

JARVIS Provider Portal - Guidance for Providers

The Provider Portal in JARVIS is the location for Provider staff to document Casework Contact Notes, Life Skills Assessment scores, Critical Incidents, Family Connections, and upload reports for services and placements.

HHS staff have read-only access to the Provider Portal and receive automated notification from the system when Critical Incidents are entered or when documents are uploaded.

The Provider Portal can be accessed at https://secureapp.dhs.state.ia.us/cwis_jarvis/ via Microsoft Edge browsers.

NOTE: Make sure the settings are set to allow pop-ups in Microsoft Edge using the steps below.

- Click on the 3 vertical dots on the top right corner of the Google screen
- Select Settings
- Click “Cookies and site permissions” on the left menu
- Click “Pop-ups and redirects”
- Toggle to the left on Block to allow pop-ups

Accessing the Portal

To access JARVIS, enter login credentials on the Enterprise sign in page.

The screenshot shows the Enterprise A&A sign-in page. At the top, there is a navigation bar with the 'Enterprise A&A' logo and three links: 'Sign In', 'Forgot Password', and 'Forgot Id'. The 'Forgot Password' link is circled in red. Below the navigation bar is a large blue box containing the text 'DHS-DDM-CWIS-JARVIS' and the instruction 'Enter your Account Id and Password and press sign in to continue.' There are two input fields: 'Account ID' and 'Password'. To the right of these fields is a green 'Sign In' button and a dashed 'Account Details' button, both of which are circled in red. At the bottom of the blue box, there are links for 'What is A&A?', 'Help', and 'Report Issue to State Service Desk'.

Account ID - Enter your ID in format *firstname.lastname@iowaid*.

Password - Enter the same password you use to sign onto your computer on a daily basis unless directed otherwise.

To change account details, enter your login information and click on the “Account Details” button. Click “Forgot Password” to retrieve your password.

User Administration

Designated Provider Administration staff have access to the User Administration tab in order to maintain a list of active staff members from their agency. Only active members from your agency will display on the User List.

To locate a worker, scroll down the User List or use the search feature and then click “Select” next to the record.

Last Name	First Name	EAA ID	Email Address	Active
Testerson	Testy	ttest@dhs.state.ia.us	ttest@hotmail.com	True

NOTE: The search function must be used to locate an inactive worker.

Once selected, their user profile will display. The account details are greyed out and not modifiable with the exception of the Active Check box. Contact the CWIS Help Desk if changes need to be made to the user’s account details.

Activate/De-Activate Provider Staff

- **Activate** - Check the “Active” box and click Save. This action will add the worker back to the active User List. Workers must log in the same day their account was activated otherwise their account will go inactive in the overnight batch.
- **Deactivate** - Uncheck the “Active” box on the worker’s profile and click Save. This action will deactivate the user and they will no longer display on the User List.

Provider Worker

General Information

Name (FirstLast): Provider Worker

EAA ID: TEST@IOAID

Email Address: Ajohnso5@dhs.state.ia.us

Provider: Four Oaks

Active:

Role Information

Available Roles: [CISR Provider Administrator] - CI

Assigned Roles: CISR Facility Worker

Site Information

Available Sites: Independence

Assigned Site: Cedar Rapids, CRSA - FCS

NOTE: Contact the CWIS Help Desk to add a new user who has not had prior access to the Provider Portal.

Search

Search for a child by using the Search tab.

1. Click on the “Search” tab.
2. Enter Name (and any known demographic information) or State ID in the search fields and click the “Search” button.

The screenshot shows the 'Search' tab selected in the top navigation bar. The search form is divided into two sections: 'Search by Name' and 'Search by State ID'. The 'Search by Name' section has input fields for First Name, Last Name, FACS ID, Date of Birth, and a dropdown for Financial County. Below these fields are 'Search' and 'Clear' buttons. The 'Search by State ID' section has a single input field for State ID and a 'Search' button. A red arrow points to the 'Search' tab in the navigation bar, and green circles highlight the search buttons in both sections.

3. A pop-up window will display any search result matches. Click the “Select” button next to the appropriate child from the results list.

The screenshot shows a 'Search Results' pop-up window. At the top, there is a 'records per page' dropdown set to 10 and a search input field. Below is a table with the following data:

First Name	Middle Name	Last Name	Date of Birth	State ID	FACS ID	Financial County	
Pebbles		Flintstone	03/21/2009	0000000c	1070		Select

Below the table, it says 'Showing 1 to 1 of 1 entries'. There are navigation buttons for 'Previous', '1', and 'Next'. A 'Close' button is at the bottom right. The 'Select' button in the table is circled in green.

NOTE: If there is not a match for the child within the search results, provider staff should contact the HHS worker.

Once selected, the Placement List screen for the child will display.

The screenshot shows the 'Placement List' screen for a child. The top section is 'Child Information' with the following details:

- CHILD'S NAME: Pebbles Flintstone
- DATE OF BIRTH: 3/21/2009
- STATE ID: 0000000c

The bottom section is 'Placement / Service List' with a table of placements/services:

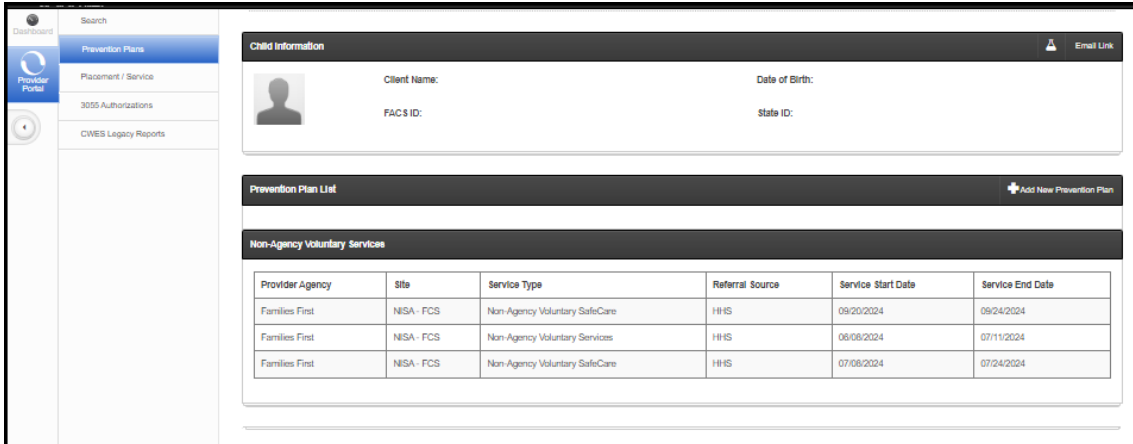
Provider Name	Site	Service Type	Referral Source	Service Start Date	Service End Date	
Four Oaks	CRSA - FCS	Solution Based Casework – Q RTP Post Discharge Services	DHS	06/29/2020	06/29/2020	Select
Four Oaks	Independence	Qualified Residential Treatment Program (Q RTP)	DHS	06/25/2020	06/28/2020	Select
Four Oaks	CRSA - FCS	Family Preservation	DHS	06/16/2020	06/26/2020	Select
Four Oaks	CRSA - FCS	SafeCare	DHS	06/09/2020	06/15/2020	Select
Four Oaks	CRSA - FCS	FTDM Meeting Facilitation	DHS	06/08/2020	06/08/2020	Select
Four Oaks	CRSA - FCS	Solution Based Casework	DHS	06/03/2020	06/25/2020	Select

Note: The Placement/Service detail pop-up window will be read only for placements/services ended prior to 7/1/20.

Prevention Plan

The tab has two sections:

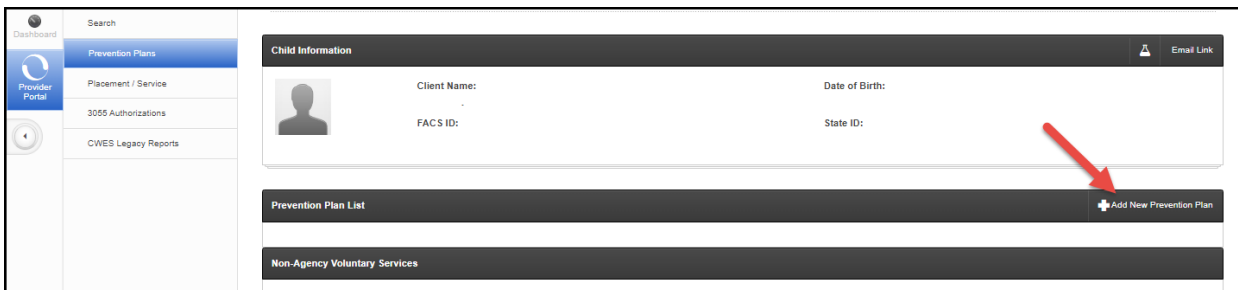
1. Prevention Plan List - displays a list of the Prevention Plans created by FCS provider staff within your agency.
2. Non-Agency Voluntary Services – automatically displays a list of both Non-Agency Voluntary Services and/or Non-Agency Voluntary SafeCare that have been entered by your agency on the Placement/Service screen.



Creating a Prevention Plan

A Prevention Plan must be created **PRIOR** to entry of Non-Agency services on the Placement/Service tab otherwise a validation message will display (see page 3).

1. Click the "+Add New Prevention Plan" button on the header.



2. Enter details into the Prevention Plan:

Prevention Plan

Incident Number: **A**

Provider Agency: **B**

Assigned Provider Worker: **C**

Plan Start Date: **D**

Plan End Date: **E**

Youth is Candidate for Foster Care **F**

Youth Currently Pregnant or Parenting? **G**

Preventive services identified to meet the foster care prevention strategy include (select all that apply):

H

<input type="checkbox"/>	Non-Agency Voluntary Services
<input type="checkbox"/>	Non-Agency Voluntary SafeCare
<input type="checkbox"/>	Home Visiting Program
<input type="checkbox"/>	Integrated Health Home (IHH)
<input type="checkbox"/>	Behavioral Health Intervention Service (BHIS)
<input type="checkbox"/>	Mental Health Evaluation/Treatment
<input type="checkbox"/>	Domestic Violence Advocacy/Education
<input type="checkbox"/>	Substance Use/Abuse Evaluation/Treatment
<input type="checkbox"/>	Others (specify) :

The foster care prevention strategy identified for this child is:

I

- A. Enter the Assessment Incident Number. The incident number must be a valid assessment with 10 numeric digits. The incident number cannot be re-used on another Prevention Plan for the same child. It may be reused on a sibling case.
 - B. Select the agency from the dropdown options.
 - C. Select the Provider Worker assigned for the specific service.
 - D. Enter the Plan start date. The system will not accept a future start date or allow the date to overlap with an existing Prevention Plan.
 - E. The end date can be left blank until the Prevention Plan is ready to be ended. A future end date cannot be used.
 - F. Check the box if the youth is a Candidate for Foster Care.
 - G. Check the box if the youth is pregnant or parenting.
 - H. Select all applicable preventative services identified to meet the foster care prevention strategy. At least one must be selected. If other is selected, then a free form text box will be available to document the other service.
 - I. Enter text in the free form text field to document the foster care prevention strategy identified.
3. Click "Save and Return" button.
 4. The system will navigate to the Prevention Plan list which will display the list of Prevention Plans that have been created for this youth within your agency.

- Click the pencil icon to update the Prevention Plan as needed.
- Facility Administrators will have a red trash can icon available to delete any Prevention Plans created in error.

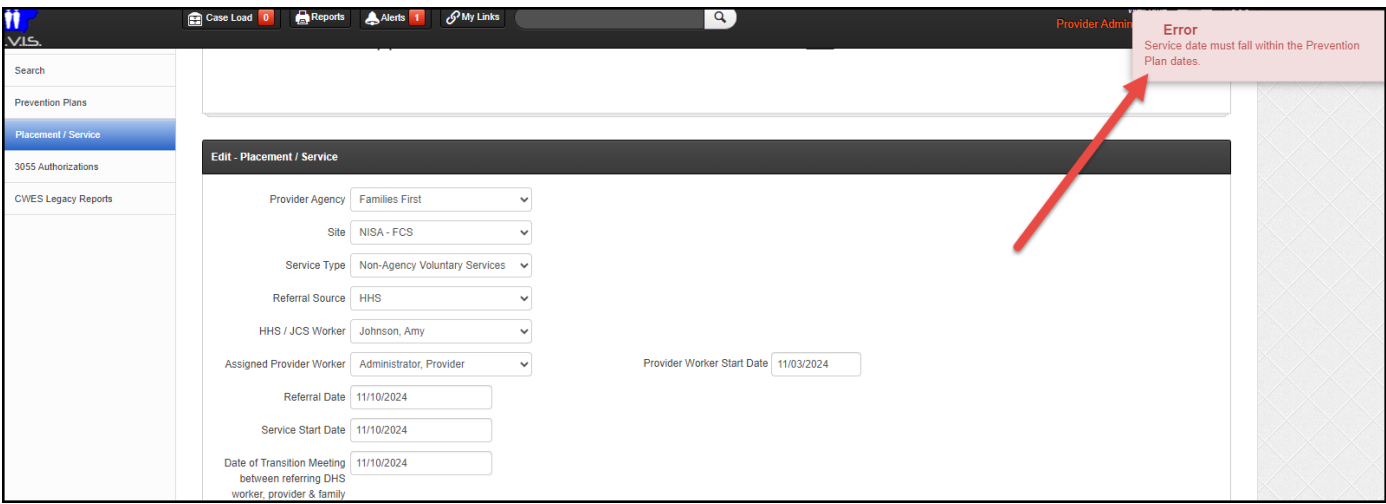
Prevention Plan Must Cover the Span of Non-Agency Services

A Prevention Plan must be entered for any Non-Agency services with a start date of 11/21/24 or after. The Prevention Plan must cover the span of Non-Agency services. Validation messages have been added to ensure that requirement is met.

Validations on the Service Detail Screen:

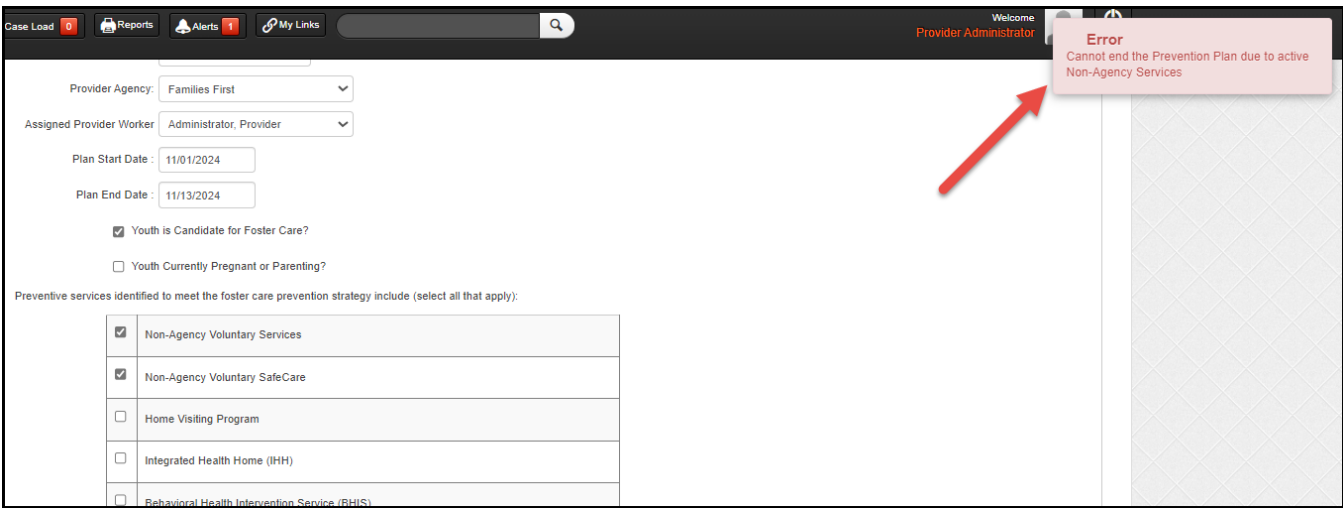
1. If the user attempts to save the Non-Agency services on the Placement/Service tab without an active Prevention Plan, the following error will display.

2. If the user attempts to enter a start or end date that falls outside of the Prevention Plan dates, the following error will display.

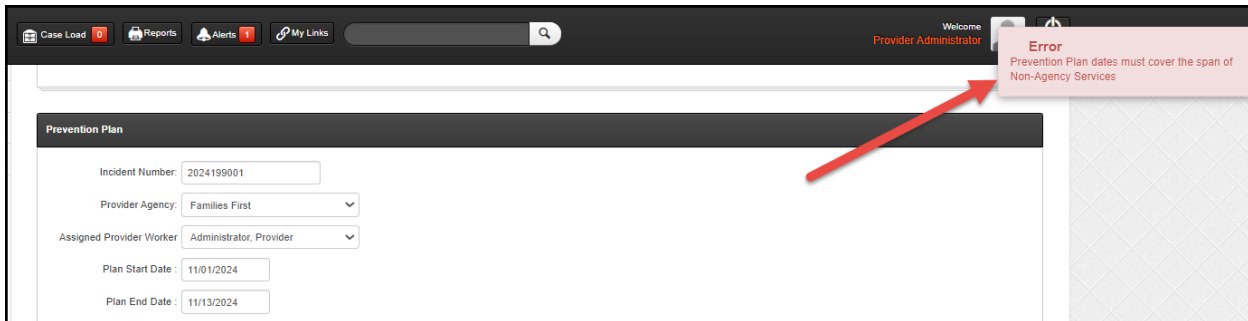


Prevention Plan Validations

1. When the user attempts to end a Prevention Plan but Non-Agency Services are still active, the following error message will display:

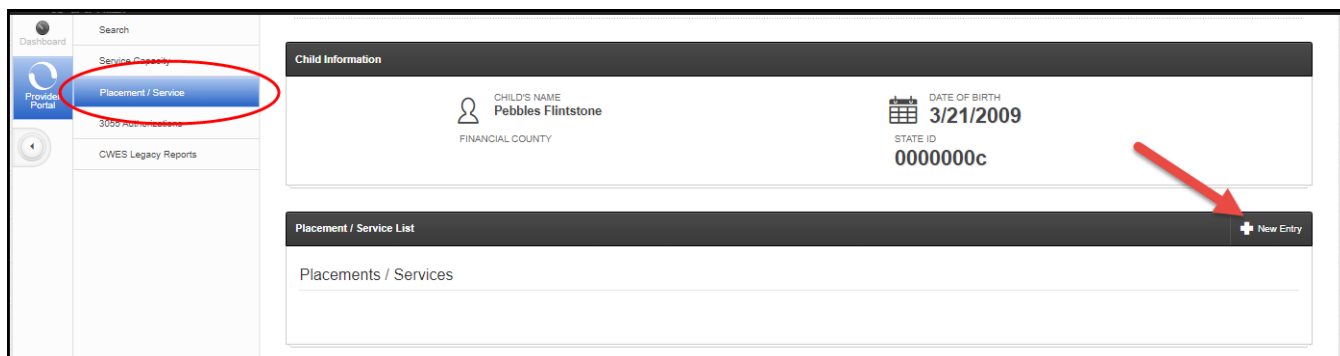


2. When the user attempts to end a Prevention Plan with a date that is prior to the Non-Agency Service end date, the following error message will display:



Add a Placement/Service

1. On the Placement/Service tab, click the “+ New Entry” button on the Placement/Service list header.



2. Complete the Placement/Service pop-up window with the appropriate information.

A standard set of fields will display for all service types. These include:

- **Provider Agency** - Select the applicable agency of the service or placement.
- **Site** - When adding a placement, select the specific location or foster family where the child is placed. When adding Family Centered Services or Non-Agency Voluntary Services, select the Service Area followed by FCS. Example: NISA - FCS.
- **Service Type** - Select the applicable service type.*
- **Referral Source** - Select DHS, JCS, Voluntary, or Law Enforcement.
- **DHS / JCS Worker** - Select the worker assigned.
- **Assigned Provider Worker** - Select the Provider Worker assigned for the specific service. This selection must be kept up to date in real time with the most current assigned worker.
- **Provider Worker Start Date** - Select the date the Provider Worker was assigned to the specific service. This selection must be kept up to date in real time, changed with each Assigned Provider Worker update.
- **Referral Date** - Select the date the service was referred to the agency.
- **Service Start Date** - Select the date the placement or service began.
- **Service End Date** - Select the date the placement or service ended. This may be left blank until the service or placement closes.
- **Miscellaneous Notes** - Free form text field to enter information as needed.

Note: The Service Type selected determines which additional fields display for entry. See list below for fields dynamic to each Service Type.

Family Casework

The screenshot shows a form for 'Family Casework'. The fields are as follows:

- Provider Agency: Families First (dropdown)
- Site: NISA - FCS (dropdown)
- Service Type: Family Casework (FMCW) (dropdown)
- Referral Source: DHS (dropdown)
- DHS / JCS Worker: Johnson, Amy (dropdown)
- Assigned Provider Worker: Worker, Provider (dropdown)
- Provider Worker Start Date: 07/01/2024 (text input)
- Referral Date: 07/01/2024 (text input)
- Service Start Date: 07/02/2024 (text input)
- Service End Date: (empty text input)
- Miscellaneous Notes: (empty text area)

Buttons: Save (blue), Close (grey)

Family Focused Meeting Facilitation

Additional fields that automatically display when either FFM or YTDM meeting is the selected Service Type include:

- Date of Meeting – this field can be left blank if the meeting did not occur.
- Did the referring HHS worker attend the meeting? – this field can be left blank if the meeting did not occur.

The screenshot shows a form for 'Family Focused Meeting Facilitation'. The fields are as follows:

- Provider Agency: Families First (dropdown)
- Site: NISA - FCS (dropdown)
- Service Type: Family Focused Meeting Facilita (dropdown)
- Referral Source: DHS (dropdown)
- DHS / JCS Worker: Johnson, Amy (dropdown)
- Assigned Provider Worker: Worker, Provider (dropdown)
- Provider Worker Start Date: 07/01/2024 (text input)
- Referral Date: 07/01/2024 (text input)
- Service Start Date: 07/02/2024 (text input)
- Date of Meeting: 07/02/2024 (text input)
- Did the referring DHS worker attend the meeting?: Yes (dropdown)
- Service End Date: (empty text input)
- Miscellaneous Notes: (empty text area)

Buttons: Save (blue), Close (grey)

SafeCare

Modules including PCI/PII, Home Safety, and Health are available for selection. Check all modules and sessions completed by the family.

Provider Agency: Families First
 Site: NISA - FCS
 Service Type: SafeCare
 Referral Source: DHS
 DHS / JCS Worker: Johnson, Amy
 Assigned Provider Worker: Worker, Provider
 Provider Worker Start Date: 07/01/2024
 Referral Date: 07/01/2024
 Service Start Date: 07/02/2024
 Service End Date:

Check All Modules that were completed by the Family

PCI/PII

Pre Test 2 3 4 5 Post Test

Home Safety

Pre Test 2 3 4 5 Post Test

Health

Pre Test 2 3 4 5 Post Test

Miscellaneous Notes

Family Preservation

Additional fields that automatically display when Family Preservation is the selected Service Type include:

- Referral Time
- Race of Children in the Household – Check a box next to the appropriate race and enter a numeric value for the total number of household children for the selected race. Users can select more than one option.

Provider Agency: Families First
 Site: NISA - FCS
 Service Type: Family Preservation
 Referral Source: DHS
 DHS / JCS Worker: Johnson, Amy
 Assigned Provider Worker: Worker, Provider
 Provider Worker Start Date: 07/01/2024
 Referral Date: 07/01/2024
 Referral Time: 12:49 PM
 Service Start Date: 07/02/2024

Race of Children in Household		Total Household Children by Race
<input type="checkbox"/>	White	0
<input type="checkbox"/>	African American	0
<input type="checkbox"/>	Asian	0
<input type="checkbox"/>	Native American/Alaskan Native	0
<input type="checkbox"/>	Native Hawaiian/Pacific Islander	0
<input type="checkbox"/>	Hispanic	0
<input type="checkbox"/>	Two or More Races	0
<input type="checkbox"/>	Other	0

- Date of Child Safety Conference
- If a CSC was not held, select a reason from the drop-down menu.
- Living Arrangement of Children in the Household at Time of CSC - Check a box next to the appropriate household arrangement and enter a numeric value for the total number of household children in the selected living arrangement. Users can select more than one option.
- Date of Follow-up Child Safety Conference
- If a Follow-up CSC was not held, select a reason from the drop-down menu.

Date of Child Safety Conference: 07/14/2024

If CSC not held, why? Select CSC not held Reason

	Living Arrangement of Children in Household at Time of CSC	Total Household Children by Living Arrangement
<input type="checkbox"/>	Intact	0
<input checked="" type="checkbox"/>	Relative	2
<input type="checkbox"/>	Fictive Kin	0
<input type="checkbox"/>	Hospital	0
<input type="checkbox"/>	Shelter Care	0
<input type="checkbox"/>	PMIC	0
<input type="checkbox"/>	Other	0

Date of Follow-up Child Safety Conference:

If follow up CSC not held, why? Select follow up CSC not held Reason

Service End Date:

Miscellaneous Notes:

- When the date of follow-up Child Safety Conference is entered, a section displays to enter the Living Arrangement of Children in the Household at Time of Follow-up CSC - Check a box next to the appropriate household arrangement and enter a numeric value for the total number of household children in the selected living arrangement. Users can select more than one option.

Date of Child Safety Conference: 07/14/2024

If CSC not held, why? Select CSC not held Reason

	Living Arrangement of Children in Household at Time of CSC	Total Household Children by Living Arrangement
<input type="checkbox"/>	Intact	0
<input checked="" type="checkbox"/>	Relative	2
<input type="checkbox"/>	Fictive Kin	0
<input type="checkbox"/>	Hospital	0
<input type="checkbox"/>	Shelter Care	0
<input type="checkbox"/>	PMIC	0
<input type="checkbox"/>	Other	0

Temporary Informal Shelter

This service should only be entered in the Provider Portal if there is/will be an open service case.

Provider Agency: Four Oaks
Site: Independence
Service Type: Temporary Informal Shelter
Referral Source: DHS
DHS / JCS Worker: Johnson, Amy
Assigned Provider Worker: Johnson, Amy
Provider Worker Start Date: 06/22/2023
Referral Date: 6/22/2023
Service Start Date: 06/22/2023
Service End Date:
Does child's parent(s)/guardian(s) live more than 50 miles away? Yes
Does child's sibling(s) live more than 50 miles away? N/A
Is contact restricted by DHS, JCS, or a Court Order? Yes
Miscellaneous Notes:
Save Close

Qualified Residential Treatment Program (Q RTP)

Additional fields that automatically display when Qualified Residential Treatment Program (Q RTP) is the selected Service Type include:

- Anticipated Discharge Date
- Q RTP Post-Discharge Service Provider - This field will only display when the Service End date is entered. If Q RTP Post-Discharge Services is not to be provided, an additional field displays to indicate the reason why.
- Does the child's parent(s)/guardian(s) live more than 50 miles away? *
- Does the child's sibling(s) live more than 50 miles away? *
- Is contact restricted by DHS, JCS, or a Court Order? *

* NOTE: These 3 fields display on all placement types including Foster Family, Temporary Informal Shelter, Scattered Site, Clustered Site, and Q RTP.

Add Placement / Service
Provider Agency: Four Oaks
Site: Cedar Rapids
Service Type: Qualified Residential Treatment f
Referral Source: DHS
DHS / JCS Worker: Worker, Social
Assigned Provider Worker: Johnson, Amy
Provider Worker Start Date: 09/02/2020
Referral Date: 09/02/2020
Service Start Date: 09/03/2020
Anticipated Discharge Date: 12/03/2020
Service End Date:
Does child's parent(s)/guardian(s) live more than 50 miles away? Yes
Does child's sibling(s) live more than 50 miles away? N/A
Is contact restricted by DHS, JCS, or a Court Order? No
Miscellaneous Notes:

Family Casework - QRTP Post-Discharge Services

Additional fields that automatically display when Family Casework – QRTP Post-Discharge Services is the selected Service Type include:

- QRTP Site the youth was discharged from and the QRTP Discharge Date.
- If the service is ended in less than 180 calendar days after the youth’s discharge from QRTP, DHS Approval Date and Reason for Early Discharge fields will display.

Provider Agency: Families First
Site: NISA - FCS
Service Type: Family Casework - QRTP Post-C
Referral Source: DHS
DHS / JCS Worker: Johnson, Amy
Assigned Provider Worker: Worker, Provider
Referral Date: 7/13/2024
Service Start Date: 07/13/2024
Provider Worker Start Date: 07/13/2024
QRTP Site Youth Discharged From: Four Oaks - Cedar Rapids
QRTP Discharge Date: 07/12/2024
Service End Date: 07/25/2024
Reason for Early Discharge: Select Early Discharge Reason
DHS Approval Date: Moved Out of State to Live with Parent/Relative/Fictive Kin
Miscellaneous Notes: Placed in Shelter, Placed in QRTP, Placed in SAL, Placed in Detention, Youth Aged Out at 18 or Older, Other (Describe in Miscellaneous Notes)

Non-Agency Voluntary Services

Additional fields that automatically display when Non-Agency Voluntary Services is the selected Service Type include:

- Date of Transition meeting between referring DHS worker, provider, and family?
- Did the referring DHS worker attend the meeting?
- Child’s living arrangement at time of discharge.

Provider Agency: Families First
Site: NISA - FCS
Service Type: Non-Agency Voluntary Services
Referral Source: DHS
DHS / JCS Worker: Johnson, Amy
Assigned Provider Worker: Worker, Provider
Referral Date: 7/13/2024
Service Start Date: 07/13/2024
Provider Worker Start Date: 07/13/2024
Date of Transition Meeting between referring DHS worker, provider & family: [Empty]
Did the referring DHS worker attend the meeting?: [Empty]
Child's living arrangement at time of discharge: Select Living Arrangement
Service End Date: 07/25/2024
Miscellaneous Notes: [Empty]

If a Transition Meeting did not occur, follow the steps below:

1. Leave the Date of Transition Meeting field (1) blank.
2. On the question “Did the referring DHS worker attend the meeting?” (2), select “Meeting Not Held” from the drop-down menu.
3. Details regarding why the Transition Meeting did not occur should be documented in the Miscellaneous Notes section (3).

The screenshot shows a form with the following fields and annotations:

- 1**: A red circle next to the "Date of Transition Meeting between referring DHS worker, provider & family" text box, which is currently empty.
- 2**: A red circle next to the "Did the referring DHS worker attend the meeting?" dropdown menu. The dropdown is open, showing options: "Yes", "No", and "Meeting Not Held" (which is highlighted in blue).
- 3**: A red circle next to the "Miscellaneous Notes" text area, which is currently empty.

Non-Agency Voluntary SafeCare

Modules including PCI/PII, Home Safety, and Health are available for selection. Check all modules and sessions completed by the family.

The screenshot shows a form for "Non-Agency Voluntary SafeCare" with the following fields and options:

- Provider Agency: Families First
- Site: NISA - FCS
- Service Type: Non-Agency Voluntary SafeCare
- Referral Source: DHS
- DHS / JCS Worker: Johnson, Amy
- Assigned Provider Worker: Worker, Provider
- Provider Worker Start Date: 07/13/2024
- Referral Date: 7/13/2024
- Service Start Date: 07/13/2024
- Service End Date: 07/25/2024
- Check All Modules that were completed by the Family:
 - PCI/PII
 - Pre Test
 - 2
 - 3
 - 4
 - 5
 - Post Test
 - Home Safety
 - Pre Test
 - 2
 - 3
 - 4
 - 5
 - Post Test
 - Health
 - Pre Test
 - 2
 - 3
 - 4
 - 5
 - Post Test
- Miscellaneous Notes: (Empty text area)
- Buttons: Save, Close

Family Interaction

Provider Agency	Families First	▼
Site	NISA - FCS	▼
Service Type	Family Interaction	▼
Referral Source	DHS	▼
DHS / JCS Worker	Johnson, Amy	▼
Assigned Provider Worker	Worker, Provider	▼
Provider Worker Start Date	07/13/2024	
Referral Date	7/13/2024	
Service Start Date	07/13/2024	
Service End Date	07/25/2024	
Miscellaneous Notes		
Save	Close	

Kinship Navigator

Provider Agency	Families First	▼
Site	NISA - FCS	▼
Service Type	Kinship Navigator	▼
Referral Source	DHS	▼
DHS / JCS Worker	Johnson, Amy	▼
Assigned Provider Worker	Worker, Provider	▼
Provider Worker Start Date	07/13/2024	
Referral Date	7/13/2024	
Service Start Date	07/13/2024	
Service End Date	07/25/2024	
Miscellaneous Notes		
Save	Close	

Kinship Navigator services can overlap in the portal.

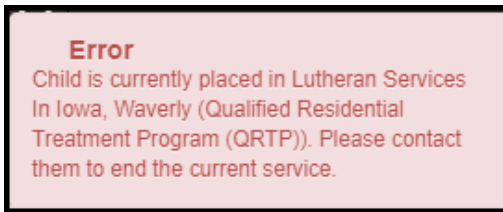
Placement/Service Overlap

A validation error will display when a placement or service entry conflicts with an existing overlapping record on the Placement/Service List. See system guidelines below to determine which types of placements and services cannot overlap on the Placement/Service list.

- Non-Agency Voluntary Services and Non-Agency Voluntary SafeCare should not overlap any other service or placement type.
- Placements should not overlap any other placements with the exception of Temporary Informal Shelter. Temporary Informal shelter can only overlap with Foster Care and Family Centered Services.

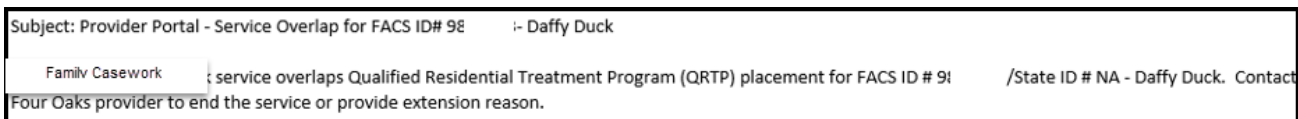
NOTE: Family Casework should not overlap a QRTP or Shelter placement for more than 30 calendar days unless there is HHS approval.

A conflicting placement/service may not be visible since each user is only able to see placements and services entered by their own agency. The error message will specify the Provider, Site, and Service Type of the conflicting placement so contact can be made to reconcile entries. An example of an error message is below:

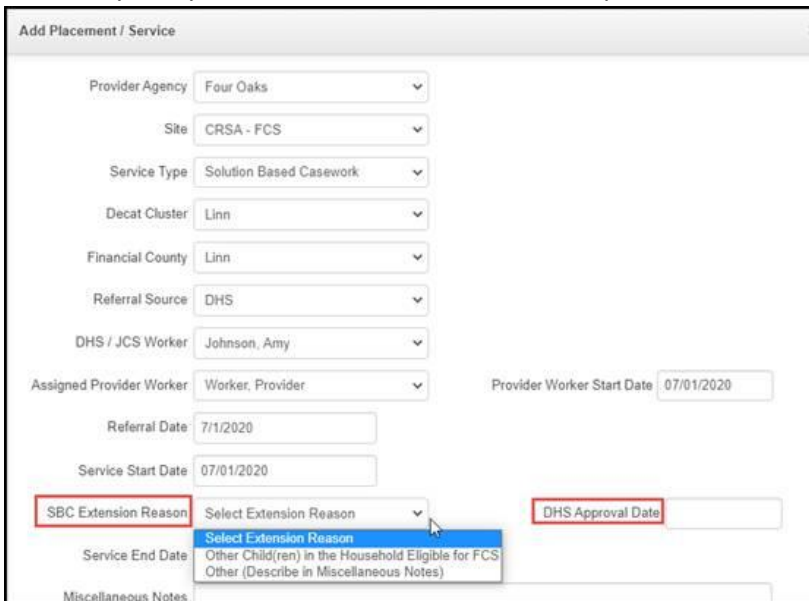


Alert

Family Casework and Family Casework - QRTP Post-Discharge Services should not overlap with a QRTP or Shelter placement for more than 30 days. If services continue beyond that point, the FMCW provider will be required to enter a DHS Approval Date and FMCW Exception Reason in the Provider Portal. An alert and email notification will be sent to the SWCM, SWCM Supervisor, and Assigned FMCW Provider Worker to notify them when an overlap has occurred for 23 days. The email notification will be sent to all three recipients on the same email so that a determination can be made regarding the date of service closure prior to the 30 day mark.



In order to satisfy the alert, the FMCW provider will need to end services in the Provider Portal or enter a DHS Approval Date and select the FMCW Exception Reason for continued service. The notification will be sent every 3 days after the initial alert until the requirement is satisfied.



Add Placement / Service

Provider Agency: Four Oaks
Site: CRSA - FCS
Service Type: Solution Based Casework
Decat Cluster: Linn
Financial County: Linn
Referral Source: DHS
DHS / JCS Worker: Johnson, Amy
Assigned Provider Worker: Worker, Provider
Referral Date: 7/1/2020
Service Start Date: 07/01/2020
Provider Worker Start Date: 07/01/2020
SBC Extension Reason: Select Extension Reason
DHS Approval Date:
Service End Date:
Miscellaneous Notes:




Select a Placement/Service

Click "Select" next to the placement entry to access Life Skills Assessments, Family Connection Notes, Critical Incidents, and Documents.

Placement / Service List + New Entry

Placements / Services

10 records per page Search:

Provider Name	Site	Service Type	Referral Source	Service Start Date	Service End Date	
Families First	NISA - FCS	Non-Agency Voluntary SafeCare	DHS	08/01/2024		
Families First	NISA - FCS	Family Focused Meeting Facilitation	DHS	07/30/2024	07/30/2024	
Families First	NISA - FCS	Family Casework (FMCW)	DHS	07/20/2024	07/20/2024	

Once selected, the system will navigate to a screen where the user can view, modify, or add entries into each section.

NOTE: Family Connection Notes and Critical Incidents sections only display on Placement records.

Life Skills Assessments + New Life Skills Assessments

No Life Skills Assessments Available.

Family Connection Notes + New Family Connection

No Family Connections Available.

Critical Incidents + New Critical Incident

No Critical Incidents Available.

Documents Upload Document

No Documents Available.

Life Skills Assessments

1. Click on the “+New Life Skills Assessments” button on the Life Skills Assessments header.

Life Skills Assessments + New Life Skills Assessments

No Life Skills Assessments Available.

2. A pop-up window will display to enter the Date of Life Skills Assessment, the score, and the type of Assessment, along with a space for any Miscellaneous Notes.

Adding New Life Skills Assessments

Date Assessment Completed

Score

Type

Miscellaneous Notes

- When entries are complete, hit "Save". Once saved, the entry will display on the Life Skills Assessments list with the Date, Score, and Type. Click on the blue paper and pencil icon next to the entry on the Family Connection Notes list to view and/or modify the note detail.

Date Assessment Completed	Score	Type	
03/01/2019	3.25	Admission Assessment	

Family Connection Notes

- Click on the "+ New Family Connection" button on the Family Connection Notes header.

Month	Year	Non Face to Face Frequency Parent	Face to Face Frequency Parent	Face to Face Frequency Sibling	
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- A pop-up window will display to enter details regarding a month of Family Connections. All drop-downs require a selection to be made and a Miscellaneous Notes section is available. When complete, hit "Save."

Month:

Year:

Frequency of non face to face contact (e.g., phone, video, email, text, mail, etc.) during the month between the child and parent(s)/guardian(s):

Frequency of face to face contact during the month between the child and parent(s)/guardian(s) or other adult members of their positive support system:

Frequency of face to face contact during the month between the child and their sibling(s):

Miscellaneous Notes:

- Once saved, the entry will display on the Family Connection Notes list with the date and type of each contact. Click on the blue paper and pencil icon next to the entry on the Family Connection Notes list to view and/or modify the note detail.

Month	Year	Non Face to Face Frequency Parent	Face to Face Frequency Parent	Face to Face Frequency Sibling	
June	2018	1-5 contacts	1-3 contacts	1-3 contacts	

Critical Incidents

Placement providers will utilize the Provider Portal to document all critical incidents within 24 hours of occurrence. Any circumstances listed below require a Critical Incident to be documented:

- Death

- Emergency treatment by medical personnel in or at a hospital, other medical clinic, urgent care provider, or a physician’s office
- Police calls or other law enforcement involvement or contact
- Mandatory report of abuse

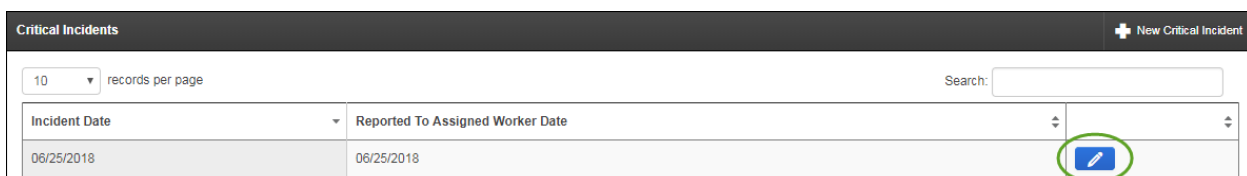
1. Click on the “+ New Critical Incident” button on the Critical Incidents header.



2. A pop-up window will display to enter details regarding the Critical Incident.
- Enter the Date/Time of Incident and when it was reported to the assigned worker.
 - The Date/Time Created will automatically populate based on when the incident documentation began.
 - Select all applicable type(s) of incidents from the available options.
 - Thoroughly document the incident in the Narrative Description of Incident and Agency Response field.
 - Once completed, hit “Save.”

The screenshot shows a pop-up window titled 'Edit - Critical Incident'. It contains several input fields: 'Date/Time of Incident' (two empty boxes), 'Date/Time Reported to Assigned Worker' (two empty boxes), and 'Date/Time Created' (pre-filled with '06/25/2018' and '11:25 AM'). Below these are radio buttons for 'Type of Incident (Select all that apply)'. The options are: 'Death', 'Emergency treatment by medical personnel in or at a hospital, other medical clinic, urgent care provider, or a physician's office', 'Police calls or other law enforcement involvement or contact', and 'Mandatory report of abuse'. At the bottom, there is a large text area for 'Narrative Description of Incident and Agency Response' and two buttons: 'Save' and 'Close'.

3. The entry will display on the Critical Incident list with Incident Date and the Reported to Assigned Worker Date.



4. Click on the blue paper and pencil icon next to the entry on the Critical Incident list to view and/or modify the detail.

Critical Incident Notification

The assigned HHS or JCS worker will automatically receive an email notification from JARVIS if a critical incident has been entered for a child on their caseload. This does not replace the need for immediate telephonic notification for certain types of critical incidents:

CISR contractors must still notify the child’s parent(s) or guardian and referral worker immediately of any serious illness, incident involving serious bodily injury, or circumstances causing removal of the child from the facility. In the event of the death of a child, a contractor shall immediately notify the child’s parent(s) or guardian, the referral worker, the appropriate state authority, and the physician (if applicable). This information must be communicated in such a manner that the receipt of the information is assured; i.e., acknowledgement back from these parties is required. It is recommended that this information be communicated by telephone or in person, not via email or otherwise leaving a message.

Documents

Under Documents, providers can upload PDF, TIFF, or JPEG/JPG documents specific to the placement or service selected. Many of the document types that would have previously been mailed or emailed to the HHS worker will now be uploaded as a PDF to the Documents section in the Provider Portal. **NOTE: Documents uploaded through the Provider Portal are only available to HHS staff. Although JCS staff do not have access to Documents in the Provider Portal, placement providers are still required to upload CWES/Shelter Care, QRTP, and Supervised Apartment Living reports and documents to the Provider Portal for JCS assigned cases.**

1. Within a placement or service, click the “Upload Document” button on the right side of the Document header. An “Upload Document” box will pop up.



2. Enter a Display Name. To ensure documents are named in a uniform manner, utilize the following guide for entry of Display Name and the selection on Document Type dropdown.

QRTP	Display Name	Document Type Selection
	Service Plan <date>	Service Plan/Family Agreement
	Case Progress Report <date>	Service Progress Summary
	Discharge Summary <date>	Service Discharge/Termination Summary

Shelter Care	Display Name	Document Type Selection
	Service Plan <date>	Service Plan/Family Agreement
	Discharge Summary <date>	Service Discharge/Termination Summary

Temporary Informal Shelter	Display Name	Document Type Selection
	CWES Intake Form <date>	CWES Intake Form

SAL	Display Name	Document Type Selection
	Service Plan <date>	Service Plan/Family Agreement
	SAL Budget Plan <date>	SAL Budget Plan
	Case Progress Report <date>	Service Progress Summary
	Discharge Summary <date>	Service Discharge/Termination Summary
	Discovering Connections <date>	Discovering Connections

Kinship Navigator	Display Name	Document Type Selection
Services	Eco Map <date>	Genogram/EcoMap
	Kinship Care Plan <date>	Service Plan/Family Agreement
	Casework Contact Note <date>	Casework Contact Note
	Termination Summary <date>	Service Discharge/Termination Summary
	Kinship Navigator Summary <date>	Kinship Navigator Summary

Family	Display Name	Document Type Selection
Preservation	Casework Contact Note <date>	Casework Contact Note
Services	Child Safety Conference Plan <date>	CSC/SFM/YTDM/SPC Notes or Plan
	STDM/YTDM Meeting Notes <date>	CSC/SFM/YTDM/SPC Notes or Plan
	YTDM Dream Path <date>	CSC/SFM/YTDM/SPC Notes or Plan
	Service Summary Report <date>	Service Discharge/Termination Summary

Family Casework	Display Name	Document Type Selection
FMCW QRTP Post-Discharge	Service Plan <date>	Service Plan
Services	Case Progress Report <date>	Service Progress Summary
	Service Termination Summary <date>	Service Discharge/Termination Summary
	FFM/YTDM Meeting Notes <date>	CSC/FFM/YTDM/SPC Notes or Plan
	YTDM Dream Path <date>	CSC/FFM/YTDM/SPC Notes or Plan
	Action Plan <date>	Action Plan
	Eco Map <date>	Genogram/EcoMap/Social Network Map

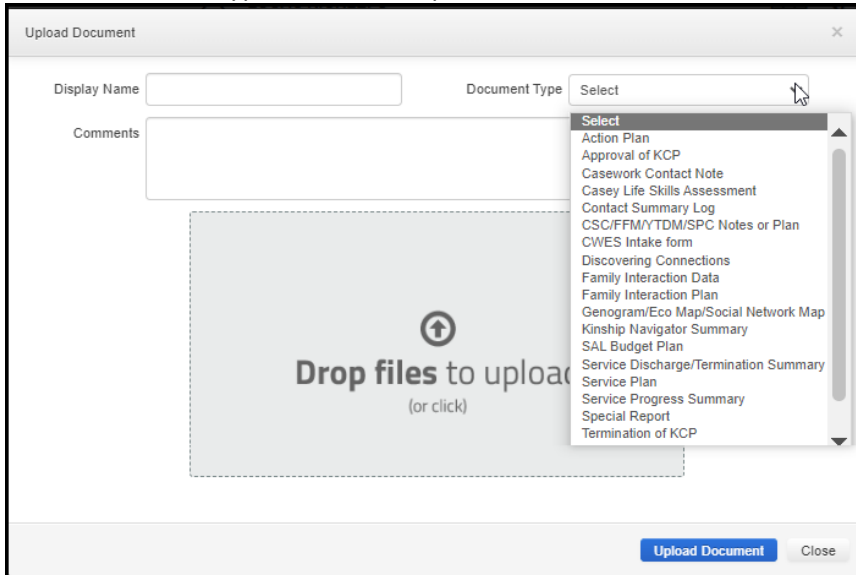
* Denotes requirement for both Agency service cases and Non-Agency Voluntary Service cases

SafeCare	Display Name	Document Type Selection
	Casework Contact Note <date>	Casework Contact Note
	Service Termination Summary <date>	Service Discharge/Termination Summary

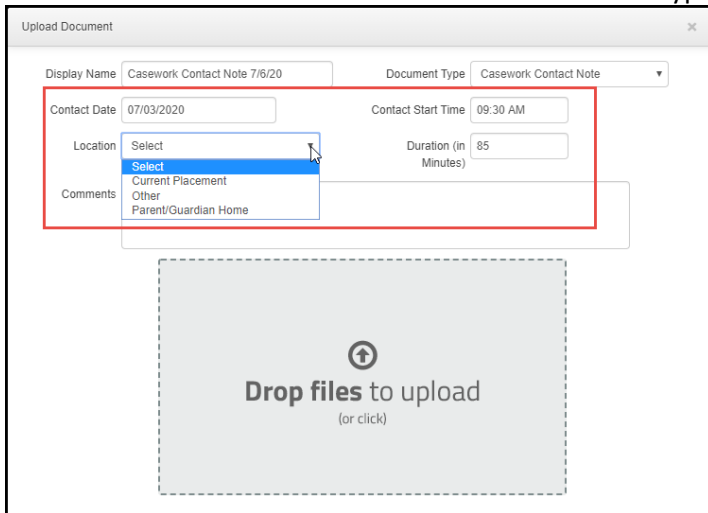
Family Interaction	Display Name	Document Type Selection
	Family Interaction Data <date>	Family Interaction Data
	Family Interaction Plan <date>	Family Interaction Plan

Common to Multiple Services	Display Name	Document Type Selection
	Casey Life Skills Assessment <date>	Casey Life Skills Assessment
	Special Report <date>	Special Report

3. Select Document Type from the drop-down menu.



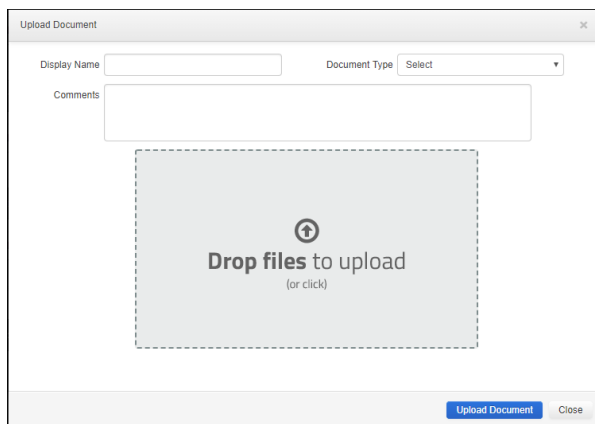
4. If Casework Contact Note is selected as the Document Type, then additional fields will display for entry.



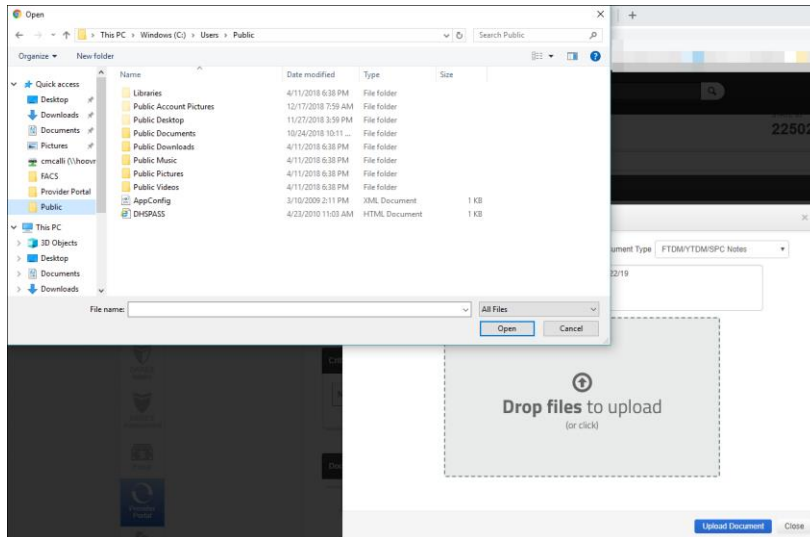
Note: The Contact Start Time field will only display when a Casework Contact Note is uploaded to a Family Preservation service.

5. Upload the file. There are two ways to upload files.

- Drag the files to the “Drop files to upload” section (shown below). After completing the Display Name a Document Type, add applicable Comments as needed, and click the “Upload Document” button.



- Add files from a saved location by clicking the “Drop files to upload” text in the grey box. A pop-up window will display locations on your computer to locate the file you wish to upload. To select a file, double click or highlight and click “Open”. Once the file has populated to the upload area, complete the Display Name, select a Document Type, add applicable Comments as needed, and click the “Upload Document” button.



Uploaded files will display under the Documents grid.

Documents							Upload Document
Name	Document Type	Uploaded Date	UserName	Contact Date	Location	Duration	
Casework Contact Note 7/6/20	Casework Contact Note	6/25/2020 9:32:07 PM	Amy Johnson	7/6/2020 9:39:00 AM	Current Placement	85	Select

The document name can be edited by clicking the pencil icon on the right side of the grid. To view the document, click select. If a document was uploaded in error, contact your Provider Administrator to request deletion.

NOTE:

- Only PDF, TIFF, and JPEG formats can be uploaded.
- Files must be 50 MB or smaller to be uploaded.
- Images should be saved in JPG format (rather than converted to PDF format).

The following error will display if the file type is not one listed above.



Document Upload Notification to Assigned HHS Worker

The HHS worker assigned to the placement or service case will automatically receive an email notification from JARVIS if a document has been uploaded for a child on their caseload.

Family Interaction Data

Family Interaction Data can be entered on Family Interaction services without uploading a document. Enter the Due Date along with the Total Hours and Total number of Interactions under the Fully Supervised and/or Semi-Supervised columns. Then Add a file to upload or click “Save Without Upload” to save Family Interaction details without a document uploaded.

The screenshot shows a web form titled "Upload Document" with a close button (X) in the top right corner. The form contains the following fields and sections:

- Display Name:** A text input field.
- Document Type:** A dropdown menu with "Family Interaction Data" selected.
- Due Date:** A date input field.
- Supervision Columns:** Two columns labeled "Fully Supervised" and "Semi-Supervised".
- Total hours of interaction:** Input fields for both "Fully Supervised" and "Semi-Supervised".
- Total number of interactions:** Input fields for both "Fully Supervised" and "Semi-Supervised".
- Comments:** A large text area.
- Drop Zone:** A large dashed box containing an upload icon and the text "Drop files to upload (or click)".
- Footer:** A dark bar with the text "Test" on the left and "Provider Worker" on the right.
- Buttons:** "Save Without Upload", "Upload Document", and "Close" buttons are located at the bottom.

Family Interaction Plan

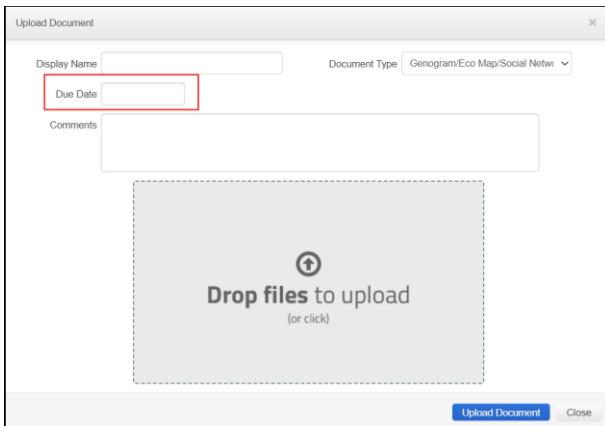
Enter the Due Date, total number of Hours Requested, and upload the Family Interaction Plan.

The screenshot shows a web form titled "Upload Document" with a close button (X) in the top right corner. The form contains the following fields and sections:

- Display Name:** A text input field.
- Document Type:** A dropdown menu with "Family Interaction Plan" selected.
- Due Date:** A date input field.
- Hours Requested:** A text input field.
- Comments:** A large text area.
- Drop Zone:** A large dashed box containing an upload icon and the text "Drop files to upload (or click)".
- Footer:** A dark bar with the text "Provider Worker" on the right.
- Buttons:** "Upload Document" and "Close" buttons are located at the bottom.

Genogram/EcoMap/Social Network Map

The due date is required when uploading this document type.

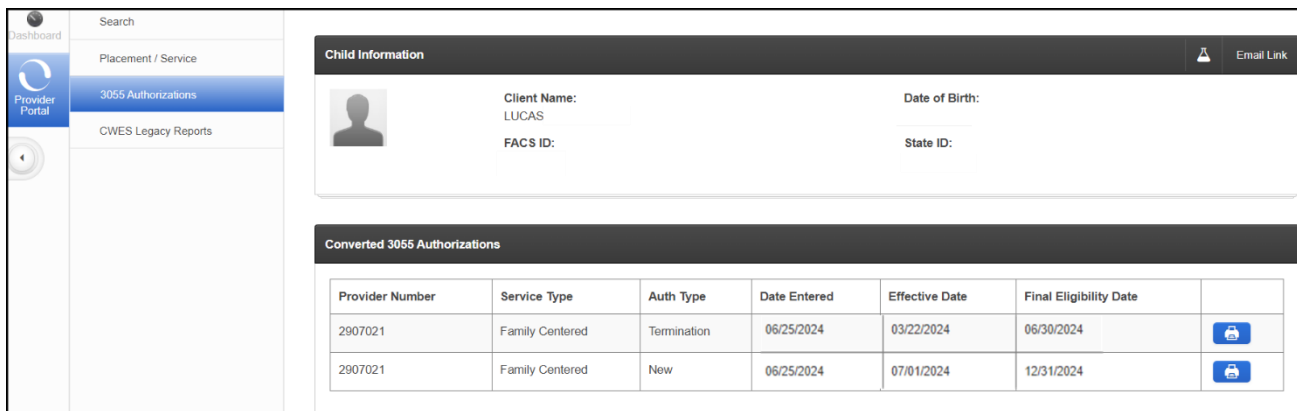




3055 Authorizations

Providers can access conversion 3055 Authorization forms that were auto-generated for:

- The conversion of active group care placements to QRTP placements on 4/1/20.
- The conversion of active FSRP services to Solution Based Casework on 7/1/20.
- The conversion of active SBCW services to Family Casework on 7/1/24.

1. Once a client is selected from the search, click on the 3055 Authorizations tab.



Provider Number	Service Type	Auth Type	Date Entered	Effective Date	Final Eligibility Date	
2907021	Family Centered	Termination	06/25/2024	03/22/2024	06/30/2024	
2907021	Family Centered	New	06/25/2024	07/01/2024	12/31/2024	

2. The Referral and Authorization Forms grid will display:

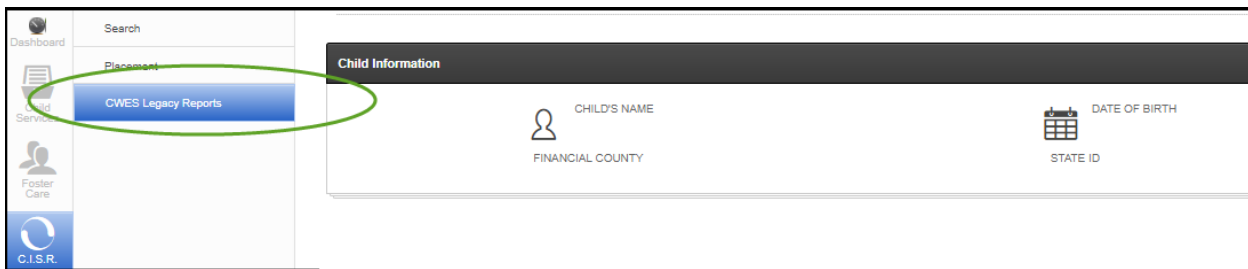
- A Termination 3055 Authorization for the previous service codes.
- A New 3055 Authorization for the new service codes.

3. Click on the printer icon next to the record to access a PDF of the 3055 authorization.

CWES Legacy Reports

The screen will display a list of all Family Connection Notes and Critical Incident entered for the client in the CISR Module between 7/1/17 and 7/27/18 and in the CWES system prior to 7/1/17. Facility staff will only be able to view legacy data previously entered by their specific provider.

1. Once a client is selected from the search, click on the CWES Legacy Reports tab.



2. A list of Family Connection Notes and Critical Incidents entered previously in the CISR Module or the CWES application prior to 6/27/18 will display.

Family Connection Notes

10 records per page

Search:

Provider Name	Facility Name	Placement Type Name	Type of Visit	Start Date	End Date	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Custodial Parent	06/20/2014	06/20/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Another Individual	07/01/2014	07/01/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Custodial Parent	07/08/2014	07/08/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Custodial Parent	07/19/2014	07/19/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Another Individual	08/05/2014	08/05/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Custodial Parent	08/04/2014	08/04/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Another Individual	08/15/2014	08/15/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Custodial Parent	08/29/2014	08/29/2014	

Showing 1 to 10 of 74 entries

← Previous 1 2 3 4 5 Next →

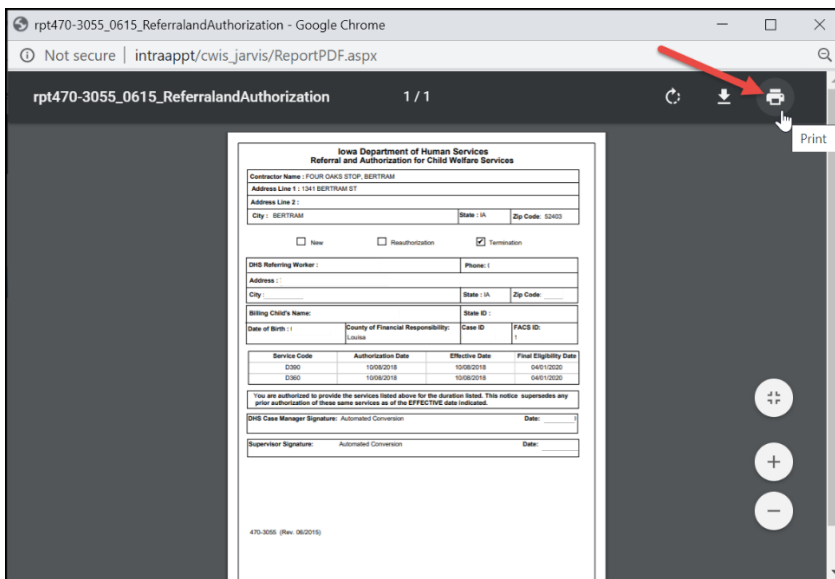
Critical Incidents

10 records per page

Search:

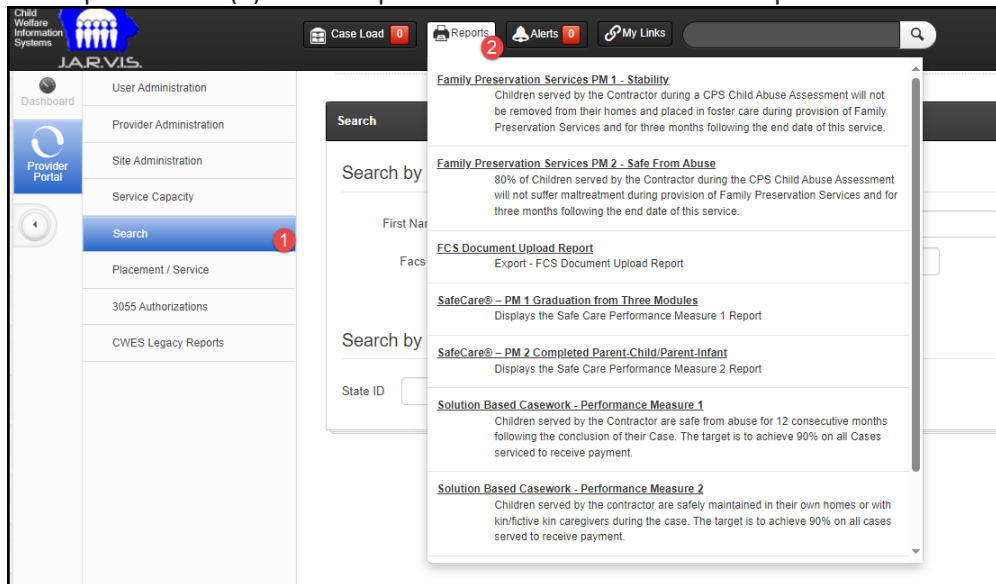
Provider Name	Facility Name	Incident Date	Incident Time	Level of Care	Incident Type	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	06/19/2014	12:45 PM	Comprehensive Group Care	Use of Control Room	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	06/19/2014	09:30 AM	Comprehensive Group Care	Use of Control Room	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	06/23/2014	06:15 PM	Comprehensive Group Care	Use of physical restraints	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	06/23/2014	11:40 AM	Comprehensive Group Care	Use of Control Room	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	06/23/2014	11:40 AM	Comprehensive Group Care	Use of Control Room	

3. Click on the paper and pencil icon to view details for a specific legacy entry. Note that Legacy data prior to 7/1/17 is read-only and cannot be modified.



Performance Measure Reports

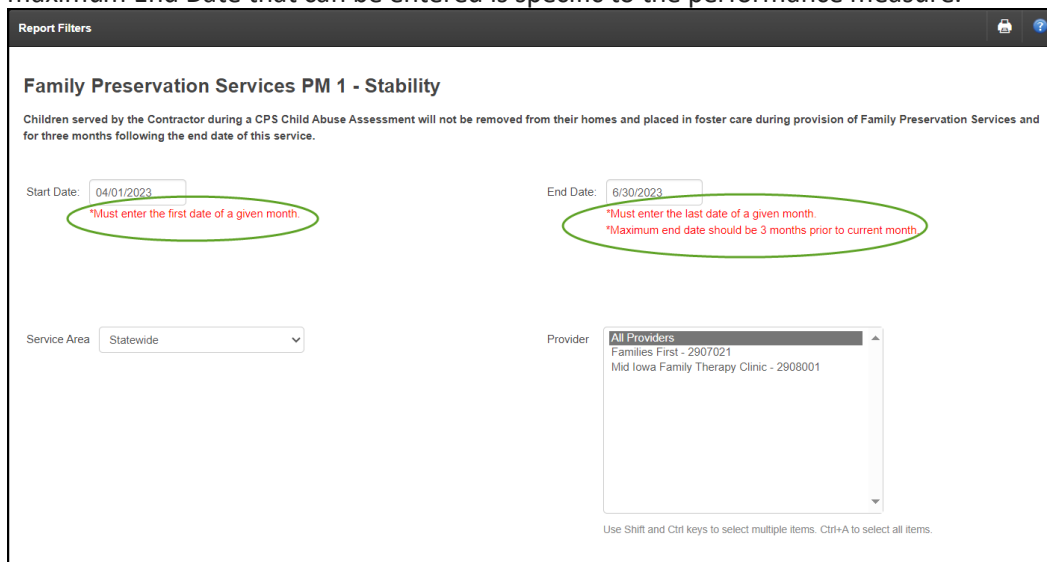
Facility Administrators can access performance measure reports by clicking on the Search tab (1) and then the Report button (2) on the top header. Click on one of the 7 reports listed in the dropdown menu.



The following 8 reports are available:

1. Family Preservation Services PM 1- Stability *
2. Family Preservation Services PM 2- Safe From Abuse *
3. FCS Document Upload Report
4. SafeCare- PM 1 Graduation from Three Modules
5. SafeCare- PM 2 Completed Parent-Child/Parent-Infant
6. Solution Based Casework- Performance Measure 1 *
7. Solution Based Casework- Performance Measure 2
8. Solution Based Casework- Performance Measure 3 *

*Indicates that specific date parameters must be used on the report filters. The first date of a given month must be entered as the Start Date and the last date of a given month must be entered as the End Date. The maximum End Date that can be entered is specific to the performance measure.



Contact the CWIS Help Desk (cwishelp@dhs.state.ia.us) if you are experiencing issues in JARVIS.