



CRF Completion Instructions

The Vincentian CMS Case Record Form

The Case Record Form (CRF) is a single form intended to standardize information gathering and help caseworkers through the process of home visit work. The fields and data elements reflect years of Vincentian experience from efforts across the USA. The form is also designed to capture elements necessary to support other relief efforts which often have fixed data collection requirements (EFSP/HMIS etc).

The CRF is a standardized paper form that Vincentian caseworkers are going to use to collect information from neighbors they serve. There are never guarantees that caseworkers will be able to capture any particular data - but it is there to help guide you through the home visit process. Using the CRF is intended to promote more accurate and consistent reporting and a clean structure for the home visit itself.

One of the primary advantages of using this form in conjunction with the Agular CMS system is that client data is shared across the diocese in a standardized way. This uniformity of data collection makes it much easier to provide continuity of care for those in need - a key factor in any bridges out of poverty scenario.

Instructions for Completing the Case Record Form

The form itself is divided into 3 pages. The first page is devoted primarily to information related to the neighbor and their household. The second page focuses on the financial worksheet - where past and future sources of assistance can be determined. The caseworker can use the worksheet to help explore the financial crisis with the person requesting assistance and determine the appropriate assistance response. The third page is generally not used on a home visit. It provides space to reflect the details of the conferences efforts related to the case. In addition, it shows what was recorded in the 'Causes' section of the Situation tab - the text block where treasurers capture their thoughts on what pretext led the neighbor to seek help - as well as any followup notes. Generally this is only printed in conferences where post-visit reviews take place and paper representations of the visit/case are desired.

Caseworkers should simply fill in the sections of the form with data as best they can - correcting anything that's represented in error. As it's a paper form it's there for you to scribble on and use however works best for you at the time.

Note: The 3 page version of the case record form is available by pressing 'Case Options' at any point. If caseworkers wish to print a 3 page version prior to conducting a home visit instead of the 2 page form that is the default, they can do so by taking advantage of this button.

Dynamically Populated Fields and Color Coded Data

The Agular Vincentian Case Management System populates the CRF with data taken from both the client record (if it is available) and new information supplied during the intake process.

The data represented on the CRF is color coded to help caseworkers to recognize the varying states of data validity before they venture out on a home visit.

Data is **BLACK** if it has been entered during the intake process - or if it was entered during the intake process and matches the data currently found within the existing record. New clients who lack client records will not have any sort of existing information within CMS, so all their data will show as black.

Data is **RED** if it exists in the client record but was NOT entered during intake. Often intake will only put in data they feel is relevant to being able to isolate someone in the system - so they might skip putting in something like Last Grade, Ethnicity, or Marital Status. By highlighting this data in red, CMS is making an effort to call attention to information that intake did not verify during the intake process. A red address would likely be something caseworkers would want to review.

Data is **BLUE** if what has been entered during intake differs from what is currently within the client record. If a phone number or address were changed, this highlight makes it clear to caseworkers that intake saw this as different. Also - this might be something caseworkers want to rectify as it could represent data mistakenly entered by intake. A misspelled street address would show up in blue as a warning that intake has spelled this differently.

The dynamically generated form will also show the caseworker that's assigned to the case and important information in the upper right of the CRF. This is to help caseworkers know what sort of help has been requested and how many individuals are in the household. This is useful to caseworkers when they're determining how much food assistance to bring on a home visit and the immediacy of the need.

The dynamically populated version of this form will also show the last time this individual was assisted by SVdP. This is only a highlight and a reminder. A thorough review of past assistance should be performed prior to the home visit. The Past Assistance accordion shown in casework in CMS serves as a quick reminder to the caseworker of the last assistance event and also helps in their home visit conversation. Many caseworkers provide extensive notes on their experience with those you serve - and being able to review them prior to a visit is key to understanding the situation and the context.

Form Elements by Page

What follows is a breakdown of the form elements seen in the CRF - explaining what you'll expect to see in the dropdowns in CMS when you bring the form back to your computer for data entry.

Section Details - Page 1

Head of Household Section

This section represents data specific to the Head of Household. There will be instances where the person contacting you for help is a member of the household instead. But in these non head of household contact instances we focus on collecting data based on the household itself.

Maiden Name: This can be added to a client record but is optional. In Spanish cultures it is not uncommon for individuals to have 2 surnames. We still only use the single 'Last' name in search - but this new name field is available in the client record for detailed match review.

Date of Birth: Often conferences find this is so valuable as to want it to be required - but they also recognize that there might be situations where it's just not possible.

Gender: Male or Female.

The system does not currently support alternatives. It may in the future. If your diocese has a policy regarding the recording of non-binary gender please refer to that.

Race: These are the racial divisions derived from use by the US Census.

A - Asian

B/AA - Black/African American

C - White/Caucasian

H/L - Hispanic/Latino

AI - Alaskan/Native American Indian

PI - Native Hawaiian/Pacific Islander

O - Mixed/Other

Last Grade: This is an effort to capture educational achievement. It's taken generally from the HUD HMIS specification on the same data element. The CMS options are:

Less than 5	Grades 9-11	Some College
Grades 5-6	Grade 12	Associate's
Grades 7-8	GED	Bachelor's
Vocational	Post Graduate	

When recording this information on the CRF simply record it in a way that you will be able to later map your notation to one of the above choices.

SSN: CMS allows for the capture of up to the last 5 digits of the SSN. If you capture less that's fine as well - but the system will not store more than 5.

Veteran Status: Tick this box if this individual is a veteran.

Marital Status: This is a required field in CMS. Note: Widow and Widower are recorded simply as one box, but can be differentiated during data entry.

Street Address and Unit Number: CMS combines these 2 elements in a single address line item. There is a second line for street address data which is not displayed dynamically in the CRF. The second line in the address field in CMS is generally only used as a locational description (ie Highland Apartment Complex)

Phone Numbers: Phone numbers captured here are Home, Cell and Work. Often this is a problematic list as many do not have landline numbers, might have multiple cells, and do not want to be contacted at work. Many conferences use 'Home' as a 'primary number' regardless of it being a cell number - but other diocese do not do this. Check with your diocese as to how you want to handle these contact numbers.

Email Address: A useful piece of information to capture if possible.

Church: The church affiliation. The CMS options are Not Affiliated, Other Church, Parish Member, and Unknown. It's good to capture this especially if they are parish members as often conferences are careful when it comes to trying to prevent embarrassment to those seeking assistance - as parishioners are likely known to members of the church.

Additional Household Member Information

Relationship: There are 4 preferred options

Child - Children within the household. Children are generally listed as 'child' regardless of actual relation to the individual requesting assistance.

Partner - Also denotes spousal relationship.

Relative - Other Relative such as an Aunt or Parent

Unrelated - Unrelated Household Member such as a roommate.

Veteran - Can denote veteran status for the household member.

Household Member Notes: This is a place to capture details about the household like if there are additional people living here beyond the 5 rows, or any other observational details that might end up being captured in the situation tab during CMS data entry.

Assistance Efforts Block

If this form is generated by CMS then details related to the last SVdP case related to this individual are presented here.

The Current Aid subsection **ONLY** reflects what was captured during intake and is reflective of a notice to the caseworker to be aware that the client receives certain types of assistance already - and to ask about it during a visit. To properly track this type of outside assistance caseworkers should use the Past column of assistance types found in the Financial Worksheet.

The Other Agencies subsection allows caseworkers to record efforts made by the client to secure assistance outside of SVdP over the last 12 months. This data is entered into CMS at the bottom of the Situation 3/3 tab screen.

Intake Request Details Lists the request details that were captured in the intake process. This is useful for caseworkers to review prior to a visit as there could be situations where the Intake process records more than a single assistance request item during intake. On the visit itself, the caseworker can record the details they'll need for the purpose of making a check request for direct aid(vendors and account details).

Section Details - Page 2

Financial Information - Employment Status

Status: This is the nature of the employment type and has 4 Options

Full Time

Part Time

Sporadic - which should include seasonal work.

Unemployed

Employment Plan: This is a small blank section where Caseworkers can record notes and impressions related to the requester's future employment prospects. It could be that the person in question is 'Employed' but they're waiting for their first paycheck - or they've had their hours cut or their expenses have risen and they need to consider alternatives. This is also great for capturing details related to incomes in the household - whether it's roommate incomes or elder disability payments - the variables are too diverse to be able to accommodate without space for notation.

Financial Worksheet Section

This section is a common tool used by caseworkers to help those in need with budgeting issues. It is not uncommon to find roots of systemic poverty here - and working through these elements with the requester can help tremendously.

The CRF captures a long list of income types that the household may have received in the past. The form allows for capturing current amounts broken down by the various resource types above and beyond simple employment income.

The 'Past' boxes denote that this revenue/assistance was used in the past to help in their financial budgeting. If Unemployment has lapsed for this individual, then ticking the 'past' box would help capture that scenario.

If there are multiple employment incomes above and beyond the lines for these 2 possibilities, or if the household receives assistance from a program that is not listed here but should be counted towards the household income, simply use the 2 blank lines provided to record the addition.

Expenses - this is the latest version of this list and represents a number of compromises and best practice evaluation over the many ways different conferences and diocese attempt to break out an expense worksheet for use with those in need. The Other and Blank at the bottom will allow you to add additional 'other' rows in CMS and detail a description in the comments field if necessary.

Situation at Hand - Underlying Causes

This is a section of common issues faced by those seeking assistance and it's tied to the case record only. Many of these are subjective and observational but can help capture the nature of the problems this household faces while trying to move forward.

Situation at Hand - Request Pretext

This is solely a section devoted to helping caseworkers with a simple set of questions that help clarify why the person in need has come to SVdP for help. It's tremendously useful in helping caseworkers work through the free-form situation tab components as it distills the nature of the immediate problem.

Release

This is a release section allowing SVdP to contact various entities on behalf of the client. It also allows for the option of granting permission the SVdP to tell the story of how they've been helped.

Section Details - Page 3

The data fields on this page will generally be empty prior to a visit.

In-Kind Assistance Details

Caseworkers can capture the In-Kind material that was given, the value, and further details if desired (ie Gas - Card #12345). There are conferences who use this comment field to track voucher IDs outside the CMS system as well.

Direct Assistance Requests

This section allows caseworkers to capture details they might need to capture for the conference to perform direct assistance efforts on behalf of the client. The timely collection of things such as the account number and the vendor are critical if the conference intends to commit conference funds as direct aid.

Post Visit Details

IF this case record form is printed post visit (for the purpose of review rather than as a casework worksheet), many of these fields will become populated with what has been recorded in CMS for the case. For example, the above sections will be populated with vendor details and account numbers for direct assistance requests. The Post Visit Details section will be populated with associated treasurer actions related to these requests. For the purpose of a home visit these post-visit sections can be ignored.

Follow Up Notes

This shows whatever notes were entered in the Follow Up tab in CMS post visit.

Current Situation

This shows the details that were entered in the Causes section of the situation tab in CMS. Often caseworkers record detailed impressions here which are invaluable in describing the context of the need - both in post-visit assessments and for future caseworkers re-engaging with the neighbor.