SECTION 1100

CAREGIVER ADVISORY SERVICES

SECTION 1100 INDEX

SECTION 1100: CAREGIVER ADVISORY SERVICES

1101:   Introduction

Caregiver Advisory service providers will be the only providers reporting Caregiver Advisory activities. Caregiver Advisory actitvitiess are defined as: counseling/ consultation; support groups; and, training/education. The following Caregiver Advisory activities must be reported in ClientTracker:

1.   **Caregiver Advisory - Caregiver**
2.   **Caregiver Advisory - GRG**

1102:   Caregiver Advisory

1102.1:   Caregiver Advisory - Caregiver

The client is the Caregiver receiving Caregiver Advisor consultation.

A.   Client Authorizations

In order to report the number of Caregivers who have received consultation, use the same process to authorize clients for other services. **CA-CGiver - Caregiver Advisory - Caregiver** is the code to select when registering/authorizing a person identified as a caregiver receiving Caregiver Advisor consultation.

If the Caregiver already exists in ClientTracker, you can authorize or re-authorize services for the Caregiver through the following functions:

1.   **Address Book**; *(See **Section 500 - Address Book**.)*
2.   **Client Information**; *(See **Section 900 - Client Information**.)*

If the Caregiver is not already in ClientTracker, you will need to register the Caregiver in ClientTracker before authorizing the service. In order to register the Caregiver, please see **Section 400** - **Register a New Client**.

Once Caregiver Advisory - Caregiver client authorizations have been entered per client for that particular month/quarter, you will need to compare your internal YTD totals with ClientTracker YTD totals. In order to do this comparison, see **Section 1400 - Quarterly ClientTracker Procedures** for **Caregiver Advisory Services.**

Updated: 9/2009

B.   **Service Units**

In order to report service units for **Caregiver Advisor - Caregiver**, use the **Client/Unit Bulk Data** process below.

1.   In ClientTracker, click on the **Enter Units/Bulk Data** tab.

2.   The **Enter Units by Person** page will appear.

3.   In the **Unit Entry Options** dialogue box choose the parameters (**site, service and month performed**). This search automatically defaults to show 20 clients per page.

4.   Click on the **Go!** button

5.   Below the Unit Entry Options dialogue box will appear the listing of the clients whose last name starts with an (A). Please remember that you can only enter units for clients that are already registered for that service.

6.   Enter the number of units for that Site/Service Month in the Sessions content box next to the appropriate client name.

7.   Once you have entered your data for that page, click **Save** button.

8.   At the bottom of the Enter Units by Persons page, the report will tell you what page you are on and the Total Records Found for that search. To view additional pages, type the page number you wish to review in the box next to Go To Page: or you can click on the ⌐ button in order to view additional pages. Click on the „ button to go to the last page of the report and click on the ƒ button to go to the first page of the report.

9.   To continue entering service units for specific clients for that service, click on the alphabet link matching the first letter of the client's last name below the Unit Entry Options dialogue box.

10.   Once **Caregiver Advisory - Caregiver** service units have been entered for each month for that particular quarter, you will need to compare month by month data from your internal data with ClientTracker data. In order to do this comparison, see **Section 1400 - Quarterly ClientTracker Procedures** for **Caregiver Advisory Services**.

1102.2:   <u>Caregiver Advisory-GRG</u>

The client is the Grandparent Raising Grandchildren (GRG) receiving Caregiver Advisor consultation.

A.   Client Authorizations

In order to report the number of GRGs who have received consultation, use the same process to authorize clients for other services. **CA-GRG - Caregiver Advisory - GRG** is the code to select when registering/authorizing a person identified as a Grandparent Raising Grandchildren receiving Caregiver Advisor consultation**.**

If the GRG already exists in ClientTracker, you can authorize or re-authorize services for the GRG through the following functions:

1.   **Address Book**; *(See Section 500 - Address Book.)*
2.   **Client Information**; *(See Section 900 - Client Information.)*

If the GRG is not already in ClientTracker, you will need to register the GRG in ClientTracker before authorizing the service. In order to register the GRG, please see **Section 400 - Register a New Client**.

Once Caregiver Advisory - GRG client authorizations have been entered per client for that particular quarter, you will need to compare your internal YTD totals with ClientTracker YTD totals. In order to do this comparison, see **Section 1400 - Quarterly ClientTracker Procedures** for **Caregiver Advisory Services**.

B.   Service Units

1.   In ClientTracker, click on the **Enter Units/Bulk Data** tab.

2.   The **Enter Units by Person** page will appear.

3.   In the **Unit Entry Options** dialogue box, In the **Unit Entry Options** dialogue box choose the parameters (**site, service and month performed**). This search automatically defaults to show 20 clients per page. If you would like to change the number of clients you want to see, use the drop down menu next to the Show ___ clients per page content box.

4.   Click on the **Go!** button.

5.   Below the Unit Entry Options dialogue box will appear the listing of the clients whose last name starts with an (A). Please remember that you can only enter units for clients that are already registered for that service.

6.   Enter the number of units for that Site/Service Month in the Sessions content box next to the appropriate client name.

7.   Once you have entered your data for that page, click **Save** button.

8.   At the bottom of the Enter Units by Persons page, the report will tell you what page you are on and the Total Records Found for that search. To view additional pages, type the page number you wish to review in the box next to Go To Page: or you can click on the ǀ   button in order to view additional pages. Click on the „ button to go to the last page of the report and click on the ƒ button to go to the first page of the report.

9.   To continue entering service units for specific clients for that service, click on the alphabet link matching the first letter of the client's last name below the Unit Entry Options dialogue box.

10.   Once **Caregiver Advisory - GRG** service units have been entered for each month for that particular quarter, you will need to compare month by month data from your internal data with ClientTracker data. In order to do this comparison, see **Section 1400 - Quarterly ClientTracker Procedures** for **Caregiver Advisory Services**.