



Transition to Community Living TCL

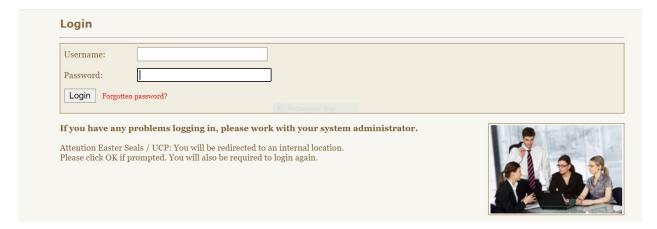
MCO Client Care Web- CCW Guide

Introduction

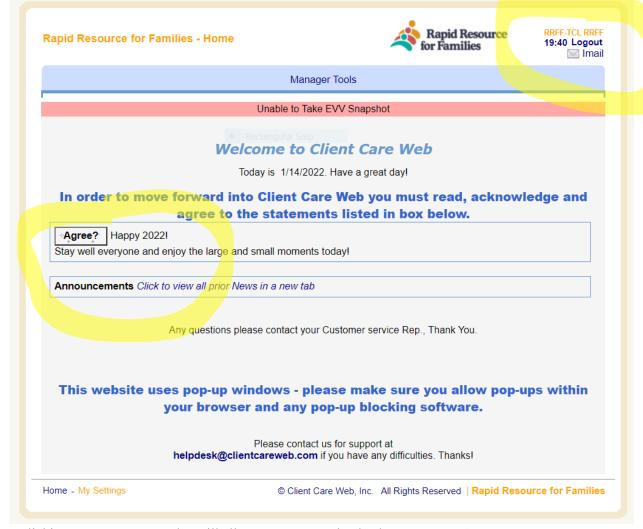
Rapid Resource for Families (RRFF), in conjunction with our database developer, Client Care Web (CCW), provides a referral and data collection platform to agencies and Managed Care Organizations (MCO) within North Carolina.

Logging onto CCW

- 1. You may also access the link directly at: https://www.clientcareweb.com/Login.asp
 - a. This is the link you should always follow to login onto the agency side of the database.
- 2. You will see a place to enter your username and password: this can only be issued by Rapid Resource Staff.
- 3. Your username is your full email address; your password will be temporary for the first log on and then the system will prompt you to change. Keep your passwords safe.



4. Once logged into the system you will see a "Welcome screen" from time to time there might be announcements-just read and then click "agree". Please know that the CCW database is a HIPAA compliant site that runs on a 20 minute security loop. Meaning in the top right corner of your screen is a countdown clock that, when idle (no keystrokes) for 20 consecutive minutes the system will log the user off to ensure security. If you are working, making keystrokes then the clock just manually resets with every keystroke. The CCW System will give you a warning when it is about to shut down, just be mindful to save your work and if you walk away from the keyboard logout for security reasons.



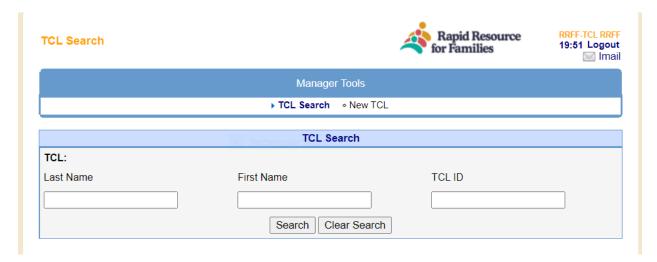
- 5. Clicking on "Manager Tools" will allow you to enter the database entry portion.
- 6. Once there you will have two options: TCL Search & New TCL entry

<u>TCL Search</u>: Allows the user to search current consumers assigned to the MCO/agency or enrolled in the TCL Program for which they have security access.

The <u>New TCL</u>: allows users to enter a new TCL consumer, after entering the consumer will be accessible through TCL Search.

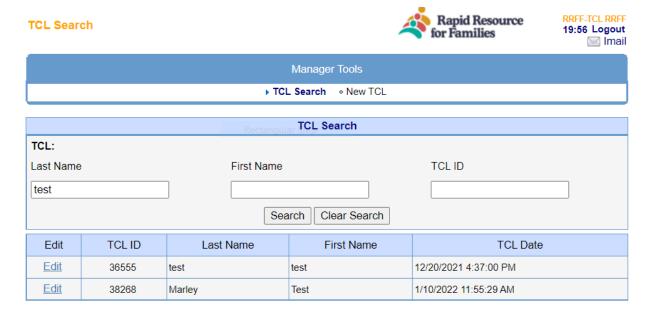


TCL Search: Searching can be done by using any of the text boxes- any combination will work, once entered click "search" or "clear search" if you need to search a different consumer.



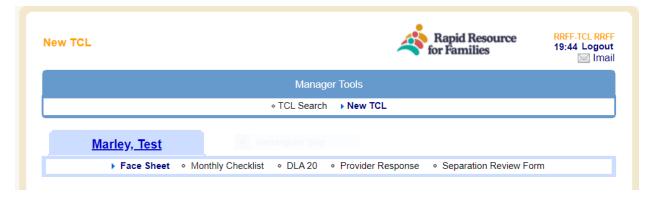
Upon entering CCW- for most agency staff a list of consumers will appear. You can click on the blue "Edit" next to the TCL ID to open the file and update or enter new information about the consumer. The TCL ID is unique to the Client Care Web database. The TCL date shown on the screen is the date of entry into the system. The consumer TCL ID is maintained during the length of stay with the assigned Agency. If the consumer switches TCL agencies/entities, then a new entry will be completed.

MCO Staff will always retain access to all TCL consumers (current or discharged/separated). MCO Staff have editing privileges so if you need to add information, update data fields you can do so at any time. Just remember to watch your count down clock or remain at keyboard making keystrokes and to hit the submit/save tab at the bottom once complete.



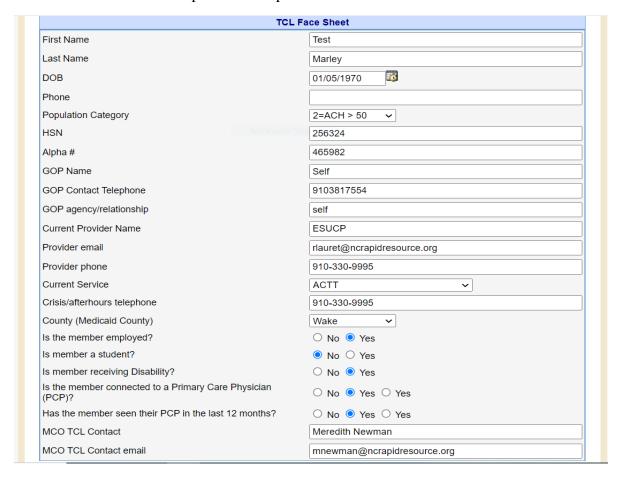
2. New-TCL

When a new consumer needs to be added this section will be utilized. For training purposes we will also utilize this section to explain the main menu page options for data entry, collection and subsequent data analysis over time.



Face Sheet

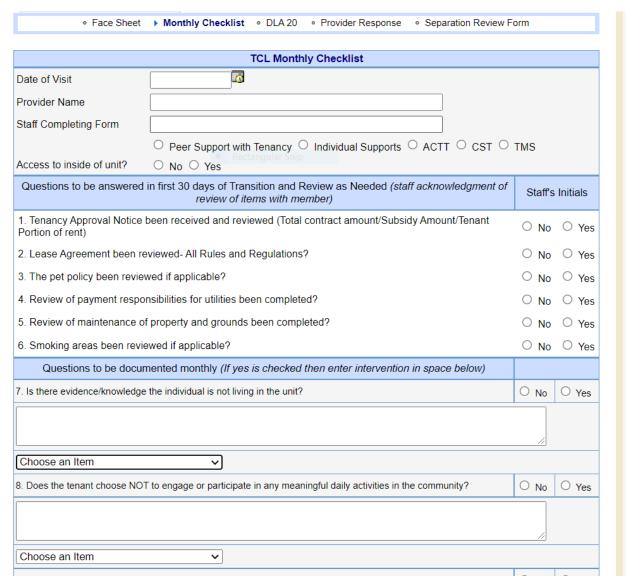
1. Enter the information as requested: do not use special symbols or put n/a this will often cause a "504" error message. After you have entered the information on this screen or any click "save" or "submit" located typically on the bottom of the page. Please ensure data is correct so take a few minutes to look it over after each entry. It is important that the contact information for TCL responsible staff and MCO contact are entered accurately and kept up to date. These data fields are utilized for other notification functions for the Provider Response and Separation forms in the database.



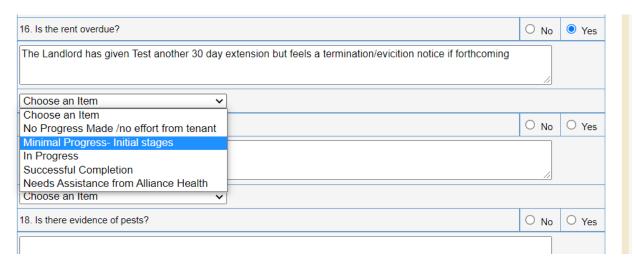
- 2. Address: this section is meant to keep a running record of address location and important dates associated with leases, inspections, and income verification. You can enter the date by hand or utilize the date picker. The "next location" and "separation date" would be added later if the consumer moves from this current address. Then a new address, "add new" will be clicked to enter the new address.
- 3. This section and subsequent data entries can always be edited if you learn of new information or find any inaccurate data entered. Just always remember to hit save/submit after each data change, addition or editing.

		Add New			
Address					
City		State	Choose an Item 🗸	Zip	
○ Targeted ○ Private		Funding source	Choose an Item ✓		
Lease signing box		Current Lease	e start date		Ö
Inspection date		Next Inspection	on due date		<u> C</u>
Annual Income Recertificat date	ion Received	Biannual Inco	ome Recertification due		E C
Separation date		2 6			
Next location	Choose an Item	~			
		Save			

Monthly Checklist

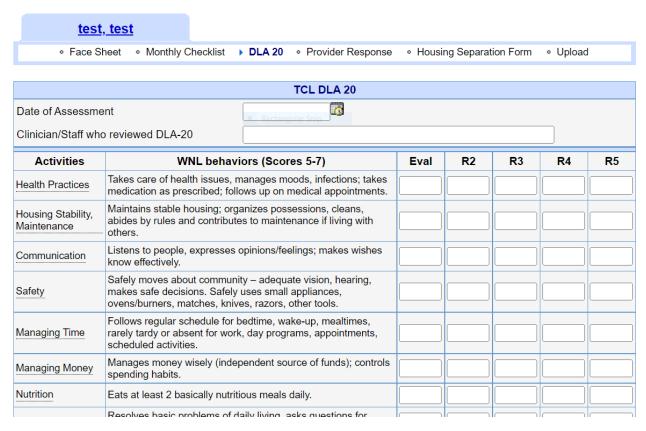


- 1. Each month as required by the MCO, TCL staff are responsible for entering data and responding to questions regarding current consumer needs and progress in the TCL program.
- 2. By the required timeframe, enter CCW, find the consumer on the home TCL search screen, click the blue Edit button then the TCL file will open. Navigate to the Monthly Checklist tab, click and a new form will be on your screen. Select the date of visit, type of staff providing TCL oversight, and if access to the unit was gained during the visit.
- 3. In the second box TCL staff will enter <u>yes/no</u> to indicate if the question topic was addressed/discussed with the consumer.
- 4. The third box is a series of questions, when answering and entering data for each area: please note that if the response is "yes" then a concise explanation is needed in the text box along with rating the current intervention/response from the drop down list.



- 5. When complete click "save". You can always click save and come back if needed. Please be mindful of any idle keystroke time on a larger form such as this menu page and possibility of lost work if you step away from the keyboard.
- 6. The checklist is designed to "queue" at the bottom for historical entries and ongoing data collection/analysis. Prior checklists can always be viewed by clicking on the blue "Edit" button next to the entry desired. MCO staff can easily open the checklist by clicking on the Edit button and reading the comments.





- 1. By the required timeframe, enter CCW, find the consumer on the home TCL search screen, click the blue Edit button then the TCL file will open. Navigate to the DLA-20 tab, click, and a new form will be on your screen. Enter the information each time for the assessment period.
- 2. The "Activities" on the left part of the menu page have "tool tips" that will pop up when the cursor hovers over the word. This is helpful for the anchor points on the scale.



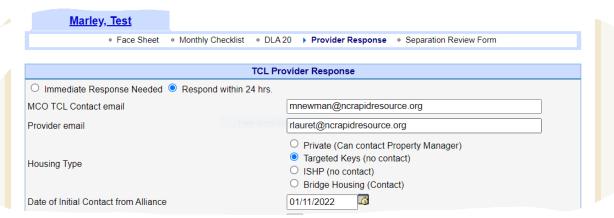
3. When complete click "save". You can always click save and come back if needed. Please be mindful of any idle keystroke time on a larger form such as this menu page and possibility of lost work if you step away from the keyboard. The composite score will be summated by the system and shown on the bottom of the screen/page.

- 4. The DLA-20 is designed to "queue" at the bottom for historical entries and ongoing data collection/analysis. Prior Assessments can always be viewed by clicking on the blue "Edit" button next to the entry desired.
- 5. The completed DLA-20 is designed to "queue" at the bottom for historical entries and ongoing data collection/analysis. Prior checklists can always be viewed by clicking on the blue "Edit" button next to the entry desired. MCO staff can easily open the form by clicking on the Edit button and reading the comments.

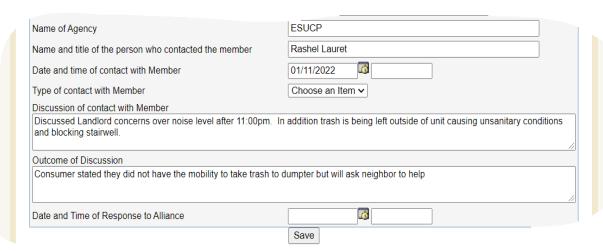
		ouvo	
Edit	Date of Visit	Provider Name	Staff Completing Form
<u>Edit</u>	01/07/2022	ESUCP	Rashel Lauret
Home		© Client Care Web, Inc.	All Rights Reserved Rapid Resource for Families

TCL Provider Response

1. This form will be initiated by the MCO staff. TCL Provider Staff "assigned" to consumer will receive an email alert (staff email associated with CCW log on) notifying them that a response to an issue is needed in the CCW system. Simply enter the information on the top portion of the form and click save/submit. If the emails are entered correctly the system will send an email alert notifying the responsible party to come back into CCW and read/respond.



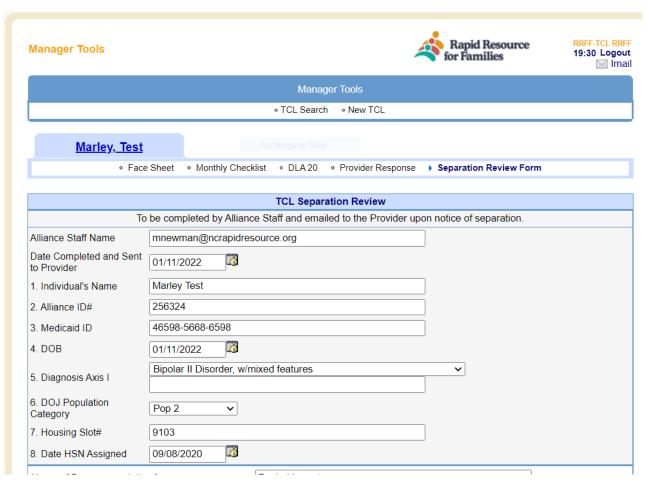
2. The TCL Provider staff will then "respond" to the issue in CCW. By the required timeframe, enter CCW, find the consumer on the home TCL search screen, click the blue Edit button then the TCL file will open. Navigate to the Provider Response tab, click, and the form will be on your screen. Enter the information and click save.



7. The response form is designed to "queue" at the bottom for historical entries and ongoing data collection/analysis. Prior forms can always be viewed by clicking on the blue "Edit" button next to the entry desired. MCO staff can easily open the form by clicking on the Edit button and reading the comments.

Separation Review Form

1. The first 1-8 questions on the form will be completed by MCO Staff and emailed to Providers upon separation to enter CCW and complete the bottom portion.



- 2. TCL Provider Staff will complete the bottom portion, click save and notify the MCO of completion.
- 3. The completed form can always be viewed by clicking. MCO staff can easily open the form by clicking on the Edit button and reading the comments.

