# Contents
This manual is to assist staff and providers in the DYS System to navigate the DYS RiteTrack database. For assistance with issues concerning the operation of the database, please contact a member of the DYS Systems Unit at 501-682-1700. Thank you.

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What Is RiteTrack?

The Juvenile Justice System has changed dramatically over the past few years, and with these changes, the need for effective case management, initial intake analysis, behavioral science tracking, and statistical reporting have reached new heights. Unfortunately, although federal mandates have required vast changes in the processes of the Juvenile Justice System, they did not provide an effective tool to accomplish this goal. Now, this tool is available...RiteTrack.

The RiteTrack Juvenile Justice System is a relational database system that maximizes the utilization of the information that flows through county juvenile programs, mental health assessment centers, placement centers, and correction facilities. This comprehensive, data rich, multi-user information system is a great asset for juvenile assessment centers, juvenile courts, and juvenile justice centers in tracking and predicting the behavior of today's youth. RiteTrack3 will save you time, money, and human resources.

RiteTrack3 is a complete information technology solution for processing juveniles into your system more quickly and comprehensively than ever before, and the client information collected can be quickly accessed and employed in a number of useful ways.

Statistical generation, remote access, searching and reporting by any combination of data points and ease of backing up are only a few of the benefits that RiteTrack3 can bring to the future of your data management.

RiteTrack's program interface has been specifically designed with you, the user, in mind. With other programs, accessing these statistical generation functions has cost juvenile centers a lot of time and money. You will find that with RiteTrack3, statistical generation is no longer a lengthy process, but rather a satisfaction of curiosity at your fingertips.

This User's guide will walk you through all the key features. This guide assumes that the user has a general familiarity with the Windows operating system.

About this Manual

This manual is designed for the Novice User of RiteTrack. It will thoroughly cover all aspects of RiteTrack usage.

Contact Information

At any time you may contact any of the Division of Youth Services Systems Unit staff by calling 501-682-1700. This is an automated line where you can reach any of the support staff for technical assistance with your passwords or a walk-thru of any of the procedures.
Installation

RiteTrack is a web-based database. Below are the links to connect to RiteTrack.

You will need to use Microsoft Internet Explorer. Other internet browsers may fail out during certain tasks.

  This link is for users connecting inside the state network.

- [https://dhs.arkansas.gov/dys/ritetrack/](https://dhs.arkansas.gov/dys/ritetrack/)
  This link is for users connecting outside the state network.

You may need to install Microsoft Silverlight. Your internet browser will have a pop-up message if this is required.
Sign On to RiteTrack

Before you can sign on to RiteTrack as a user, you must complete a DHS-359 or DHS-5002 form. This form must be faxed to the DYS Systems Unit at 501-682-1351. Please request a form by contacting 501-682-1700.

1. Open Internet Explorer.
2. Paste one of the links listed during Installation in the address bar.
3. Press Enter.
4. Then you will see the below screen showing the RiteTrack sign-on.

User Name: 
Password: 
Login
A. Your **User Name** will be your first initial, middle initial and last name all together and all small letters.

B. Your **Password** for the first time you sign on is baseball1. You will be required to change the password. You will not have to change it after this first time.

C. The password requirements are:
   - it must be at least eight (8) characters long; and,
   - it must include at least one capital letter, a number, and small letters.

**NOTE:** You are given three (3) chances to key your password. If you do not get your password correct, you will be locked out. You will need to contact someone with the DYS Systems Unit at 501-682-1700 to reset your password.

5. Click Login.

6. When you are signed on you will receive the following screen.
General Navigation

The RiteTrack window is very similar to the Windows Explorer. The parts of this window are:

**Toolbar:** The Toolbar in RiteTrack is located under the DHS logo.

- **Create a New Person** – This button is used to create a new person in the RiteTrack database.
- **New Case** – Use this button to start a new case on a juvenile.
- **New Case Event** – This icon button is used when you create an independent event inside a case; example, CBP Intake Juvenile Services Form.
- **Reschedule Event** – You can change the date label to match the date of action on an event with this icon button.
- **Individual Mass Input Billing** – This is where billing staff can key billing. This billing screen allows for monthly billing by individual.
- **List Mass Input Billing** – This also is where billing staff can key billing. This billing screen allows for multiple juvenile entries.
- **Supervision Update** – This is used by DYS Intake and Records staff to update the DYS Tracker or Caseworker.
- **Court Casework** – This is where billing staff key entries for billing related to court case work. This is billed by the caseworker.
- **Create Incident** – This is where you will click to create an incident involving DYS youth and/or staff.
- **Casework/Group Presentation (Billing)** – This is where billing staff key entries for group presentation billing. This is keyed by event.
- **Community Service Supervision** – This is where billing staff key entries for Community Service Supervision for caseworkers.
- **ICM/Travel (2051)** – This is where billing staff key entries for caseworkers travel. This is billed by caseworker.
- **Advance Search** – Takes you to the Search Screen to look up people, organizations, cases, or events.
- **Help Desk** – This icon is used for requesting help with issues in RiteTrack.
- **Reimbursable Billing** – This icon is where billing for reimbursable items is completed.
- **Reset Password** – This is where you can change your password.
**Tree View Pane:** The Tree View Pane in RiteTrack runs along the Left Hand Side of the Application Window.

There are different Tree View panes – MyTree, Education, Treatment Plans.

The MyTree View Pane in RiteTrack clearly shows the different types of functions available in RiteTrack. We will look at each of these functions.

**Contents Pane:** The Contents pane is located directly to the Right of the Tree View pane. It allows a detailed view of the selected item in the Tree View pane. If the Persons Node is highlighted in the Tree View pane, then the Content pane will show the following screen.
**Detail Button**: The Detail Button 📋 will allow you to view, modify or delete information entered into a specific part of the People Node. The detail button will appear in every field in the Person Detail.

**Add to Tree View Button**: The Add to Tree View Button 📢 adds the person, case, or an event to the Tree View.

**Action Button**: The Action Button (see below) will allow performing a function within an event. Usually this is adding information such as a placement, charge, etc., or closing an event.

**Actions**: Close Event
MyTree View Nodes

The MyTree view is broken down into key elements. They are:

1. Desktop Summary Node – The central location for all information on a case for a client.
2. Persons Node - The central location for all information relating to a client.
3. Organizations Node - The central location for all information relating to an organization that you or your clients may come in contact.
4. Global Reports Node – The central location for standard reports on contracts and placements.
5. Letters Node – This will be used by DYS staff.
6. Tickets Queue Node – The location of any help tickets you entered and the status of each.
Global Reports

Global Reports are reports created for easy use in Rite Track. Below is a partial list of reports for DYS.

- CBP Monthly Census
- Monthly Invoice Report
- Monthly Performance Indicator
- DYS-Medicaid-TCM
- DYS-Medicaid-REHAB
- Contract Report
- Provider Billing By District195
- Non-Juvenile-Billing by Auth. Date
- Non-Juvenile Billing
- Case Tally
- Case Type Summary
- DYS-F-01 Contract Summary I
- DYS-F-02 Contract Summary II
- DYS-F-03 Services Billed
- DYS-F-04 Social Services Block Grant
- DYS-F-05 Billed to DHS-DYS
- DYS-F-05 Reimbursable
- DYS-F-05 Reimbursable (Detail)
- DYS-F-05b Billed to DHS-DYS (Detail)
- DYS-F-06 Compliance
- DYS-F-07 Mass Approval
- DYS-F-08 Supplemental
- DYS-F-09 Contract Utilization By Approval Date
- DYS-F-10 Contract Utilization By Service Date
- DYS-F-11 Program Totals
Some of the reports do not require any additional information before running. For these
reports, simply click on the report. Below is an example of a non-filtered report.

![Pending Transfers](image)

Some of the reports require filters to be completed before they can be generated. Click on
the report. You will then need to complete any required fields and then click on the View
Report button to generate the report. Below is an example of a filtered report.

![Filtered Reports](image)

After the report is generated you can print or export the report to a file.

![Export Options](image)

If you are printing, please remember to use the print in this report and not the print from your
internet browser. The browser print function will not hold the reporting format.
Searching

Easy Search:

With RiteTrack Silverlight, there is an easier way to search for persons, organizations, cases, or events. Click in the box on the right side of your screen.

To search a person, ensure the icon on the left is the persons 🧐 and then type any of the following.
- SSN with dashes included
- PersonID
- The person’s name or partial name

To search for an organization, ensure the icon to the left is the organization 🌍 and then type either of the following.
- The acronym used for the organization (i.e. DYS)
- The organization name or part of the name

To search for a case, ensure the icon to the left is the case folder 🗂️ and then type either the case number or part of the number.

To search for a case, ensure the icon to the left is the event clock 🕒 and then type either the event number or part of the number. The “EVT” part of the event number is optional.

HELPFUL HINT: Your last search will stay in this box. The next time you click in the box the search results will show below again.
**Person Search:**

1. Click on the Persons Node in your Tree pane.

![Person Search Diagram]

2. Click on Search Clients/Contacts.

![Persons Search Screen]

3. The Advance Person Search screen will appear.

![Advanced Person Search Form]

4. You can search by:
   - Name – using first and last name or a portion of each (i.e. when searching for Christopher, you may use Chris instead of spelling out the full name.)
   - SSN
   - Date of Birth (DOB)
   - PersonID – this is a unique identifier given to a person only in RiteTrack
   - Person Type (i.e. Client, Judge, Case Worker, etc.)

5. Click the Search Button.
6. The matches for your search will appear in the space below. Notice that SSN and the Date of Birth will show for our juveniles. Others without SSN's or dates of birth will be staff, provider staff, judges, etc.

![Advanced Person Search](image)

<table>
<thead>
<tr>
<th>Person ID</th>
<th>Last Name</th>
<th>First Name</th>
<th>Middle Name</th>
<th>DOB</th>
<th>SSN</th>
<th>Person Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>78224</td>
<td>TEMP</td>
<td>TEMP</td>
<td></td>
<td>11/11/1994</td>
<td>222221122</td>
<td>Client</td>
</tr>
<tr>
<td>83371</td>
<td>TEMP</td>
<td>TEMPTEST</td>
<td></td>
<td></td>
<td>Enter SSN</td>
<td>Contact</td>
</tr>
<tr>
<td>83370</td>
<td>TEMP, SR</td>
<td>TEMP</td>
<td></td>
<td></td>
<td>Enter SSN</td>
<td>Contact</td>
</tr>
</tbody>
</table>

7. You click the arrow in front of the name of the person you want to put the person in your Tree View. If you are not sure which person is correct, you can click on each of the persons you want to put in your Tree.

8. The person you select will appear under your Persons Node in your Tree pane.
**Organization Search:**

1. Click on the Organizations Node in your Tree pane.

   - NICKOLS, MELISSA
   - Desktop Summary
   - Persons
   - Organizations
   - Global Reports

2. Click on Search Organizations Node.

3. The Advanced Organization Search screen will appear. It works just like the search box for the Persons Search. Notice that the Search For has Organizations listed instead of persons.

   ![Advanced Organization Search](image)

   **HELPFUL HINT:** You are able to type the acronym for the organization using the Code Field (right side above the Search button). This is a quick way of finding a provider.
**Case and Event Search:**

1. Click on the Desktop Node in your Tree pane.

   - NICKOLS, MELISSA
   - Desktop Summary
   - Persons
   - Organizations
   - Global Reports

2. To search for a case click, Search Case. To search for a certain event, click Search Events.

3. Type the case number or event number in the Search section. For the manual we are using the case search. However, the event search works the same way.

4. Click Search Button.
5. The case or event shows in the Search Results box.

<table>
<thead>
<tr>
<th>Case Number</th>
<th>Case Type</th>
<th>Open Date</th>
<th>Close Date</th>
<th>Client Name</th>
<th>Client Person ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>JC-NC-2012-130338</td>
<td>DYS Non-Custody</td>
<td>6/1/2012</td>
<td>7/31/2012</td>
<td>LASTNAME, FIRSTNAME</td>
<td>PERSONID#</td>
</tr>
<tr>
<td>JC-NC-2012-130338</td>
<td>DYS Non-Custody</td>
<td>6/1/2012</td>
<td>7/31/2012</td>
<td>LASTNAME, FIRSTNAME</td>
<td>PERSONID#</td>
</tr>
<tr>
<td>JC-NC-2012-130338</td>
<td>DYS Non-Custody</td>
<td>6/1/2012</td>
<td>7/31/2012</td>
<td>LASTNAME, FIRSTNAME</td>
<td>PERSONID#</td>
</tr>
<tr>
<td>JC-NC-2012-130338</td>
<td>DYS Non-Custody</td>
<td>6/1/2012</td>
<td>7/31/2012</td>
<td>LASTNAME, FIRSTNAME</td>
<td>PERSONID#</td>
</tr>
</tbody>
</table>

6. Select the case or event and it will appear under your Desktop Node in your Tree pane. If you search by case, the system will start you at the top of the case. If you search by event, the system will pull the case over and start you at the event you searched.
Adding a Person

*** Please always search for a person before adding. ***

NOTE: Persons will be added by DYS Juvenile Services Unit for juveniles that have been ordered into DYS custody. Community Based Providers (CBP) will be adding juveniles that are ordered services directly from the court. Residential providers should never have to add a juvenile as you will receive them from DYS.

1. Click on the Persons Node in your Tree pane.

2. Click on Add New Person.

3. The Add New Person screen will appear. Person Type auto-populates to Client but can be changed if you are adding a person as a contact, judge, etc. Notice that First Name, Middle Name, Last Name, DOB, and SSN are the only fields that are open for information. The system will do a search check on the information that you key.

4. Type in all five (5) fields for juveniles. The date of birth and SSN will not be keyed in for staff or adult contacts. If you do not have an SSN for a juvenile, the system will assign a pseudo number for you.
5. Click on the **Check Database** button.

6. If the system finds a possible match then it will show a listing of those matches in the Person Finder box. It not only checks the name but the date of birth as well. Notice there are names below that do not match the search but appear because the date of birth is the same.

![Matching Results](image)

7. If the person is in the listing, click the arrow in front of that person to use them. This will place the juvenile in your Persons Node in your Tree pane.

8. If the person is not in the listing, click Ignore and Continue. This will bring up the previous screen this time with the additional fields open for information to be keyed.
Complete all the fields. Most fields are dropdown lists. You can scroll through or begin typing your option and it will take you directly to it. Example: The eye color is brown, when you start typing “br” then brown comes up in the box. If you try to click OK, you will receive a warning message.

You must complete the Gender and Race before continuing.
View Information

As stated previously, the Persons node is the central location for all information relating to a client. This is where all client-based information will be stored. This includes cases, events, address information, person (contact/identification) numbers, plans, person alias, calendar, relationships, academic history, employment history, medical history, medication history, substance abuse history, lab history (results), trauma history (including abuse), placement history, surveys (assessments), classifications, affiliations, treatment plans, warrants, criminal charges, documents, and involved parties. We will look at each of these items.

The Persons node contains many different fields for our clients, contacts, etc. We will explore each of these. When you have the person’s name highlighted in the Tree pane, his/her demographic information will appear in the Contents pane on the right. Notice how we have the juvenile’s picture also displayed here. This will be the intake picture for custody juveniles.
Affiliations section is where you will find contracted provider organizations with which the person has been involved. For juveniles, it will show if they were a client or a contact as a referral. You will need to remember to click in the box beside Show System Affiliations at the top of the Contents pane for the information to appear.

⚠️ You do not add the affiliations here. ⚠️

--

Cases is the section of the Persons node is where we store the client’s Custody and Non-Custody cases. Non-Custody cases include Diversion, FINS, Delinquent, and Interstate Compact. In the example below notice the juvenile has two Custody cases. If we wanted to work with the case we would click the Add to Tree View button in front of the case. You cannot have a Custody and Non-Custody case open at the same time.

--
Classifications section stores information regarding the status of a juvenile. Classifications include EJJ, Special Education, etc. Classifications are also Security Risks and AWOL alerts.

Providers do not add the classifications.

Only Juvenile Services Staff enter Security Risks and AWOL alerts.

<table>
<thead>
<tr>
<th>Classification Type</th>
<th>Current</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Alert</td>
<td></td>
<td>7/1/2008</td>
<td>7/28/2010</td>
</tr>
</tbody>
</table>

Criminal Charges section stores the information for all criminal charges listed in the cases for the juvenile. This includes the Non-Custody case charges as well. The case number is shown so that you may determine which charges go with which case.

You do not add the charges here.

<table>
<thead>
<tr>
<th>Case and Event</th>
<th>Date Charged</th>
<th>Charge</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>JC-C-2012-132711: EVT668658</td>
<td>8/30/2012</td>
<td>5-54-401.M: POSSESSION OF MARIJUANA</td>
<td>MA</td>
</tr>
<tr>
<td>JC-C-2012-132711: EVT668658</td>
<td>8/30/2012</td>
<td>5-39-203: CRIMINAL TRESPASS</td>
<td>MB</td>
</tr>
</tbody>
</table>

Diagnosis section is used for the DSM4 and ICD9. The DSM4 is used only in the UAMS Mobile Assessment event.

You do not add the DSM4 here.

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Description</th>
<th>Client</th>
<th>Clinician</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/19/2008</td>
<td>DSM4</td>
<td>TEMP, TEMP</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Documents section is where you can find any imported document. These are organized into a file structure. Depending on your security, you may or may not have access to all folders under the Documents Node.

⚠️ Please import documents in the events in the case for the juvenile if possible. ⚠️

Any document can be viewed by clicking on the Detail button in front of the document.

<table>
<thead>
<tr>
<th>File Name</th>
<th>Document Description</th>
<th>File Type</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document20191.pdf</td>
<td>OOC!!!</td>
<td>Acrobat Document</td>
<td>12/17/2007 3:04:00 PM</td>
</tr>
<tr>
<td>Document34831_1_0.pdf</td>
<td>OOC</td>
<td>Acrobat Document</td>
<td>1/11/2010 1:40:00 PM</td>
</tr>
<tr>
<td>Document49916.pdf</td>
<td>OCC</td>
<td>Acrobat Document</td>
<td>5/8/2012 1:44:00 PM</td>
</tr>
</tbody>
</table>
History is the section of the Persons node is where we store a client's academic, employment, lab, medical, medication, placement, substance abuse, and trauma history. To view a certain client's information, click on his/her specific history in the tree.

- Academic History
- Employment History
- Lab History
- Medical History
- Medication History
- Placement History
- Prior Service Providers
- Substance Abuse History
- Trauma History

**Academic History** information is where you can view the school status of the juveniles. ☑️ *We do not add the academic history here.* ☑️ We have set up the system to add this history information inside the case.

<table>
<thead>
<tr>
<th>School</th>
<th>Grade</th>
<th>Start Date</th>
<th>End Date</th>
<th>Current</th>
<th>Service</th>
<th>Disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEKINS MIDDLE SCHOOL</td>
<td>10.0</td>
<td>6/1/2007</td>
<td></td>
<td></td>
<td>GED</td>
<td>Emotional Disturbance</td>
</tr>
</tbody>
</table>

**Employment History** is where information can be viewed regarding any employment the juvenile may have disclosed to the provider or Intake Office at DYS. ☑️ *We do not add the employment history here.* ☑️ We have set up the system to add this history information inside the case.

<table>
<thead>
<tr>
<th>Employer Name</th>
<th>Title</th>
<th>State</th>
<th>Start Date</th>
<th>End Date</th>
<th>Current</th>
</tr>
</thead>
</table>

R. 05/01/2009 -- \Dhsiisp1\WA_RiteTrack_Help
Lab History is where information on drug testing and DNA testing will be found. Cornell will complete the DNA testing information inside the event in the case. You will be able to view that information here. You may also add a drug screening that you conduct at your agency. *** This is not required. ***

![Lab History Table]

Medical History information can be very important in any client history. RiteTrack allows you to effectively track this information. *** This is not required. ***

![Medical History Table]

Medication History is used to have easily accessible the medications of the juvenile due to the numerous implications associate with medication side effects, etc. You may add medications at any time in this section. The add screen for this section has a complete list from the PDR (Prescription Drug Registry).

![Medication History Table]
Placement History is the section for where a juvenile is placed throughout a Custody case. ☎️ **We do not add the placement history here.** ☎️ We have set up the system to add this history information inside the case. Events will have a placement tab for this to be keyed. You can click on the Detail button in front of any of the placements to read the comments.

![Placement History Table]

Prior Service Providers is where you will see any organization that provided services to the juvenile prior to his commitment to DYS. This will be keyed by the Intake Officer for DYS Juvenile Services Unit. ☎️ **We do not add the providers here.** ☎️

![Prior Service Providers Table]

Substance Abuse History field allows the effective tracking and monitoring of a client’s substance abuse patterns, addictive behaviors, etc. You may add a history at any time in this section. *** This is not required by providers. ***

Trauma History section enables you to enter information on trauma that has affected the client. *** This is not required by providers. ***
Involved Parties will allow you to view all parties associated with a client in a case. This form pulls data from the involved parties associated with this person through the events inside the case. You can click on the Add to Tree button in front of the person’s name and add them to your Persons node in the Tree pane.

⚠️ You do not add the persons here. ⚠️

You can click on the button in front of a person to see the cases that person is involved with for the juvenile. If you do not have security to see the cases, you will not see the same number as listed beside the person.
Juvenile Services Form section stores the program type of a juvenile with the start and end dates of that program. Classifications are Diversion, FINS, Delinquent, Aftercare, Specialized Aftercare, SOP Aftercare, Specialized Contract, and Interstate Compact. 

You do not add the classifications here. They are added in the case.

<table>
<thead>
<tr>
<th>Provider</th>
<th>Program</th>
<th>District</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>YB</td>
<td>FINS</td>
<td>4</td>
<td>8/16/2012</td>
<td></td>
</tr>
</tbody>
</table>

Person Addresses are any addresses that the juvenile has or has had in the past. RiteTrack allows us to keep a record of previous addresses while maintaining the current and mailing ones as well. Addresses will be added inside a case; however, you may add a person address at any time in this section. *** This is not required by providers. ***

<table>
<thead>
<tr>
<th>Address Type</th>
<th>Address</th>
<th>State</th>
<th>City</th>
<th>Zip</th>
<th>Mail</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other</td>
<td>123</td>
<td>AR</td>
<td>Conway</td>
<td>72034</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home Street Address</td>
<td>123</td>
<td>AR</td>
<td>Conway</td>
<td>72034</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home Street Address</td>
<td>1234</td>
<td>AR</td>
<td>Conway</td>
<td>72034</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home Street Address</td>
<td>7890 x st</td>
<td>AR</td>
<td>Skunkhollow</td>
<td>72032</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The last address above looks invalid. This is how a Juvenile Services Form that is completed with only county of residence populates an address. This is not an error in the system.

Person Alias is where you will find alias names for the juvenile. This would include when a juvenile has been adopted or if they have a “nick name” they use. This would also be where you would place a suffix name (i.e., Jr.). These are searchable through the Persons node search. You may add a person alias at any time in this section.
<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>pmet</td>
</tr>
<tr>
<td>pomp</td>
<td>test</td>
</tr>
</tbody>
</table>
Person Numbers is the storage location for all contact and identification numbers for our person. This includes but is not limited to driver’s license, FBI, phone, pager, and cell phone numbers. You may add a person number at any time in this section.

<table>
<thead>
<tr>
<th>Number Type</th>
<th>Number</th>
<th>Extension</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-Mail</td>
<td><a href="mailto:testing@yahoo.com">testing@yahoo.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cellular</td>
<td>501-555-1212</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Relationships in RiteTrack serve a vital purpose. This is every one that is related to this juvenile, including family members as well as state guardian information. DYS Intake Officers enter this information inside the Custody case. You may add a relationship at any time in this section. *** This is not required by providers. ***

<table>
<thead>
<tr>
<th>Related Person</th>
<th>Role</th>
<th>Custody</th>
<th>Deceased</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>TEMP, SR, TEM</td>
<td>Natural Father</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TEMP, TEMPEST</td>
<td>Natural Mother</td>
<td>□</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td>JOSH (DELETE), TEST</td>
<td>Adopted Father</td>
<td>✔️</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td>CORMIER1, MIKE</td>
<td>Adopted Father</td>
<td>✔️</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td>SIMS, BENJAMIN</td>
<td>Adopted Brother</td>
<td>□</td>
<td>□</td>
<td></td>
</tr>
</tbody>
</table>

Pre-defined relationships have been entered into the system and will result in dependencies for the related parties being created.

The first tab is My Relationships and shows persons added has a relation to the person. The second tab is Relationships I’m A Part Of. This shows persons who have this person as a relationship to them.
Services section is the storage location for all services that DYS contracted providers have billed for this juvenile. This is where you can key individual billing for the juvenile. This will be explained under the Billing Section of this manual. The most recent billing appears at the top of the list.

<table>
<thead>
<tr>
<th>Date</th>
<th>Provider</th>
<th>Service Type</th>
<th>Authorized</th>
<th>Quantity</th>
<th>Amount</th>
<th>Void</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/9/2012</td>
<td>SAYS</td>
<td>2040: Targeted Case Management</td>
<td></td>
<td>1</td>
<td>$ 1.00</td>
<td></td>
</tr>
<tr>
<td>8/10/2012</td>
<td>SAYS</td>
<td>2040: Targeted Case Management</td>
<td></td>
<td>1</td>
<td>$ 1.00</td>
<td></td>
</tr>
<tr>
<td>8/11/2012</td>
<td>SAYS</td>
<td>2040: Targeted Case Management</td>
<td></td>
<td>1</td>
<td>$ 1.00</td>
<td></td>
</tr>
</tbody>
</table>

Tattoos/Scars section stores information regarding any scar, mark, tattoo, or piercing. This information is stored where you can also search by these categories in the Persons node search. You may add a person marking at any time in this section.

*** This is not required by providers. ***

<table>
<thead>
<tr>
<th>Type</th>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scar</td>
<td>hip</td>
<td>3 inch mark</td>
</tr>
<tr>
<td>Piercing</td>
<td>left eye</td>
<td>brow ring</td>
</tr>
</tbody>
</table>
Tree Views

RiteTrack includes the ability to save different views or snapshots of your Tree View pane. This allows you to save a Tree with particular cases and events in your desktop, persons under the Persons node and organizations under the Organizations node. Saving views allows you to keep a "clean desk" by not having information from one client (person) or case becoming mixed in a tree view with another. Saving views allows you to quickly move from one case or client to another and having your Tree View pane populated immediately with all of the information from the other case or client. Finally, saving views keeps RiteTrack running efficiently on your computer; saving multiple smaller tree views rather than one with many different clients or cases means that RiteTrack will run faster both at startup and during use.

Depending on your security settings, you will have one or more of the following default tree views.

- rtContractNav – DYS contracts view, used by DYS Systems Unit
- rtDefaultnav – the default Tree View may be displayed as My Tree
- rtEducationNav – DYS Education processes
- rtGrantTracking – OJJDP Grant Tracking process
- rtHelpDesk – used by DYS Systems Unit to track Help Desk tickets
- rtMedicalCharges – used by DYS Finance to track juvenile medical expenses
- rtOJJDPsyncNav – used by DYS JJDP Unit for Jail Monitoring
- rtTreatmentPlans – the DYS treatment plan processes

Here is how to create your own personalized tree views.

Tree Views are created, saved, and deleted very easily by clicking on the buttons on the top of your Tree View pane above the View field.

![Tree View buttons](image)

To save a current view with a different name or to create a new view, click the Create a new Tree View button.

Select the view you want to copy. For this example, we are using the default tree.
When you are prompted, enter a name for this view. Please remember to type in an appropriate and descriptive name. Then click OK.

You will then be asked if you wish to copy the current tree view into the new view.

If you click the box, then the cases and events that are currently under your Desktop node, persons that are currently under your Persons node, and organizations currently under your Organizations node will be copied into your new view.

If you do not click in the box, RiteTrack will create a new blank tree view with nothing under the Desktop, Persons, and Organizations nodes.

Click OK to save the view. When you leave one view to go to another, the view you are currently on is saved as it is when you leave it for another view. An example: You create a view named Nickols that includes Jake Nickols and Warren Nickols under the Persons node. You will be working with both boys for a while. You go to the My View in your views and you delete them from the My View in tree view. When you go back to the Nickols view again both boys will still be in the tree.
You can save any number of views and use these to quickly toggle between information. We suggest using a view for each juvenile. The fewer number of persons and cases in your tree, the easier it is to work. When you no longer need a particular view, you can delete the view by using the delete current tree view button.
Add Involved Party

An Involved Party can be added in any event. Notifications are sent using the Involved Party screen. (See the Notifications section). To add an Involved Party, open the event from which you want to send the notification. The screen will look like the one below.

If it does not, click the tab in the event detail. Click the button at the bottom. The following screen will appear.

Type the name of the person you need to add in the Party field and press Enter.
The search list will drop down from the Party Field.

Click on the correct Person.

You can use the Filter Roles to filter what type of role the person is playing in the involvement with this youth. OR you can skip to the Role field and start typing the role.

Be sure to select a role. You can type the first letter of the Role selection, and the system will go to the first Role beginning with that letter. Scrolling to the appropriate Role is enabled. Click on the appropriate Role and hit the Tab button on the keyboard. That Role will then populate the field. Multiple Involved Parties may be added using the same process in the other fields available (Party 2, Party 3, etc.).

After selecting the role, you click OK to add this person.

OR

If you wish to add another, you can click the Add another button. This will take you back through the process to add another person.
Notice that the Involved Party Melissa Nickols has been added in the screen below.

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Available Notifications</th>
<th>Notified</th>
</tr>
</thead>
<tbody>
<tr>
<td>CROUSE, TERESA</td>
<td>Employee</td>
<td>All</td>
<td></td>
</tr>
<tr>
<td>TEMP, TEMP</td>
<td>Client</td>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>NICKOLS, MELISSA</td>
<td>Case Worker</td>
<td>All</td>
<td></td>
</tr>
</tbody>
</table>

Add
Notifications

Sending Notifications

Users can send manual notifications from any tab in any event.

Click on the Detail button to the left of the individual to which the notification is to be sent. If the intended recipient is not in the Involved Parties screen, the individual must be added. (See the Add Involved Party Section). The screen below will appear.
Click on the **Add** button. The Notification screen will pop up.

![Add Notification](image)

Click on the **▼** button beside the Notification Method.

```
<table>
<thead>
<tr>
<th>Notification Method:</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference Time:</td>
<td>M/d/yyyy 15 h:mm tt</td>
</tr>
<tr>
<td>Next Notification Time:</td>
<td>M/d/yyyy 15 h:mm tt</td>
</tr>
<tr>
<td>Summary Text:</td>
<td></td>
</tr>
<tr>
<td>Notification Text:</td>
<td></td>
</tr>
</tbody>
</table>
```

Notice that choices appear. The “All” and “Email” selections will only appear if the intended recipient’s email address is in RiteTrack under the intended recipient’s Numbers Node. (Refer to the section on Person Numbers). The “RiteTrack Message Box” selection will only appear if the intended recipient is a RiteTrack user.
Always select “All” if it is available. The intended recipient will receive notifications through email and RiteTrack. The email address has to have a DHS-approved address.

Once a method has been selected, use the calendar buttons to select the Reference Time and Next Notification Time. Best Practice is to select the date and the time will automatically be set for you. This will ensure the system promptly sends the notification.

Type the subject beside Summary Text and comments in the Notification Text section, referring to the juvenile by name.

Click OK.
The screen will then show that the notification has been sent under the “Pending:” section directly under “Notifications:”.

Click **OK**.

The Involved Party Detail will disappear.

If you need to check to see if and when the person received the notification, you can click on the Completed Tab.
Receiving Notifications

When a notification has been sent to a RiteTrack user, the following popup will appear. You will only be able to access the first 40 notifications that have been sent to you. If you do not process your notifications, you will not see the new ones as they are sent. The notifications will be stored in a queue until the ones in the list are dismissed (and hopefully you act on them before you dismiss).

Click the clock icon to snooze a notification to see it later. You can also select the Snooze All if there is more than one. The Snooze lasts 15 minutes.

Click the “x” icon to delete the notification.

Click the paper/pencil icon to view the notification. When you click on this, you will see the notification.
Click on the arrow icon \( \rightarrow \) to go to the event/ticket tied to the notification.

When you click to go to the event, the case pops into the user’s tree, and the event pertaining to the notification is highlighted. (Note: The case will pop into the tree, but the Client will not be under the Person Node. It will have to be manually added.

You will then need to click the dismiss button to remove the notification. Then click either the close button or the Snooze All button to close out the notifications so you can work on the event you have just opened. The Close button will bring the Notifications back in 5-10 seconds. The Snooze All button will not bring back the box for 15 minutes.

Once a notification is dismissed, it will not show up again. To dismiss the notification, click the Dismiss button. Once the notification is dismissed, the following screen will appear. If an event is dismissed accidentally, a user can view all notifications that have been sent by going to Global Reports Node at the bottom of the tree and click on Past Notifications to view all past notifications.

You can also use the Dismiss All button. This will dismiss all of the notifications currently on the screen. If you need to retrieve a notification that was Dismissed, you will have to view it in the Global Reports Node under the Past Notifications report.
Viewing the status of a Notification

RiteTrack documents when an e-mail is sent and when a person dismisses or snoozes a notification in RiteTrack. This is under Involved Parties. You select the person who received the notification by clicking on the Detail button. Then you select the Completed tab, scroll over to the right, and you will notice that the “Logged State” in the bottom right corner will show “Dismissed”.

Click OK. The Involved Party Detail will disappear.
Non-Custody Cases

A Non-Custody case includes Primary Prevention, Diversion, FINS, Delinquent, and Interstate Compact. These are completed by Community Based Providers (CBP). There is only one or two Specialty Providers that complete this process but the steps are the same. Non-Custody cases have only six events.

- Intake Juvenile Services Form
- DYS Client Performance Record
- Services Provided
- Status Change Juvenile Services Form
- Discharge Juvenile Services Form

A juvenile may have more than one Non-Custody case open on them but each case would be by a different provider. A single provider would not have more than one Non-Custody case opened on the same juvenile.

Example: A juvenile is ordered services in Saline County and Counseling Clinic opens a Non-Custody case. The juvenile runs away and is picked up in Craighead County but cannot return home right away. Consolidated Youth Services opens a Non-Custody case to provide the emergency shelter for the juvenile until he is returned home.

To add a Non-Custody case to a juvenile already in the system, you will first need to search the juvenile and add them to your Persons node in the Tree pane.

1. Click the in front of the juvenile’s name.
2. Click on the Cases section under the juvenile.
3. On the Toolbar at the top of the screen, click on the Add New Case button.
4. The New Case Screen will appear.

5. Select the case type you want to add from the dropdown list – DYS Non-Custody.
6. The Case Number auto-numbers for you.

7. The Case Open Date is when you started the case. Use the calendar button to the right to add the start date of the case here.

8. You may enter a description. For a Non-Custody case, we suggest the type of case (FINS, Delinquent, etc.) though it is not required.

9. Click OK.

10. Your new case will appear in your Desktop Node in your Tree pane and the person will show in the Persons Node beneath.

11. Click on the in front of the case that was created. You will have the Intake Juvenile Services Form event. Opened events will have a green stopwatch.

**Intake Juvenile Services Form**

12. Click on the green stop watch for the Intake Juvenile Services Form event. The Services Form will show in the Contents pane.
13. On Referral* tab, complete the fields:

- Effective Date – The button beside the Effective Date:* is a calendar button.
- Current Custody – Enter the party with legal custody of the client from the dropdown list.
- Referral Source – Enter the party the referred the client from the dropdown list.
- County of Residence – Enter the county of residence of the client from the dropdown list.
- Provider – Enter the CBP provider the client was assigned from the dropdown list.
- Program – Enter the Program the client was assigned from the dropdown list.
- Other Services – Check if there are other agencies outside of DYS paying for services.
- Other Service Notes – List the other agencies providing services for the youth.
- Reason for Referral – List the reason for referral.

On the dropdown lists, you can start typing and it will take you directly to the information. Example: If the juvenile lives in Pulaski County, you can start type “pul” and it will take you directly to “Pulaski”.
A Completed Referral Tab

14. Under Involved Parties tab is where the juvenile’s name and the person who keyed in the case appear. If the Case Manager is different than the person who keys in the information, the Case Manager should be added as an Involved Party.
The Charges* tab is where you will list all of the charges for the juvenile. You will need to click on the Add button at the bottom of that screen.
The Charge Detail screen will appear.

You will need to key in the below required fields and click OK.

- Commitment Date – The date of Commitment on the Court Order. There is a calendar button available.

- Charge – You can search by Statute number, by the name of the charge, or partial name of the charge. Click the button. **If a Juvenile is classified as Delinquent, there must be charges.**
You click on the charge you want to add.

- **Charge Count** – The number of counts for the charge. If not listed, enter “1”.
- **Charge Level** – This will auto-populate based on the charge selected.
- **EIVCGA Statute Applies** – This button is used when the judge declares the “charge” Engaging In Violent Criminal Gang Activity. This will move the charge level up one degree.
- **Court** – This is the court (juvenile or circuit) with the district. This is a dropdown list.
- **Zip** – This is the zip code for the Committing Court. If you key the Zip for the committing court, the County and District beside it will auto-populate.
- **County** – This is the Committing County. It will populate from the zip code entered.
- **District** – This is the District of the Committing County. It will populate from the zip code entered.

Click **OK**.

You will click the **Add** button and repeat the process for each charge. If there is more than one count for a charge, you enter the charge once and key the number of counts in the Charge Detail screen.

![Image of charge detail screen](EVT665920)
15. The Academic History tab is where you will list the school for the juvenile is attending. You will need to click on the Add button at the bottom of that screen. The Academic History screen will appear.

![Add Academic Hx](image)

The below required fields need to be completed in this screen and then click OK.

- **County** – You can select the county where the youth lives.

- **School** – This is the school they are attending. If Unknown, you can select Unknown School. If you have the school name, you can shorten your selection list by typing the county in the County: field above the School*: field.

- **Start Date** – Use the day that school started for that year.

- **Status** – This is a dropdown list and is a self-disclosed response from the juvenile.

- **Grade** – This is self-disclosed from the juvenile what grade they are currently enrolled in.
16. The Employment tab is optional. To add employment history, click the Add button at the bottom of this tab. The Employment History Detail shows as below. After keying in the appropriate information, click OK. *** This is not required by providers. ***

![Add Employment History](image)

17. Click the disk on the yellow bar to save the event.

![You have unsaved changes](image)

18. Close the event with the Actions button at the bottom of the screen.

![Actions: Close Event](image)

19. The close event box will appear with today’s date as the close date. Click the button.

![Close Event](image)
20. The Services Provided event and DYS Client Performance Record event will appear under the Intake Services Form event in the Tree pane. The Intake Juvenile Services event now has a red stop watch showing that it is closed and locked.

![Image of a file with dates]

To print the Juvenile Services Form, right click on the event. You will see a box with the report, urpt_JSF_NC. Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.

**DYS Client Performance Record**

For information on completing the Client Performance Record, other than data entry, please click to go to the Client Performance Record Manual. Below is for data entry into RiteTrack only.

21. The DYS Client Performance Record event will need to be completed for:

- Intake
- 6 Month
- Termination (aka Discharge)
- Follow-Up (6 months after Discharge)

For a Non-Custody Case the first event will be automatically added. All other events will need to be manually added by the user. These steps will follow after showing how to complete the form.

Click on that event.

![Image of a file with dates]

22. You will complete all items in red on the Performance Record tab.

- Type of Performance – Use the dropdown to select.
- Date of Intake – Enter the date or use the button to the right to select the date.
- YLS/CMI Risk Level – If completed, you will select the number of the Risk Level.
✓ Agency Worker – Select the case worker from the drop down. If you did not add the case worker as an Involved Party in the Intake Juvenile Services Form event, then you will need to add as an Involved Party in this event for the worker to show in the drop down.

✓ School – Select the number that corresponds with the answer on the form. You can use the drop down or just type the number in the box.

✓ Family – Select the number that corresponds with the answer on the form. You can use the drop down or just type the number in the box.

✓ Justice System – Select the number that corresponds with the answer on the form. You can use the drop down or just type the number in the box.

✓ Employment – Select the number that corresponds with the answer on the form. You can use the drop down or just type the number in the box.

✓ Use of Alcohol or Other Illegal Substances – Select the number that corresponds with the answer on the form. You can use the drop down or just type the number in the box.

✓ Behavioral Health – Select the number that corresponds with the answer on the form. You can use the drop down or just type the number in the box.

✓ Reason Not Applicable: If any of the above has the option of Not Applicable or Other, a reason for this selection will need to be given here.

Remember to save any changes.

Close the event with the Actions button at the bottom of the screen.

To print the Juvenile Services Form, right click on the event. You will see a box with the report, Client Performance Record Report. Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.
Adding an Event

23. Click on the case for the juvenile in the Desktop of your Tree pane. It will cause the case to show with a blue box around it.

24. Click on the New Case Event icon in the Toolbar.

25. In the Add Event screen, you will create an independent event inside the case.
   - Event Type – DYS Client Performance Record.
   - Description – This is optional. Nothing has to be typed here.
   - Scheduling – Use the calendar button to change the Start Date/Time.
   - Inherit Involved Parties? – Always click the box to Inherit Involved Parties.

Click OK.

26. The DYS Client Performance Record event will open in the case flow in the Tree pane on the left side of your screen.
27. The Services Provided event will stay open ( ) until it is time to do a Status Change or a Discharge. You will add an outcome from the dropdown list on the Notes tab of the event.

✓ Status Change – The outcome of Status Change will give a Status Change Juvenile Services Form event after closing the Services Provided event.

✓ Discharge – The outcome of Discharge will give a Discharge Juvenile Services Form event after closing the Services Provided event. If there is no Status Change, complete steps 23 and 24; then skip to step 31.

28. Close the event with the Actions button at the bottom of the screen.

**Status Change Juvenile Services Form**

29. The Status Change event will appear under the Intake Services Form event in the Tree pane. Click on the green stop watch in front of the Status Change form. The Status Change will show in the Contents pane.
30. On Referral* tab, complete the fields.

- Effective Date – The button beside is a calendar button.
- Legal Custody – Enter party with legal custody of client from the dropdown list.
- Referred By – Enter party the referred the client from the dropdown list.
- County of Residence – Enter a county of residence of client from the dropdown list.
- Provider – Enter the CBP provider client was assigned from the dropdown list.
- Program – Enter the Program client was assigned from the dropdown list.

31. Under Involved Parties tab is all of the Involved Parties will show. This will pull forward the Case Manager if you added them in the Intake Juvenile Services Form.
32. The Charges* tab is where you will list all of the new charges for the juvenile. You will need to click on the Add button at the bottom of that screen. If you are changing from Diversion to FINS, the charge will still likely be NA so there is not need to add that again.

Please following the process for adding charges found in Step 15.

33. Close the event with the Actions button at the bottom of the screen.

To print the Juvenile Services Form, right click on the event. You will see a box with the report, urpt_JSF_NC. Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.

34. The Services Provided event will appear under the Status Change Juvenile Services Form event in the Tree pane. Services Provided will stay open until it is time to do another Status Change or a Discharge. You will add an outcome from the dropdown list on the Notes tab of the event. Follow Steps 22 – 24 to complete the outcome for the Services Provided event.
Discharge Juvenile Services Form

35. The Discharge event will appear under the Services Provided event in the Tree pane. Click on the green stop watch in front of the Discharge form. The Discharge will show in the Contents pane.

36. On Referral tab, complete the fields. You can change any information that auto-populates.

- Effective Date – The button beside is a calendar button.
- Legal Custody – Enter party with legal custody of client from the dropdown list.
- Referred By – Enter party the referred the client from the dropdown list.
- County of Residence – Enter a county of residence of client from the dropdown list.
- Provider – Enter the CBP provider client was assigned from the dropdown list.
- Program – Enter the Program client was assigned from the dropdown list.

37. Close the event with the Actions button at the bottom of the screen. This closes the Non-Custody Case.

To print the Juvenile Services Form, right click on the event. You will see a box with the report, urpt_JSF_NC. Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.
DYS Custody Case

Custody Cases are only opened by DYS Intake Staff.

DYS Custody Cases events are labeled to identify the program type that is responsible for completing the event. The label identifiers are as follows.

- DYS – Juvenile Services staff completes these events.
- DYS2 – Juvenile Services staff completes these events.
- AJATC – Contract staff at AJATC completes these events.
- SOP – The Correctional Facility/Treatment Center receiving the juvenile completes these events.
- SP – The Specialty Provider that receives the juvenile completes these events.
- CBP – The Community Based Provider responsible for aftercare completes these events.

We will break down the Case by each program type. This will assist each person to readily find your pieces.

DYS Intake

You can open a case while adding a juvenile. On the bottom left hand side of the Add New Person screen is a section for Post Action. If you select the Open Case option, you will be able to start directly into the Custody case you need to begin. This was explained in the section on Adding a Juvenile.

To add a Custody case to a juvenile already in the system, you will first need to search the juvenile and add them to your Persons node in the Tree pane.

1. Click the ▶ in front of the juvenile’s name.
2. Click on the Cases section under the juvenile.
3. On the Toolbar at the top of the screen, click on the Add New Case button.
4. The New Case Screen will appear.

5. Select the case type you want to add from the dropdown list – DYS Custody Case.

6. The Case Number auto-numbers for you.

7. The Case Open Date is \textit{when DYS takes legal custody of the juvenile}. The button is to the right of the Case Open Date. This is used to add the start date of the case.

8. Click OK.

9. Your new case will appear in your Desktop Node in your Tree pane and the person will show in the Persons Node beneath.
10. You click on the ▶ in front of the case.

11. The Initial Contact Event shows under the Case name. Click on the event.

In the Contents Pane on the right, complete the notes with a message of the contact and the results of the contact.

- EJJ: Select yes or no, if the juvenile is an EJJ (extended juvenile jurisdiction).
- Verification of EJJ: Select if the notification of EJJ is listed on the court order or on both the court order and RS-13 form. This field will be grayed out if you select no under the EJJ field.
- Alert Message: This is a security alert that will send inform staff if there are issues to be aware (i.e. medical problems, etc.).
Notes: Not a required field.

Outcome:* field, use the dropdown list and select the appropriate outcome. Based on which outcome you select, RiteTrack will then generate the appropriate event when this one is closed.

In the Involved Parties tab, the juvenile and the Intake worker’s names will auto-populate. You will need to add the person who contacted DYS regarding the juvenile being delivered to DYS. See Adding an Involved Party section of this manual.

Click the disk on the yellow bar to save the event.

Close the event with the Actions button at the bottom of the Contents pane.

**NOTE** You will need to complete the demographic information on the juvenile under each Node under the juvenile. This will include the Employment History, Lab History, Medical History, Medication History, Person Alias, Person Numbers, Person Addresses, Tattoos/Scars, and Relationships. For a description of these nodes, please see the View Information section of the RiteTrack Manual.
The next event that opens depends on the Outcome you selected in the step above. The outcome options are as follows and the steps to follow are in parenthesis.

- No Court Order
- Acute Care
- AJATC Available
- Diverted to JDC
- Diverted to RJP/SOP

12. No Court Order outcome generates a DYS Court Notified event in the case in the Tree pane.

Complete the outcome section of this event.

13. Based on the outcome selected, the next event will be one of the following. We have listed the outcome and the steps to follow.

- Court Order Not Available/Close Case
- Acute Care
- AJATC Available
- Diverted to JDC
- Diverted to RJP/SOP

14. When Court Order Not Available/Close Case is selected, close the event with the Actions button at the bottom of the Contents pane.
You will receive the message box below, click Yes.

You will then receive a Select Case Close Date. This auto-populates with today’s date but can be changed if needed. Click OK.

The Custody Case will be closed. (Short and Sweet 😊)

15. If you selected the outcome of Acute Care, the next event generated is the 🍩 DYS Juvenile Diverted to Acute Care.

- Placement: Use the dropdown to select the acronym for the placement.
- Service Type: Use the dropdown to select the service type Intake/Assessment
- Start Date: Use the calendar to select the date the juvenile is being placed at the facility
- Notes: This is not a required field but can be used to explain the reason for placement.

Close the event.
16. The DYS Diverted Disposition event is opened. (You can click on the event title to take you to the step and follow the process from there.)

17. If you selected the outcome of AJATC Available, the next event generated is the DYS Youth Arrives at Facility.

- Desktop Summary
- TEMP, TEMP (C--9/7/2012)
  - 09/07/2012: DYS Initial Contact
  - 09/07/2012: DYS Youth Arrives at Facility

Nothing is required in this event.

Close the event.

18. The DYS Client Interview and UAMS Mobile Assessment events will now appear in the case in the Tree pane.

- Desktop Summary
- TEMP, TEMP (C--9/6/2012)
  - 09/06/2012: DYS Initial Contact
  - 09/06/2012: DYS Juvenile Diverted to Acute Care
  - 09/06/2012: DYS Diverted Disposition
  - 09/07/2012: DYS Client Interview
  - 09/07/2012: UAMS Mobile Assessment

The UAMS Mobile Assessment event is completed by the provider. This section will focus on the DYS Client Interview event.

There are several tabs that need to be completed in this event. Here is what is required by the system. Below is a brief description of each tab and what is required.
✓ Notes tab.

✓ Client Info – This is where Intake staff will update eye color, hair color, weight and height.

![Client Info Form]

✓ Involved Parties – Automatically populated by client, data entry person, and any persons added in the events above this one. The Attorney, Judge, Probation Officer, and DYS Case Coordinator are required to be keyed.

![Involved Parties Form]
Provider tab – You assign the juvenile’s CBP that will receive the letter and appear on the RS-10 Face Sheet. Click on the Add Button for this tab. The Involved Organization Details screen will appear. Enter Organization, Role, and Date from the dropdown lists and calendar. Click OK.

Charges tab – You will enter all of the juvenile’s charges listed on the court order. Click on the Add Button for this tab. The Charge Detail screen will open. Enter Commitment Date, Charge, Count, Order Number, Zip, County, District, and Court.

You will need to key in the below required fields and click OK.
- **Commitment Date** – The date of Commitment on the Court Order. There is a calendar button available.

- **Charge** – You can search by Statute number, by the name of the charge, or partial name of the charge. Click the button.

You click on the charge you want to add.

- **Charge Count** – The number of counts for the charge. If not listed, enter “1”.

- **Charge Level** – This will auto-populate based on the charge selected.

- **EIVCGA Statute Applies** – This button is used when the judge declares the “charge” Engaging In Violent Criminal Gang Activity. This will move the charge level up one degree.

- **Court** – This is the court (juvenile or circuit) with the district. This is a dropdown list.

- **Zip** – This is the zip code for the Committing Court. If you key the Zip for the committing court, the County and District beside it will auto-populate.

- **County** – This is the Committing County. It will populate from the zip code entered.

- **District** – This is the District of the Committing County. It will populate from the zip code entered.

Click .
You will click the button and repeat the process for each charge. If there is more than one count for a charge, you enter the charge once and key the number of counts in the Charge Detail screen.

- Prior Service Providers tab – This record is used for historical purposes and is for any organization that provided services to the juvenile prior to his commitment to DYS. You will enter a start date, an end date, and the provider. If provider is not listed, enter provider name in comments.
- Medications tab – This is not a required tab but will allow you to enter medications, along with all applicable dosage information, start/end dates, and if currently taking. A record is written to Client Medication History Node.
- Medical History tab – This is for information including doctors. This information is also filled in from the MPS tab.
- Documents tab – This is where you will import the Order of Commitment and RS-13 documents from the court.

Close the event.

19. The DYS RS-10 Completion will open in the case.

Close the event.

20. The DYS Release of Information Letters event is spawned. This event is for the Intake worker to print off the required letters.
To print the letters, right click on the DYS Release of Information Letters. A list of available letters will appear; click on the report you want to print. The letter(s) will show in the Contents Pane on the right. Click on the print icon. Click OK to print the form. Repeat for the rest of the letters.

Close the event.

21. The DYS MDS Scheduled & Letters Sent and the CBP Intake Field Evaluation events are opened.

For the DYS MDS Scheduled & Letters Sent, you will key in the date and time including time of day (AM or PM).

Close the event.

22. With the closure of the DYS MDS Scheduled & Letters Sent, the system will open the event AJATC Multi-Disciplinary Staffing.

Intake is completed.

23. If you selected the outcome of Diverted to JDC, the next event generated is the DYS Diverted to JDC.

You will need to go to the Placements tab and add a placement to the JDC the juvenile was diverted.
Close the event.

24. The DYS Diverted Disposition event is generated. In this event you will select an outcome to:
   ✓ Intake at AJATC – This is used when the juvenile will be at the JDC for a short period of time and then come to AJATC to have the intake process completed.
   ✓ Intake at JDC – This is used when the juvenile will remain at the JDC and has the intake process completed from the JDC.

If Intake at AJATC, the next event is DYS Youth Arrives at Facility. (You can click on the event title to take you to the step and follow the process from there.)

If Intake at JDC, the next event opened is DYS Client Interview. (You can click on the event title to take you to the step and follow the process from there.)

25. If you selected the outcome of Diverted to SOP, the next event generated is the DYS2 Diverted to SOP.

You will add a placement to the SOP the juvenile was diverted.
26. The DYS Client Interview event is opened. (You can click on the event title to take you to the step and follow the process from there.)

The SOP Placement with SOP event is also generated from the DYS Diverted to SOP event. The SOP receiving the juvenile will complete the SOP event.

**Juvenile Receives a New Order of Commitment – Returns to AJATC (Intake)**

When a juvenile comes back from a provider with a new commitment order, these are the steps you will follow.

1. Under SP/SOP/CBP Provide Services event, select the outcome of New Commitment Order – Return to AJATC.

Close the event.

2. The DYS Return to Intake event will be generated. Select one of the following outcomes.
   - Acute Care
   - AJATC Available
   - Diverted to JDC
   - Diverted to SOP
   - No Court Order – will generate another CBP Provide Services.

Close the event.

3. Follow the appropriate steps to complete the new Intake process. You can click on the links above to go to that portion of the manual.

**Juvenile Receives a New Order of Commitment – No Movement**
When a juvenile receives a new commitment order, but will not be going through Intake again, complete the following event.

1. Under SP/SOP/CPB Provide Services event, select the outcome of New Commitment Order – No Movement.

   Close the event.

2. The DYS New Commitment Order event will be generated along with a new SP/SOP/CPB Provide Services event will be generated. The Provide Services event will stay open. You will only complete the DYS New Commitment Order event.

   Under Involved Parties add any new persons to the case (example – the judge, and attorney).

   You will be required to add the new charges under the Charges Tab and import the new Order of Commitment under the Documents Tab.

   Close the event.

3. The DYS RS-10 Completion event will be opened. Import the new RS-10 with the new charges under the Documents Tab.

   Close the event. A new event will not be generated.

**DYS Intake Transfer**

1. Click on the case for the juvenile in the Desktop of your Tree pane. It will cause the case to show with a blue box around it.

2. Click on the New Case Event icon in the Toolbar.

3. In the Add Event screen, you will create an independent event inside the case.
   - Event Type – DYS Intake Transfer.
   - Description – This is optional but you could type why moved.
   - Case Options – Always click the box to Inherit Involved Parties.
   - Scheduling – Use the calendar button to change the Start Date/Time.
Click OK.

4. The DYS Intake event will open in the case flow in the Tree pane on the left side of your screen.

5. Complete the Placement* tab in the Contents pane on the right.

6. If a signature is needed, the DYS Placement Administrator can digitally sign on the signature tab of this event.

7. Close the event. It will not open another event with the closure of this one.
**DYS Juvenile Services** will complete the case process as follows. This part of the process starts after the DYS RS-10 has been completed and closed by DYS Intake.

1. The AJATC Multi-Disciplinary Staffing event is opened when the DYS MDS Scheduled and Letters is closed.

   Enter the date the MDS will be held. Close the event.

2. Now DYS2 Determine Program Type is in the case flow.

   09/07/2012: DYS Youth Arrives at Facility
   09/07/2012: AJATC Multi-Disciplinary Staffing

   You need to click on the Program Types* tab and complete at least the first Program Type. Only one is required. Below is a preview of the dropdown list.

<table>
<thead>
<tr>
<th>Program Type:*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aftercare</td>
</tr>
<tr>
<td>Alexander Youth Services Center</td>
</tr>
<tr>
<td>DCFS Custody</td>
</tr>
<tr>
<td>Deferred</td>
</tr>
<tr>
<td>Dermott Treatment Unit (18-21)</td>
</tr>
<tr>
<td>Developmental Disabilities Services</td>
</tr>
<tr>
<td>Less Restrictive - Alternative</td>
</tr>
<tr>
<td>Outpatient Psychiatric Treatment</td>
</tr>
<tr>
<td>Outpatient Sex Offender Treatment</td>
</tr>
<tr>
<td>Outpatient Substance Abuse Treatment</td>
</tr>
<tr>
<td>Pending Psychosexual Assessment</td>
</tr>
<tr>
<td>Regional Juvenile Program</td>
</tr>
<tr>
<td>Residential Psychiatric Treatment</td>
</tr>
<tr>
<td>Residential Sex Offender Treatment</td>
</tr>
<tr>
<td>Residential Substance Abuse Treatment</td>
</tr>
<tr>
<td>RTC</td>
</tr>
<tr>
<td>Therapeutic Foster Care</td>
</tr>
<tr>
<td>Therapeutic Group Home</td>
</tr>
<tr>
<td>Therapeutic Group Home (Sex Offender)</td>
</tr>
</tbody>
</table>

Close the event.
3. The 📦 DYS2 Send Packets to Programs event appears. This is where the referral packet will be sent to Involved Organizations.

- Involved Organizations* tab – add all providers you want a referral sent. Names of persons who will receive the notification of this referral have been keyed into the system. When you add an organization, the referral person there will automatically receive the referral.

- Documents tab – import the referral packet information not already in RiteTrack.

4. Now we have the 📦 DYS2 Referral Disposition event. This is where a person from the Involved Organizations will sign approval/disapproval of the referral packet for the juvenile.

Juvenile Services staff will close the event after an approval signature is keyed by any person that is affiliated with one of the Involved Organizations added in the previous event.

If all the signatures are Disapprove and you close the event, a new 📦 DYS2 Send Packets to Programs event will be opened so you may send out a new referral.
5. The DYS2 Coordinate Admissions event is the placement event for the juvenile.

DYS Juvenile Services staff completes the Placement tab of the event.

The Days of Aftercare:* field is only used when sending a juvenile to aftercare. If the option of Other is selected, the additional field to type the number of days will appear after tab out of the Days of Aftercare:* field.

The DYS Juvenile Placements Administrator or the DYS Assistant Director of Juvenile Services and Placements will sign the Signatures* tab of this event.

When the event is signed by the appropriate staff listed above, the event will automatically close. Parties involved with the organization listed in the placement will be notified of the signature for approval of the move.

To print the RS-9 Transfer form, right click on the event in the Tree pane. Click on the RS-9 report. The report will show in the Contents Pane on the right. Click on the print icon. Click OK to print the form.
6. DYS Juvenile Services staff will be notified when a provider has generated a placement move. The events that generate a placement are:

   SP Transfer
   SP Preliminary Discharge
   SOP Transfer
   SOP Preliminary Discharge
   CBP Transfer to Different CBP
   CBP Transfer to ICJ
   CBP Recommend for Discharge
   CBP Temporary Transfer

   The DYS Juvenile Placements Administrator will sign on the Signature* tab of the SP Preliminary Discharge and SOP Preliminary Discharge events. The signature will close the event.

   The DYS Clinical Director and DYS Director will sign the CBP Recommend for Discharge. The signature of the Director will close the event and the custody case.

   The case will close five (5) days after the RTC or the Director’s signature, whichever is the later date. This will allow the provider time to process the paperwork after the discharge.
Change the DYS Case Coordinator

To change the DYS Service Coordinator assigned to a case you will need to follow the below steps.

1. Go to the open custody case for the juvenile.

2. Click on the Tracker tab under Case Details.

3. Near the bottom of the Case Details there is a button you will click.
4. Now you will see the Add Tracker box.

![Add Tracker]

5. Type the person you are adding in the Person field and click the icon.

![Add Tracker]

6. Select the Person from the drop down that appears.

![Add Tracker]
7. Enter the Start Date the DYS Service Coordinator was assigned the case. You can use the calendar button to the side or type the date in the box provided.

8. Click the box beside Current to show this is now the DYS Service Coordinator.

9. Click OK.
10. The Add Tracker box will disappear. And the new DYS Service Coordinator will show below with a Start Date and Current listed as True. This process also automatically puts an End Date for the previous DYS Service Coordinator and changes their Current status to False.

<table>
<thead>
<tr>
<th>Person</th>
<th>Start Date</th>
<th>End Date</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>NICKOLS, MELISSA</td>
<td>9/7/2012</td>
<td>9/8/2012</td>
<td>False</td>
</tr>
<tr>
<td>NICKOLS, MELISSA</td>
<td>9/8/2012</td>
<td></td>
<td>True</td>
</tr>
</tbody>
</table>
UAMS Mobile Assessment

This event is completed by UAMS/PACE staff. This event is generated when a DYS Custody case is opened or when a DYS Return to Intake event is opened.

To print the Mobile Assessment Report, click on the event. Then right click on the event and select the UAMS_Mobile_Assessment. The report will show in a new internet window. Click the print icon. Click OK to print the form.

1. You can access the event by the notification or by searching the juvenile and pulling up the case.

   a. To use the notification you will follow these steps.

   b. To access by the juvenile’s name, you need to follow these steps. (For a more detailed version, use the Search section of the RiteTrack Manual.)
      ✓ Click on the Persons Node in the Tree (left side).
      ✓ Click the Search Clients/Contacts button on the right side of the screen.
      ✓ In the Quick Search field, type either the PersonID given in the notification, the SSN without dashes, or the juveniles first and last name with only a space in between. (You can also put in partial names if you are unsure about the spelling.)
      ✓ Click the Quick Search button.
      ✓ Double click on the correct juvenile in the Search Results pane.
      ✓ The juvenile will now be under the Persons Node in the tree.
      ✓ Click the + in front of the juvenile’s name.
      ✓ Click the Cases Node under the juvenile.
      ✓ Click the arrow in front of the open DYS Custody case.
      ✓ The case will now under the Desktop Node in the Tree (left side).
      ✓ Click the + in front of the case.

2. The UAMS Mobile Assessment event will be in the case.
3. Click on this event. It will create a blue box around the event and the pane on the right will show the event.

There are several tabs to this event. We will go thru each one.

4. On the General Info tab, you will need to complete the following.

- Date – date of assessment, you can use the calendar icon to the right.
- Evaluators – type the evaluator’s name and use the search on the right to find the person.

- Resided with prior to DYS Placement – You will scroll down to this section. Click the add button to add the person(s).
✓ Mental Health – Type in the Inpatient and/or Outpatient sections. Notice the scroll bars on the right. You are not limited to the amount of information you can enter here.

✓ Gang Involvement – Use the drop down to the right. If you select other, please type the name of the gang in the field beside Other.

5. Click on the Education tab. You will need to complete the following.

✓ Current County Filter – This will limit the school listing to only those in the county selected.
✓ Current School Placement – This is where the juvenile is attending school.
✓ Currently in Grade.
✓ Prior County Filter.
✓ School Prior to Commitment – This is where the juvenile attended school prior to commitment.
✓ Date of Last School Attendance.
✓ Obtained GED – Check if yes.
✓ Taken TABE Test – Enter the score for TABE test.
✓ Enrolled in GED Program – Check if yes.
Employment History – Check the box if history is available. Use the text box for any comments.

Previous Testing – Check the box if yes. Use the text box for any comments.
✓ Grade Retention – Use the add button to enter this section.

✓ Education Services – Use the add button to enter this section.

6. Click on the Medical Info tab. You will need to complete the following.

✓ Medical Evaluator – This is pulled from the General Info tab.
✓ Specialty Clinics or Physicians – Please type name or facility.

✓ Health Concerns – Please check box if yes. Use the text box for comments.
✓ Place of Birth – Please use the drop downs to select the state, county, and city.

Place of Birth
State: Alabama
County: Out of State
City: Alexander City

✓ Significant Medical History – Please check box if yes. Use the text box for comments.

Significant Medical History
Significant Medical History? Yes

✓ Hospitalizations-Medical – Please check box if yes. Use the text box for comments.

Hospitalizations-Medical
Hospitalizations-Medical: Yes

✓ Surgical History – Please check box if yes. Use the text box for comments.

Surgical History
Surgical History: Yes

Current Medications – Please check box if yes. Use the text box for comments. If there are any previous medications, please use the separate box for those.

Medication Allergies – Please check box if yes. Use the text box for comments.

Immunizations – Please use the drop down.
✓ Pertinent and Recent Labs – Please check box if yes. Use the text box for comments.

✓ Sleep – Please check box if yes. Use the text box for comments.

✓ Bowel/Bladder Concerns – Please check box if yes. Use the text box for comments.

✓ Sexual History – Please use the drop downs for each field.
- Sexually Transmitted Disease History – Use the add button to add any STD history.

<table>
<thead>
<tr>
<th>STD</th>
<th>Treated by Physician</th>
<th>Currently Infected</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acquired Immunodeficiency Syndrome (AIDS/HIV)</td>
<td>Yes</td>
<td>Yes</td>
<td>asdf</td>
</tr>
</tbody>
</table>

- Substance Abuse History – Use the add button to add any substance abuse history.

<table>
<thead>
<tr>
<th>Substance</th>
<th>Dosage</th>
<th>Frequency of Use</th>
<th>Age Started</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol</td>
<td>asdf</td>
<td>Annual</td>
<td></td>
<td>asdf</td>
</tr>
</tbody>
</table>

- Diet Deficiencies – Please check box if yes. Use the text box for comments.

- Food Allergies – Please check box if yes. Use the text box for comments.
 FAMILY MEDICAL HISTORY – Use the add button to add any substance abuse history.

7. Click on the Physical Exam tab. You will need to complete the following.

✓ Height – in inches.
✓ Height Percentile.
✓ Weight – in pounds.
✓ Weight Percentile.
✓ Body Mass Index.
✓ BMI Percentile.
✓ Blood Pressure – Note that the numbers are in separate fields.
✓ Hearing Screening – Use the drop down.
✓ Left Ear – Use the drop down.
✓ Right Ear – Use the drop down.

✓ Vision – Please use the drop down to select. Use the text box for comments.
✓ Head – Please use the drop down to select. Use the text box for comments.
✓ Eyes – Please use the drop down to select. Use the text box for comments.
✓ Nose – Please use the drop down to select. Use the text box for comments.
✓ Ears – Please use the drop down to select. Use the text box for comments.
✓ Mouth and Pharynx – Please use the drop down to select. Use the text box for comments.
✓ Neck – Please use the drop down to select. Use the text box for comments.
✓ Chest/Lungs – Please use the drop down to select. Use the text box for comments.
✓ Heart – Please use the drop down to select. Use the text box for comments.
✓ Abdomen – Please use the drop down to select. Use the text box for comments.
✓ Genitalia – Please use the drop down to select. Use the text box for comments.
✓ Back – Please use the drop down to select. Use the text box for comments.
✓ Extremities – Please use the drop down to select. Use the text box for comments.
✓ Neurologic – Please use the drop down to select. Use the text box for comments.
✓ Skin – Please use the drop down to select. Use the text box for comments.
✓ Observations – Use the text box for comments.

8. Click on the **Psychology** tab. You will need to complete the following.

✓ Behavior Observations – Please use the text box for comments.

✓ Cognitive – Use the dropdown to select the assessment used. Type the index numbers in the appropriate fields.

✓ WJ-III – Please complete the fields if this assessment was used.
✓ Bender Visual-Motor Gestalt Test-II – Please complete the fields if this assessment was used.

✓ Behavior: Use the dropdown to select if the APS-SF was completed on this youth.

✓ Adolescent Psychopathology Scale – Short Form (APS-SF) – Please complete the fields if this assessment was used.
✓ Interview – Enter the narrative portion of the interview.

9. Click on the **Speech/Language** tab. You will need to complete the following.

✓ Tests to be Administered – Check the box(es) for the tests administered to the juvenile. Make sure a checkmark shows in the box for the tests administered.

![Image of test selection options]

**Tests to be Administered:**
- Test of Problem Solving - Second Edition: Adolescent (TOPS 2: Adolescent)
- Comprehensive Assessment of Spoken Language (CASL)
- Test of Pragmatic Language - Second Edition (TOPL - 2)

✓ TOPS 2 – Please complete the Standard Score and Percentile Rank for each category. Use the text box for comments.
<table>
<thead>
<tr>
<th>Subtest</th>
<th>Standard Score</th>
<th>Percentile Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Making Inferences</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Determining Solutions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Problem Solving</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interpreting Perspectives</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transferring Insights</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Test</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Casl – Please complete the category Standard Score and Percentile. Use the text boxes below each category for comments.

<table>
<thead>
<tr>
<th>Supralinguistic Index</th>
<th>Standard Score</th>
<th>Percentile</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Core Subtests
- Nonliteral Language
- Meaning Context

Supplementary Subtest
- Inferences
- Pragmatic Judgment
✓ TOPL2 – Please complete the category Percentile Rank and Pragmatic Language Usage Index.

![TOPL2 Form Image]

✓ Articulation – Use the dropdown to select the status and the text box below for comments.

![Articulation Form Image]

✓ Voice and Fluency – Use the dropdown to select the status and the text box below for comments.

![Voice and Fluency Form Image]
✓ Oral Peripheral/Dental – Use the dropdown to select the status and the text box below for comments.

Test Administered – Click the Add button to enter any test administered during the assessment.

Test of Minimal Articulation Competence – Click the Add button to enter any test administered during the assessment.
✓ Lindamood Auditory Conceptualization – Click the Add button to enter any test administered during the assessment.

![Lindamood Auditory Conceptualization Test](image)

✓ OWLS – Click the Add button to enter any test administered during the assessment.

![OWLS](image)

10. Click on the **Impression** tab. You will need to complete the following.

✓ Medical Info – Please use the drop downs for Hearing Screening, Middle Ear Functioning, and Vision Screening. Use the Other text box below for comments.
Psychology – Please use the text boxes below each category for comments.
Speech/Language – Please use the text boxes below each category for comments.

Speech-Language

- Receptive and Expressive Language:

- Articulation

- Voice and Fluency

- Oral-Motor

- Dental
11. Click on the **Diagnosis** tab.

- Click the add button to add a DSM4.
- Use the drop down for selecting the DSM4.
- Use the calendar button to select the date of the DSM4.
- Type the name of the Clinician and click the button to select the Clinician.
- Click OK.

- Click the paper/pencil icon by the DSM4 you just added.
On the Axis I tab, click the add button to enter any diagnosis/diagnoses.

Add Diagnosis – Use the drop downs for the Diagnosis and Primacy fields. Use the Description box for any comments.

Click OK.

Click on each of the additional Axis tabs and follow the same steps for Axis I.

Click OK.

12. Click on the Recommendations tab. This is a comments/notes field to type any recommendations.
13. Click on the **Signatures** tab. This is where each clinician and manager will sign approval/disapproval of the assessment.

The Report Manager (aka the person completing the report) will sign. This will notify the three clinicians selected in the General Info tab.

Each clinician will sign after completing their portion and then again after reviewing the other two clinicians’ portions.

After each clinician has signed completing their part of the assessment and also signed the second time showing review of the completed assessment, the Manager will be notified to sign.

When the Manager signs approval of the full assessment, the event will close and lock in all information. Notifications will be sent to DYS staff, and the UAMS Report Manager.
How to Sign:
✓ Click the Sign button by the Actions label.
✓ Signed By – Your name will automatically show in this field.
✓ The date and time will automatically show in this field.
✓ Password – Type your RiteTrack password as verification.
✓ Type – Use the drop down to select approved or disapproved.
✓ Comments – Optional.
✓ Click OK.
AJATC Events

When a juvenile is placed at AJATC for services, you will follow the events for SOP (Serious Offender Program)

AYSC Dorm Moves

There are times when a juvenile will be moved from dorm to dorm while at AJATC. Below is the process to complete a dorm move.

27. Click on the case for the juvenile in the Desktop of your Tree pane. It will cause the case to show with a blue box around it.

28. Click on the New Case Event icon in the Toolbar.
29. In the Add Event screen, you will create an independent event inside the case.

- Event Type – AJATC Unit Transfer or Service Type Change.
- Description – This is optional. Nothing has to be typed here.
- Scheduling – Use the calendar button to change the Start Date/Time.
- Inherit Involved Parties? – Always click the box to Inherit Involved Parties.

![Add Case Event dialog box]

Click OK.

30. The AYSC Unit Transfer or Service Type Change event will open in the case flow in the Tree pane on the left side of your screen. It will appear in date order.

![09/11/2012: AJATC Unit Transfer or Service Type Change]

You then complete the Placement* tab in the Contents pane on the right. If the juvenile has not had his/her MDS, they are on the Service Type of Intake Assessment. If the juvenile has been placed by DYS Juvenile services, the Service Type will be Residential.
Close the event. It will not open another event with the closure of this one.
**SOP Events**

These events are auto-generated in the case process for you. Some SOPs handle both Normal Intake of Juveniles and Diverted Intake of Juveniles. This manual will show both processes.

**SOP Diverted Juveniles**

These are juveniles that are placed at a Regional Juvenile Program/Serious Offender Program while they are on Intake status. This happens when there is not enough room at AJATC for the intake juveniles and other extenuating circumstances.

1. The first event is SOP Placement with SOP. This is generated when a DYS Intake worker places a juvenile on diversion with an SOP.

   ☒ You will not complete the DYS Client Interview event. ☒

   ![09/07/2012: SOP Placement with SOP]

   There are no required fields in this event. Close the event with the Actions button at the bottom of the Contents pane.

   ![Actions: Close Event]

   The close event box will appear with today’s date as the close date. Click the button.

   ![Close Event]

   When you close the event, notice that the green stop watch in front of SOP Placement with SOP was changed to a red one. ☒
2. The closure of the above event opens the next event of SOP Intake Juvenile Services Form. This form is so that your organization can bill for the juvenile.

Complete the required information on the Referral* tab. All of the required fields on the Referral* tab have dropdown lists.

- Effective Date – The button beside the Effective Date:* is a calendar button.
- Current Custody – Completed by RiteTrack.
- Referred By – Completed by RiteTrack.
- County of Residence – Enter a county of residence of client from the dropdown list.
- Provider – Enter the RJP acronym to which the client was assigned from the dropdown list.
- Program – Always select “SPECIALIZED CONTRACT”.
Involved Parties tab - Automatically populates with the juvenile name and any other persons previously involved in the case. You may add your case manager as an involved party. *** This is not required. ***
Click the disk on the yellow bar to save the event.

Follow this process to close all events that you have keyed in information.

3. The SOP Provide Services event will stay open until you want to do:
   - Transfer
   - Discharge
   - New Commitment Order – Return to AJATC (for DYS Intake Staff Use Only)
   - New Commitment Order – No Movement (for DYS Intake Staff Use Only)

   ✓ Notes – Under the Outcome:* use the dropdown list to choose what you want to do (transfer, or discharge).
✓ Academic History – You can add the school the juvenile is attending while residing at your facility. *** This is not required. ***
✓ Surveys – This tab as a survey that will allow you to complete your report to DYS regarding the number of credits a juvenile earns a semester. *** This is not required. ***

After you add an outcome, close the event.

4. The 🔄 SOP Transfer is used when you are temporarily moving a juvenile from your facility to a JDC, court, etc.

You will complete the Placement, Service Type, and Start Date.

<table>
<thead>
<tr>
<th>Placement:*</th>
<th>Involved Parties</th>
<th>Signatures*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placement:*</td>
<td>PASS</td>
<td></td>
</tr>
<tr>
<td>Service Type:*</td>
<td>PASS (Juvenile in DYS Custody) (J)</td>
<td></td>
</tr>
<tr>
<td>Start Date:*</td>
<td>9/11/2012</td>
<td></td>
</tr>
<tr>
<td>Days of Aftercare:*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notes:</td>
<td>Juvenile transferred to parents home for a temporary pass.</td>
<td></td>
</tr>
</tbody>
</table>

⚠️ Do not sign on the Signatures* tab. ⚠

Close the event.

A new 🔄 SOP Provide Services event appears.

To print the RS-9, right click on the event. You will see a box with the report. Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.
5. The SOP Preliminary Discharge is used when you are discharging the juvenile from your program. DYS Juvenile Services staff is notified when the event is opened.

On the Placement* tab, you will complete the following.
✓ Placement* – Use the dropdown lists to select the program where you are sending the juvenile.
✓ Service Type* – This is the type of service the above program provides for the juvenile.
✓ Start Date* - The date you are requesting to send the juvenile to the new program. This is recommended to be thirty (30) days in advance of the move.

The DYS Juvenile Services Unit will complete the following:
✓ Days of Aftercare* - This is the amount of time the juvenile will receive aftercare services. If the option of Other is selected in this field, the field Other will appear in order for the number of days to be keyed.
✓ Other – This field is only for use when 90, 120, or 180 days is not the amount of time the juvenile will be on aftercare.
✓ Notes.
Transfer Completed By – Type the Name of the Caseworker who completed the summary. Press Enter. Select the correct person from the drop down.

Reason Transferred/Discharged – please use the drop down to the right of the field to select the reason.

Recommend for Discharge – Use the drop down to select Yes/No.

Discharge Concern – Complete if you select No above to tell DYS why this discharge is not recommended.

Do not sign on the Signatures* tab.
The DYS Juvenile Placements Administrator will sign approval of the movement. When the DYS Juvenile Placements Administrator signs on the Signatures* tab, the event automatically closes.

To print the RS-9, right click on the event. You will see a box with the report. Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.

SOP Normal Juveniles

These are juveniles that are placed at a Regional Juvenile Program/Serious Offender Program by DYS Juvenile Services.

1. The first event is DYS2 Send Packets to Programs event. When you use your Notification process, it will bring you to this event.

2. Now we have the DYS2 Referral Disposition event. This is where a person from your organization will sign approval/disapproval of the referral packet for the juvenile. It will only accept your signature if you are affiliated with an Involved Organization listed in this event.

Juvenile Services staff will close the event after an approval signature is keyed by any person that is affiliated with one of the Involved Organizations added in the previous event.
3. The 📜 DYS2 Coordinate Admissions event is the placement event for the juvenile.

The event will automatically close when the DYS Juvenile Placements Administrator signs on the Signature tab. The closure sends an automatic notification to any persons at the organization that has requested to receive this information.

To print the RS-9, right click on the event. You will see a box with the report. Click on the report. The report will show in a new browser window. Click on the print 📄 icon. Click OK to print the form.

4. Now 📜 SOP Placement with SOP is in the case tree. This is generated from the closure of the 📜 DYS2 Coordinate Admissions event. Click on the link to go to the SOP Placement with SOP portion of the manual.
SOP Discharge Juvenile Services Form

You only add this event manually if you need to discharge for billing purposes because the juvenile was transferred and not discharged. If a juvenile is discharged with the SOP Preliminary Discharge event, this event will automatically be completed by the system.

1. Click on the case for the juvenile in the Desktop of your Tree pane. It will cause the case to show with a blue box around it.

2. Click on the New Case Event icon in the Toolbar.

3. In the Add Event screen, you will create an independent event inside the case.
   ✓ Event Type – SOP Discharge Juvenile Services Form.
   ✓ Description – This is optional.
   ✓ Scheduling – Use the calendar button to change the Start Date/Time.
   ✓ Inherit Involved Parties? – Do not click the box to Inherit Involved Parties.

Click OK.
4. The SOP Discharge Juvenile Services Form event will open in the case flow in the Tree pane on the left side of your screen. It will appear in date order. This form is so that your organization can bill for the juvenile.

Complete the required information on the Referral* tab. All of the required fields on the Referral* tab have dropdown lists.

- Effective Date – The button beside the Effective Date:* is a calendar button.
- Legal Custody – Completed by RiteTrack.
- Referred By – Completed by RiteTrack.
- County of Residence – Completed by RiteTrack.
- Provider – Enter the acronym to which the client was assigned from the dropdown list.

**Involved Parties** tab - Automatically populates with the juvenile name and any other persons previously involved in the case. You may add your case manager as an involved party. *** This is not required. ***

Close the event.

A new event is not generated from the closure of the SOP Discharge Juvenile Services Form. The event will now appear with a read stop watch.

To print the Juvenile Services Form, right click on the event. You will see a box with the report, urpt_JSF_NC. Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.
**SP Events**

These events are auto-generated in the case process for you when the juvenile is assigned to you by DYS Juvenile Services. If you are one of the few providers that have out-patient services for the juvenile, that process will be covered also.

1. The first event is DYS2 Send Packets to Programs event. This is where the referral packet will be sent to you. The event will be closed but when you use your Notification process it will bring to this event.

2. Now we have the DYS2 Referral Disposition event. This is where a person from your organization will sign approval/disapproval of the referral packet for the juvenile. It will only accept your signature if you are affiliated with an Involved Organization listed in this event.

   ![](image1.png)

   Juvenile Services staff will close the event after an approval signature is keyed by any person that is affiliated with one of the Involved Organizations added in the previous event.

3. The DYS2 Coordinate Admissions event is the placement event for the juvenile.

   This event will automatically close when the DYS Juvenile Placements Administrator signs on the Signature tab. The closure sends an automatic notification to any persons at the organization that has requested to receive this information.

   To print the RS-9, right click on the event. You will see a box with the report. Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.
4. Now 🏡 SP Arrival at Special Provider is in the case tree.

- 09/07/2012: DYS2 Coordinate Admissions
- 09/08/2012: SP Arrival at Specialty Provider

There are no required fields in this event. Close the event with the Actions button at the bottom of the Contents pane.

```
Actions:  Close Event
```

The close event box will appear with today’s date as the close date. Click the button.

![Close Event]

When you close the event, notice that the green stop watch 🕒 in front of SP Arrival at Specialty Provider was changed to a red one. 🕒

5. The closure of the above event opens the next event of 🏡 SP Intake Juvenile Services Form. This form is so that your organization can bill for the juvenile.

Complete the required information on the Referral* tab. All of the required fields on the Referral* tab have dropdown lists.

- Effective Date – The button beside the Effective Date:* is a calendar button.
- Legal Custody – Completed by RiteTrack.
- Referred By – Completed by RiteTrack.
- County of Residence – Enter a county of residence of client from the dropdown list.
- Provider – Enter the SP acronym to which the client was assigned from the dropdown list.
- Program – Always select “SPECIALIZED CONTRACT”.

```
Involved Parties tab - Automatically populates with the juvenile name and any other persons previously involved in the case. You may add your case manager as an involved party. *** This is not required. ***

Click the disk on the yellow bar to save the event.

Close the event with the Actions button at the bottom of the Contents pane.
The close event box will appear with today’s date as the close date. Click the "Close" button.

Follow this process to close all events that you have keyed in information.

6. The 📅 SP Provide Services event will be generated. It will stay open until you want to do:
   - **Transfer**
   - **Discharge**
   - **New Commitment Order – Return to AJATC** (DYS Intake Staff Use Only)
   - **New Commitment Order – No Movement** (DYS Intake Staff Use Only)

   - Notes – Under the Outcome:* use the dropdown list to choose what you want to do (transfer, discharge, or review).
   - Academic History – You can add the school the juvenile is attending while residing at your facility. *** This is not required. ***
   - Surveys – This tab as a survey that will allow you to complete your report to DYS regarding the number of credits a juvenile earns a semester. *** This is not required. ***

After you add an outcome, close the event.
7. The SP Transfer is used when you are temporarily moving a juvenile from your facility to a JDC, court, etc.

You will complete the Placement, Service Type, and Start Date.

If the transfer has already taken place, it will not require a signature by DYS.

If the transfer has not occurred, it will require a signature by DYS.

Click the Close button and DYS Juvenile Services staff is notified of the Transfer request.

⚠️ **Do not sign on the Signatures* tab.** ⚠️

The DYS Juvenile Placements Administrator will sign approval of the movement.

When the DYS Juvenile Placements Administrator signs on the Signatures* tab, the event will automatically close.

To print the RS-9, right click on the event. You will see a box with the report. Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.

8. A new SP Provide Services will be opened.
9. The SP Discharge is used when are discharging the juvenile from your program.

On the Placement* tab, you will complete the following.
- Placement* – Use the dropdown lists to select the program where you are sending the juvenile.
- Service Type* – This is the type of service the above program provides for the juvenile.
- Start Date* - The date you are requesting to send the juvenile to the new program. This is recommended to be thirty (30) days in advance of the move.

The DYS Juvenile Services Unit will complete the following:
- Days of Aftercare* - This is the amount of time the juvenile will receive aftercare services. If the option of Other is selected in this field, the field Other will appear in order for the number of days to be keyed.
- Other – This field is only for use when 90, 120, or 180 days is not the amount of time the juvenile will be on aftercare.
On the Transfer Summary* tab, you will need to complete the Transfer\Discharge Summary.

<table>
<thead>
<tr>
<th>Notes*</th>
<th>Involved Parties</th>
<th>Transfer Summary*</th>
<th>Documents</th>
<th>Signatures*</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Transfer Completed By:</strong></td>
<td>Nickols, Melissa Dawn (14)</td>
<td><strong>Reason Transferred/Discharged:</strong></td>
<td><strong>Recommend For Discharge?</strong></td>
<td><strong>Discharge Concern:</strong></td>
</tr>
<tr>
<td><strong>Performance and Progress:</strong></td>
<td>Use the drop down</td>
<td><strong>IF NO ABOVE, PLEASE EXPLAIN CONCERN IN DISCHARGING THE YOUTH.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Legal Status:</strong></td>
<td>Ask the DYS Service Coordinator about the information required for this field. You can copy from a word document. Then click in the field where you want the information and press Ctrl+V to paste.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Family:</strong></td>
<td>Ask the DYS Service Coordinator about the information required for this field. You can copy from a word document. Then click in the field where you want the information and press Ctrl+V to paste.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Living Arrangements:</strong></td>
<td>Ask the DYS Service Coordinator about the information required for this field. You can copy from a word document. Then click in the field where you want the information and press Ctrl+V to paste.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Contact with Community Resources:</strong></td>
<td>Ask the DYS Service Coordinator about the information required for this field. You can copy from a word document. Then click in the field where you want the information and press Ctrl+V to paste.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Expectations for the Future:</strong></td>
<td>Ask the DYS Service Coordinator about the information required for this field. You can copy from a word document. Then click in the field where you want the information and press Ctrl+V to paste.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Transfer Completed By** – Type the Name of the Caseworker who completed the summary. Press Enter. Select the correct person from the drop down.

**Reason Transferred/Discharged** – please use the drop down to the right of the field to select the reason.

**Recommend for Discharge** – Use the drop down to select Yes/No.

**Discharge Concern** – Complete if you select No above to tell DYS why this discharge is not recommended.

Do not sign on the Signatures* tab. ☛
The DYS Juvenile Placements Administrator will sign approval of the movement. When the DYS Juvenile Placements Administrator signs on the Signatures* tab, the event automatically closes.

To print the RS-9, right click on the event. You will see a box with the report. Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.

SP Out-Patient Juvenile Events

These events will have to have the first event manually generated in the case process for you the provider. This is when you are providing non-residential services for a juvenile while he/she is placed with another provider.

You will only have to manually generate the first event. All other events will be completed in the case flow process.

1. Click on the case for the juvenile in the Desktop of your Tree pane. It will cause the case to show with a blue box around it.

2. Click on the New Case Event icon in the Toolbar.
3. In the Add Event screen, you will create an independent event inside the case.
   ✓ Event Type – SP Intake Juvenile Services Form.
   ✓ Description – This is optional.
   ✓ Scheduling – Use the calendar button to change the Start Date/Time.
   ✓ Inherit Involved Parties? – Do not click the box to Inherit Involved Parties.

   ![Add Case Event]

   Click OK.

4. The SP Intake Juvenile Services Form event will open in the case flow in the Tree pane on the left side of your screen. It will appear in date order. This form is so that your organization can bill for the juvenile.

   ![09/25/2012: SP Intake Juvenile Services Form]

   Complete the required information on the Referral* tab. All of the required fields on the Referral* tab have dropdown lists.
   ✓ Effective Date – The button beside the Effective Date:* is a calendar button.
   ✓ Legal Custody – Completed by RiteTrack.
   ✓ Referred By – Completed by RiteTrack.
   ✓ County of Residence – Enter a county of residence of client from the dropdown list.
   ✓ Provider – Enter the acronym to which the client was assigned from the dropdown list.
   ✓ Program – Always select “SPECIALIZED CONTRACT”.

R. 05/01/2009 -- Dhsisp1\WA_RiteTrack_Help 132
Involved Parties tab - Automatically populates with the juvenile name and any other persons previously involved in the case. You may add your case manager as an involved party. *** This is not required. ***

Close the event.

5. The SP Provide Services event will be generated. It will stay open until you need to transfer or discharge the juvenile. Click the link to go to the steps to follow for SP Provide Services.
SP Discharge Juvenile Services Form

You only add this event manually if you need to discharge for billing purposes because the juvenile was transferred and not discharged. If a juvenile is discharged with the SP Preliminary Discharge event, this event will automatically be completed by the system.

5. Click on the case for the juvenile in the Desktop of your Tree pane. It will cause the case to show with a blue box around it.

6. Click on the New Case Event icon in the Toolbar.

7. In the Add Event screen, you will create an independent event inside the case.
   ✓ Event Type – SP Discharge Juvenile Services Form.
   ✓ Description – This is optional.
   ✓ Case Options – Do not click the box to Inherit Involved Parties.
   ✓ Scheduling – Use the calendar button to change the Start Date/Time.

Click OK.
8. The SP Discharge Juvenile Services Form event will open in the case flow in the Tree pane on the left side of your screen. It will appear in date order. This form is so that your organization can bill for the juvenile.

Complete the required information on the Referral* tab. All of the required fields on the Referral* tab have dropdown lists.

- Effective Date – The button beside the Effective Date:* is a calendar button.
- Legal Custody – Completed by RiteTrack.
- Referred By – Completed by RiteTrack.
- County of Residence – Enter a county of residence of client from the dropdown list.
- Provider – Enter the RJP acronym to which the client was assigned from the dropdown list.

Involved Parties tab - Automatically populates with the juvenile name and any other persons previously involved in the case. You may add your case manager as an involved party. *** This is not required. ***

Close the event.

A new event is not generated from the closure of the SP Discharge Juvenile Services Form. The event will now appear with a read stop watch.

To print the Juvenile Services Form, right click on the event. You will see a box with the report, urpt_JSF_NC. Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.
**CBP Events**

**CBP Intake Juvenile Services Form**

1. Click on the case for the juvenile in the Desktop of your Tree pane. It will cause the case to show with a blue box around it.

2. Click on the New Case Event icon in the Toolbar.

3. In the Add Event screen, you will create an independent event inside the case.
   - Event Type – CBP Intake Juvenile Services Form.
   - Description – This is optional. You can type “Aftercare” as an example.
   - Scheduling – Use the calendar button to change the Start Date/Time.
   - Inherit Involved Parties? – Do not click the box to Inherit Involved Parties.

Click OK.
4. The CBP Intake Juvenile Services Form event will open in the case flow in the Tree pane on the left side of your screen. It will appear in date order. This form is so that your organization can bill for the juvenile.

Complete the required information on the Referral* tab. All of the required fields on the Referral* tab have dropdown lists.
- Effective Date – The button beside the Effective Date:* is a calendar button.
- Legal Custody – Completed by RiteTrack.
- Referred By – Completed by RiteTrack.
- County of Residence – Enter a county of residence of client from the dropdown list.
- Provider – Enter the CBP acronym to which the client was assigned from the dropdown list.
- Program – Always select Intensive Case Management.

Involved Parties tab - Automatically populates with the juvenile name and any other persons previously involved in the case. You may add your case manager as an involved party. *** This is not required. ***

Click the disk on the yellow bar to save the event.

Close the event with the Actions button at the bottom of the Contents pane.
The close event box will appear with today's date as the close date. Click the Close button.

![Close Event Window]

Follow this process to close all events that you have keyed in information.

A new event is not generated from the closure of the CBP Intake Juvenile Services Form. The event will now appear with a read stop watch.

To print the Juvenile Services Form, right click on the event. You will see a box with the report, urpt_JSF_NC. Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.
CBP Status Change Juvenile Services Form

1. Click on the case for the juvenile in the Desktop of your Tree pane. It will cause the case to show with a blue box around it.

2. Click on the New Case Event icon in the Toolbar.

3. In the Add Event screen, you will create an independent event inside the case.
   - Event Type – CBP Status Change Juvenile Services Form.
   - Description – This is optional. You can type “SOP Aftercare” as an example.
   - Scheduling – Use the calendar button to change the Start Date/Time.
   - Inherit Involved Parties? – Always click the box to Inherit Involved Parties.

   ![Add Case Event](image)

   Click OK.

4. The CBP Status Change Juvenile Services Form event will open in the case flow in the Tree pane on the left side of your screen. It will appear in date order. This form is so that your organization can bill for the juvenile.
Complete the required information on the Referral* tab. All of the required fields on the Referral* tab have dropdown lists.

- Effective Date – The button beside the Effective Date:* is a calendar button.
- Legal Custody – Completed by RiteTrack.
- Referred By – Completed by RiteTrack.
- County of Residence – Enter a county of residence of client from the dropdown list.
- Provider – Enter the CBP acronym to which the client was assigned from the dropdown list.
- Program – Always select Intensive Case Management.

Involved Parties tab - Automatically populates with the juvenile name and any other persons previously involved in the case. You may add your case manager as an involved party. *** This is not required. ***

Close the event.

A new event is not generated from the closure of the CBP Status Change Juvenile Services Form. The event will now appear with a read stop watch.

To print the Juvenile Services Form, right click on the event. You will see a box with the report, urpt_JSF_NC. Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.
CBP Discharge Juvenile Services Form

You should not have to key a Discharge Juvenile Services Form. This is completed when the CBP Recommend for Discharge is signed by the DYS Director. RiteTrack automatically completes the Discharge Juvenile Services Form.

If the youth moves out of your jurisdiction, follow the instructions for adding a CBP Intake Juvenile Services form to add a CBP Discharge Juvenile Services Form.

To print the Juvenile Services Form, right click on the event. You will see a box with the report, urpt_JSF_NC. Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.
CBP Case Flow Events

Except for the ones listed previously will be generated in the case flow.

CBP receive the juvenile into Aftercare services from three (3) ways.
- Directly from Intake at AYSC
- From the Regional Juvenile Program/Serious Offender Program
- From the Specialty Provider

The event you will start with will be the same but is generated from a different event depending on the previous provider. Here are the events that are before the Aftercare Plan Developed event is generated. These are shown because these are the events you will use to print off an RS-9 for your files.

1. On a Juvenile Received Directly from Intake at AJATC, the first event is DYS2 Send Packets to Programs event. This is where the referral packet will be sent to you. The event will be closed but when you use your Notification process it will bring to this event.

2. Now we have the DYS2 Referral Disposition event. This is where a person from your organization will sign approval/disapproval of the referral packet for the juvenile. It will only accept your signature if you are affiliated with an Involved Organization listed in this event.

   ![Image of the DYS2 Referral Disposition event]

   Juvenile Services staff will close the event after an approval signature is keyed by any person that is affiliated with one of the Involved Organizations added in the previous event.

3. The DYS2 Coordinate Admissions event is the placement event for the juvenile.

   This event will automatically close when the DYS Juvenile Placements Administrator signs on the Signature tab. The closure sends an automatic notification to any persons at the organization that has requested to receive this information.

   To print the RS-9, right click on the event. You will see a box with the report.
Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.

4. Your first event will be the CBP Placement with Aftercare Provider.

There is nothing required in this event.

Close the event.

5. This opens the CBP Provide Services event. This event will stay open until you want to complete any of the following.
   - Transfer
   - Recommend for Discharge
   - Extension Request
   - New Commitment Order – Return to AJATC (DYS Intake Staff Use Only)
   - New Commitment Order – No Movement (DYS Intake Staff Use Only)

Use the dropdown list to select what you would like to complete.

Close the event.
6. If you selected Extension Request, a CBP Aftercare Extension event is spawned. You complete the Extended Until and Notes field of the Notes tab.

<table>
<thead>
<tr>
<th>Notes</th>
<th>Involved Parties</th>
<th>Signatures*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ext End:</td>
<td>10/17/2012</td>
<td></td>
</tr>
<tr>
<td>Notes:</td>
<td>Ask your DYS Service Coordinator responsible for this case what information needs to be entered in this area.</td>
<td></td>
</tr>
</tbody>
</table>

Do not sign on the Signatures* tab. The Signatures* tab will be signed by the DYS Tracker and automatically closes. If the DYS Tracker is unavailable, the DYS Juvenile Placements Administrator or DYS Clinical Director may sign this event.

Click the Close button to notify the DYS Tracker of the extension in the system.

If the extension is denied, a CBP Recommend for Discharge event is generated. Click the link to continue with the discharge.

7. A new CBP Provide Services event will be generated.

8. If you selected an outcome of transfer, the next event is CBP Transfer.

You select an outcome.
- Transfer to Different CBP
- Transfer through Interstate Compact
- Temporary Transfer – Use this for placing a juvenile on AWOL

Close the event.
9. For Transfer to Different CBP, you complete the Placement, Service Type, Start Date, and Notes.

The DYS Juvenile Services Unit will complete the following:

- Days of Aftercare* - This is the amount of time the juvenile will receive aftercare services. If the option of Other is selected in this field, the field Other will appear in order for the number of days to be keyed.
- Other – This field is only for use when 90, 120, or 180 days is not the amount of time the juvenile will be on aftercare.
You will need to complete the Transfer/Discharge Summary* Tab.

Click Close button to send request notifications to Juvenile Services.

Do not sign on the Signatures* tab. The DYS Juvenile Placements Administrator will sign approval of the movement.

The DYS Juvenile Placements Administrator will sign the Signatures* tab. The signature will close the event.

The new CBP will pick up with the event CBP Placement with Aftercare Provider.
To print the RS-9, right click on the event. You will see a box with the report. Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.

To print the RS-9, right click on the event. You will see a box with the report. Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.

10. For the CBP Transfer through Interstate Compact, complete
- Placement – ICJ
- Service Type – Aftercare (Juvenile in DYS Custody) (IC)
- Start Date
- Notes – Comments on why moving

Click on the Close Event button to notify DYS Juvenile Services of the request.

Do not sign on the Signatures* tab. The DYS Juvenile Placements Administrator will sign approval of the movement.

The DYS Juvenile Placements Administrator will sign the Signatures* tab. The signature will close the event.

Click on the Close Event button to notify DYS Juvenile Services of the request.

To print the RS-9, right click on the event. You will see a box with the report. Click on the report. The report will show in a new browser window. Click on the print icon. Click OK to print the form.
11. The CBP Temporary Transfer event is used when you are temporarily placing a juvenile. An example would be placing a juvenile on AWOL status and returning them from AWOL status.

To Transfer, complete
✓ Placement
✓ Service Type
✓ Start Date
✓ Notes – Comments on the transfer

This event does not have to be signed by DYS Juvenile Services Staff.

Close the event.

12. A new CBP Provide Services will be generated. Click on the link to go to this portion of the manual.

13. The CBP Recommend for Discharge is used when are discharging the juvenile from your program. Opening this event auto-notifies the Juvenile Services Unit that you are requesting a discharge.
On the Discharge tab, you complete the following.

- **Alert Message** – This shows the Current Parent/Guardian or gives you a note to add the guardian if there is not one listed in RiteTrack.

- **Discharge Date:** – The date you are requesting to RTC the juvenile. This is recommended to be thirty (30) days in advance of the move.
The Discharge Demographic Survey* will need to be completed if the Discharge tab shows no guardian or the wrong guardian. You will need to complete Relation One.

To complete the survey:
✓ Relation Name – Type the name of the person in the box and press enter. Select the person from the dropdown.
✓ Role – select the relationship of the person with custody.
✓ Custody – check the box.
✓ Address Type – select the Home Street Address or Home P.O. Address.
✓ Address – type the street/PO Box for the relation being added.
✓ Zip Code – type the zip code for the address.
✓ City – will auto-populate for the zip code listed. If there is more than one city, select it from the drop down.
✓ County – will auto-populate for the zip code listed.
✓ District – will auto-populate for the zip code listed.
✓ State – will auto-populate for the zip code listed.
✓ Current Address – check the box.
✓ Mailing Address – check the box.
On the Transfer Summary* tab, you complete the Transfer/Discharge Survey.

For Transfer Completed By, type the name of the person who created the summary. Press Enter. Select the Person from the dropdown.

For the Reason Transferred/Discharged, please use the drop down to the right of the field to select the reason.

Do not click the notify button. ☓ Do not sign on the Signatures* tab. ☓

The DYS Clinical Director and the DYS Director will sign approval of the movement. When they have signed on the Signatures* tab, the event automatically closes.
YOU CANNOT RELEASE A JUVENILE UNTIL THE DYS DIRECTOR HAS SIGNED APPROVAL OF THE RTC.

To print the RS-9, click on the Report Manager on the Toolbar and select RS-9. Click on the print icon and your print screen will appear. Click OK to print the form.

The CBP Discharge from Aftercare and Case Closed events are generated and closed. The juvenile is discharged and the case closed five (5) days after the RTC date or the Director’s signature, whichever is the later date.
Incidents

There are several persons involved in an Incident Report in RiteTrack. This includes:

- **the Reporter**
- **the IAU Intake Worker**
- **the IAU Investigator**
- **the IAU Manager**
- **the DYS Assistant Director**
- **the DYS Director**

This process takes each person through the steps for which they are responsible.

**The Reporter:**

1. After signing onto RiteTrack, the user will click on the Incident Report icon  in the toolbar.

```
Create Incident
Click OK to create incident
```

2. The system will verify you are entering an Incident. Click OK to have the event generated.

```
INC-9-2012-133786
09/25/2012: IAU Incident Report Filed
```

3. Then click the  in front of the incident to open the case for the first event, IAU Incident Report Filed.

```
INC-9-2012-133786
09/25/2012: IAU Incident Report Filed
```

4. Click on the event to highlight it.
5. Complete the first tab, Incident Report.

<table>
<thead>
<tr>
<th>Incident Report</th>
<th>Incident Involved Parties</th>
<th>Incident Notification</th>
<th>Physical Injury Records</th>
</tr>
</thead>
<tbody>
<tr>
<td>File Date/Time:</td>
<td>9/25/2012 12:14:00 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incident Date/Time:</td>
<td>M/d/yyyy [15] h:mm tt [15]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Type:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Designation:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facility:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specific Location:</td>
<td>No Data</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Narrative:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Person Filing Report: | NICKOLS, MELISSA DAWN (14) |

- To fill in the Incident Date, use the calendar button to the right of the field. It will bring up the calendar below. Select the date and click OK.
• To fill in the Incident Time, use the time button \(\text{\textcircled{}}\) to the right of the field. It will bring up a dropdown of possible times. Click on the correct time.

![Dropdown of possible times](image)

• Use the pick list for the Type.

![Pick list for Type](image)

If you select Other, complete the Type/Other field to describe the type of incident.

• Use the pick list for the Designation.

![Pick list for Designation](image)
• Use the pick list for the Facility where the incident occurred.

• Use the drop down for Specific Location to complete where in the Facility the incident occurred.

• Click the Narrative and type the details of the incident.

• Your name will automatically populate the Person Filing the Report Field.

6. Click on the second tab in the event, Incident Involved Parties.
7. Click on the **Add** button at the bottom of this tab to add all persons involved in the incident.
   - To add a person, type in the name of the person and press enter. A dropdown will appear. Click on the person you are adding.

   ![Person: Melissa Nickols](image)

   - Use the pick list to select the Status of the person you are adding.

   ![Status: Client, Other, Staff, Unknown, Visitor](image)

   - Use the pick list to select the Role of the person.

   ![Role: Other, Perp., Victim, Witness](image)

   - Use the pick list to select the facility of the person.

   ![Facility: OTHER, A1US, ABPH, AJATC](image)
• Use the pick list to select the dorm assignment for the person you are adding.

• Click First to Report if this is the first person to report the incident.

• Select whether the person was injured. If you click yes, you will need to complete the Injury Description. If no, the field will remain grayed out.

• If you selected yes to Injured, you will need to select if the person was treated for the injury or not, the type of treatment provided, and a description of the treatment. If you clicked no to Injured, this section will remain grayed out.
• Select if there was Use of Force during the incident. If you select yes, you will need to complete the field for Force Used.

![Force field](image)

• Select if Restraints were used. If you click yes, use the pick list to select the Restraint Type.

![Restraint field](image)

• Click in the comments box and type any comments necessary.

![Comment box](image)

8. Click on the third tab, Incident Notifications.

There are two buttons on this screen.

- [Add General Notification]
- [Add ASP Notification]

For documentation of contact of DYS On-call Person.

For the Child Abuse Hotline Notification.
• Click the button to show persons notified when the incident occurred.

• The below screen will appear.

**DO NOT USE THIS FOR STATE POLICE CHILD ABUSE HOTLINE.**

![Incident Notification Screen]

- Use the calendar button to the right of Date/Time to select when this person was notified of the incident.
- Type in the name of the person notified. Press Enter. Select the person from the drop down.
- Use the pick list to select the role of the person notified.
- Type the name or acronym of the organization for which the person works. Press enter. Select the organization from the drop down.
- Use the pick list to select the Notification Type used to contact this person.
- Click in Comment to add any additional information regarding the notification of this person.
- Click OK.
Click the [Add ASP Notification] button, if the State Police were notified when the incident occurred. **USE ONLY IF YOU CONTACTED THE STATE POLICE FOR THIS INCIDENT.** The below screen will appear.

- Use the calendar button to the right of Date/Time to select when the State Police was notified of the incident.
- For the Completed By section use the binoculars to the right to add the name of the person who contacted ASP.
- Type the Hotline Operator to select the person you spoke to at the State Police.
- By Accepted check Yes or No.
- Use the Comment box if any other necessary information is needed.
- Click OK.

![ASP Incident Notification](image-url)
9. Click on the Physical Injury Records tab to complete the mark sheet information.

Click the Add button to add injuries that occurred.

Physical Injury Record

- Date/Time: Use the calendar button to the right to select when the injury was inspected.
- Person: Use the pick list to select which person in the incident was injured.
- Body Part: Use the pick list to select which body part has the injury.
- Left/Right: Use the pick list to select right or left (exp. If you selected hand for the body part, this field would distinguish it was the left hand).
- Other Descriptor: Use the pick list to select more detailed information about the body part (exp. If you selected hand, here you would select palm or backside).
- Injury: Use the pick list to select the type of injury to the body.
- Description: Type the description of the injury.
- Examined By: Type the name of the person who examined the injury. Press Enter. Select the name from the drop down.
- Click OK.
10. Click the disk on the yellow bar to save the event.

![You have unsaved changes.]

11. Close the event with the Actions button at the bottom of the Contents pane.

| Actions: | Close Event |

The close event box will appear with today’s date as the close date. Click the button.

![Close Event](image)

The event will now appear with a read stop watch.

To print the Incident Report, click on the event. Then right click on the event. In the box, select the Incident Report. The report will show in a new internet window. Click on the print icon and your print screen will appear. Click OK to print the form.
IAU Staff:

The DYS IAU staff will be notified in RiteTrack and by e-mail (if set-up) when the IAU Incident Report Filed event has been closed. The below notification will pop-up in the system.

1. See the Notifications Section of this Manual for how to view notifications.

1. Click View Event. This will add the incident event to your desktop.

2. Click on the 📣 IAU Incident Report Received Event.

3. Use the pick list to select yes or no, if an Investigation is required.

   ![Incident Assessment](image)

Use the pick list to select the IAU investigator who will be assigned to the case.

   ![Incident Assessment](image)

Type the IRIS number if it was required to report to IRIS.

   ![IRIS Number](image)

Click the disk on the yellow bar to save the event.

   ![You have unsaved changes.](image)
Close the event with the Actions button at the bottom of the Contents pane.

The close event box will appear with today’s date as the close date. Click the Close button.

The event will now appear with a read stop watch.

If yes is selected, go to the step on IAU Investigation.

If no is selected, go to the step on IAU Non-Investigation Summary.

7. If you selected no in the IAU Incident Report Received Event, the IAU Non-Investigation Summary event will open.

The IAU Worker will complete the three tabs in this event.

- Under Outcomes, in the Summary box, complete the incident summary.
- Under the Notes tab, you can click any notes necessary for the summary.
- Click the Documents tab.

Close the event.
The 🩼 IAU Case Closed event will generate and the Incident case will close.

8. Click on the 🩼 IAU Investigation event.

09/27/2012: IAU Investigation

The first tab is the Notes.

You will complete any notes by clicking the **Add** button. The notes screen will appear on the screen.

Use the calendar button 🗓️ to the right of the field. It will bring up the calendar. Select the date and click OK.
Click in the Notes box to type any notes.

Click OK.

Click the Documents tab. Click the Import button to import any documents into the system.

When you have completed all notes regarding the investigation, close the event with the button at the bottom of the screen.

9. This opens the IAU Investigative Summary.

On the Outcomes Tab, you will complete the following.

- Use the pick list to select yes or no for Founded.
- Use the pick list to select recommended or not recommended for Corrective Action. If Corrective Action is recommended, the Corrective Action will be generated after the
approval signature of the DYS Director. If Corrective Action is not recommended, the incident case will be closed after the approval signature of the DYS Director.

- Click in Summary box to type a summary of the investigation.
- Click in Recommendation box to type any recommendations for corrective action.

Click on the Notes tab and add any notes necessary. Please follow the process in Step 4.

Click the Documents tab. Click the Import button to import any documents into the system.

Click on the Signatures tab.
Click the **Sign** button to add your signature to the summary. The signature screen will open and you will select Approve or Disapprove with an option to add more comments.

**Digital Signature**

- **Signed By:** NICKOLS, MELISSA
- **Signed On:** 9/27/2012 8:16 AM
- **Password:**
- **Type:**
- **Comment:**

- **Password:** Type your RiteTrack password.
- **Type:** Use the dropdown to select Approve or Disapprove.
- **Comment:** Not required but you can type an explanation of why you Approve or Disapprove.

Click OK.

When the IAU Worker signs approved the event and the DYS Assistant Director of Residential Services is notified that the investigation summary is ready for his review.

10. If the DYS Assistant Director of Residential Services:

- disapproves the summary, the IAU worker is notified and is allowed to edit any of the information on the Outcomes or Notes tabs. When changes and/or additions are completed, the IAU worker signs the Signature tab again.

- approves the summary, the event is closed. The IAU Investigator is notified of the approval.
Corrective Actions for the Facility:

If DYS determines that corrective action is necessary, the Reporter of the incident is notified in RiteTrack by e-mail (if set-up).

1. See the Notifications Section of this Manual for how to view notifications.

2. Click View Event. This will add the incident event to your desktop.

3. You will complete any notes by clicking the on the Notes tab. Type your notes in the box.

4. Click on the Signatures Tab.

Click the button to add your signature to the summary. The signature screen will open and you will select Approve or Disapprove with an option to add more comments.
• Password: Type your RiteTrack password.
• Type: Use the dropdown to select Approve or Disapprove.
• Comment: Not required but you can type an explanation of why you Approve or Disapprove.

Click OK.

The DYS Assistant Director of Residential Services is notified that the corrective action taken is ready for his review.

5. If the DYS Assistant Director of Residential Services:

• disapproves the corrective action, the Reporter is notified and is allowed to edit any of the information on Notes or Documents tabs. When changes and/or additions are completed, the Reporter signs the Signature tab again.

• approves the corrective action, you will be notified the incident case will be closed.
DYS Assistant Director of Residential Services:

When an incident summary is signed the IAU Investigator, DYS Assistant Director of Residential Services will be notified in RiteTrack and by e-mail (if set-up).

1. See the Notifications Section of this Manual for how to view notifications.

2. Click View Event. This will add the incident event to your desktop.

3. Click on the IAU Investigative Summary event.

4. Click on the Signatures Tab.
Click the **Sign** button to add your signature to the summary. The signature screen will open and you will select Approve or Disapprove with an option to add more comments.

- **Password:** Type your RiteTrack password.
- **Type:** Use the dropdown to select Approve or Disapprove.
- **Comment:** Not required but you can type an explanation of why you Approve or Disapprove.

Click OK.
Help Desk in RiteTrack

If you are having problems inside RiteTrack, you can send a help ticket to the DYS Systems Unit. This will allow you to send privacy or HIPAA information.

1. Click the Help Desk Icon.

2. You will receive the below screen to add the request.
3. **Priority:** Select the priority of your request.

   ![Priority dropdown]
   - Critical
   - Low
   - Normal

4. **Next select from the dropdown the category.** If you do not see a subject that relates to your need, please select Other.

   ![Ticket Category dropdown]
   - Billing: File Upload
   - Billing: General
   - Billing: Mass Input
   - DYS Computer Support
   - DYS Education Lab
   - DYS JEDI
   - DYS Network
   - DYS PLATO
   - DYS Printing
   - Education
   - Event: Custody
   - Event: Non-Custody
   - Handel Silverlight
   - Incident
   - Other
   - Person
   - Printing
   - Report
5. Please type in Ticket Notes the nature of your request.

   Ticket Notes:
   
   Client Name:  
   SSN:  
   PersonID:  
   EventNumber:  
   Description:  

   ALWAYS include identifying information. These are examples.

   Try to be specific on a description.

   "It won't work." is not a good description. If you get an error add the information in the error.

6. Click [OK] to submit Help Desk ticket.

6. When the request is completed, you will receive a notification back.

7. You can check the status of your Help Tickets by clicking on the Ticket Queue node in your tree.

8. You will need to select a status to see where your ticket is in the process.
Billing

There are three ways to input billing for juveniles into RiteTrack. This manual will show the steps for each process. It is up to each provider to decide how they will input the billing into RiteTrack. Non-juvenile billing entries will be discussed by type. Billing approval will be covered last as it is completed the same for all processes.

**Individual Billing**

Individual billing is completed for each juvenile under his/her Persons node.

1. Search the juvenile and add him/her to your Tree pane. See the section for searching a juvenile for the steps to complete this process.

2. Click the ▶ in front of the juvenile’s name. This will open up the nodes for the juvenile.

3. Click on the Services node.

```
▶ TEMP, TEMP

Persons
▶ TEMP, TEMP

Affiliations

Cases

Classifications

Criminal Charges

Diagnoses

▶ Documents

▶ Education

▶ History

Involved Parties

Juvenile Services Form

Person Addresses

Person Alias

Person Numbers

Relationships

Services

Tattoos/Scars
```
4. Click on the **Add** button in the Contents pane on the left.

5. Now you have the Billing Details screen.

![Add Service Form](image)

- **Client**
  - SSN: 222221122
  - Name: TEMP, TEMP

- **Payer**
  - Primary: (not currently selected)
  - Insurance:

- **Service Dates**
  - Service Date: M/d/yyyy
  - End Date: M/d/yyyy

- **Provider/Contract**
  - Show All Providers
  - Provider: Loading...
  - Contract: Loading...
  - Remaining Funds: End Date: M/d/yyyy
  - Case Worker:

- **Service**
  - Service: Loading...

- **Total DYS Insurance Co-Payment:**

Comment:
6. To use the CO-PAY function (for those Provider’s who submit co-payments), you will need to select Insurance Co-Pay in the Payer Field. Then select the insurance provider from the drop down, if it is not on the list please contact DYS to ensure that it is placed there and is a valid selection. By default the No Insurance Co-Pay is selected as most payments do not use co-pay. You will need to add the Insurance co-pay totals at the service line entry. The co-pay only will then be paid instead of the full unit amount.

7. You can enter a one-time rate or a recurring rate.

Under the Service Dates section, select No Recurrence (one-time) or Recurrence.

8. To add a one time rate, such as Targeted Case Management, you complete the following fields:

Service Date – use the calendar button and select the day the service was provided. Use the calendar button to the right to select the day of service. Do not use the first day of the month and bill for all units for the month. Key each day’s units with the actual date of service.

Provider – your organization name should appear here. For persons who key for more than one organization, you will need to select the organization you are billing for.
Contract: Use the drop down to select the correct contract.

Caseworker – you have the ability to tie billing to a caseworker. You will need to ensure that the caseworker is entered into RiteTrack as a case worker and affiliated to your organization. Once this is done he/she will then appear on the list and you can select them. If you do not want to tie case workers to billing, then just leave the field blank.

Service – use the dropdown list and select the service code.

Qty – key the amount of units for that day.

**Do not group multiple days into one entry.**

**If you are billing a recurring service with a daily rate, the Quantity will be 1.**

Click OK.

It adds the entry to the Services node. Repeat for each day and service code needed.
Court Appearance Billing

To bill for Case Work – Court Appearance, click on the icon on the menu bar.

The data entry screen will appear.

![Courtroom Case Work](image)

Click the calendar icon and a calendar screen will appear.

![Calendar Screen](image)

Click the time icon to select the time of the event.
For the Provider field, you will need to click the dropdown icon and select your organization. The organization(s) you are affiliated with should be the only one(s) in the dropdown.

For the Contract, you will need to select the contract for the Judicial District for which you are billing.

To select the caseworker, type the name of the worker and press enter. Select the caseworker from the list that appears.

Under Quantity, type the number of units for that day. The units are 15 minute increments.

In Comments, type the court and judge involved in the units being billed.

Click OK.

The screen will disappear. Click on the icon again to key another entry.
Casework Presentation Billing

Casework Presentation Billing automatically assigns one unit to each entry. To bill for Casework Presentation, click on the ⌚ icon on the menu bar.

The data entry screen will appear.

Click the calendar ⌚️ icon and a calendar screen will appear.

Click the time ⌚️ icon to select the time of the event.

For the Provider field, you will need to click the ⌚️ dropdown icon and select your organization. The organization(s) you are affiliated with should be the only one(s) in the dropdown.
For the Contract, you will need to select the contract for the Judicial District for which you are billing.

To select the Presenter, type the name of the worker and press enter. Select the caseworker from the list that appears.

In the Subject field, type the title of the presentation or a brief description of the presentation.

In Location, type the site of the presentation and the city it is located.

For # in Attendance, type the number of juveniles attending the presentation.

For Service Code, you will select between the regular group presentation and parenting presentations.

Click OK.

The screen will disappear. Click on the icon again to key another entry.
Community Service Supervision Billing

To bill for Casework Presentation, click on the icon on the menu bar.

Today’s date will appear. To change the date, click the calendar icon and a calendar screen will appear.
Select the year, month, then day and click OK.

For the Provider field, you will need to click the and select your organization. Your organization will be the only one in the dropdown.

The Contract dropdown will populate based on the date you selected for the service. You will need to select the contract for the Judicial District for which you are billing.

In Service Code, you will need to select one of the two service codes. Please refer to your contract for the Sanction service and Non-Sanction service.

To select the Caseworker(s), type the name of the worker and press enter. Select the caseworker from the list that appears. You must select at least one caseworker. You can list up to six caseworkers for the same activity. The system will calculate a line of billing for each caseworker listed based on the # of units.
In Type of Activity, type a brief description of the activity monitored by the caseworker(s).

Type of Activity: 

In Location, type the site of where the activity was completed.

Location: 

For # of juveniles, type the number of juveniles involved in the supervision activity.

# of Juveniles: 0

In Hours, type the number of hours the caseworker(s) was/were supervising the activity.

Hours: 0

For # of units, type the number of units per one caseworker used to complete this supervision. A unit is equal to one hour.

# of Units: 0

NOTE: The system will generate a line of billing for each caseworker listed above with this number of units. Example: If you listed two caseworkers and typed 2 in the # of Units, RT will generate a line of billing for each caseworker for 2 hours a piece.

For Comments, type the names of the juveniles involved in the activity.

Comment: 

Click OK.
**Case Management Travel Billing**

To bill for Travel, click on the icon on the menu bar.

The data entry screen will appear.
Today's date will appear. To change the date, click the calendar icon and a calendar screen will appear.

Select the year, month, then day and click OK.

For the Provider field, you will need to click the and select your organization. The organization(s) you are affiliated with will be the only one(s) in the dropdown.

For the Provider field, you will need to click the and select your organization. The organization(s) you are affiliated with will be the only one(s) in the dropdown.

You will need to select the contract for the Judicial District for which you are billing.

To select the Caseworker(s), type the name of the worker and press enter. Select the caseworker from the list that appears. Although only one is required, please key all caseworkers that were traveling on this trip.

For Number of Units, type the number of units the caseworker(s) were traveling for the total trip.
In the From field, type the city from where the caseworker(s) started the trip. In the To field, type the city to where the caseworker(s) were traveling.

<table>
<thead>
<tr>
<th>From:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>To:</td>
<td></td>
</tr>
</tbody>
</table>

In Comments, please type a brief description of why the caseworker(s) were traveling. This would include the names of any juveniles the caseworker(s) were working with at the destination site.

Comments:

Click OK.
Individual Mass Input of Services

1. If you select the icon (1), the Individual Mass Input of Services screen will appear.

2. You will need to enter the Juveniles SSN, select the month and year for which you are billing and then select the provider (if you have multiple providers). The contract will automatically appear. If there is no JSF for this time frame, it will provide an error at this point.

3. For those who want to tie billing directly to the case worker submitting it, you can now select the case worker. To have the case worker appear on the pick list he/she will need to be added to RiteTrack as a case worker and affiliated to the organization. Once they have been added they will appear on the drop down list and can be selected. We have created reports within the Global reporting to reflect billing by caseworker. If you do not want to tie the billing by case worker, simply leave the field blank.
4. Once you have completed the above step and tabbed out of the Case Worker field, the first service code screen will allow you to now select a service code.

5. Select the proper service code to be billed on and tab out of the field. The available days of the month will appear. This also applies when billing within the current month as you still can not bill in the future and only the available days will allow you to bill in.

6. You then enter the number of units in the date column and if you have additional services then select the next service code and continue to enter billing.

7. When completed with the juvenile’s service code, you will select the button. You will click on the button again to select another juvenile.
List Mass Input of Services

1. If you select the 📊 icon, the List Mass Input of Services screen will appear.

2. If you bill for multiple providers, select the provider for whom you are billing.

3. Click in the Service Date field. Use the calendar button to the right to select the day of service. Do not use the first day of the month and bill for all units for the month. Key each day’s units with the actual date of service.

4. Tab once.

5. Type the Social Security Number of the juvenile. You do not have to use dashes.

If the juvenile does not have an active Juvenile Services Form for the service date listed, you will be given an error message.
You will delete out this line and either process the previous lines or Cancel out of the screen. You will need to check for the Juvenile Services Form for this juvenile.

If the juvenile does have an active Juvenile Services Form for the service date listed, you will see the juvenile’s name appear in the Name column and the Case Worker field, contract (already populated for you), and Service Type columns open.

6. If you are going to Track billing by Case Worker, you will then need to enter the case worker from the picklist, for he/she to appear on the picklist they will need to be entered into RiteTrack as Case Workers and affiliated to your organization. If you are not going to track billing by case worker simply leave the field blank.

7. Select the Contract you are billing.

8. Select the Service Type from the drop down picklist. Notice in the screen below the contract is automatically selected. This is based on the Juvenile Services Form that was entered on the juvenile.

9. Then enter the quantity of units.
10. Then press enter. You will go to the Service Date field again. You are ready to enter next line and continue until you get several entries on the page, then you will need to process the entries by clicking the OK button.

When keying a large number of items on this screen, it may be a good idea to click OK to ensure the items are added to RiteTrack. If you are working on this screen and loose connection, the items on the screen will not be added to the database.
File Upload Billing

File Upload is completed by programs that have a separate billing database in place. This allows you to create a file from your database and upload it into RiteTrack.

THIS IS A WORK IN PROGRESS IT WILL BE COMPLETED AT A LATER DATE.
Currently you will send your file to Melissa.nickols@arkansas.gov and Teresa.Crouse@arkansas.gov.

1. Go to Organizations.

2. Click on your Organization in this Node.
3. In the Contents Pane (Right side), click the button at the bottom of the screen.

4. In the Upload Billing File, click the button to select to get your file.

5. Then type the contract number to which this file is to be billed.
THIS IS A WORK IN PROGRESS IT WILL BE COMPLETED AT A LATER DATE.
RiteTrack File Load Structure and Naming Convention

File type:
Flat text file

- No comma/space delimited required & no quotation mark needed.
  - Ex. 00001123-45-678920020131 SERVI00022S05803A 9-EAST 15 Y

File Layout: All fields are character type

<table>
<thead>
<tr>
<th>Field</th>
<th>LEN</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID-SEQ#</td>
<td>5</td>
<td>=00001 (Auto ID number)</td>
</tr>
<tr>
<td>SSN</td>
<td>11</td>
<td>=123-45-6789</td>
</tr>
<tr>
<td>DATEOFSERVICE</td>
<td>8</td>
<td>=20011130</td>
</tr>
<tr>
<td>CASEWORKER</td>
<td>12</td>
<td>=0018950 (CaseworkerID, or field is null)</td>
</tr>
<tr>
<td>SERVICECODE</td>
<td>10</td>
<td>=SERVI00022</td>
</tr>
<tr>
<td>FUND SOURCE USE</td>
<td>8</td>
<td>= SO5803D or is null (field no longer used)</td>
</tr>
<tr>
<td>DISTRICT</td>
<td>15</td>
<td>= 9 – EAST</td>
</tr>
<tr>
<td>NUMBEROFUNITS</td>
<td>5</td>
<td>=15</td>
</tr>
<tr>
<td>SUPPLEMENTAL</td>
<td>1</td>
<td>=Y/N</td>
</tr>
</tbody>
</table>

Naming Convention
XXMMYYYY.txt

XX= Provider ID

MMYYYY= Month and Year of the file

YYYY= Month and Year of the file

(year)

Examples: CC = CC
          CS = CSI
          CY = CYS
          PC = PCA
          SW = SWACMH
Automatic Email Notification of successful and unsuccessful File Upload

Once the file has been submitted it will then be validated automatically and an email will be sent on the results of the attempted file Upload. Any errors at all will cause the file to be rejected. A list of errors and warnings will be contained within the email for the reports on the unsuccessful file upload. The successful file upload will reflect records submitted, errors of 0, and list any warnings (warnings will not prevent the file from being loaded).

Unsuccessful File upload Email:
From: Zane Cogdell  
Sent: Monday, June 13, 2005 8:36 AM  
To: Zane Cogdell  
Subject: RTXP - Mass Upload

DATA
---------------------
File Name: CC062005   (File name that was submitted)  
Date: 6/13/2005 8:35:30 AM   (date and time it was processed)  
Batch: DE2989B9-F16A-47E5-B0EA-2641A153BAA2   (Batchid, this identifies the records submitted and allows us id them)  
Item Count: 15   (Total records submitted)  
Receivables: 0   (Total records loaded to RiteTrack, if zero, the file upload was unsuccessful)  
Errors: 12   (Total error records, listed below)  
Warnings: 3   (Total warning records, they will load if no errors)

ERRORS
---------------------
ErrorCode: -309  
Error: The fund program code [SO5803H] is not configured in RiteTrack.  
ID: [75]  
SSN: [000-00-0000] [28387]  
Date of Service: 6/7/2005 12:00:00 AM  
Contract Number: [E4500109856] [15]  
Service Code: [SERVI00008] []  
Program Code: [SO5803H] []  
District: [22] [28]  
Quantity: [00003]  
Supplemental: [N]

ErrorCode: -309  
Error: The fund program code [SO5803K] is not configured in RiteTrack.  
ID: [176]  
SSN: [000-00-0000] [66729]  
Date of Service: 6/2/2005 12:00:00 AM  
Contract Number: [E4500109856] [15]  
Service Code: [SERCD00010] []  
Program Code: [SO5803K] []
WARNINGS

---------------------
Warning: This line item was billed to [886]. The current preferred fund for this line item is [892/SSBG]. It will still be billed to [886].
ID: [8]
SSN: [000-00-0000] [22208]
Date of Service: 6/9/2005 12:00:00 AM
Contract Number: [E4500109856] [14]
Service Code: [SERVI00008] [668]
Program Code: [SO5803D] [106]
District: [7] [7]
Quantity: [00002]
Supplemental: [N]

Warning: This line item was billed to [886]. The current preferred fund for this line item is [892/SSBG]. It will still be billed to [886].
ID: [107]
SSN: [000-00-0000] [18879]
Date of Service: 6/7/2005 12:00:00 AM
Contract Number: [E4500109856] [15]
Service Code: [SERVI00013] [930]
Program Code: [SO5803N] [139]
District: [22] [28]
Quantity: [00004]
Supplemental: [N]

Warning: This line item was billed to [886]. The current preferred fund for this line item is [892/SSBG]. It will still be billed to [886].
ID: [108]
SSN: [000-00-0000] [18879]
Date of Service: 6/8/2005 12:00:00 AM
Contract Number: [E4500109856] [15]
Service Code: [SERVI00013] [930]
Program Code: [SO5803N] [139]
District: [22] [28]
Quantity: [00006]
Supplemental: [N]
Successful File Upload Email:

From: Melissa Nickols
Sent: Monday, June 13, 2005 10:06 AM
To: Zane Cogdell
Subject: RTXP - Mass Upload

DATA
---------------------
File Name: CC062005 (File Name submitted)
Date: 6/13/2005 10:06:09 AM (Date time file submitted)
Batch: 4912EA35-8C7D-42AB-AAF5-67AB661C42E3 (Batchid, this allows us to id the records loaded by batch)
Item Count: 15 (total records submitted)
Receivables: 15 (total records loaded to RiteTrack)
Errors: 0 (Total records with errors, successful file upload will have zero)
Warnings: 15 (total warning’s, this will not prevent a successful file upload)

WARNINGS
---------------------
Warning: This line item was billed to [886]. The current preferred fund for this line item is [892/SSBG]. It will still be billed to [886].
ID: [8]
SSN: [000-00-0000] [22208]
Date of Service: 6/9/2005 12:00:00 AM
Contract Number: [E4500109856] [14]
Service Code: [SERVI00008] [668]
Program Code: [SO5803D] [106]
District: [7] [7]
Quantity: [00002]
Supplemental: [N]
**Reimbursable Billing**

To bill for Reimbursable Billing, click on the icon on the menu bar.

The data entry screen will appear. Items in red are required.

![Add Provider Reimbursement Form](image)

For the Provider field, you will need to click the dropdown and select your organization. The organization(s) you are affiliated with will be the only one(s) in the dropdown.

![Provider Dropdown](image)

For the Contract field, you will need to click the dropdown and select the contract you want to bill for this service. The contract(s) with reimbursable funds will be the only one(s) in the dropdown.

![Contract Dropdown](image)
For Occurrence Date, click the calendar icon and a calendar screen will appear.

Select the year, month, then day and click OK.

The Date Entered will not change. This is for documentation of when the entry was made.

Next enter the amount of the reimbursable bill.

For Category, use the dropdown to select a category.

In Notes, please type a brief description of what is included in the reimbursable. Please note that this is not required but could be helpful later in reporting.
Next is a Reference field, this again is for your use to tie the billing to a possible reference number for your organization. This is not required.

<table>
<thead>
<tr>
<th>Reference Number:</th>
</tr>
</thead>
</table>

Click OK.

Reimbursable entries will not be authorized. After entry they can be billed using the reports in Global Reports – DYS Reimbursables Report and DYS Reimbursables Report (Detail).
Authorization of Billing

After you have input all of your billing into RiteTrack, you need to authorize it. You can use report DYS-F-07 Mass Approval to review what has been put in the system before you authorize it.

1. Click on Organizations node.

2. Search for your Organization. This process is explained in the Searching section of this manual.

3. Click the ▶ in front of your organization name in the Tree pane.

4. Click on Fee Authorizations under your organization.

On this screen, the Organization automatically defaults to your primary organization. If you are affiliated for more than one organization, you can use the drop down to change to another organization you are affiliated with.
The Fee Filter is automatically at Unauthorized.

The District Filter is automatically at (All). If you have more than one district, you can select the specific district you want to authorize. This will allow you to complete billing for each district for which you are responsible separately.

5. The Service Date $\geq$ is where you select the first day of the month you are billing. It will auto-populate with the first day of the previous month. If you have supplemental billing you will need to change the date back to cover the service dates of the billing.

6. The Service Date $\leq$ is where you select the last day of the month you are billing.

7. Click the button to update the data.

8. Click the Select All button to select all of the services listed to be authorized.

This will place a checkmark beside each line of billing.
Or you may wish to click on each white box beside the lines to mark them for authorization.

9. Next make sure that the Authorization Date is the last day of the month for which you are billing. (If you are billing for March 2007, the Authorization Date would be 3/31/2007.) Click the Authorize button at the bottom of the Contents pane.

10. You have authorized the billing.

11. Go to Global Reports, DYS-F-05 OR CBP Invoice Report and print an invoice for the billing.
Copying & Pasting into RiteTrack

To copy and paste information from a Word document into a survey into RiteTrack, you will complete the following steps. The example we are using is the Transfer/Discharge Summary.

1. Click on the tab for the survey to be completed.

2. Click the button to minimize RiteTrack.

3. At your desk top, go into Word by double clicking on the Icon.

4. Or, if you already have the document opened, you can maximize the Word document and begin working.

5. Open the saved Transfer/Discharge Summary in word.
6. Highlight the information for the first question. Go to the beginning of the information. Press the mouse button and hold it down and drag your mouse to the end of the information you want copied.

7. Copy the information highlighted by one of three ways listed below.
   a. Right click the mouse and click Copy.
   b. Click the copy icon on your Tool Bar.
   c. Click Edit on your Menu Bar and then click copy.
8. Maximize RiteTrack by clicking on the box at the bottom of your desktop.

9. Click in the box where you are going to paste the information. The outline of the box turns blue.

10. Press Ctrl + V to paste the information in the box.

11. Click in to the next box to continue in the survey.

12. Repeat Steps to complete the survey.
The Division of Youth Services

Performance Client Intake-Outcome Record

A Method For Measuring Outcomes

Of Clients Served

In DYS Community-Based Program

INSTRUCTION MANUAL

May 2014
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DYS Performance Client Intake-Outcome Record (PCI-OR)

Introduction

Instructions for completing the PCI-OR

Overall Guidance

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List of the Committee Members

APPENDIX 1 – List of Other Services
### DYS PERFORMANCE CLIENT INTAKE-OUTCOME RECORD

<table>
<thead>
<tr>
<th>Date of Intake:</th>
<th>Agency Worker:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Client DOB:</th>
<th>Social Security Number:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>YLS/CMI Risk Level if administered:</th>
<th>Address:</th>
<th>Telephone:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Services administered by CBP:</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other Services received if known/any:

<table>
<thead>
<tr>
<th>Intake 3-Month</th>
<th>*6-Month</th>
<th>Discharge</th>
<th>Follow-Up</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* if Aftercare this is 6 months after release from residential

### CORE OUTCOMES MEASURED FOR ALL DYS COMMUNITY BASED SERVICES

**School:** (within last 30 days or most recent school term)

1. [ ] Has been expelled and is currently expelled from Education/Vocational Program
2. [ ] Has withdrawn from or been dropped from Educational/Vocational Program
3. [ ] Attending Education/Vocational Program and experiencing major attendance and/or behavioral problems
4. [ ] Attending Educational/Vocational Program and experiencing minimal attendance and/or behavioral problems
5. [ ] Attending Educational/Vocational Program Full-time - No Problems
6. [ ] Completed Educational/Vocational Program

**Family:** (within last 30 days)

1. [ ] Living In Correctional Institution
2. [ ] Runaway or Without Home Available
3. [ ] Living in One of the Below Categories With Major Conflict
4. [ ] Living in Group Residential/Emergency Shelter Program With Minimal Conflict
5. [ ] Living With Other Family/Foster Home With Minimal Conflict
6. [ ] Living With Own Family or Independently With Minimal Conflict

### Auxiliary Outcomes Collected for Analytical Purposes

#### Employment:

1. [ ] Unemployed
2. [ ] Previously Employed-Terminated
3. [ ] Employed Full-Time/Part-Time and Experiencing Major Problems
4. [ ] Employed Full-Time/Part-Time and Experiencing Minor Problems
5. [ ] Employed Part-Time-No Problems
6. [ ] Employed Full-Time-No Problems

Use of Alcohol or other illegal substances:

1. [ ] Acknowledges currently addicted to alcohol or other substance (daily use, needs to use to feel normal)
2. [ ] Admits to use of alcohol or other substance regularly (2-3 times weekly) or tests positive for drugs or alcohol in last 30 days
3. [ ] Reports using alcohol or other substance occasionally (monthly or less - social settings )
4. [ ] Reports abstaining totally from alcohol and other substances
5. [ ] Reports being exposed to drugs or alcohol at home, school or community in the last month, but no use
6. [ ] Reports no exposure to drugs or alcohol at home, school or community in the last month

Behavioral Health:

1. [ ] Living in the community without mental health services with major conflict
2. [ ] Currently Hospitalized or in Residential Treatment program for mental health condition
3. [ ] Living in the community in Day Treatment or outpatient services with major conflict
4. [ ] Living in the community in Day Treatment or outpatient services with minimal to no conflict
5. [ ] Living in the community without mental health services with minimal conflict
6. [ ] No mental health diagnosis or services prescribed or observed as needed

[ ] Not Applicable; Reason:

FINAL - for FY 2014-2015
**Introduction**

The DYS Performance Client Intake Outcome Record as revised in its current form (effective 7/1/2014) is the established method in the effort to measure the outcomes of clients who receive services through the DYS Community Based Contracts. This includes the DYS custody cases on aftercare and the non-custody cases of youth served primarily in the community. This method is intended to address the need to make some determination about the effectiveness of services and also to assess the need for services and intervention in specific geographic areas, as well as, statewide. This method began officially being used by the Division as a trial period with the beginning of contract year 2012-2013. During this time there have been some revisions and changes made to the actual tool and the process.

The tool and method have been approved and are implemented by the Division of Youth Services with the recommendation of the Outcome Measures Committee which is comprised of representatives from community based providers, DYS staff and the Juvenile Ombudsman of the Public Defender Commission.
Instructions for the DYS Performance Client Intake-Outcome Record (PCI-OR)

**Top Section of Form - General Case Information**

Each time the CBP opens a new case under the DYS contracted services utilizing the Rite Track Database Billing and Tracking System the DYS Performance Client Intake - Outcome Record should be initiated completed and entered into Rite Track.

**Date of Intake**: The date that the caseworker met with the client, opened the case and the effective date of service in the Rite Track system.

*NOTE*: If a non-custody case is opened and closed more than one time in Rite Track during a 6 month period then the CBP should default or revert to the first intake date to complete the outcome measurement process. We are expecting this to be resolved in the Rite Track system.

**Agency Worker**: The CBP caseworker completing the form. Ideally this would also be the client's primary caseworker.

**Client DOB**: Self Explanatory

**Social Security Number, Address** and **Telephone** number all applies to the client.

**YLS/CMI Risk Level if Administered**: If this assessment was done enter the "level" and "score" here.

**IF THE YLS/CMI IS THE ONLY SERVICE THAT THE YOUTH RECEIVES FROM THE CBP. DO NOT DO PCI-OR.**

**Services Administered by CBP**: Enter the SERVICE CODES from the DYS contract of the services that are being initiated at Intake. (We are expecting that Rite Track will
automatically populate these codes in the data system at the other intervals of performance documentation. However, if services are added after intake, that are not reflected, these will need to be added on the hard copy and also into the Rite Track System at the appropriate interval.)

Other Services Received if known/any: Enter other services provided to client by any other agency that you are aware of using the "List of OTHER SERVICES" provided in Appendix 1. (We are expecting that Rite Track will automatically populate these services in the data system at the other intervals of performance documentation. However, if services are added after intake, these will need to be added on the hard copy and also into the Rite Track System at the appropriate interval.)

**CIRCLE ONE:** This is referencing the event or interval at which you are measuring current/initial status or progress. Under this heading you would circle the appropriate event or interval and indicate the Date in the blank provided as explained below:

**INTAKE** - At the time the case is opened and the effective date of service in the Rite Track system. For custody cases this is the date of commitment to DYS.

**6-month** - This is the "follow-up" on the status or progress made 6 months from the date of intake in non-custody cases. For Aftercare or custody cases this is 6 months from the date that that the client is released from the residential facility to CBP aftercare services.

**Discharge** - Status or outcome of the case at the time that the case is closed in Rite Track by the CSP for non-custody cases. For DYS custody cases, this is the date that the Director signs off on the case closing it in the Rite Track system.

**6 month-D/C:** This is the "follow-up" after discharge to document the status or outcome of the case 6 months after the case is closed in Rite Track for both custody and non-custody cases.
• Note- If an open non-custody case is committed to DYS, complete a Discharge PCl-OR for the non-custody case and complete an Intake PCl-OR on the DYS custody case in conjunction with the opening and closing in Rite Track. When a non-custody case is closed due to a DYS commitment, you DO NOT do the 6 month-D/C for the closed non-custody case as this would a duplication because the case is being followed as a custody case.

• Note- If a DYS custody youth is released from the facility without Aftercare services, if there was a previous non-custody case opened, then revert back to the non-custody case and do the "6 month follow-up after discharge" to bring this case full circle. If there were no services provided prior to commitment and no aftercare services are to be provided then the CSP has no obligation to do the PCl-OR.

Middle Section of Form -
CORE OUTCOMES MEASURED FOR ALL DYS COMMUNITY BASED SERVICES-
This means that all providers contracting with DYS for community based youth services for a designated catchment area and/or judicial district must complete the status and/or outcome ratings in these three areas of School, Family and Justice System in accordance with the (4) events or intervals listed above. You cannot choose not to complete these sections. Complete means that you must check a rating under each category and then indicate either A for Valid or B for Invalid. (It is expected that if not completed the event will not close.) Valid means it has been verified and invalid means it has not or could not be verified.

School - The level checked should reflect the educational status of the client within the last 30 days or the most recent school term.

Family- The level checked should reflect the status of the of the client's family or home situation within the last 30 days.
Justice System - The level checked at intake should reflect the current status. At other intervals or events it should reflect any new or additional charges or dispositions.

Bottom Section of Form-
AUXIARY OUTCOMES COLLECTED FOR ANALYTICAL PURPOSES - This means that all providers contracting with DYS for community based youth services for a designated catchment area and/or judicial district should complete the status and/or outcome ratings in these three areas of Employment, Use of Alcohol or other Illegal substances and Behavioral Health in accordance with the (4) events or intervals listed above when it is applicable to a youth's situation. If it is not applicable, you may check Not Applicable and then you MUST give a reason why it is not applicable. Complete means that you need to check a rating under each category and then indicate either A for Valid or B for Invalid. Valid means it has been verified and invalid means it has not or could not be verified. In this section the status level checked should reflect current status or within the last 30 days.

Auxiliary outcomes data collected will not be used to measure from a contractual standpoint the effectiveness of services because employment assistance, substance abuse and mental health services are not provided through the DYS CBP contracts statewide. This data will be used to assist in assessing needs and future planning for programs and services. Therefore this is still very important to our efforts and should be taken seriously.

OVERALL GUIDANCE
When completing the OUTCOMES RATING or STATUS, the CBP staff member completing the form should rate the level of the client's current performance by checking the box beside the level in each category listed, assigning the numeric value of 1-6, that corresponds with the most accurate current (or within the last 30 days unless otherwise indicated above) level of performance. (See Definitions at the end of the instructions to assist in selecting the most appropriate level.) The staff should rate the
level that provides the most accurate reflection of the client's situation at the time of the event or interval, with the numeric value of 1 being the least or lowest level of performance and 6 being the highest level or most desirable. Also remember, in the section there are boxes to the right of the levels headed up as "A" or "B". The CBP staff should check "A" if the information used to make their rating is valid and "B" if it is invalid. (See Definitions at the end of the instructions under "Validity" to determine if information recorded should be considered as "A" valid or "B" invalid.)

The CBP staff should retain a hard copy of the PCI-OR in the Case file after it has been entered into RiteTrack. We are expecting that the CBP will be able to print a copy of what has been entered into the RiteTrack System to attach the original tool for filing in the client record or case file. This will need to be referred to again at the next interval rating. Alternative formats of the PCI-OR will be acceptable to use if the CBP can document that ALL INFORMATION IS EXACT and that it has been entered into the Rite Track System.

Instructions and video training for this process can be accessed online through the DYS website at the following link:

https://ardhs.sharepointsite.net/DYSSD/default.aspx
Definitions/ Examples

1. **Educational/Vocational Program**: This includes public school, private school, and alternative school, adult basic education classes toward the GED, vocational school, community college or university.

2. **Correctional Institution**: Committed to the Department of Corrections or a Division of Youth Services - Youth Services Program, Juvenile Detention Center or County Jail.

3. **Municipal/Circuit/ Criminal Court**: These are the divisions of court in the adult criminal justice system in Arkansas.

4. **Major Problems/Conflict**: Situations which arise causing substantial interruptions to everyday routine, usually requiring worker/official intervention to ameliorate the situation.

5. **Minimal Problems/Conflict**: Situations which arise causing interruption to everyday routine but typical of adolescent behavior. Worker completing this information is responsible for determining this level of interruption. Does not require worker intervention.

6. **Six Months Follow-Up**: Six calendar months after the case is open except in Aftercare or DYS Custody cases this is six calendar months after release from a residential facility to aftercare services including the month of open or released.

7. **Six Month - Discharge**: Six calendar months after the case is terminated.
   Example: Youth terminated the program on July 15, 2012. Therefore, the six months follow-up date would be January 15, 2013.

8. **Originating Delinquent Offense or New Delinquent Offense** - If at Intake, the youth was referred and is receiving services due to a delinquent offense through the juvenile court, then this level or status would be accurate. If at another event or interval the youth has acquired a new or additional delinquent charge this level would be accurate.

9. **Terminated (Employment)**: Youth has voluntarily or involuntarily lost his/her job.

10. **Unemployed**: Youth is either seeking employment and has not yet obtained a job or not seeking employment.
11. **Validity Factors**: This element was included in the Performance Client Intake - Outcome Record to provide an opportunity for the agency worker to indicate whether or not the information reported on the form has been verified and is dependable information for analysis purposes. If the information is verified enter an "A" and if it has not been verified for one or more of the areas, indicate by placing a "B" in the "VALIDITY" column.

12. **Current performance or status**: Please look in parenthesis beside Core Outcome Measures for further explanation. For Auxiliary Outcomes if not indicated this should be anything that has occurred within the last 30-days.

13. **Event/Interval**: An event refers to the Intake or Discharge and an Interval is a 6 month follow-up or 6 months after discharge.

14. **Not Applicable: Reason** - Example of why an Auxiliary Outcome would be Not Applicable would be if a youth was 12 years old, then Employment could be Not Applicable with Reason being "age" or "too young, age 12".

**REPORTS AND OTHER INFORMATION**

Beginning July 1, 2014, on a monthly basis, the Division of Youth Services will provide to the Executive Director, CEO or the provider designee a report from the Rite Track system indicating any cases opened that have not had the Client Performance Intake-Outcome Record entered into the Rite Track system. The provider should reconcile the report and complete any missing PCI-OR's before the next report is issued. The PCI-OR method and process will be included in the contract monitoring. Providers may also self-monitor by accessing this information through the "global reports" option in Rite Track. These reports are named: as follows:

- DYS-C-05 Report by Agency
- DYS-C-05a Report by Judicial District
- DYS-C-05b Report by County
- DYS-C-05c Report by Caseworker
On an annual basis, with the FY ending June 30, 2015, the Division of Youth Services will provide the Executive Director or CEO of the provider agency a "Comprehensive Data Report of the DYS Client Performance Intake- Outcome Record" in accordance with the following "template".
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<thead>
<tr>
<th>Location</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
</tr>
</thead>
<tbody>
<tr>
<td>Judicial District</td>
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<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Judicial District</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

Number of active cases that were opened on or after July 1, 2004 (The PCL-CF is applicable to these cases).

<table>
<thead>
<tr>
<th>Location</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
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</tr>
<tr>
<td>Judicial District</td>
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</tr>
<tr>
<td>Total</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Number of active cases that were "(Converted" or opened prior to July 1, 2003 (The cases were measured under the Section 7 version of the tool).

<table>
<thead>
<tr>
<th>Location</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
</tr>
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</tr>
<tr>
<td>Total</td>
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</tr>
</tbody>
</table>

Number of closed cases in the system from July 1, 2004 to June 30, 2005.

<table>
<thead>
<tr>
<th>Location</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
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</thead>
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</tr>
<tr>
<td></td>
<td>Total</td>
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<td>1</td>
</tr>
<tr>
<td>------------------</td>
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<td>---</td>
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</tr>
<tr>
<td>100% percentage of applicable cases:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of cases opened after July 1, 2013</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of cases open, not yet completed at June 30, 2013</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The DYS/ CBP OUTCOME MEASURES COMMITTEE

Madelyn P. Keith, Committee Chair--- East Arkansas Youth Services, Inc.
Carmen Mosely-Sims --- Division of Youth Services
Janice Justice --- Comprehensive Juvenile Services, Inc.
Scott Tanner --- Public Defender Commission
Melissa Nickols -- Division of Youth Services
John Morgan --- Ouachita Children's Center, Inc.
Mickey Yeager --- Division of Youth Services
APPENDIX I

LIST OF OTHER SERVICES PROVIDED TO THE CLIENT BY AGENCIES OTHER THAN THE CBP. Indicate all services by other agencies and the name of the agency or provider in the space provided for in the Top Section of the PCI-OR.

DCFS Supportive Services/Protective Services
DCFS Foster Care
DD Waiver Services
Probation Services (adult or juvenile)
Individualized Education Program (IEP)
Education/Day Treatment Services
Mental Health Counseling
Substance Abuse Counseling
Domestic Violence Counseling
Anger Management Counseling
Vocational Counseling/Job Placement Assistance
Specialized Outpatient Therapy- Individual (Substance abuse, sex offender, physical, CBT, speech, occupational, other)
School-based Therapy
Family Therapy
Group Therapy
Drug Court
Teen Court
Medication Management
Independent Living Services
Tutoring
Mentoring
After-school Program/Day Camp
Temporary Shelter/Transitional Housing
Legal Services (other than juvenile court)
Community Service Supervision
Parenting Classes
Residential/Inpatient Mental Health Treatment
Electronic Monitoring
Other