

Difficulty of Care (DOC)

Reference: Noreen Koch-Myer

Training Goal:

SSIS users will be able to perform DOC functions on SSIS.

Training Objectives:

At the end of this section, students will be able to:

- Navigate to the DOC treeview node and screen.
- Enter a DOC record.
- Create the Initial DOC Assessment Notice document.
- Create the Initial Foster Care Payment Notice.
- Create the Reassessment Notice document.

Resources:

Difficulty of Care Assessment Schedule (also available on SSIS)

<http://edocs.dhs.state.mn.us/lfservlet/Legacy/DHS-2834-ENG>

Chronology module

http://www.dhs.state.mn.us/main/groups/county_access/documents/pub/dhs_id_008059.pdf

Minnesota Statutes, Laws, Rules

<http://www.leg.state.mn.us/leg/statutes.asp> (Home Page)

<http://www.revisor.leg.state.mn.us/arule/9560/> (Chapter 9560)

<http://www.revisor.leg.state.mn.us/arule/9560/0665.html> (9560.0665, subpart 4 and 5)

Cues to assist you in the module:



= User to perform an action



= Warning



= Best Practice



= Hint



= Refer to a module or handout for more information



= Policy

Graphics

DOC Assessment

Instructions

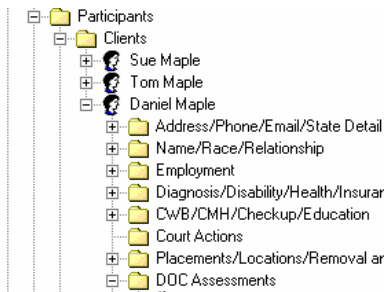
A DOC (Difficulty of Care) Assessment must be addressed for each child who is placed in a licensed family foster home or group family foster home. The Department of Human Services recommends the worker complete the assessment to determine the initial DOC daily rate within thirty days of the child's placement in foster care.

The DOC Assessment records the child's level of care difficulty while in placement. Payments to the provider are made for children with mental, physical or emotional handicaps who require additional supervision or assistance in behavior management, activities of daily living, management of medical problems or interaction with the natural parents and community.

The level of additional supervision or assistance required for each child is determined by using the Difficulty of Care Assessment Schedule. Based on the child's age and the DOC total points determined from the DOC Assessment Schedule, a daily provider payment rate is determined. The DOC payment rate is included in the basic maintenance payment rate to the foster care provider or licensing agency responsible for the provider.

The Difficulty of Care Assessment Schedule includes the factor list for each DOC level and is available on SSIS at the DOC screen or the Help Menu.

Graphics Treeview- DOC Assessments Folder



Instructions

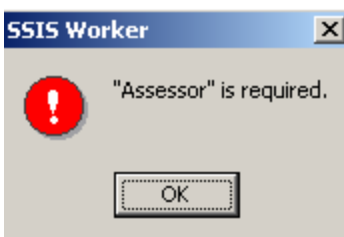


Expand the appropriate Client node, select the DOC Assessments folder, click **Action**, **New DOC Assessment**.

DOC Assessment Screen

Assessment d...	Effective date	Assessor	DOC level	DOC Points
<div style="border: 1px solid gray; padding: 5px;"> <p>DOC Assessment</p> <p>Assessment date: <input type="text"/></p> <p>Effective date: <input type="text"/></p> <p>Assessor: <input type="text"/></p> <p>DOC points: <input type="text"/></p> <p>DOC level: <input type="text"/></p> <p>Describe behaviors and conditions: <input type="text"/></p> </div>				
<input type="button" value="Action"/>				

SSIS Worker Message



The DOC Assessment grid and screen displays. All the fields on the screen, except the **Describe behaviors and conditions** field, are required entry fields for completion. An attempt to save the record without completing a required field results in display of an SSIS Worker message. The message states the field(s) required for completion in order to save the record.

Graphics

Assessment Date Field



Assessment date: 12/07/2004

Instructions

Business Rule



Assessment date: 10/13/2004

The **Assessment date** drop-down field displays the Date picker. Select the date of the DOC assessment. The assessment date can not be a future date. When a future date is selected and upon moving to another field, a red squiggle line displays under the Assessment date field indicating a business rule is broken. By placing the cursor on the red squiggle line, a message displays stating, “*Assessment date can not be a future date.*” Enter a current or past date and tab out of the field to eliminate the red squiggle line and satisfy the business rule.



Select a current or past date of your choosing.

Effective Date Field



Effective date: 12/01/2004

The **Effective date** drop-down field displays the Date picker. Select the date the DOC payment rate is effective.



Select a date of your choosing.

Graphics Assessor Field

Instructions

Assessor:

The **Assessor** drop-down field displays a list of workers entered in Security Administration. Select the name of the worker who completed the assessment.



Select your worker name.

DOC Points Field

DOC points:

The **DOC points** field contains an up arrow and a down arrow to select points from 1 to 225. Or, type points directly into the field.

“0” DOC Points and DOC Level Fields

DOC points:

DOC level:


The DOC also records zero (0) points. Record “0” points to indicate the DOC was addressed for the child and no points were established. When selecting “0” points, the DOC level displays, **Level 0 - assessed (0 points)**.



Select or enter points of your choosing.

Graphics DOC Level Field

Instructions

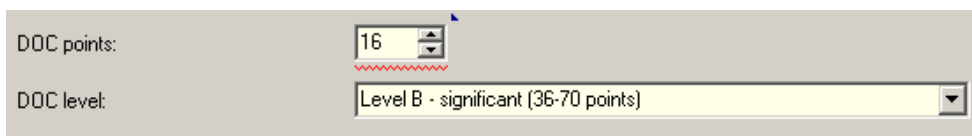


DOC level:

The **DOC level** drop-down field displays levels A – G and corresponding amount of additional child supervision or assistance and DOC point range for each level. When DOC points are selected and upon tabbing out of the field, the DOC level field autofills the correct level based on entered points.

No selection is needed on the **DOC level** field except when selecting Level G. Level G is above Level F and above the highest amount of DOC points that can be obtained (225 points). Level G requires no entry or selection of DOC points in the **DOC points** field and instead requires selection of Level G in the **DOC level** field.

Business Rule



DOC points:
 DOC level:

When selecting a DOC level that does not correspond with the selected DOC points, a business rule displays under the **DOC points** field stating, “*DOC Points’ must fall within the range for ‘DOC Level’.*” Select the DOC points for the level desired.

Graphics

Context Sensitive Help

[DOC level:](#)

Instructions

Click on the blue highlighted text on the **DOC level** field to open the context-sensitive help for DOC and obtain the criteria for DOC points and level from the Difficulty of Care Assessment Schedule.

Access the DOC help information from the Help main menu via the following methods:

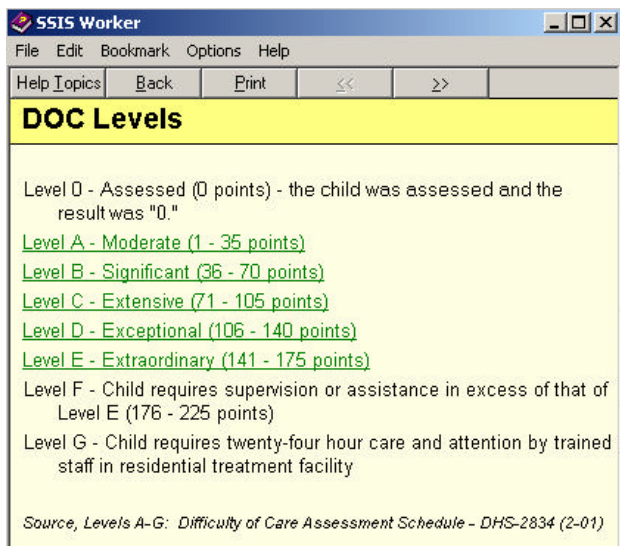
1. Select Contents. From the Contents tab scroll down and select **Placement**, click the **Open** button, select **DOC Level**, and click the **Display** button, or
2. Select Contents. Select the Index tab, enter “*DOC*” and select **DOC**, or
3. Select Contents. Select the Find tab, click **Next** to finish the wizard set up if not already completed, enter “*DOC*” in **field 1**, select **DOC** and click the **Display** button.



*Click the blue highlighted text on the **DOC level** field to open context-sensitive help.*

The DOC Levels display.

DOC Levels



Graphics

Instructions



Click on **Level A** to display the criteria for that level.

The DOC Level criteria or factor list displays.

Criteria are organized under categories, including Behavioral, Medical, Activities of daily living and Community.

DOC Level

DOC Level A - Moderate (1 - 35 points)

Behavioral

- Dependency, passivity, or lack of responsiveness and ability to relate to others
- Abnormal seeking of affection or attention
- Problems with separation from the natural parents or attachment to the foster parents
- Psychosomatic complaints
- Night terrors
- Stress reactions such as minor destructiveness
- Chemical abuse
- Immaturity or poor social skills
- Problems with authority figures

[Level B](#)

At each category under the displayed level the adjacent level category criteria can be selected for display comparison. For example, when displaying DOC Level A, Behavioral category, Level B's Behavioral category can be selected for comparison. Workers can compare criteria when making decisions between juxtapose levels.

Levels B - D allow comparison of levels above and below the selected level.

Level E allows comparison with Level D for categories Behavioral and Medical as these are the only two categories under Level E.

Level F does not display comparison levels and selection of this level indicates the child requires supervision or assistance in excess of Level E.

Graphics

Instructions

Level G does not display comparison levels and selection of this level indicates the child requires 24-hour care and attention by trained staff in a residential treatment facility.

DOC Level Display Comparison

DOC Level A - Moderate (1 - 35 points)

Behavioral


- Dependency, passivity, or lack of responsiveness and ability to relate to others
- Abnormal seeking of affection or attention
- Problems with separation from the natural parents or attachment to the foster parents
- Psychosomatic complaints
- Night terrors
- Stress reactions such as minor destructiveness
- Chemical abuse
- Immaturity or poor social skills
- Problems with authority figures

Level B

Level B - Behavioral

- Need for a structured behavioral program
- Difficulty with peers
- Lack of verbal responsiveness
- Fear of or hostility to adults or authority figures
- Infrequent running away overnight
- Lying or stealing
- Chemical abuse
- Expression of suicidal thoughts or gestures



Select Level B under a category to display factors for Level B and compare the criteria between Level A and Level B. Click somewhere out of the comparison level pop-up screen to close the screen. Click the top  button on the SSIS Worker screen to close the screen.

Graphics Instructions Describe Behaviors and Conditions Field

Describe behaviors and conditions:

The **Describe behaviors and conditions** field is a 100 character, alpha-numeric entry field to enter supporting documentation regarding the selected points and level.



*Enter your comments and click the **Save** button.*

DOC Assessment Node

A DOC Assessment node displays under the DOC Assessments folder.



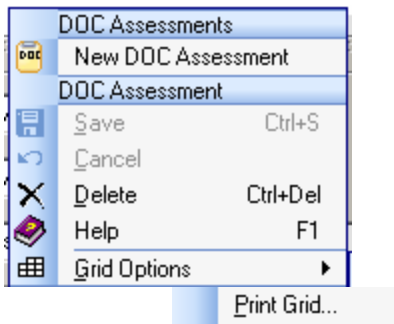
Grid

Assessment date	Effective date	Assessor	DOC level	DOC Points
10/12/2004	10/01/2004	Koch-Myer, Noreen	Level A - moderate (1-35 po...	25

The grid defaults display the following columns with information:

- Assessment date
- Effective date
- Assessor
- DOC level
- DOC Points.

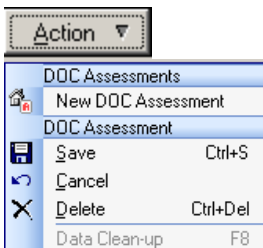
Graphics Print Grid



Instructions

Right-click in the DOC grid and select **Grid Options**, **Print Grid** to print the DOC Assessment(s) completed.

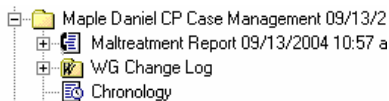
Action Button



Edit a record by selecting the record in the grid or the DOC Assessment node in the treeview and make the necessary changes on the record.

Delete a record by selecting the record in the grid or the DOC Assessment node in the treeview and select **Action, Delete**.

Chronology Node



The Initial DOC Assessment Notice; Initial Foster Care Payment Notice; and DOC Reassessment Notice are located in Chronology as documents. To create the Initial DOC Assessment Notice select the Chronology node in the treeview, select **Action, New Document**.



*From the Chronology node, select **Action, New Document**.*

Graphics Instructions

New Document Screen- Top Section

The screenshot shows a window titled "New Document". At the top, it displays the text "Maple Sue 114982588: Maple Daniel CP Case Management 09/13/2004". Below this, there are several form fields:

- Author:** A drop-down menu with "Noreen Koch-Myer" selected.
- Professional Title:** A drop-down menu.
- Date:** A drop-down menu with "10/13/2004 01:16 PM" selected.
- Document Category:** A drop-down menu.
- Document Name:** A drop-down menu.
- Comments/description:** A text input field.

The top half of the entry screen displays the following fields:

- **New Document:** displays on the title bar
- **Case name, SSIS Case number, workgroup name and date autofill**
- **Author:** drop-down field displays the logged on worker name
- **Professional Title:** drop-down list displays the worker titles used in social services
- **Date:** defaults to today's date and can be changed to indicate a different date
- **Document Category:** drop-down list displays categories. Some options include Undefined; Letters and Notices; State General Letters/Notices; Other; County General Letters/Notices. Each category contains specific documents.
- **Document Name:** once a Document Category is selected, the Document Name drop-down list is filtered to reflect the document choices available for the selected category.
- **Comments/description:** sixty character, alphanumeric entry field to enter further description or information.

Graphics

Instructions



Select the following on the top half of the screen:

- *Author: your login name*
- *Professional Title: a selection of your choice*
- *Date: today's date*
- *Document Category: State: Placement*
- *Document Name: Initial Difficulty of Care (DOC) Assessment Notice.*

New Document Screen- Bottom Section

Document Information

Child Title

Addressee: Title:

Address:

City, State, Zip:

Contacting Worker:

Open Document Cancel

The bottom half of the screen displays a section on Document Information.

This section displays fields that change depending on the document selected from the field on the top section of the document entry screen.

When a drop-down field displays no choices, the information has not been entered into SSIS. To ensure this feature is effective, all relevant information needs to be entered in SSIS before creating a document. However, a worker can also enter text directly into these fields on the Document Information section.

Graphics

Instructions

When the Document Information section is complete, the **Open Document** button is enabled. Click the **Open Document** button to display the document screen for review. Click **Cancel** to exit the screen.



*Complete the fields on the bottom half of the entry screen with drop-down field selections or entries of your choice. Click the **Open Document** button.*

Initial DOC Assessment Notice Document

10/14/2004

addressee
address
city state zip

Re: child

Dear addressee:

The agency completed the difficulty of care (DOC) assessment for child on DATE OF INITIAL DOC ASSESSMENT. child was assigned a DOC rating of NUMBER OF POINTS points that corresponds to \$DOLLAR VALUE per day.

The reason for this rating is REASON FOR RATING. This rating was determined (LIST METHOD USED TO DETERMINE RATING) (AS SHOWN IN THE ATTACHED COPY OF THE DOC ASSESSMENT INSTRUMENT). The legal authority for this rating is based on Minnesota Statute, Section 256.82, subdivisions 3 and 4.

According to Minnesota Rules 9560.0650, Subpart 6, "The agency shall reassess a child":

- A. At the end of 12 months;
- B. At the request of a foster parent;
- C. When a child is placed in a different facility, or
- D. If a child's level of need changes.

To seek a reassessment, please contact worker at worker.

If you seek reassessment and disagree with the reassessed DOC rating, you will have the right to seek a fair hearing review of the reassessment from the Minnesota Department of Human Services.

Sincerely,

Noreen Koch-Myer

This information is available in other forms to people with disabilities by contacting us at (651) 282-5329 (voice). TTY/TDD users can call the Minnesota Relay at 711 or (800) 627-3529. For the Speech-to-Speech Relay, call (877) 627-3848.

Graphics

Instruction

The Document screen displays an embedded word processor. There are places in the document where additional information is needed. These areas display text in capitol letters. The text in capitol letters is replaced with the worker's wording to fit the client. Some fields autofill with information entered in SSIS, such as client name and address.

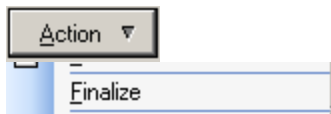


Hint: All documents have been reviewed and approved by the Attorney General's Office. The Attorney General checks for statutory references and readability. The original text should not be altered, only the text in capitol letters. Be sure to carefully review the entire document before sending it to a client or contact.



*Make any necessary entries in the document and click the toolbar **Save** button to save the document.*

Action Button



Finalize the document by selecting the document in the grid and click **Action, Finalize**. A finalized document can be viewed and printed. It can not be edited or deleted. All documents are finalized by the system upon close of a workgroup.



Refer to the Chronology module on the CountyLink website for more information regarding documents and grid display.

Graphics

Initial Foster Care Payment Notice Document

Instruction

To access the Initial Foster Care Payment Notice select the Chronology node, click **Action, New Document**.



1. From the Chronology node, select **Action, New Document**.
2. Complete the top half of the screen with your selections for **Author, Title and Date**.
3. **Document Category: State: Placement**
4. **Document Name: Initial Foster Care Payment Notice**
5. Complete the bottom half of the screen with entries of your choice.
6. Click the **Open Document** button.
7. Review and close the document.

The DOC Daily Rate must be reassessed:

- At the end of twelve months in the same placement
- At the request of a foster parent
- When a child is placed in a different facility; or
- If a child's level of need changes.

First complete and save a new DOC assessment record in SSIS, then send out the DOC Reassessment Notice.

Graphics

DOC Reassessment Notice Document

Instruction

To access the DOC Reassessment Notice select the Chronology node, click **Action, New Document**.



1. From the Chronology node, select **Action, New Document**.
2. Complete the top half of the screen with your selections for **Author, Title and Date**.
3. **Document Category: State: Placement**
4. **Document Name: DOC Reassessment Notice**
5. Complete the bottom half of the screen with entries of your choice.
6. Click the **Open Document** button.
7. Review and close the document.



Policy: Minnesota Rules, Chapter 9560 parts 9560.0665, subparts 4 and 5 require the county to give a child's foster care provider a written notice of the initial DOC assessment and reassessment.



Refer to the website Minnesota Statutes, Laws, Rules

<http://www.leg.state.mn.us/leg/statutes.asp> (Home Page)

<http://www.revisor.leg.state.mn.us/arule/9560/> (Chapter 9560)

<http://www.revisor.leg.state.mn.us/arule/9560/0665.html> (9560.0665, subpart 4 and 5)

A DOC report is to be available in the future. The DOC report may include data such as, a listing all the DOC's for children in placement, including the amount of points assigned and the effective date of the DOC's; and information on children in placement over 30 days without entered DOC points.