

CTT/CHI PP Application Instruction Manual

presented by



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AHCI is a contract agency for the Allegheny County Department of Human Services' HealthChoices Program

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Introduction and Overview

In partnership with Community Care Behavioral Health and Allegheny HealthChoices Inc. (AHCI), the Allegheny County Office of Behavioral Health (OBH) has built a network of Community Treatment Teams (CTTs) to work with people both eligible and not eligible for Medicaid who need these intensive services. CTTs follow the evidence-based model of Assertive Community Treatment (ACT).

People referred to CTT generally have not benefited from traditional services and have had frequent psychiatric hospitalizations, long-term state psychiatric hospitalizations, and/or incarcerations.

Key data is collected through the CTT Monitoring Application. The data collected is used to:

- Drive the quality improvement process;
- Assure that high-quality, high-fidelity services are maintained;
- Measure team performance and consumer outcomes; and
- Inform the use of technical assistance to all teams.

Purpose

The CTT Monitoring Application collects information for analysis, evaluation, and reporting purposes. Through this application, teams track key events and outcomes for people receiving CTT services, including: housing, employment, education, incarcerations, hospitalizations (psychiatric and medical), crisis interventions, residential drug and alcohol treatment, and use of non-behavioral health supports. This application is also used to track enrollment and discharge from CTT and diagnostic information.

Entering accurate data is essential. Accurate reporting helps the team to manage their services, identify and publicize their successes, and identify areas of improvement or trends of concern. The funders pay close attention to application reports to monitor provider performance.

Getting Access to the CTT Application

- Team leaders should have access to the application in order to supervise program assistants, spot-check staff data entry, and to look up individual clients.
- The primary person responsible for entering data into the application is the team's program assistant.
- **When there is a staff change, please notify your AHCI contact immediately.**
- A user request form must be filled out and faxed to 412-325-1111. A new account will be set up within 48 hours.
- Please do not have new users take over another staff member's username and password.

Training on the CTT Application

- Whenever a new user account is assigned, AHCI will provide an orientation, either by telephone or in person. This orientation includes a review of all the data screens, team process for capturing the data, and standard reporting.
- Both team leaders and support staff should be trained on the application. Team leaders should have an understanding of how the application works in order to monitor and supervise staff in the data collection (see below) and data entry processes.
- AHCI is always available to answer technical questions about how the application works (e.g. login problems, or what button should I click to...) or how to record specific situations (if someone is living in a state hospital, what housing category should I use?).

- This user guide (available at www.ahci.org) provides step-by-step instructions on using the application and a complete list of definitions.
- **Appendix 1 of this manual includes “Frequently Asked Questions.” Please consult this list as well as the manual to assure data entry is consistent.**

Capturing Data Required for the CTT Application

- When the team receives a new referral and is authorized to begin providing services, the support staff should enter the person into the CTT application immediately. It is extremely important that the CTT admission date (the date of the first authorization) be accurate. Teams should not wait for the person to officially sign on to the team before entering them in the application.
- Once a person’s baseline record has been entered, the team **ONLY** enters new events or changes. Some people will have many events/changes (e.g. on-call use), and others will have few changes to report.
- Discussion at the daily morning meeting provides most of the information for the CTT application. Each team should use a log book to track changes and events required for the application (e.g. housing change, hospital admissions, a new job). See Appendix 2.
- Program assistants should use this log book to enter data into the application **on at least a weekly basis**. Experience has shown that waiting much more than a week makes it difficult to keep up and to track down the answer to any questions. The program assistant should work with the team leader or the client’s primary staff to answer any questions about changes/events included on the log.
- Experience has shown that two domains are routinely missed during the morning meeting: diagnosis changes and use of non-behavioral health supports. For these two domains, the quarterly individual reports should be used to check the accuracy of the diagnosis and the use of supports outside of those provided by CTT (see below).

Reporting from the CTT Application

- Each quarter, two types of reports are run:
 1. **Team summary reports.** This report includes counts for the various domains and summarizing change from the last quarter (e.g. the percentage of people living in each housing category, the percentage of people working, the number of psychiatric hospitalizations). Team leaders should use these reports to monitor trends and to highlight successes with team staff. These reports are also used by the funders to monitor and compare performance across teams.
 2. **Individual reports.** Each person receiving CTT services has a one-page report summarizing their status and events for the quarter. Team leaders should distribute these reports to each person’s primary staff member for review. Staff should then communicate any changes to the program assistant for data entry.
- In addition to quarterly reports, AHCI can run any specialized reports to assist teams or funders. For example, a team leader may want to monitor employment change over time, trends in hospitalizations, or diagnostic groups. AHCI can create reports for any purpose.
- AHCI also completes annual reports and other analyses for the funders, DPW, and other stakeholders.

Login Screen

To access the CTT Application through a web browser, navigate to the <http://www.ahci.org> web address, click the login button, then select the CTT Application Login. Enter the required User Name and Password into the message box. After successful login, the Login screen will open prompting the user to select the County for which the CTT Team belongs. Once the County is chosen, select the Search button to open the Search Results screen that lists each CTT Team for the County selected. Select the CTT Team Description link within the Search Results page to display the Consumer screen.

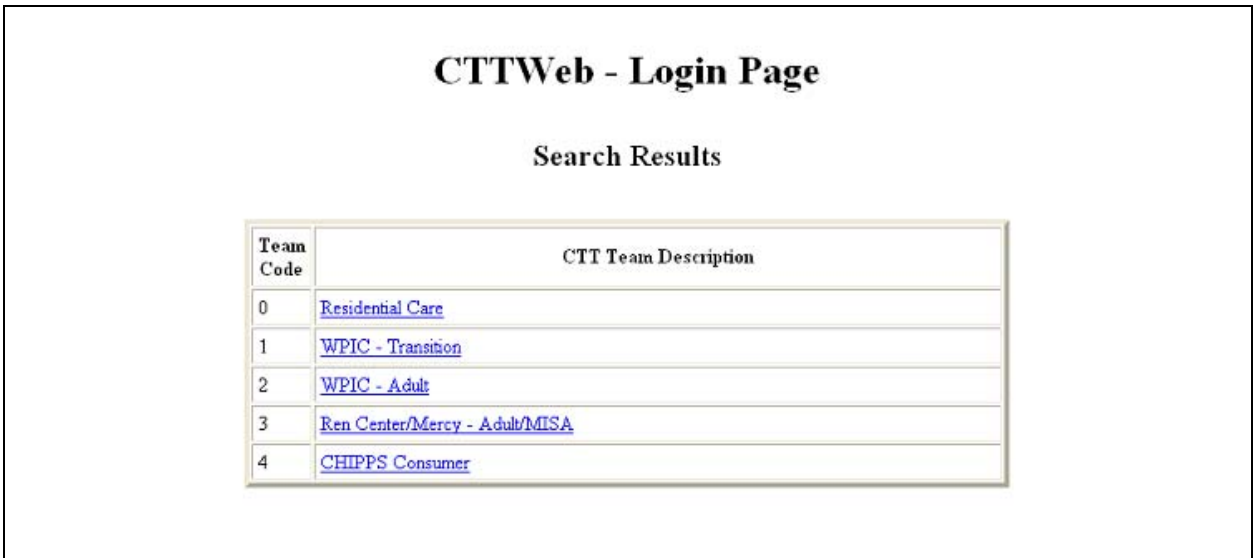
Login Screen Display



CTTWeb - Login Page

Select County Allegheny ▼

Login Search Results Screen



CTTWeb - Login Page

Search Results

Team Code	CTT Team Description
0	Residential Care
1	WPIC - Transition
2	WPIC - Adult
3	Ren Center/Mercy - Adult/MISA
4	CHIPPS Consumer

Consumer Screen

The Consumer screen contains demographic information about the CTT/CHIPP consumer. The Consumer screen opens without any data allowing the user to either enter a new consumer or search for an existing consumer. To add a new Consumer, add all required data into the fields provided and when finished select the Add button to save the new record. The user is required to enter data into all fields except for Middle Initial, Suffix, MA Recipient Number, County/Client Number and Street Address2. **These optional values should be added to the Consumer Screen as soon as the information is obtained.** A message will appear at the bottom of the screen if a user tries to save a record and a required field is not entered.

There are three options to search for an existing consumer.

1. To list all consumers on the Search Results Page, leave all fields blank and select the Search button.
2. To list consumers for a specific SSN, First Name, or Last Name, enter the information in the field to search on and then select the Search button to display the Search Results page listing the consumer that satisfies the search conditions.
3. To search for consumers having a SSN beginning with a certain number, a First Name beginning with a certain letter of the alphabet or Last Name beginning with a certain letter of the alphabet, enter the information in the field to search on followed by the @ character and then select the Search button to display a list of consumers satisfying the search.

Within the Search Results page, select the SSN link to display that Consumer's information in the Consumer screen which is then available to edit. To edit an existing record, modify the current data and then select the Change button to save.

Consumer Search Results Screen

CTTWeb - Consumer Maintenance			
Search Results			
Last Name	First Name	Middle Initial	SSN
USER	TESTA		999-99-9999
USER	TESTB		999-99-9998
USER	TESTC		999-99-9997

Consumer Screen Display

CTTWeb - Consumer Maintenance

County	Allegheny
CTT Team	WPIC - Adult
SSN	<input type="text" value="999-99-9999"/>
First Name	<input type="text" value="TESTA"/>
Middle Init	<input type="text"/>
Last Name	<input type="text" value="USER"/>
Suffix	<input type="text"/>
Street Address 1	<input type="text" value="215 S. Braddock Avenue"/>
Street Address 2	<input type="text"/>
City	<input type="text" value="PGH"/>
State	<input type="text" value="PA"/>
Zip Code	<input type="text" value="15221-"/>
DOB	<input type="text" value="07/31/1958"/>
Gender	<input type="text" value="Female"/>
Race	<input type="text" value="Black"/>
MA Recipient Nr	<input type="text"/>
County/Client Nr	<input type="text"/>
CHIPPS Flag	<input type="checkbox"/>
CTT Flag	<input checked="" type="checkbox"/>

[CHIPPS Maintenance](#)
[Crisis Maintenance](#)
[CTT Admission Maintenance](#)
[Diagnosis Maintenance](#)
[Education Maintenance](#)
[Employment Maintenance](#)
[GAF Maintenance](#)
[Hospitalization Maintenance](#)
[Housing Maintenance](#)
[Justice Maintenance](#)
[Non-BH Supports Maintenance](#)
[Return to Login Page](#)

Field Definitions

<u>Social Security Number:</u>	Enter the consumer's social security number.
<u>First Name:</u>	Enter the consumer's <i>full</i> first name.
<u>Middle Initial:</u>	Enter <i>only</i> the consumer's middle initial
<u>Last Name:</u>	Enter the consumer's <i>full</i> last name.
<u>Suffix:</u>	Enter <i>only</i> the consumer's suffix, if applicable.
<u>Street Address 1:</u>	Enter the consumer's <i>complete</i> primary mailing address, include suite or apartment number.
<u>Street Address 2:</u>	Enter the consumer's <i>complete</i> secondary mailing address, include suite or apartment number.
<u>City:</u>	Enter the consumer's city of residence.
<u>State:</u>	Enter the consumer's state of residence.
<u>Zip Code:</u>	Enter the consumer's zip code.
<u>Date of Birth:</u>	Enter the consumer's date of birth in the following numeric format '00/00/0000'.
<u>Gender:</u>	Enter the first letter of the word or use the drop down arrow and select the correct value.
<u>Race:</u>	Enter the first letter of the word or use the drop down arrow and select the correct value.
<u>MA Recipient Number:</u>	If applicable, <i>always</i> enter the consumer's Medicaid Recipient Number, even if pending or inactive.
<u>County/Client Number:</u>	If applicable, <i>always</i> enter the consumer's County/Client Number.
<u>CHIPP Flag:</u>	The County personnel responsible for managing the CHIPP consumers will select the CHIPP option if appropriate.
<u>CTT Flag:</u>	Check the box labeled CTT Flag indicating the consumer is a CTT member.

Button Functions

<u>Add:</u>	Adds a new record. This button appears only when a Member is not selected.
<u>Change:</u>	Saves modifications made to an existing record.
<u>Delete:</u>	Deletes current record.
<u>Clear:</u>	Clears the screen, allowing the user to add a new record.
<u>Reset:</u>	Cancel any modifications made prior to selecting the Change button.
<u>Search:</u>	Displays all records related to the entered criteria. To list all Consumers, all fields must be blank.

CHIPP Screen

The CHIPP screen contains CHIPP information required for the county and state reporting needs about the CTT/CHIPP consumer selected in the Consumer screen. Providers do not have access to this screen, as the county is required to maintain the CHIPP data. Information is entered on each consumer beginning the date of discharge from Mayview State Hospital.

To edit an existing record, modify the current data and then select the Change button to save. To add a new record, enter data into all required fields and select the Change button to save. The user is required to enter data into all fields except Termination Date, Comments and Comprehensive Assessment Date. A message will appear at the bottom of the screen if a user tries to save a record and a required field is not entered.

CTTWeb - CHIPP Maintenance

County	Allegheny
CTT Team	WPIC - Adult
Consumer Name	USER, TESTA
Return to Consumer Page	
CHIPP Status	Active <input type="button" value="v"/>
CHIPP Enrollment Date	01/01/2001
CHIPP Termination Date	<input type="text"/>
CHIPP Year	2001
Origin	Original <input type="button" value="v"/>
SMH D/C From	Mayview <input type="button" value="v"/>
SCU	St. Francis <input type="button" value="v"/>
Case Mgt Type	ICM <input type="button" value="v"/>
ICM/CM	TESTING
Agency	WPIC <input type="button" value="v"/>
Comprehensive Assmt Date	<input type="text"/>
Independence Of Living	Family Setting <input type="button" value="v"/>
Residential Care Type	Group Home <input type="button" value="v"/>
Comments	<input type="text"/>

Field Definitions

<u>CHIPP Status:</u>	Defines the condition of a fiscal year funding event for a client. Entries include Active, Deceased (Natural Causes), Deceased (Accident), Deceased (Suicide), Incarcerated, Long-term Care, Inpatient Psych, Other, Whereabouts Unknown, Inactive (Whereabouts Known) and Not a CHIPP Consumer.
<u>Enrollment Date:</u>	Date client joined CHIPPS program.
<u>Termination Date:</u>	Date client left CHIPPS program.
<u>CHIPP Year:</u>	Fiscal year client was admitted to CHIPPS program.
<u>Origin:</u>	Entries include: Original – consumer is entered into CHIPP upon discharge from the state hospital. Replacement – consumer who enters CHIPP when a vacancy occurs as the result of a change from active status of an Original CHIPP consumer.
<u>SMH D/C From:</u>	Use the drop down arrow and click the correct selection.
<u>SCU:</u>	Use the drop down arrow and click on the correct selection.
<u>Comments:</u>	Any comments that can further explain the value ‘Other’ when entered into a field.
<u>Case Management Type:</u>	Use the drop down arrow and click on the correct selection.
<u>ICM/CM:</u>	Enter <i>full</i> name of ICM/CM.
<u>Agency:</u>	Use the drop down arrow and click on the correct selection.
<u>Comprehensive Assmt Date:</u>	Date of Comprehensive Assessment.
<u>Independence of Living:</u>	Describes the scope of independence of the living situation.
<u>Residential Care Type:</u>	Describes the specific type of facility.

Button Functions

<u>Change:</u>	Saves new record or saves changes made to existing record.
<u>Reset:</u>	Cancel any changes made prior to selecting the Change button.
<u>Delete:</u>	Deletes current record.

Crisis Screen

The Crisis screen contains *only* 'contact' crisis information about the CTT/CHIPPS consumer selected in the Consumer screen. Enter the date of the crisis contact. Multiple entries may be made, as needed, for a given client on a given day. **For example, if a consumer goes to the ER and is diverted from a psychiatric admission, CTT would enter both a Hospital ER event and a Diversion event.**

When the screen is selected records are listed in descending order by the Crisis Date value. To edit an existing record, modify the current data and then select the Change button to save. To add a new record, enter data into a row that is empty on the screen. If all of the rows on the screen are occupied select the Clear List button to clear the list of data, add the new record to an empty row and select the Change button to save. The user is required to enter data into all fields. A message will appear at the bottom of the screen if a user tries to save a record and a required field is not entered. To delete an existing record select the Delete check box of the row that is to be deleted and select the Change button to confirm. Multiple entries having the same date are allowed for this screen.

CTTWeb - Crisis Maintenance

County: Allegheny
 CTT Team: WPIC - Adult
 Consumer Name: USER, TESTA
[Return to Consumer Page](#)

Crisis Type	Crisis Date	Delete?
Telephone by CTT	01/02/2007	<input type="checkbox"/>
CTT Mobile Face-to-Face	01/01/2007	<input type="checkbox"/>
Telephone by CTT	01/03/2006	<input type="checkbox"/>
Telephone by CTT	12/26/2005	<input type="checkbox"/>
Telephone by CTT	09/04/2005	<input type="checkbox"/>
Telephone by CTT	04/30/2005	<input type="checkbox"/>
Telephone by CTT	02/24/2005	<input type="checkbox"/>
Telephone by CTT	12/23/2004	<input type="checkbox"/>
Telephone by CTT	09/18/2004	<input type="checkbox"/>
Telephone by CTT	09/15/2004	<input type="checkbox"/>

[Next List >>](#)

Field Definitions

<u>Crisis Type:</u>	Use the drop down arrow and click on the correct selection(s) that apply.
<u>Telephone by CTT:</u>	Contact with consumer during after-hours and weekend CTT crisis coverage or daytime use of the on call number.
<u>CTT Mobile Face-to-Face:</u>	Contact with consumer <i>only</i> during after-hours and weekend CTT crisis coverage.
<u>Hospital ER:</u>	Consumer use of a hospital emergency room (medical or psychiatric) during a crisis and the team attempts to intervene.
<u>Non-CTT Mobile Face-to-Face:</u>	Consumer use of any non-CTT mobile face-to-face mental health or emergency personnel community crisis service.
<u>Diversion:</u>	Face-to-face and/or emergency room encounters those results in successfully stabilizing a client and deterring an inpatient admission during after hours.
<u>Date:</u>	Enter the actual date of the contact/use using the following numeric format, '00/00/0000'.

Button Functions

<u>Change:</u>	Saves a new record, saves modifications made to an existing record or deletes a record if the Delete checkbox is selected for a particular record.
<u>Clear List:</u>	Clears the screen of all displayed records, allowing the user to add a new record.
<u>Reset:</u>	Cancel any additions/modifications made prior to selecting the Change button.
<u>Search:</u>	Displays all records related to the selected Consumer.

Tips

- **How do I enter use of re:solve services (Allegheny County)?** Use of re:solve walk-in and residential services should be entered as respite/crisis bed stays on the **Hospitalizations** screen. Use of re:solve mobile crisis services should be entered as non-CTT mobile face-to-face events on the Crisis screen.
- **What counts as a crisis call?** Teams have some latitude to determine what counts as a telephone crisis event. Generally it is use of the on-call telephone number, whether or not the team considers the reason for the call a “true” crisis.
- **What counts as a diversion?** Teams have some latitude in determining what counts as a diversion. A diversion can occur at an ER, at someone’s residence, in the community, etc. It is the team’s judgment as to whether the individual would have been admitted to the hospital if the team had not intervened face-to-face in the situation.
- **What is counted as a respite/crisis bed stay?** Use of formal respite programs as well as use of provider-supported informal respite options (e.g. a respite apartment someone can use when they are between housing options) are included in this category.

CTT Admission Screen

The CTT Admission screen contains enrollment information about the CTT/CHIPP consumer selected in the Consumer screen. The enrollment date **must** be completed for all consumers and should reflect the date when authorization for CTT service begins. Do not delay entering the enrollment date until the consumer has given verbal or written agreement for service. The enrollment date should match the date of the first authorization for CTT service.

When the screen is selected records are listed in descending order by the Enrollment Date value. To edit an existing record, modify the current data and then select the Change button to save. To add a new record, enter data into a row that is empty on the screen. If all of the rows on the screen are occupied select the Clear List button to clear the list of data, add the new record to an empty row and select the Change button to save. The user is required to enter the Enrollment Date. A message will appear at the bottom of the screen if a user tries to save a record and a required field is not entered. Before adding a new record, the user must enter a value into an empty Termination Date text box. To delete an existing record select the Delete check box of the row that is to be deleted and select the Change button to confirm.

Some consumers will have multiple CTT admissions. For example, a person may have had CTT in the past with one team, then moved away and left CTT services. At a later date, this same individual may start CTT services again with a different provider. If you cannot enter a new consumer to your team, it is most likely because their SSN is associated with a previous CTT or CHIPP admission. If the SSN is a duplicate, you will get an error message that prevents you from entering the SSN again.

AHCI needs to reassign the SSN to your team. Please call your AHCI contact person with the SSN, name, and concern, and AHCI will make sure the current provider has updated the record and entered a CTT termination date, then reassign the SSN. Note that you will have to enter a new CTT Enrollment Date on the Admissions Maintenance screen.

You will have access to the data from the previous CTT episode. DO NOT DELETE THIS INFORMATION. The new enrollment date you enter will be the date AHCI uses to assign outcomes to your team, and AHCI maintains the previous data for historical purposes.

Reset: Cancels any additions/modifications made prior to selecting the Change button.

Search: Displays all records related to the selected Consumer.

Diagnosis Screen

The Diagnosis screen contains diagnostic information about the CTT/CHIPP consumer selected in the Consumer screen. Unlike the other screens in the application, the Diagnosis screen captures one record for each individual consumer; change in diagnosis over time is not tracked. A diagnosis should be entered for each consumer upon their enrollment with CTT, then periodically reviewed by the team (quarterly) and updated accordingly.

- **To enter a diagnosis record for a new consumer:** type in the appropriate DSM-IV code for Axes I and II. For Axis III, enter the appropriate ICD-9 code (these codes are for general medical conditions and medication induced disorders, and are listed in the back of the DSM-IV).

For each axis, enter the most significant diagnosis first, followed by up to two additional diagnoses. Each axis permits a maximum of three diagnosis codes. A consumer must have, at minimum, one Axis I code. The descriptions are automatically shown when the record is saved by clicking the Change button.

- **To update the status of a diagnosis record:** change the necessary code(s) for the various axes, then click the Change button.

To edit the record, modify the current data and then select the Change button to save. A message will appear at the bottom of the screen if a user tries to save a record and a required field is not entered.

CTTWeb - Diagnosis Maintenance

County Allegheny
 CTT Team WPIC - Adult
 Consumer Name USER, TESTA
[Return to Consumer Page](#)

Axis I 1 Code
 Description Dementia of Alzheimer's Type with Late Onset Uncomplicated
 Axis I 2 Code
 Description
 Axis I 3 Code
 Description
 Axis II 1 Code
 Description
 Axis II 2 Code
 Description
 Axis II 3 Code
 Description
 Axis III 1 Code
 Description PRIMARY TB COMPLEX
 Axis III 2 Code
 Description
 Axis III 3 Code
 Description

Field Definitions

<u>Axis I 1 Code:</u>	Behavioral health and substance abuse DSM-IV code.
<u>Axis I 2 Code:</u>	Behavioral health and substance abuse DSM-IV code.
<u>Axis I 3 Code:</u>	Behavioral health and substance abuse DSM-IV code.
<u>Axis II 1 Code:</u>	Behavioral health and substance abuse DSM-IV code.
<u>Axis II 2 Code:</u>	Behavioral health and substance abuse DSM-IV code.
<u>Axis II 3 Code:</u>	Behavioral health and substance abuse DSM-IV code.
<u>Axis III 1 Code:</u>	Physical health ICD-9 code.
<u>Axis III 2 Code:</u>	Physical health ICD-9 code.
<u>Axis III 3 Code:</u>	Physical health ICD-9 code.

Button Functions

<u>Change:</u>	Saves a new record or saves modifications made to an existing record.
<u>Reset:</u>	Cancels any additions/modifications made prior to selecting the Change button.

Education Screen

The Education screen contains both baseline education information and 'change of status' education information about the CTT/CHIPP consumer selected in the Consumer screen. Initially, baseline information is entered on each consumer beginning the date of enrollment on a specific team. For CHIPP consumers, baseline information is entered for each consumer beginning the date of discharge from Mayview State Hospital. Thereafter, *only a change in educational status* is entered.

When the screen is selected, records are listed in descending order by the Date In value. To edit an existing record, modify the current data and then select the Change button to save. To add a new record, enter data into a row that is empty on the screen. If all of the rows on the screen are occupied select the Clear List button to clear the list of data, add the new record to an empty row and select the Change button to save. The user is required to enter data into all fields except for Date Out. A message will appear at the bottom of the screen if a user tries to save a record and a required field is not entered. Before adding a new record, the user must enter a value into an empty Date Out text box. To delete an existing record select the Delete check box of the row that is to be deleted and select the Change button to confirm.

CTTWeb - Education Maintenance

County: Allegheny
 CTT Team: WPIC - Adult
 Consumer Name: USER, TESTA
[Return to Consumer Page](#)

Education Type	Date In	Date Out	Delete?
Not in School	04/22/2003		<input type="checkbox"/>
Secondary	01/01/2001	04/21/2003	<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>

Field Definitions

<u>Education Type:</u>	Use the drop down arrow and click on the correct selection.
<u>Secondary:</u>	Education intermediate in level between elementary school and college including technical or vocational education. This would also include GED programs.
<u>Post Secondary:</u>	After completion of secondary education, any technical, vocational, college preparatory and college level education.
<u>Not in School:</u>	Not currently attending school, including any temporary or permanent discharges such as suspension and expulsion.
<u>Date In:</u>	Enter the actual date the consumer begins class using the following numeric format, '00/00/0000'.
<u>Date Out:</u>	Enter the actual date activity ends using the following numeric format, '00/00/0000'.

Button Functions

<u>Change:</u>	Saves a new record, saves modifications made to an existing record or deletes a record if the Delete checkbox is selected for a particular record.
<u>Clear List:</u>	Clears the screen of all displayed records, allowing the user to add a new record.
<u>Reset:</u>	Cancel any additions/modifications made prior to selecting the Change button.
<u>Search:</u>	Displays all records related to the selected Consumer.

Employment Screen

The Employment screen contains both baseline employment information and 'change of status' employment information about the CTT/CHIPPS consumer selected in the Consumer screen. Initially, baseline information is entered on each consumer beginning the date of enrollment on a specific team. For CHIPPS consumers, baseline information is entered for each consumer beginning the date of discharge from Mayview State Hospital. Thereafter, *only a change in employment status* is entered.

When the screen is selected records are listed in descending order by the Date In value. To edit an existing record, modify the current data and then select the Change button to save. To add a new record, enter data into a row that is empty on the screen. If all of the rows on the screen are occupied select the Clear List button to clear the list of data, add the new record to an empty row and select the Change button to save. A message will appear at the bottom of the screen if a user tries to save a record and a required field is not entered. Before adding a new record, the user must enter a value into an empty Date Out text box. To delete an existing record select the Delete check box of the row that is to be deleted and select the Change button to confirm.

CTTWeb - Employment Maintenance

County Allegheny
 CTT Team WPIC - Adult
 Consumer Name USER, TESTA
[Return to Consumer Page](#)

Employment Type	Employment Subcategory	Date In	Date Out	Work Hours	Support Hours	Industry Type	Occupation	Employer	Delete?
Field Competitive Employment	Follow Along Support	01/12/09		40	0	Construction	Construction Workers		<input type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>

Field Definitions

Employment Type: Use the drop down arrow and click on the correct selection.

Volunteer: Unpaid work or employment. When this employment type is selected, the date in/date out, average work hours, and average support hours are required fields. See below for definitions.

Paid Training/Sheltered/Transitional Employment: When this employment type is selected, the date in/date out, average work hours, and average support hours are required fields. See below for definitions. This category includes three similar types of paid employment.

- **Paid Training:** a specialized, time-limited paid work-training program conducted at work sites that provide job readiness and placement assistance in order to facilitate transition into competitive employment consistent with such training.
- **Paid Sheltered Employment:** A community rehabilitation program, engaged in a production or service operation and which is operated for the primary purpose of providing gainful employment or professional services to individuals with disabilities as an interim step in the rehabilitation process.
- **Paid Transitional Employment:** A program which provides remunerative work experiences on a regular daily basis to persons with disabilities at a business or industry for the purpose of providing evaluation, training, and supervision to the person.

Not Employed: Currently unemployed. People working under the table are considered not employed.

Competitive/Supportive Employment: This employment type is selected when the consumer is receiving any phase of **evidence-based supported employment services** from the CTT employment specialist (with the support of other team members as indicated in the treatment plan). Note that people may not be working yet to have this employment type selected.

When this employment type is selected, the date in/date out, average work hours, and average support hours are required fields (see below for definitions). In addition, the **SE Activity field** is required.

SE Activity (required for Competitive/Supportive Employment only): Use the drop down arrow and click on the correct selection for the supported employment activity that best represents the activity the vocational specialist is currently working with the consumer on.

Vocational Assessment: The vocational specialist conducts assessments to gather information about work history, strengths, and interests, as well as the extent to which symptoms may have interfered with previous jobs. Prevocational assessment is to be brief and the majority of effort should be focused on job development/placement. Vocational specialist assesses for consumers' preferences in regard to disclosure of mental illness and degree of vocational specialist's involvement.

While the assessment is done initially to help direct the job search process, it is a “living” document that should be updated regularly once the person gains employment.

Job Development: The vocational specialist assists consumers in locating jobs that meet their preferences. There is a relatively short amount of time between when the consumer voices interest in working and the first contact with a potential employer (an average of 30 days). Vocational specialist assists with completing applications, resumes, and role-playing interviews specific to a particular job opportunity.

The vocational specialist develops relationships with local businesses and educates them about the services that the vocational specialist provides, collects information about positions, and determines potential for job carving options (e.g., whether the duties of one part-time position could be broken into two part-time positions).

Follow-along Supports: The vocational specialist provides support to the consumer once s/he has obtained competitive employment. This support can be on the job site, with the consumer and employer’s consent, off the job site, or a combination of both. The vocational specialist also facilitates ongoing benefits counseling and ongoing career development activities. **FOLLOW-ALONG SUPPORTS SHOULD ALWAYS BE SELECTED WHEN A PERSON IS WORKING, REGARDLESS OF THE LEVEL OF SUPPORT BEING PROVIDED BY VOCATIONAL SPECIALIST.**

For people who have Competitive/Supported Employment and Follow-along Supports selected, meaning they have achieved competitive employment, three additional fields are required:

Industry Type: Select the category that best represents the industry where the consumer is competitively employed. These categories are from the U.S. Census. Options are:

- Agriculture, forestry, fishing and hunting
- Mining
- Construction
- Manufacturing
- Wholesale trade
- Retail trade
- Transportation and warehousing
- Utilities
- Information
- Finance and insurance
- Real estate and rental and leasing
- Professional, scientific, and technical services
- Management of companies and enterprises
- Waste management services
- Educational services
- Health care and social assistance
- Arts, entertainment, and recreation
- Accommodation and food services
- Other services, except public administration

- Public administration

Occupation: Select the category that best represents the consumer's occupation. This list is a subset of possible categories from the U.S. Census. If a suitable option is not on this list, please contact AHCI.

- Counselors, social workers, and other community and social service specialists
- Nursing, psychiatric, and home health aides
- Cooks and food preparation workers
- Waiters and waitresses
- Food and beverage serving workers except waiters/waitresses
- Other food preparation and serving workers including supervisors
- Personal appearance workers
- Transportation, tourism, and lodging attendants
- Child care workers
- Cashiers
- Retail sales workers except cashiers
- Sales representatives, services, wholesale and manufacturing
- Other sales and related workers including supervisors
- Bookkeeping, accounting, and auditing clerks
- Customer service representatives
- Secretaries and administrative assistants
- Other office and administrative support workers including supervisors
- Agricultural workers including supervisors
- Carpenters
- Construction laborers
- Electricians
- Painters and paperhangers
- Pipelayers, plumbers, pipefitters, and steamfitters
- Vehicle and mobile equipment mechanics, installers, and repairers
- Food processing workers
- Laborers and material movers, hand

Employer: Type the employer's name in the text box.

Field Definitions

Date In: Enter the actual date activity begins using the following numeric format, '00/00/0000'.

Date Out: Enter the actual date activity ends using the following numeric format, '00/00/0000'. Do not enter a Date Out until the activity ends.

Work Hours: Enter the number of hours/week the consumer is involved in activity on average per week in the following numeric format, '00'. The entry cannot exceed 40 hours.

Support Hours: Enter the number of hours/week the CTT employment specialist provides support to consumer to maintain employment activity. For people engaged in Competitive/Supportive Employment, support hours refers to the average hours per week the vocational specialist is working with the consumer on either vocational assessment, job development/placement, or follow-along supports.

Button Functions

Change: Saves a new record, saves modifications made to an existing record or deletes a record if the Delete checkbox is selected for a particular record.

Clear List: Clears the screen of all displayed records, allowing the user to add a new record.

Reset: Cancels any additions/modifications made prior to selecting the Change button.

Search: Displays all records related to the selected Consumer.

GAF Screen

Note the GAF screen is optional. Please let AHCI know if you are tracking GAF and the data can be included in reporting.

The GAF screen contains a baseline GAF score and subsequent 'change of status' GAF scores for the CTT/CHIPP consumer selected in the Consumer screen. Initially, a baseline score is entered on each consumer beginning the date of consumer enrollment on a specific team. For CHIPP consumers, baseline information is entered on each consumer beginning the date of discharge from Mayview State Hospital. Thereafter, for all consumers, *only a change in GAF score* is entered.

When the screen is selected records are listed in descending order by the GAF Date value. To edit an existing record, modify the current data and then select the Change button to save. To add a new record, enter data into a row that is empty on the screen. If all of the rows on the screen are occupied select the Clear List button to clear the list of data, add the new record to an empty row and select the Change button to save. The user is required to enter data into all fields. A message will appear at the bottom of the screen if a user tries to save a record and a required field is not entered. To delete an existing record select the Delete check box of the row that is to be deleted and select the Change button to confirm.

CTTWeb - GAF Maintenance

County	Allegheny
CTT Team	WPIC - Adult
Consumer Name	USER, TESTA

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GAF Score	GAF Date	Delete?
45	02/02/2005	<input type="checkbox"/>
45	07/28/2004	<input type="checkbox"/>
40	03/31/2004	<input type="checkbox"/>
40	04/22/2003	<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

Search	Change	Clear List	Reset
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Field Definitions

GAF Score: Enter the current GAF score; do *not* enter a range score.

Date: Enter the date the GAF score was completed.

Button Functions

Change: Saves a new record, saves modifications made to an existing record or deletes a record if the Delete checkbox is selected for a particular record.

Clear List: Clears the screen of all displayed records, allowing the user to add a new record.

Reset: Cancels any additions/modifications made prior to selecting the Change button.

Search: Displays all records related to the selected Consumer.

Hospitalization Screen

The Hospitalization screen contains both baseline hospitalization/respice/crisis bed information and 'change of status' hospitalization/respice/crisis/bed information about the CTT/CHIPP consumer selected in the Consumer screen. Baseline information is entered on each consumer beginning the date of enrollment on a specific team. For CHIPP consumers, baseline information is entered for each consumer beginning by documenting the last 'Date In' and 'Date Out' from Mayview State Hospital. Thereafter, for all consumers, *only a change in hospital/respice/crisis bed status* is entered.

When the screen is selected records are listed in descending order by the Date In value. To edit an existing record, modify the current data and then select the Change button to save. To add a new record, enter data into a row that is empty on the screen. If all of the rows on the screen are occupied select the Clear List button to clear the list of data, add the new record to an empty row and select the Change button to save. The user is required to enter data into all fields except for Date Out. A message will appear at the bottom of the screen if a user tries to save a record and a required field is not entered. Before adding a new record, the user must enter a value into an empty Date Out text box. To delete an existing record select the Delete check box of the row that is to be deleted and select the Change button to confirm.

CTTWeb - Hospitalization Maintenance

County: Allegheny
 CTT Team: WPIC - Adult
 Consumer Name: USER, TESTA
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Hospital Type	Date In	Date Out	Delete?
Community Psych Hospital	12/27/2005	01/03/2006	<input type="checkbox"/>
State Mental Hospital	11/09/2004	04/14/2005	<input type="checkbox"/>
Community Psych Hospital	08/07/2004	11/09/2004	<input type="checkbox"/>
D&A Hospital Rehab	07/23/2004	08/05/2004	<input type="checkbox"/>
Community Psych Hospital	04/19/2004	05/12/2004	<input type="checkbox"/>
Respice/Crisis Bed	02/20/2004	02/22/2004	<input type="checkbox"/>
D&A Hospital Rehab	02/09/2004	02/20/2004	<input type="checkbox"/>
Community Psych Hospital	01/23/2004	02/09/2004	<input type="checkbox"/>
Community Psych Hospital	12/20/2003	12/22/2003	<input type="checkbox"/>
Community Psych Hospital	12/06/2003	12/17/2003	<input type="checkbox"/>

[Next List >>](#)

Field Definitions

<u>Hospital Type:</u>	Use the drop down arrow and click on the correct or closest selection.
<u>Community Psych Hospital:</u>	Short-term, community-based inpatient psychiatric unit.
<u>State Mental Hospital:</u>	Long-term, state operated inpatient psychiatric facility.
<u>D&A Hospital Detox:</u>	Short-term, community-based inpatient detoxification unit.
<u>D&A Hospital Rehab:</u>	Short-term, community-based inpatient rehabilitation unit.
<u>Respite/Crisis Bed:</u>	Short-term, community-based non-inpatient psychiatric crisis facility used for diversion and stabilization.
<u>Medical-General/VA:</u>	Short-term or long-term community hospital-based medical facility.
<u>RTF-A:</u>	Residential Treatment Facility for Adults.
<u>Inpatient Extended Acute:</u>	Long-term inpatient unit used for diversion and stabilization.
<u>Community Extended Acute:</u>	Long-term community-based extended acute unit used for diversion and stabilization.
<u>Other Institutional Setting:</u>	Other state/community inpatient and non-inpatient psychiatric/D&A/crisis/medical facility.
<u>Date In:</u>	Enter the actual date the consumer entered the facility using the following numeric format, '00/00/0000'.
<u>Date Out:</u>	Enter the actual date the consumer exited the facility using the following numeric format, '00/00/0000'.

Button Functions

<u>Change:</u>	Saves a new record, saves modifications made to an existing record or deletes a record if the Delete checkbox is selected for a particular record.
<u>Clear List:</u>	Clears the screen of all displayed records, allowing the user to add a new record.
<u>Reset:</u>	Cancel any changes made prior to selecting the Change button.
<u>Search:</u>	Displays all records related to the selected Consumer.

Tips:

- **How do I enter medical hospitalizations for people in a state or psychiatric hospital?** For people who leave a state hospital or psychiatric hospital to be hospitalized at a medical facility, please close the state hospital (or inpatient) stay and enter the medical stay, then open a new state hospital (or inpatient) stay.
- **Do I change someone's housing when they go in the hospital?** For people in state hospitals, their housing should be changed to "institutional." For short-term psychiatric or medical hospitalizations where people are not at risk of losing their housing, no change in housing status is necessary. For longer term psychiatric hospitalizations, RTF-A, or extended acute stays where housing at disposition is uncertain, housing should be changed to institutional for the duration of the stay.
- **How do I enter transfers to the regional forensics center from jail for evaluations?** People who go to the forensics unit for short-term evaluation/stabilization count as one continuous jail stay since they are still considered "property" of the jail while at the hospital. Do not enter a new state hospital stay for these kinds of events.

Housing Screen

The Housing screen contains both baseline housing information and 'change of status' housing information about the CTT/CHIPPS consumer selected in the Consumer screen. Baseline information is entered on each consumer beginning the date of consumer enrollment on a specific team. For CHIPPS consumers, baseline information is entered for each consumer beginning the date of discharge from Mayview State Hospital. Thereafter, *only a change in permanent residence* is entered.

When the screen is selected records are listed in descending order by the Date In value. To edit an existing record, modify the current data and then select the Change button to save. To add a new record, enter data into a row that is empty on the screen. If all of the rows on the screen are occupied select the Clear List button to clear the list of data, add the new record to an empty row and select the Change button to save. The user is required to enter data into all fields except for Date Out. A message will appear at the bottom of the screen if a user tries to save a record and a required field is not entered. Before adding a new record, the user must enter a value into an empty Date Out text box. To delete an existing record select the Delete check box of the row that is to be deleted and select the Change button to confirm.

CTTWeb - Housing Maintenance

County: Allegheny
 CTT Team: WPIC - Adult
 Consumer Name: USER, TESTA
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Housing Type	Date In	Date Out	Delete?
CRR	02/16/2006		<input type="checkbox"/>
CRR	11/01/2005	02/16/2006	<input type="checkbox"/>
CRR	04/14/2005	11/01/2005	<input type="checkbox"/>
Institutional Setting	11/09/2004	04/14/2005	<input type="checkbox"/>
Other Community-Based	04/20/2004	11/09/2004	<input type="checkbox"/>
Family Setting	12/22/2003	04/19/2004	<input type="checkbox"/>
Shelter/Mission/Homeless	12/17/2003	12/18/2003	<input type="checkbox"/>
Family Setting	04/22/2003	12/16/2003	<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>

Field Definitions

<u>Housing Type:</u>	Use the drop down arrow and click on the correct or closest selection. Clarification of terms includes:
<u>Living Independently:</u>	Living in an apartment, home, or sleeping/boarding room that is independently secured by the consumer.
<u>Family Setting:</u>	Living in a private home of a person or family relative or non-relative, where, at the least, housing is provided for a period exceeding 24 hours.
<u>Supervised Apartment:</u>	A provider run apartment or group apartment setting with 24-hour on site staff to provide support and personal assistance
<u>Supported Apartment:</u>	Living independently with the support of wraparound services.
<u>PCH:</u>	A premise in which food, shelter and personal assistance or supervision are provided 24 hours a day for persons 18 years of age or older.
<u>EPCH:</u>	Same as PCH with additional personal assistance.
<u>CRR:</u>	Residential programs offered on a voluntary basis in a non-medical apartment or group-home setting that provide housing, personal assistance, and psychosocial rehabilitation for persons 18 years of age or older.
<u>MR-CLA:</u>	Same as a CRR for persons with a mental retardation diagnosis.
<u>D&A Community-Based Residential:</u>	A premise or part thereof in which 24-hour residential and intensive treatment services are provided for persons 18 years of age or older with a substance abuse disorder. Detox may be provided if the facility is licensed.
<u>D&A Non-Hospital Residential Rehab:</u>	Same services are provided as a D & A community-based residential facility with the addition of a rehabilitation component.

<u>D&A Halfway House:</u>	A community setting that provides 24-hour residential, treatment, and rehabilitation services for persons 18 years of age or older with a substance use disorder.
<u>LTSR:</u>	A highly structured 24-hour supervised therapeutic mental health residential facility serving persons 18 years of age or older.
<u>Nursing Home:</u>	A highly structured 24-hour supervised residential care facility for the elderly and chronically medically ill.
<u>Single Room Occupancy:</u>	A provider-run or independent single room dwelling.
<u>Homeless/Shelter/Mission:</u>	Without permanent housing, a premise that provides temporary housing to a person(s) that is homeless.
<u>Other Community-Based:</u>	Any other community-based residential setting.
<u>Institutional Setting:</u>	An involuntary setting such as a state mental hospital, community hospital, or criminal justice facility that exceeds two weeks and places the consumer at risk for losing their permanent housing.
<u>Date In:</u>	Enter the actual date the consumer moved in the residence using the following numeric format, '00/00/0000'.
<u>Date Out:</u>	Enter the actual date the consumer moved out of the residence using the following numeric format, '00/00/0000'.

Button Functions

<u>Change:</u>	Saves a new record, saves modifications made to an existing record or deletes a record if the Delete checkbox is selected for a particular record.
<u>Clear List:</u>	Clears the screen of all displayed records, allowing the user to add a new record.
<u>Reset:</u>	Cancel any additions/modifications made prior to selecting the Change button.
<u>Search:</u>	Displays all records related to the selected Consumer.

Tips:

- **What housing category do I use for people in TSI's Permanent Supportive Housing Program (Allegheny County)?** Use the living independently category, as people hold their own leases.
- **Do I change someone's housing when they go in the hospital?** For people in state hospitals, their housing should be changed to "institutional." For short-term psychiatric or medical hospitalizations where people are not at risk of losing their housing, no change in housing status is necessary. For longer term psychiatric hospitalizations, RTF-A, or extended acute stays where housing at disposition is uncertain, housing should be changed to institutional for the duration of the stay.

Justice Screen

The Justice screen contains both baseline criminal justice involvement and 'change of status' criminal justice involvement about the CTT/CHIPPS consumer selected in the Consumer screen. Baseline information is entered on each consumer beginning the date of enrollment on a specific team. For CHIPPS consumers, baseline information is entered for each consumer beginning the date of discharge from Mayview State Hospital. Thereafter, for all consumers, *only a change in criminal justice involvement* is entered.

When the screen is selected records are listed in descending order by the Date In value. To edit an existing record, modify the current data and then select the Change button to save. To add a new record, enter data into a row that is empty on the screen. If all of the rows on the screen are occupied select the Clear List button to clear the list of data, add the new record to an empty row and select the Change button to save. The user is required to enter data into all fields except for Date Out. A message will appear at the bottom of the screen if a user tries to save a record and a required field is not entered. Before adding a new record, the user must enter a value into an empty Date Out text box. To delete an existing record select the Delete check box of the row that is to be deleted and select the Change button to confirm.

CTTWeb - Justice Maintenance

County: Allegheny
 CTT Team: WPIC - Adult
 Consumer Name: USER, TESTA

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Justice Facility	Date In	Date Out	Delete?
Jail	06/25/2004	07/23/2004	<input type="checkbox"/>
Jail	05/17/2004	05/26/2004	<input type="checkbox"/>
Jail	03/06/2004	04/12/2004	<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>

Field Definitions

<u>Facility Type:</u>	Use the drop down arrow and click on the correct or closest selection.
<u>Jail:</u>	An <i>adult</i> criminal justice facility.
<u>Juvenile Detention:</u>	A <i>non-adult</i> criminal justice facility.
<u>Date In:</u>	Enter the actual date the consumer entered the facility using the following format, '00/00/0000'.
<u>Date Out:</u>	Enter the actual date of consumer discharge from the facility using the following format, '00/00/0000'.

Button Functions

<u>Change:</u>	Saves a new record, saves modifications made to an existing record or deletes a record if the Delete checkbox is selected for a particular record.
<u>Clear List:</u>	Clears the screen of all displayed records, allowing the user to add a new record.
<u>Reset:</u>	Cancels any additions/modifications made prior to selecting the Change button.
<u>Search:</u>	Displays all records related to the selected Consumer.

Tips:

- **How do I enter transfers to the regional forensics center from jail for evaluations?** People who go to the forensics unit for short-term evaluation/stabilization count as one continuous jail stay since they are still considered “property” of the jail while at the hospital. Do not enter a new state hospital stay for these kinds of events.

Non-BH Supports Screen

The Non-Behavioral Health Supports screen contains both baseline information and 'change of status' information about the CTT/CHIPPS consumer selected in the Consumer screen. Initially, baseline information is entered on each consumer beginning the date of enrollment on a specific team. For CHIPPS consumers, baseline information is entered for each consumer beginning the date of discharge from Mayview State Hospital. Thereafter, *only a change in Non-Behavioral Health Supports* is entered.

When the screen is selected records are listed in descending order by the Date In value. To edit an existing record, modify the current data and then select the Change button to save. To add a new record, enter data into a row that is empty on the screen. If all of the rows on the screen are occupied select the Clear List button to clear the list of data, add the new record to an empty row and select the Change button to save. The user is required to enter data into all fields except for Date Out. A message will appear at the bottom of the screen if a user tries to save a record and a required field is not entered. To delete an existing record select the Delete check box of the row that is to be deleted and select the Change button to confirm.

CTTWeb - Non-BH Supports Maintenance

County: Allegheny
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Support Type	Date In	Date Out	Frequency	Delete?
Self Help	04/14/2005		Weekly	<input type="checkbox"/>
Friends/Family	11/09/2004		Weekly	<input type="checkbox"/>
Friends/Family	04/22/2003	11/09/2004	Daily	<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

Field Definitions

<u>Support Type:</u>	Use the drop down arrow and click on the correct selection.
<u>Friends/Family:</u>	A relative or non-relative support that the consumer knows and has an interpersonal relationship, but who is <i>not</i> a provider of treatment or rehabilitation services to the consumer.
<u>Recreational:</u>	A neighborhood, community or privately sponsored structured activity solely for the purpose of providing entertainment, exercise, relaxation, or socializing.
<u>Peer Activities:</u>	Supports sponsored by an external non-professional and peer lead group or organization for persons with a mental disorder for the purpose of providing social, mentoring, peer counseling, and educational services.
<u>Self-Help:</u>	A support group that is non-professional and peer lead and focuses on personal recovery.
<u>None:</u>	No current involvement in non-behavioral health activities.
<u>Other:</u>	Any other community-based, non-behavioral health supported or sponsored activity.
<u>Date In:</u>	Enter the actual date support starts using the following numeric format, '00/00/0000'.
<u>Date Out:</u>	Enter the actual date support ends using the following numeric format, '00/00/0000'.
<u>Frequency:</u>	Use the drop down arrow and click on the correct or best selection. Values include Daily, Weekly, Monthly and None.

Button Functions

<u>Change:</u>	Saves a new record, saves modifications made to an existing record or deletes a record if the Delete checkbox is selected for a particular record.
<u>Clear List:</u>	Clears the screen of all displayed records, allowing the user to add a new record.
<u>Reset:</u>	Cancel any additions/modifications made prior to selecting the Change button.
<u>Search:</u>	Displays all records related to the selected Consumer.

Appendix 1: Frequently Asked Questions

Accessing the Application and General Questions

- **How do new staff get access to the application?** Email the AHCI contact person and ask for the web authorization form. Complete the form and fax it to 412-325-1111.
- **Who should have access to the application?** Program assistants should be primarily responsible for the data entry and will need accounts set up and training as soon as they are hired. Team leaders should also have access to the application and be trained in order to provide supervision and support. When staff leaves, please email the AHCI contact person and let him/her know the account should be deactivated.
- **What information is acceptable to email?** Please do not email SSNs or full names in the text of an email. If it will be clear who you are referring to by emailing first name and last initial, that is acceptable. If you need to email full names/SSNs they should be entered into a Word or Excel document and assigned a password. The password should be sent in a separate email from the file with the identifying information. This is a HIPAA requirement.

Entering new consumers

- **What should I do if I can't enter a new consumer?** If the SSN is a duplicate, you will get an error message that prevents you from entering the SSN again. Some individuals have either received CTT services on another team or were a CHIPP discharge in the past. AHCI needs to reassign the SSN to your team. Please call your AHCI contact person with the SSN, name, and concern, and AHCI will make sure the current provider has updated the record and entered a CTT termination date, then reassign the SSN. Note that you will have to enter a new CTT Enrollment Date on the Admissions Maintenance screen. You will have access to the data from the previous CTT episode. **DO NOT DELETE THIS INFORMATION.** The new enrollment date you enter will be the date we use to assign outcomes to your team, and we maintain the previous data for historical purposes.
- **What date do I use as the admission or enrollment date?** Please use the authorization date from your MCO/county as the enrollment date. Some people will not consent to services for several weeks or even months while the team is engaging them. We want to make sure we capture this engagement period so use the authorization date.

Housing, hospitalization, and jail related questions

- **How do I enter medical hospitalizations for people in a state or psychiatric hospital?** For people who leave a state hospital or psychiatric hospital to be hospitalized at a medical facility, please close the state hospital (or inpatient) stay and enter the medical stay, then open a new state hospital (or inpatient) stay.
- **Do I change someone's housing when they go in the hospital?** For people in state hospitals, their housing should be changed to "institutional." For short-term psychiatric or medical hospitalizations where people are not at risk of losing their housing, no change in housing status is necessary. For longer term psychiatric hospitalizations, RTF-A, or extended acute stays where housing at disposition is uncertain, housing should be changed to institutional for the duration of the stay.
- **How do I enter transfers to the regional forensics center from jail for evaluations?** People who go to the forensics unit for short-term evaluation/stabilization count as one continuous jail stay since they are still considered "property" of the jail while at the hospital. Do not enter a new state hospital stay for these kinds of events.
- **What housing category do I use for people in TSI's Permanent Supportive Housing Program?** Use the living independently category, as people hold their own leases.

Crisis questions

- **How do I enter use of re:solve services?** Use of re:solve walk-in and overnight services should be entered as respite/crisis bed stays on the **Hospitalizations** screen. Use of re:solve mobile crisis services should be entered as non-CTT mobile face-to-face events on the Crisis screen.
- **What counts as a crisis call?** Teams have some latitude to determine what counts as a telephone crisis event. Generally it is use of the on-call telephone number, whether or not the team considers the reason for the call a “true” crisis.
- **What counts as a diversion?** Teams have some latitude in determining what counts as a diversion. A diversion can occur at an ER, at someone’s residence, in the community, etc. It is the team’s judgment as to whether the individual would have been admitted to the hospital if the team had not intervened face-to-face in the situation.
- **What is counted as a respite/crisis bed stay?** Use of formal respite programs as well as use of provider-supported informal respite options (e.g. a respite apartment someone can use when they are between housing options) are included in this category.

Appendix 2. CTT Application Data Log

CHEAT SHEET FOR APPLICATION DATA LOG

FOR THE * ABOVE, PLEASE NOTE/ABBREVIATE THE ACTUAL CATEGORY OF THE CHANGE/EVENT IN ADDITION TO THE DATE OF THE EVENT ON THE LOG SHEET:

THIS MAKES DATA ENTRY MUCH EASIER!!!

HOUSING:

- Independent
- Family
- Supervised apartment
- Supported apartment
- Personal care home
- Enhanced personal care home
- CRR
- MR-CLA
- D&A Rehab/Detox
- D&A Halfway House
- D&A Community
- LTSR
- Nursing home
- Single room occupancy (SRO)
- Homeless/shelter
- Other
- Institutional

EDUCATION:

- Secondary
- Post-secondary
- None

EMPLOYMENT:

- **VOL./SHELT./TRANS.:** Indicate whether consumer is working as a volunteer or in paid training/sheltered/transitional. Note average work hours and average support hours (provided by CTT) per week. Note date out if person becomes unemployed.
- **COMPET/SE:** Indicate when consumer begins competitive/supported employment activity and note type of activity, vocational assessment, job development/placement, or follow-along supports. **NOTE ALL PEOPLE WHO ARE WORKING SHOULD HAVE FOLLOW-ALONG SUPPORTS SELECTED, REGARDLESS OF AMOUNT OF FOLLOW-ALONG SUPPORTS BEING PROVIDED BY VOCATIONAL SPECIALIST.** For people working (so competitive/supported employment and follow-along supports are selected) note industry, occupation, and employer. Note average work hours per week and average support hours (provided by CTT) per week for type of activity (vocational assessment, job development/placement, or follow-along supports). Note date out if person changes activity or no longer participates in SE activities.

SUPPORTS:

- Friends/family
- Recreational
- Peer activities
- Self-help
- None
- Other

ALSO NOTE ESTIMATED FREQUENCY OF SUPPORT: DAILY, WEEKLY, MONTHLY, NONE

EXTENDED ACUTE: Note whether it is inpatient extended acute or community-based extended acute setting.