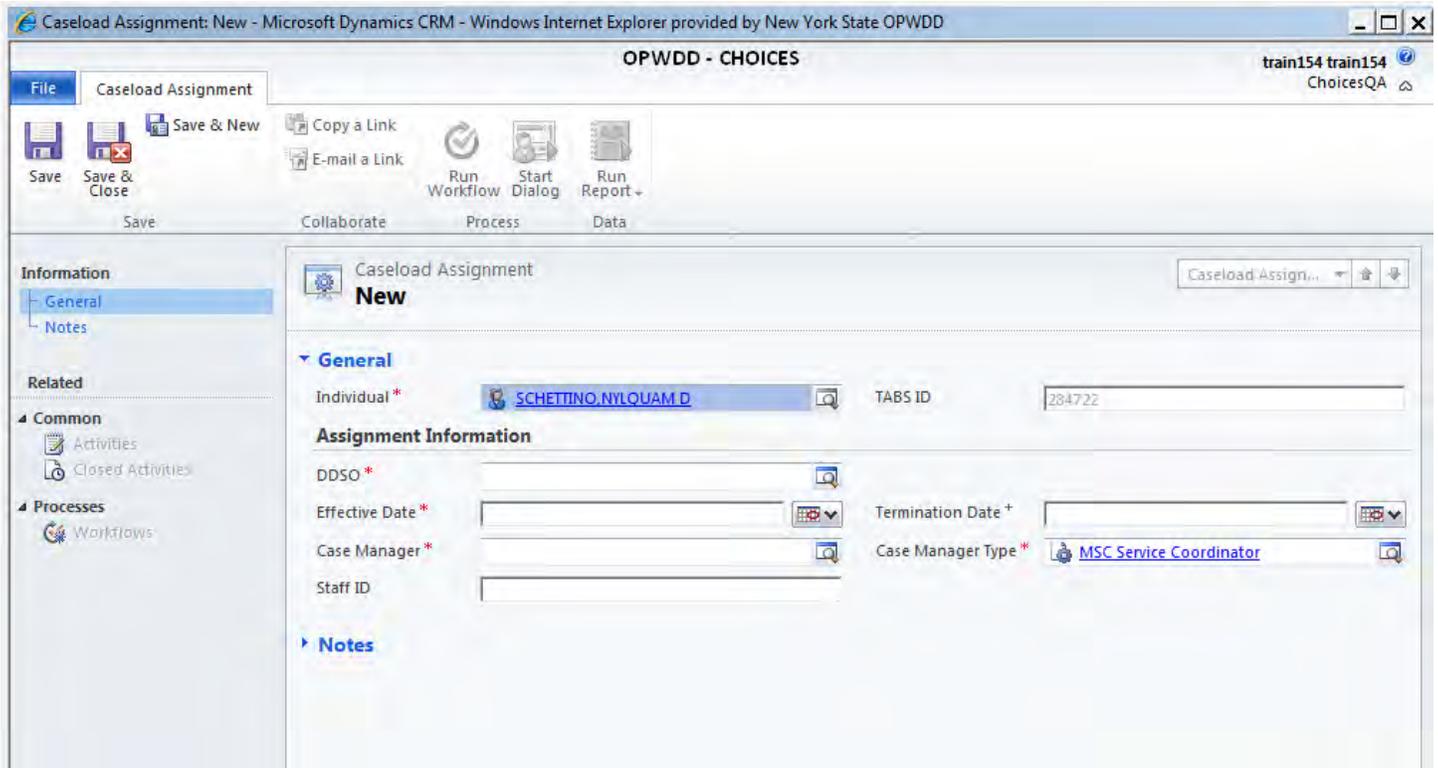
This Individual *had* a case manager assigned previously, but we can see when that assignment **was terminated** in the column “**Assignment End Date**”. (If assignment has not been ended go to next page)



Thus there is no assignment at this time. To add the new case manager, on the ribbon, click, **Add New Caseload Assignment**.

The new assignment screen displays:

Fill in all required fields.



DDSO where the Individual's MSC is served

Effective Date must be after other assignment ended, if any existed

Case Manager will be selected by the Look Up icon.

Information
- General
- Notes

Related

Common
- Activities
- Closed Activities

Processes
- Workflows

Caseload Assignment
New

Individual * SCHETTINO, NYLQUAM D TABS ID 284722

Assignment Information

DDSO * CENTRAL NEW YORK DDSO

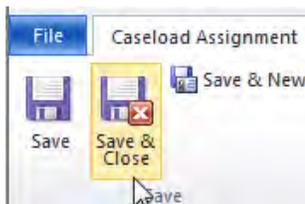
Effective Date * 8/1/2012 Termination Date +

Case Manager * Patricia Walshh Case Manager Type * MSC Service Coordinator

Staff ID 19483

Notes

Click, **Save & Close**



The new assignment record closes, and at the Individual's record in the Caseload Assignments section, is the list of current and previous case managers with dates displayed.

File Individual List Tools OPWDD - CHOICES train154 train154 ChoicesQA

File Caseload Assignments

Add New Caseload Assignment Copy a Link E-mail a Link Filter Save Filters Save Filters as New View Set As Default View Chart Pane Run Workflow Start Dialog Run Report Export Caseload Assignments

Records Collaborate Current View View Process Data

Information
- General
- Additional Information
- Notes

Related

Common
- Activities
- Closed Activities
- Supporting Documents
- TABS Inquiries
- Portal Users
- Caseload Assignments
- Program Enrollments

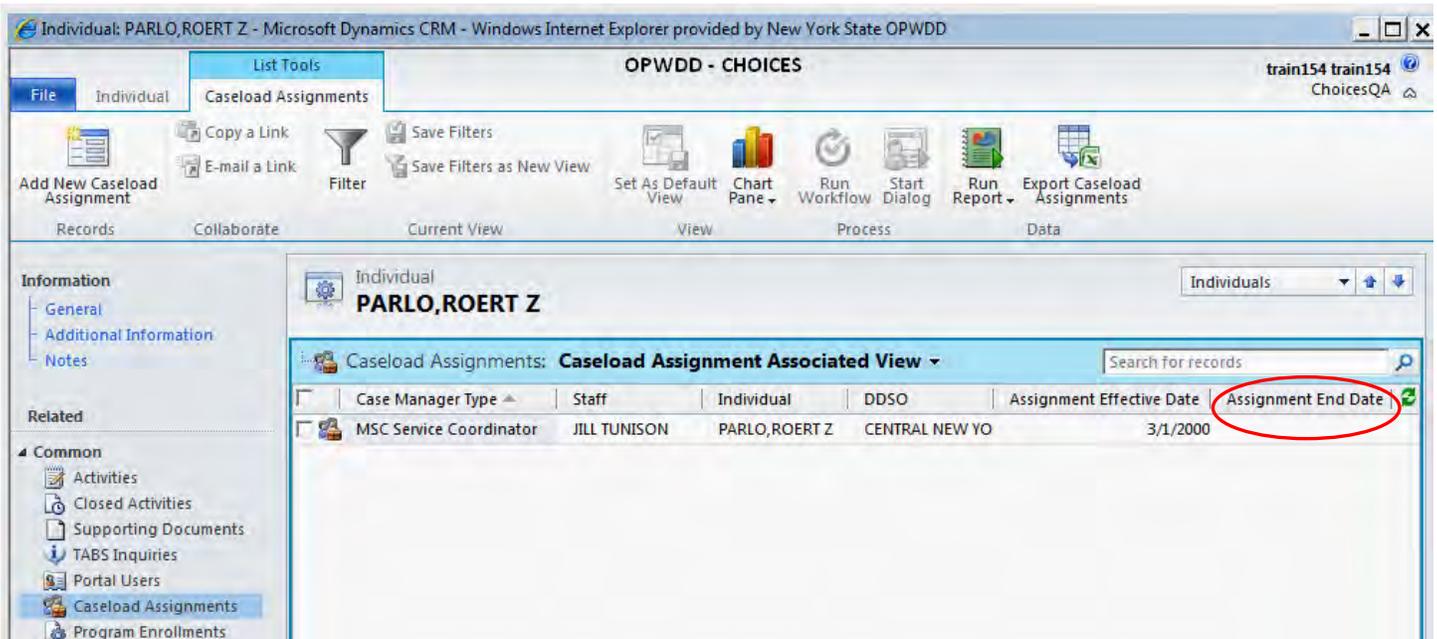
Individual
SCHETTINO, NYLQUAM D

Caseload Assignments: Caseload Assignment Associated View

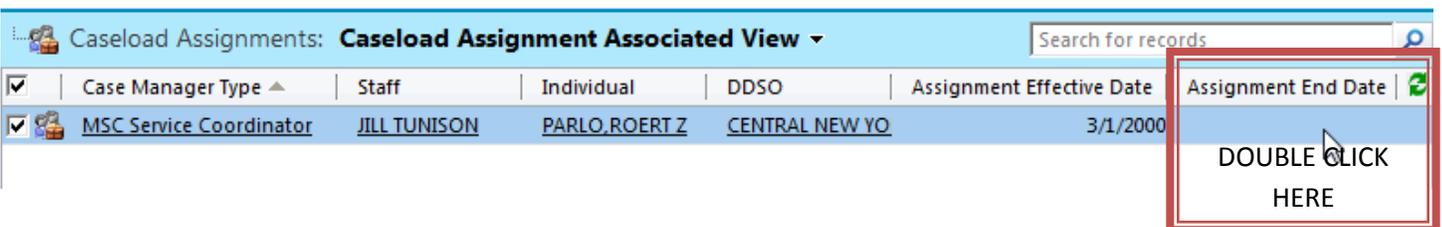
Case Manager Type	Staff	Individual	DDSO	Assignment Effective Date	Assignment End Date
MSC Service Coordinator	JILL TUNISON	SCHETTINO, NYLQ	CENTRAL NEW YO	2/25/2002	7/31/2012
MSC Service Coordinator	Patricia Walshh	SCHETTINO, NYLQ	CENTRAL NEW YO	8/1/2012	

Assignment End Date is blank, thus a current assignment still exists:

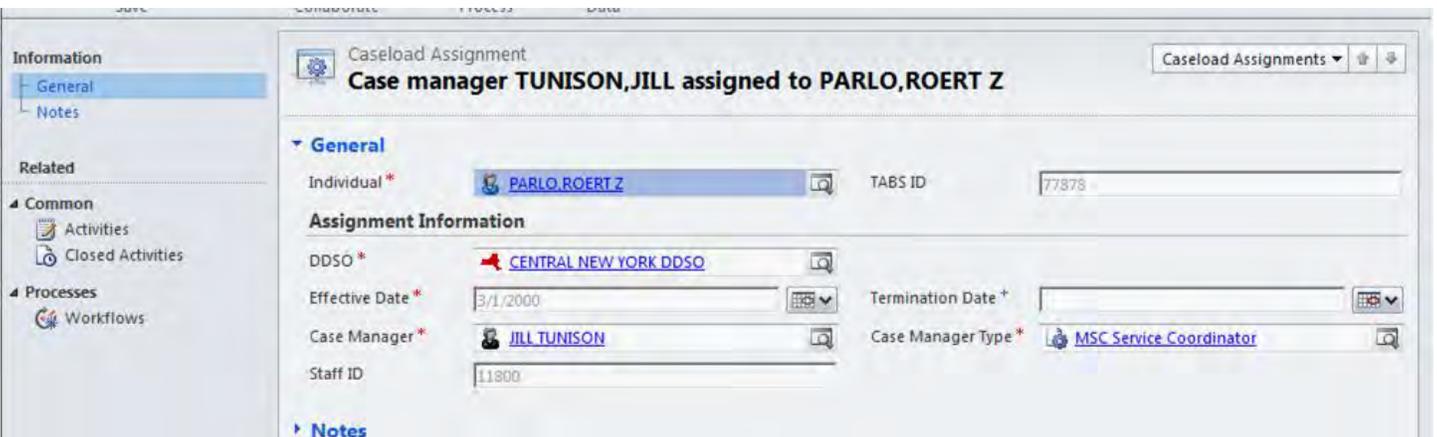
The current assignment needs to be ended, before adding a new assignment.



Double click in the blank field under the heading, **Assignment End Date**.



The Caseload Assignment record for the current MSC will display:



Click in the **Termination Date** field and insert the date.

Caseload Assignment
Case manager TUNISON, JILL assigned to PARLO, ROERT Z

Individual* PARLO, ROERT Z TABS ID 77878

Assignment Information

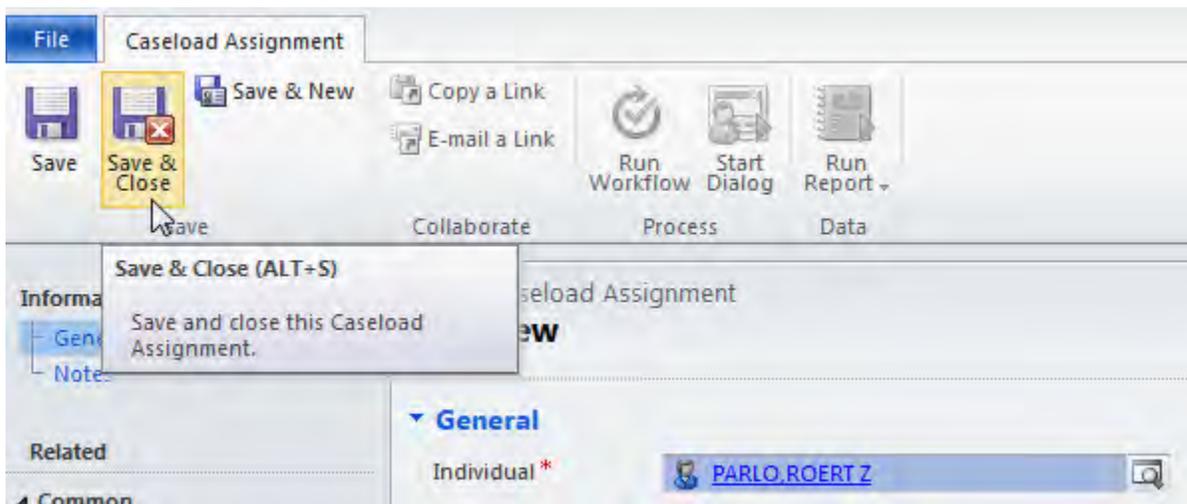
DDSO* CENTRAL NEW YORK DDSO

Effective Date* 3/1/2000 Termination Date* 12/31/2012

Case Manager* JILL TUNISON Case Manager Type* MSC Service Coordinator

Staff ID 11800

Click **Save & Close**



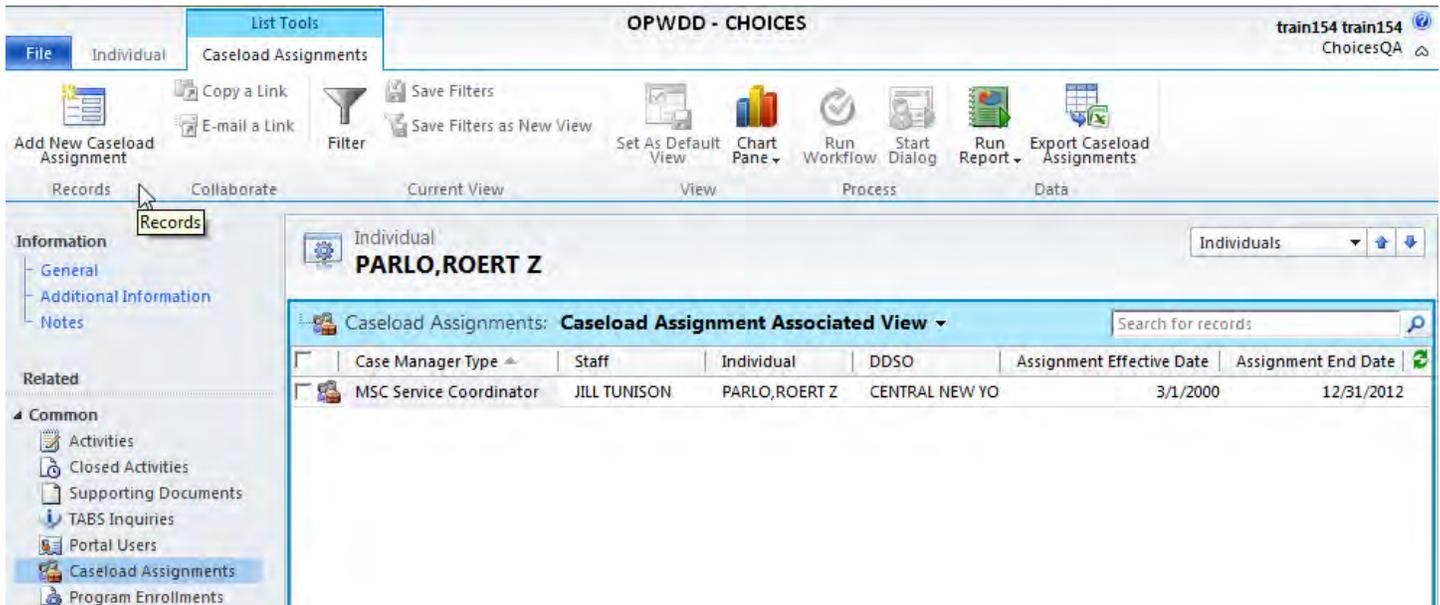
The current assignment is ended and displays on the Individual's record, Caseload Assignments section.

Individual PARLO, ROERT Z

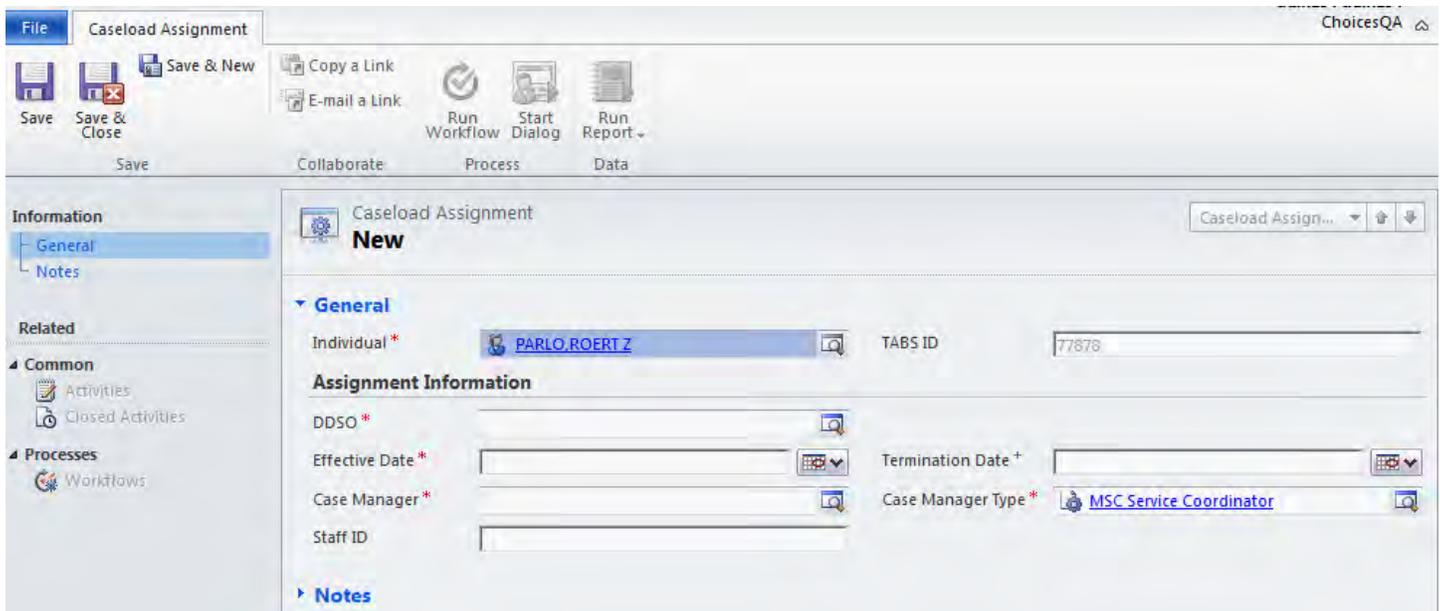
Caseload Assignments: Caseload Assignment Associated View

<input type="checkbox"/>	Case Manager Type	Staff	Individual	DDSO	Assignment Effective Date	Assignment End Date	
<input type="checkbox"/>	MSC Service Coordinator	JILL TUNISON	PARLO, ROERT Z	CENTRAL NEW YO	3/1/2000	12/31/2012	

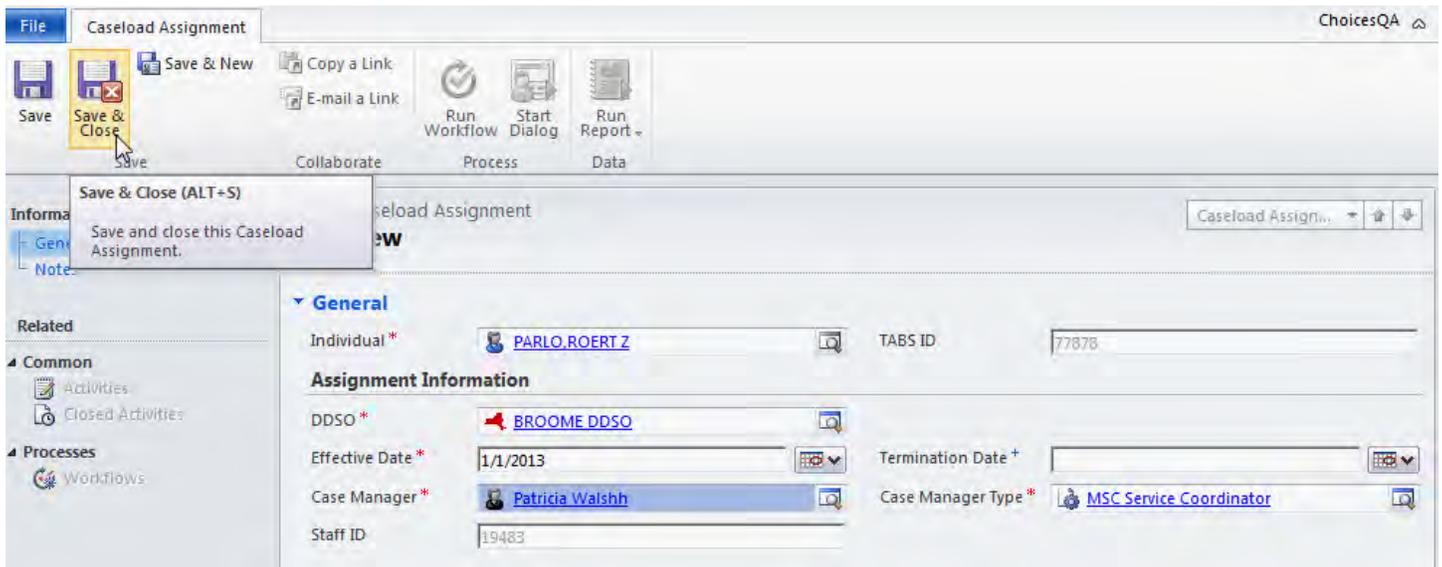
The new assignment can now be added. Click on **Add New Caseload Assignment**.



Complete the required fields as previously instructed in this document.

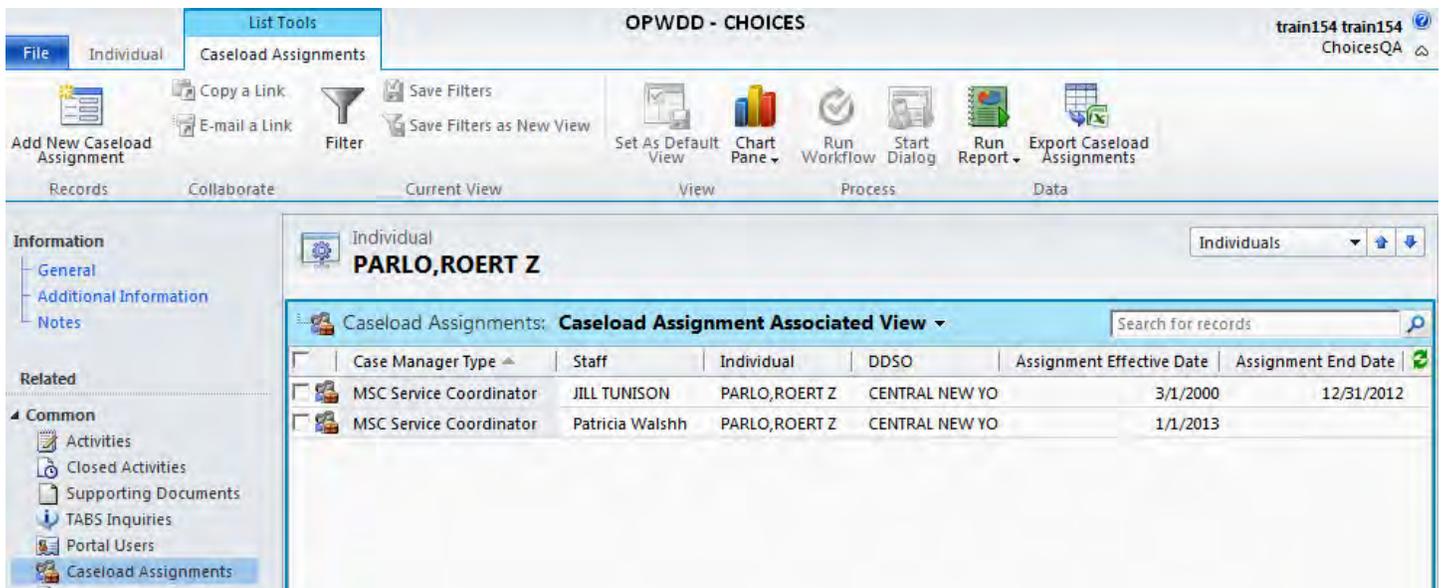


Click **Save & Close**



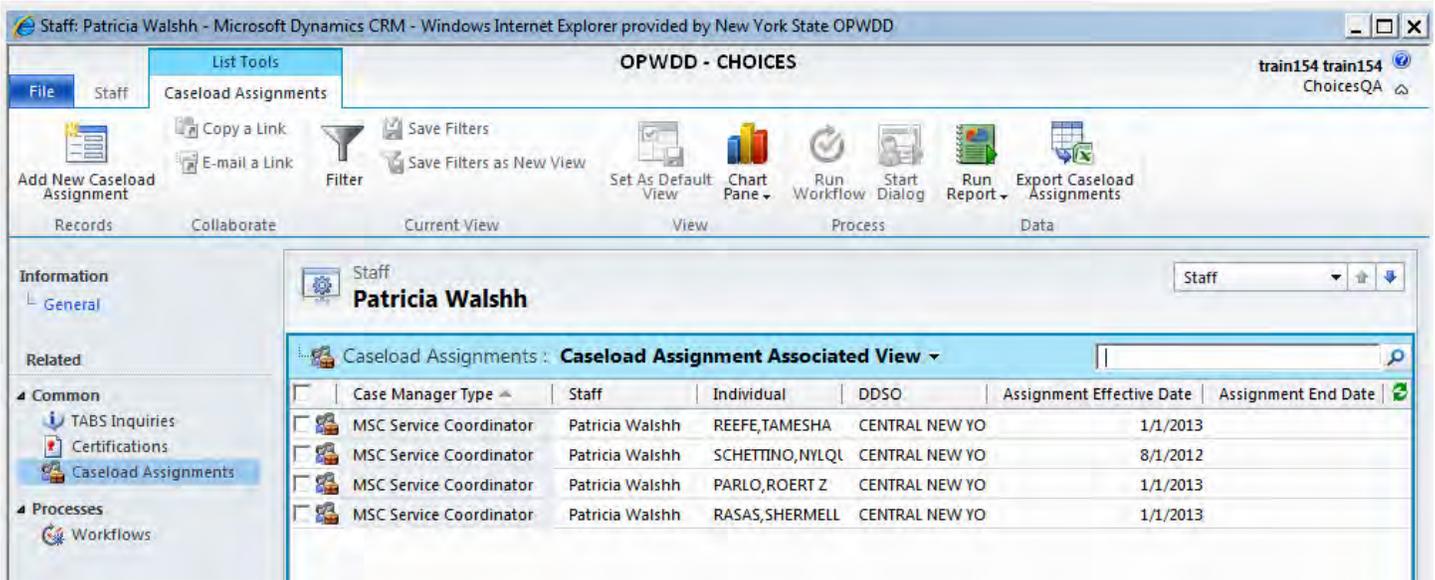
If any Business Process Error occurred, fix the problem and then repeat, **Save & Close**.

On the Individual's record, the second, the current assignment is now listed.



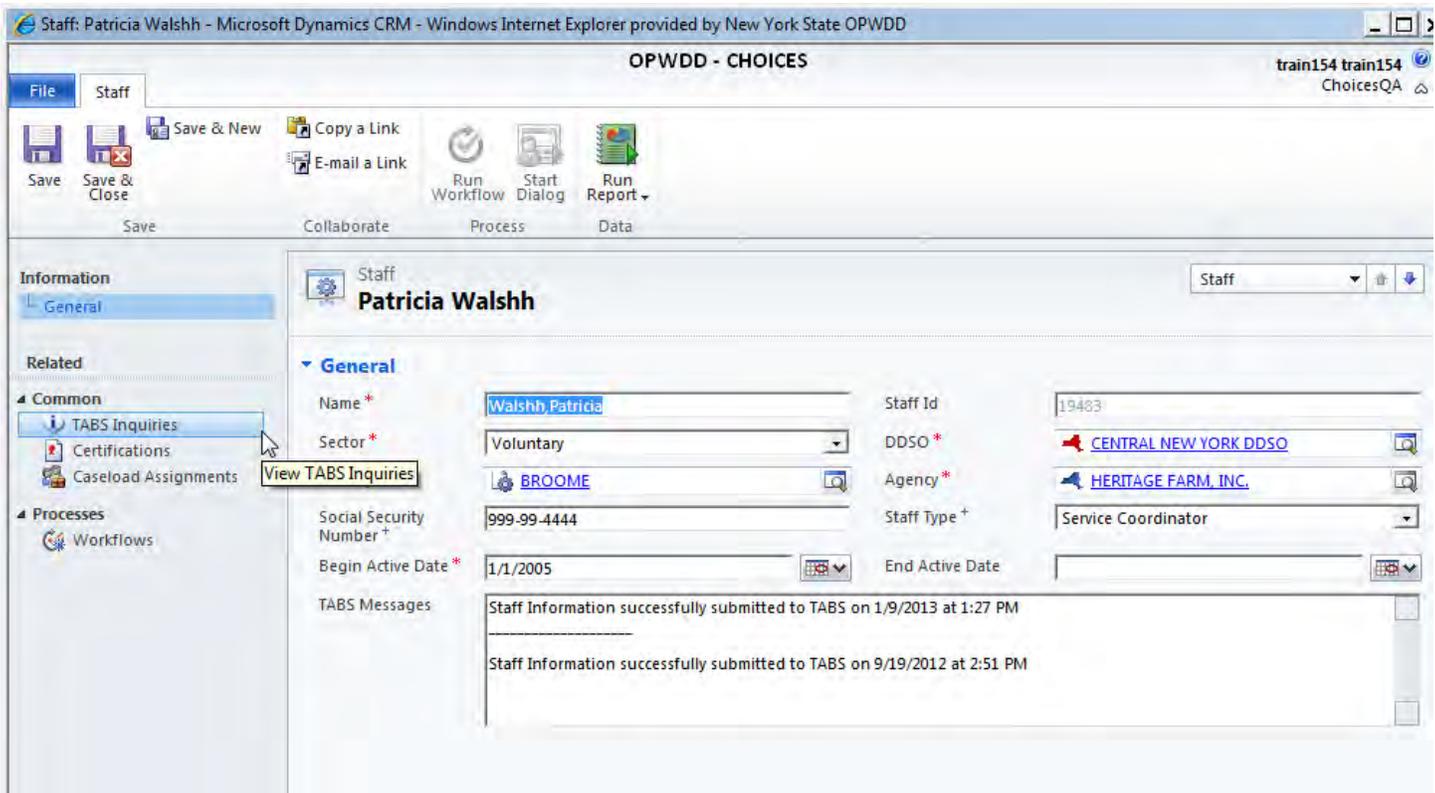
Assignments completed at the Individual's record are actually completed through the Staff's record.

Therefore, at *Staff* section of CHOICES, open the staff's record and all assignments, ended or begun at any Individual's record will be listed.

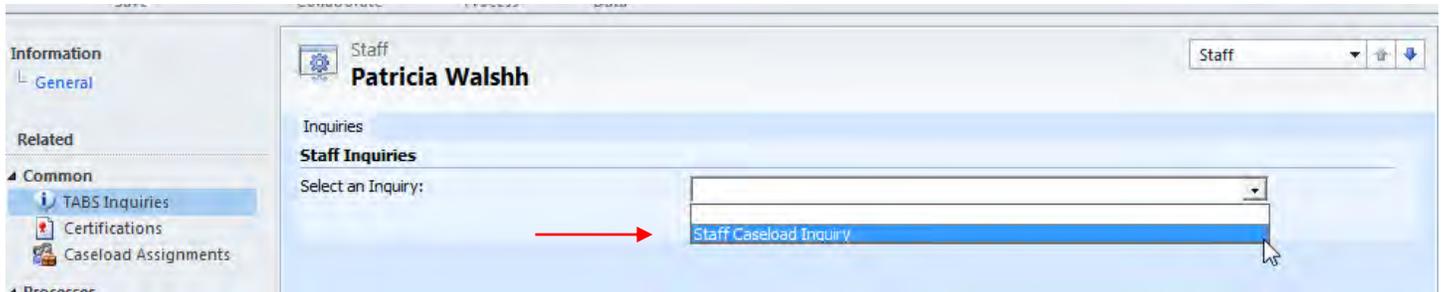


Case Manager Caseload Report

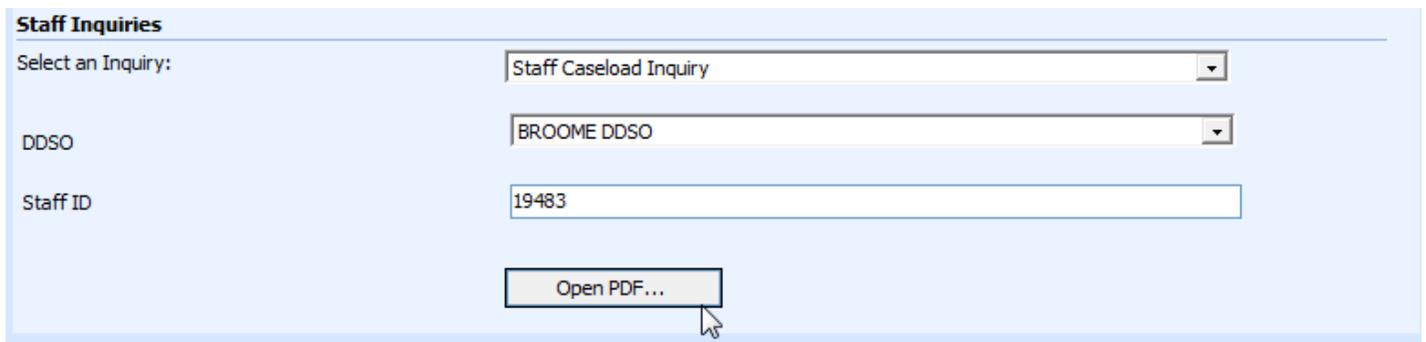
At the Staff record, Click **TABS Inquiry**



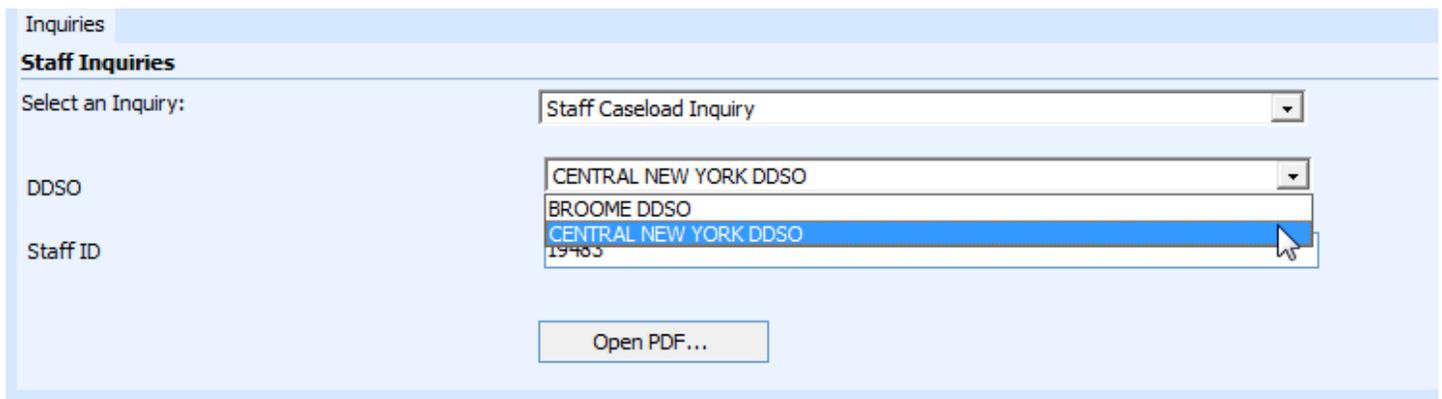
Select **Staff Caseload Inquiry**.



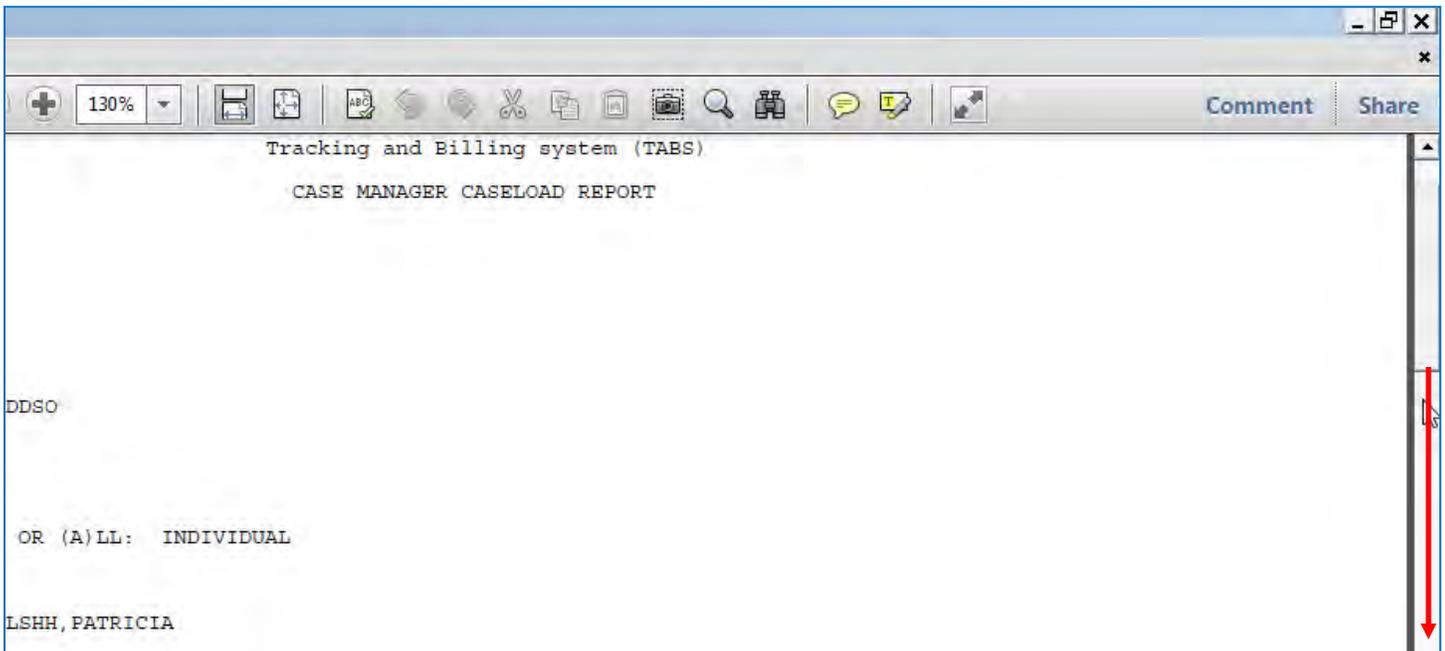
The following displays, if the DDSO is the correct, click **Open PDF**



Otherwise, or in addition to, after one DDSO report is run, open the dropdown for the **DDSO** and make the appropriate selection. Then click **Open PDF**.



Scroll down to the next page, to view individual(s) assigned to the MSC.



The report displays, please see next page for graphic.

The report list all the Individuals

Staff_Inquiry_for_19483[1].pdf - Adobe Reader

File Edit View Window Help

2 / 4 130%

Comment Share

WC = Willowbrook Class Y = Residential or Returnee

01/25/13 New York State Office For People With Developmental Disabilities PAGE: 1

TBCMB156 Tracking and Billing system (TABS)

CR72 CASE MANAGER CASELOAD REPORT

0261 - CENTRAL NEW YORK DDSO

DETAIL

SORT ORDER = STAFF: 19483 - WALSHH,PATRICIA Sector: 0 -

CONSUMER NAME	TABS		CASE MNGR		RESIDENTIAL PROGRAM INFORMATION		PROGRAM TYPE CODE INFORMATION	
	ID	WC	TYPE	STATUS	CONSUMER ADDRESS		(COUNTY)	
PARLO, ROERT Z	77878	3009	MSC	NONRES	77190800 STATE RT 46 FSR 8144 APKING ALTMAN HUBBARDSVILLE, NY 14093		84 IRA/FSR 1-8 BEDS (MADI)	
RASAS, SHERMELL	8723	3009	MSC	NONRES	77190913 HERITAGE FARM INC_GDH_0 5541 FRADPORK KREAGE 7663 BAYRIDGE read		44 DAY HABILITATION CANASTOTA, NY 32065 (MADI)	
REEPE, TAMESHA	312292	3009	MSC	ACTIVE	82440445 CHITTENANGO VOIRA 812 TUSCARORA ROAD CHITTENANGO, NY 130		16 IRA (1-8 BEDS) (MADI)	
SCHETTINO, NYLQUAM D	284722	3009	MSC	NONRES	60700800 GENESEE ST FSR 4921 ELLISTAN KASER CANASTOTA, NY 14544		84 IRA/FSR 1-8 BEDS (MADI)	

Caseload for WALSHH, PATRICIA - 19483: Total: 4 [Willowbrook : 0 Non WC : 4] [Active: 1 Inactive: 0 NonRes: 3]

Weighted MSC Caseload : 3.8 of 40

Total: 0261 - CENTRAL NEW YORK DDSO Staff: 1 Consumers: 4 [Willowbrook: 0 Non WC : 4]

And at the end of the report, is the *Weighted MSC Caseload* and a breakdown of Individuals (Consumers) by *Willowbrook class or not*

SCHETTINO, NYLQUAM D	284722	3009	MSC	NONRES	60700800	GENESEE ST FSR	84	IRA/FSR 1-8 BEDS
					4921	ELLISTAN KASER	CANASTOTA, NY 14544	(MADI)
Caseload for WALSHH, PATRICIA - 19483: Total: 4 [Willowbrook : 0 Non WC : 4] [Active: 1 Inactive: 0 NonRes: 3]								
Weighted MSC Caseload : 3.8 of 40								
Total: 0261 - CENTRAL NEW YORK DDSO Staff: 1 Consumers: 4 [Willowbrook: 0 Non WC : 4]								

