CHAPTER 1
APPLICATION & SCREENING

IHSS CASE TRACKING SYSTEM

General Information

All physical case files sent and received by a district office must be tracked. The original IHSS Case Tracking System, located in a SharePoint Pilot site, has been retired and a new system developed in SharePoint 2010. The tracking system is used to track IHSS cases that are being sent to or received by several departments, including the Record Room (RR), Appeals, and IHSS district offices. Requests for IHSS cases from the Record Room must also be made using the tracking system. Access is limited to staff who are authorized to use the system.

Users are divided into three groups:

- Principal users of the tracking system have the ability to edit information on case activity and location. This group is composed of IHSS, Appeals, and RR staff.
- IHSS supervisors and administrators have "read only" access to case information.
- IHSS Program Support staff who have full administrative control of the site can add and/or delete users, authorize access level, and edit information.

Site support will be performed by the Aging & Independence Services (AIS) Information Technology Coordinator and Program Support staff.

The tracking system can be accessed from the County intranet using the following link:

https://cwc/sites/aiseastnorthcentral/ihssctr/default.aspx

Before adding, sending, requesting, or receiving a case using the IHSS Case Tracking System, a search by both name and case number must first be completed to see if the case record already exists in the system.

Case Record Search

1. Determine if the case record has IHSS history by clearing CMIPS II and IHSS WebTop.

2. If there is no history in CMIPS II or IHSS WebTop, search for the case in the IHSS Case Tracking System by completing the following steps:
   a. Locate "This Site" that is found on the upper right hand corner of the *IHSS Case Tracking Home Page* screen.
   b. Type the case name or case number on the box opposite "This Site."
   c. Click on the magnifying glass icon. A case record search can be completed by either case name or case number. When searching by:
      - Case Name – Type in any combination of first name, last name, or middle initial.
      - Case Number – Type only the seven digits that make up the Case Management, Information and Payrolling System (CMIPS) II case number.

d. The *Site Search Results* screen appears after clicking the magnifying glass icon. This screen shows if the case being searched for is in the tracking system.
  - If the screen shows a match on the case search, click the item showing the case name or case number to go to the *IHSS Case Tracking Records* screen. The *IHSS Case Tracking Records* screen is used to send, request, or receive a case.
  - If the screen does not show a match on the case search, the case must be added to the system using the procedures in the Adding, Sending, Requesting, and Receiving a Case Record section. Newly added records (identified by the green *New* icon) do not appear in the search results immediately. Records appear in the search results within a couple of hours after having been added to the system.

3. If there is IHSS history, but the case record has not yet been added to IHSS WebTop or the IHSS Case Tracking System, search for the record in the IHSS Case Tracking Library List Export from SharePoint Pilot (also known as the "SharePoint Pilot list") that can be accessed by clicking on the link *Archived Records (through 01/18/13)* on the left side navigation menu of the *IHSS Case Tracking Home Page*. The "SharePoint Pilot list" is stored in the *IHSS Case Tracking Document Library,* which can also be accessed using the left side navigation menu.

4. Once the location of the case has been determined, the case can be added to the IHSS Case Tracking System. If located in the Record Room, the case can be added and requested at the same time by following the procedures in the Adding, Sending, Requesting, and Receiving a Case Record section below.

Alternate Case Record Search

In the event that the case search function in the tracking system does not function properly, complete the following steps:

1. In the *IHSS Case Tracking Home Page,* click on the drop-down menu to the right of the *CMIPS II Case No.* and select *Show Filter Choices*.

2. Click on the drop-down menu that appears above the *CMIPS II Case No.* and manually search for the case number.

3. Once the case number is located, click on it to access the case record information.

4. Click on the case number to view and then edit the record by clicking on *Edit Item.*

   or

   Click directly on the *Edit* icon and data enter the information needed to update the record.

Adding, Sending, Requesting, and Receiving a Case Record

Adding a Case

Case records that are not located in the IHSS Case Tracking System can be added by completing the following steps:

1. Return to the *IHSS Case Tracking Home Page* by clicking on the *IHSS Case Tracking* link at the top of the page.

2. Click on *Add New Item* on the bottom of the screen to go to the *IHSS Case Tracking Records - New Item* screen.

3. Complete the following information on the *IHSS Case Tracking Records - New Item* screen:
   - *CMIPS II Case No.* – Enter the seven digit CMIPS II case number. Enter numbers only, no letters or any other character.
   - *Legacy Case No.* – Enter the 10 digit Legacy CMIPS case number. This includes the 37 county code and the eight digit case number. Enter numbers only, no letters or any other character.
   - *Last Name*
   - *First Name*
   - *Middle Initial*, if it is available.
   - *Date* – This is the date that the action is being taken. Use the format: MM/DD/YYYY (01/22/2013) or click the calendar icon to enter the date.

4. Once the above information has been entered, the *IHSS Case Tracking Records – New Item* screen can also be used to send, request, or receive a case.

Sending a Case

Once the case information has been entered, complete the following fields to send a case:

- *Action Taken* – From the drop-down menu, choose the location/department that the case is being sent to.
- *Action Taken By (Office)* – From the drop-down menu, choose the location/department where the IHSS Case Tracking member sending the case is located.
- *Action Taken By (Staff)* – From the drop-down menu, choose the name of the IHSS Case Tracking member sending the case. Check the name entered by clicking on the *Check Name* icon to the right of the field, or click the address book icon to see and select a name from the tracking system directory.
- *Comments* – Any important information related to the case. For example, “Inter-office transfer to El Cajon”.
- Click *Save* when data entry is complete.

Requesting a Case from the Record Room

Once the case information has been entered, complete the following fields to request a case from the Record Room:

- *Action Taken* – From the drop-down menu, choose *Requested from Record Room*.
- *Action Taken By (Office)* – From the drop-down menu, choose the location/department where the IHSS Case Tracking member requesting the case is located.
- *Action Taken By (Staff)* – From the drop-down menu, choose the name of the IHSS Case Tracking member requesting the case. Check the name entered by clicking on the *Check*

Name icon to the right of the field, or click the address book icon to see and select a name from the tracking system directory.
- *Comments* – Any important information related to the case. For example, "Case is being requested by Appeals".
- Click *Save* when data entry is complete.

*Only cases that are requested from Record Room will show under **Pending Requests** on the IHSS Case Tracking Home Page. The requested case must show under **Pending Requests** for the RR to process.*

Requesting a Case from Locations Other Than the Record Room

Use e-mail when requesting a case from an IHSS district office, Appeals, the Quality Control unit, or the Program Integrity unit. Do not use the IHSS Case Tracking System.

Receiving a Case

Once the case information has been entered, complete the following fields to receive a case:
- *Action Taken* – From the drop-down menu, choose the location/department that is receiving the case.
- *Action Taken By (Office)* – From the drop-down menu, choose the location/department where the IHSS Case Tracking member receiving the case is located.
- *Action Taken By (Staff)* – From the drop-down menu, choose the name of the IHSS Case Tracking member receiving the case. Check the name entered by clicking on the *Check Name* icon to the right of the field, or click the address book icon to see and select a name from the tracking system directory.
- *Comments* – Any important information related to the case. For example, "Case re-opened".
- Click *Save* when data entry is complete.

The *Action Taken* and *Action Taken By (Office)* will match when a case is being received.

*The **IHSS Case Tracking System Quick Reference** (Attachments 1-H) provides condensed instructions for adding or editing a case record.*

Missing Case Files

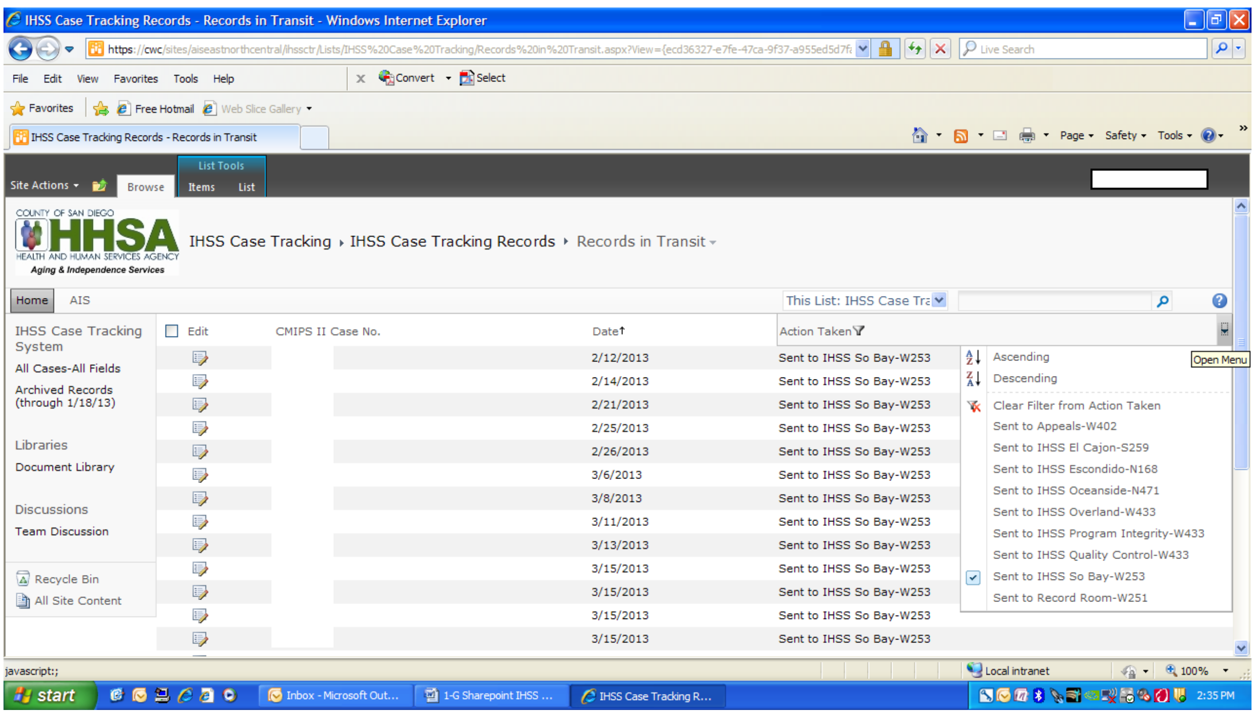
When a case file has been requested from the Record Room and the case record has been updated by Record Room staff with the *Action Taken*: "Sent to (IHSS office name and mail stop"), but the *Comments* from Record Room staff indicate that the case file was not found in the Record Room, IHSS clerical staff will complete additional research on the last location of the case prior to creating a duplicate/replacement case folder.

To identify case records that need additional follow-up complete the following steps:

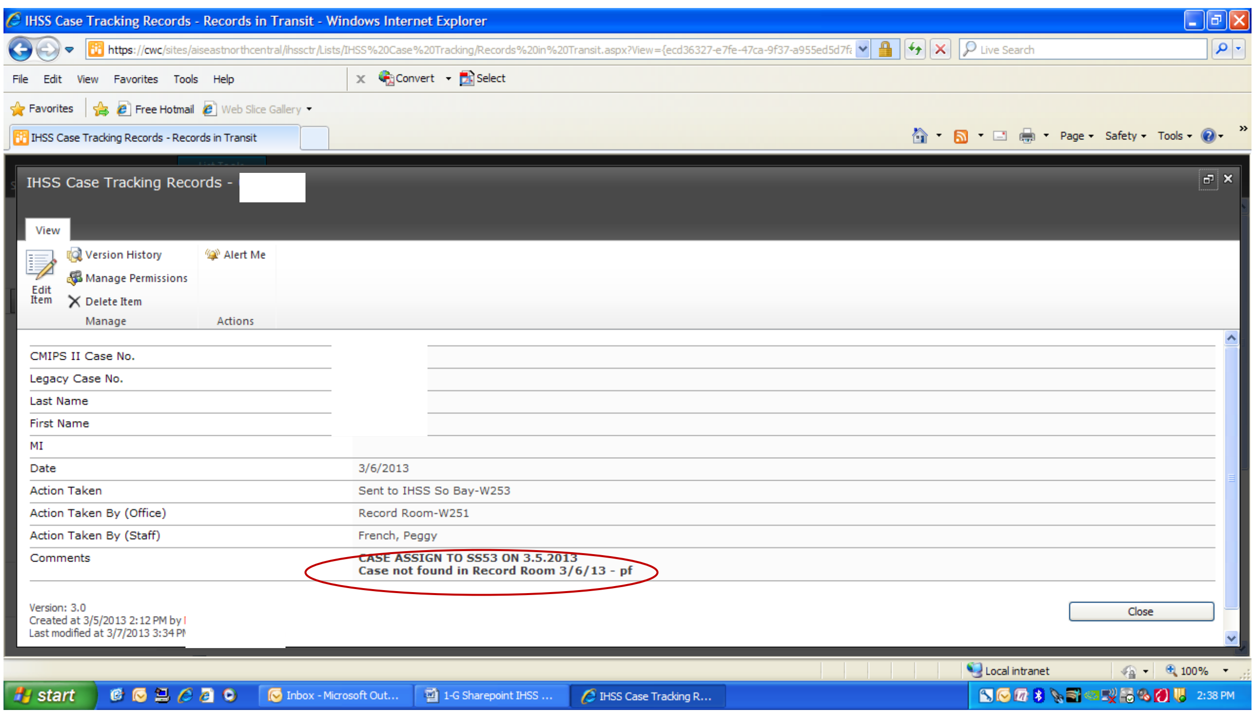
1. In the *IHSS Case Tracking Home Page*, click on the *Records in Transit* link.

2. From the drop-down menu to the right of *Action Taken*, sort the records by the IHSS office location.

3. From the drop-down menu to the right of the *Date*, sort the records by Ascending Date.



4. View the response from the sending office, and take the following action:
   - If the *Comments* indicate that the case has not been located in the Record Room and there is no record of the case in the “SharePoint Pilot list”, review the case history in CMIPS (Legacy and/or CMIPS II) to get an idea of where the case may be (e.g. 60-day holding cabinets for closed cases, To Be Scanned files, etc.). If a case record is found in IHSS WebTop or in one of the holding cabinets at the IHSS district office, update the record following the instructions in the Receiving a Case section. For the *Action Taken* and *Comments*, enter the following information:
     - *Action Taken*: “Received by (IHSS office and mail stop”). This will remove the item from the *Records in Transit* list.
     - *Comments*: Enter the results of the additional research, including where the case file/case record was located.
   - If the *Comments* indicate that the case has not been located in the Record Room, but there is a record of the case in the “SharePoint Pilot list”, request that Record Room staff conduct a hand search for the case file.



Received	2/8/2012 0:00	2/8/2012 12:58	Record Room		Closed - Denied		

- When all options have been exhausted and the case has not been located, update the record following the instructions in the Receiving a Case section. For the *Action Taken* and *Comments*, enter the following information:
  - *Action Taken*: "Received by (IHSS office and mail stop"). This will remove the item from the *Records in Transit* list.
  - *Comments*: Enter the results of the additional research. For instance, indicate that a duplicate folder has been created after a hand search was completed and the case was not found in the Record Room or IHSS WebTop.