Creating a Case Services Report in BIC

Overview

The **Case Services** report generated from **BIC** (**Business Intelligence Channel**) provides an overview of the case services being added to cases from both a statewide or agency-wide perspective.

The report provides information on service categories, subcategories, and statuses, as well as details on the case services and the person being provided the services to help identify service-providing barriers.

It also measures case services that began during a selected period of time, are currently active, or ended during a selected period of time.

As discussed in more detail below, the **Case Services** report is located under the BIC Public Folders-OFC-Office of Families and Children at Adult / Child Protection > Management Reports / Case Services Report.

Navigating to the Report

1. Navigate to the **BIC** screen at http://innerweb/omis/biss/bic/index.shtml
2. Click the **Log-in** link.

The **Login** screen appears.

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3. In the **Username** field, enter your user name.
4. In the **Password** field, enter your password.
5. Click the **OK** button.
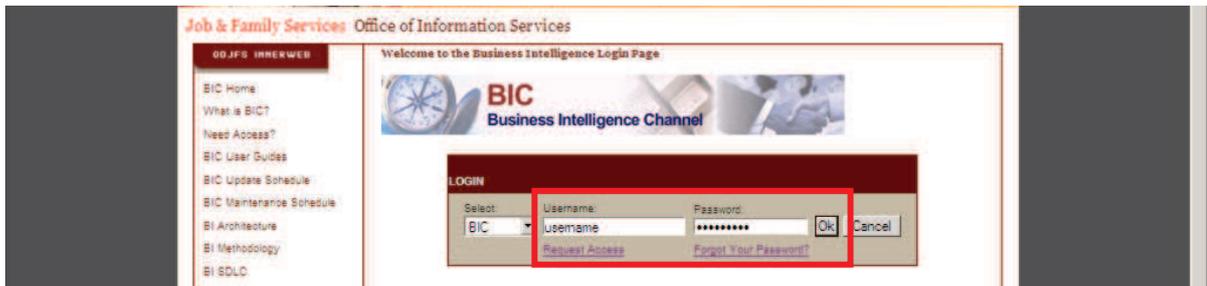
The **Public Folders** screen appears.

6. Click the **OFC – Office of Families & Children: Adult/Child Protection** link.
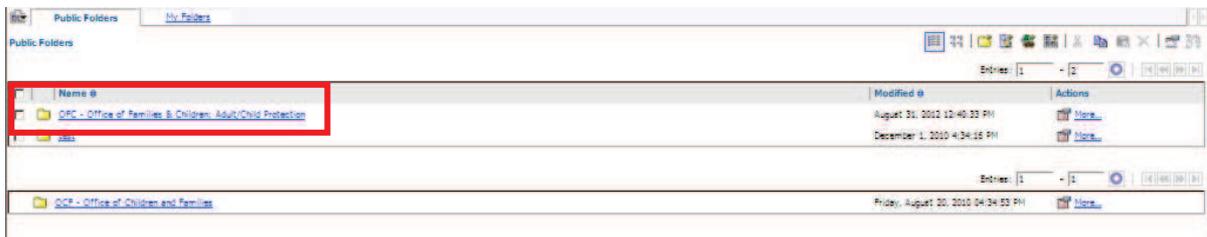
The **Public Folders** screen appears.

7. Click the **Management Reports** link.

The **Management Reports** screen appears.

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8. Click the **Case Services Report** link.

The **BIC Selection** screen appears.

9. In the **Select Year** column, click the appropriate year.

10. If needed, click the appropriate month in the **Select Month** column (optional).

11. In the **Select Agency** column, click the appropriate agency or **Statewide** to view all agencies.

12. When complete, click the **Finish** button.

As shown on the next page, the selected **Case Services Overview** screen appears.

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Viewing Report Details

1. In the **Detail** section of the screen, select the appropriate link to view the **Service Type Details**.

2. If you are filtered by your own agency, click the **Person Detail at this Level** link (shown in gold) to view a drill down of all the people with active services or when services have started or ended in each category.
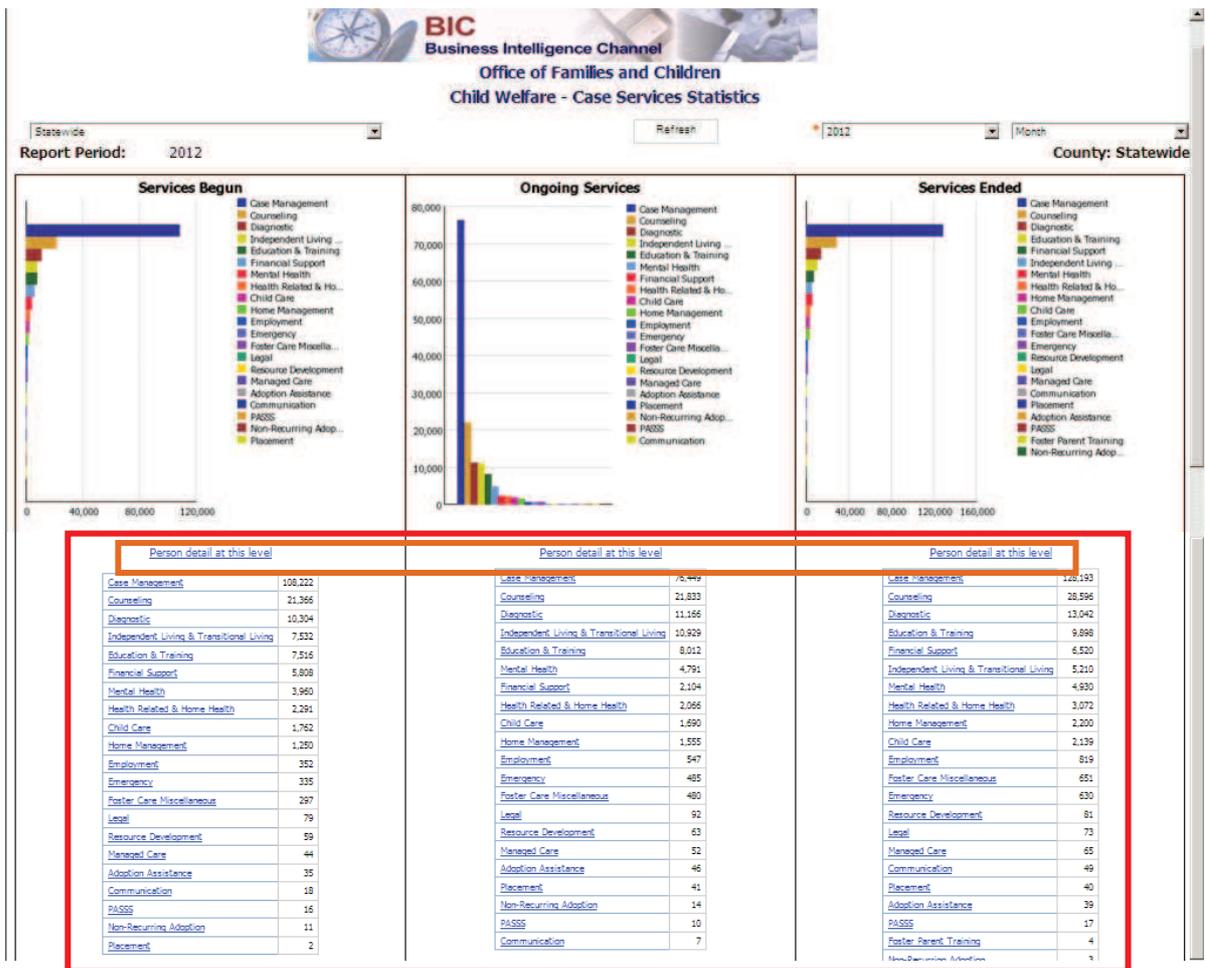
The selected **Service Type Details** screen appears.

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3. To view details about a service type's subgroup, click the links that appear on the screen under **Ongoing Services**.

4. To get details of all services in that group, click the **Person Detail at this Level** link.
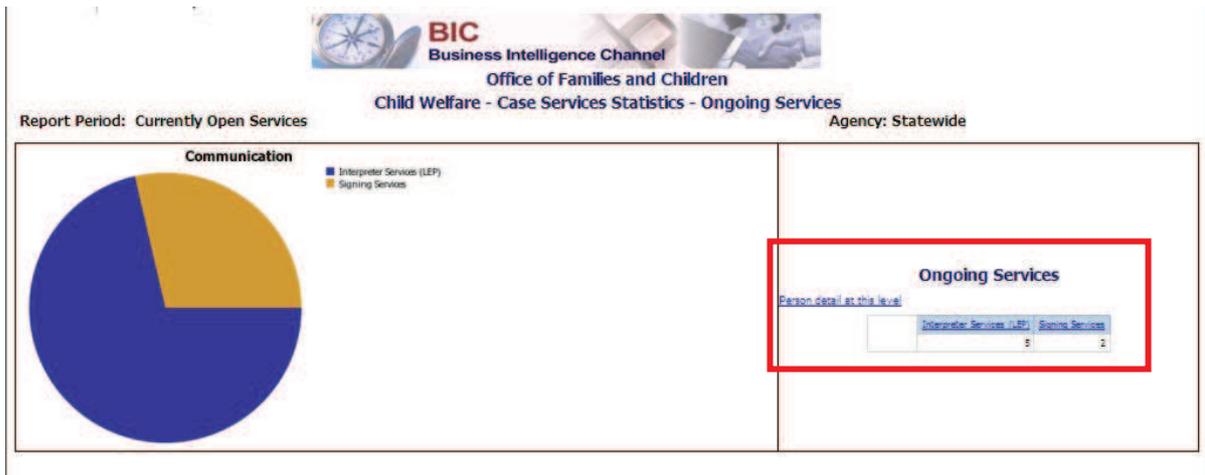
The drilldown details for that service type appear.

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