STATE OF IOWA DEPARTMENT OF Health and Human SERVICES

DSS Guidance:

Documentation of 1st Five Services

JUNE, 2023

1st Five

Iowa HHS

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Documentation of 1st Five Services

The purpose of this guidance document is to explain documentation expectations and requirements for1st Five Services within the Iowa Connected data system.

IMPORTANT REMINDERS

MCAH PROJECT MANAGEMENT PORTAL

Please be sure to use the secure MCAH Project Management Portal to access the most up to date version of the DSS Guidance and any other training resources for developmental support services documentation.

Link: https://hhs.iowa.gov/Bureau-of-Family-Health/MCH-Portal/1st-Five

- Iowa HHS strongly believes in the principles of CQI (continuous quality improvement) therefore, regular review and adjustments to the DSS Guidance will be made to ensure accurate, complete, and consistent data collection practices are in place.
- Iowa Connected's "go-live" date was June 19th, 2023. The data system will be evolving over time to meet program needs.

AGENCY PROTOCOLS

Each 1st Five Site may have their own processes and protocols related to contact timelines, tools, and documentation practices. For that reason, please connect with your agency's 1st Five Site Coordinator with any questions on agency specific protocols.

TIMELY DOCUMENTATION

The 1st Five Initiative includes significant data collection by 1st Five Sites using the Iowa Connected data system and regular reporting to Iowa HHS. DSS must complete data entry of 1st Five Developmental Support Services in a timely and accurate manner. In most cases, an activity or service must be documented within two weeks of completing the activity or service.

Section 1: Client Record Navigation

This section will explain how to work within the client record, which includes creating client records and the using the following tabs:

- Demographics
- Contact Information
- Relationships

**The Attachments tab will not be used by 1st Five. All attachments will be added within activities. For example, the 1st Five referral form will be added as an attachment in the Referral activity.*

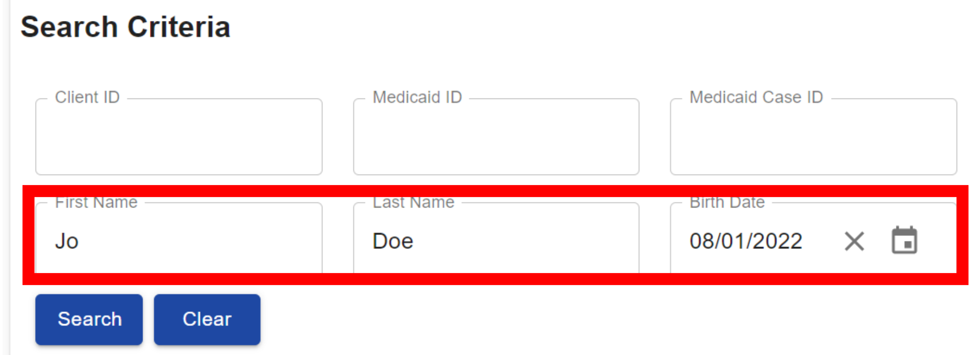
1.1 SEARCHING AND CREATING CLIENT RECORDS

Things to remember:
• Before creating a client record, it is best practice to first search the database to see if the record already exists from a previous 1st Five referral. If the client is not already in Iowa Connected you'll need to create a new client record. • Always search for clients by name, and by birthday to avoid creating duplicate records that need to be merged later (we recommend searching with partial information). • If siblings are referred at the same time, each referred child age birth to age five will be entered into Iowa Connected separately and have their own record. • Always complete the race, ethnicity and language fields when creating a new record. If this information is not indicated on referral materials you'll need to obtain this information during conversations with the parent/caregiver and go back to edit these fields once that information is collected. This information is required for program evaluation purposes. • If the client is already in the system, please be sure to verify with the parent/caregiver that the race, ethnicity and language selections are correct.

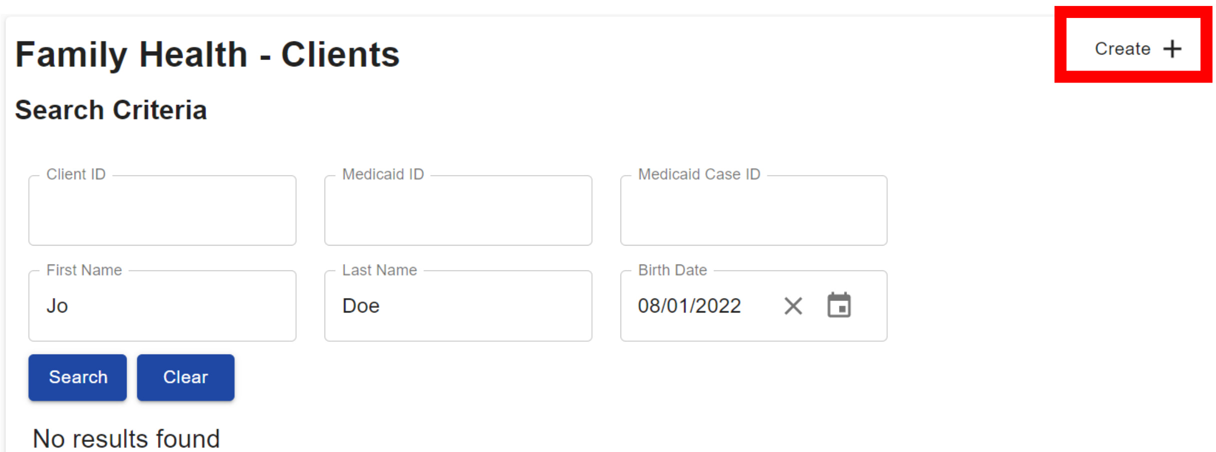
Directions:

1. In the header, select the Population you intend to search across (1st Five).
2. Select "Search Clients" from the dropdown.

3. Populate "First Name", "Last Name", and birth date then select the "Search" button. For better search results, enter at least one letter for the first name and two letters for the last name.



4. If unable to find the client you are looking for, click the "Create" button on the top right of the page (under the header).

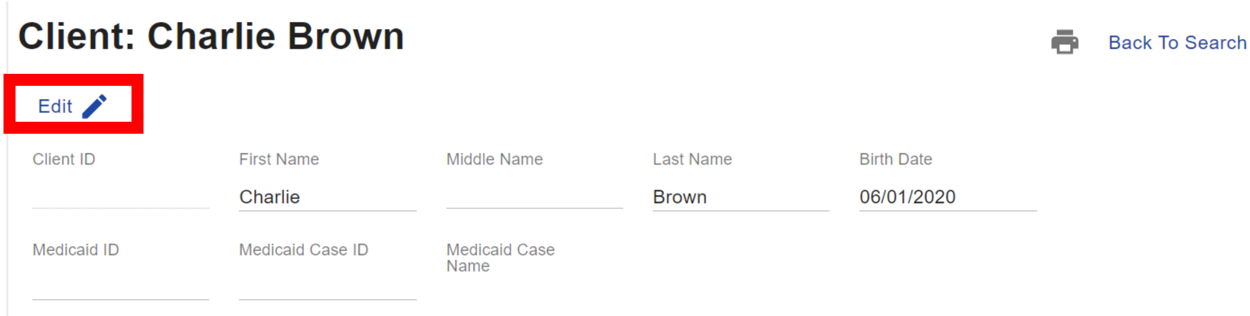


5. Enter client information and then select the "Save" button at the bottom left of the page.
    a. Client information
        i. First name
        ii. Last name
        iii. Date of birth

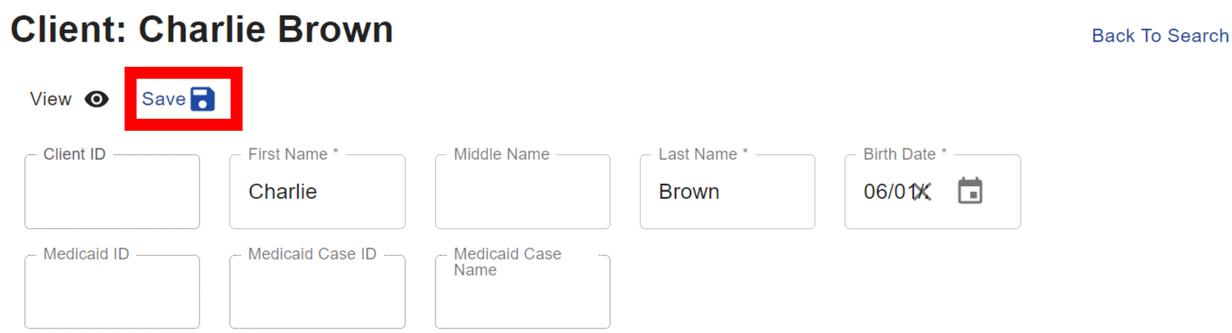
1.2 EDITING CLIENT RECORDS

Directions:

1. Navigate to a client record.
2. Select the "Edit" button on the top left of the page.



3. Make updates to the client record.
4. Click the "Save" button on the top left or the bottom left of the page.



5. If you do not want to save your changes, select the "View" button on the top left of the page to go back to the client record without saving any changes.

1.3 CLIENT DEMOGRAPHICS

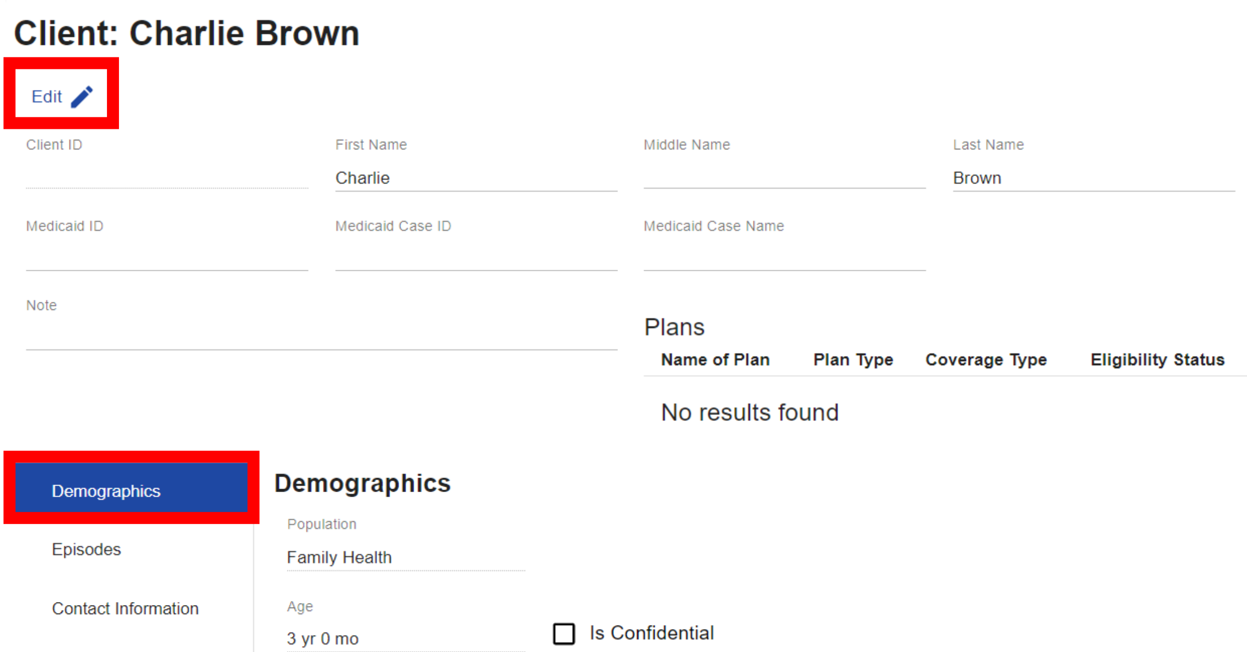
Things to remember:

- The age field will be auto calculated based on the client's date of birth
- Always complete the race, ethnicity and language fields when creating a new record. If this information is not indicated on referral materials you'll need to obtain this information during conversations with the parent/caregiver and go back to edit these fields once that information is collected. This information is required for program evaluation purposes.
- If the client is already in the system, please be sure to verify with the parent/caregiver that the race, ethnicity and language selections are correct.
- Race and Ethnicity fields:
    - Decline: select decline if the parent/caregiver chooses not to share their child's race and/or ethnicity.

- Unknown: select unknown if the parent/caregiver reports that they do not know their child's race and/or ethnicity. Do not select unknown to report that this information is unknown to 1st Five.
- The race field is a multi-select field so that more than one option can be selected as needed.

Directions:

1. Navigate to a client record.
2. Select the "Demographics" tab on the left side of the page.
3. Enter edit mode by selecting the "Edit" button on the top left of the page.



4. Enter client information and then select the "Save" button at the bottom left of the page.
   a. Demographics
   b. Gender
   c. Ethnicity
   d. Race(s)
   e. Preferred contact method
   f. Country of birth
   g. Language
   h. Primary language

i. Secondary language

j. Interpreter

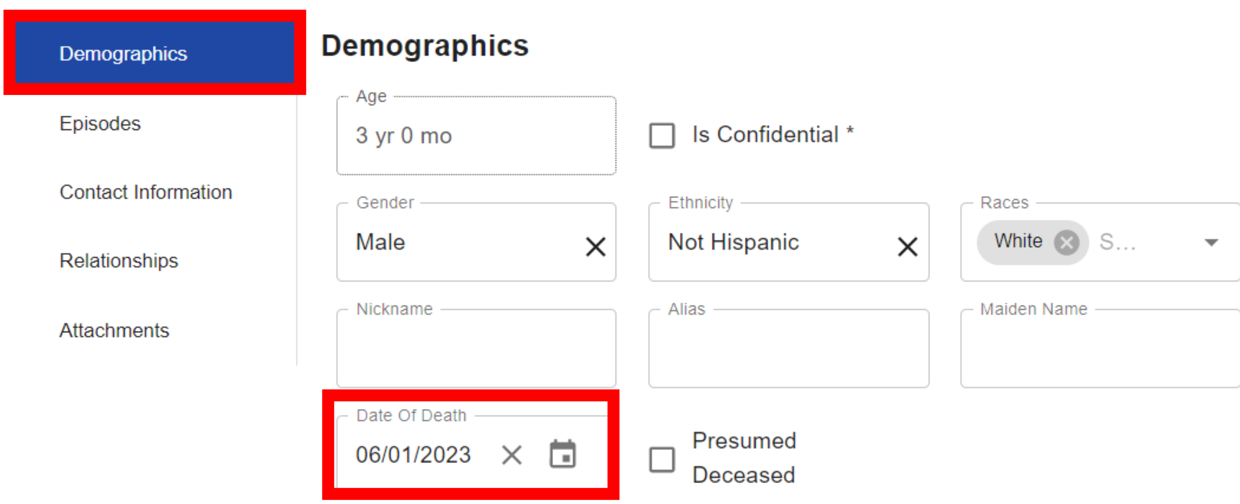
1.4 ADDING DATE OF DEATH TO A CLIENT RECORD

Things to remember:

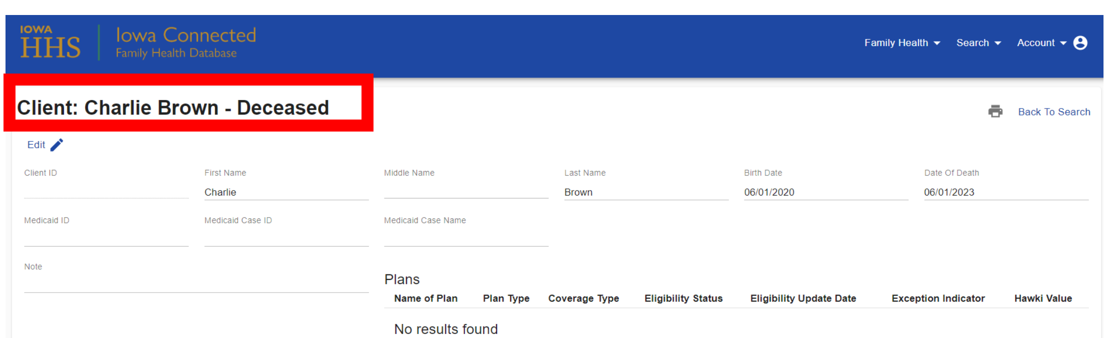
- Please be sure to also update the status of the client's episode to deceased and enter an end date so that the episode is closed.

Directions:

1. Navigate to a client record's "Demographics" tab.
2. Enter edit mode by selecting the "Edit" button on the top left of the page.
3. Populate the "Date of Death" field.



4. Click the "Save" button on the top left or the bottom left of the page.
5. Note the header of the client record now displays "Deceased" along with the client's name.



1.5 MARKING A CLIENT RECORD AS CONFIDENTIAL

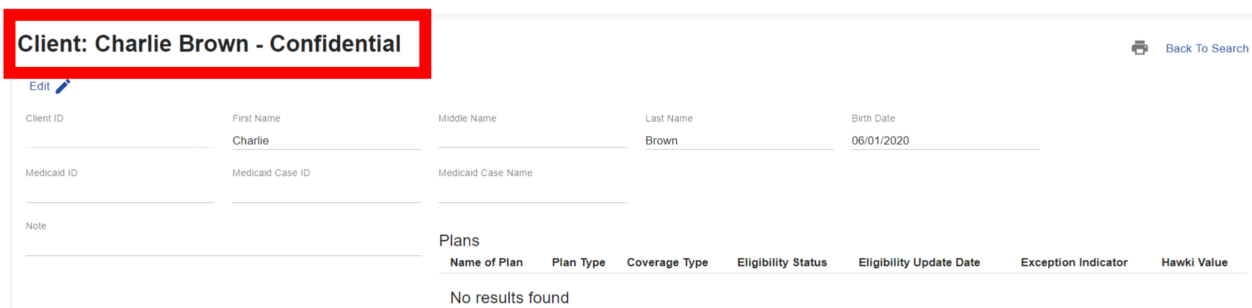
Things to remember:

- This feature is helpful when wanting to "flag" client records that need extra precaution when sharing client information. For example, cases that may involve foster care, custody issues, domestic violence or health information related to mental health, substance abuse treatment, or HIV/AIDS.

Directions:

1. Navigate to a client record's "Demographics" tab.
2. Enter edit mode by selecting the "Edit" button on the top left of the page.
3. Select the "Is Confidential" checkbox.

4. Click the "Save" button on the top left or bottom left of the page.
5. Note the header of the client record now displays "Confidential" along with the client's name.



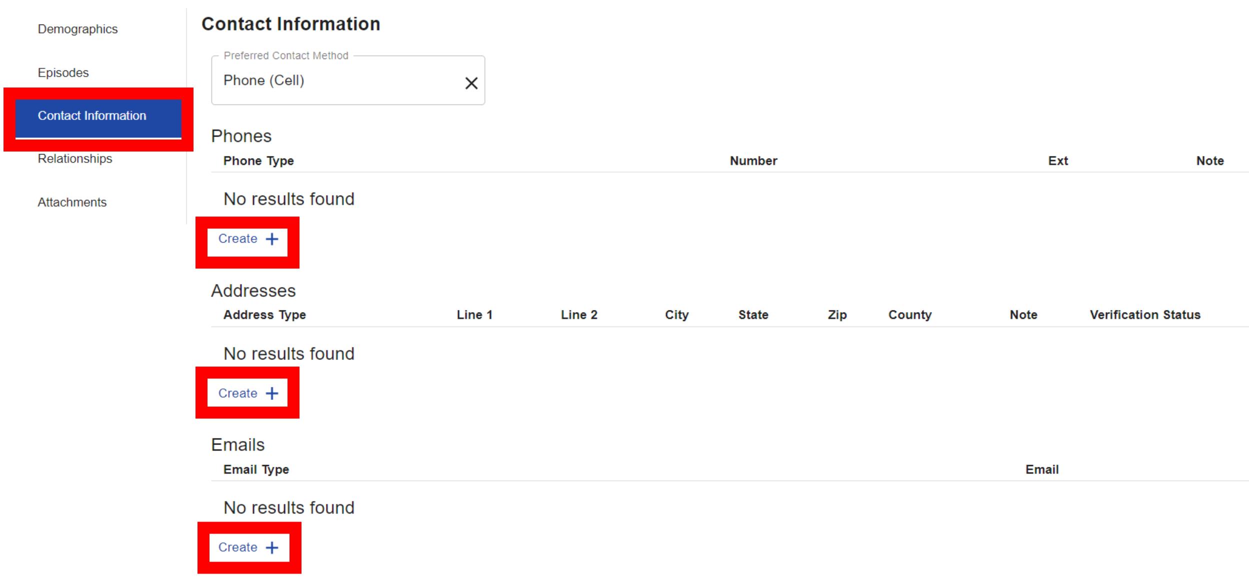
1.6 ADDING AN ADDRESS/PHONE/EMAIL TO A CLIENT RECORD

Things to remember:

- Please be sure to enter the client's most recent contact information which includes their phone number and address (email is optional).
- If you'd like Iowa Connected to validate the address you enter, it's important to enter as much information as possible.

Directions:

1. Navigate to a client record.
2. Select the "Contact Information" tab on the left side of the page.
3. Enter edit mode by selecting the "Edit" button on the top left of the page.
4. Select the "Create" button underneath the section you wish to add more information.



5. A pop-window will open prompting the user to enter the necessary information to create a record.
6. To save the record and have it applied to the client record select the "Save" button on the bottom left of the screen.
7. To cancel creating the new record, select the "Close" button on the bottom left of the screen.

1.7 MODIFYING AN ADDRESS/PHONE/EMAIL IN A CLIENT RECORD

Things to remember:

- Since Medicaid and WIC data is protected by program requirements, the system will not allow others to adjust the address or phone number for those programs.
- Additional addresses/phone numbers can be added as needed by editing the record.

Directions:

1. When needing to modify contact information, click on the line item you wish to modify, to open the record in a pop-window.
2. Enter edit mode by selecting the "Edit" button on the top left of the page.

3. In edit mode make the necessary updates and then click the “Save” button on the top left or bottom left of the page.
4. To cancel any updates made to the record click the “Close” button on the bottom of the page.

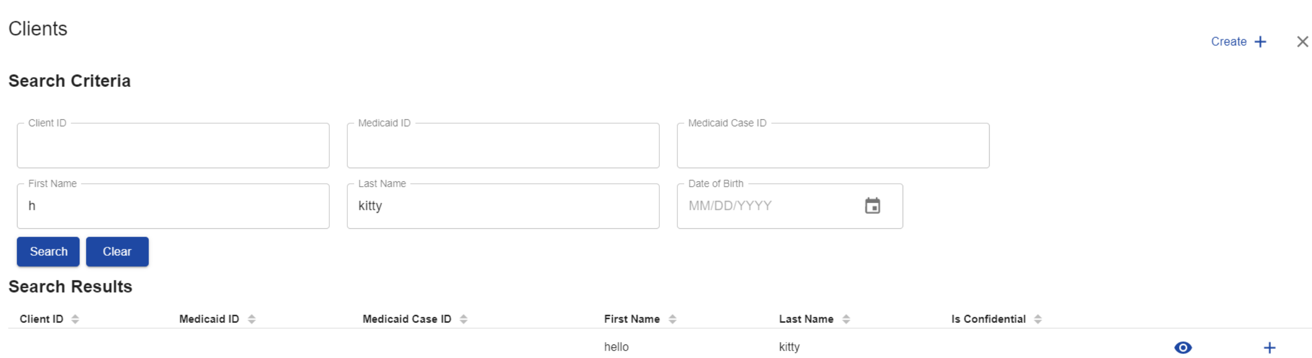
1.8 CREATING CLIENT RELATIONSHIPS

Things to remember:

- This feature is helpful when connecting a 1st Five client to another 1st Five client in Iowa Connected, for example siblings that were both referred to 1st Five.
- The contact records must already be in Iowa Connected in order for the relationship to be created. Before creating a client relationship, it's important to first check to see if the contact already exists within Iowa Connected.

Directions:

1. Navigate to the client you wish to add the relationship to.
2. Once on the client record, click on the “Relationships” tab.
3. In the “Relationships” tab the user can view all related clients.
4. Enter edit mode by selecting the “Edit” button on the top left of the page.
5. Click the “Create +” button underneath the “Relationships” grid to open the “Create Client Relationship” pop-window.
6. Clicking in the “Client” field will launch the “Clients” search pop-window which can be used to search for the client that will be related.
7. Populate “First Name”, “Last Name”, and birth date then select the “Search” button. For better search results, enter at least 1 letter for the first name and 2 letters for the last name.
8. Selecting the client from the search will populate that client in the “Client” field.



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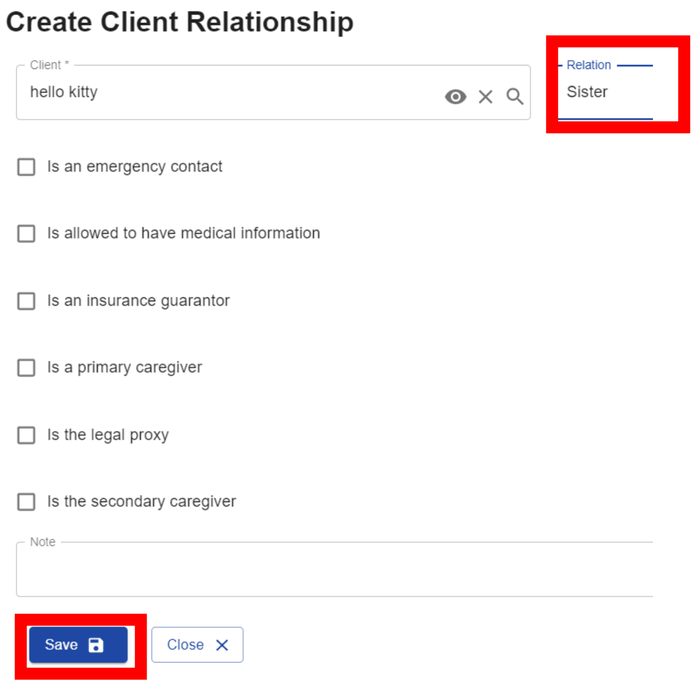
9. Populate any additional details for the specific relationship and then select "Save" button to save the Relationship. Selecting "Close" will cancel the Relationship record creation.



Section 2: Episode Navigation

This section will explain how to create, edit and view 1st Five episodes within the client record. A 1st Five episode is equivalent to a referral to 1st Five. Each referral to 1st Five will have its own 1st Five episode.

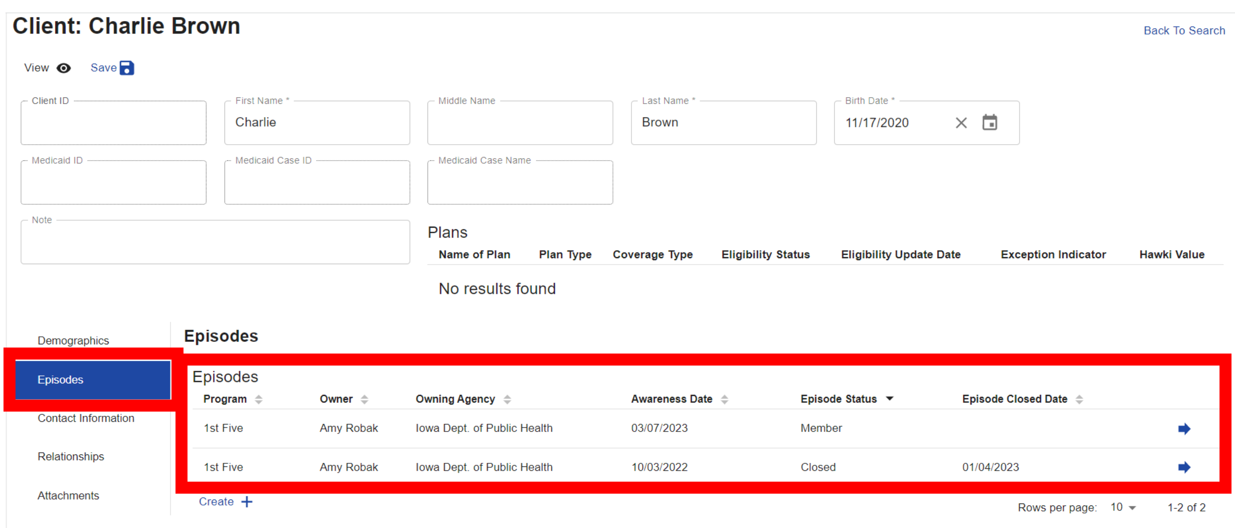
2.1 VIEWING ALL EPISODES ASSOCIATED TO A CLIENT

Things to remember:

- Do not "re-open" closed episodes for new referral information.
- If a client is a recurring client (which means that the client was referred to 1st Five before and has a "Closed" 1st Five episode), add another 1st Five episode.

Directions:

1. Navigate to a client record.
2. Select the "Episodes" tab on the client record.
3. All Episode records associated with the client will be listed in the grid titled "Episodes".



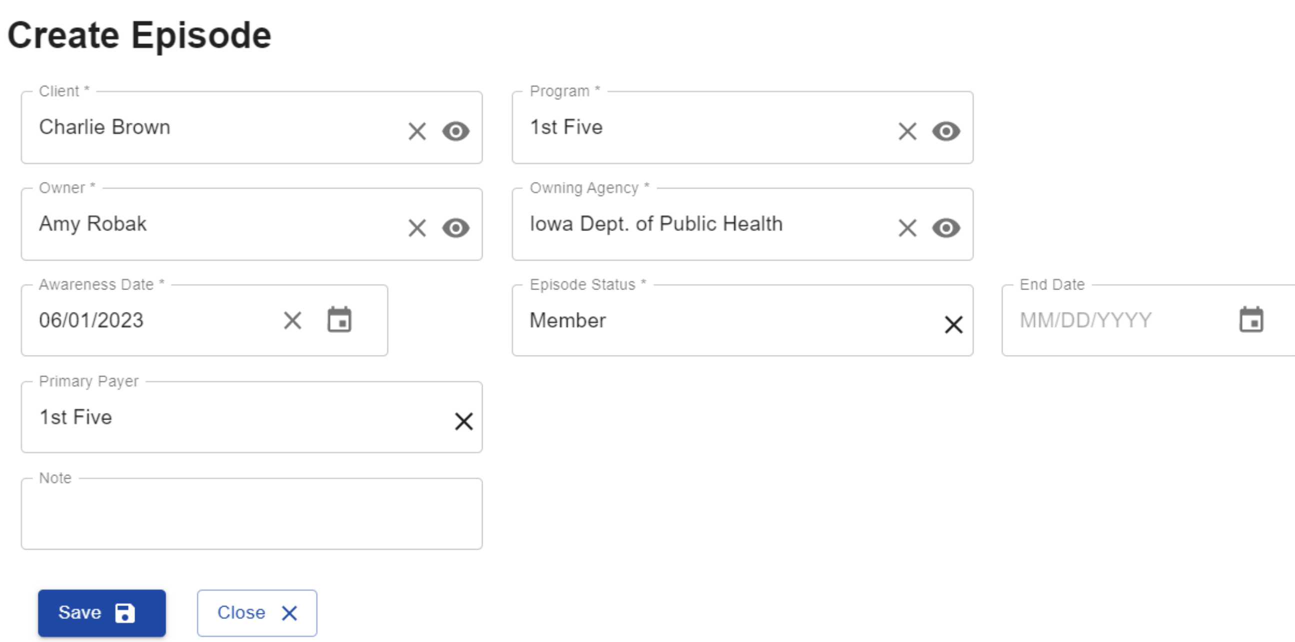
2.2 CREATING A NEW EPISODE

Things to remember:

- Create a 1st Five Episode for each NEW referral to 1st Five.
- Clients will have a separate 1st Five episode for each 1st Five Referral.

Directions:

1. Navigate to the client record's "Episodes" tab.
2. Enter edit mode by clicking on the "Edit" button on the top left of the page.
3. Click the "Create +" button underneath the "Episodes" grid to open the "Create Episode" pop-window.
4. Select 1st Five from the drop-down list in the "Program" field.
5. Complete the "Owning Agency" field and "Owner" field (this will be the individual DSS staff person assigned to the client).
6. In the "Awareness Date" field, enter the date of the referral on the fax date stamp (which might be earlier than the date you are entering information into Iowa Connected)
7. "Episode Status" is Member.
8. In the 'Primary Payer" field, select 1st Five.
9. Click the "Save" button at the bottom left of the pop-window.
10. To cancel the Episode record creation, select the "Close" button at the bottom left of the page.
11. Selecting the "Save" button will create the Episode record and refresh the pop-window to display the Episode record in edit mode. Close the pop-window.



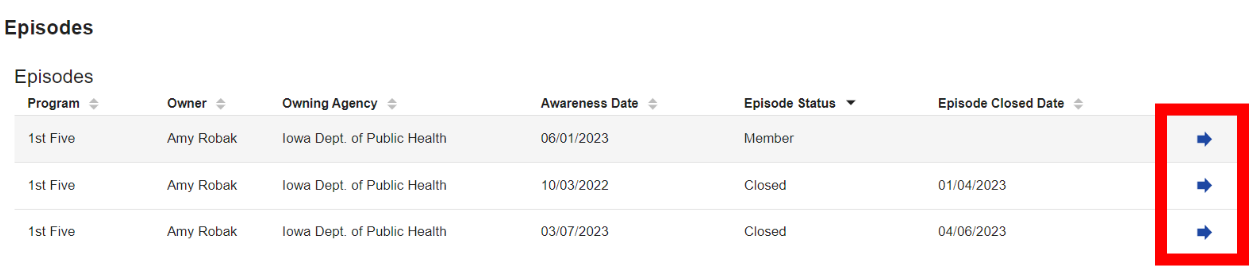
2.3 NAVIGATING TO A SPECIFIC EPISODE FOR A CLIENT

Things to remember:

- You are able to open a specific episode record by clicking anywhere in the "episode" line, within the episode grid.

Directions:

1. Navigate to a client record.
2. Select the "Episodes" tab on the client record.
3. All Episode records associated with the client will be listed in the grid titled "Episodes".
4. Selecting a line item from the grid will open the Episode record in a pop-window or you can click on the arrows to the right of the grid.



Episodes

Episodes

Program	Owner	Owning Agency	Awareness Date	Episode Status	Episode Closed Date
1st Five	Amy Robak	Iowa Dept. of Public Health	06/01/2023	Member	
1st Five	Amy Robak	Iowa Dept. of Public Health	10/03/2022	Closed	01/04/2023
1st Five	Amy Robak	Iowa Dept. of Public Health	03/07/2023	Closed	04/06/2023

2.4 EDITING AN EXISTING EPISODE

Things to remember:

- Editing an episode is necessary when changing the status of an episode, for example when updating an episode status or entering an end date. It is very important to keep the Episode status accurate and current.

Directions:

1. Navigate to the client record's "Episodes" tab.
2. All Episode records associated with the client will be listed in the grid titled "Episodes".
3. Selecting a line item from the grid will open the Episode record in a pop-window.
4. To enter edit mode, click the "Edit" button on the top left of the page.
5. Click the "Save" button at the top left or bottom left of the pop-window to save all changes made to the record.
6. To cancel any updates, click the "View" button at the top left of the page. Note selecting the "Close" button at the bottom left of the page will also cancel all updates and close out of the pop-window.

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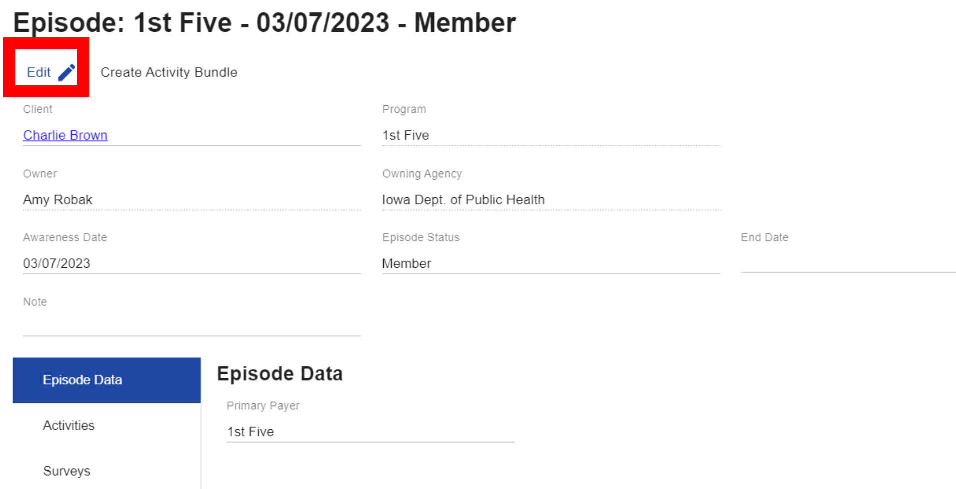


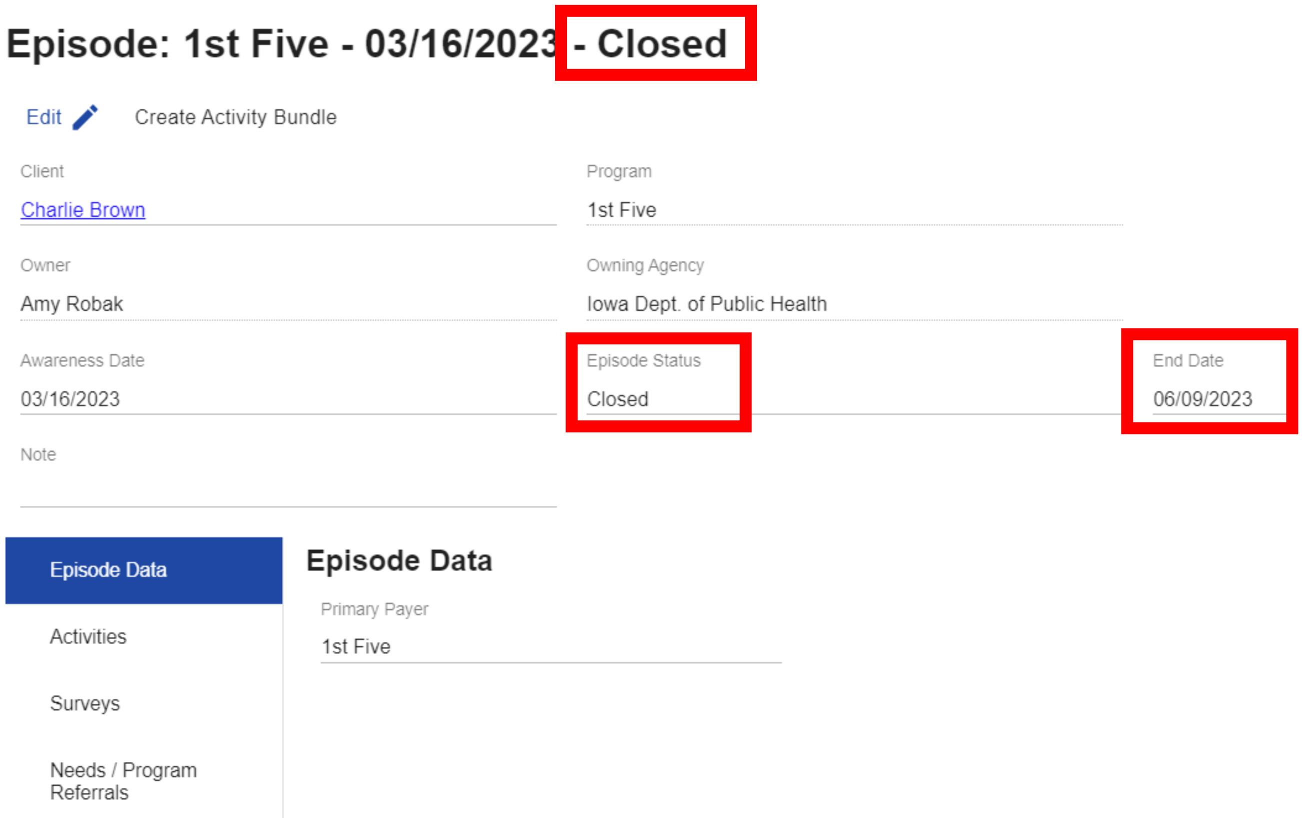
2.5 CLOSING AN EPISODE

Things to remember:

- When closing an Episode, it is necessary to change the status of the episode from member status to closed status and enter an end date. These are very important steps of the closing process.

Directions:

1. Navigate to the client record's "Episodes" tab.
2. All Episode records associated with the client will be listed in the grid titled "Episodes".
3. Selecting a line item from the grid will open the Episode record in a pop-window.
4. To enter edit mode, click the "Edit" button on the top left of the page.
5. Click the "Save" button at the top left or bottom left of the pop-window to save all changes made to the record.
6. To cancel any updates, click the "View" button at the top left of the page. Note selecting the "Close" button at the bottom left of the page will also cancel all updates and close out of the pop-window.
7. Once the record has been saved, you can verify that the record has been closed by checking for the "Closed" status on the heading of the record.


Episode: 1st Five - 03/16/2023 - Closed
Edit
Create Activity Bundle
Client
Charlie Brown
Program
1st Five
Owner
Amy Robak
Owning Agency
Iowa Dept. of Public Health
Awareness Date
03/16/2023
Episode Status
Closed
End Date
06/09/2023
Note
Episode Data
Activities
Surveys
Needs / Program Referrals
Episode Data
Primary Payer
1st Five

Section 3: Surveys (aka Screening Tools)

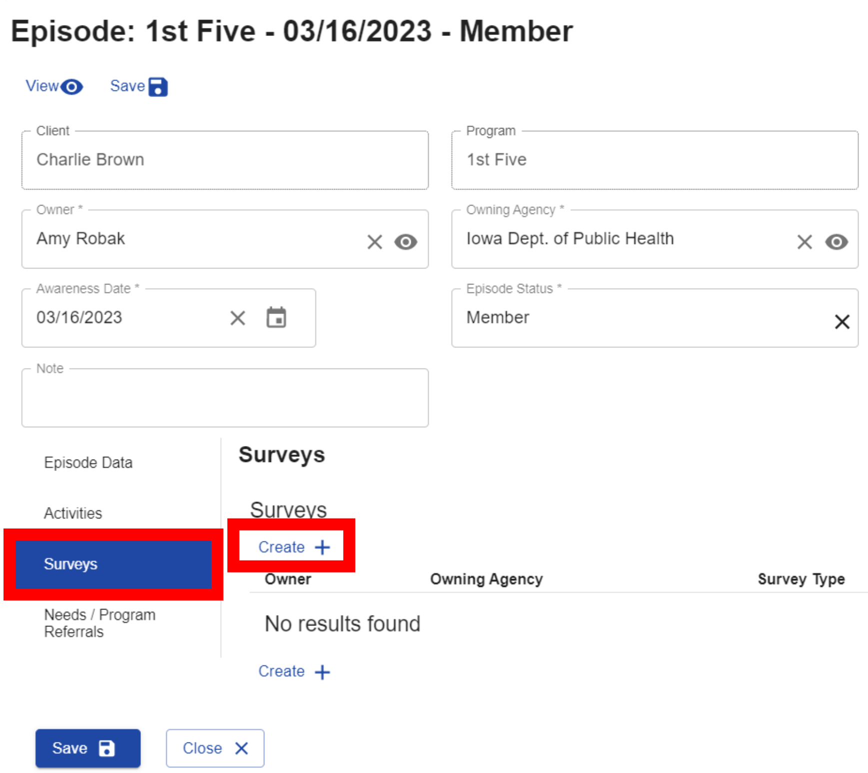
3.1 CREATING A SURVEY RECORD

Things to remember:

- The "Surveys" tab is used to document developmental screening tools that the referring provider completed as part of their referral to 1st Five.
- This documentation is not required. However, if you've received the scores from a developmental screening conducted during the well-visit and would like to record the information, this option is available

Directions:

1. Navigate to the Episode record in member status.
2. Select the "Surveys" tab on the left side of the page.
3. To enter edit mode, click the "Edit" button on the top left of the page.



4. Click the "Create +" button underneath the "Surveys" grid to open the "Create Survey" pop-window.

5. Populate the "Owner, "Owning Agency", "Type" and "Date Survey was Performed" fields then select the "Save" button at the bottom left of the page. Depending on the type of survey being completed, additional fields will appear in a pop window
6. To cancel the Survey record creation, select the "Close" button at the bottom left of the page.
7. Selecting "Save" will result in the survey questions being displayed.

Field	Description
Owner	the individual DSS staff person completing the activity
Owning Agency	the Owner's agency
Type	select Screening tool
Date	the date the activity was completed
Day of the Week	the day of the week that the activity was completed – this field will auto populate once the date is entered
Duration	the number of minutes spent documenting the activity, from start to finish
Outcome	select "Successful" – Survey outcomes will always be "Successful" because they were completed as part of the referral to 1st Five
Narrative Notes	Narrative Notes can be used at your discretion

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Section 4: Needs and Program Referrals

This section will explain how to create Needs and Program Referrals within a client's 1st Five episode. Needs and Program Referrals are an important part of a client record. In Iowa Connected, Needs and Program Referrals are created within 1st Five Episodes in the Needs/Program Referrals tab.

4.1 CREATING NEEDS

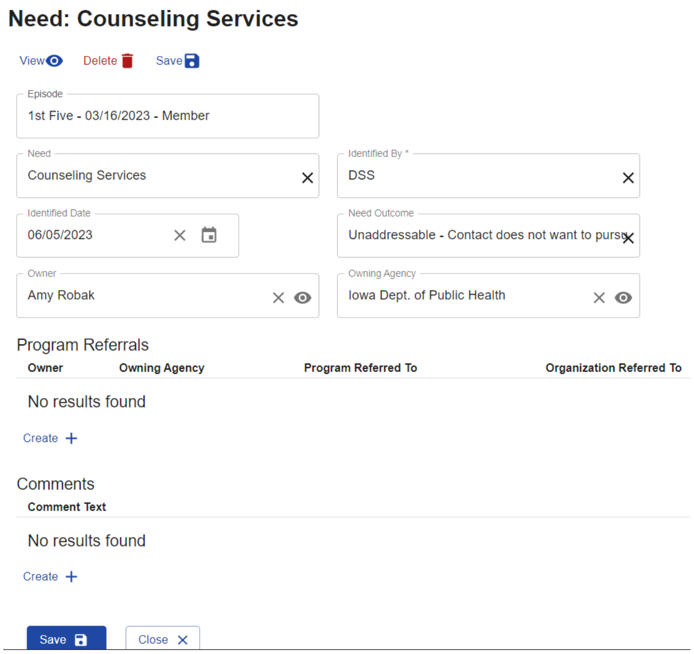
Things to remember:

- Needs are identified by:
  - DSS during interactions with the parent/caregiver
  - Referring Provider and indicated on the 1st Five referral form
- All client Needs must be documented in the client's record as they are identified for the client. – Do not wait until the case is closed to add Needs.
- Needs can be added more than once to a client record within different 1st Five episodes. For example, a client was referred to 1st Five and their need was food. The client was referred again the following year and food is still a concern. Food can be added to both episodes to demonstrate the reoccurring need.
- A Need must be created before a Program Referral can be recorded to address the Need.
- **IMPORTANT**: When there is an outcome to report, edit the Need and select the appropriate outcome for the Need
- This information is required for program evaluation purposes.

Directions:

1. Navigate to the Episode record in member status.
2. Select the "Needs/Program Referrals" tab on the left side of the page.
3. To enter edit mode, click the "Edit" button on the top left of the page.
4. Click the "Create +" button underneath the "Needs/Program Referrals" grid to open the "Create Need" pop-window.
5. Click in the "Need" field and start typing the name of the need. A list will start forming based on the Need name being typed.
6. Populate the remaining fields then select the "Save" button at the bottom left of the page.
7. Once saved, you have the option to add Program Referrals to address the Need using the "Create +" button under the Program Referrals grid.

Field	Description
Need	select the need/concern identified for the client
Identified By	select who identified the need • DSS: identified during an interaction with the parent/caregiver • Referring Provider: indicated on the 1st Five referral form
Identified Date	the date the need was identified • Referring Provider – referral activity date • DSS – date of activity/interaction with when the need was identified
Need Outcome	**IMPORTANT**: When there is an outcome to report, edit the Need and select the appropriate outcome for the Need • Unaddressable – Contact does not want to pursue • Unaddressable – Resource lacks capacity • Unaddressable – No resources available • Unaddressable – Lost contact • Unaddressable – Unable to contact • Resolved – DSS resolved need (no referral) • Resolved – Resource addressed need • Resolved – Contact self resolved need
Owner	the individual DSS staff person completing the activity
Owning Agency	the Owner's agency
Narrative Notes	Narrative Notes can be used at your discretion to summarize the caregiver's response or add any additional feedback.



4.2 CREATING PROGRAM REFERRALS

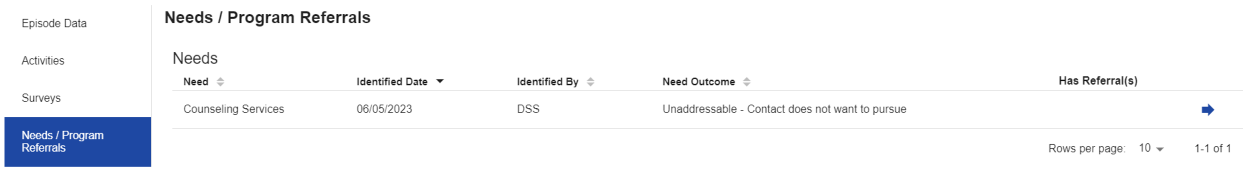
Things to remember:

- A Program Referral is used to document a referral made to a community resource to meet a contact’s needs.
- All Program Referrals must be documented in the client’s record.
- Program Referrals will be documented as connections are being made for the client. – Do not wait until the case is closed to add Program Referrals.
- Multiple Program Referrals can be created to address each Need record. For example, a Food Need record may have four Program Referrals: one to WIC, another to the Food Box Food Pantry, another to DHS – Food Assistance and a fourth to Meals on Wheels.
- There must be a Need created first in order to create a Program Referral to address the Need.
- **IMPORTANT**: When there is an outcome to report, edit the Program Referral and select the appropriate outcome for the Program Referral
- This information is required for program evaluation purposes.

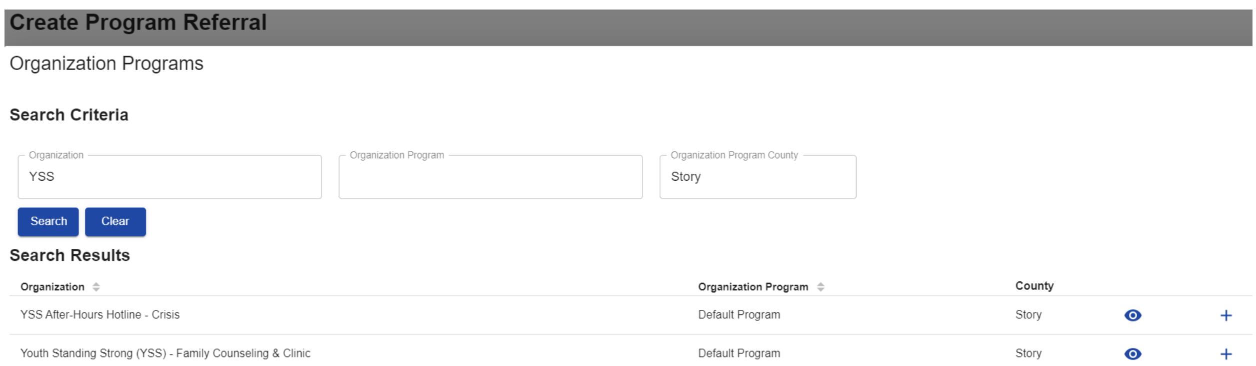
Directions:

1. Navigate to the Episode record in member status.
2. Select the “Needs/Program Referrals” tab on the left side of the page.

3. Within the "Needs" grid, select the Need being addressed by the Program Referral you are creating.



4. To enter edit mode, click the "Edit" button on the top left of the page.
5. Click the "Create +" button underneath the "Program Referrals" grid to open the "Create Program Referral" pop-window.
6. Click on the "Program Referred To" field to open the search criteria fields so that you're able to search for the Organization/Program.
7. Complete the search criteria fields and select search.



8. Click on the "+" to add the Organization/Program.
9. Populate the remaining fields then select the "Save" button at the bottom left of the page.
10. Once saved, you should see the Program Referral in the "Program Referral" grid saved as part of the Need record.

Need: Food

Edit

Episode

1st Five - 06/12/2023 - Member - Client ID: 17376590

Need	Identified By
Food	DSS

Identified Date	Need Outcome
06/13/2023	Resolved - Resource addressed need

Owner	Owning Agency
Amy Robak	Iowa Dept. of Public Health

Program Referrals

Owner	Owning Agency	Program Referred To	Organization Referred To	Activity Date	Program Referral Outcome
Amy Robak	Iowa Dept. of Public Health	WIC	Mid Iowa Community Action, Inc.	06/13/2023	Services received

Field	Description
Need	Need being addressed by the Program Referral - auto populated
Owner	the individual DSS staff person completing the activity
Owning Agency	the Owner's agency
Activity Date	the date the Program Referral was completed
Program Referred To	Organization/Program addressing the Need
Program Referral Outcome	**IMPORTANT**: When there is an outcome to report, edit the Program Referral and select the appropriate outcome for the Program Referral • Services received • Services unavailable • Placed on a waiting list • Information received • Lost contact • Refusal of service
Description	can be used at your discretion to summarize the caregiver's response to the program referral or outcome of the program referral

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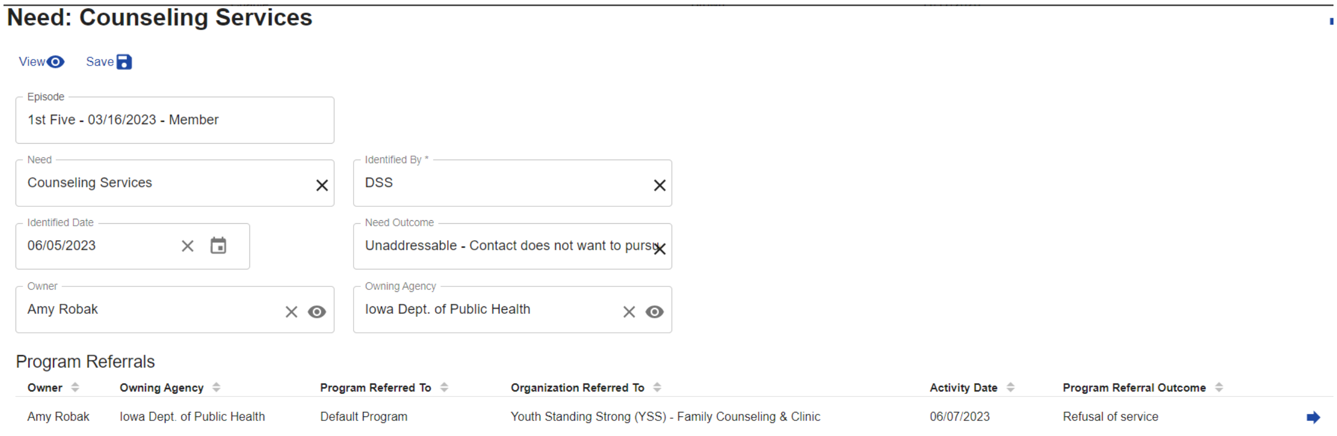


4.3 SEARCHING FOR ORGANIZATIONS/PROGRAM

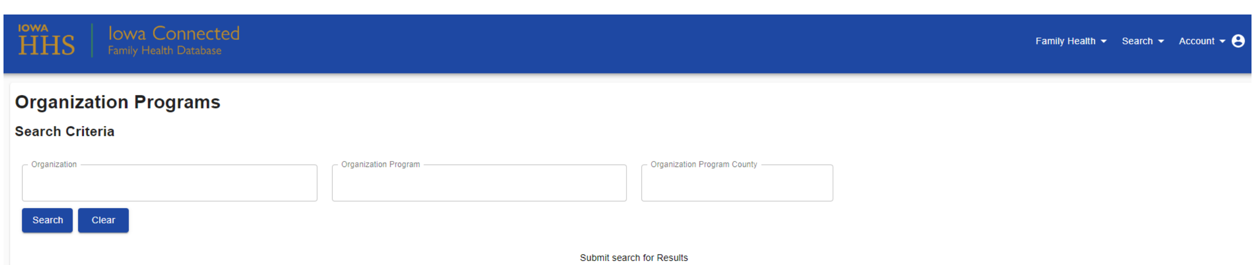
If having difficulty finding an Organization/Program, use the Iowa Connected "Search" feature to look for it.

Things to remember:

- Organizations/Programs may be listed differently depending on how they were entered into Iowa Connected.
- Use the EXACT name you find in the search results when adding the Organization/Program to a Program Referral.
- Be sure your agency staff are consistent with how they are selecting Organizations/Programs.
- If you discover duplicate Organizations/Programs, please notify the Iowa Connected Helpdesk so that they can merge the records.

Directions:

1. In the header, select "Search"
2. Select "Organization Programs" from the dropdown



3. Populate the search criteria fields and click on the "Search" button.

4.4 ADDING ORGANIZATIONS/PROGRAMS TO IOWA CONNECTED

Things to remember:
If the Organization/Program you've searched for does not exist in Iowa Connected, you can submit a request to the Iowa Connected Help Desk using the Provider/Organization/Program Request Form. The form will need the following information to add the Organization/Program into Iowa Connected: • Name of Program: • Organization program is associated with: • Address of Program • County of Program • Program Contact Information

Section 5: Activity Navigation

This section will describe each 1st Five activity and provide directions on when to use them and how to create, edit and view 1st Five activities within the client record.

5.1 ADDING AN ACTIVITY BUNDLE TO AN EPISODE

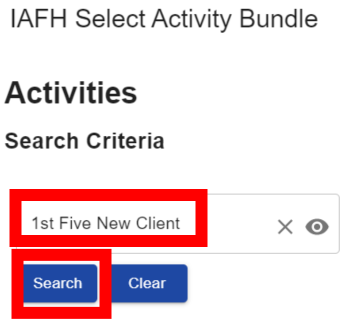
Things to remember:

- Best practice is to use the preset 1st Five Activity Bundle. The Activity Bundle has time saving features such as cascading common fields, reminders and other reset values.
- You'll be required to complete these activities within the bundle:
    - Referral activity
    - Care Coordination (if applicable)
    - Send Letter (Referring Provider Update)
    - Satisfaction Survey
- If items in the bundle are not completed due to no contact, lost contact, or refusal of services, you can update the outcome of the activity as No Longer Necessary and the activity will no longer appear as overdue in your dashboard.

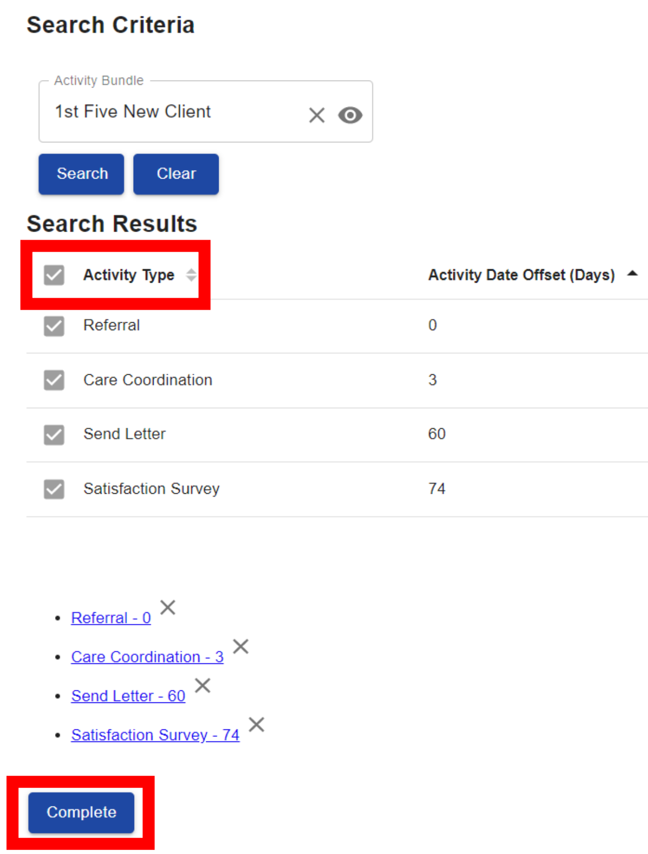
Directions:

1. Navigate to an Episode record.
2. Confirm you are not in edit mode. If in edit mode, select the "View" button at the top left of the page to go to View mode.
3. Click the "Create Activity Bundle" button to launch the bundle creation process pop-window.

4. Select the "1st Five New Client" activity bundle from the dropdown and select "Search".



5. Clicking the checkbox to the left of the “Activity Type” heading in the search results table will select all activities. Note, you can deselect any activities you do not need for the particular bundle.
6. Click the “Complete” button to create the bundle of activities.



7. A pop window will appear to notify you that the bundle process was successful, you can close the window and proceed with completing the bundle activities.
8. If you do not wish to proceed with creating the bundle, click outside of the pop-window to cancel the bundle creation process.

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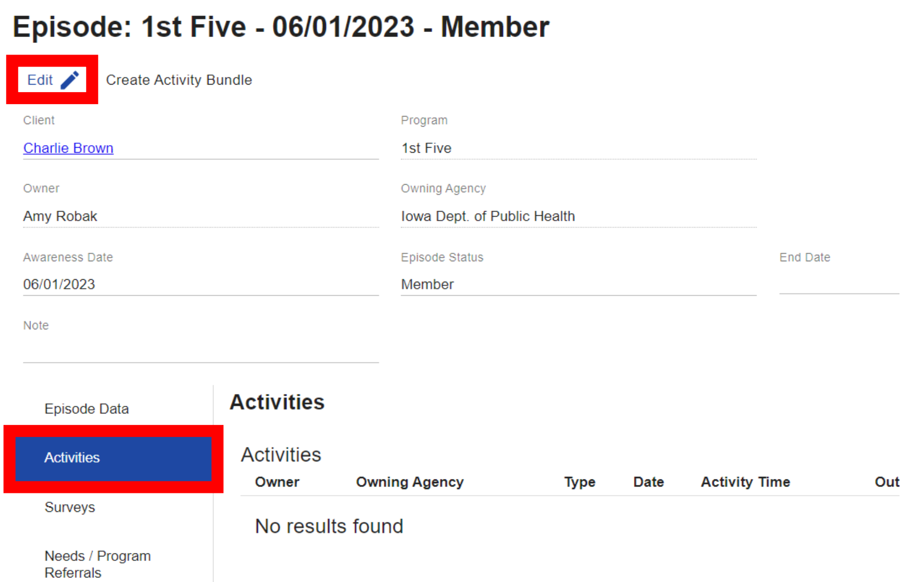
5.2 CREATING AN ACTIVITY RECORD WHILE IN THE EPISODE

Things to remember:

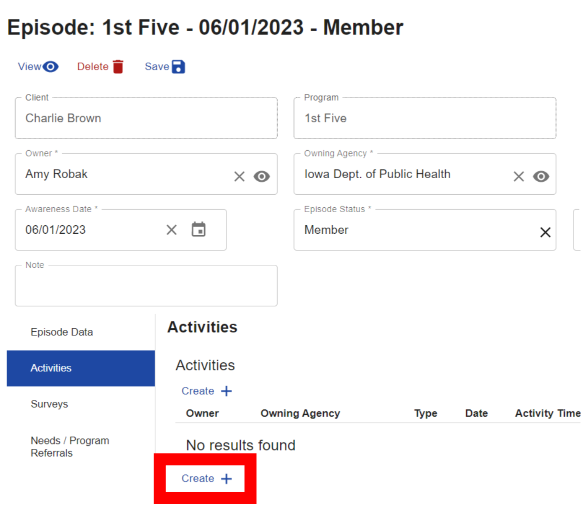
- Activities can be created to be used as reminders by scheduling them for a future date.
- Activities can also be created as they are being completed with the client.

Directions:

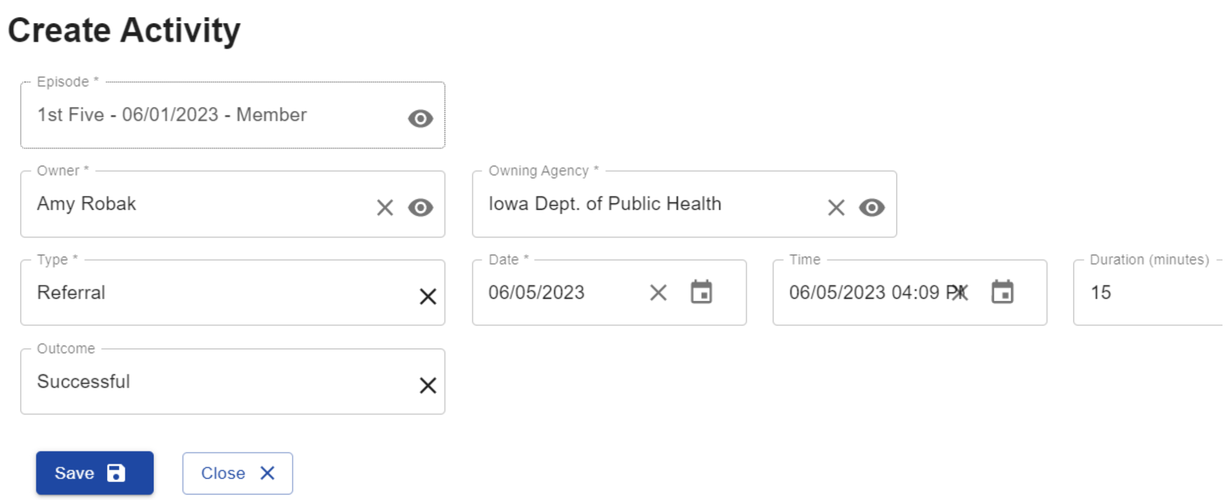
1. Navigate to an Episode record.
2. Select the "Activities" tab on the left side of the page.
3. To enter edit mode, click the "Edit" button on the top left of the page.



4. Click the "Create +" button on the "Activities" grid to open the "Create Activity" pop-window.



5. Complete the activity's fields – depending on the activity type, some of the fields may look different.
6. Selecting "Save" will result in additional fields being available based on the specific activity type.
7. To cancel the activity record creation, select the "Close" button at the bottom left of the page.



5.3 DUPLICATE/INCORRECT ACTIVITIES

Things to remember:

When is it ok to delete an activity?

- If an activity was created by mistake and it has not been completed or saved, you can delete the activity.

Otherwise…

- If an activity was created/scheduled and not successfully completed, change the status of the activity outcome to "No Longer Needed" so that the activity does not appear on your dashboard.
- Iowa HHS will be running and reviewing audits reports to monitor data deletions.

Directions:

1. Navigate to the Activity record you wish to delete OR edit.
2. Enter edit mode by clicking on the "Edit" button on the top left of the page.
3. Select the "Delete" button on the top left of the page.
4. In the "Delete Activity" pop-window select the "Continue" button. If you do not wish to proceed with the deletion then select the "Cancel" button.

5.4 1ST FIVE ACTIVITY TABLE

Activity Type	Description
Referral	documents a referral into the 1st Five Program and information collected on the 1st Five referral form
PHONE CALLS	
Introduction Call	• documents initial attempt to contact a client that does not result in direct contact • it is possible to have multiple introduction calls if you have never been able to connect with the client
Incoming Call	documents missed calls and/or voicemails
Care Coordination Attempt	documents an attempt to contact a client that does not result in direct contact AFTER a care coordination activity has already occurred
SEND LETTER: LETTERS TO CLIENTS	
Program Introduction	documents a welcome letter to the referred client
Follow Up Letter	documents attempt to contact letters to a client
Thank you to Family	documents formal closing letter to the family
SEND LETTER: LETTERS TO PROVIDERS	
Referring Provider Acknowledgement	• documents correspondence to the referring primary care provider • these letters must also be uploaded into Iowa Connected as part of the Send Letter activity
Referring Provider Update	
Referring Provider Closing	
CARE COORDINATION	
Care Coordination (phone)	documents when you are able to connect via phone with a client, provider and/or a community resource in reference to your client
Care Coordination (letter)	documents letters sent to the client that include materials/ information relative to referrals and available services
Care Coordination (text, email, fax)	• documents a back and forth dialogue when you are able to connect via text, email, fax with a client, provider and/or a referral resource in reference to your client • do not use Care Coordination if no dialogue takes place
SATISFACTION SURVEYS	
Family Satisfaction Survey	documents the one question family satisfaction survey completed for all 1st Five clients
Program Evaluation Survey	documents the program evaluation six question survey completed with a subset of 1st Five clients

The following sections will explain how to document each individual 1st Five activity and describe each field within the activity. The directions will not include steps on adding each activity. For those step by step directions, please refer to the section 5.2 titled, "Creating an Activity Record while in the Episode".

Section 6: Referral Activity

6.1 REFERRAL ACTIVITY (WITHIN THE BUNDLE)

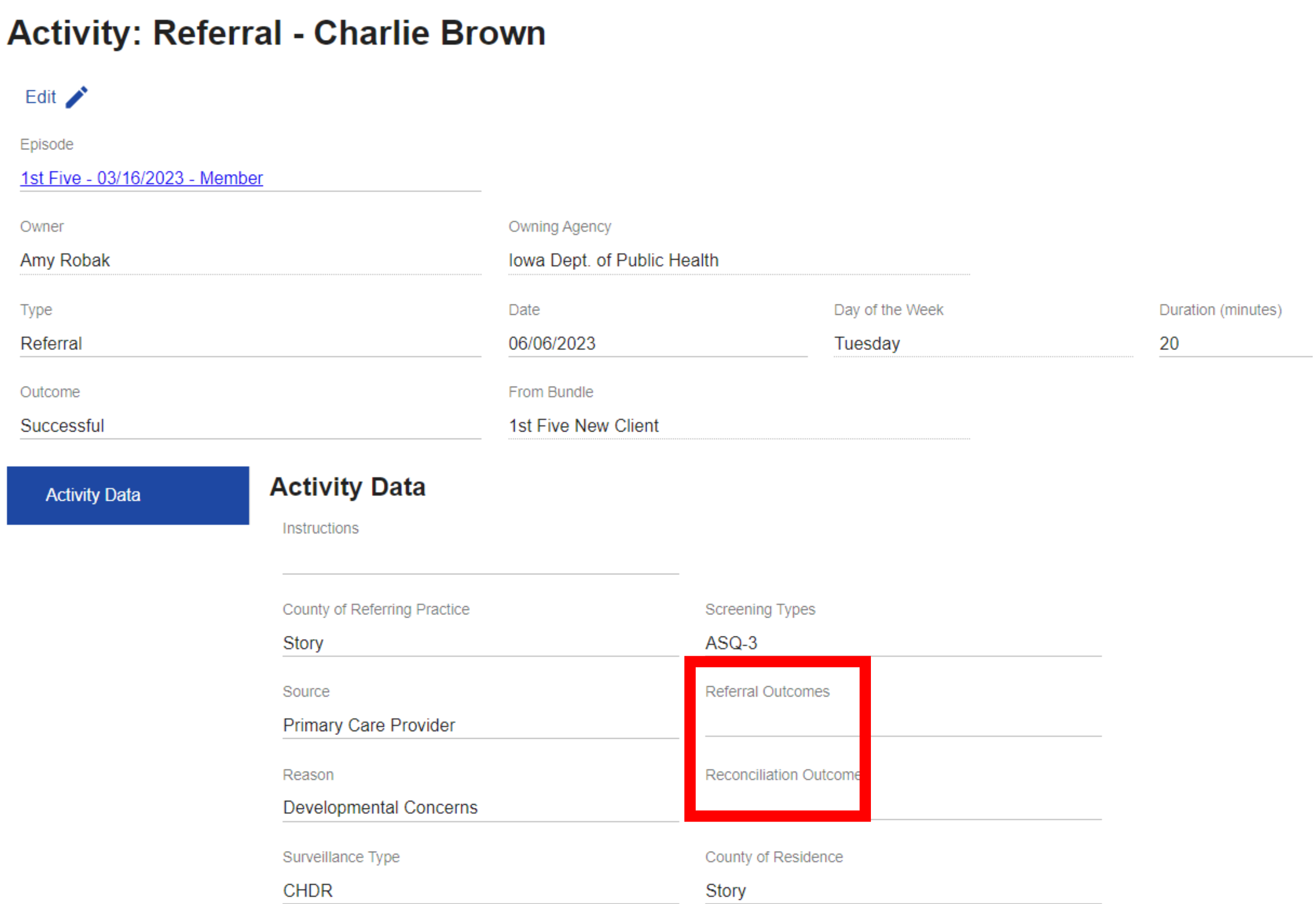
A Referral activity documents a referral into the 1st Five Program and information collected on the 1st Five referral form.

Things to remember:

- When the primary reason for referral to 1st Five has been addressed, you must go back into the Referral activity to complete the "Referral Outcome" and "Reconciliation Outcome" fields.
- Additional data that is necessary for this activity includes:
    - Attachment: 1st Five referral form
    - Organization: Referring Practice
    - Provider: Referring Provider

Field	Description
Owner	the individual DSS staff person completing the activity
Owning Agency	the Owner's agency
Type	Referral
Date	the date the referral was received
Duration	the number of minutes spent working on the activity, from start to finish
Outcome	select "Successful" – Referral activity outcomes will always be Successful because they were completed
County of Referring Practice	select the referring practice's county
Source	select Primary Care Provider – 1st Five only accepts referrals from Primary Care Providers. If this "Source" of the referral is not a primary care provider, seek guidance from your supervisor regarding next steps.
Reason	select the primary reason for referral identified by the referring provider, which is essentially the "need" that prompted the referral to 1st Five

Surveillance Type	select the surveillance tool indicated on the 1st Five referral form. If the item is unknown or a tool was not used, choose, None – Surveillance
Screening Type	select the screening tool indicated on the 1st Five referral form. If the item is unknown or a tool was not used, choose, None – Screening
Referral Outcome	documents the Outcome status of the primary reason for referral to 1st Five. **IMPORTANT:** When the primary reason for the referral has been addressed, edit the Referral activity and complete the Referral Outcome field.
Reconciliation Outcome	documents the service gap code in response to the primary reason for referral to 1st Five. **IMPORTANT:** When the primary reason for the referral has been addressed, edit the Referral activity and complete the Reconciliation Outcome field.
County of Residence	select the county in which the client lives



6.2 ADDITIONAL REFERRAL ACTIVITY DATA

The following guidance is related to essential pieces of the Referral activity. Once you've completed the necessary fields and added the additional data, click on "Save".

6.2.1 Adding Narrative Notes

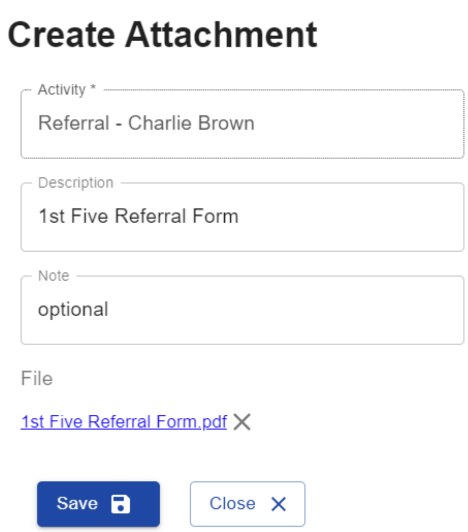
Narrative notes are optional descriptive notes or comments

6.2.2 Adding Attachments

Use this feature to attach the 1st Five referral form to the Referral activity

Directions:

1. Click the "Create +" under the "Attachments" grid to open the "Create Attachment" pop-window.
2. Type 1st Five referral form in the description field
3. Notes are optional
4. Select the file to upload and click Save.



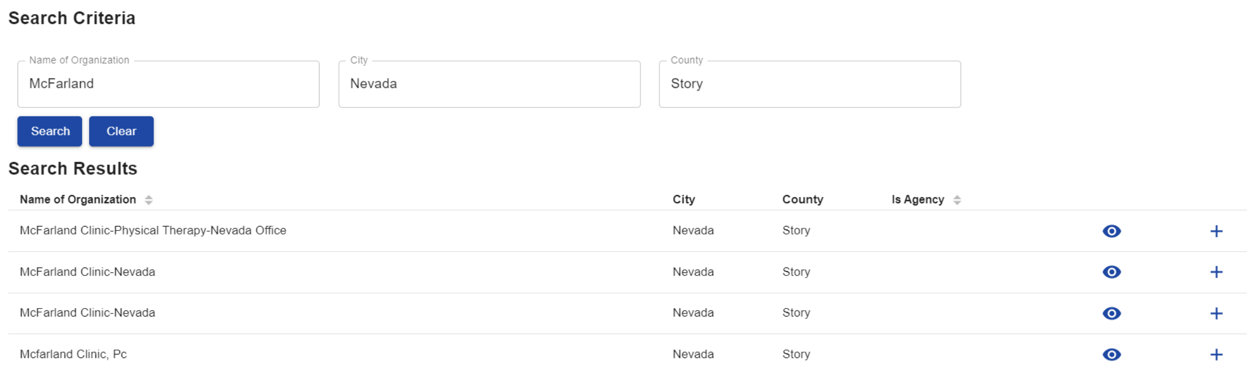
6.2.3 Adding Organizations (Referring Practice)

Use this feature to add the referring practice to the Referral activity. Organizations (Referring Practice) may be listed differently depending on how they were entered into Iowa Connected. Be sure agency staff are consistent with how Organizations are being selected. If having difficulty finding an Organization, please contact the Iowa Connected Helpdesk.

Directions:

1. Click the "Create +" under the "Organizations" grid to open the "Create Organization" pop-window.

2. Click on the "Organization" field to open the search criteria fields so that you're able to search for the referring practice.
3. Complete the search criteria fields and select search. For better search results, enter as much criteria as you can.
4. Click on the "+" to add the referring practice to the activity, then click on "Save".

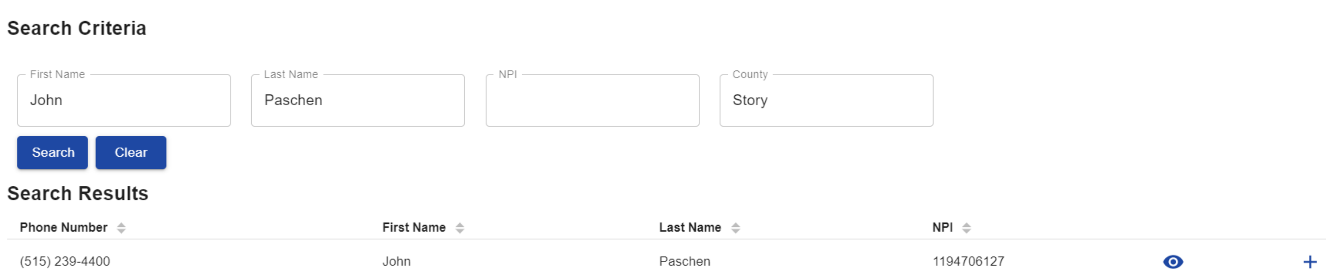


6.2.4 Adding Providers

Use this feature to add the referring provider to the Referral activity. Providers may be listed differently depending on how they were entered into Iowa Connected. Be sure agency staff are consistent with how Providers are being selected. If having difficulty finding a Provider or if you discover duplicate providers, please contact the Iowa Connected Helpdesk.

Directions:

1. Click the "Create +" under the "Providers" grid to open the "Create Provider" pop-window.
2. Click on the "Provider" field to open the search criteria fields so that you're able to search for the referring provider.
3. Complete the search criteria fields and select search. For better search results, enter as much criteria as you can.
4. Click on the "+" to add the referring provider to the activity, then click on "Save" and close the activity.



6.3 SEARCHING FOR PROVIDERS AND ORGANIZATIONS

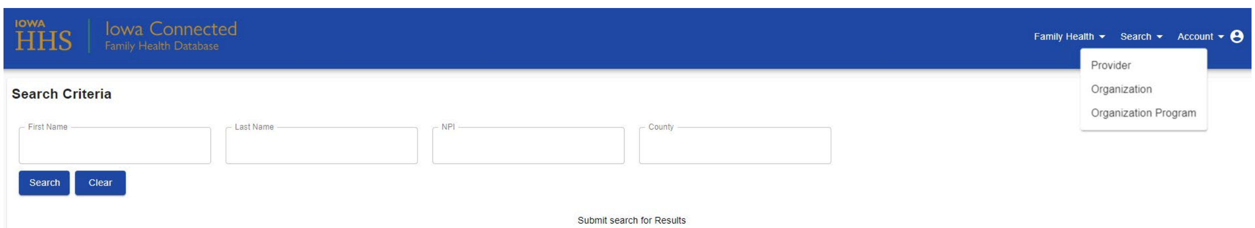
If having difficulty finding a Provider or Organization, use the Iowa Connected "Search" feature.

Things to remember:

- Providers and Organizations may be listed differently depending on how they were entered into Iowa Connected. Use the EXACT name you find in the search results when adding this information to the Referral activity.
- Be sure your agency staff are consistent with how they are selecting Referring Providers and Organizations.
- If you discover duplicate Providers or Organizations, please notify the Iowa Connected Helpdesk so that they can merge the records.

Directions:

1. In the header, select "Search"
2. Select either "Provider" or "Organization" from the dropdown



3. Populate the search criteria fields and click on the "Search" button.

6.4 ADDING PROVIDERS AND ORGANIZATIONS TO IOWA CONNECTED

Things to remember:

If the Provider/Organization you've searched for does not exist in Iowa Connected, you can submit a request to the Iowa Connected Help Desk using the Provider/Organization/Program Request Form. The form will need the following information to add the Provider/Organization into Iowa Connected:

Provider	Organization
• Provider Full Name	• Name of Organization
• Provider Credentials (i.e. RN, RDH, MD)	• Organization Phone Number
• Provider Email Address	• Organization Website
• Provider Phone Number	• Organization Address
• Languages or Specialties:	• Organization Type (i.e. hospital, clinic)

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Section 7: Phone Call Activities

7.1 INTRODUCTION CALL

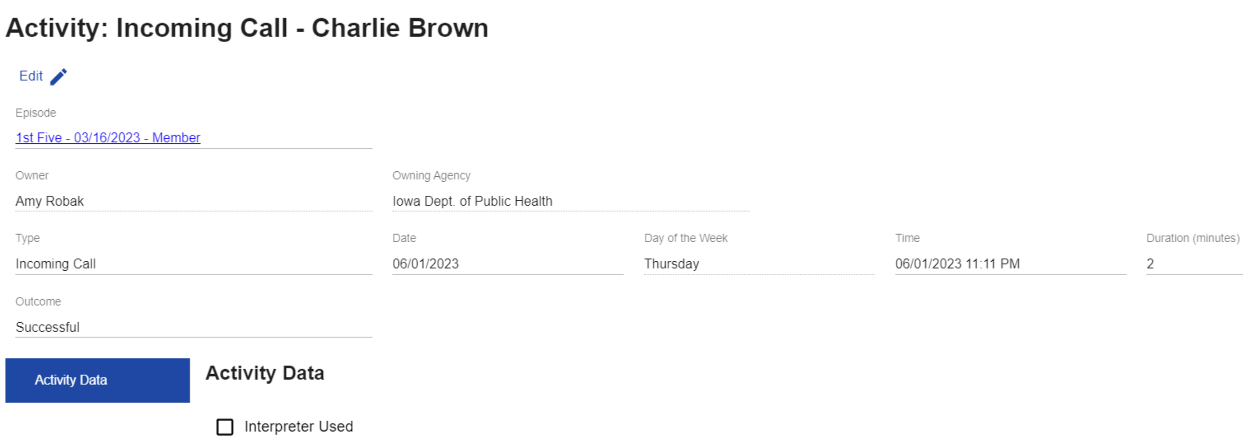
Introduction Call activity is used to document attempts to introduce 1st Five to a client that does not result in direct contact. It's possible to have multiple Introduction Call activities if you make multiple attempts to call a parent/caregiver without connecting with them. Introduction Call activity can also be used to document an introduction text message sent to initiate a reply/conversation but which does not result in a text reply. Similar to a voicemail but sent via text message.

Field	Description
Owner	the individual DSS staff person completing the activity
Owning Agency	the Owner's agency
Type	Introduction Call
Date	the date the activity was completed
Day of the Week	the day of the week that the activity was completed – this field will auto populate once the date is entered
Time	the time you began working on the activity
Duration	the number of minutes spent working on the activity, from start to finish
Outcome	select the appropriate outcome • Successful = activity was completed • Unsuccessful = activity was not completed • No Longer Needed = activity was no longer needed
Interpreter Used	select this box if an interpreter was used as to complete this activity
Narrative Notes	Narrative Notes can be used to document details related to phone calls for example information shared on a voicemail and plan for next steps.

7.2 INCOMING CALL

Incoming Call activity is used to document a missed call/voicemail from a client, community partner or provider. Do not use this type of activity to document when a client calls you and you have a conversation - that interaction would be documented as a Care Coordination activity.

Field	Description
Owner	the individual DSS staff person completing the activity
Owning Agency	the Owner's agency
Type	Care Coordination Attempt
Date	the date the activity was completed
Day of the Week	the day of the week that the activity was completed – this field will auto populate once the date is entered
Time	the time you began working on the activity
Duration	the number of minutes spent working on the activity, from start to finish
Outcome	select the appropriate outcome • Successful = activity was completed • Unsuccessful = activity was not completed • No Longer Needed = activity was no longer needed
Interpreter Used	select this box if an interpreter was used as to complete this activity
Narrative Notes	Narrative Notes can be used to document details related to phone calls for example who the call was from and what was their voicemail.



Section 8: Care Coordination

8.1 TYPES OF CARE COORDINATION

Care Coordination is the process of helping the client access services to address needs identified by the primary care provider and the parent/caretaker. This includes the following:

8.1.1 Initial and Follow Up Calls to Client (with Contact)

Care Coordination service activity is used to document care coordination services, including a call when you speak to or correspond with a family. Follow-up with the parent/caregiver may occur at varied frequencies depending on the nature of the needs and solutions. Follow-up with the parent/caregiver should occur within two weeks of the first time you reached the parent/caregiver. Until services are in place, additional Follow Up calls should occur at a minimum of once per month following the second time you reach the parent/caregiver.

Follow up questions should include:

- Was the client able to connect with the referral resource?
- What is the status / eligibility status of the referral?
- What services are being provided?

Client's episodes should be closed if they have been connected to resources, are on a considerable waitlist and do not have additional needs.

If follow up attempts with parent/caregiver does not result in speaking or corresponding with them, the activity will be documented in Iowa Connected as a Care Coordination Attempt.

8.1.2 Follow Up Letters to Client

Care Coordination activity is used to document letters with the parent/caregiver to share brochures or information related to resources they are being connected to through 1st Five. Care Coordination letters are helpful in summarizing phone calls so that the parent/caregiver has the contact information necessary to follow through with referrals discussed.

8.1.3 Referrals to Community Resource

Care Coordination activity is used to document when connecting with community resources to which you are referring the client (for the contacts that the parent/caregiver is not making directly) and make appropriate referrals as identified by the provider and parent/caregiver. Repeat this process for each referral to each community resource.

Make referrals to a given community resource according to your agency protocols for referring to that specific resource (via phone, fax, e-mail, online referral system, etc.). Referral documents do not need to be attached to the activity.

8.1.4 Follow Up Calls to Community Resource

Care Coordination activity is used to document care coordination services, including follow up interactions with community resources. Follow-up may occur at varied frequencies depending on the referral protocols of the resources and availability of the service. Follow-up with community resources should occur no longer than two weeks following the send date of your referral. Execute periodic follow-up as needed with community resources to obtain information about referral status.

Follow up questions should include:

- Was the client able to connect with the referral resource?
- What is the status / eligibility status of the referral?
- What services are being provided?

If follow up attempts with community resources do not result in speaking or corresponding with them, the activity will be documented in Iowa Connected as a Care Coordination Attempt.

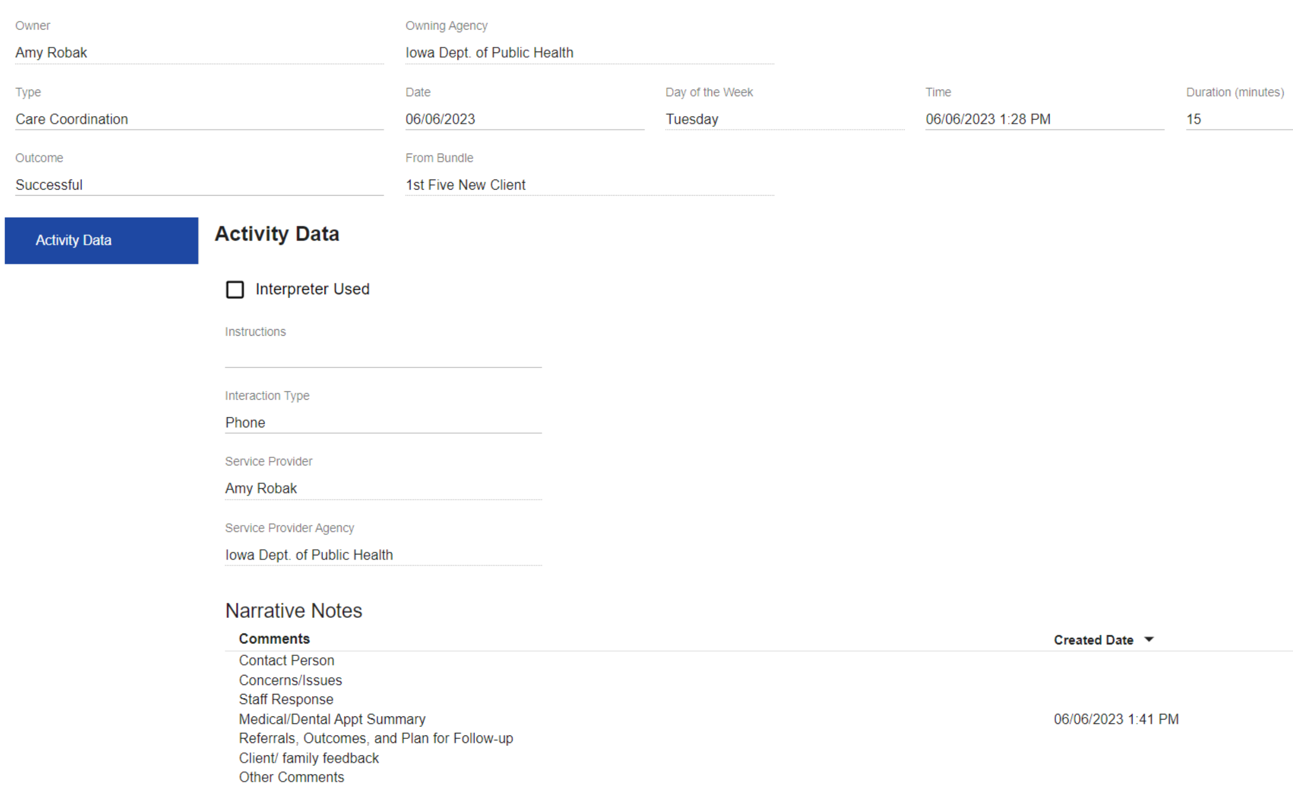
8.2 CARE COORDINATION

Things to remember:

- Care Coordination interaction types may vary including phone, text, email, and fax
- All Care Coordination activities must be documented in Iowa Connected separately as they are all individual interactions
- Additional Care Coordination activities can be added using the “Create +” button under the Activities grid
- If the interaction type is text or email, there must be a response from the recipient in order for it to be considered a Care Coordination activity
- Any emails containing protected health information must be sent via a secure mail system

Field	Description
Owner	the individual DSS staff person completing the activity
Owning Agency	the Owner’s agency
Type	Care Coordination
Date	the date the activity was completed
Day of the Week	the day of the week that the activity was completed – this field will auto populate once the date is entered
Time	the time you began working on the activity
Duration	the number of minutes spent working on the activity, from start to finish
Outcome	select the appropriate outcome • Successful = activity was completed • Unsuccessful = activity was not completed

	• No Longer Needed = activity was no longer needed
Interpreter Used	select this box if an interpreter was used as to complete this activity – this field has replaced the Interpreter Services Referral activity in Signify
Interaction Type	select the Interaction Type that corresponds with your Care Coordination service
Service Provider	select the provider of the Care Coordination service
Service Provider Agency	select the Service Provider's agency
Narrative Notes	Use Narrative Notes to document the following: • Contact Person • Concerns/Issues • Staff Response • Medical/Dental Appt Summary • Referrals, Outcomes, and Plan for Follow-up • Client/Family Feedback • Other Comments



8.3 CARE COORDINATION ATTEMPTS

Care Coordination Attempt activity (previously referred to as Follow Up Call) is used to document when you are following up on prior conversations (aka Care Coordination) where interaction occurred, but you have been unable to connect with the parent/caregiver, community partner and/or provider.

Field	Description
Owner	the individual DSS staff person completing the activity
Owning Agency	the Owner's agency
Type	Care Coordination Attempt
Date	the date the activity was completed
Day of the Week	the day of the week that the activity was completed – this field will auto populate once the date is entered
Time	the time you began working on the activity
Duration	the number of minutes spent working on the activity, from start to finish
Outcome	select the appropriate outcome • Successful = activity was completed • Unsuccessful = activity was not completed • No Longer Needed = activity was no longer needed
Interaction Type	select the Interaction Type that corresponds with your Care Coordination service
County of Residence	select the county in which the client lives
Interpreter Used	select this box if an interpreter was used as to complete this activity
Narrative Notes	Narrative Notes can be used at your discretion to summarize the caregiver's response or add any additional feedback.


Activity: Care Coordination Attempt - Charlie Brown

Edit

Episode
1st Five - 03/16/2023 - Member

Owner
Amy Robak

Owning Agency
Iowa Dept. of Public Health

Type
Care Coordination Attempt

Date
04/27/2023

Day of the Week
Thursday

Time
04/27/2023 10:32 PM

Duration (minutes)
3

Outcome
Successful

Activity Data

Activity Data

Interaction Type
Call

County of Residence
Adair

Interpreter Used

Section 9: Send Letters

9.1 TYPES OF LETTERS

DSS communicate with clients and providers using letters. The following section describes the different types of letters, how they should be used, and the content expectations.

9.1.1 Letters to Client

a. **Program Introduction**

- documents a stock welcome letter sent to the referred client to introduce 1st Five
- must be sent to the client within 24 hours or by the end of the next business day of receiving the referral
- contents of this letter should include:
  - the1st Five brochure
  - any necessary releases or exchange of information forms
  - the URL for the local resource directory or guidance on how to search for the resource directory via a search engine (i.e., search "Polk County Resource Directory").
- should remain succinct and specific to 1st Five (do not use the 1st Five Program Introduction packet as agency outreach).

b. **Follow Up Letter**

- documents letters sent to the client in an attempt to contact them
- must be sent within 24 hours or by the end of the next business day if unable to contact a client

c. **Thank You to Family**

- documents the formal closing letter to the parent/caregiver. This will inform the parent/caregiver that you are closing the case and thank them for their participation in 1st Five.
- contents of this letter include:
  - 1st Five Contact information
  - a recap of referrals and contact information for the community resources to which the child was connected
  - a reminder that referrals are only accepted via primary care providers for developmental intervention, to reduce the likelihood that a client will attempt to "self-refer"
  - encouragement for the parent/caregiver to contact their child's primary care provider regarding any future concerns

9.1.2 Letters to Referring Provider

a. Referring Provider Acknowledgement

- documents a letter sent to the provider to inform them that you've received the referral

b. Referring Provider Update

- documents an update letter sent to the provider to inform them of appropriate referrals and connections being made
- can also be used to document letters sent to the provider to inform them of unsuccessful attempts to connect with a client and request additional contact information such as alternative phone numbers or addresses. If attempts to contact a client are not successful, send a provider update 2 weeks from the 1st attempt to contact.
- suggested point in time is at 2 months following the date of referral and no more than once every two months for most clients.
- provider updates may occur at various points in time during the DSS process depending on provider preferences and client's needs/program referrals
- contents of this letter include:
  - client contacts (including attempted contacts that were not successful)
  - referrals to community resources (including known progress and outcomes)
  - future plan for follow up

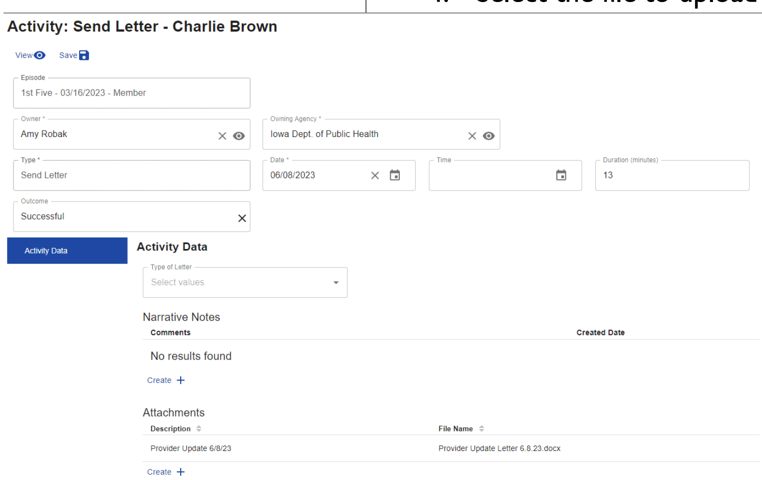
c. Referring Provider Closing

- documents a letter sent to the provider to inform them that the referred client's case has been closed
- must be sent within 24 hours or by the end of the next business day following the mailed Thank You to Family Letter
- contents of this letter include:
  - a summary of the community resources to which the child was connected and the results of the connections offered
  - an invitation for the provider to refer again if additional developmental concerns are identified before the child's 5th birthday
  - a thank you to the provider for the referral

9.2 SEND LETTER

Send Letter activities are used to document letters sent to clients and referring providers.

Field	Description
Owner	the individual DSS staff person completing the activity
Owning Agency	the Owner's agency
Type	Send Letter
Date	the date the activity was completed
Day of the Week	the day of the week that the activity was completed – this field will auto populate once the date is entered
Time	the time you began working on the activity
Duration	the number of minutes spent working on the activity, from start to finish
Outcome	select the appropriate outcome • Successful = activity was completed • Unsuccessful = activity was not completed • No Longer Needed = activity was no longer needed
Type of Letter	select the type of letter
Narrative Notes	Narrative Notes can be used at your discretion to summarize material that was included in the letter or sent to the client
Attachments	Letters to the referring provider **MUST** be attached to the Send Letter activity. 1. Click the "Create +" under the "Attachments" grid to open the "Create Attachment" pop-window. 2. Type the title in the description field 3. Notes are optional 4. Select the file to upload and click Save.



Section 10: Satisfaction Surveys

10.1 SATISFACTION SURVEY

The Satisfaction Survey activity must be completed for all clients.

Clients who received 1st Five services will receive the following satisfaction survey question, "On a scale from 1-5, how did 1st Five meet the needs of your family?" Clients who declined 1st Five services or were never able to connect with 1st Five, will not receive the survey but the activity must be completed with "8 – Did not attempt to reach" selected as the survey score.

Things to remember:

- This activity may be completed by the Developmental Support Specialist who provided the support if they are the only 1st Five staff member at the agency. If another Developmental Support Specialist or Site Coordinator is available, they will complete the survey instead.
- This activity should be completed two weeks from the closing date.
- If the parent/caregiver is receiving both the one question survey **and** the six question survey, these activities can be completed during the same interaction.
- Three attempts to complete the satisfaction survey must be completed.
- Attempts to contact the client's parent/caregiver must be made at different times/days.

Field	Description
Owner	the individual DSS staff person completing the activity
Owning Agency	the Owner's agency
Type	Satisfaction Survey
Date	the date the activity was completed
Day of the Week	the day of the week that the activity was completed – this field will auto populate once the date is entered
Time	the time you began working on the activity
Duration	the number of minutes spent working on the activity, from start to finish
Outcome	select the appropriate outcome • Successful = activity was completed • Unsuccessful = activity was not completed • No Longer Needed = activity was no longer needed
Survey Score	select the parent/caregiver's response 1 – Not at all 2 – Slightly 3 – Somewhat 4 – Mostly

	5 – Completely 6 – Declined: parent/caregiver declined to participate in survey 7 – Attempted but could not reach: 3 attempts were made to complete the survey but the parent/caregiver could not be reached 8 – Did not attempt to reach: Clients who declined 1st Five services or were never able to connect with 1st Five
Narrative Notes	Narrative Notes can be used at your discretion to summarize the caregiver’s response or add any additional feedback.

10.2 PROGRAM EVALUATION SATISFACTION SURVEY

COMING SOON: This activity is still a work in progress.

The Program Evaluation Satisfaction Survey activity is completed with a subset of 1st Five clients. Clients will receive this additional six question survey if they received 1st Five services **and** their birthday falls on the 1st through the 10th of the month.

Things to remember:

- This activity may be completed by the Developmental Support Specialist who provided the support if they are the only 1st Five staff member at the agency. If another Developmental Support Specialist or Site Coordinator is available, they will complete the survey instead.
- This activity should be completed two weeks from the closing date.
- If the parent/caregiver is receiving both the 1 question survey and the six question survey, these activities can be completed during the same interaction.
- Three attempts to complete the satisfaction survey must be completed.
- Attempts to contact the client's parent/caregiver must be made at different times/days.

Field	Description
Owner	the individual DSS staff person completing the activity
Owning Agency	the Owner's agency
Type	Satisfaction Survey
Date	the date the activity was completed
Day of the Week	the day of the week that the activity was completed – this field will auto populate once the date is entered
Time	the time you began working on the activity
Duration	the number of minutes spent working on the activity, from start to finish
Outcome	select the appropriate outcome • Successful = activity was completed • Unsuccessful = activity was not completed • No Longer Needed = activity was no longer needed
Survey Score	select the parent/caregiver's response 1 – Not at all 2 – Slightly 3 – Somewhat 4 – Mostly 5 – Completely 6 – Declined: parent/caregiver declined to participate in survey 7 – Attempted but could not reach: 3 attempts were made to complete the survey but the parent/caregiver could not be reached 8 – Did not attempt to reach: Clients who declined 1st Five services or were never able to connect with 1st Five
Narrative Notes	Narrative Notes can be used at your discretion to summarize the caregiver's response or add any additional feedback.

Appendix A

CONTACT TIMELINE

Program Introduction	A Program Introduction Letter must be sent to the client within 24 hours or by the end of the next business day of receiving the referral.
1st Phone Call	Call the parent/caregiver within 48 hours (2 business days) of receiving the referral.
1st Follow Up Letter	A Follow Up Letter is sent within 24 hours or by the end of the next business day if unable to connect with the parent/caregiver during the 1st phone call.
2nd Phone Call	Approximately five business days after you send the 1st Follow Up Letter, call the parent/caregiver.
2nd Follow Up Letter	Send a 2nd Follow Up Letter within 24 hours or by the end of the next business day if unable to connect with the parent/caregiver after the 2nd phone call.
Provider Update	If attempts to connect with the parent/caregiver are not successful, send a provider update 2 weeks from the 1st attempt to contact. Update will include dates and times of attempted points of contact and a request for additional client contact information (if known).
3rd Phone Call	Approximately five business days after you send the 2nd Follow Up Letter, call the parent/caregiver.
3rd Follow Up Letter	Send a final Follow Up Letter within 24 hours or by the end of the next business day if unable to contact parent/caregiver after the 3rd phone call.
Thank You to Family Letter	If you are unable to make contact with the parent/caregiver after 3 phone calls and 3 Follow Up Letters, send a Thank you to Family Letter and close the 1st Five Episode.
Referring Provider Closing Letter	Send a Referring Provider Closing Letter to inform them of closed status.

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Appendix B

DATA ENTRY CHANGES

This document will provide a summary of changes that were made when transitioning from Signify to Iowa Connected.

System Changes

- Iowa Connected users will only need one login to enter the data system. This also applies to users that may be assigned to multiple agencies.

Episodes

- 1st Five no longer requires a Client Overview Episode.

Referral Activity

- The Referral activity now has 2 fields to collect screening and surveillance tools separately
    - Surveillance type - single select
    - Screening type - multi select
- Relationship type is no longer needed when adding the Referring Provider and the Organization

Activities/Fields

- Care Coordination will no longer have multiple narrative fields. Instead, there is one Narrative Note field to collect the following information:
    - Contact Person
    - Concerns/Issues
    - Staff Response
    - Medical/Dental Appt Summary
    - Referrals, Outcomes, and Plan for Follow-up
    - Client/Family Feedback
    - Other Comments
- Follow Up Calls are now documented as Care Coordination Attempts. This activity is used to document when you are following up on prior conversation and not able to connect with the person you are trying to connect with.
- Complete Assessments are no longer a required 1st Five activity and Intake Assessments are no longer a required 1st Five survey.
- Comments field within all activities is now called "Narrative Notes"
- Interpreter Service Referral activity is no longer being used. Instead, an "Interpreter Used" checkbox will be used to document when an interpreter was used.

- Send Letter activity now has more provider letter types to choose from:
    - Referring Provider Acknowledgment
    - Referring Provider Update
    - Referring Provider Closing
- Attachments must be attached to a specific activity
    - Example: Referring Provider Update will be attached to the corresponding Send Letter activity and the 1st Five Referral Form will be attached to the Referral activity.
- COMING SOON: New "Program Evaluation Satisfaction Survey" activity to collect larger program evaluation survey responses for a subset of 1st Five clients. Stay tuned for the release date.

Needs/Program Referrals

- Needs and Program Referrals are no longer created within activities. Instead, Needs are created within the Needs/Program Referrals tab and an "Identified By" checkbox will be used to document whether the Need was identified by the Referring Provider or DSS.
- Program Referrals are created within the specific Need that it is addressing.
- Needs are no longer shared with other Iowa HHS programs (Child Health, Oral Health, etc.).
- New data being collected: Need Outcomes and Program Referral Outcomes

Surveys (screening tools)

- Uploading screening tools as part of the Referral activity will no longer be an option. Instead, Surveys (screening tools) can be added within the Surveys tab within the corresponding Episode.