TCM CSR  
(Targeted Case Management Client Summary Report)

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TCM CSR Report (Targeted Case Management Client Statistical Report) Overview

TCM CSR (Targeted Case Management Client Statistical Report) Report provides quarterly counts of the number of clients receiving case management services to DHS Financial Operations Division (FOD) to use in rate setting. Counts for both the current quarter and the prior quarter are included on the TCM CSR.

The primary objectives of the TCM CSR report are to:

- Provide error reports to allow the county to detect errors in the underlying data used to produce the report.
- Calculate monthly unduplicated client counts for the current quarter and the previous quarter (which is needed to allow for late time reports) for:
  - Adult Rule 79 (MH) and VA/DD TCM
  - Children’s Rule 79 (MH) TCM
  - CW – TCM.
- Summarize this information in the format designated by DHS Financial Operations Division and make it available to them.
- Provide listings of clients included in system calculated counts.
- Provide proofing reports to allow the county to identify questionable or missing items in the underlying data used to produce the report.
- Provide listings of clients receiving services from RTC staff for which the county producing the report is not the host county.
- These listings are sorted by the host county of the RTC staff and are distributed to the host counties.
- In order for the clients to be reported on the RTC report, the staff worker providing the service must be set up as an RTC employee in the Security Admin program.
- Allow for adjusting entry of client counts from external sources. These counts would be determined from the detail client list received from other counties, along with other county determined sources, e.g., county mental health centers, or adults who are not entered into SSIS.
- Store above client detail and counts and make it available for viewing.
- Keep client detail and counts for at least a year to allow for resubmission.

This report must be submitted within 30 days of the end of each quarter. After submission, counties have a year from that time to make changes and resubmit the information, although resubmission of data is a rare event. The method of resubmission will be electronic and transferred from each county to Financial Operations using files stored on the SWNDX server.
Security

Security functions assigned to Roles in SSIS Admin determine which workers may view, create, edit, run proofing, finalize, submit, and delete TCM CSR Reports. The functions are:

- Fiscal Default Activities – View only
- Create TCM CSR Report – Create, edit, run proofing, delete and finalize the report.
- Submit TCM CSR Report – Submit the report to Financial Operations Division.

TCM CSR Report Retention

A finalized or submitted TCM CSR Report must be minimally retained for two years. There is no maximum retention period specified.

Report Header

<table>
<thead>
<tr>
<th>Report type: TCM CSR</th>
<th>Generated date: 06/10/2011 1:48:17 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year: 2011</td>
<td>Period: Q2 (Apr 1 - Jun 30)</td>
</tr>
<tr>
<td>Status: Draft</td>
<td>Status Date: 06/10/2011 1:17:32 PM</td>
</tr>
</tbody>
</table>

The State Report screen uses the standard Tree View and grid layout used throughout SSIS. It allows you to generate and submit these reports, complete proofing from the tabs for the individual reports, and create revised reports if needed/requested after submission.

The State Report Header displays for every state report in SSIS. It is the top part of the report screen and it contains the header information for the report. For example, the type of report, year, period, status, etc. It also displays the Generate button. Once the Generate button is clicked, information displays in the report tabs below the header. The report tabs displayed are specific to the state report and can include detail and summary information created when the Generate button was clicked, data entry screens, and proofing tabs.

Print Report

Printing is enabled on every grid within the CMHRS report.

References:

- Customize Grids in SSIS Module
- Print Options for Grids and Grid Reports Job Aid.
Step-by-Step Navigation

View TCM CSR Reports

To Access TCM CSR Reports:

1. Click on State Reports from the Task Panel and select TCM CSR Report.

OR

2. Click on Searches/Logs from the Windows toolbar, select State Reports, then select TCM CSR Report.
TCM CSR Report

To View TCM CSR Report:

Double-click the Report in the grid to view the complete quarterly report.

The TCM CSR Report main screen includes:

- Grid
- Detail panel
- Report Header
- TCM CSR Statistics tab
- Client Summary tab
- Adjustments tab
- RTC tab
- Time Proofing tab.
Hints:
- Agencies should regularly generate and proof state reports to correct errors.
- SSIS recommends that counties regularly review the proofing tabs substantially before the due date of the report.
- Submission to DHS should be done by only one person in each agency.
- You can generate a report, if you have the correct security functions assigned to your role, to include all previously generated and corrected records.

TCM CSR Report Process

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Alternative Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create TCM CSR Report</td>
<td>Select &quot;New TCM CSR Report&quot; and enter the information on the report header, such as the report dates and contact information.</td>
<td></td>
</tr>
<tr>
<td>Generate TCM CSR Report</td>
<td>Select &quot;Generate&quot; to create the TCM CSR report based on the Reporting Period on the header.</td>
<td>Generate multiple times as needed to correct any errors.</td>
</tr>
<tr>
<td>Client Summary</td>
<td>List of clients included in the client statistic calculation and the month in which they are counted for current and previous quarters</td>
<td>Use this tab as a proofing tab.</td>
</tr>
<tr>
<td>RTC</td>
<td>List of clients for RTC workers from another host agency</td>
<td>The format is similar to the Client Summary tab, but is grouped by host county.</td>
</tr>
<tr>
<td>Time Proofing</td>
<td>List of time records with Errors that are excluded from the client counts.</td>
<td>Users can run proofing for one error category at a time or in any combination.</td>
</tr>
<tr>
<td></td>
<td>Print and send the Time Proofing grid to workers to correct any errors.</td>
<td>Users are not required to run proofing to submit the report but FOD may reject the report.</td>
</tr>
<tr>
<td>Review &amp; Correct Errors</td>
<td>Review records with errors preventing the record from being included in the report and warnings that indicate information about the client or the Time Record may be incorrect. Make changes to incorrect information.</td>
<td><strong>Hint:</strong> The report must be re-generated to include corrections other users have made.</td>
</tr>
<tr>
<td>Step</td>
<td>Description</td>
<td>Alternative Course</td>
</tr>
<tr>
<td>--------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Adjustments</td>
<td>Manual input of additional client counts for Adult Mental Health and VA/DD for current and previous quarters</td>
<td><strong>Hint:</strong> Use the RTC printed reports your agency may receive from other counties or tribes.</td>
</tr>
<tr>
<td>Regenerate Report</td>
<td>Regenerate the report after making all changes.</td>
<td><strong>Hint:</strong> The report must be regenerated to include corrections users have made.</td>
</tr>
<tr>
<td>TCM CSR Statistics Tab</td>
<td>Displays the unduplicated count of clients receiving case management services by agency staff.</td>
<td>This is the information that is submitted to the state.</td>
</tr>
<tr>
<td>Finalize Report</td>
<td>On the &quot;Action&quot; menu, select &quot;Finalize.&quot;</td>
<td>To make changes or regenerate the report after it has been finalized, select the &quot;Return to Draft&quot; menu action.</td>
</tr>
<tr>
<td>Submit Report</td>
<td>On the &quot;Action&quot; menu, select &quot;Submit TCM CSR to State.&quot;</td>
<td></td>
</tr>
<tr>
<td>Resubmit Report</td>
<td>If you need to edit a report that has already been submitted to the state (FOD), you must create a revision.</td>
<td>Create a new TCM CSR report with the same report period to create a revision.</td>
</tr>
</tbody>
</table>

**Hints:**
- **SSIS displays three levels of information.** To view detail on any of the tabs you need to double-click the report you are working on in the TCM CSR Reports grid or select the report in the Tree View.
- Look for Index cards 📖 to display basic demographic information for that field.
New TCM CSR Report

To Create a New TCM CSR Report:

1. Access the Action menu and select New TCM CSR Report.
2. Report type is system generated to TCM CSR and is not editable.
3. Generate date is blank but autofills after the Generate button is clicked.
4. Enter the applicable Year. Current year autofills.
5. Select the report period for new report:
   - Q1 (Jan 1 – Mar 31)
   - Q2 (Apr 1 – Jun 20)
   - Q3 (Jul 1 – Sept 30)
   - Q4 (Oct 1 – Dec 31).
6. Revision defaults to 0 on an initial report.
   - Positive numbers denote reports made after the initial report.
   - Revised submission data is saved separately from the original submitted data.
7. Status displays as Draft and is not editable.
8. Status Date autofills the current date/time and is not editable.
9. Submitted by is system generated during submission steps.
10. County contact, enter a staff name. (required when finalizing)
11. Phone, enter the number for the County contact. (required when finalizing)
12. Click the Generate button and click OK on dialogue box.
   - Data may or may not be found.
13. The TCM CSR Report detail tabs display:
   - TCM CSR Statistics tab – Unduplicated client counts for both the previous and current quarters for Adult 79 and VA/DD Case Management, Child Rule 79 Case Management and Child Welfare Target Case Management
   - Client Summary tab – Displays the clients that are included in the TCM CSR unduplicated counts along with the clients that are not included in the counts because they received “Relocation Services” within the month/quarter of the time of service
   - Adjustments tab – You can enter the Regional Treatment Center (RTC) clients where your agency is the host county. Use the RTC reports you receive from other counties for Adult clients who have received case management services from county Mental Health Centers (MHC) or clients your agency has chosen not to enter in SSIS (adult clients).
- **RTC tab** - Provides a list of clients receiving services from RTC staff at your agency and a report to send to the host county of those clients. This tab is grouped by host county of the RTC staff.
- **Time Proofing tab** - Used to correct errors that prevent clients from being included in the TCM CSR Report along with warnings on information included in the report that may cause FOD to reject the report.

## TCM CSR Statistics Tab

<table>
<thead>
<tr>
<th>TCM CSR Statistics</th>
<th>Client Summary</th>
<th>Adjustments</th>
<th>RTC</th>
<th>Time Proofing</th>
</tr>
</thead>
</table>

### Previous Quarter Final

<table>
<thead>
<tr>
<th>Targeted Case Management</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>Calculated + Adjustments</th>
<th>Net</th>
</tr>
</thead>
<tbody>
<tr>
<td>PQ1. Adult Rule 79 and VA/DD Case Management</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PQ2. Children's Rule 79 Case Management</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PQ3. Child Welfare - Targeted Case Management</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Current Quarter

<table>
<thead>
<tr>
<th>Targeted Case Management</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>Calculated + Adjustments</th>
<th>Net</th>
</tr>
</thead>
<tbody>
<tr>
<td>CQ1. Adult Rule 79 and VA/DD Case Management</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CQ2. Children's Rule 79 Case Management</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CQ3. Child Welfare - Targeted Case Management</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Hint:** You cannot make changes on this tab. Use the Adjustments tab to add any adjustments.
Client Summary Tab

<table>
<thead>
<tr>
<th>SSIS Person #</th>
<th>Client Name</th>
<th>DOB</th>
<th>Line 1</th>
<th>Line 2</th>
<th>Line 3</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Month 1</td>
<td>Month 2</td>
<td>Month 1</td>
</tr>
<tr>
<td>210551541</td>
<td>Allen, Liby</td>
<td>07/10/1936</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>2007031938</td>
<td>Armstrong, Al</td>
<td>01/15/1998</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>210551541</td>
<td>Hansen, Gen</td>
<td>12/15/2004</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>210751194</td>
<td>Tom, Car, Jon</td>
<td>03/15/1986</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Hint: You cannot make changes on this tab.

Adjustments Tab

<table>
<thead>
<tr>
<th>#</th>
<th>Adjustment Type</th>
<th>Quarter</th>
<th>Month 1 Count</th>
<th>Month 2 Count</th>
<th>Month 3 Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>RTC</td>
<td>Previous quarter final</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td>RTC</td>
<td>Previous quarter final</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

To Enter a New Adjustment:

1. Access the Action menu and select New Adjustment.
2. Select the Adjustment type from the drop-down menu:
   - MHC – Mental Health Center (Adult count)
   - RTC – Regional Treatment Center
   - Other – Used to enter counts for adult clients not in SSIS.
3. Select Current or Previous Quarter.
4. Enter the number of the clients to adjust the report by in the corresponding month field.
5. Save.
Regional Treatment Center (RTC) Tab

<table>
<thead>
<tr>
<th>County</th>
<th>Client Name</th>
<th>DOB</th>
<th>SSN</th>
<th>PMI #</th>
<th>Year</th>
<th>Quarter</th>
<th>Month 1</th>
<th>Month 2</th>
<th>Month 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Douglas</td>
<td>Grump, Bubba</td>
<td>03/12/1956</td>
<td>-</td>
<td>-</td>
<td>2007</td>
<td>Previous</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Johnson, Jessie James</td>
<td>03/12/1967</td>
<td>-</td>
<td>-</td>
<td>2007</td>
<td>Previous</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Clinton</td>
<td>Dodge, Sybil</td>
<td>03/12/1978</td>
<td>-</td>
<td>-</td>
<td>2007</td>
<td>Previous</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Juddson, Jaziel</td>
<td>03/12/1972</td>
<td>-</td>
<td>-</td>
<td>2007</td>
<td>Previous</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Mowar, Jackson</td>
<td>04/12/1945</td>
<td>-</td>
<td>-</td>
<td>2007</td>
<td>Previous</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

To Identify a Staff Member as an RTC Employee in SSIS Admin:

1. Access SSIS Admin; from Lists select User Search and search for staff member.
2. Select State Employee in the Employee type drop-down menu.
3. Select Yes in the RTC employee option buttons.
4. Select the appropriate Host county from the drop-down menu.
5. Save.

Hint: To create a list of all RTC Employees in your agency follow steps below.

To Create the RTC Report:

1. On the RTC tab, click the Search button.
2. The results display in the RTC Grid.
3. Right-click on a column header and select Print Grid.
4. Mail report(s) to the appropriate host agency so staff can adjust their TCM CSR Report.
5. Click the Back arrow on the Tree View toolbar to return to the TCM CSR Report tabs.
The Time Proofing contains check boxes for including Client, MA Eligibility, and Supplemental Eligibility, Time Record, and Staff. You select one or more error categories and select Search to display records with the type of errors selected. Users can also select a date range to limit the number of time records that are displayed.

When the Search button is selected, the system displays a list of time records with proofing messages that meet the selected criteria. If more than one client is selected in the Regarding section of the Contact/Activity, the time record displays for each client.

**Hints:**
- Limit the time span to reduce the number of messages that display in subsequent months because you already corrected the errors or warnings in the first month.
- To edit a time record you must have the security function of “Enter another person’s time” assigned to your role in SSIS Admin.
To Correct TCM CSR Time Proofing Errors and Warnings:

1. Select a **time period** to review proofing messages.
2. Select the **type** of proofing message to display.
3. Click **Proofing message** on the Data Clean up tab.
   - Correct data as needed.
   OR
   - Contact the worker that may need to correct data.
   - Use the steps on the next page to create a report for the worker.

4. Click the **Back** Tree View button to return to Time Proofing tab.
5. Repeat for additional proofing messages.
6. Click **Search**.
7. View and correct any additional proofing messages that may display.
8. Click the **Generate** button on Report header to pull in additional clients based on changes made during the proofing process.

**Hint:** After updating client records or changing time records, the TCM CSR Report must be regenerated.

### TCM CSR Report Proofing Messages

<table>
<thead>
<tr>
<th>Error Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Client</strong></td>
<td>Estimated DOB</td>
</tr>
<tr>
<td></td>
<td>The age of the client is incorrect for the service provided; adult is</td>
</tr>
<tr>
<td></td>
<td>receiving child service.</td>
</tr>
<tr>
<td></td>
<td>The age of the client is incorrect for the service provided; child is</td>
</tr>
<tr>
<td></td>
<td>receiving adult service.</td>
</tr>
<tr>
<td><strong>MA Eligibility</strong></td>
<td>The client has Alternative Care eligibility.</td>
</tr>
<tr>
<td></td>
<td>The client has Waiver eligibility.</td>
</tr>
<tr>
<td><strong>Supplemental Eligibility</strong></td>
<td>There is no VA/DD or CW-TCM eligibility for service provided.</td>
</tr>
<tr>
<td><strong>Time Record</strong></td>
<td>The workgroup on the time record is incorrect for service provided.</td>
</tr>
<tr>
<td></td>
<td>The Duration for the client in the Regarding section of the Time record is</td>
</tr>
<tr>
<td></td>
<td>0.</td>
</tr>
<tr>
<td><strong>Staff</strong></td>
<td>The worker is an RTC worker providing a non-RTC type service.</td>
</tr>
<tr>
<td></td>
<td>Employee type (type) for the Worker (name) is excluded from the TCM-CSR.</td>
</tr>
</tbody>
</table>
**How to Create a Proofing Report by Worker and Client:**

1. **Right-click** on a **column header**. Select **View**, then select **Preview** from the grid options.

   ![Grid Options](image)

2. **Right-click** on column header. Select **Group By Box** from grid options.
3. Drag the **Worker** column into the Group By Box.
4. Drag the **Client Name** column into the Group By Box. **Expand** the rows to display on report for the worker.
5. **Right-click** on a column header and select **Print Grid** to print report for worker displaying all proofing messages for each client.

   ![Report Example](image)
Finalize TCM CSR Report

A TCM CSR Report in Draft status may be Finalized after proofing is complete. After clicking on the Yes button in the dialogue box, the Status displays as Finalized. The Generate button is now disabled.

Hint: Once a report is finalized, the Generate button is disabled.

To Finalize TCM CSR Report:

1. Access the Action menu from the Report and select **Finalize**.
2. Click **Yes** and the Status displays as **Finalized**.

Return Finalized Report to Draft Status

A finalized TCM CSR Report may be returned to draft status to enable the Generate button if needed. The report may be generated, replacing the existing results with new results. Proofing can be completed and the report finalized again. The assigned Create TCM CSR Report security function is required to enable Return to Draft.

To Return TCM CSR Report to Draft Status:

1. Access the Action menu from a Finalized report and select **Return to Draft**.
2. Click the **Yes** in the “Are you sure you want to set report status to Draft” dialog box.
3. Status field displays as **Draft** and the **Generate** button is enabled.
Submit TCM CSR Report to State
Submit TCM CSR to State is enabled on the Action menu when the current report status is Finalized.

To Submit TCM CSR Report to State:

1. Access the Action menu from a finalized Report and select Submit TCM CSR to State.
2. Click Yes in the “Are you sure you want to submit the TCM CSR Report?” dialogue box.
3. Click the OK button in “The TCM CSR Report was successfully submitted” Dialogue box.

Hint: If a report has been created in error or you need to delete a report, follow steps below:

To Delete a TCM CSR Report:

1. Select the applicable report in the grid.
2. Access the Action menu.
3. Select Delete. (Only available on draft reports)
4. Click Yes in the “Delete this TCM CSR Report?” dialog box.
5. TCM CSR Report no longer displays in the grid.
Resources:

**TCM-CSR Tips**
Fiscal Mentor Meeting, April 3, 2007

**TCM-CSR Presentation**
Fiscal Mentor Meeting, April 3, 2007

**TCM CSR Report Software Specification**