

Ist Five Iowa Connected Training Sessions: Questions and Answers

Iowa Connected System

1. Will we be able to see other program entries such as Child Health, Dental, etc?
[You will only be able to see what your agency has a contract to view.](#)
2. If our agency also has other family health programs (like Child and Adolescent Health), will they also have access to non-Ist Five records and will that change how relationships should be built?
[You are able to create relationships between records, just as you did in Signify. The difference is now you will only see what your agency has a contract to view.](#)
3. Can you have multiple charts open at once? Or will this be like multiple windows similar to signify?
[Yes, you would need to open multiple windows to view multiple charts at once.](#)
4. Will this system show DOB on the main screen when searching for clients? (so we make sure we select the correct person?)
[Yes, you can add DOB to your search. Your search results will display the DOB as well.](#)
5. Is there a way to search by phone number/address or just names, birthdates, and Medicaid #s?
[You can search by ID, Medicaid ID or Case ID. Due to security parameters you have to have at least one letter for first name and 2 letters for last name, you can add birthdate to assist.](#)
6. With Signify there was a tab for recent contacts. Does Iowa Connected have that? I know it was helpful when making calls and leaving voicemails and getting a call back!
[No, that feature is not currently available in Iowa Connected but it has been requested.](#)
7. Do we have to choose which tab we want to edit before clicking edit, or does 'edit' allow us to make changes to any tab (asked during Contact information video clip)
[Click the "edit" button once you're in the tab that you are wanting to edit.](#)

Client Record

1. What would be a reason for choosing "Confidential"
[Examples of when to use the "confidential" checkbox would be when you'd like to flag clients that may be involved with DHS, custody situations or in foster care.](#)

2. Do we need a note on relationships? Should sister's program involvement be noted in a different profile? Wouldn't that be PHI?
If it is within the same family, you should be fine unless the family indicates otherwise.
3. How long does address verification take?
The verification process should be automatic once the information is saved.
4. Is country of birth a required field?
Yes.
5. Do we complete ethnicity?
Yes.
6. Is owning agency a field that will need to be filled out?
Yes, please make sure your user account is associated with the correct owning agency.
7. Will the owning agency field eventually be auto populated once the owner is entered?
No, some people are associated with more than one owning agency.

Activity Navigation

1. Is it required to attach a referral form to referral activity?
Not required for HHS, please follow your agency's protocols.
2. Is the caseload report pulled based on the episode owner? If so, the Developmental Support Specialist that will be assigned a referral should be the ones creating the episode, correct?
In order to have an accurate caseload report, the episode owner needs to be the assigned DSS.
3. Do you have to go into the referral activity to see the associated provider/organization? (vs. showing on the main client record)
Yes.
4. I have a provider that was recently married and has a name change.
Please submit the Provider/Organization/Program Request form to the Iowa Connected Helpdesk.

5. That day of the week info. Will it show in the record when we are scrolling through past activities?
No, that information is not part of the activities grid, but we have shared this suggestion.
6. Are there specific minimum/maximum times set for each activity?
No.
7. If we saved today's date, but really it was yesterday's date, will we be able to go in and change it after the activity was saved?
Yes, please use the edit function.
8. Are we going to be required now to put in the reason if we reschedule an activity?
No.
9. Can we add the actual survey as an attachment?
Yes, you can add developmental screening tools as attachments to the Referral Activity. Please follow your agency's protocols.
10. Is time and duration both required for care coordination? (vs just time in and time out)
Time and duration fields are a 1st Five program requirement.
11. Does duration include the documentation time?
Yes, duration includes the time spent completing and documenting the activity, from start to finish.

Needs and Program Referrals

1. Are you wanting us to adjust the outcome if the result changes? Example, we send information... but then later they end up connecting and getting on a waitlist.
Yes, please update the outcome within a timely manner so they are as accurate as possible.
2. Are the Needs mapped to the Program Referrals? So maybe a program referral might not pull up in the search if it is not tied to that need.
No, all program referrals will be available for you to select from.

3. For referral agency/program: Am I understanding correctly that previously listed as 'needs addressed' no longer have to match an identified need to be able to successfully connect for data entry to address a need.
Yes, needs are no longer “mapped”, or connected to Program Referrals using the “Needs Addressed” list.
4. If we have a specific community program that is not in the system, can we still contact someone to get that in the system?
Yes, please submit the Provider/Organization/Program Request form to the Iowa Connected Helpdesk
5. Are we capturing ALL PCP needs listed on referral and does primary need have to be entered first.
Yes, document all needs included on the referral form, the order does not matter.
6. Should we resolve referrals that came over in the transition from Signify? Or only those we enter moving forward?
The requirement to document program referral outcomes began June 19th

Send Letter Activity

1. Are we now required to send the Referring Provider Acknowledgement?
No, this is not a HHS requirement. We’ve added this option to track the use of this type of letter. Please follow your agency’s protocols.
2. Do you want us to attach Family Letters still, or only provider communications?
HHS does not require uploads of client letters, please follow your agency’s protocols.
3. If you are doing an update & closing at the same time, which would you select? It doesn’t happen often, but has on occasion.
Please select Closing Letter as the letter type. Closing letters include the most recent referral updates and informs the provider that the case is being closed.

Satisfaction Surveys

1. Are we still just utilizing the 6 question survey only for the children whose birthdate is in the first 10 days?
Yes, that process is still the same.

2. Will the 6 questions FSS be automatically populated for the children with a birth date falling between the 1st and 10th of the month?

No, but we will share this suggestion.

Reports

1. Will we be able to pull filters to help us do QA making sure we entered our data correctly?

Yes, we are working on QA reports, this is currently in progress.

2. Also is there a way to run a report regarding which referrals are assigned to those DSS staff?

The caseload report should help with identifying clients assigned to specific DSS. The episode owner is used to identify a client's specific DSS.

3. Will all DSS's have access to the report option?

Yes, within the dashboard, Quick Sight is the reports option. You will see reports there as they are built and shared with contractors.

4. Should we wait to submit report request forms until the report feature is implemented?

Or will the only reports that will be coming to Iowa Connected be just those that were already in Signify?

Yes, we do not have a process in place for new report requests at the moment.

Resources/Tools

1. Can one of these sessions be recorded?

Yes, one session was recorded and was shared with Site Coordinators on 6/27/2023:

<https://youtu.be/L9MVGDIxVC8>.

2. Is there a test record for practice?

Yes, Test Test is the test record.

3. Can we have a larger full-page copy of the Activities tables with the follow up materials sent to us later?

There is a one page activity table as part of the DSS Guidance document.

4. Can we get a pdf of your presentation without notes section so the slides are bigger for reading?

Yes

5. Will the DSS Guidance be listed on the portal the last date it was updated?
The MCAH portal will have the most recent version of the DSS Guidance document and the document will have the month/year on the title page.