

# **SECTION 1500**

# **CLIENTTRACKER QUARTERLY PROCEDURES**

## **SECTION 1500 INDEX**

1501	Introduction	15-1
1501.1	Quarterly Due Dates	15-1
1501.2	Exceptions to the Due Dates	15-1
1502	Quarterly Reports to Review	15-2
1503	WebFTP	15-4
1504	SHAP	15-5
1505	Caregiver Advisory Services	15-7
1506	Legal Services	15-8

# SECTION 1500: CLIENTTRACKER QUARTERLY PROCEDURES

## 1501: Introduction

**All** service providers should review ClientTracker reports to insure that client and service unit data is accurate and complete. ClientTracker reports can be viewed at any given time. However, the Area Agency recommends that ClientTracker reports be reviewed by the service provider at least quarterly.

Client and service unit data can be entered into ClientTracker at any given time as long as the data being entered is within that particular quarter. Each service provider has the discretion to determine how often (daily, weekly, and/or monthly) data will be entered into ClientTracker.

### 1501.1: Quarterly Due Dates

Client and service unit data entry must be completed in ClientTracker by 4:00 p.m. on the 10<sup>th</sup> of the month following the close of the quarter. Service providers will automatically be locked out of ClientTracker at 4:00 p.m. on the 10<sup>th</sup> of the month following the close of the quarter. The Area Agency's quarterly schedule is the following:

Quarterly Due Dates		
Quarter	Months in the Quarter	Due Date
1st	October-December	January 10th
2nd	January-March	April 10th
3rd	April-June	July 10th
4th	July-September	October 10th

### 1501.2: Exceptions to the Due Date

1. If the 10<sup>th</sup> of the month following the close of the quarter is a Saturday, client and service unit data entry must be completed in ClientTracker by 4:00 p.m. on the 9<sup>th</sup> of the month (Friday) following the close of the quarter.
2. If the 10<sup>th</sup> of the month following the close of the quarter is a Sunday, client and service unit data entry must be completed in Client Tracker by 4:00 p.m. on the 11<sup>th</sup> of the month (Monday) following the close of the quarter.

3. If the 10<sup>th</sup> of the month following the close of the quarter is a holiday during the Area Agency work week, client and service unit data entry must be completed in ClientTracker by 4:00 p.m. on the 11<sup>th</sup> of the month following the close of the quarter.
4. Your agency requested an extension of the due date and the Area Agency approved the extension request.

**1502: Quarterly Reports to Review**

**All** service providers should review the following reports at least each quarter to insure that ClientTracker data is accurate and complete. Please refer to **Section 700: Reports** for specific instructions on how to obtain the following reports:

**Aggregate Service Report  
Bulk Demographic Report  
By Provider, By Service**

When obtaining the **Aggregate Service Report** for your agency, select **All Services** and **All Sites** when choosing your parameters. This will allow you to view service units for all of your services per site on one unified report.

Below you will find a table listing of all the services that are funded by ECIAAA. Next to each service is an indication of which reports need to be reviewed by the service provider at least each quarter.

QUARTERLY REPORTS			
Service	Aggregate Service Report	Bulk Demographic Report	By Provider, By Service Report
Assisted Transportation	X		X
Caregiver Advisory Services			
Caregiver Advisory - CG	X		X
Caregiver Advisory - GRG	X		X

QUARTERLY REPORTS			
Service	Aggregate Service Report	Bulk Demographic Report	By Provider, By Service Report
Educational Programs and Persons in Attendance (N15)	X	X (Total Persons - # Attended YTD. Units + Programs Conducted YTD)	
<b>Counseling</b>	X		X
<b>Gap Filling (Regular, Caregiver &amp; CCC)</b>	X		X
<b>Home Health</b>	X		X
<b>Nutrition</b>			
Individual Needs Assessment	X		X
Home Delivered Meals	X		X
Congregate Meals	X		X
<b>Legal Services</b>			
Legal Assistance	X	X	
GRG Legal Fund	X	X	
Caregiver Legal Fund	X	X	
<b>Medication Management</b>	X		X
<b>Money Management</b>	X		X

**Aggregate Service Report  
Bulk Demographic Report  
By Provider, By Service Report**

Services	Aggregate Service Report	Bulk Demographic Report	By Provider, By Service Report
Senior Information Services	X	X (only if you entered SIS data into Client/Unit Bulk Data)	X
SHAP – Information & Assistance	X	X	X
SHAP – Counseling	X		X
<b>SHAP Outreach</b>	X		X

QUARTERLY REPORTS			
SHAP Completion & Submission of SSLIS	X		X
SHAP Community Events		X	
SHAP Completion & Submission of Medicare Part D Drug Plan Enrollment	X		X
SHAP Completion & Submission of CB/IL Cares RX & Other State Pharmaceutical Assistance Applications	X		X
SHAP Training & Education Sessions	X		X
Transportation	X		

### 1503: Web FTP

- G Complete your client data entry in your internal data entry system. Complete the **Upload/Download** process detailed in **Section 1300 - Upload/Download WebFTP**.

*Please remember that when you Upload a file, the import process will not be completed until after 12:00 a.m. that following day. For example, the Import file was uploaded at 3:00 p.m. on Monday. The import will not be completed until 12:00 a.m. Tuesday morning. In order to meet the end of the quarter ClientTracker deadline, the Upload/Download import process must be completed 24 hours prior to the due date. For example, 1<sup>st</sup> quarter ClientTracker data must be entered by 4:00 p.m. on January 10<sup>th</sup>. Therefore, the Upload/Download process must be completed by 11:59 p.m. on January 9<sup>th</sup> in order to meet the January 10<sup>th</sup> deadline.*

- G Once you have received the email confirming completion of the import process, you will be directed to the **Exception Report**. The **Exception Report** will list errors that have been determined during the import process. It is important to review the **Exception Report** so that you can correct those errors. See **Exception Report in Section 1300 - Upload/Download WebFTP**.

- G Register and authorize clients for services that are not available in Family Services internal data entry system. See **Section 900 - Register Clients**.
- G Review the **Aggregate Service Report** to determine the number of service units in ClientTracker for each site/service/month for that particular quarter. See **Aggregate Service Report in Section 700 - Reports**. When building your **Aggregate Service Report**, choose the parameters **All Services** and **All Sites**. By choosing these parameters, you will be able to view all of your services per site on one unified report.
- G Compare the **Aggregate Service Report** with internal data. If there are discrepancies, correct the service units by completing the **Client/Unit Bulk Data** process detailed in **Section 600 - Enter Units/Bulk Data**.
- G Review the **By Provider, By Service Report** for each of your services/sites to be sure ClientTracker contains the correct number of registered clients and service units for a particular service/site. Be sure the subtotals for each of the demographic categories match the total number of clients on that particular report as well.
- G Compare the **By Provider, By Service Report** internal data. If there are major discrepancies, contact the Area Agency for assistance. **All corrections in ClientTracker must be completed by 4:00 p.m. on the 10th of the month following the close of the quarter.**

## 1504: SHAP

- G Enter SHAP data into ClientTracker by completing the **SHAP** process detailed in **Section 1000 – SHAP..**
- G Once **SHAP I & A, and SHAP Training & Education** data has been entered per site/county for each month in that particular quarter, compare your monthly totals with ClientTracker monthly totals. In order to do this comparison, use the **Aggregate Service Report** function in **Section 700 - Reports**. To view YTD totals, use the **Bulk Demographic Report** function in **Section 700 - Reports**.

On the **Aggregate Service Report**, the total number of service units listed per month and per site/county should be the total number your agency conducted for that particular month and site/county. If there are discrepancies and corrections need to be made in ClientTracker, repeat the data entry procedures for SHAP I & A, and SHAP Training & Education in **Section 1000 – SHAP**.

**All corrections in ClientTracker must be completed by 4:00 p.m. on the 10th of the month following the close of the quarter.**

- G Once Completion of **SHAP Medicare Part D and CB/Rx** client authorizations have been entered per client for that particular quarter, compare your YTD totals with ClientTracker YTD totals. In order to do this comparison, use the **By Provider, By Service Report** function in **Section 700 - Reports**.

On the Medicare Part D and/or CB/Rx Form Completion **By Provider, By Service Report**, the total number of clients listed YTD for that site/county should be the total YTD number of clients your agency assisted with Medicare Part D and/or CB/Rx Form Completions.

In ClientTracker, if there are discrepancies with the number of clients authorized for this service, compare your data with ClientTracker data to determine which clients were overlooked. In order to do this comparison, use the **Client List** function in **Section 700 - Reports**. If there are discrepancies and corrections need to be made in ClientTracker, repeat the data entry procedures for Medicare Part D and/or CB/Rx Form Completion in **Section 1000 - SHAP** .

**All corrections in ClientTracker must be completed by 4:00 p.m. on the 10th of the month following the close of the quarter.**

- G Once completion of SHAP Counseling & Outreach client authorizations have been entered per client for that particular quarter, compare your YTD totals with ClientTracker YTD totals. In order to do this comparison, use the **By Provider, By Service Report** function in **Section 700 - Reports**.

On the SHAP Counseling & Outreach Completion **By Provider, By Service Report**, the total number of clients listed YTD for that site/county should be the total YTD number of clients your agency assisted with Medicare Part D and/or CB/Rx Form Completions.

In ClientTracker, if there are discrepancies with the number of clients authorized for this service, compare your data with ClientTracker data to determine which clients were overlooked. In order to do this comparison, use the **Client List** function in **Section 700 - Reports**. If there are discrepancies and corrections need to be made in ClientTracker, repeat the data entry procedures for Medicare Part D and/or CB/Rx Form Completion in **Section 1000 - SHAP** .

**All corrections in ClientTracker must be completed by 4:00 p.m. on the 10th of the month following the close of the quarter.**

G Once **SHAP Community Events** data has been entered per site/county for each month in that particular quarter, compare your YTD totals with ClientTracker YTD totals. In order to do this comparison, use the **Bulk Demographic Report** function in **Section 700 - Reports**.

G On the **SHAP Community Events Bulk Demographic Report**, the total number of clients listed YTD for that site/county should be the total YTD number of clients that have attended **SHAP Community Events** conducted by your agency.

On the **SHAP Community Events Bulk Demographic Report**, the total number of service units listed YTD for that site/county should be the total YTD number of CB/PA Educational Programs conducted by your agency. If there are discrepancies and corrections need to be made in ClientTracker, repeat the data entry procedures for CB/PA Educational Programs and Persons in Attendance in **Section 1000 - SHAP**.

**All corrections in ClientTracker must be completed by 4:00 p.m. on the 10th of the month following the close of the quarter.**

## **1505: CAREGIVER ADVISORY SERVICES**

G Enter Caregiver Advisory data into ClientTracker by completing the **Caregiver Advisory Services** process detailed in **Section 1100 - Caregiver Advisory Services**.

G Once **Caregiver Advisory - Caregiver** client authorizations have been entered per client for that particular quarter, compare your YTD totals with ClientTracker YTD totals. In order to do this comparison, use the **By Provider, By Service**

**Report** function in **Section 700 - Reports**. In order to compare service units per month for that particular quarter, use the **Aggregate Service Report** function in **Section 700 - Reports**.

On the Caregiver Advisory - Caregiver **By Provider, By Service Report**, the total number of clients listed YTD for that site/county should be the total YTD number of Caregivers your agency served under the service Caregiver Advisory - Caregiver.

On the Caregiver Advisory - Caregiver **By Provider, By Service Report**, the total number of service units listed YTD for that site/county should be the total YTD number of Caregiver Advisor's service units for assisting in gaining access to services, support services and counseling/consulting to Caregivers.

In ClientTracker, if there are discrepancies with the number of clients authorized for this service, compare your data with ClientTracker data to determine which clients were overlooked. In order to do this comparison, use the **Client List** function in **Section 700 - Reports**.

- G Once **Caregiver Advisory - GRG** client authorizations have been entered per client for that particular quarter, compare your YTD totals with ClientTracker YTD totals. In order to do this comparison, use the **By Provider, By Service Report** function in **Section 700 - Reports**. In order to compare service units per month for that particular quarter, use the **Aggregate Service Report** function in **Section 700 - Reports**.

On the Caregiver Advisory - GRG **By Provider, By Service Report**, the total number of clients listed YTD for that site/county should be the total YTD number of GRGs your agency served under the service Caregiver Advisory - GRG.

On the Caregiver Advisory - GRG **By Provider, By Service Report**, the total number of service units listed YTD for that site/county should be the total YTD number of Caregiver Advisor's service units for assisting in gaining access to services, support services and counseling/consulting to GRGs.

In ClientTracker, if there are discrepancies with the number of clients authorized for this service, compare your data with ClientTracker data to determine which clients were overlooked. In order to do this comparison, use the **Client List** function in **Section 700 - Reports**.

- G **All corrections in ClientTracker must be completed by 4:00 p.m. on the 10th of the month following the close of the quarter.**

## **1506: Legal Services**

- G Enter Legal Services data into ClientTracker by completing the **Legal Services** process detailed in **Section 1200 - Legal Services**.
- G Once the **Legal Assistance** data has been entered per site/county for that particular quarter, compare your internal YTD data with ClientTracker YTD data. In order to do this comparison, use the **Bulk Demographic Report** function in **Section 700 - Reports**.

If there are discrepancies, review the Legal Assistance data entry in ClientTracker and make necessary corrections.

**All corrections in ClientTracker must be completed by 4:00 p.m. on the 10th of the month following the close of the quarter.**

- G Once the **Caregiver Legal Fund** data has been entered per site/county for that particular quarter, compare your internal YTD data with ClientTracker YTD data. In order to do this comparison, use the **Bulk Demographic Report** function in **Section 700 - Reports**.

If there are discrepancies, review the Caregiver Legal Fund data entry in ClientTracker and make necessary corrections.

- G Once the **GRG Legal Fund** data has been entered per site/county for that particular quarter, compare your internal YTD data with ClientTracker YTD data. In order to do this comparison, use the **Bulk Demographic Report** function in **Section 700 - Reports**.

If there are discrepancies, review the GRG Legal Fund data entry in ClientTracker and make necessary corrections.

**All corrections in ClientTracker must be completed by 4:00 p.m. on the 10th of the month following the close of the quarter.**

- G In order to compare service units per month for that particular quarter, use the **Aggregate Service Report** function in **Section 700 - Reports**. When choosing your parameters for the **Aggregate Service Report**, select **All Services** and **All Sites**. This will allow you to review service units for all of your services per site on one unified report.

If there are discrepancies, review the GRG Legal Fund data entry in ClientTracker and make necessary corrections.

**All corrections in ClientTracker must be completed by 4:00 p.m. on the 10th of the month following the close of the quarter.**