Client Care Web Database and *Bedboard* Overview

Workflow & Task list

Accurate information is the foundation of this data-driven *Bedboard* both as a representation of youth placements as well as a picture of Network capacity and adequacy. Partnering MCOs have requested the following information/data to be tracked in the Client Care Web (CCW) database and resulting *Bedboard*.

1. Open referrals for youth seeking out-of-home placement (all Levels of Care).
2. Timely response from Provider agencies on the open referral and then the referral disposition (Yes, we can place, Maybe-need more time/information for matching, or No-we cannot place this youth).
3. Tracking of all admissions and discharges from the level of care provided by Network Agencies. This is done by entering placement dates and then as-needed discharge information when the youth makes a lateral move or discharges altogether.
4. Manual updates to the *Bedboard* for youth occupying beds in homes not directly tracked via data entry into the database with a referral id and placement date.

Data reporting and collection relies on specific data origin points, in order for the *Bedboard* (and Vacancy Board) to reflect timely and accurate data, CCW has to have the following information/data entered: Your agency's homes/facilities, youth placed and youth discharged.   All current Treatment homes/Facilities that are open to placements, have current placements, or are being utilized by another funder but potentially open for future MCO placements. (this is done under the Facility Tab-Enter new facility). It is important that the "capacity" accurately reflects the # of beds open to the Network. As youth are placed into CCW and are assigned a REF# then your *Bedboard* will auto-populate this data when you link the youth to the home/facility.

- Navigate to the facility tab under Manager Tools -you should see a list of homes/facilities attached to your agency in which you will "place/admit" youth. Entering your homes/facilities is the first data origin point needed in CCW. Please ensure the address and name as it appears on the license is accurate. Geo-mapping is used for *Bedboards* and data reporting so accuracy is key. Potential edits (*i.e. active to closed can be made in Facility Info-search home and edit*)
- *Enter one home/facility at a time. Not all of the information is mandatory- top portion, capacity, bed licenses are very important to ensure the Bedboard accuracy reflects openings, filled capacity, and the system can calculate vacancy rates, filled rates, etc.*

Once all your current Treatment homes are accurately reflected in the database you can move on to census/placement data for youth. Your *Bedboard* data is building as you complete each step.

1. Now we much enter youth into CCW either through a "new referral" or by matching a current Referral in the system to one of the homes/facilities entered in step 1 above.
- The CCW user guide will provide steps to enter a new referral, selecting "yes" we are going to place this youth, completing the intake/referral form for data collection and outcomes, linking the youth to a current home/facility, and submitting and saving your data entry. Additionally, the user guide will walk you through finding an open referral and matching to a home/facility but with fewer steps if a referral is active in the database.
2. Lastly as the youth progress through treatment you will need to update the Attendance Calendar if the youth goes to Respite, Hospital, detention, or other variations from the main LOC being billed/provided. As the youth discharges, makes a lateral move, or potentially disrupts placement, discharging the youth is necessary to collect outcomes and remove the youth from your Bed Board. The user guide will also walk you through these steps.

Verifying Bed Board data

1. Once you have entered all your homes/facilities and matched or entered youth currently in your homes for the MCO catchment you have built, your *Bedboard*. Likely, though you have beds in the catchment/network that might be filled with

another funder (ie DSS, DJJ) or are being utilized for Respite and not available for placements. This data will need to be updated and entered manually on the *Bedboard* by staff.

Facility Info
○ Facility Search   ○ Enter New Facility   ▶ TFC/IAFT Bed Board

Now you are ready to navigate to the *Bedboard* under Facility Info tab to double-check data and enter the status of remaining beds not auto-populated by CCW data (*i.e. for non-participating MCO's or private contract beds*).

- For the Beds shown as empty (i.e., no REF# shown) select the status of that bed/level of care/funder from the relevant drop-down boxes. The page will auto-save after each entry. Do this for every data line. Fix any errors located. Do this for every data row and your *Bedboard* will be accurate. Moving forward return here to update the bed status.

Chuck E Cheese	990 Symphone way	Charlotte	Mecklenburg	NC	28217	Rashel's Place	Intensive Alternative Family Treatment	2	1	Ref# 36555	Alliance Behavioral Health	TFC	Vacant ∨
Cinder Rella	553 Gum Drop	Asheville	Buncombe	NC	28764	Rashel's Place	Therapeutic Foster Care	2	1	Ref# 30120	Eastpointe	TFC	
Daisy Duke	789 Whatever	Wilmington	Pasquotank	NC	27809	Rashel's Place	Therapeutic Foster Care	2	0	Ref# 30158	Alliance Behavioral	TFC	

Drop-down options: Vacant / Respite Only (Vacant): / Occupied / Admission Pending / Discharge Pending

- Once the Bed Board populates, look over the list- **is this kid in this home shown on the row**?
    - Yes, great this is clean data… nothing to do with that entry
    - No…then take that REF# or youth's name enter it into the Referral Search (Manager Tools) and complete either the " Move or clone tab" if they made a lateral move within your agency or the "discharge summary" if they left your agency altogether. *If you previously verified that all treatment homes were listed, this should be a seamless process to link the youth to the new/next placement in the database.   Always search the youth's name to make sure there is not an unused/unplaced referral in the database this will save you time.*
    - No- the youth discharged and left the agency- then make corrections by discharging the youth -over in the discharge tab.

Initial CCW Work Tasks :

1. Attend virtual training/overview
2. Receive CCW user -agreement complete and return it to RRFF staff (mnewman@ncrapidresource.org)
3. Receive your CCW Log on; login.
4. Begin by entering your Treatment Homes/facilities (Facility Tab-New Facility/home). Enter all homes/facilities that are open to take a referral/placement.
5. Enter your current MCO consumers for whom you have authorization.
- Search for current/open referrals for current clients in search fields. If they are there- click add placement and link the youth to the home/facility they are in, with the original placement/admission date.
- If the youth is not in the system: you can elect to reach out to RRFF Staff to see if a clone is possible.
- If the youth is not in the system, you can enter a "New Referral" and complete the information by choosing "yes" We plan on placing this youth. Then match to a treatment home/facility. (Should take about 10 minutes)
- Then navigate over to the *Bedboard* for LOC- check for accuracy for current REF#'s linked to each home/facility on the rows. For those homes with no REF#'s in the boxes then choose the right drop-down box for how that bed is occupied or open for vacancy/placement.

Ongoing CCW work tasks/workflow

1. **Daily: Responding to all new Referrals**: Assign agency personnel who are responsible for responding to Referrals for the LOC your agency provides. Log in daily search for new referrals- review-make a response under matching results: yes, no, maybe with a note for any additional information. Reach out to the referral source listed if more information is needed.
2. **Daily**/within 24 hours of the event: update the Attendance calendar for youth on Respite, TL, Hospital, or Detention.
3. **As event occurs: Placing youth in homes/facilities (new admissions or lateral moves)**: if taken from a referral just "edit" then add placement (make sure the treatment home/facility is in CCW to make the link with admission date).
4. **As event occurs: Discharging youth when leaving the home/facility or making a lateral move**. Navigate to the youth's file; Attendance calendar mark discharge on the last day in the home; navigate over to the Discharge Summary page and complete all answers. This removed the youth from your bed board and census. If no other admission will occur for this bed-then ensure the Bed board for this home is updated on the Bed board drop-down options.
5. **Daily/weekly**: or as needed update the Bed Board with drop-down options as bed occupancy changes. This will vary based on the service/ provided and census changes.

 Always reach out to RRFF staff for assistance:

Trudy Willis: twillis@ncrapidresource.org

Rashel Lauret: rlauret@ncrapidresource.org

Meredith Newman: mnewman@ncrapidresource.org

Please find the CCW user guide and several training videos on our website:

www.ncrapidresource.org

https://ncrapidresource.org/training-tools-resources/