

SACWIS Functionality Overview Webinar for
Case Services, Visitation Plan, Case Plan
Questions & Answers
Session Held 5/16/2013

Case Services

Q: What is the difference between the caregiver/caretaker drop down option and case member option?

A: Caregiver/caretaker services are for services to the person where the child is placed and will be listed on the case plan under caregiver services. Case member is for any other person who is a member of the case.

Q: When you amend the case services, does the caseplan have to be amended each time? Or does it have any effect on the caseplan?

A: An amendment would take place whenever conditions or changes affect the provision of supportive services. If the case plan was written specifically for a service provider and that changes, then an amendment would be needed.

Q: Regarding Service Category and Type drop down menu selections, is there a chart that lists what Category options will affect/cause which Type options to display?

A: We do not currently have a chart, but we can look into getting you a listing of them if needed.

Q: Enhancement: service cat/type: occupational therapy is not listed anywhere (or at least I couldn't find it) Could this be added somewhere? Maybe where Physical therapy and Speech are listed???

A: We will look into adding this.

Q: Suggestion - Settings: When there are multiple children w/placement, why can't there be a copy button and select which child to copy the info too?

A: We have logged a change/enhancement to add the ability to copy the information in the placement section to additional children.

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Q: If participation ends up being different than was/is anticipated, does it require a change to the case service/case plan?

A: Participation frequency is optional and does not have any effect on the case plan nor requires a case plan change.

Q: Also, what is the difference between the effective date and the status date?

A: The effective date is the earliest date for the case service status. The Status date is the date that you identified that the service is needed, the date that you referred the case member to a service, the date the service was scheduled, or the date that the case service began to be provided.

Q: Why doesn't the begin date and the status date match by default? If these dates are different it causes problems later when completing Case Reviews.

A: We will be creating a change/ enhancement request for your suggestion.

Q: If the information is the same for all of the children, is an option available to select all the children and type the information once. Otherwise, this is redundant.

A: We have logged a change/enhancement to add the ability to copy the information in the placement section to additional children.

Q: I joined the webinar late. Do we now have to list service group?

A: Could you please clarify what you mean by a service group? Are you talking about adding all case members to a case service by grouping? If so, it is optional, but not required.

Q: When you amend a case service, (referred to provided), does it affect the case plan at all? Or does the case plan need to be amended?

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A: By rule, the case plan needs to be amended for changes to case services.

Q: Do you do an amendment if a service provider changes? The service remains the same. Example Ind. counseling is service, provide changes

A: The provider for the service should be corrected. An amendment would take place whenever conditions or changes affect the provision of supportive services. If the case plan was written specifically for a service provider and that changes, then an amendment would be needed.

Q: Estimate Service End Date questions>> What is the purpose of this date? If your estimate date is less than your actual service end date, then is there any issues with it? (ie. Est date = 5/20/13 but service end-date = 6/1/13?)

A: The estimated end date for a case service allows a worker to record an estimated timeframe the service will be active. Recording an estimated end date does not cause any issues if/when the actual case service end date is before or after the estimated end date.

Q: Is there a possibility to just change the drop down box from referred to provided and change the date without adding a new service?

A: When the new status is added to a service, the previous status will automatically be end-dated and all information will be retained in the service. It is not necessary to add a new service.

Q: What is the purpose of the service goal?

A: It is used to define what you are attempting to accomplish with this case service. The goals often mimic the case plan goal. It is recommended that workers discuss which service goal should be used with their supervisors at the county level.

Q: Case status - Could a function be added to just utilize the edit feature instead of adding a new service?

A: When the new status is added to a service, the previous status will automatically be end-dated and all information will be retained in the service. It is not necessary to add a

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new service.

Q: When the case status is referred is there an easy way to switch to status of provided without end dating everything and re-adding a new service?

A: When the new status is added to a service, the previous status will automatically be end-dated and all information will be retained.

Q: If this information is similar or the same for multiple children - is there a way to only enter it one time? Placement Info Section

A: We have logged a change/enhancement to add the ability to copy the information in the placement section to additional children.

Q: Why are we still doing extra work for the Caregiver Services that are showing up as Unlinked Case Plan Services-again busy unnecessary work.

A:--Caregiver services need to be reviewed during the case review; however, they are not linked to a case plan concern. For this reason they display on the services never linked tab. We can request a change/enhancement to move the caregiver services to the currently linked to case plan tab.

Q: When end dating a service through an amendment, why does a service review and service activity have to be completed, again busy unnecessary work.

A:--All services must be reviewed during the review period. A worker does have the option to complete a service review and service activity outside of the case review. This would allow workers to complete the review and end date the service with the service tab.

Q: Why are workers allowed to link multiple services and multiple members to one service? Many times the service is not for members selected. Also, one service category type per service should be sufficient. When the system allows workers to do this, it just causes more work later for the Case Review.

A:--Workers have the ability to link multiple members to one service or add the service individually for each member. The ability to add multiple members to one service was

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created to alleviate the need for a worker to enter the same service multiple times for each case member.

Q: Service Activity Tab-What is the purpose of this tab? Again, nothing but unnecessary busy work. If you are going to keep this at least make it user friendly. It says it allows you to apply the information to more than one person, but it is selective in the information that it will do this with.

A:--The purpose of this tab is to record case member participation in the provided case services. The calendar allows a worker to record if a member attended an appointment on a specific date. We understand this tab is somewhat confusing and we have recorded a change/enhancement to move the participation status from the service activity to the service review tab.

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Visitation Plan

Q: Is there a way to have a visitation plan that includes all the children if their visits are the same?

A: --We can record a change/enhancement to allow multiple children to be selected for a visitation plan when all information is the same.

Q: In the example of visit plans, were all 3 children placed in different settings? What happens if 1 child is in one setting and the other 2 are in one setting? Do you check the 'sibling placed together button'? or Do you still need to add these 2 children to each others 'visit info' section?

A: In this situation, both siblings placed together would be selected (for the 2 who are together) and a visitation plan for the child not placed with siblings would be entered.

Q: If we want to change a visitation plan from supervised to monitored, it would require an updated/changed visitation plan as well as a new case plan?

A: --Any changes to the visitation plan linked to the case plan requires a case plan amendment.

Q: Why answer 2 questions? Isn't Restricted and Supervised basically the same thing? Supervised is automatically included in a restricted visit.

A: We will speak with policy about whether or not these 2 items should both be listed, or if they can be combined as one item.

Q: Can you copy a visitation plan for an additional child from the current page you are on by hitting copy and then selecting child or do you have to go to add visitation plan and do it that way

A: Yes, there is a copy feature on the case plan you are working on that allows you to copy that plan for an additional child.

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Q: Can an enhancement be added to change from "NO" that they signed to "YES" if they sign at a later date? Also, can an enhancement be added that when you select "Unable to locate" it does not force a date to be entered for when CP given to them?

A: We will look into this, but the fixed amy be included as part of the completed enhancement to the signature page.

Q: So the ability to select persons on the signature page without entering YES/NO for the signature capture and date is available now?? If not, when?

A: No, this is a change/enhancement that has been logged and will be worked on in the future.

Q: Sometimes when completing the signature page, we will hit apply after completing the sections for each person, and then when we add a non case-member, the other information will disappear. It takes a long time to re-enter all of this information.

A: A defect currently exists for this issue. If a worker does not select the checkbox for each participant however, and they complete the dropdowns, the information is not saved.

Q: We are having to print out the report of the case plan and then print the signature pages before it is approved. If we do not do this, there are two blank lines on the signature page only. Is this part of the enhancement you were talking about. This is the only way we have found to do the case plan with the family or there is no place for them to sign their name. Also cannot add CASA or GAL before approving so their name does not show on the signature page and we then have to write itin.

A: Yes, this is the enhancement I mentioned.

Q: Can you select the name and relationship to child so that does not need to be

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written in as well? And am I understanding the checking of the boxes is an enhancement in the works but not currently available?

A: A change/enhancement currently exists that would allow a worker to select the checkbox beside a case plan participant on the signature page without completing all of the information. The selected case plan participant names would then display on the signature page. Once signatures are captured, the worker could then go back in to the signature page and record the required information.

Q: When court dates are entered they do not remain. Why?

A: This issue has been fixed and will be deployed with the build on June 2013.

Q: Court Signature Page - Where do we enter the court file date? We have utilized the Court File Date, however the date will not remain in the provided box.

A: This issue has been fixed and will be deployed with the build on June 2013.