

Integrated Monitoring Tool

INTEGRATED MONITORING TOOL PROVIDER USER GUIDE:





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Introduction

What is the IMT application?

The Integrated Monitoring Tool is designed to provide one central repository for Monitoring related documentation. This is intended to help streamline the Monitoring Visitation process and reduce duplication in gathering and producing documentation.

How will I use the IMT application?

Providers will be able to keep track of scheduled Monitoring Visits through the IMT application. IMT allows Providers and Monitors to upload commonly requested documents for both to access; thereby helping to reduce multiple requests for a specific document. Providers will also be able to upload supporting documentation for an upcoming scheduled Visit or a completed one. Documents can be categorized into four main groups: Administration and Personnel, Policy and Procedure, Service Delivery, and Monitoring. Additionally, the IMT application displays the contact information for Monitors with recent or upcoming visits.





Navigation & Common Screen Elements Logging in to IMT

Integrated Monitoring Tool IMT		
	IMT Sign In	
	User Id	
	Password	
	Log In	
	Password Self-Service	

Navigate to the Integrated Monitoring Tool using Microsoft Internet Explorer or Google Chrome . (IMT is <u>NOT</u> compatible with Microsoft's Edge browser.)

https://imt.county.allegheny.pa.us

- Log in by entering your User ID and Password. Your user credentials are assigned by the Department of Human Services Service Desk and will start with an X.
 - The Password Self-Service link will take you to Portal Guard to reset your password if it has expired or if you have forgotten it.
- Click the Log In button to enter the application.





Navigation

Integrated Monitoring Tool	User Menu ————— Jane Smith 🕞
FAMILYLINKS	Facility Name -Select-
Navigation Tabs	
General Information	Visit Details
Documents	
♥ Filter Documents	
Document Type -Select- V Program Office	e -Select- 🗹 Visit Status -Select- 🗹
Document Subtype -Select- Document by	y -Select-
Visit Start Date Visit End Date	e
Search	Clear
Results	
Add Document O Active O All Note: * File name	e * denotes restricted file Search :
🖕 Visit Date 🖕 Provider Name 🖕 Facility Name 🍦 Uploaded 🖕 Date	Document Date Subtype File Name Description Document By Document
3/17/2018 FAMILYLINKS 3/16/2018 3/	/16/2018 Confidenti ality Polic y/stateme nt Test File.jpg 005 DHS User
FAMILYLINKS 3/8/2018 3.	V/8/2018 Mission a Test Upload.pptx Test Upload Provider
Show 10 🗹 entries	First Previous 1 2 3 4 5 6 Next Last

Navigation Tabs

- > These tabs will always be at the top of the screen and can be used to navigate between screens.
- > A tab will turn blue to indicate what screen you are on:

General Information	
---------------------	--

Provider and Facilities

- > The name of your agency will be displayed above the Navigation Tabs.
- You can choose a specific facility from the *Facility Name* drop-down. When a specific facility is selected the information displayed on the screen will be filtered down to include only information for the selected facility.

Integrated Monitoring Tool IMT	Jane	smith 🗸
FAMILYLINKS	Facility Name	
	-Select-	





Panes

> Panes are smaller windows within the larger screen that is being viewed.

User Menu

- > This menu will display the name of the user who is logged-in and can be used to log out of the application.
- > Click on the down arrow [$\mathbf{\nabla}$] to the right of your name to open the User Menu:



Shortcuts and Links

- Throughout the application there will be shortcuts and links that will allow you to navigate through the application or perform actions. Your cursor will turn into a hand [^b] when hovering over a link or shortcut.
 - Some examples include: File Name links that, when clicked, will open the document file for viewing.

Add Doc	ument 🔍 🔍 A	ctive O All N	lote: * File n	ame * denote	es restricted	file Search :		
↓ Visit Date	+ Provider Name	🛓 Facility Name	+ Uploaded Date	↓ Document Date	Document Subtype	File Name	+ Description	÷ Documen By
3/17/2018	FAMILYLINKS		3/16/2018	3/16/2018	Confidenti ality Polic y/stateme nt	Test File.jpg	Lion King	DHS User

The Upload Visit Documents Icon [] and the Visit Documents Icon [] are both found in the Visit Details grid. Clicking on these icons will open the Upload Document pop-up and the Visit Documents pop-up.

(Visit Start Date	9	Visit End Date		Search			
						Search :		
$_{_{\nabla}}^{_{\mathbb{A}}}$ Visit Date	A Status	A Provider	Facility	A Monitor Name	Program Areas Monitored	$\underset{\forall}{\overset{\mathbb{A}}{\to}} \operatorname{Program} \operatorname{Office}$	÷	Å V
3/29/2018	Scheduled	FAMILYLINKS		Andrew Gleason	Child and Adolescent Mental	Behavioral Health	E,	F





Grids & Lists

Add D	ocument	Active All	Note: * File	e name * den	otes restricte	d file Search	n: Indicator	
aders	🔺 Visit Date	🗼 Provider Name 🔺 Faci	ity Name 🔺 Uploaded Date	Document Date	Document Subtype	🛓 File Name	+ Description	+ Document By
3/1	17/2018	FAMILYLINKS	3/16/2018	3/16/2018	Confidenti ality Polic y/stateme nt	Test File.jpg	Test UAT 005	DHS User
		FAMILYLINKS	3/8/2018	3/8/2018	Mission a nd Values	Test Upload.pptx	Test Upload	Provider

- **Filters:** Grids with filter radio buttons can be narrowed down to the selected categories.
- > **Headers:** These identify what type of information can be found in the grid columns.
- Sort Indicator: [] This indicates what direction the Header in the grid is currently sorted in to. To sort the grid or list on a specific Header, click on that Header's text. The sort indicator will point upward [] for ascending order or downward [] for descending order.
- Hyperlinks: Hyperlinks within the grid will open the item in the grid. For example, clicking on the Test Upload.pptx hyperlink will open the document with the File Name of "Test Upload.pptx".
- Pagination: Longer grids or lists will be separated into pages. These pages can be navigated by using the First Previous 1 2 3 4 Next Last links to the bottom-right of the grid. To the bottom-left of the grid is a drop-down option, Show 10 entries, that allows users to change the number of grid entries displayed per page.
- Search: These search fields can filter the grid down to any grid item containing all or part of a word, date, or number.
 - The filter will only apply to text and numbers that are contained within the grid itself. For example: Typing "Provider" will filter to display all documents uploaded by a Provider.
 - This search also accepts partial entries. For example, typing "Test" will filter to display documents with the word Test in the file name such as **Test File.jpg** and **Test Upload.pptx**.
 - To clear the search results, click the X that appears to the right inside the search field or delete the search terms.





Common Screen Elements

Fields & Drop-downs

Upload Document						
	Upload Date	04/2/2018	Uploaded By	Tracy Rol	ır	
	Provider*	FAMILYLINKS	Facility Name	-Select-		
			Program Office	-Select-	~	Drop-Downs
File Name *	Description					
Browse			Document [*] -Select- Type		Document Subtype	-Select-
Fiel	ds		Document [*] Date		Restricted	, 🧭 🗊
		Add Additi	onal Docs Sav	e	Close	

Fields

- > A field is an area where data has been or can be entered.
- > White fields can be edited. (Example: *Description*)
- Greyed out fields cannot be edited. (Example: Uploaded By)
 - If you move your mouse over a greyed-out field the read-only symbol [\bigcirc] will appear.

Drop-downs

- > A drop down is a list of options that items can be selected from.
- > White drop-downs can be edited. (Example: *Facility Name*)
- Greyed out drop-downs cannot be edited.
 - If you move your mouse over a greyed out drop-down the read-only symbol [\bigcirc] will appear.

Radio Buttons & Checkboxes

- > Radio buttons and checkboxes can be selected by clicking in the circle or box.
 - Radio buttons are round and can be used to filter a list.



Checkboxes are square and can be clicked to select an action such as restricting a document.







Buttons

- Buttons can indicate actions that can be taken, for example:
- Buttons can open pop-up windows, for example:
- Dark blue buttons are active and clickable. Light blue buttons are inactive and cannot be clicked, for example:

Mandatory Fields

- > Mandatory fields are marked with a red asterisk *.
- > Mandatory fields must be filled out in order to complete a pop-up or action.



Restricted Documents

- Restricted Documents are marked with a red asterisk on either side of the file name. For Example: *File_Name.pdf*
- Only users with Restricted Access will be able to view all restricted files. A user without Restricted Access will be able to view a Restricted Document only if they were the user who uploaded that particular file.

Date Fields

You can enter a date by typing the date into the field using the 2-digit month/2-digit day/4-digit year format or by clicking on the date field and clicking the date from the calendar that opens.

1	mm/dd/yyyy >						<
	« Su	S Mo	epte Tu	mber We	2017 Th	7 Fr	» Sa
	27	28	29	30	31	1	2
	3	4	5	6	7	8	9
	10	11	12	13	14	15	16
	17	18	19	20	21	22	23
	24	25	26	27	28	29	30
	1	_2	3	4	5	6	7

Use the <<>> arrows to either side of the month to change the calendar month.







Logging Out of IMT

- After 50 minutes of inactivity in the application, you will be logged out and any unsaved information will be lost.
- Any action that causes the screen to refresh will reset the time-out clock. For example, these actions could be saving a file or navigating to a different tab.
- If you are close to being logged out you will receive a pop-up message warning you that your session is about to expire.



- While IMT has a time-out length of 50 minutes, Internet Explorer or Chrome may close your session sooner depending on the browser version you are using.
- > To log out, click the User Menu in the upper-right corner of the screen and select "Logout".



IMT Application Assistance

- This and other resources can be found at: <u>http://s3.amazonaws.com/dhs-application-support/index.htm</u>
- Contacting the Allegheny County Service Desk:
 - By email: <u>ServiceDesk@AlleghenyCounty.US</u>
 - ✤ By phone: 412-350-HELP (4 3 5 7), select option 2 for DHS.
- > To access iService go to: <u>https://ServiceDesk.AlleghenyCounty.US</u>





General Information Screen

This is the first screen displayed when logging in to the IMT application. This screen contains basic information regarding your Provider Agency. All information on this screen is read-only. Changes to this information can only be made in the MPER application.

Navigation

Click on the General Information tab to bring the General Information screen into focus.

The tab will turn blue to show that it has been selected:

Reviewing the General Information screen

Integrated Monitoring Tool IMT			Jane Smith 🗸
FAMILYLINKS		Facility Name	
요= General Information	eDocuments	Visit Details	Monitor Information
General Information PROVIDER NAME FAMILYLINKS PROVIDER NUMBER 00000	2 Address(es) ADDRESS 401 N Highland Ave , Pittsburgh, PA, 15206 MUNICIPALITY East Liberty - Pittsburgh 32 records available	MPER Contact NAME Sally Sunshine PHONE NUMBER (555) 555-5555 EMAIL ADDRESS Sally.Sunshine@ MPER Contact 2 NAME Susie Sunset PHONE NUMBER (555) 555-5555 EMAIL ADDRESS Susie.Sunset@	Other Info No Information Available

- 1. *General Information*: This panel displays the *Provider Name* and *Provider Number* (MPER ID) of the logged-in user.
- 2. *Address(es)*: This panel displays the primary address listed in MPER for the Provider.
 - a. If a *Facility Name* has not been selected at the top of the screen a *…records available* link will appear. Clicking on this link will open the *All Facility Records* pop-up.





b. The *All Facility Records* pop-up displays the addresses and MPER Facility IDs for all of the Provider's facilities.

All Facility Records		Х
	Sea	arch :
🖕 Facility Name	🖕 Address	🖕 Facility ID
North Office	123 North St. Pittsburgh, PA	12345
South Office	456 South St. Pittsburgh, PA	67890
Show 10 🔽 entries	First Previous	1 2 3 Next Last

Clicking on the grey X in the top-right corner of the pop-up will close the pop-up.

- 3. *MPER Contact*: This panel contains the *Name, Phone Number,* and *Email* of the individual(s) listed in MPER as the Provider Agency's MPER Contact(s).
- 4. *Other Info*: This panel does not currently contain any information. In the future additional information for the Provider may be displayed here.







Documents Screen

Documents can be uploaded and accessed on the **Documents** or **Visit Details** screens. Only Documents uploaded through the **Visit Details** screen will be associated to a specific Visit.

Documents

Mercy Life Center	Facility Name		
Corporation	-Select-		
General Information	eDocuments	Monitor Information	
Documents			
♥ Filter Documents			
Document Type -Select-	Program Office -Select-	Visit Status -Select-	
Visit Start Date	Visit End Date		
	Search Clear		
Results			
Add Document	All Note: * File name * denotes restricted file	Search :	
A Visit A Provider Name A Facility Date Visit Name Visit A Provider Name Visit Visit Name Visit Visit A Provider Name Visit A Provider Name	r ≜ Uploaded ≜ Document ≜ DocumentSubtype ≜ File Name : Date File Name	A Description A Document ∀ By	
Mercy Life Center	4/25/2 Upload Document		
Mercy Life	Upload Date	Uploaded E	by
Center Corporation	4/25/2 Provider*	-Select- 🔽 Facility Nam	e -Select-
Show 10 ventries		Program Offic	e -Select-
	File Name * Description	•	•
	Browse	Document -Select-	Document -Select-
		Document*	Restricted
		Date	
	IMPORTANT NO	DTE: Documents	
	should not be sto	ored on/saved to	
	this may be a v	iolation of HIPPA	
	Regulations		
	Regulations.		
gation			
Click on the	eDocuments tab to	b bring the Documents	screen into focus.
	rn blue to chow that it ha	a been colorted.	Documents
The tab will tu	Thiblue to show that It ha		_
018	IMT Provider User Gui	DE — DOCUMENTS SCREE	EN PAGE 11 O





Filtering and Accessing Documents

1. Filter Documents pane: These filter criteria can be used singularly or in combination to filter the results down to the desired Document(s). Enter all of the applicable criteria.

♥ Filter Documents		
A Document Type -Select-	Program Office -Select-	F Visit Status -Select-
B Document Subtype -Select-	Document by -Select-	
Visit Start Date	Visit End Date	
	Search Clear	

- a. *Document Type*: Select a type of Document from the drop-down to filter by that criteria.
- b. *Document Subtype*: Select a subtype from the drop-down. The *Document Type* must be selected first before this drop-down will display the applicable subtypes.
- c. *Visit Start Date* and *Visit End Date*: Entering a date range allows the grid to be filtered down to a specific time period for documents that are attached to a Visit.
- d. *Program Office*: Select a Program Office from the drop-down to filter by that criteria.
- e. *Document By*: Select "DHS User" or "Provider" from the drop-down to filter by that criteria.
- f. *Visit Status*: Select a specific status to filter the results by.
- 2. Clicking Search will display all of the applicable Documents in the pane.
- 3. Clicking Clear will clear out all of the entered filter criteria.





4.	Results	pane:
. .]	Dane

Add Do	cument A	• A	ctive O All	Note: * Fil	e name * denotes r	estricted file	Search :	
Visit Date	$_{_{_{_{_{}}}}}$ Provider Name	Facility Name	Uploaded Date	Document Date	Document Subtype	$\operatorname{File}_{\forall}$ File Name	$_{_{\nabla}}^{\scriptscriptstyle A}$ Description	Document By
	Mercy Life Center Corporation		4/25/2018	4/17/2018	Critical/unusual I ncident Reportin g	*Confidential Informa tion.pdf*	C t Critical ident	Provider
	Mercy Life Center Corporation		4/25/2018	4/2/2018	Quality Assuranc e Policy/procedur e(s)	Policy Document 101. pdf	Basic Policy In formation	Provider

- a. Active/All Documents: By default, only active documents will be displayed in the *Results*. To display both active and archived documents, select the (a) *All* radio button.
 - i. Documents with a *Document Date* prior to the current calendar year will be automatically archived if they are one of the following subtypes:

Board Minutes, Certified Audit, Sanctions and Exclusions, Monitoring Engagement Letter, Monitoring Results/Follow Up Letter, Blank Monitoring Tool Template, Monitoring Tool, Corrective Action Plan, or Signed Monitoring Engagement Form.

- ii. Documents associated with a specific Visit will not be archived.
- b. *Search*: This field can be used to filter the *Results* grid down further by entering all or part of a word, date, or number.
- c. File Name: Clicking on the File Name will open the Document. If the Document is
 Restricted, only users with specific access to that Document will be able to open it.
- 5. Clicking Add Document will open the Upload Document pop-up.





Uploading a Document

Upload Document						
	Upload Date	Uplo	oaded By			
	Provider*	Facili	ty Name	-Select-	~	
		Progra	m Office	-Select-	~	
File Name * Browse	Description	Document* -Select- Type Document*		Document [*] Subtype	-Select-	
		Add Additional Docs	Save	Doc	Close	

1. Click Browse

to locate the desired file. The *Choose File to Upload* dialog box will then open:

Choose File to Upload			
← → × ↑ 🗦 > This PC		✓ ひ Search This PC	٩
Organize 🔻			?
✓ 🔄 This PC	▲ V Folders (6)		^
> 🚡 Desktop > 📴 Documents	Desktop	Documents	
A Downloads Music Description	Downloads	Music	
 > Pictures > Pictures > Videos > Uindows (C:) 	Pictures	Videos	
	V Devices and drives (2) Windows (C.) 330 GB free of 471 GB	S3.6 GB free of 119 GB	
File <u>n</u> ame:		All Files (*.*) Qpen Cance	

2. Navigate to the desired file and click on the file to select it.

Choose File to Upload				×
\leftarrow \rightarrow \checkmark \uparrow 🚡 \diamond This PC \diamond Desktop	~ Ū	Search Desktop		٩
Organize Vew folder		E •	· 🔳	?
 This PC Desktop Documents Downloads Music Pictures Videos Windows (C.) 				
File pame: Document to Upload.pdf	~	All Files (*.*) Qpen	Cancel	~

- a. Click Open to choose the selected file for upload.
- b. Clicking **Cancel** will close the *Choose File to Upload* dialog box without selecting a file.





3. Completing the *Upload Document* pop-up:

Upload Document	
A Upload Date	Uploaded By
Provider*	Facility Name -Select-
	Program Office -Select-
File Name * C Description D Document to Upload.pr Browse	Document [*] -Select- Type Subtype
6	Document* G Restricted Date Document
	Add Additional Docs Save Close

- a. *Upload Date* and *Uploaded By*: These fields are read-only and default to the date that the file was uploaded and the name of the logged-in user.
- b. *Provider*: This field is read-only and shows the logged-in user's Provider name.

Facility Name: If applicable, select the name of the facility from the drop-down. This dropdown will display the facilities associated with the selected provider.

Program Office: If applicable, select the Program Office from the drop-down.

- c. *File Name*: The name of the selected file will be displayed automatically in this field.
- d. *Description*: Enter a brief description of the file that is being uploaded.
- e. *Document Type* and *Document Subtype*: Select the type of Document from the drop-down. The subtype options will update based on the *Document Type* selected. Select the *Document Subtype* from that drop-down.
- f. *Document Date*: Enter the applicable date for the Document. For example: If a letter was sent to the provider on 03/01/2018 that date could be used as the Document Date.







g. *Restricted Document*: If access to this Document should be restricted check the Restricted *Document* checkbox. For more information on when to use this checkbox and who can access restricted Documents, hover the cursor over the Information Icon [].



Restricted Documents will be identified with a red asterisk on each side. Example: * File Name *

h. Deleting a file: To remove a file from the *Upload Document* pop-up, click the Delete Icon [III] below the *Document Subtype* drop-down. A *Confirm Delete* pop-up will appear:





i.

DEPARTMENT OF HUMAN SERVICES Allegheny County, Pennsylvania

Save



Add Additional Docs

, and

Close

:

1. Users can upload up to 6 Documents at a time in the *Upload Document* pop-up. To add more documents, click Add Additional Docs. The *Upload Document* pop-up will expand with additional document slots:

oad Document								
	Upload Date]	Uploaded By]	
	Provider* -S	elect- 🗸	Ĵ	Facility Name	-Select-	~		
				Program Office	-Select-	V		
File Name *	Description		Document*			Document		
Browse			Туре	-Select-	\checkmark	Subtype	-Select-	~
			Document [*] Date				estricted 🥡	Û
File Name *	Description		Document*			Document		
Browse			Туре	-Select-	\checkmark	Subtype	-Select-	~
			Document [*] Date				estricted 🥡 ocument	۵
File Name *	Description		Document			Document		
browse			Туре	-Select-		Subtype	-Select-	
			Document [°] Date				estricted 🥡 ocument	Û
File Name * Browse	Description		Document	Calast		Document	Calast	
			Туре	-Select-	•	Subtype	-select-	
			Document				ocument 🥡	Ū
File Name * Browse	Description		Document*	Select		Document	Select	
			Type			Subtype	estricted	
			Document			D	ocument 🥖	T
File Name * Browse	Description		Document	-Select-	\checkmark	Document	-Select-	V
			Type			Subtype	estricted 👝	-
			Date			D	ocument 🤍	W
		Add Add	itional Docs	Save	2	Clo	se	

2. Repeat the upload process for each additional Document. Then click save all of the uploaded files.

3. Clicking **Close** will close the pop-up without saving any of the uploaded files.

Save

to





Visit Details Screen

This screen displays scheduled or completed Monitor Visits. Users can also view or add documents to these visits.

Navigation
Click on the Visit Details tab to bring the Visit Details screen into focus. The tab will turn blue to show that it has been selected:
Reviewing the Visit Details screen
Facility Name
Mercy Life Center MBH - DAS
Eneral Information
Visit Details
Visit Start Date Visit End Date Search Search
visit Date status provider Mercy Life Center MBH - KDTEST2 Adult Mental Health Behavioral
6/14/2017 Scheduled Corporation DAS KDTEST2 Services Health
Show 10 v entries First Previous 1 Next Last

- 1. *Visit Start Date* and *Visit End Date*: Entering a date range allows the grid to be filtered down to a specific time period.
 - a. Click Search to filter the grid.
 - b. Selecting a specific facility from the *Facility Name* drop-down at the top of the screen will automatically filter the grid to display only the Visits for the selected facility.
- 2. *Search*: This field can be used to filter the *Visit Details* grid down further by entering all or part of a word, date, or number.





- 3. Uploading Documents associated to a specific Visit:
 - a. Locate the desired Visit and click the Upload Visit Documents icon []] on that Visit's line in the grid. This will open the *Upload Document* pop-up.
 - b. Note that the *Facility Name* and *Program Office* will become read-only fields containing the Facility Name and/or Program Office that the Contract Monitor entered when the Visit was documented.

Upload Document			
	Upload Date	Uploaded By	
	Provider*	Facility Name	
		Program Office	
File Name * Browse	Description	Document* Type -Select-	Document* -Select-
11		Document* Date	Restricted Document
		Add Additional Docs Save	e Close

- c. Complete the *Upload Document* pop-up to attach your Document(s) to the selected Visit.
 (See <u>Page 14</u> of this guide for detailed instructions.)
- 4. Viewing Documents associated to a specific Visit:
 - a. Locate the desired Visit and click the Visit Documents icon [🗂] on that Visit's line in the grid. This will open the *Visit Documents* pop-up.

				Searc	h :	
Uploaded Date	🛓 File Name	A Description	A Document Date	Document Subtype	Uploaded By	A Documenti
4/25/2018	*Confidential Inform on.pdf*	Client Critical Incident	4/2/2018	Critical/unusu al Incident Re porting		Provider

- b. Clicking on the *File Name* of the desired Document in the *Visit Documents* grid will open the Document. Reminder: Restricted Documents will be identified with a red asterisk on each side. For example: * File Name *
- c. Click **Close** to close the pop-up.







Monitor Information Screen

This screen displays the name and email address of Contract Monitors who have scheduled upcoming Visits or recently completed Visits with the Provider. The most recent visit date and the DHS Office are also included.

Navigation

Click on the Monitor Information tab to bring the Monitor Information screen into focus.

The tab will turn blue to show that it has been selected:

Reviewing the Contract Monitor's Information screen

orporation	ir		Facility Name -Select-				~
S= General Information	eDocuments		Visit Details			Information	
~~/			11				
ontract Monito	r's Information		11		2 Search :		
Contract Monitor's Name	Most Recent Visit Date	A DHS Office	11	Email Address	2 Search :		
Contract Monitor's Name Martin Monitor	Most Recent Visit Date 6/15/2017	DHS Office Children, You	Ith and Families	↓ Email Address Martin.Monite	2 Search : 3	8562563593	

- 1. *Facility Name*: Selecting a specific facility from the *Facility Name* drop-down at the top of the screen will automatically filter the grid to display only the Monitors with Visits to the selected facility.
- 2. *Search*: This field can be used to filter the *Contract Monitor's Information* grid down further by entering all or part of a word, date, or number.
- 3. *Email Address*: This column displays the work email address(es) for the Monitor(s) listed in the grid.

For more information...

For assistance, please contact your Application Specialists first at: <u>DHSMonitoring@AlleghenyCounty.US</u> The Allegheny County Service Desk at <u>ServiceDesk@AlleghenyCounty.US</u> or call 412-350-HELP (4 3 5 7). 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: <u>http://s3.amazonaws.com/dhs-application-support/index.htm</u>





Document Categories and File Names

Below are document definitions for upload into the Integrated Monitoring Tool (IMT). The types of documents to be uploaded into IMT were selected through a review of monitoring practices across DHS and the identification of common documents. If there are documents pertinent to monitoring that are not included in the below categories, please email the category to DHSMonitoring@AlleghenyCounty.US DHS will keep record of recommendations and add options to the system when appropriate and allowable. An "Other" category was not included because it can lead to poor organization and duplication.

Document Categories and Definitions

> Administration and Personnel

- Board Minutes: An agencies board meeting minutes guide financial and organizational goals and provide a description of key discussion points.
- Certified Audit: Required to be completed annually by organizations under certain funding and service categories.
- Fire safety documentation: Documentation reporting fire safety, signage, training, drills.
 Typically associated with residential facilities.
- Job Description/qualification: Description of job requirements and duties of a specific job position, including outlining required qualifications to hold the position.
- Letter(s) of Agreement: A letter outlining an agreement to provide/receive goods and services.
- Mission and Values: *Outlines the aims and goals of the organization.*
- Training Curriculum(s): An overview of the training content provided to employees discharging services.
- Licensure and Accreditation: Authorization by a licensing/regulatory body for an agency/program to provide services in a defined area.

> Policy and Procedure

- Confidentiality Policy/statement: Outlines an agencies policy to protect consumer/agency information from disclosure to non-authorized parties.
- Conflict of Interest Policy/procedure(s): Outlines an agencies policy of disclosing, documenting and handling conflict of interests.
- Consumer Grievance Policy/procedure(s): Outlines how an agency handles and responds to consumer appeals and complaints.
- Intake/termination policy/procedure(s):
 - Intake policy and procedures outlines how an agency handles, prioritizes and assigns consumer intake.
 - Termination policy outlines termination of services to those absent and noncompliant with services.



- Emergency disaster/continuation of operation plans: Outlines how an agency will prepare and respond to emergent situations and continue to provide services in an emergent situation.
- Fraud, Waste and Abuse Policy/procedure(s): Outlines how an agency identifies, handles and eliminates fraud, waste and abuse of public funds and resources.
- Quality Assurance Policy/procedure(s): Outlines how an agency will ensure quality service delivery and billing services.

> Monitoring

- Monitoring Notification Letter: Letter from the Department of Human Services (DHS) program office scheduling a monitoring visit.
- Monitoring Results/Follow-up Letter: Letter from the Department of Human Services (DHS) reporting the outcome of a visit and any required next steps.
- Blank Monitoring Tool Template: A blank monitoring tool that will be used during monitoring to assess the provider. Alternatively, a list of requirements and benchmarks against which the provider will be evaluated.
- Completed Monitoring Tool: The completed monitoring tool used at the monitoring visit to assess the provider's performance.
- Corrective Action Plan: Provider plan to correct deficiencies identified from a monitoring visit.
- Signed Monitoring Engagement Form: Form identifying a monitoring visit has been conducted, including a monitoring visit debrief.

Naming Files for Upload

- Saving a Document: When saving a document, you should include the Provider Agency Name and Document type at minimum. When the document is specific to a service area, location or time range, those details should be included as well. Examples are below, the format is not required, the important thing is to label them:
 - Acme_Board Minutes_2017: This document name would be used for saving a PDF of Acme's board minutes from 2017.
 - Acme_Quality Assurance Policy: This document name would be used for Acme's Quality Assurance Policy.
 - Acme-Monitoring Notification Letter-After School 1.15.17: This document name would identify the notification letter for a visit to an Acme after school program on January 15th, 2017.
 - Documents like this, specific to a visit should be attached to that visit
- Description: Additional details about the scope of the document if it is not clear based on the file name and type. For example, when uploading job descriptions, the file name may be "Acme Job Descriptions 2017" and the description could be "Service Coordinator, Program lead, and Education Liaison job descriptions".
- Document Date: This is the date the document was finalized, or the closest estimation. For example, when uploaded the completed monitoring tool from a visit, the date would probably be the date the final results were approved and sent to the agency.