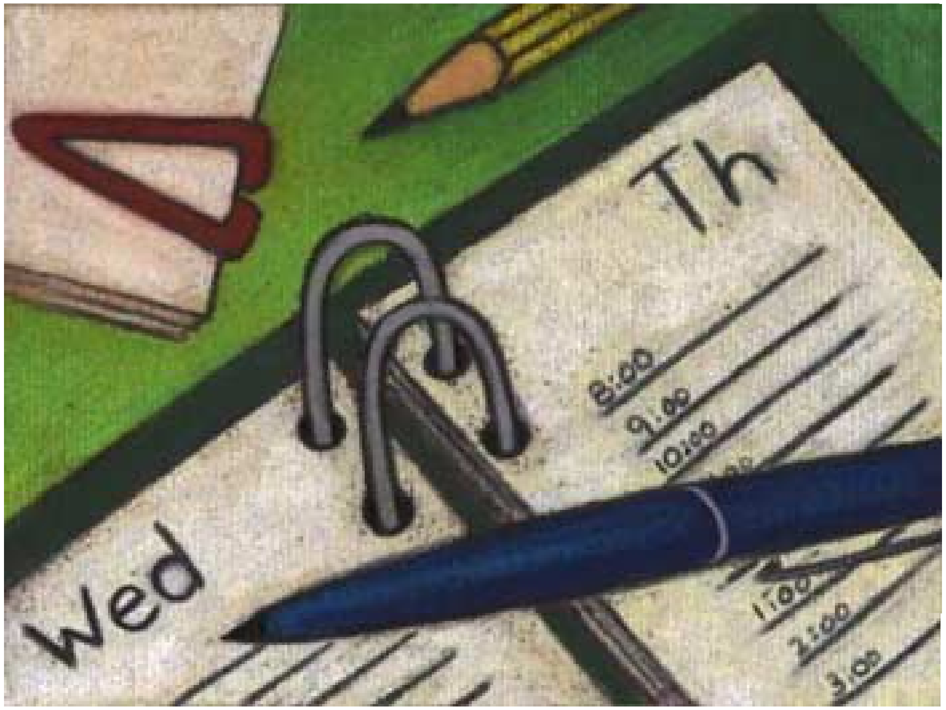
Case Management Software

Clients 2000 for Windows Implementation



Clients 2000 for Windows, Policies & Implementation

Column Heads		
#	=	Issue Number
Timing	=	Suggested Timing
P	=	Suggested Priority
Date	=	Your date for finishing
Chk	=	Checked as completed
Rdate	=	Date to revisit the issue

Suggested Timing		
PR	=	Prior to Use
1W	=	First Week
2W	=	Second Week
1M	=	First Month
2M	=	Second Month
O	=	Ongoing

Suggested Priority		
A	=	Essential for System
B	=	High
C	=	Medium
D	=	Low

#	Timing	P	Date	Ck	R Date	
1000	**Broad First Decisions**					
1010						**Policy Decisions**
1011	PR	A				Is case management for use by Administration or Advocates or both?
1012	PR	A				Will all cases be entered into Clients?
1013	PR	A				Will the System be used to track PBI and Judicare cases?
1014	PR	A				Will we use the System for Conflict checking?
1015	PR	A				How do we convey the importance case management to all staff?
1016	PR	A				How do we involve everyone in the process
1017	PR-O	A				What office polices and procedures should be eliminated?
1018	PR-O	A				Do we implement all features immediately or over time?
1019	PR	A				Where should rejected cases be stored, eligibility or the intake sheet?
1020	PR	A				How are different modifications to be agreed on, e.g., add a funding code, add a special program, etc.
1021	PR	A				How are modifications to be documented, word processing file or CFWCustom.MDB
1022	2M	B				Develop Office policy manual for staff use
1023	2M	C				Should custom help screens be developed reflecting office policies?
1024	2M	C				Use Other Services to track non-case related work?
1025	PR-O	C				Do we want to use the internet buttons on the Activity tab and add our own?
1070						**Office Specific Tasks**
2000	**Specific First Decisions**					
2010						**Policy Decisions**
2011	PR	A				Should we track the Main Benefit, if so, review the codes.
2012	PR	A				Should we track Case Outcomes, if so review the codes.

2013	PR	A				Review the client reject codes used on Eligibility and Client intakes.
2014	PR	A				What is policy for modifying pull-downs, e.g., funding codes
2015	PR	A				How should we use Phelped, Outcome, $ recovery and avoidance?
2016	PR	A				Is Eligibility Slip to used for all clients?
2017	PR	A				If Eligibility Slip required, can we use the Duplicate Button, since it doesn't create an Eligibility?
2018	PR	A				When should information be transferred from the Eligibility Slip to the Intake sheet, (when client shows)?
2019	PR	A				Where will conflict checking be done, Eligibility, Search, Conflict Tab, Client Intake?
2020	PR	A				Which fields should be used on the Client intake sheet?
2021	PR	A				Should the CLASP checklist be used to check compliance on all LSC clients?
2022	PR-O	A				Should some Tab passwords be changed to give different people access to different tabs?
2023	PR	B				Should cocounsel field be used to track who input the case originally so entry errors can be traced?
2024	PR	B				Should we use the Litigation form for tracking parties as required by LSC?
2025	PR-O	B				Should we use the Hotline / Agency Referral button?
2026	PR	C				What is the policy for modifying Subjects that govern PBI Lawyer and Agency specialties?
2027	PR	C				How many fields in the Staff Member table should be used, privacy concerns.
2028	PR	C				Use the popup calculator?
2029	PR-O	C				Should we hide the tabs for certain users, use the option on Upkeep to do so.
2030	PR-O	C				Should passwords other than staff initials be used when logging in?
2040						**Which Staff Member will:**
2041	PR	A				Appoint two people to administer the System and give them the Responsibility and the Authority
2042	PR-O	A				Determine which staff use the System and what do they use it for?
2043	PR	A				Overall System setup
2044	PR	A				Administer, maintain and keep System current.
2045	PR	A				Fill out and check CLASP forms
2046	PR-O	A				Assign passwords to Tabs to appropriate users.
2047	PR	A				Determine access to the Upkeep Tab.
2048	PR	A				Reopen cases
2060						**Overall**
2061	PR	A				Set up mandatory pull-down menus
2062	PR	A				Enter current income guidelines for LSC eligibility (and other funding sources, display multiple?)
2063	PR	A				Enter Staff Members and Old Staff Members who have any cases
2064	PR	A				Enter optional Special Problem Codes (specpcodes)
2065	PR	A				Standardize how Case Number gets generated (auto or manual)
2066	PR	A				Decide on Office (and Unit?) numbers and assign them, don't use a the number 10.
2067	PR	B				Enter the approved Adverse Party abbreviations
2068	1M	C				Update new Zip Codes
2069	PR	C				Enter in Client Self Help Documents / Informational Pamphlets
2070	PR	C				Update new Area Codes

2071	PR-O	C				Enter Subjects set for PBI Attorneys and Agencies
2072	PR-O	C				Add new Autoversion (tab removal) schemes to fit office needs.
2080						**Office Specific Tasks**
2100	**General**					
2110						**Policy Decisions**
2111	PR	A				Decide on the use for the T–transfer case marking
2112	PR-O	A				Decide on the uses for user defined fields, Spcodes 1-3, Vuser, etc.
2113	1M	B				Generate Form Letters off Intake
2114	1M	B				Generate LSC citizen statement in letter or separate form
2115	1M	B				Generate LSC retainer in letter or separate form
2116	1M	B				Print intake sheets after case opening for what type cases
2117	1M	B				Use Call Back System or use it to log phone calls?
2118	1M	B				Use Duplicate button to save entry time for clients
2119	1M	B				Use Edit Record button when closing cases for speed
2120	2W	B				Use Hold case type for cases not yet routed to Staff, PBI or Advice Only?
2121	2M	C				Should we buy labels to support file folder label option
2122	2M	C				Transfer client address to clipboard and then to word processor for custom letters
2123	2M	C				Use Litigation to store children's' names
2130						**Which Staff Member will:**
2131	PR-O	A				Teach Staff how to use Search Screens
2132	PR-O	B				Provide for continued administration training
2133	PR-O	B				Provide for New Staff training on System use
2160						**Office Specific Tasks**
2200	**Time Keeping**					
2210						**Policy Decisions**
2211	PR	A				Use Time Keeping

2212	PR	A				Keep time for case related information
2213	PR	A				Keep time for noncase related work (Matters & Sup. Activities)
2214	PR	A				What time interval to use 6 minutes or 15 (.1 or .25)
2215	1M	B				How to store non legal time, vacation, etc.? (Add Sup. Activities?)
2216	1M	B				Use the Time/Day tab to review time entries
2217	1M	B				How long after a case is closed can time be entered without reopening the case?
2218	1M	B				How often should a time record be input on an active case, 30, 45, ? Days.
2230						**Which Staff Member will:**
2231	PR	A				Who enters the advocates' time, advocates or their support staff?
2232	1W	B				Who has the responsibility to Error check this information?
2233	1M	B				Who runs the reports to see if time has been kept on all active cases?
2260						**Office Specific Tasks**
2300	**Calendar**					
2310						**Policy Decisions**
2311	PR	A				Use the Calendar
2312	PR	A				To schedule Appointments
2313	PR	A				To schedule general events such as staff meetings
2314	PR	A				To schedule Tickles
2315	1M	B				Should Calendar be used to schedule System maintenance
2316	1M	B				Use the Way Point Feature and policy for use
2317	1M	B				Input Way Point dates
2318	1M	C				Use the To Do List
2319	2M	C				To schedule writing letters
2330						**Which Staff Member will:**
2331	PR	A				Maintain the appointment Calendar?
2332	PR	A				Maintain the Tickle System?
2333	PR	A				Keep the Calendar current for general events?
2334	1M	B				Set and input the Waypoint dates
2360						**Office Specific Tasks**

2400	**Form Letters**					
2410						**Policy Decisions**
2411	1M	B				Develop policy for modification of form letters
2412	1M	B				Develop policy for use of the form letters
2413	1M	B				Generate Client Warning letters
2414	1M	B				Generate Closing letters Staff Cases
2415	1M	B				Generate opening letters
2416	1M	B				Modify existing letters for program
2417	1M	B				Move in existing letters from word processing
2418	1M	B				Produce additional custom form letters
2419	1M	B				What letterheads need to be developed and used?
2420	1M	B				Produce Labels & Envelopes
2421	1M	B				Using the envelope generator
2422	1M	B				Using the envelope labels
2423	1M	B				Use window Envelopes
2424	1M	B				Using the file folder labels
2430						**Which Staff Member will:**
2431	PR	B				Approve the changes to existing letters
2432	PR	B				Approve the addition of new letters
2460						**Office Specific Tasks**
2500	**Intake Question System**					
2510						**Policy Decisions**
2511	PR	A				Procedure to Add and Update Advice
2512	PR	A				Procedure to Add and Update Questions
2513	1M	B				Use Advice button
2514	1M	B				Set up Frequent Answers in Intake System
2515	1M	B				Set up Intake System questions
2516	1M	B				Use Intake questions
2517	1M	B				Use Intake Questions for LSC fact statement

2530						**Which Staff Member will:**
2531	PR	A				Develop the Questions and Advice?
2532	PR	A				Access the Intake System Tab and administer the Intake Question System
2560						**Office Specific Tasks**
2600	**Agency Referral**					
2610						**Policy Decisions**
2611	1M	C				Can we get digital version from local agency and import?
2612	1M	C				Enter Referral Agencies and their intake policies
2613	1M	C				Use Agency Referral off Hotline button?
2614	1M	C				Use Agency Referral program off Search?
2630						**Which Staff Member will:**
2631	1M	C				Train receptionist how to use Agency Search for applicants who are not eligible
2632	1M	C				Use the System to find agencies to help clients
2660						**Office Specific Tasks**
2700	**Trust Account**					
2710						**Policy Decisions**
2711	PR	A				Use the Trust Account portion of program?
2712	PR	A				Change the password for the Trust Tab so only a few people have it?
2730						**Which Staff Member will:**
2731	PR	A				Input and check the trust accounts?
2732	PR	A				Generate reports on non-zero balance accounts

2760						**Office Specific Tasks**
2800	**Fund Raising**					
2810						**Policy Decisions**
2810	1M	C				Use the Fund Raising Package?
2830						**Which Staff Member will:**
2831	1M	C				Use the Fund Raising Package?
2860						**Office Specific Tasks**
2900	**PBI & Judicare**					
2910						**Policy Decisions**
2911	PR	A				Decide on Time Keeping method / closed or slips
2912	PR	A				Input PBI Lawyer’s Law Firms
2913	PR	A				Input PBI Lawyers
2914	1W	A				Use the Compensated button for Judicare
2915	1M	B				Generate PBI Closing letters to clients
2916	1M	B				Generate PBI Closing letters to lawyers
2917	1M	B				Generate PBI Lawyer Tickle letters
2918	1M	B				Generate PBI Opening letters to clients
2919	1M	B				Generate PBI Opening letters to lawyers
2930						**Which Staff Member will:**
2931	PR	A				Keep the Lawyer information current?
2932	1W	A				Update the lawyers' Open/Closed/Ongoing cases?
2960						**Office Specific Tasks**

3000	**Reports**		
3010			**Policy Decisions**
3011	1W	A	Learn how to use Reports
3012	1W	A	Learn to use the Basic Tabular Report for Clients
3013	1W	A	Use the CSR reports
3014	1M	A	Learn to do a the reports that check Time entry for accuracy
3015	1M	A	Run Near Duplicate client reports
3016	1W	B	Learn to do a Period Report by Problem Code
3017	1W	B	Learn to do a Period Report by Staff Number
3018	1W	B	Produce open case reports on a regular basis
3019	1W	B	Report on Days Cases Remained Open
3020	1W	B	Use the QBF Report screen
3021	1W	B	Use NonQBF case reports
3022	1M	B	Generate report for cases on Hold
3023	1M	B	Learn to do a Time by Advocate and Case Report
3024	1M	B	Learn Custom Report Generator
3025	O	B	Develop custom reports for specific needs
3026	1M	C	Use Cost per Case
3027	2M	C	Graph reports
3028	2M	C	Develop list of Reports to generate on a regular basis
3030			**Which Staff Member will:**
3031	1M	B	Determine what reports are needed
3032	1M	B	Write the needed custom reports
3033	1M	B	Run reports
3034			**What reports will be run on a regular basis and how often?**
3035			Report ______________________________ How often __________
3036			Report ______________________________ How often __________
3037			Report ______________________________ How often __________
3038			Report ______________________________ How often __________
3039			Report ______________________________ How often __________
3040			Report ______________________________ How often __________
3041			Report ______________________________ How often __________
			Report ______________________________ How often __________

3060						
						Office Specific Tasks
3100	**Error Checking**					
3100						**Policy Decisions**
3101	2W	A				Time records without a matching Case, Eligibility slip, Callback and not a Matter or Sup. Activity.
3102	2W	A				Check for near duplicate cases
3103	2W	A				What things are checked for errors and how often?
3104	PR	A				Error Checking
3105	2W	B				Check Open cases on a regular basis
3106	2W	B				Check Closed Cases on a regular basis
3107	2W	B				Check for clients over 125% of poverty level.
3108	2W	B				Check for missing Eligibility Slip
3109	2W	B				Check for missing Conflict Slip
3110	2W	C				Should the error checking routines be changed to check more or fewer fields?
3111	2W	C				Check for Conflicts missing a Case in ClientsW.
3112	2W	D				Check and remove duplicate conflict records
3130						**Which Staff Member will:**
3131	PR	A				Ultimate responsibility for the quality of the data
3132	1W	A				Error checking
3233	1W	A				Check for missing records, such as Eligibility, CLASP, and the like
3160						**Office Specific Tasks**
3200	**Maintenance**					
3210						**Policy Decisions**
3211	PR	A				What are policies on backup?
3212	PR	A				What are policies on repairing and compacting the database
3230						**Which Staff Member will:**

3231	PR	A				Database Administration
3232	PR	A				Backup of Data
3233	PR	A				Check the Quality of the Backup
3234	PR	A				Stores Backup off site
3235	PR	A				Run Duplicate Record Reports
3236	PR	A				Receives continued and advanced trainings
3237	PR	A				Trains Staff
3238	PR	A				Sets Workstation preferences
3239	PR	A				Sets and Administers passwords
3240	PR	A				Deletes Records
3241	PR	A				Runs Repair and Compact on the Database
3242	PR	A				Insures the Workstations have the latest, compiled CFW2000.MDB
3260						**Office Specific Tasks**
3300 Transfers						
3310						**Policy Decisions**
3311	PR	A				What method to transfer case info, SQL, Disk, Email, Replication, PCAnywhere or Citrix?
3312	1M	B				Transfer cases to the central office via disk, data replication, remote access, or SQL
3313	2M	C				Use the Email Transfer System
3330						**Which Staff Member will:**
3331	PR	A				Branch Office Transfers
3332	PR	A				Central Office Transfers
3360						**Office Specific Tasks**
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