

Starting a Case - Post Identification

Once the client has either been identified within the system, or the intake worker has adjudged the requester as being new to the process, the next workflow state begins. A number of tabs are presented that represent the next steps - from reviewing the details associated with an existing case record for eligibility purposes to capturing the nature of the assistance request for the caseworker in the future. These stages of work (and the associated tabs) may be disabled at the diocese level if, for example, the diocese determines that it doesn't feel there is value in having intake workers collect a particular type of information.

The first thing that happens upon exiting the client selection phase is to explore the possible exceptions. Exceptions are issues that must be examined based on certain presented client details that might stop the intake process at this point.

Possible Exception: Open Case

It's possible that the client in question has been identified and linked to an existing client record that already has an open case. This client might be communicating with intake for a number of reasons - not all of them fraudulent. For example, a case could have been opened at a conference across town and never closed. It could also be an open inquiry - where the client contacted intake recently and didn't finish the process. Regardless, if this exception is triggered the intake worker has a new issue to consider.

The intake worker can continue on, opening a parallel case by pressing the [New Case Intake] button. That is not the recommended scenario as it is generally better to have a single caseworker working on a single case for a single household at one time.

Alternately, it might be that the person is simply contacting intake to tender a changed phone number or address. If the case has been assigned, the envisioned process is that the intake worker uses the system to message the caseworker on the open case that this person contacted them - and can relay any information using that function.

Client Inquiry

Back Cancel Overview Save Red-Flag Client << Previous Close

Inquiry No. INQ-17-00131 Client Doyle, Marco

Inquiry

Client Profile Client Identification **Open Case Review**

New Case Intake

If you have identified the client and found they have an open case and feel you need to open another parallel case for this same client you may do so by using the New Case Intake button above.

If upon noting that there is already an open case for this client you decide to stop the intake process you should use the Cancel button above.

Otherwise, as there is an open case already, selecting the case from the grid below will allow you to send a message to the caseworker assigned to that case (or the assignee if the case is unassigned). Once in that screen - clicking the 'Red Exit' button in the upper left of the viewpane will return you to this point in the intake process.

Conference	Case No	Requester	Status	Assignee	Request	Comment
North	2017-00109	09/19/2017	Assigned	Arrington, Arno	Utilities	150 Electric

When finished using the messaging, the intake worker should use the red [Exit] button in the upper left - returning to the client inquiry where they left it - and cancel the request.

Possible Exception: Conference Referral

Referrals are what happens when a conference either routes a client to another conference intentionally - based on resource availability or some other criteria - or when the individual's zipcode does not match one serviced by the conference.

There are times where a conference may be smaller and simply not have the resources a larger conference has. Some areas have conferences that handle multiple zip codes for this reason - yet maintain a primary area. Others may provide a particular sort of assistance outside of their area - for example, there are conferences that have dental special works programs, or may have larger somewhat regional distribution centers - so it may make sense for an intake to pass a client on to a totally different conference.

If the zip code of the client does not match one served by the conference - this exception will spawn a referral window automatically suggesting a referral - and providing a number of options based on the details available in the client record at hand (whether newly entered or from an established record). The intake worker may choose to ignore this and work with the client regardless by simply using the [Next] button to move forward. Additionally, a manual [Refer] button can be invoked in the process as well if the intake worker determines a referral is a good answer for the case.

Case Intake

Back Cancel Overview Save Red-Flag Client

Case No. 2017-00132 Client alvarez, barry

Case

Client Profile Client Identification Open Case Review **Conference Referral** Household Request Details Other Agencies Eligibility Submitted

Refer Based on Zip Code

This case may need to be referred to another conference. Please make a selection from among the alternatives below. You have the option to continue working the case by selecting any of your own conferences, regardless of zip code coverage.

Your conferences

Coverage	Conference
Out of Area	East

Conferences that work this zip code

Conference	Address	Phone	Service Area
North	750 North Elm	305-822-1002	East side of elm to the river
South	1000 Main	305-889-1000	

Conferences that have assisted this client in the past

Conference	Address	Date
West	Same Address	11/08/2016
South	Same Address	09/01/2016

All conferences

Conference	Address	Phone	Service Area
Downtown Outreach	1000 East Main	305-898-2311	Serving the downtown area
East	1200 East Main	305-811-0422	Downtown
North	750 North Elm	305-822-1002	East side of elm to the river
South	1000 Main	305-889-1000	
SouthWest	1800 Sw Pkwy Ste 2200		
West	1250 West 1st	305-711-7244	Serves rural areas within the county

Past Assistance

When a referral is called for - a screen divided into several blocks is presented. The intake worker simply clicks on the conference in any of these blocks to choose that conference for referral.



Note: These blocks are generated dynamically based on the particulars of the client. If the client were homeless and brand new, there would be very little to go on - so the only block presented would be the 'All Conferences' list. If, on the other hand, the client was identified in intake and had a long history - the system would be present details including conferences that had worked with this individual in the past, as well as those for what conferences are active for that zip code.

The contact phone numbers for these conference are also displayed - as well as any service area notes. We have seen several cities subdivided by street location in addition to zip code, and this allows intake a quick reminder of what service areas are covered by the conferences in question.

After selecting the conference for the client, the referring worker is given an opportunity to add a note expressing details as to what's going on with this client for those taking on the client in the referred conference.

The intake worker performing the referral is referenced in the referral itself, so the caseworker in the foreign conference knows who to call if they do have questions - but this note should help manage the hand off more efficiently.

After a referral has been made - the case will appear in a new Main Menu worklist in the targeted conference called Referred Intake Cases. This is a list for intake workers in the receiving conference. When the client appears at this referred conference to continue to request assistance, they can prompt the intake worker with the detail that they started the process at a different conference (or else it will be discovered in the test for open cases) - and the intake worker can simply pick up the case from where it is, examine the note left by the originating intake worker, and continue forward.

Referrals expire automatically after a period of time - so if people don't follow up in short time frames they'll have to begin the intake process again.

Possible Exception: Red Flag

If the client record has been Red Flagged then the intake worker is prompted and made aware of this status. They can review the details - and make a determination if the intake process should continue or be canceled at this point.

The screenshot displays the 'Case Intake' interface. At the top, there are navigation buttons: 'Back', 'Overview', 'Save', 'Red Flag Details', and 'Refer'. On the right, there are buttons for 'Previous', 'Close', and 'Next'. Below these, the 'Conference' field is empty, 'Case No.' is 'INQ-17-00133', and 'Client' is 'Milken, Paul'. The main section is titled 'Case' and contains a tabbed interface with 'Client Profile', 'Client Identification', 'Red Flagged' (selected), 'Open Case Review', and 'Conference'. The 'Red Flagged' tab shows the following text:

This client is red flagged (by Bernard Brentwood), and therefore not eligible for assistance. The client may appeal this decision to an officer.

If this client was selected by mistake, use the Previous button to correct the mistake and select the correct client.

Use the Close button above to end this inquiry. Or you may petition to have the red flag lifted by using the Red Flag Details button above.

The following is the reason given for red-flagging this client:

The entire time we were on the home visit he was trying to get us to buy things.
Constantly changed his story about the state of his finances.
Dangerous house. Was not receptive, generally rude, and only wanted money.

Pressing [Close] will cancel the inquiry. [Next] will continue on with the assistance request regardless of the red flag status. This is no guarantee that the request for assistance will be allowed when the case gets to caseworkers - but it moves the decision making on to another individual.

Clients may be flagged with a warning by workers using the [Red Flag Client] button at the top in any client interaction. When a client is red flagged by a worker - the flag is provisionally applied immediately - so anyone else in the diocese who might find this client requesting assistance from them will be aware of the flag in the inquiry process.



Note: Intake and caseworkers: also have the ability to petition for a flag's removal from a client's record. Conferences may work with any individuals who have been redflagged regardless of that status - after all it is simply a warning that there is an issue in play that deserves caution. However, the worker may make a determination that the flag should be reviewed and removed. This process, again, is fairly simple. If the worker wishes to petition for the removal of a red flag, they simply press the [Red Flag Details] button at the top of the screen. Once a redflagged client is selected as the client record being used, the [Red Flag Details] button is always available - giving the worker an opportunity to petition for removal. Pressing the button brings up a new screen subdivided between the prior rationale for the flag at the top, and a 2nd text area for the worker to detail why they believe the flag should be removed going forward. By supplying some rationale and pressing the [Petition for Removal] button at the top - they alert duly designated authorities to the situation.

Another type of Red Flag alert is possible in the system. Specific addresses can be set aside in the system as fraudulent in nature at a diocese level. This functionality was designed specifically for the purpose of alerting caseworkers to issues related to a physical location rather than to any particulars of the actual client themselves. Address flags do NOT necessarily imply the person or persons living at these locations are fraudulent.

Case Intake

Back Overview Save Clear Address Red Flag Refer << Previous Close Next >>

Conference Case No. INQ-17-00134 Client Jackson, Peter

Case

Client Profile Client Identification Red Flagged Open Case Review Conference

The client's address is substantially similar to one or more red flagged addresses.

Addresses may be red flagged for reasons such as a fraudulent landlord, or the neighborhood may be unsafe.

Please review the following addresses to determine if one of them is the same address as the client's. If you are not sure, you may continue without selecting one.

If you are sure none of these addresses apply, please use the Clear Address Red Flag above. Note that this action can not be undone, unless you redo the client identification process.

The red flag is merely an advisory; it is your call if you wish to proceed with intake or close the case if the client's address is a match with one of the addresses below.

Street	City	State	Zip	Reasons
3449 River Rd	Jefferson	Louisiana	30000	Fraudulent Building Ownership

Workers coming across clients who live at addresses that are substantially similar to those in the system as dangerous/problematic will be alerted to this fact even though the client record itself is not flagged. The alert will detail what may be wrong with the location, and the intake worker may then select the address from the list and confirm that the client does in fact live at that address. Again, there are no hard restrictions against working with clients who are flagged - so again the worker may choose to step forward regardless.