

SAMS/HfA Training
Social Assistance Management System
Harmony for Aging

Benefits Counselor Role



SPURS Project

**Department of Aging and
Disability Services (DADS)**

Version 5.0
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Version Control: Job Aid – Benefits Counselor Role

Version	Release Date	Changes and Comments
2.0	5/6/2010	Initial Release in FINAL Format
3.0	01/04/11	Renamed and released with expanded content
4.0	4/07/11	Released with expanded content
4.1	1/11/12	Released with revised content to clarify reporting requirements
5.0	6/20/13	Updated: SAMS 3 release.

Table of Contents

INTRODUCTION	1
Scope of Job Aid	1
Illustrations and Graphics	1
Additional Resources	2
QUICK LIST – LOGIN AND SIGNING IN TO SAMS	3
QUICK LIST – INFORMATION, REFERRAL & ASSISTANCE	5
QUICK LIST – LEGAL ASSISTANCE FOR 60+ OR UNDER 60	9
QUICK LIST – LEGAL AWARENESS	16
PROCESS OVERVIEW	22
DEFINITIONS AND OTHER INFORMATION:	23
INFORMATION, REFERRAL AND ASSISTANCE (IR&A)	23
LEGAL ASSISTANCE - 60 YEARS AND OLDER	26
LEGAL ASSISTANCE – LESS THAN 60 YEARS OF AGE	29
LEGAL AWARENESS	31
THE TEXAS ADMINISTRATIVE CODE AND REPORTING	33
WORK FLOWS AND DATA ENTRY	34
Scenario 1: Anonymous Calls	35
Scenario 2: Legal Assistance/Intake	36
Scenario 3: Legal Awareness	37
ICC FORM	39
Entering Data into the ICC Form	39
PAM FORM	43
Entering Data into the PAM Form	43
REPORTS	45
BC Activity Report	45
ICC/PAM Summary Report	46

Symbols Used in this Training Manual

	<p><u>TIP</u> Tips provide general recommendations on how to make it easier or more productive to use SAMS.</p>
	<p><u>CAUTION</u> Caution highlights areas of note where special attention to detail may be important to your success with SAMS.</p>
	<p><u>NOTE</u> Notes provide additional information of general interest about a specific function or process of the SAMS application.</p>
	<p><u>EXAMPLE</u> Examples are provided to help you develop a better understanding of how SAMS may be used in a "real life" situation.</p>
	<p><u>MINIMUM DATA REQUIREMENTS</u> Minimum Data Requirements are provided to give you a list of the minimal data to be entered into SAMS to meet the Department of Aging and Disability Services (DADS) requirements. How to enter the data into SAMS follows the Minimum Data Requirements list. Minimum Data Requirements fields are in boldface type. Area Agencies on Aging may choose to enter additional data concerning the consumer and are not limited by DADS minimum requirements.</p>
	<p><u>QUICK LIST</u> Quick Lists are provided as a fast reference listing of steps to take to access SAMS or enter data, without in-depth detail.</p>

Introduction

This reference manual provides “quick reference” information for State Unit on Aging Programs Uniform Reporting System (SPURS) users serving in the role of Benefits Counselor and is a supplement to the SAMS User Training for the entry of consumer and service delivery data.

Scope of Job Aid

This Job Aid is designed to supplement SPURS User Training for the entry of legal assistance and legal awareness data, including State Health Insurance Program (SHIP) data. The content documents the ideal work flows for Benefits Counselors, and the system reports associated with Benefits Counseling (legal assistance and legal awareness) activities, including SHIP. The material serves as a reference and outlines “when” and “how to”:

- Log in to Harmony Customer Portal.
- Log in to SAMS.
- Document inquiries.
- Document Client Intake data required by DADS & ACL NAPIS Reporting
- Document Legal Assistance activities.
- Document Legal Awareness activities.
- Complete an ICC form in SAMS.
- Complete a PAM form in SAMS.
- Run reports:
 - Legal Assistance.
 - Legal Awareness.
 - ICC/PAM Summary Report.

It is assumed users of this Job Aid are familiar with the structure of Consumer Records in SPURS, as well as DADS’ client intake and service delivery documentation requirements.

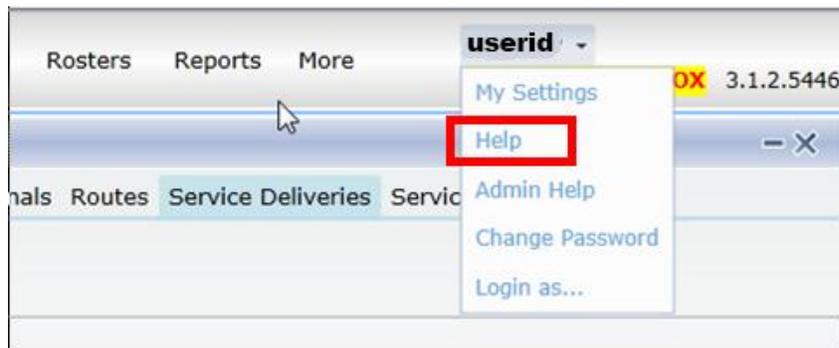
Illustrations and Graphics

Screen shots provided in this manual may show a view or system configuration that is slightly different from the screens and configuration in use at your organization.

Additional Resources

This training manual only provides a general overview for entering Legal Assistance, Legal Awareness and SHIP data in SAMS. It does not attempt to provide complete system information. Additional documentation can be found on the Department of Aging and Disability website A&I Procedures page (<http://www.dads.state.tx.us/providers/AAA/Procedures/index.html>)

Harmony for Aging has an online help system and printable manual. After logging in to SAMS navigate to the upper right corner and click the user name and select Help.



Note: This manual assumes you have previous training and/or experience with SAMS. Refer to the Core SAMS Training Manual for general information as needed.



Note: "SAMS" refers to Harmony Information Services, Inc.'s Social Assistance Management System. "SPURS" refers to the project implementation of SAMS in the State of Texas, known as the State Unit on Aging Programs Uniform Reporting System.

For questions, please contact your Area Agency on Aging SAMS Administrator. When the Area Agency on Aging SAMS Administrator cannot assist you, the Administrator should send questions to the DADS Help Desk at AAA.HELP@dads.state.tx.us



Quick List – Login and Signing in to SAMS

1. Launch **Internet Explorer**. While it is possible that Harmony products will work on other browser versions/platforms or alternate operating systems (such as MAC operating systems), the software may not perform as expected. Harmony supports Internet Explorer versions 7, 8 and 9.
2. Go to the Harmony Customer Portal (<https://portal.harmonyis.net>).
3. Enter your assigned *Aging Network* **Username** and **Password**.
 - Your Username is your "TXDADS" number.
 - If you forget your Password and are unable to reset the password using the password recovery option from the Harmony Portal please contact your Agency Administrator and request a password reset.



Enter your Harmony Customer Portal user name and password.

User name:

Password:

[Forgot Password](#)

4. Click on the **Sign In** button.
5. Click on the **Harmony for Aging** link located under Application Links in the upper left corner of the portal.
6. Enter your assigned SAMS **Username** and **Password**.
 - If you forget your SAMS Password, your local SAMS administrator must contact DADS to request a reset.
7. Click **Login**.



DADS MINIMUM DATA REQUIREMENTS

Information, Referral & Assistance

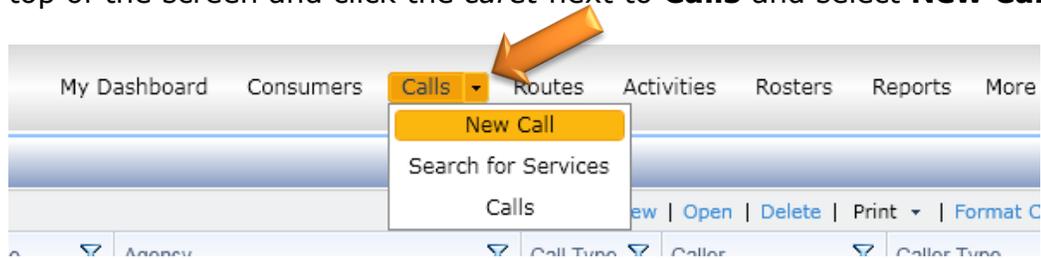
- a. Assign the correct **Call Type** and **Caller (may be anonymous)**.
- b. Assign the correct **Caller Type** and **Consumer (may be anonymous)**.
- c. Select the applicable **Age Group** (automatically completed if consumer's age is already entered into the record).
 - This element is required for all callers for whom units of service are reported.
- d. Select the correct **Gender**
- e. Enter details under **Call Notes** for every communication with or on the behalf of an eligible individual, regardless of the type of contact (initial, follow-up, accessing services). **Call Notes** must be sufficient to indicate the reason for the inquiry, actions taken, whether follow-up is needed and was provided, and the final resolution of the call.
- f. Record **Service Deliveries**.
- g. Mark Call as **Complete** by choosing Yes from the drop down menu. (This indicates the current call is complete but does not necessarily indicate the IR&A activities are complete).
- h. Record the **Start Date**.
 - If data entry is occurring after the event, ensure the date reflects the date of service rather than the date of entry into the system (Start/End date cannot be entered until call is marked as **Complete** or the Timer is disabled).
- i. **Report** total Contacts and Estimated Persons Count on the QPR.
- j. Enter **Service Groups** when the AAA is tracking the above information through a different Information, Referral and Assistance system.



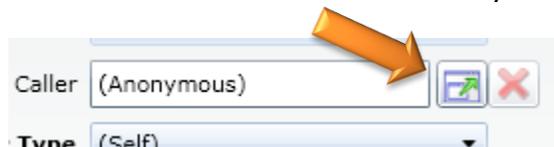
Quick List – *Information, Referral & Assistance*

Entering Data to meet DADS Minimum Requirements

1. Once you are in SAMS, hover the pointer over the **Calls** button along the top of the screen and click the *caret* next to **Calls** and select **New Call**.



2. Click on **Call Type** and select from the drop down list.
3. Click on the **Caller** (open dialogue) box to search for caller in the database if the caller is not anonymous.



4. Click on **Caller Type** and select from the drop down list. If the default selection of **(Self)** is retained, the **Consumer** selection will populate with the caller's name automatically.
5. Click on the **Consumer** (open dialogue) box if the person needing assistance is different from the Caller and is not anonymous.
6. Click on **Age Group** field and the **Gender** field and select from the drop down menu. The **Age Group** and the **Gender** selected is for the person needing assistance. Age Group and Gender will populate automatically if the consumer's Date of Birth and Gender are already in SAMS.
7. Note the **Start Date**. Adjust if data is being entered on a date which is later than the date of service by clicking on the date field. To enable the field click on the "Disable Timer" text at the top of the Call window.



8. Click the **Complete** field to set the call completion status. Mark complete when all activities for the caller are final.



**TIP* Under My Settings>I&R Settings>Call Completion Option choose "Prompt to complete new calls on save."*

9. Click in the **Notes** field and enter the comments about the call session.

10. Click **Save and Close**. A Service Delivery Pop Up box will appear.

11. Record **Service Deliveries to Consumer Groups** by clicking the box of the appropriate template, using the Record Service Deliveries template screen. You may not record the call as Information, Referral and Assistance (IR&A) for NAPIS unless you collected enough information to determine **the caller is 60 or older**. If caller's age is not determined, or not > 60, click Cancel on the Service Delivery Template. The system will not record the unit of service but will record the call to the call log. If the AAA wishes to track IR&A units of service in SAMS delivered to people under age 60, it must use a Service Delivery Template that does not map to NAPIS (e.g. Under 60 CMS call).

Record Service Deliveries

Filter list to consumer's enrollment:

Sorted By Description [Open](#) | [Delete](#) | [Format Columns](#) | [Print Grid](#) | [Refresh](#) | [Export Grid](#)

Inc?	Row Actions	Description	Care Program	Service
<input type="checkbox"/>		Alamo AAA - Information, Referral and Assistance Contact	NAPIS All Funding Sources	Informa
<input type="checkbox"/>		Alamo AAA - Legal Awareness	NAPIS All Funding Sources	Legal
<input type="checkbox"/>		Alamo AAA - MIPPA Contacts (LIS and MSP)	NAPIS All Funding Sources	Legal
<input type="checkbox"/>		Alamo AAA - MIPPA Touch	NAPIS All Funding Sources	MIPP
<input checked="" type="checkbox"/>		Ark-Tex AAA - IR&A Contact	NAPIS All Funding Sources	Informa

1 to 50 of 109 ServiceTemplates Page 1 of 3

Record Daily Units Service Date: 11/6/2012 Units: 1.00

Auto Enroll...

*If the consumer has not been "enrolled for services" the service delivery will be saved to the consumer group NOT the consumer record. If the consumer is already "enrolled for services" the service delivery will be recorded to the consumer record.



DADS MINIMUM DATA REQUIREMENTS

Legal Assistance

60 Years and Older & Less than 60 Years of Age

- a. Complete required **Consumer Details**. Required fields are in boldface type on DADS A&I Client Intake and Service Request Form:
 - Consumer's Name
 - Consumer's Full Address including County and Zip Code
 - Date Registered and/or update Date Last Reviewed
 - Gender
 - Date of Birth (DOB)
 - Information Release Authorized (check the box if authorized)
 - Ethnicity
 - Ethnic Race
 - In Poverty? (Low, Moderate, High Income)
 - Lives Alone?
 - Is Rural?
 - Phone Number
 - Emergency Contact
 - Primary Physician

- b. Complete required **Care Enrollment**. Choose appropriate Service Program (e.g. NAPIS all funding sources).

- c. Record all **Service Deliveries** using **Topics**.
 - Select **Service Month/Year**. Record all **Service Deliveries** on the **Date** on which the activity occurred. If data entry is occurring after the activity, the date recorded is the date of service, rather than the date of entry to the system.
 - Select appropriate **Care Program (e.g. NAPIS All Funding Sources)**.
 - Select appropriate **Agency**.
 - Select appropriate **Provider**.
 - Select appropriate **Service**.
 - Select appropriate **Fund Identifier**.

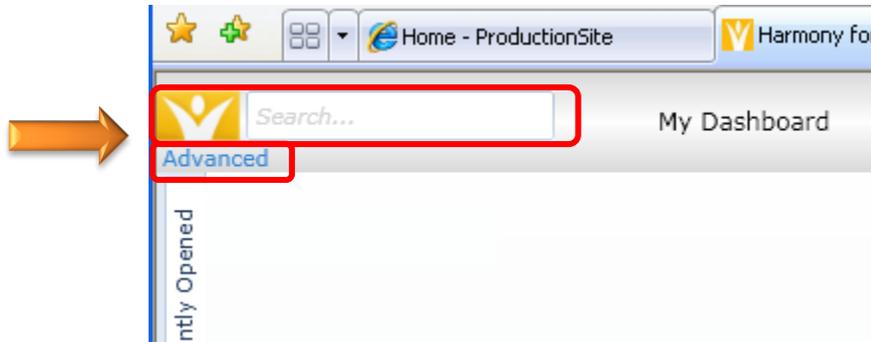
- Using **Topics**, enter detailed narratives for all consumer activities, including direct contacts with the consumer, contacts on behalf of the consumer and time expended for records maintenance.
 - Enter **Time** for all consumer activities using Decimal Hours (e.g. 10 minutes = 0.17). Be sure to click "Sum Topics" to add multiple topic times together.
- d. Complete **ICC Assessment Form**, if applicable.
- * Reflect case closure in narrative when activities are final.
 - * Report total Units and Unduplicated Persons Count.



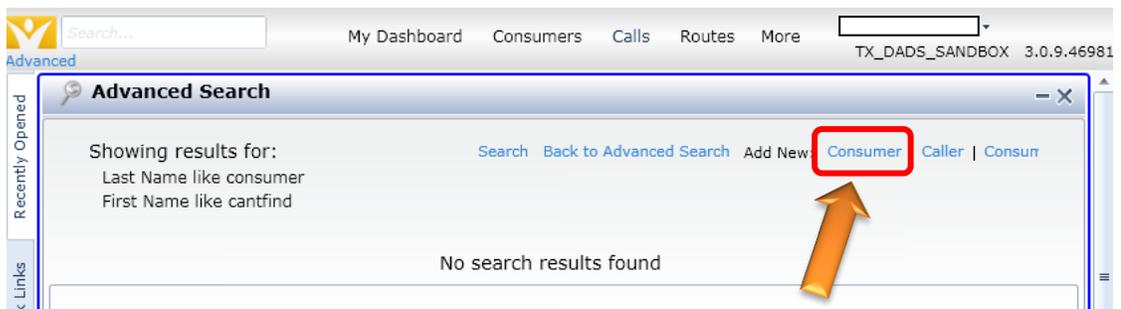
Quick List – *Legal Assistance for 60+ or Under 60*

Entering Data to meet DADS Minimum Requirements

1. Search for existing Consumer Record (use Global or Advanced Consumer Field Search).



2. If consumer does not exist click "Add New: Consumer" at the top of the search window. Another way to add a new consumer is by opening the Consumer window and clicking "Add New" and selecting "Consumer."



3. Enter or update consumer information in **Consumer Details** (Verify all required data is collected and entered to meet DADS minimum requirements).

4. In the **Care Enrollments** window Click "Add New" if consumer does not have appropriate Care Enrollment listed. Choose appropriate **Service Program** (e.g. NAPIS All Funding Sources) and enter appropriate date for **Application Date, Received Date, Status Date and Start Date**.

The screenshot shows the 'Care Enrollment' window in SAMS. The window has a title bar with 'Care Enrollment' and a close button. Below the title bar are buttons for 'OK', 'Cancel', 'Add Next', and 'Open Audits'. The main area contains several fields:

- Level Of Care: Aging and Disability Services (dropdown)
- Service Program: NAPIS All Funding Sources (dropdown, highlighted with a red box)
- Care Program: NAPIS All Funding Sources (dropdown)
- Application Date: 8/1/2012 (calendar icon, highlighted with a red box)
- Received Date: 8/1/2012 (calendar icon, highlighted with a red box)
- Termination Date: (calendar icon)
- Status: Active (dropdown)
- Reason: (dropdown)
- Status Date: 8/1/2012 (calendar icon, highlighted with a red box)
- Start Date: 8/1/2012 (calendar icon, highlighted with a red box)
- End Date: (calendar icon)

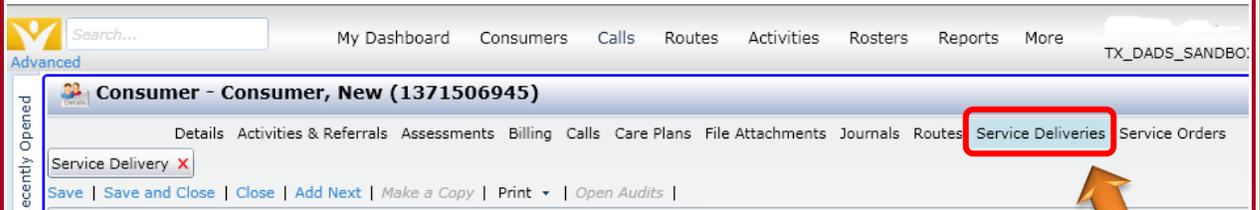
5. In the **Care Managers** window click "Add New." Select the appropriate Care Manager (usually the Benefits Counselor but other Care Manager names may be present) and select the appropriate start date. Click OK when complete.



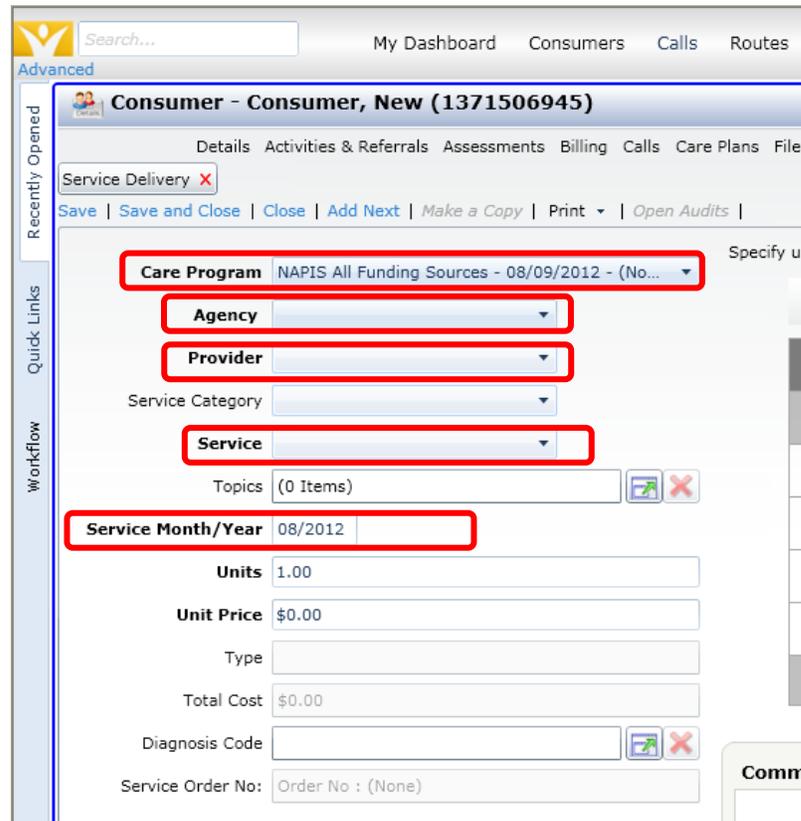
TIP: Users may create default settings within SAMS under "My Settings" to automatically populate fields such as Care Manager or Provider.

6. Record **Service Deliveries**.

- Click **Service Deliveries** located across the top of the consumer record window. You may be asked to Save Changes before proceeding, click Save Changes to save consumer record.



- Select "Add New" at the top of the **Service Deliveries** window.
- Record appropriate **Service Month/Year**
- Record appropriate **Care Program**
- Record appropriate **Agency**
- Record appropriate **Provider** (Benefits Counselor's name)
- Record appropriate **Service**
- Record appropriate **Fund Identifier**



- Click the **"Topics"** dialogue box. The topics box will show up under the calendar. You may need to use the scroll bar at the bottom of the window to see the entire Topics box and text buttons.
- Click **"Add Topics"** to open the Topics Pop-Up window.
- Select **Topic**, enter the **Date** of the topic and the **Topic Time** (Use *minutes to decimal* conversion chart to enter time e.g. 10 minutes = 0.17).
- Click the **Add Topics** button to save and close topic box.

Add Topics - [Legal Assistance Age 60 and Over]

Topics: (23) Items

Include?	Topic	Category	Default Time
<input type="checkbox"/>	Schedule Home Visit	Legal Assistance	0
<input type="checkbox"/>	Telephone Call	Legal Assistance	0
<input type="checkbox"/>	Referral	Legal Assistance	0
<input checked="" type="checkbox"/>	Counseling	Legal Assistance	0
<input type="checkbox"/>	Legal Advice	Legal Assistance	0
<input type="checkbox"/>	Advice	Legal Assistance	0
<input type="checkbox"/>	Walk-in	Legal Assistance	0
<input type="checkbox"/>	Conference/Meeting on behalf of Consumer	Legal Assistance	0

Topic Date: 8/9/2012

Topic Time: 0.17 Use Default

Buttons: Add Topics, Close, Select All, Deselect All

- Enter a Narrative for each topic in the **Topics Comments** column located below the Calendar. When all **Topics, Time and Comments (Narratives)** have been entered – click blue text button **"Sum Topics"** and topic times will be added together and inserted in the **Units** field in the service delivery record.
 - When finished, select **Save**.
 - Then **Save and Close**.



CAUTION: Care Program, Agency, Provider, Service and Service Month/Year must be entered before topics are selected to prevent incorrect service delivery reporting.

7. Complete **ICC Assessment Form**, if applicable.



DADS MINIMUM DATA REQUIREMENTS

Legal Awareness

Legal Awareness contacts can be recorded using several different methods depending on the nature of the call and consumer. A legal awareness contact can be logged through the IR&A feature (Call Log), individual Consumer records or Consumer Groups. Keep in mind a Legal Awareness contact is measured as a single unit (1.00) **NOT** a measure of time (e.g. 10 minutes = 0.17 units).

Legal Awareness calls differ from Legal Assistance calls in that calls are usually brief and may be anonymous.

1. IR&A (Call Log) Not Enrolled for Services

- a. Assign the correct **Call Type and Caller (may be anonymous)**. *Should try to get name, age, gender
- b. Assign the correct **Caller Type and Consumer (may be anonymous)**. *Should try to get name, age, gender
- c. Select the applicable **Age Group**.
 - This element is required for all callers for whom units of service are reported.
- d. Select the correct **Gender**
- e. Enter details under **Call Notes** for every communication with or on the behalf of an eligible individual, regardless of the type of contact (initial, follow-up, accessing services). **Call Notes** must be sufficient to indicate the reason for the inquiry, actions taken, whether follow-up is needed and was provided, and the final resolution of the call.
- f. "Add New" **Service Delivery** using appropriate template. Service delivery will be saved to Consumer Group.

- g. Mark Call as **Complete** (This indicates the current call is complete).
- h. Record the **Start/End Date**.
 - If data entry is occurring after the event, ensure the date reflects the date of service rather than the date of entry into the system (Start/End date cannot be entered until call is marked as **Complete** or the Timer is disabled).

2. Consumer Record. Enrolled for Services

- a. Open Consumer's record
- b. Complete/Verify required **Consumer Details**. Required fields are in boldface type on DADS Client Intake and Service Request Form:
 - Consumer's Name
 - Consumer's Full Address including County and Zip Code
 - Date Registered and/or update Date Last Reviewed
 - Gender
 - Date of Birth (DOB)
 - Information Release Authorized (check the box if authorized)
 - Ethnicity
 - Ethnic Race
 - In Poverty? (Low, Moderate, High Income)
 - Lives Alone?
 - Is Rural?
 - Phone Number
 - Emergency Contact
 - Primary Physician
- c. Complete/Verify required **Care Enrollment**. Choose appropriate Service Program (e.g. NAPIS all funding sources).

d. Record **Service Delivery** using **Topics**.

- Select appropriate **Care Program (e.g. NAPIS All Funding Sources)**.
- Select appropriate **Agency**.
- Select appropriate **Provider**.
- Select appropriate **Service (Legal Awareness)**.
- Select appropriate **Fund Identifier**.
- Select **Service Month/Year**. Record **Service Delivery** on the **Date** on which the activity occurred. If data entry is occurring after the activity, the date recorded is the date of service, rather than the date of entry to the system.
- Using **Topics**, complete a narrative for topic discussed.
- Enter **Contact** for all consumer activities using a single (1.00) unit per call. Be sure to "sum topics" and verify total units is equal to 1.00.

*Legal Awareness calls are measured as a single contact **NOT** a unit of time.

e. Complete **ICC Assessment Form**, if applicable.

3. Legal Awareness Event using Consumer Group

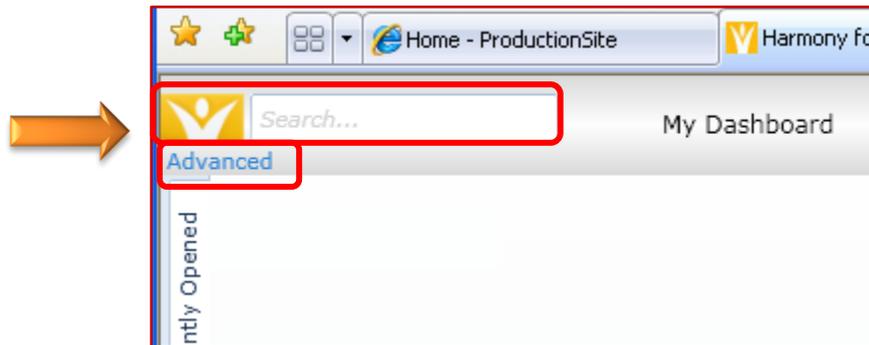
- a. Use existing or create a new **Consumer Group** to enter Legal Awareness activities that occur in a group setting.
*Be sure to use a nomenclature specific to your AAA when creating new Consumer Groups.
- b. Enter **Service Delivery Date**.
 - If data entry is occurring after the event, ensure the service delivery date reflects the date of the event rather than the date of entry in to SPURS.
- c. Enter **Service Delivery** details for funding information.
- d. **Record** Estimated Persons Count based on number of attendees (Units and Units/Consumer should match)
- e. Enter **Comments** describing the event. Include the name of the event, location of the event and other identifying details demonstrating the event is countable for Legal Awareness.
- f. Complete a **PAM** form, as applicable.
- g. **Report** Estimated Persons Count on QPR



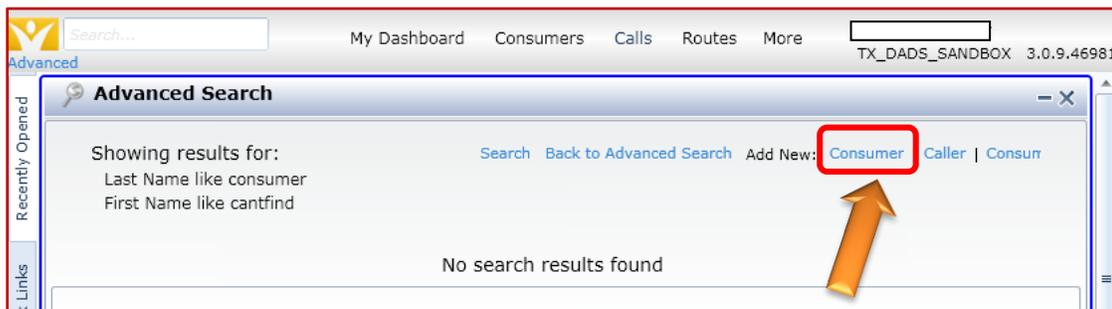
Quick List – *Legal Awareness*

Entering Data to meet DADS Minimum Requirements

1. Search for existing Consumer Record (use Global or Advanced Search)



2. If consumer does not exist click "Add New: Consumer" at the top of the search window. Another way to add a new consumer is by opening the Consumer window and clicking "Add New" and selecting "Consumer."



3. Enter or update consumer information in **Consumer Details** (Verify all required data is collected and entered to meet DADS minimum requirements).

4. In the **Care Enrollments** window Click "Add New" if consumer does not have appropriate Care Enrollment listed. Choose appropriate **Service Program** (e.g. NAPIS All Funding Sources) and enter appropriate date for **Application Date, Received Date, Status Date and Start Date**.

Details | Activities & Referrals | Assessments | Billing | Calls | Care Plans

Care Enrollment ✕

OK | Cancel | Add Next | Open Audits |

Level Of Care Aging and Disability Services ▼

Service Program NAPIS All Funding Sources ▼

Care Program NAPIS All Funding Sources ▼

Application Date 8/1/2012

Received Date 8/1/2012

Termination Date

Status Active ▼

Reason

Status Date 8/1/2012

Start Date 8/1/2012

End Date

5. Verify the appropriate Care Manager is selected. If not present click the "Add New" drop down text and choose **Care Manager**. Select the appropriate Care Manager (usually the Benefits Counselor but other Care Managers may be present) and select the appropriate start date. Click OK when complete.

Advanced TX_DADS_SANDBOX 3.1.0.50171

Consumer - Testing, Autoenroll (1355313837)

Details Activities & Referrals Assessments Billing Calls Care Plans File Attachments Journals
Routes Service Deliveries Service Orders

Care Manager X
OK | Cancel | Add Next | Open Audits |

Agency Filter (All)

Care Manager

Primary?

Start Date 11/5/2012

End Date Enter date

6. Record **Service Deliveries**.

- Click **Service Deliveries** located across the top of the consumer record window. You may be asked to Save Changes before proceeding, click Save Changes to save consumer record.

Consumer - Consumer, New (1371506945)

Details Activities & Referrals Assessments Billing Calls Care Plans File Attachments Journals Routes **Service Deliveries** Service Ord

Sorted By Service **Add New** Open | Delete | Copy | Print | Format Columns | Print Grid | Refresh | Export
| Use Service Template | New Service Template | Open Audits

Drag a column header and drop it here to group by that column

Row Actions	Delivery Type	Care Program	Service	Agency	Provider	Type	Unit Price	Total Units	Service

- Select "Add New" at the top of the **Service Deliveries** window.

Consumer - Consumer Sr, New (1316088509)
 123 Easy Street Austin, TX 78701 1/1/1901 Age: 112 Capital Area Agency on Aging
 H: (512) 987-6543
 Notes: (consumer does not have any notes)

Details Activities & Referrals Assessments Billing Calls Care Plans File Attachments Journals Routes **Service Deliveries** Service Orders

Service Delivery - Legal Awareness, 1 Units X

Save | Save and Close | Close | Add Next | Make a Copy | Print | Open Audits |

Care Program: NAPIS All Funding Sources - 01/01/2000 - (No...
 Agency: Capital Area Agency on Aging
 Provider: Capital Area Agency on Aging
 Service Category:
 Service: Legal Awareness
 Subservice:
 Fund Identifier:
 Topics: (0 Items)
 Service Month/Year: 4/2013
 Units: 1.00
 Unit Price: \$0.00
 Type: Contact
 Total Cost: \$0.00
 Diagnosis Code:
 Service Order No: Order No : (None)

Specify units by day in the calendar below:

April, 2013						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Comments

- Select appropriate **Care Program**
- Select appropriate **Agency**
- Select appropriate **Provider** (Benefits Counselor’s name)
- Select appropriate **Service**
- Select appropriate **Fund Identifier**
- Select appropriate **Service Month/Year**
- Enter contact as one **Unit**
- Enter narrative in **Comments box**

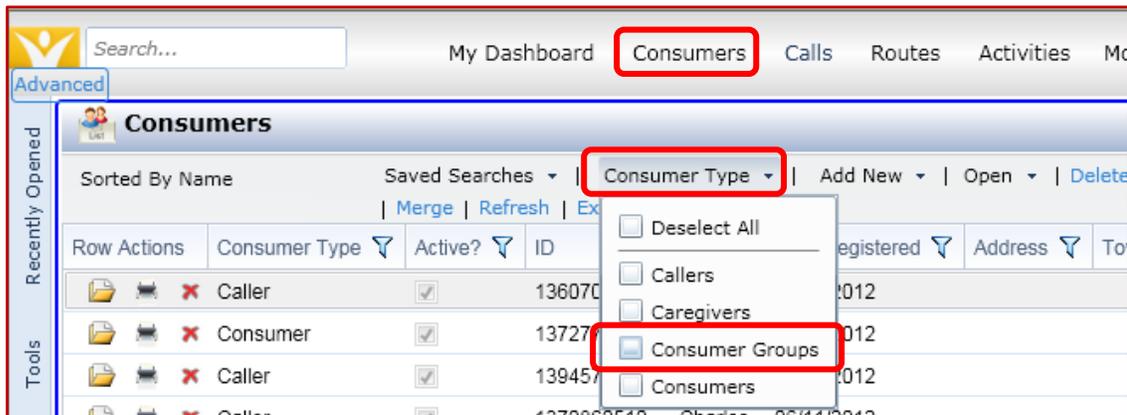
7. Complete **ICC Assessment Form**, if applicable.



TIP: Legal Awareness may be entered through the call log if a caller is not enrolled for services by using a Legal Awareness service delivery template. See Information, Referral & Assistance Quick List.

Consumer Group Legal Awareness:

1. Click the **Consumers** text button to open the Consumers list view. Click the **Consumer Type** drop down box and select **Consumer Groups**.



2. Select the appropriate Legal Awareness Consumer Group and open by double clicking the row or clicking the folder icon to the left .
3. Once in the Legal Awareness Consumer Group, select the **Service Deliveries** text button from the Navigation ribbon.
4. Click **Add New** to start a new month or select the current month if it already exists.

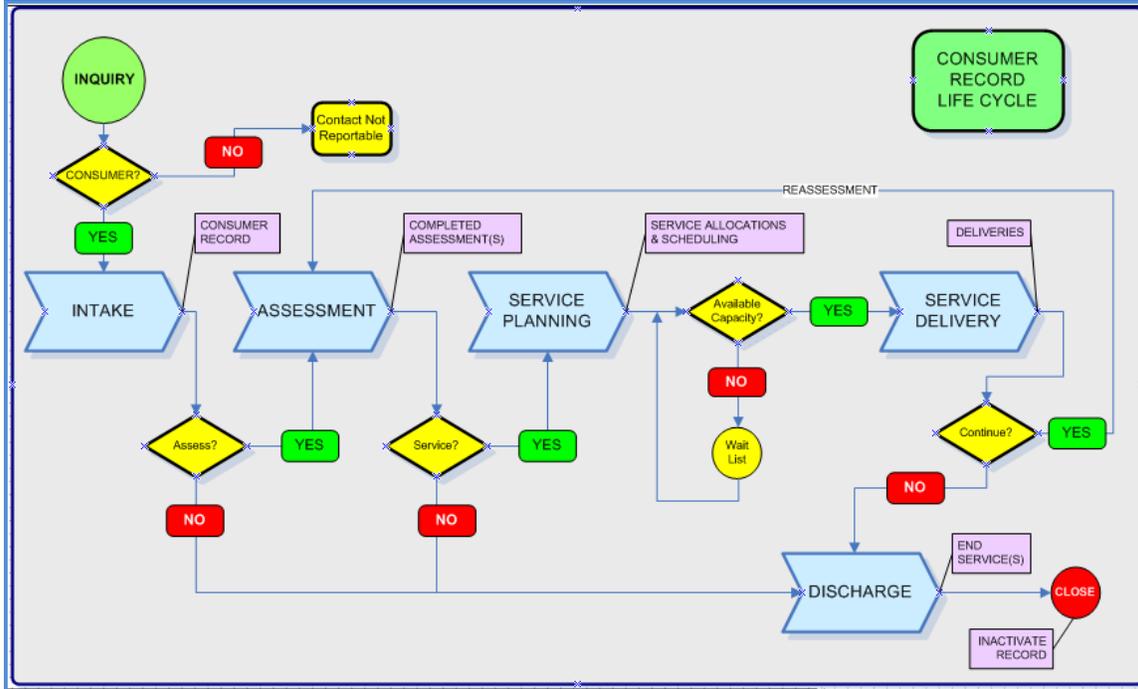
5. Verify and/or Select the appropriate **Care Program, Agency, Provider, Service and Fund Identifier**. Enter the **Service Delivery Date** (MM/YYYY). Adjust if data is being entered on a date which is later than the date of the event or contact.

The screenshot shows a software interface for a 'Consumer Group - Capital - Legal Awareness'. The interface includes a navigation bar with options like 'My Dashboard', 'Consumers', 'Calls', 'Routes', 'Activities', 'Rosters', and 'More'. The main content area is titled 'Service Delivery - Legal Awareness, 104 Units' and includes a sidebar with 'Recently Opened' and 'Tools' sections. The main form contains several fields, many of which are highlighted with red boxes: 'Care Program' (NAPIS All Funding Sources - 01/01/2000 - (No...)), 'Agency' (Capital Area Agency on Aging), 'Provider' (Capital Area Agency on Aging), 'Service' (Legal Awareness), 'Fund Identifier' (Title III-B), 'Service Month/Year' (10/2011), 'Units' (104.00), and 'Consumers Served' (104). To the right of the form is a calendar for 'October, 2011' with a grid showing days from Sunday to Saturday. Below the calendar is a 'Comments' section with a text area containing the following text: '10/11- Hays County Presentation 60 attendees, ABC Nursing Home. 10/12- Caldwell County Presentation 25 attendees, XYZ Senior Center. 10/20- Bastrop County Presentation 19 attendees, Happy Nutrition Site.'

10. Enter **Comments** describing the event.
11. When finished, **Save and Close** the record.
12. Manually total the number of contacts in the **Units** field. The **Units** field and **Consumers Served** field should match.
13. Complete a **PAM** form as applicable. (PAM assessments can be completed only if the activity/contacts meet CMS funding guidelines)
 - o *It is recommended* the AAA document time in the comments field for every event. The Public and Media Event (PAM) form requires time spent when the event is related to a CMS service.

Process Overview

The Consumer Record Life Cycle is shown below.



Stage	BC Work Flow(s)	SPURS Screens/Areas
1. Inquiry	<ul style="list-style-type: none"> Limited Calls Incoming Calls Outbound Calls Appointments 	<ul style="list-style-type: none"> New Call Call Log Reports
2. Intake	<ul style="list-style-type: none"> Consent Form Client Intake 	<ul style="list-style-type: none"> Activity / Referral Consumers Consumer Records
3. Service Delivery	<ul style="list-style-type: none"> Info & Referral Legal Awareness 60+ Legal Assistance 60+ Legal Assistance <60 	<ul style="list-style-type: none"> Calls Consumers/Groups Service Delivery Topics / Narratives Reports
4. Assessment	<ul style="list-style-type: none"> ICC Form 	<ul style="list-style-type: none"> Assessment: ICC
5. Assessment	<ul style="list-style-type: none"> PAM Event/Form 	<ul style="list-style-type: none"> Assessment: PAM

Definitions and Other Information:

Information, Referral and Assistance (IR&A)

1. Definition

Information, Referral and Assistance consists of activities such as assessing the needs of the inquirer, evaluating appropriate resources, assessing appropriate response modes, indicating organizations capable of meeting those needs, providing enough information about each organization to help inquirers make an informed choice, helping inquirers for whom services are unavailable by locating alternative resources, when necessary, actively participating in linking the inquirer to needed services, and following up on referrals to ensure the service was provided.

- Unit of Service: One Contact. Count one contact for every communication with or on the behalf of an eligible individual, regardless of the type of contact (initial, follow-up, accessing services).

and

- Estimated Persons Count: Count only the initial contact during a reporting month for each eligible individual.

2. What funds may be expended for Information, Referral and Assistance?

Users should refer to the "Services and Allowable Funding Sources" available on the DADS website. In 2013, the following funds may be expended for Information, Referral and Assistance:

- **Title III-B**
Title VII-Elder Abuse Prevention (EAP)
Centers for Medicare and Medicaid Services (CMS)
Disaster Relief, as approved by DADS
State General Revenue (SGR)

3. Who is eligible for Information, Referral and Assistance?

Different funding sources result in different eligibility requirements for people served by the AAA. How the AAA budgets its funds under IR&A determines how the AAA will collect and report eligible units of service to DADS.

Title III-B (ACL) or State General Revenue (SGR): Record and report contacts and estimated persons for the following:

- Eligible individuals include persons who are age 60 or older, and individuals calling on behalf of a person who is 60 or older. Examples of other individuals include family, friends, caregivers, neighbors, and health or social services staff.

Title VII-Elder Abuse Prevention (ACL/EAP): Record and report contacts and estimated persons for the following:

- Eligible individuals include persons who are age 60 or older, and individuals calling on behalf of a person who is 60 or older. The issue discussed must relate to Elder Abuse Prevention (EAP).

Centers for Medicare and Medicaid Services (CMS): Record and report contacts and estimated persons for the following:

- Eligible individuals include persons who are:
 - Medicare beneficiaries;
 - New to Medicare enrollees;
 - Dual Eligible Medicare beneficiaries; or
 - Beneficiaries who are disabled as determined by Social Security Administration (SSA) criteria.

The issue discussed with an eligible individual must be related to a CMS topic.

- Eligible individuals who are age 60 and over will be reported using a template in SAMS which maps the unit of service to a NAPIS activity.
- Eligible individuals who are under age 60 will be reported using a template in SAMS which does not map the unit of service to a NAPIS activity, if the AAA wishes to track these units in SAMS.



Note: Units of service, provided for an **individual of any age who meets CMS criteria**, must be reported on the Individual Client Contact (ICC) form in SAMS.

4. **What data does DADS require to be reported for the Quarterly Performance Report (QPR) for Information, Referral and Assistance?**

- Units of Service
- Estimated Persons Count (Initial Contact)

5. **What data does the Administration on Community Living (ACL) require to be reported for Information, Referral and Assistance?**

The Administration on Community Living (ACL) requires data be reported annually using the National Aging Program Information System (NAPIS) in accordance with ACL's "Reporting Requirements for Title III and VII." The following is a list of ACL terms and reporting requirements for Information, Referral and Assistance:

- Service Name: Information and Assistance
- Unit of Service: 1 Contact

Legal Assistance - 60 Years and Older

1. Definition

Legal Assistance – 60 Years and Older is a service funded by the ACL that is document preparation for, representation of, or one-on-one advice of a specific, detailed nature to an eligible person regarding the following matters:

- (a) public benefits including food stamps, Social Security, Social Security disability, Supplemental Security income, veterans benefits, retirement pensions, railroad retirement, and unemployment compensation;
- (b) medical benefits including Medicare, Medicare Supplement insurance, Medicare Savings Programs (that is, the Qualified Medicare Beneficiary Program, the Specified Low-Income Medicare Beneficiary Program, the Qualifying Individual Program, and the Qualified Disabled and Working Individual Program), Medicaid, Veterans Affairs health benefits, and indigent health care provided by public or private entities;
- (c) insurance related issues including, long-term care policies, individual health policies, group health policies, health benefits under the Consolidated Omnibus Budget Reconciliation Act, and non-health insurance such as car, homeowners, and life insurance;
- (d) income maintenance issues including money management, financial counseling, debt reduction, and bankruptcy;
- (e) decision-making including advanced directives, general power of attorney, durable power of attorney, and guardianships;
- (f) estate issues including wills, trusts, and probate;
- (g) rights of an older individual including protection against age discrimination, disability discrimination, and abuse, neglect, or exploitation;
- (h) housing related issues including landlord/tenant issues, mortgage issues such as equity loans and the reverse mortgage program, home modifications and repair programs, utilities, rent subsidies, alternative housing, homestead tax credits, weatherization programs, property tax, and housing relocation;
- (i) financial and eligibility issues for care provided in an institution including a hospital, nursing facility, assisted living facility, or inpatient mental health facility;
- (j) consumer protection issues including illegal collection practices, illegal solicitation, identity theft, unfair sales practices, and consumer fraud; and
- (k) child care issues including child support and child custody.

- Unit of Service: One Hour. Record units of service for **all** individuals who are **60 or older** in the consumer's case narrative, regardless of funding source – including CMS when applicable. Hours or portions of hours must be entered in SAMS using the Time Conversion Chart.

and

- Unit of Service: One Contact. When the AAA receives Centers for Medicare and Medicaid Services (CMS) funds, Contacts must also be reported through the Individual Client Contact (ICC) form for allowable CMS services. Record **ICCs only** when Legal Assistance is provided to:
 - a person who is 65 years of age or older and determined by the Social Security Administration to be eligible for Medicare benefits; or
 - a person who is under 65 years of age and determined by the Social Security Administration to have a disability and be eligible for benefits under the Social Security or Supplemental Security Income disability programs.

The individual must receive legal assistance related to a CMS issue. The ICC form also requires reporting of total time spent.

Reminder: If a person served for this type of contact is **60 years or older**, report activities using **SAMS service deliveries with case narratives and SAMS ICC form.**

or

- Unit of Service: One Contact. When the AAA receives funds through CMS, Contacts must be reported through the Individual Client Contact (ICC) form. Record **ICCs only** when Legal Assistance is provided to:
 - a person who is 65 years of age or older and determined by the Social Security Administration to be eligible for Medicare benefits; or
 - a person who is under 65 years of age and determined by the Social Security Administration to have a disability and be eligible for benefits under the Social Security or Supplemental Security Income disability programs.

The individual must receive legal assistance related to Low Income Subsidy (LIS), Medicaid Savings Program (MSP), or other CMS related issues. The ICC form also requires reporting of total time spent.

Reminder: If a person served for this type of contact is **60 years or older**, report activities using **SAMS service deliveries with case narratives and SAMS ICC form.**

2. What funds may be expended for Legal Assistance – 60 Years and Older?

Users should refer to the “Services and Allowable Funding Sources” available on the DADS website. In 2013, the following funds may be expended for Legal Assistance (60 Years and Over):

- Title III-B
Title VII-Elder Abuse Prevention (EAP)
Centers for Medicare and Medicaid Services (CMS)
Disaster Relief, as approved by DADS
State General Revenue (SGR)

3. Who is eligible for Legal Assistance – 60 Years and Older?

Different funding sources result in different eligibility requirements for people served by the AAA. How the AAA budgets its funds under Legal Assistance determines how the AAA will collect and report eligible units of service to DADS.

Title III-B (ACL) or State General Revenue (SGR): Record and report units of service and unduplicated persons for the following eligible individuals:

- Eligible individuals include people who are age 60 and older and the family members.

Title VII-Elder Abuse Prevention (EAP): Record and report units of service and unduplicated persons for the following individuals:

- Eligible individuals include persons who are age 60 or older. The issue for which Legal Assistance was provided must relate to Elder Abuse Prevention (EAP).

Centers for Medicare and Medicaid Services (CMS): Record and report units of service and unduplicated persons for the following eligible individuals:

- a person who is 65 years of age or older and determined by the Social Security Administration to be eligible for Medicare benefits; or
- a person who is determined by the Social Security Administration to have a disability and be eligible for benefits under the Social Security or Supplemental Security Income disability programs.
- The issue discussed with the caller must be related to a Center for Medicare and Medicaid Services (CMS) topic.

- Eligible individuals, described above, who are age 60 and over will be reported using a fund identifier in SAMS which maps the unit of service to a NAPIS activity.



Note: Legal Assistance units of service provided for an **individual of any age who meets CMS criteria**, must **also** be reported using the Individual Client Contact (ICC) form in SAMS.

4. What data does DADS require to be reported for the Quarterly Performance Report (QPR) for Legal Assistance?

- Units of Service provided to persons 60 and older
- Unduplicated Persons, 60 and older, served with DADS funding sources

5. What data does the Administration on Community Living (ACL) require to be reported for Legal Assistance?

The Administration on Community Living (ACL) requires data be reported annually using the National Aging Program Information System (NAPIS) in accordance with ACL's "Reporting Requirements for Title III and VII." The following is a list of ACL terms and reporting requirements for Legal Assistance:

- Service Name: Legal Assistance
- Unit of Service: 1 Hour

Legal Assistance – Less than 60 Years of Age

1. Definition

Legal Assistance – Less than 60 Years of Age is a service funded by the Centers for Medicare and Medicaid Services (CMS) that is document preparation for, representation of, or one-on-one advice of a specific, detailed nature to an eligible person regarding the following matters:

- public benefits including food stamps, Social Security, Social Security disability, Supplemental Security income, veterans benefits, retirement pensions, railroad retirement, and unemployment compensation; and
- medical benefits including Medicare, Medicare Supplement insurance, Medicare Savings Programs (that is, the Qualified Medicare Beneficiary

Program, the Specified Low-Income Medicare Beneficiary Program, the Qualifying Individual Program, and the Qualified Disabled and Working Individual Program), Medicaid, Veterans Affairs health benefits, and indigent health care provided by public or private entities.

2. What funds may be expended for Legal Assistance – Less than 60 Years of Age?

Users should refer to the “Services and Allowable Funding Sources” available on the DADS website. In 2013, the following funds may be expended for CMS Legal Assistance for individuals under age 60:

- Centers for Medicare and Medicaid Services (CMS)
- Disaster Relief, as approved by DADS

3. Who is eligible for Legal Assistance – Less than 60 Years of Age?

Centers for Medicare and Medicaid Services (CMS): Record and report units of service and unduplicated persons for:

- A person who is under 60 years of age and determined by the Social Security Administration to have a disability and be eligible for benefits under the Social Security or Supplemental Security Income disability programs is eligible for Legal Assistance – Less than 60 Years of Age.
- Eligible individuals, described above, will be reported using a fund identifier in SAMS which does not map the unit of service to a NAPIS activity.



Note: Legal Assistance units of service provided for an **individual of any age who meets CMS criteria** must be reported using the Individual Client Contact (ICC) form in SAMS.

4. What data does DADS require to be reported for the Quarterly Performance Report for Legal Assistance – Less than 60 Years of Age?

- Units of Service provided to persons under age 60
- Unduplicated Persons, under age 60, served with DADS funding sources

5. What data does the Administration on Aging require to be reported for Legal Assistance – Less than 60 Years of Age?

This service is not reported to the Administration on Community Living as no ACL funds may be expended for Legal Assistance – less than 60 years of age. However, this service must be reported using the Quarterly Performance Report.

Legal Awareness

1. Definition

Legal Awareness is a service funded by the Administration on Aging that is the provision of information, as follows, regarding the matters relevant to Legal Assistance – 60 Years or Older (see page 15 of this Job Aid):

- (a) providing information of a general nature to an older individual or person on behalf an older individual one-on-one; or
- (b) providing information to a group of older individuals or persons who are there on behalf of an older individuals for general educational purposes such as by a formal presentation; a mass mailing of brochures and other literature; hosting a booth at a health fair; or a television or radio interview.

While education and outreach initiatives that include the dissemination of information through mass media may be budgeted as associated costs under legal awareness, those activities may not be reported as units of service for Older Americans Act reporting in SAMS or the Quarterly Performance Report.

Unit of Service: One Contact. If provided in a group meeting or an event such as a health fair, each participant receives a service; therefore, each participant is counted as one contact. When a AAA receives CMS funding, units of service must **also** be reported using the Public and Media Events (PAM) form as appropriate. CMS funding allows mass media activities to be counted on the Public and Media Events (PAM) form.

2. What funds may be expended for Legal Awareness?

Users should refer to the “Services and Allowable Funding Sources” available on the DADS website. In 2013, the following funds may be expended for Legal Awareness:

- Title III-B
Title VII-Elder Abuse Prevention (EAP)
Centers for Medicare and Medicaid Services (CMS)
Disaster Relief, as approved by DADS
State General Revenue (SGR)

3. Who is eligible for Legal Awareness?

Different funding sources result in different eligibility requirements for people served by the AAA. How the AAA budgets its funds under Legal Awareness determines how the AAA will collect and report eligible units of service to DADS.

Title III-B (ACL) or State General Revenue (SGR): Record and report contacts and estimated persons for the following:

- Eligible individuals include persons who are age 60 or older (estimated).

Title VII-Elder Abuse Prevention (EAP): Record and report contacts and estimated persons for the following:

- Eligible individuals include persons who are age 60 or older (estimated). The subject matter must be related to Elder Abuse Prevention.

Centers for Medicare and Medicaid Services (CMS): Record and report contacts and estimated persons for the following:

- Estimated individuals include persons who are Medicare beneficiaries, or a new to Medicare enrollee, or a Dual Eligible Medicare beneficiary, or a beneficiary who is disabled as determined by Social Security Administration (SSA) criteria. The subject matter must be related to a CMS topic.
- Estimated eligible individuals who are age **60 and over** will be reported using a template in SAMS which maps the unit of service to a NAPIS activity.
- When the AAA receives CMS funds, it must **also** report events using the Public and Media Event (PAM) form in SAMS. The event must be related to a CMS topic.



Note: Legal Awareness contacts with an **individual of any age, who meets CMS criteria**, must be reported using the Individual Client Contact (ICC) form in SAMS.

4. What data does DADS require to be reported for the Quarterly Performance Report (QPR) for Legal Awareness?

- Units of Service
- Estimated Persons Count for persons who are 60 or older

5. What data does the Administration on Aging require to be reported for Legal Awareness?

The Administration on Community Living (ACL) requires data be reported annually using the National Aging Program Information System (NAPIS) in accordance with ACL's "Reporting Requirements for Title III and VII." This service is mapped to "Other" services and requires Estimated Persons and Estimated Units of Service.

The Texas Administrative Code and Reporting

To help in clarifying how activities are to be reported under Benefits Counseling, 40 TAC 83.3(p)(7) states:

(7) Classification of Activities.

(A) The provision of activities described in paragraph (6) of this subsection to eligible persons in a one-on-one setting or by telephone where detailed information is provided but no client intake is necessary shall be reported as legal awareness.

(B) The provision of advice, counseling and/or representation on matters involving insurance issues, public/private benefits, consumer problems and other legal issues shall be reported as legal assistance if a client intake is completed.

(C) If a client has a simple request for information on any topic including those identified under paragraph (3) of this subsection, it shall be reported as information, referral and assistance.

Work Flows and Data Entry

To illustrate how to use SPURS to record Benefits Counseling activities, this Job Aid walks through some typical scenarios and shows how the activity would be recorded in SPURS.

The following scenarios are from the perspective of a Benefits Counselor. It is assumed the request for assistance has been received directly by the Benefits Counselor or the Benefits Counselor is working directly with the consumer or a group of consumers.

Depending upon the circumstances and individual AAA process, the Benefits Counselor's activity may result in data entry for Information, Referral and Assistance (IR&A); Legal Assistance – Age 60 and Over; Legal Assistance – Less than 60 Years of Age; or Legal Awareness.

The Benefits Counselor will also enter information in the Individual Client Contact form or Public and Media Event form which are required when the Area Agency on Aging receives Centers for Medicare and Medicaid Services (CMS) funds.

Scenario 1: Anonymous Calls



An anonymous call is usually very brief with the Benefits Counselor providing very limited information.

Notice the following entries reflect DADS Minimum Requirements for Information, Referral and Assistance (IR&A). Refer to the "Job Aid: Call Sessions" for more detailed information.

Area Agencies on Aging are **strongly encouraged** to gather as much information about a caller as possible, rather than entering a caller as anonymous.

- Anonymous Caller – simply wants phone number to Social Security Office.
- Click **Calls and then New Call or Add New**.
- Enter **Caller** as Anonymous.
- Enter **Age Group**, if known.
- Click **Disable Timer** to Enter **Date**.
- Enter details into **Call Notes** section, such as "Provided Social Security phone number."
- Mark **Complete** field with **Yes** if all call activities are complete.
- **Save** and **Close** the call.
- The system will bring up the Service Delivery Template for IR&A.



NOTE: You may not record the call as Information, Referral and Assistance (IR&A) for NAPIS unless you collected enough information to determine **the caller is 60 or older**. If caller's age is not determined or not > 60 click Cancel to navigate away from the Service Delivery Template. The system will not record the unit of service. If the AAA wishes to track IR&A units of service in SAMS delivered to people under age 60, it must use a Service Delivery Template that does not map to NAPIS (e.g. CMS)

- Select the applicable service delivered from the templates, click OK to save the service delivery. The delivered unit will be added to the associated consumer group.
- If no "countable" service was delivered, click **Cancel**.
- Complete ICC form for the Contact, if applicable (See ICC Form Section).

Scenario 2: Legal Assistance/Intake

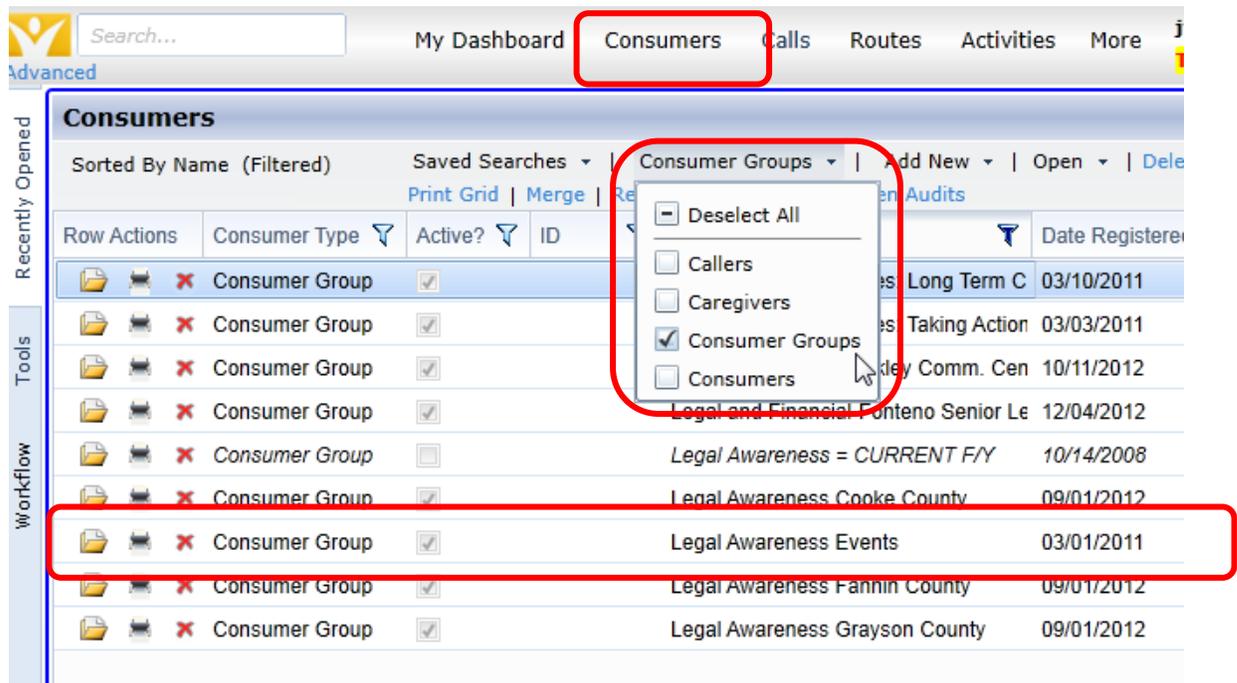
- Open caller record and enroll for services or create new consumer record.
- Using **Consumer Details** in SAMS, enter information about the consumer in the appropriate fields. Fields required to be completed in SAMS are reflected in boldface type on the DADS "Client Intake and Service Request Form."
- Record **Service Deliveries**.
 - Click **Service Delivery** > Add New.
 - Confirm Month/Year of Service Delivery.
 - Record **Care Program**.
 - NAPIS All Funding Sources
 - Record **Service > Fund Identifier** (see Definitions).
 - Legal Assistance 60+, assumes Unit of 1 Hour
 - **Provider**: Is you, the Benefits Counselor.
 - Select **Topic** > Open Dialogue Box 
 - **Add Topics** > Select **Topic(s)** discussed and record the time you spent handling each particular topic.
 - Using **Topics Comments**, enter detailed narratives for all consumer activities, including direct contacts with the consumer, contacts on behalf of the consumer and record maintenance.
 - When all **Topics** have been entered – click blue button **Sum Topics** and minutes will be calculated and inserted in the Service Delivery Record in the **Units** field.
 - When finished, select **Save**.
 - **Then Save and Close**.
- Complete **ICC Assessment Form**, if applicable.

Scenario 3: Legal Awareness

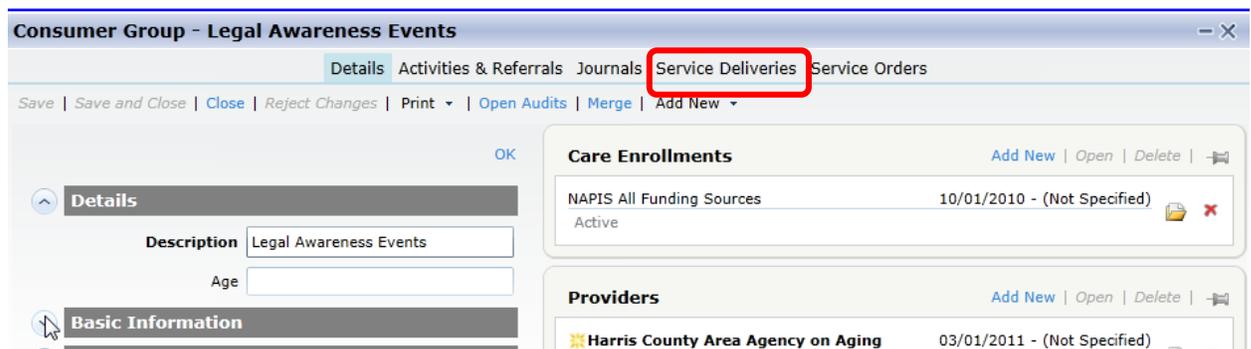
You conduct a public event to educate a group of seniors about Identity Theft.

Attendees were signed in or you were otherwise able to obtain an estimated count of the audience size. After the event, you will need to record the service delivery.

- Go to the **Consumers** list view.
- **Select** Consumer Type and check **Consumer Groups**.
- **Select** the appropriate consumer group (e.g. Legal Awareness Event).



Once in the Legal Awareness Consumer Group, select the **Service Deliveries** text from the Navigation Pane.



- Click **Add New**.

Details Activities & Referrals Journals **Service Deliveries**
[Add New](#) | [Open](#) | [Delete](#) | [Copy](#) | [Format Columns](#) | [Print Grid](#) |



- Enter the **Service Delivery** details:
 - To enter the Service Delivery, log as Service = NAPIS All Funding Sources > Legal Awareness.
 - Fund Identifier (see Definitions).



- Record Estimated Persons Count for Audience Size (1 unit per attendee or contact)

Consumer Group - Legal Awareness Events

Details Activities & Referrals Journals **Service Deliveries** Service Orders

Service Delivery - Legal Awareness, 125.00 Units

Save | Save and Close | Close | Reject Changes | Make a Copy | Print | Open Audits

Care Program NAPIS All Funding Sources - 10/01/2010 - (No...
Agency Harris County Area Agency on Aging
Provider Harris County Area Agency on Aging

Subprovider
 Site
 Service Category Other Services

Service Legal Awareness

Subservice

Fund Identifier

 Topics (0 Items)

Service Month/Year 3/2013

Units 125.00

Unit Price \$0.00
 Type Contact
 Total Cost \$0.00

Consumers Served 125

Units/Consumer 1.00000000
 Diagnosis Code
 Service Order No: Order No : (None)

Comments

*3/11/2013 - Presentation to seniors at ABC Senior Center. Topics included Medicare Parts A, B, and D, Medicare fraud, Medicare open enrollment period and Medicare appeals. Audience Size 100. Total time spent 90 minutes.

*3/13/2013 - Presentation to seniors at Rural Church. Discussed Medicare parts A, B and D, Medicare fraud, advance directives and prescription assistance. Sign in sheet collected with 25 attendees. Total time spent 120 minutes.



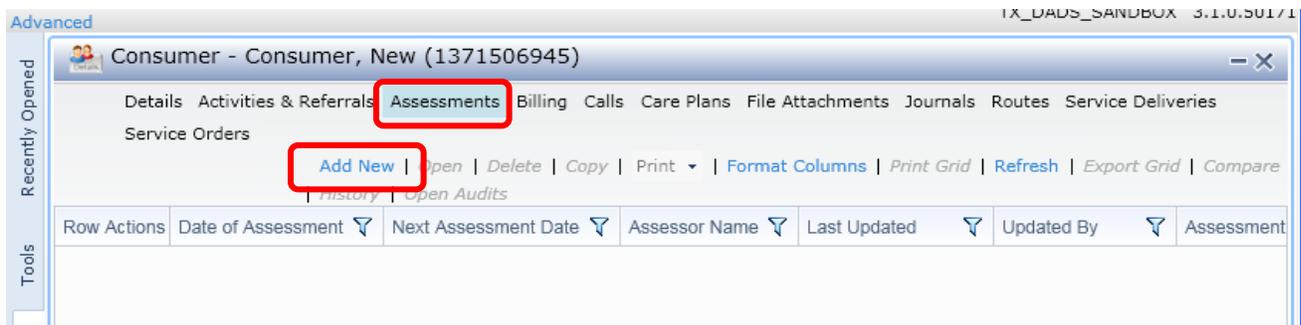
- Enter **Comments** to identify the event.
 - It is recommended the AAA get in the habit of entering time for every event, as the Public and Media Event (PAM) form requires time spent when the event is related to a CMS service.
- When finished, **Save and Close** the record.
- Complete Public and Media Event (PAM) Form (if applicable).

ICC Form

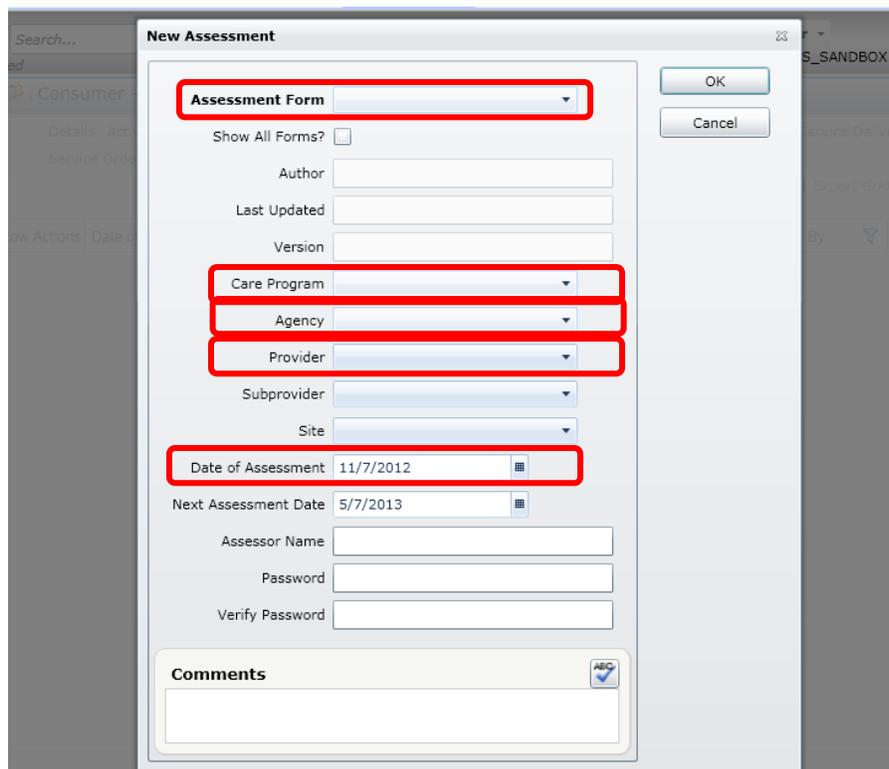
In SAMS, an Assessment is a data collection instrument that enables capture of information in a question-response format. The ICC, or Individual Client Contact form, is located in the **Assessments** section of a Consumer Record.

Entering Data into the ICC Form

1. In a Consumer Record, click the **Assessments** text button, located across the top *Navigation Pane*.
2. In the Assessments Toolbar, click **Add New**.



3. In the New Assessment window, select the **ICC form, Care Program, Agency, Provider and Date of Assessment**.

A screenshot of the 'New Assessment' dialog box. The dialog box contains several fields and dropdown menus. The 'Assessment Form' dropdown menu is highlighted with a red box. Below it is a checkbox for 'Show All Forms?'. The 'Author', 'Last Updated', and 'Version' fields are empty. The 'Care Program', 'Agency', and 'Provider' dropdown menus are highlighted with red boxes. The 'Subprovider' and 'Site' dropdown menus are also present. The 'Date of Assessment' field is set to '11/7/2012' and is highlighted with a red box. The 'Next Assessment Date' field is set to '5/7/2013'. The 'Assessor Name', 'Password', and 'Verify Password' fields are empty. At the bottom, there is a 'Comments' section with a text area and a blue checkmark icon.



Note: The file extension .afm stands for "assessment form."

If the ICC form does not appear in the Assessment form field, and you cannot find this form in your system, contact your AAA's SAMS Administrator.

4. Click the **OK** button to open the form.

5. The ICC will open in a standard SAMS Assessment format, with a Navigation Pane on the left and a Data Entry Pane on the right.

The screenshot shows a web application window titled "Consumer - Consumer, New (1371506945)". The interface includes a top navigation bar with tabs for "Details", "Activities & Referrals", "Assessments", "Billing", "Calls", "Care Plans", "File Attachments", "Journals", "Routes", "Service Deliveries", and "Service Orders". Below this is a breadcrumb trail: "Assessment - Consumer, New [Individual Client Contact Form]". A toolbar contains buttons for "Save", "Save and Close", "Close", "Make a Copy", "Print", "Open Audits", "Edit", "Find Question", and navigation arrows. A status bar indicates "Required Questions: 4 / 20 (20 %)" and "Total Questions: 6 / 40 (15 %)".

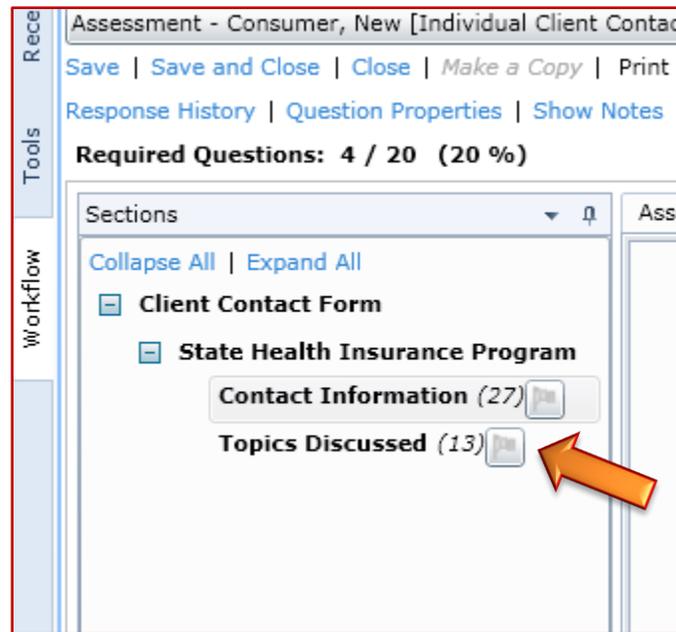
The main content area is split into two panes. On the left is a "Sections" navigation pane with a tree view containing:

- Client Contact Form
 - State Health Insurance
 - Contact Information
 - Topics Discussed

The right pane, titled "Assessment View", displays a list of questions:

- Client Identifier Used by Your Agency or State (Required, marked with a red asterisk). The input field contains "1371506945" and shows "10 chars remaining".
- Client's first name (Completed, marked with a green checkmark). Input field contains "New".
- Client's last name (Completed, marked with a green checkmark). Input field contains "Consumer".
- Client's telephone number (Empty input field).
- Client's residential street address or PO box (Empty input field).
- Client's county of residence (Empty input field).
- Client's city/town of residence (Empty input field).
- Client's state of residence (Empty input field).
- Client's residential zip code (Required, marked with a red asterisk). Empty input field.
- Representative First Name (if applicable) (Empty input field).
- Representative Last Name (if applicable) (Empty input field).
- How did the client learn about the SHIP? (Required, marked with a red asterisk). Radio button options: (Not Answered) (selected), 1. Previous Contact, 3. Presentations, 4. Mailings.

- To move from one section to another in the form, click the section in the Navigation Pane.



- The method for data entry in the ICC will vary from field to field.
 - A radio button appears on the left side of a field and will fill with a black center when clicked.
 - A check box appears on the left side of a field and will fill with a check mark when clicked.
 - If the response area remains blank when a field is clicked, free text entry is required.

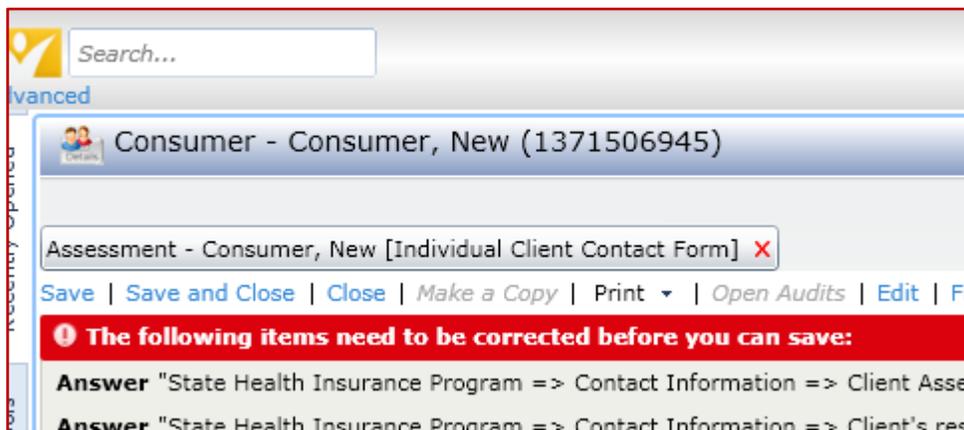
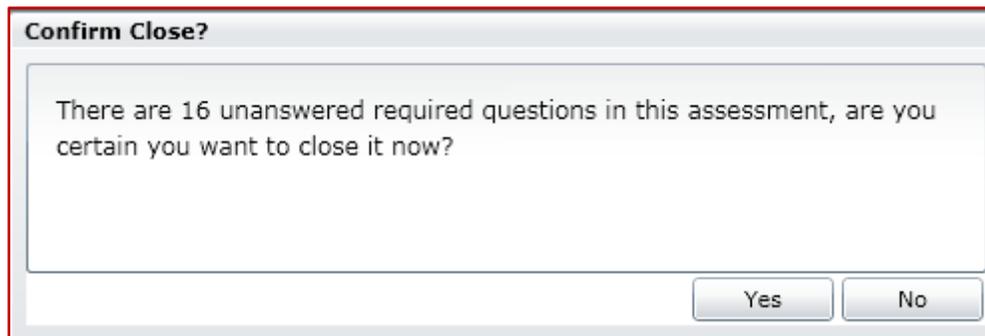


Note: Each field marked with a red starburst * is a required field.

All required fields must contain a response before the form can be closed.

After all required fields have been completed the form can be saved and closed by clicking the appropriate text button in the toolbar.

8. If all of the required fields have not been completed and you attempt to save or save and close the form, you will see a warning message that required fields are unanswered and it will not allow the assessment to be closed:



9. Review the form and complete all of the questions that contain the required questions prompt*.
10. You will then be able to save or save and close the form.



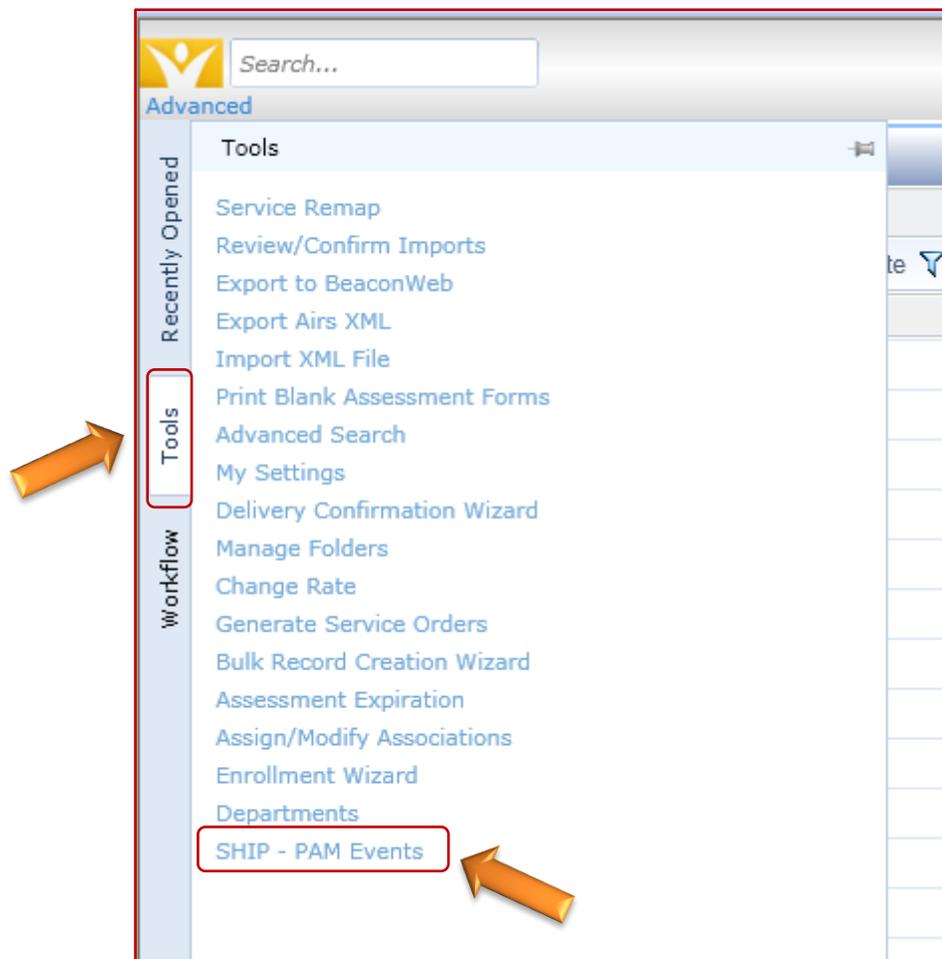
Note: Time spent on the contact must be entered as minutes only and as a whole number (e.g. 2 hours and 10 minutes = **130 minutes**)

PAM Form

Entering data for the Public and Media Event form is done in the same manner as is done in the ICC form; however, because the PAM isn't associated with an individual consumer, it is found in a different location in SAMS.

Entering Data into the PAM Form

1. Click the **Tools** menu bar on the left side of the screen and select **SHIP – PAM Events**.



2. SAMS will open to a List Screen that shows previously completed PAM forms. To open a new form, click the **Add New** text button to open a new PAM Event assessment form.

3. Complete the form using the same data entry methods as used in the ICC form – radio buttons, check boxes, and free text. Be certain to complete all required * fields.
4. After all required fields have been completed the form can be saved, or saved and closed.



Note: Time spent on the contact must be entered as minutes only and as a whole number (e.g. 2 hours and 10 minutes = **130 minutes**)

Reports

BC Activity Report

Start with the Agency Summary Report. Set Parameters below as indicated. Parameters may be adjusted to meet individual agency needs.

*Be sure to click any green check marks to ensure the parameter is used when the report is run

ICC/PAM Summary Report

These reports are located under Reports as **Individual Client Contact Report** and **Public and Media Activity Report**.

Enter parameters for the report.

- Assessment Agency
- Date of Assessment (on or after/on or before)

The system will generate the summary report, which tallies the counts for the selected period and agency.

Individual Client Contact Report		11/07/2012
- Test		
Number of Client Contact Forms:	890	
Number of Beneficiaries with Multiple Contacts:	729	
How did the client learn about the SHIP:		
Previous Contact	704	
CMS / Medicare	65	
Presentations	2	
Mailings	15	
Another Agency	73	
Friend or Relative	10	
Media	0	
State Website	1	
Other	0	
Not Collected	20	
Method of Contact:		
Phone Call	231	
Face to Face at Counseling Location or Event Site	6	