



Case Plan – HCM Job Aid

The *Plans* screen allows users to document and update Case Plans for the family.

Case Plan

Case Plan for November Plan Version : Intial(Draft)

Plan Summary

Plan Name

Strengths

Client

Strength

Needs

Client

Needs/Description

Goals & Action Steps

Plan Acceptance

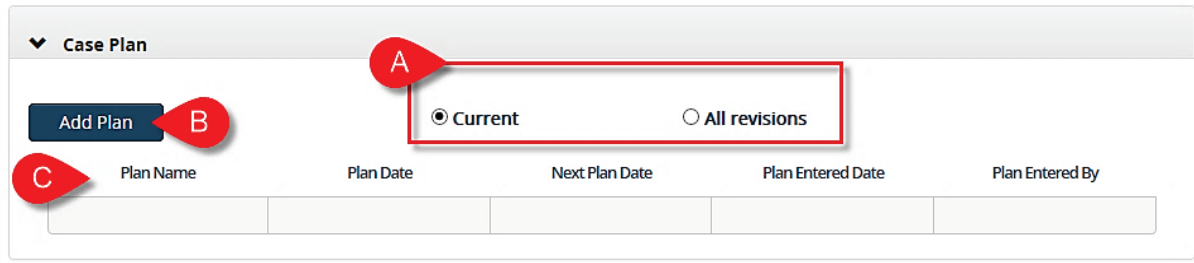
Print Case Plan

Navigation

- From the **Dashboard** :
 - Locate the desired Case and click on the Case ID to bring the Case into focus. The *Summary* screen will open.
 - Click on the *View Case Plan* Navigation Tile in the **Next Steps** pane.
- From within the Case:
 - Click on the **Tracking** tile. Then click on the **Plans** tile.

Case Plan list screen

- The  pane contains a list of the current and prior Plans.



Plan Name	Plan Date	Next Plan Date	Plan Entered Date	Plan Entered By

- The list will default to the most *Current* Case Plan. To view both the most recent and all previous Case Plans (Revisions) select the ☐ *All Revisions* radio button.
- To add a new Plan, click .
- The *Case Plan* grid contains basic information about the documented Plans including the *Plan Name*, *Plan Date* – the date on which the Plan is scheduled to occur, *Next Plan Date* – the date that the user entered the Plan into Synergy, and *Plan Entered By* which indicates which user created the Plan.

Case Plan Overview

- Buttons and drop-downs in the *Plan* screen:
 - Edit  : Clicking on this button allows the user to edit information in that section.
 - Import  : Clicking on this button allows the user to import Strengths or Needs from the latest Assessment into the Plan.
 - Add  : Clicking on this button allows the user to add a Strength or a Need manually to the Plan.
 - View  : Clicking on this button allows the user to view a list of the Strengths or Needs that have already been added to the Plan.
 - Deactivated individuals: If an individual has been deactivated on the Case they may still appear in some drop-downs in grey text with double asterisks. Example: ****Jane Doe****
Remember that individuals can be Activated again on the *Household* screen.
If an individual's name appears in a drop-down as greyed out that individual cannot be selected in that drop-down.



Requirements by Section

➤ **Plan Summary:**

This section must be edited and saved before the user can move on to the next screen. A green checkmark [] will appear on this tile when this section's requirements are met. (See [Page 4](#) of this Job Aid for detailed instructions.)

➤ **Strengths:**

At least one Strength must be documented on the Plan.

A green checkmark [] will appear on this tile when at least one Strength has been documented. (See [Page 5](#) of this Job Aid for detailed instructions.)

➤ **Needs:**

At least one Need must be documented on the Plan.

A green checkmark [] will appear on this tile when at least one Need has been documented. (See [Page 8](#) of this Job Aid for detailed instructions.)

➤ **Goals & Action Steps:**

There must be at least one Outcome/Goal and one Action Step documented on the Plan. Each Outcome/Goal must have at least one Need associated with it. (See [Page 12](#) of this Job Aid for detailed instructions.)

➤ **Plan Acceptance:**

In order to Finalize or Request Approval for a Plan the requirements for *Plan Summary*, *Strengths*, *Needs*, and *Goals & Action Steps* must be met. If any requirements have been missed that information will appear in red text when the user attempts to Finalize or Request Approval. (See [Page 16](#) of this Job Aid for detailed instructions.)

Plan Summary

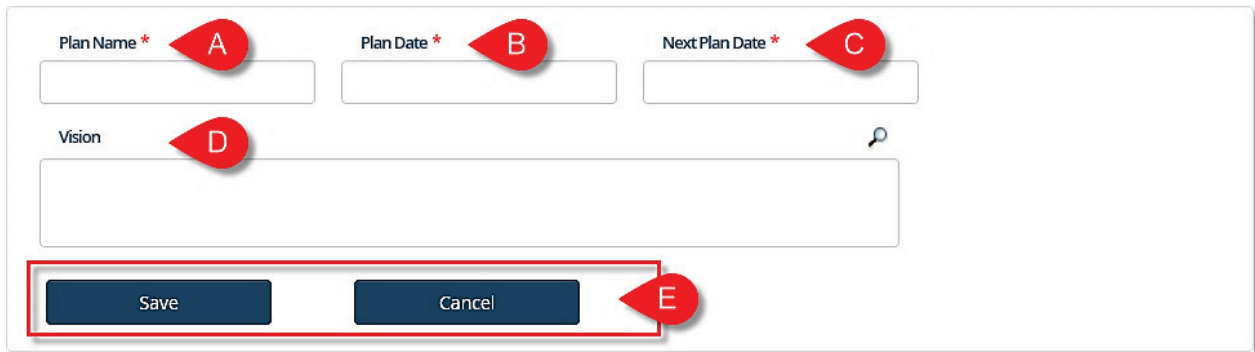
1. *Plan Summary*: This section must be edited and saved before the user can move on to the next screen.



The *Plan Summary* form is a white rectangular box. At the top left, it is titled "Plan Summary". Below the title, on the left, is a blue document icon. To its right is the label "Plan Name" above a large, empty text input field. On the right side of the form, there is a blue icon of a document with a pencil, representing the edit function.

- a. Click the Edit button  to open up the *Plan Summary* pop-up.

2. *Plan Summary* pop-up:

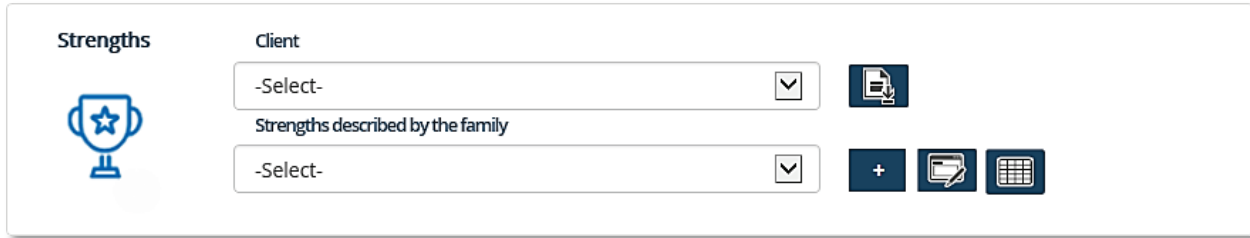


The *Plan Summary* pop-up form is a white rectangular box. It contains several fields and buttons. At the top, there are three text input fields: "Plan Name *" (labeled A), "Plan Date *" (labeled B), and "Next Plan Date *" (labeled C). Below these is a larger text input field for "Vision" (labeled D) with a magnifying glass icon to its right. At the bottom, there are two buttons: "Save" and "Cancel" (labeled E). A red rectangle highlights the "Save" and "Cancel" buttons.

- a. *Plan Name*: Enter a name for the Plan here. The *Plan Name* is displayed in the *Case Plan* list screen grid and can allow the user to quickly identify which Plan to select for viewing or editing.
- b. *Plan Date*: Enter the date that the Plan is to occur.
- c. *Next Plan Date*: Synergy automatically calculates a date that is two months after the Plan Date. The *Next Plan Date* can be edited if necessary.
- d. *Vision*: If applicable, document the Plan Vision in this textbox.
- e. Click  to save the information entered or edited and close the pop-up. Clicking  will close the pop-up without saving any of the information entered or edited.

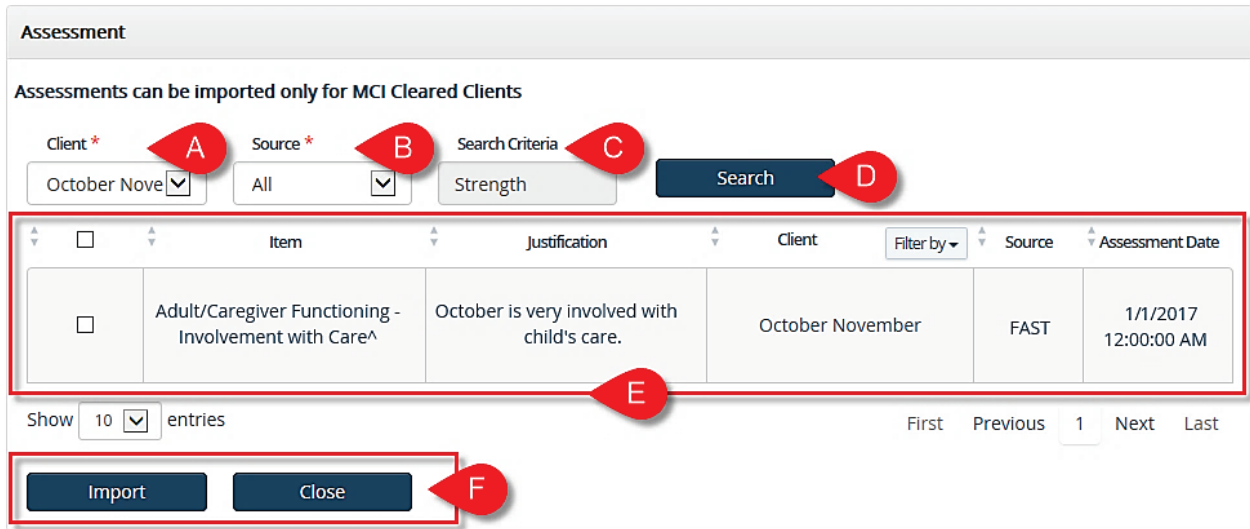
Strengths

1. *Strengths*: At least one Strength must be documented on the Plan.



The screenshot shows the 'Strengths' form. It has a title 'Strengths' with a trophy icon. Below the title are two dropdown menus: 'Client' and 'Strengths described by the family'. Both dropdowns currently show '-Select-'. To the right of the 'Client' dropdown is a document icon. To the right of the 'Strengths described by the family' dropdown are three icons: a plus sign, a document with a pencil, and a calendar.

2. Importing Strengths: Select the Participant from the *Client* drop-down and Click the Import button  to open the *Assessment* pop-up:

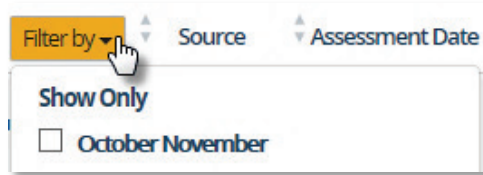


The screenshot shows the 'Assessment' pop-up. It has a title 'Assessment'. Below the title is a message: 'Assessments can be imported only for MCI Cleared Clients'. There are four red callout letters: A points to the 'Client' dropdown, B points to the 'Source' dropdown, C points to the 'Search Criteria' dropdown, and D points to the 'Search' button. The 'Client' dropdown shows 'October Nove', the 'Source' dropdown shows 'All', and the 'Search Criteria' dropdown shows 'Strength'. Below these is a table with columns: Item, Justification, Client, Filter by, Source, and Assessment Date. The table has one row with the following data: Item: 'Adult/Caregiver Functioning - Involvement with Care^', Justification: 'October is very involved with child's care.', Client: 'October November', Filter by: 'FAST', Source: 'FAST', Assessment Date: '1/1/2017 12:00:00 AM'. Below the table is a 'Show 10 entries' dropdown and a 'First Previous 1 Next Last' pagination. At the bottom are two buttons: 'Import' and 'Close'. A red callout letter E points to the table, and a red callout letter F points to the 'Import' button.

Item	Justification	Client	Filter by	Source	Assessment Date
Adult/Caregiver Functioning - Involvement with Care^	October is very involved with child's care.	October November	FAST	FAST	1/1/2017 12:00:00 AM

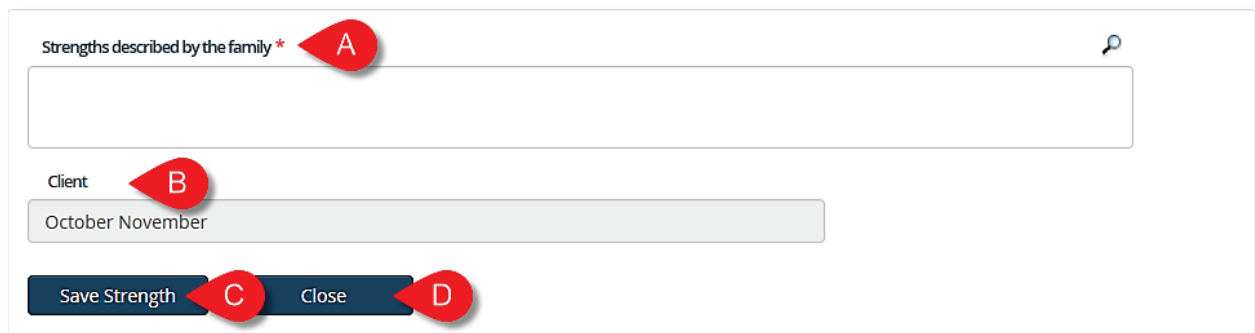
- a. *Client*: This drop-down defaults to the individual selected in the *Strengths* – *Client* drop-down but another individual or “All” can be selected from the drop-down instead.
- b. *Source*: This drop-down defaults to “All” but a specific Assessment type can be selected from the drop-down instead.
- c. *Search Criteria*: This field defaults to Strengths and is not editable.
- d. Click  to search for documented Strengths using the criteria selected.

- e. The *Search Results* grid will include Strengths from Assessments that have been completed within the last 8 months.
 - i. If "All" was selected in the *Client* drop-down the *Search Results* can be filtered to a specific individual or individuals using the *Filter By* MultiSelect drop-down.



- ii. To select a Strength for import, check the checkbox to the left of the *Item* in the *Search Results* grid.
 - iii. To select all of the Strengths for import, check the checkbox above the first column in the *Search Results* grid.
- f. Click **Import** to import the selected Strengths into the Plan.
Clicking **Close** will close the *Assessment* pop-up without importing any Strengths.

3. Adding a new Strength: In the *Strengths - Clients* drop-down select an individual to document a Strength for. Then click the Add button **+** to open a new *Strength* pop-up:



- a. *Strengths described by the family*: Document the Strength in this textbox.
- b. *Client*: The individual selected in the *Strengths - Client* drop-down will automatically be entered here and cannot be changed.
- c. Click **Save Strength** to save the Strength and close the pop-up.
- d. Clicking **Close** will close the pop-up without saving the information entered or edited.

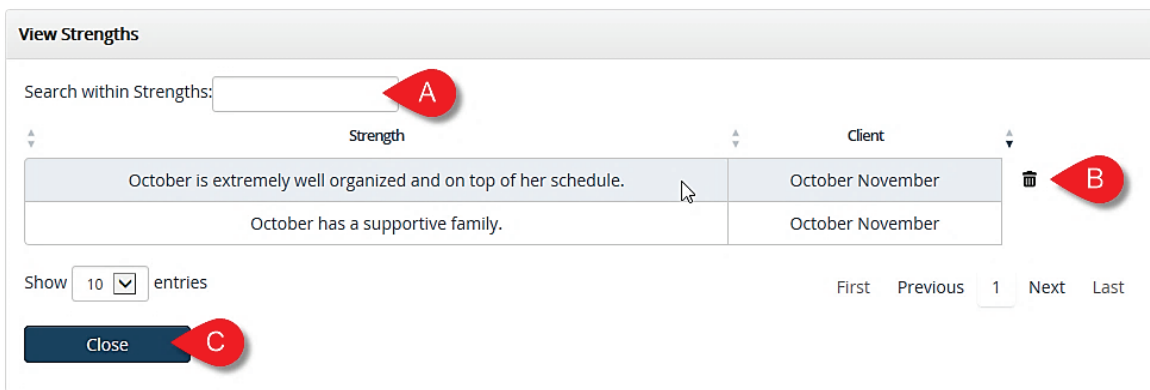
4. Editing a Strength:



The screenshot shows the 'Strengths' form. Callout A points to the 'Client' dropdown menu. Callout B points to the 'Strengths described by the family' dropdown menu. Callout C points to the 'Edit' button (pencil icon).

- In the *Strengths - Client* drop-down select the desired individual. That individual's documented Strengths will appear in the *Strength* drop-down options.
- Strengths described by the family*: Select a Strength to edit from this drop-down.
- Click the Edit button  to open the *Strength* pop-up for editing.
Click **Save Strength** to save the Strength after it has been updated and close the pop-up.
Clicking **Close** will close the pop-up without saving the information entered or edited.

5. Viewing the Strengths list: Click the View button to open the *View Strengths* pop-up.

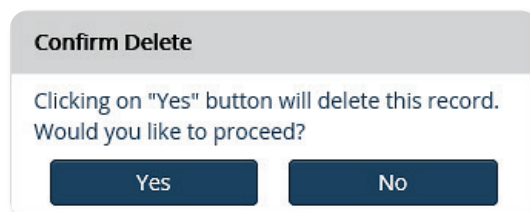


The screenshot shows the 'View Strengths' pop-up. Callout A points to the 'Search within Strengths' text box. Callout B points to the 'Delete' icon (trash can) next to a strength entry. Callout C points to the 'Close' button.

Strength	Client
October is extremely well organized and on top of her schedule.	October November
October has a supportive family.	October November

At the bottom, there is a 'Show 10 entries' dropdown, pagination links (First, Previous, 1, Next, Last), and a 'Close' button.

- Search within Strengths*: This field can be used to search for any word or phrase within the *Strengths* grid.
- To delete a Strength, move the mouse over that Strength's line in the grid. A Delete Icon  will appear to the right of the Strength in the grid. Click the Delete Icon . A *Confirm Delete* pop-up will appear: Clicking **Yes** will delete the Strength. Clicking **No** will cancel the action and the Strength will not be deleted.



Confirm Delete

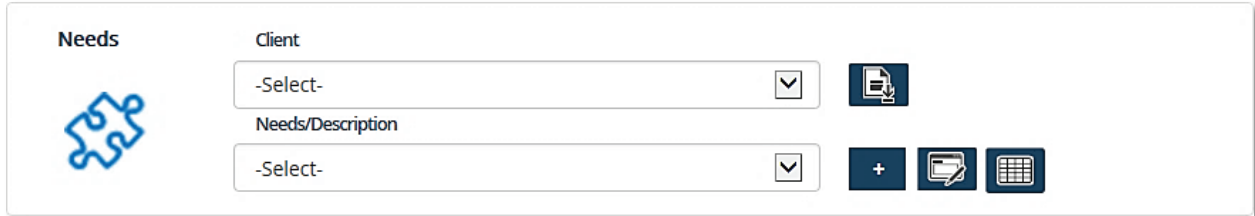
Clicking on "Yes" button will delete this record.
Would you like to proceed?

Yes **No**

- Clicking **Close** will close the *View Strengths* pop-up.

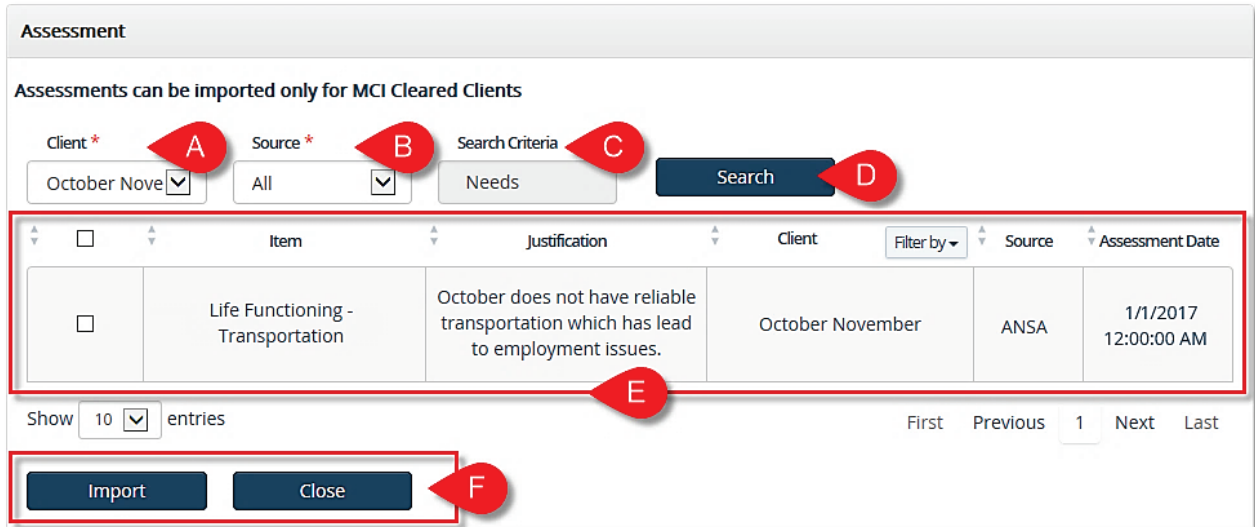
Needs

- Needs: At least one Need must be documented on the Plan.



The Needs form includes a blue puzzle piece icon, a Client dropdown menu with a '-Select-' option, and a Needs/Description dropdown menu with a '-Select-' option. To the right of the Client dropdown is an 'Import' button (document with arrow icon). To the right of the Needs/Description dropdown are three buttons: a '+' button, a 'New' button (document with plus icon), and a 'Grid' button (grid icon).

- Importing Needs: Select an individual from the Client drop-down and click the Import button  to open the *Assessment* pop-up:



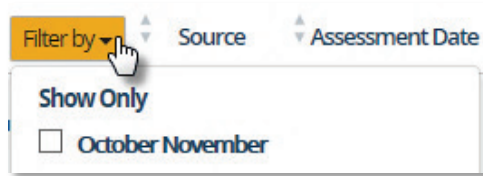
The Assessment pop-up window has a title bar 'Assessment' and a message 'Assessments can be imported only for MCI Cleared Clients'. It contains three dropdown menus: 'Client *' (labeled A), 'Source *' (labeled B), and 'Search Criteria' (labeled C). The 'Client *' dropdown shows 'October Nove' and the 'Source *' dropdown shows 'All'. The 'Search Criteria' dropdown shows 'Needs'. A 'Search' button (labeled D) is to the right. Below these is a table with columns: Item, Justification, Client, Source, and Assessment Date. The table has one row with a checkbox, 'Life Functioning - Transportation', 'October does not have reliable transportation which has lead to employment issues.', 'October November', 'ANSA', and '1/1/2017 12:00:00 AM'. The table is labeled E. Below the table is a 'Show 10 entries' label and pagination links: 'First', 'Previous', '1', 'Next', 'Last'. At the bottom are 'Import' and 'Close' buttons (labeled F).

	Item	Justification	Client	Source	Assessment Date
☐	Life Functioning - Transportation	October does not have reliable transportation which has lead to employment issues.	October November	ANSA	1/1/2017 12:00:00 AM

- Client*: This drop-down defaults to the individual selected in the Needs – Client drop-down but another individual or “All” can be selected from the drop-down instead.
- Source*: This drop-down defaults to “All” but a specific Assessment type can be selected from the drop-down instead.
- Search Criteria*: This field defaults to Needs and is not editable.
- Click  to search for documented Needs using the criteria selected.

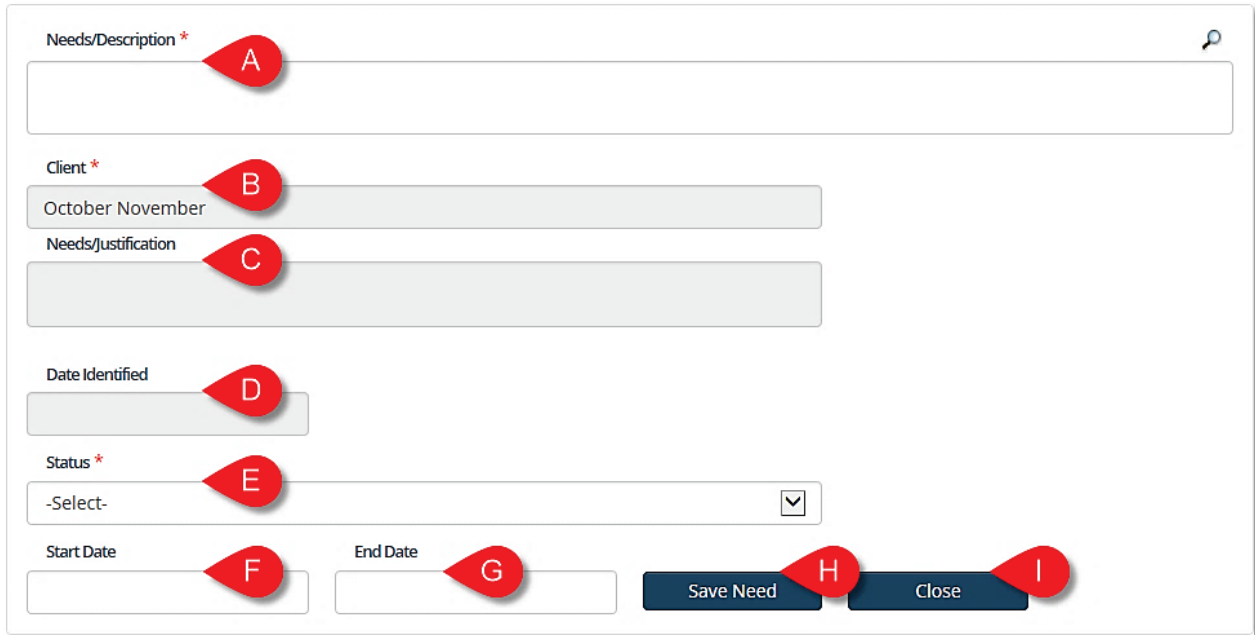


- e. The *Search Results* grid will include Needs from Assessments that have been completed within the last 8 months.
 - i. If "All" was selected in the *Client* drop-down the *Search Results* can be filtered to a specific individual or individuals using the *Filter By* MultiSelect drop-down.



- ii. To select a Need for import, check the checkbox to the left of the Item in the *Search Results* grid.
 - iii. To select all of the Needs for import, check the checkbox above the first column in the *Search Results* grid.
- f. Click **Import** to import the selected Needs into the Plan.
Clicking **Close** will close the *Assessment* pop-up without importing any Needs.

3. Adding a new Need: In the *Clients* drop-down select the individual whose Need is being documented. Then click the Add button  to open a new *Needs/Description* pop-up:



The screenshot shows a 'Needs/Description' pop-up form. It contains the following fields and buttons, each labeled with a red callout letter:

- A:** Needs/Description * (text input field)
- B:** Client * (drop-down menu showing 'October November')
- C:** Needs/Justification (text input field)
- D:** Date Identified (text input field)
- E:** Status * (drop-down menu showing '-Select-')
- F:** Start Date (text input field)
- G:** End Date (text input field)
- H:** Save Need (button)
- I:** Close (button)

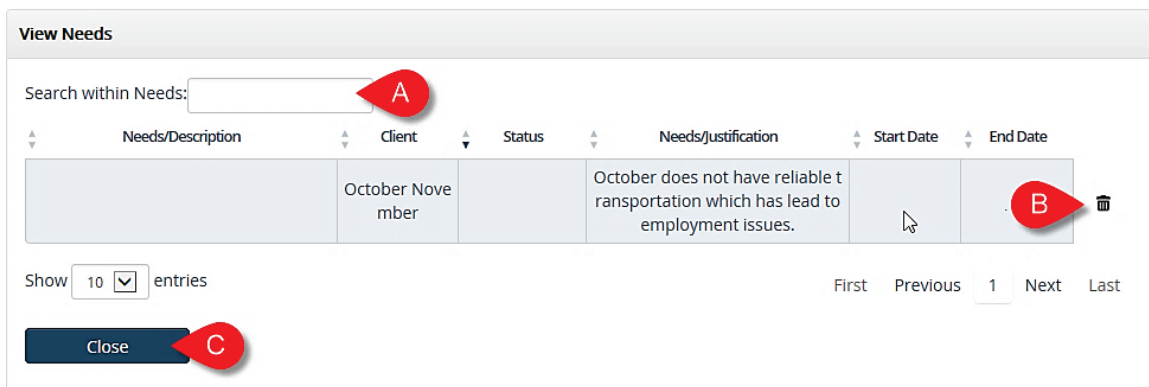
- Need/Description:* Document the Need in this textbox.
- Client:* The individual selected in the *Needs – Client* drop-down will automatically be entered here and cannot be changed.
- Needs/Justification:* The Justification on an imported need will appear here and will not be editable. This textbox will be blank on newly created Needs.
- Date Identified:* The date of the Assessment on an imported need will appear here and will not be editable. This field will be blank on newly created Needs.
- Status:* Select the Status of the Need from the drop-down.
- Start Date:* If applicable enter a Start Date for the Need.
- End Date:* If applicable enter an End Date for the Need.
- Click  need to save the Need and close the pop-up.
- Clicking  will close the pop-up without saving the information entered or edited.

4. Editing a Need:

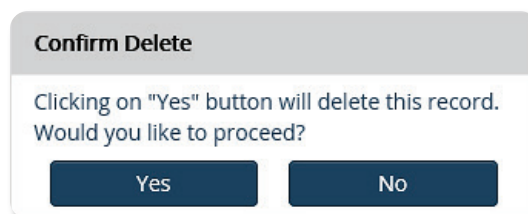


- In the *Needs - Client* drop-down select the desired individual. That individual's documented Needs will appear in the *Needs* drop-down.
- Needs*: Select the Need to edit from this drop-down.
- Click the Edit button  to open the *Needs* pop-up for editing.
Click **Save Need** to save the Need and close the pop-up.
Clicking **Close** will close the pop-up without saving the information entered or edited.

5. Viewing the Needs list: Click the View button to open the *View Needs* pop-up.



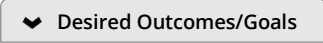
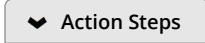
- Search within Needs*: This field can be used to search for any word or phrase within the *Needs* grid.
- To delete a Need, move the mouse over that Need's line in the grid. A Delete Icon [] will appear to the right of the Need in the grid. Click the Delete Icon []. A *Confirm Delete* pop-up will appear: Clicking **Yes** will delete the Need. Clicking **No** will cancel the action and the Need will not be deleted.

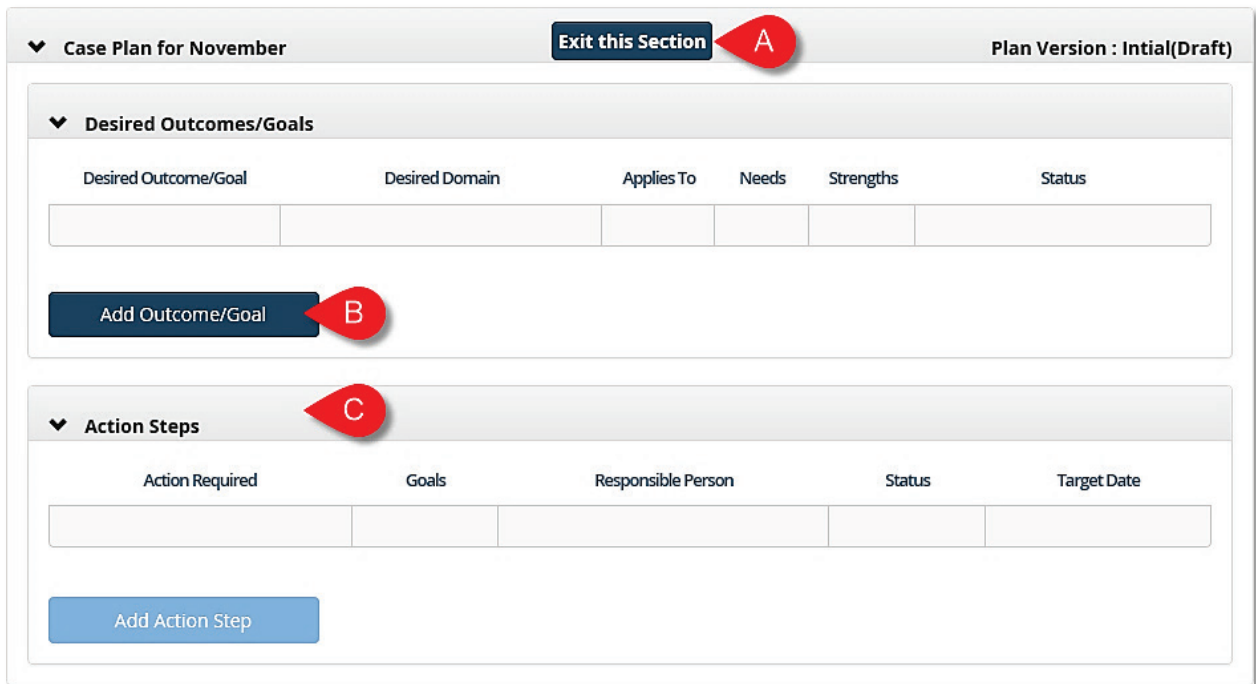


- Clicking **Close** will close the *View Needs* pop-up.



Goals & Action Steps

1. Click on  **Goals & Action Steps** to open the  **Desired Outcomes/Goals** and  **Action Steps** sub-panes.



Case Plan for November **Exit this Section** **Plan Version : Intial(Draft)**

Desired Outcomes/Goals

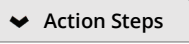
Desired Outcome/Goal	Desired Domain	Applies To	Needs	Strengths	Status

Add Outcome/Goal

Action Steps

Action Required	Goals	Responsible Person	Status	Target Date

Add Action Step

- a. Clicking **Exit this Section** will return the user to the *Plan* screen. Any unsaved information will be lost.
- b. Click **Add Outcome/Goal** to document a new Outcome/Goal.
- c. The  **Action Steps** sub-pane is connected to the specific Outcome/Goal selected in the *Desired Outcomes/Goals* grid. This sub-pane will appear once a saved Outcome is selected from the *Desired Outcomes/Goals* grid.



2. Adding an Outcome/Goal: Click **Add Outcome/Goal** to document a new Outcome/Goal:

Case Plan for November **Exit this Section** Plan Version : Initial(Draft) **H**

Desired Outcomes/Goals

Desired Outcome/Goal	Desired Domain	Applies To	Needs	Strengths	Status

Desired Outcome/Goal * **A**

Applies To * **B** None selected ▾

Desired Domain * **C** -Select- ▾

Status * **D** -Select- ▾

Strengths **E** None selected ▾

Needs **F** None selected ▾

Save Outcome **G**

Action Steps

Action Required	Goals	Responsible Person	Status	Target Date

Add Action Step

- a. *Desired Outcome/Goal*: Document the Desired Outcome/Goal in this textbox.
- b. *Applies To*: Select the individual or individuals to whom this goal applies from the multi-select drop-down.
When more than one individual is selected, the Outcome/Goal will be saved separately in the *Desired Outcomes/Goals* grid with a copy for each individual that was selected.

Desired Outcome/Goal	Desired Domain	Applies To	Needs	Strengths	Status
Desired Outcome/Goal	Child Development	Sally Sunset		Susie Sunshine (Self) - Strength	In Progress
Desired Outcome/Goal	Child Development	Joe Smith		Susie Sunshine (Self) - Strength	In Progress



- c. *Desired Domain*: Select the Domain that applies from the drop-down.
- d. *Status*: Select the status of this Outcome/Goal from the drop-down.
- e. *Strengths*: Select the Strength or Strengths that apply to this Outcome/Goal using the multi-select drop-down.
- f. *Needs*: Select the Need or Needs that apply to this Outcome/Goal using the multi-select drop-down. Note: The Plan cannot be finalized unless each outcome/Goal has at least one Need selected.
- g. Click **Save Outcome** to save the information entered.

3. Adding an Action Step: Click on an Outcome/Goal in the *Desired Outcome/Goal* grid to document Action Step(s) for that Outcome/Goal. Once the Outcome/Goal is selected click **Add Action Step** in the **▼ Action Steps** sub-pane.

The screenshot shows the 'Action Steps' sub-pane with the following fields and callouts:

- A**: Points to the 'Action Required' text input field.
- B**: Points to the 'Responsible Person' multi-select dropdown.
- C**: Points to the 'Action Step Category' dropdown.
- D**: Points to the 'Target Date' text input field.
- E**: Points to the 'Completion Date' text input field.
- F**: Points to the 'Status' dropdown.
- G**: Points to the 'Desired Outcome/Goal' multi-select dropdown.
- H**: Points to the 'Notes' text input field.
- I**: Points to the 'Save Action Step' button.

- a. *Action Required*: Document the Action Step in this textbox.
- b. *Responsible Person*: Select the individual or individuals responsible for completing this Action Step from the multi-select drop-down.
- c. *Action Step Category*: Select the applicable category from the drop-down.
- d. *Target Date*: Enter a Target Date for completion of this Action Step.



- e. **Completion Date:** If this Action Step has been completed, enter the date of completion.
- f. **Status:** Select the Status of this Action Step from the drop-down.
- g. **Desired Outcome/Goal:** Select the Outcome or Outcomes to which this Action Step applies using the multi-select drop-down. If more than one Outcome/Goal is selected the Action step will be copied to each of the selected Outcome/Goal's Action Step lists.
- h. **Notes:** If applicable, enter notes regarding this Action Step. The Notes will not be displayed on the printed version of the Plan.
- i. Click **Save Action Step** to save the information entered.

4. Searching within grids and deleting Outcomes/Goals or Action Steps:

▼ **Desired Outcomes/Goals**

Search within Outcomes:

Desired Outcome/Goal	Desired Domain	Applies To	Needs	Strengths	Status	
Find more reliable transportation for work.	Transportation	October November	October November (Self) (5/5/2016) - October is in...		In Progress	🗑
Locate more stable housing.	Housing/Affordable Housing	October November	October November (Self) (5/5/2016) - October is in...	October November (Self) (5/5/2016) - October is ve...	In Progress	

Show entries

First Previous **1** Next Last

▼ **Action Steps**

Search within Action Steps:

Action Required	Goals	Responsible Person	Status	Target Date	
Look into bus pass assistance.	October November (Self) (5/1/1996) - Get more reli...	October November	In Progress	7/30/2016	🗑

Show entries

First Previous **1** Next Last

- a. **Search within:** This field can be used to search for any word or phrase within the grid.

- b. To delete an Outcome/Goal or Action Step, move the mouse over that item's line in the grid. A Delete Icon [] will appear to the right of the item in the grid. Click the Delete Icon []. A *Confirm Delete* pop-up will appear: Clicking **Yes** will delete the item. Clicking **No** will cancel the action and the item will not be deleted.

Confirm Delete

Clicking on "Yes" button will delete this record.
Would you like to proceed?

Yes
No

5. Click **Exit this Section** at the top of the **Case Plan** pane to return to the main *Plan* screen.

Plan Acceptance

1. Click  **Plan Acceptance** on the *Plan* screen to open the **Plan Acceptance** pane.

▼ Case Plan for November
Exit this Section
Plan Version : Intial(Draft)

▼ Plan Acceptance

Plan Accepted by Client A

-Select-

Client B

-Select- ▼

Date Accepted By Client C

Prepared By* D

Jane Smith

☐ Send for supervisor approval

Supervisor E

Jane Smith ▼

Approved By

Approval Date

Save as Draft
Save as Final

F

- a. *Plan Accepted by Client*: Indicate whether or not the client accepted the Plan by selecting "Yes" or "No" from the drop-down.
- b. *Client*: Select the client who accepted the Plan (typically the Head of Household) from the drop-down.
- c. *Date Accepted By Client*: If applicable, enter the date on which the Plan was accepted.
- d. *Prepared By*: The name of the user who entered the Plan will be displayed here.



- e. *Send for supervisor approval and Supervisor:* If supervisory approval is required by your program this will be displayed.
- Check the ☒ *Send for supervisor approval* checkbox to enable the Supervisor drop-down.
 - Select the Supervisor to whom the Plan will be sent. Click **Save as Final** to send the Plan for approval.
- f. **Save as Draft** and **Save as Final** :
- Use **Save as Draft** to save the Plan without finalizing or sending for approval.
 - Use **Save as Final** to finalize the Plan and/or send the Plan for approval.
 - Approved by:* If an approval is required this will display the name of the approving worker. If an approval is not required, this will display the name of the user who clicked **Save as Final**.
 - Approval Date:* If an approval is required this will display the date of approval. If an approval is not required this will display the date that **Save as Final** was clicked.

2. Finalizing the Plan: When **Save as Final** is clicked the *Confirm Case Plan* pop-up will appear:

Confirm Case Plan
Case Plan will be saved as a final version. Ok to proceed?
Yes **No**

Clicking **Yes** will finalize the Plan.

Clicking **No** will close the pop-up without finalizing the Plan.

3. Approvals and Rejections: Once the Plan is submitted for approval, the Supervisor will be able to view the Plan in their **Unapproved Plans** pane on their Dashboard.

- a. Clicking on the Plan Name will navigate the Supervisor to the Plan. After reviewing the Plan, the Supervisor can either Approve or Reject the Plan in the **Plan Acceptance** screen.
- b. If the Plan was rejected, the worker will be able to view the reason for rejection on the **Plan Acceptance** screen.



Revising the Plan

1. Once a Plan has been Finalized/Approved, revisions of the initial Plan can be made.
2. Navigate to **Tracking** and click on the **Plans** tile.
3. From the **Case Plans** pane:

Family Case Plan

Revise Plan ☒ Current ☐ All revisions

Search within Case Plan:

Plan Name	Plan Date	Next Plan Date	Plan Entered Date	Plan Entered By
initial	01/21/2017	06/18/2017	01/22/2017	Melanie Sanfilippo

Show entries

First Previous **1** Next Last

- a. Select a Plan to revise from the *Case Plans* grid.
 - i. Click the **Revise Plan** button above the *Case Plans* grid.
- b. The screen will refresh and the **Edit Plan** button will appear below the Case Plans grid.
 - i. Click **Edit Plan** to open the *Plans* screen and create a new Revision of the Plan. Information from the previous Plan will carry over to the new Plan.

For more information...

For assistance, please contact the Allegheny County Service Desk at ServiceDesk@AlleghenyCounty.US or call 412-350-HELP (4357). Select Option 2 for the DHS Service Desk.

To access iService, go to: <https://servicedesk.alleghenycounty.us>

This and other Job Aids can be found at: <http://s3.amazonaws.com/dhs-application-support/index.htm> or <http://dhsassist.dhs.allegheny.local> for internal users.