CSN Statewide Outcomes
Provider Portal
User Manual

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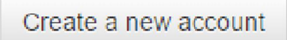
Introduction

The Iowa Association of Community Providers has proposed the 5-Star Quality program as a philosophical basis for service delivery and client outcomes. They have also proposed that all 15 regions require the same outcome measures for all providers of long-term services. Community housing, community employment, somatic care, and community integration are elements of the 5-Star Quality program and service integration. The following is a user manual to help assist with outcomes entry into the Community Service Network (CSN) Statewide Outcomes Provider Portal.

Login and Access

The Provider Portal is a website that is accessible from anywhere with internet access: https://providers.iacsn.org.

To begin, click on the Create a new account button:

You will then be directed to the registration page. Fill in the required information.

Request a new account

Please note that this is a type ahead dropdown field and as you type providers will populate here! It may take a second or three. Then select the provider that you are associated with. If your provider is not available, click the link in blue below.

Select a provider you are associated with: *

Click here if you can not find your provider

Enter in your first name: *

Enter in your last name: *

Enter in your user name: *

Please remember your user name and password as you will be using this to enter the portal!

Enter in your password: *

Password Requirements:
Password must contain at least 1 upper case letter
Password must contain at least 1 lower case letter
Password must contain at least 1 number
Password must contain at least 1 special character (example: !, $, #)
Password can not contain your user name
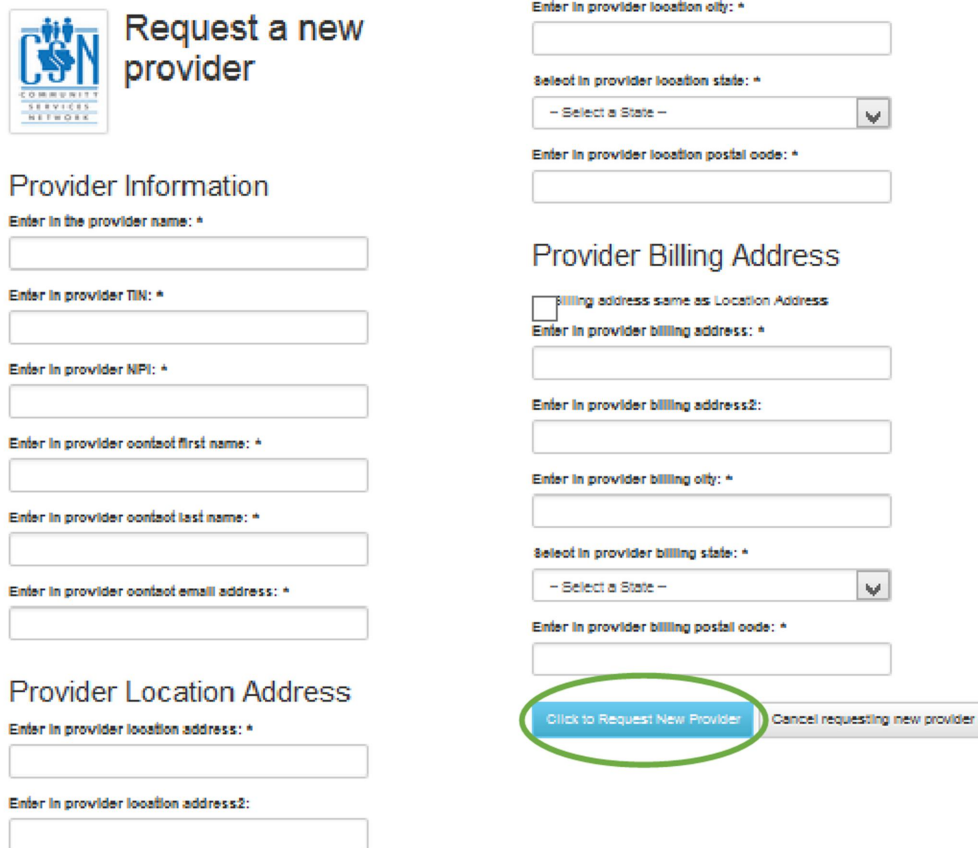Password must be at least 8 characters long

Passwords adhere to these safety criteria:
• 90-day password reset
• Passwords cannot be reused
• After 5 failed login attempts you will be locked out and need an administrator to reset the password

Confirm your password: *

Enter in your email address: *

Request New Account   Cancel requesting new account

After you click the   Request New Account   button the portal administrator will approve your request.

Once approved you will be notified via email and then be able to log into the portal. (Please note each request is reviewed individually so please allow up to 24 hours for approval. If you have an urgent need please contact csnsupport@iowacounties.org).

If you selected that your provider was not available, you will be directed to 'Request a new provider' page to enter in your provider information:
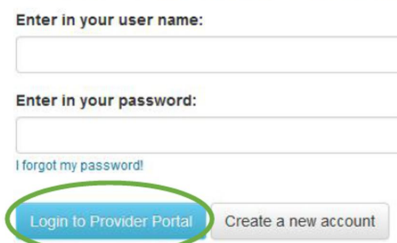

After you click the [Click to Request New Provider] button the portal administrator will approve your request.

Once approved you can return to the "Request a new account" page, select your provider, and then continue with your user registration. (Please allow up to 24 hours for approval as each request is reviewed individually. If you have an urgent need please contact csnsupport@iowacounties.org).

When your request has been approved you can return to https://providers.iacsn.org, enter your user name and password, then click the [Login to Provider Portal] button to access the system.

CSN Provider Portal

Enter in your user name:

Enter in your password:

I forgot my password!

[Login to Provider Portal] [Create a new account]

Client Listing

Once in the portal, you will be taken to the Client Listing page. This page lists all clients your provider is associated with in CSN either through claims paid or Funding Requests.

In the top left corner of the Client Listing page is a "Select the quarter to view" dropdown which allows you to select what quarter you are entering outcomes data for.

Next are several filter options to help you narrow down the information in the grid.

Select the **Clear Filter** button to clear the filters.

Select the **Export** button to get an Excel version of the grid you are viewing.

Clicking the [Edit] button will direct you to the outcomes entry screen - see Outcome Measures section on page 9.

To discharge a client click the [Deactivate] button, enter the "Effective Date," and click the [Submit] button. This will remove the client from the client listing.

Update Client ✕

Enter Effective Date:

3/25/2016

Close   Submit

To filter clients based on active status, select a status option from the "Client Status" dropdown box.

Client Status:

All ▾

All
Active
Discharged

To reactivate a client click the [Activate] button, enter the "Effective Date," and click the [Submit] button.
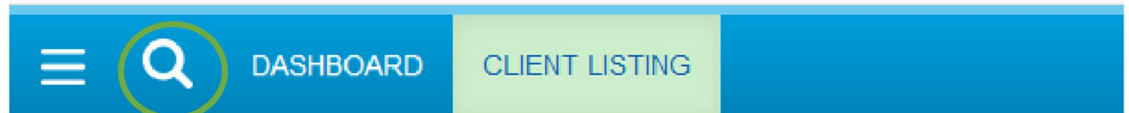
Searching

If the client you are reporting on is not under your provider, you can search all of CSN to see if your client is anywhere within the database by clicking on the 🔍 icon.
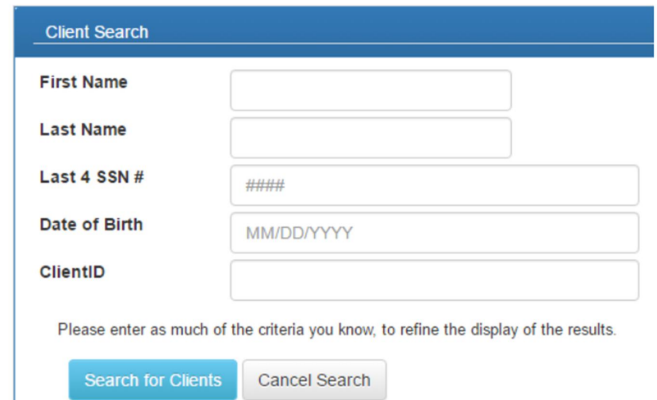
Andrea Jansen
GOODWILL INDUSTRIES OF NE IOWA

C S N COMMUNITY SERVICES NETWORK

☰ 🔍 DASHBOARD   CLIENT LISTING

A search screen will appear. Searching on this screen will search the entirety of CSN and return results that match your search. From this point, if outcomes data is entered, the client will then populate into the Client Listing page for the provider that entered data. If you are still unable to locate your client, you will then have the option to add a client via the Add Client button in the top right of the Search Results screen.

Client Search

First Name	
Last Name	
Last 4 SSN #	####
Date of Birth	MM/DD/YYYY
ClientID	

Please enter as much of the criteria you know, to refine the display of the results.

[Search for Clients] [Cancel Search]

YOU MUST SEARCH FOR A CLIENT FIRST BEFORE UTLIZING THE 'ADD A CLIENT' FUNCTIONALITY. ALL DUPLICATE REQUESTS WILL BE DENIED SO PLEASE DO YOUR BEST TO SEARCH FOR CLIENTS BEFORE ADDING. THIS INCLUDES SEARCHING FOR NICKNAMES AND ALTERNATE SPELLINGS

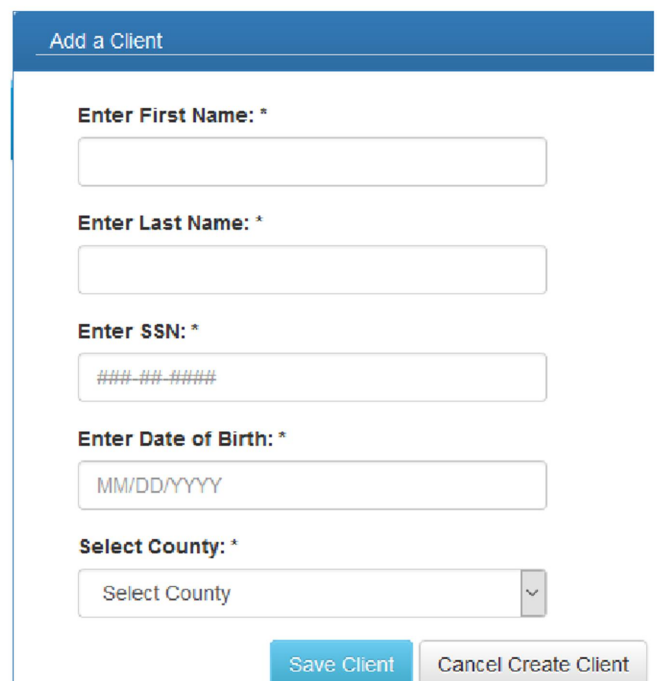**Add a Client**

Enter First Name: *

Enter Last Name: *

Enter SSN: *

###-##-####

Enter Date of Birth: *

MM/DD/YYYY

Select County: *

Select County ▼

[Save Client] [Cancel Create Client]

Once completed, a request will be sent for approval. You will be notified via email when the client request has been approved. Again, any duplicate clients will be denied so diligently search for clients prior to adding a client.
(Please note each request is reviewed individually so please allow up to 24 hours for approval. If you have an urgent need please contact csnsupport@iowacounties.org)
At that time you can go ahead and search for the client which will now be in the CSN search results (not yet in your client listing), enter in your Outcomes information, and then the client will automatically populate into your Client Listing page from that point on.

Outcome Measures

Community Inclusion

Definition

Community Activity Types

– Spiritual (i.e. church)

– Civic (i.e. local politics & volunteerism)

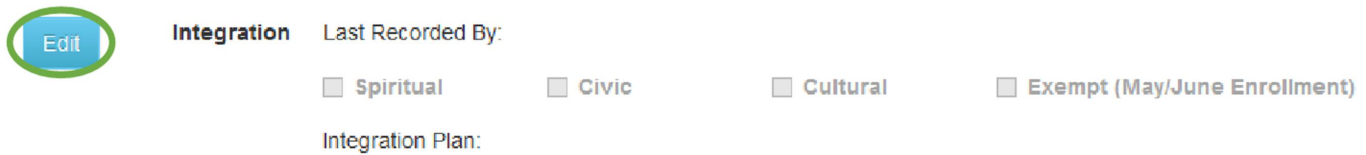– Cultural (i.e. community events, clubs, classes)

Community-Based

– Is the activity community-based and not sponsored by a provider agency?

– Is the activity person-directed?

– Is the activity integrated?

Measurement (captured annually in June)

– Community Related Activity (3 times in the same activity type/year)

– Exempt May/June Enrollment

Clicking on the **Edit** button in each area will allow the entry of Outcomes data for each quarter. If there is supporting information in CSN, it will also be shown here. **Please note: the integration activity has to be completed 3 times within the SAME integration category in order for this outcome to be satisfied.**
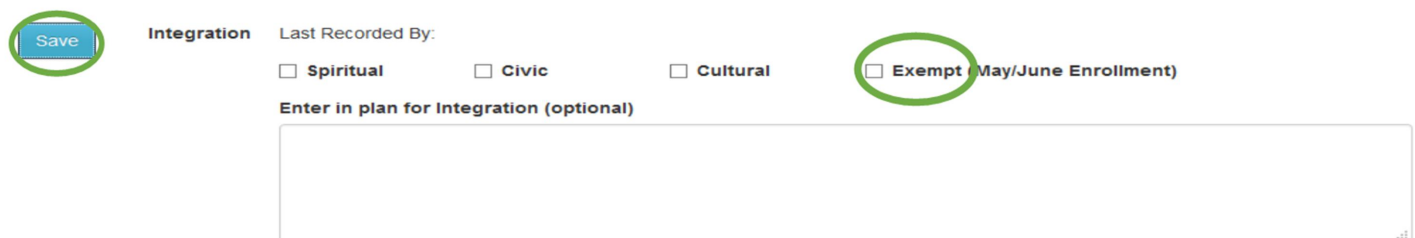
Edit **Integration** Last Recorded By:

☐ Spiritual ☐ Civic ☐ Cultural ☐ Exempt (May/June Enrollment)

Integration Plan:

The 'Exempt' checkbox can be used if the client had a May/June Enrollment and is not required to meet this outcome at this time.

Save Integration Last Recorded By:

☐ Spiritual ☐ Civic ☐ Cultural ☐ Exempt (May/June Enrollment)

Enter in plan for Integration (optional)

Click the **Save** button to save your outcome data.

Somatic Care

Definition

Annual Physical: annual physical appointment

Somatic Care: visit to primary care physician or a walk-in clinic or ongoing appointments with physical health care physicians

Measurement (captured annually in June)
- Physical
- Somatic Care
- Exempt (May/June Enrollment)

Clicking on the [Edit] button in each area will allow the entry of Outcomes data for each quarter. If there is supporting information in CSN, it will also be shown here:
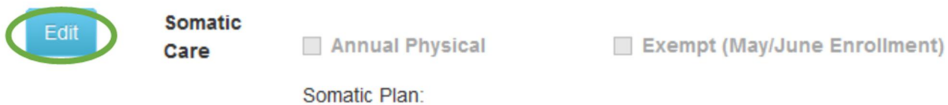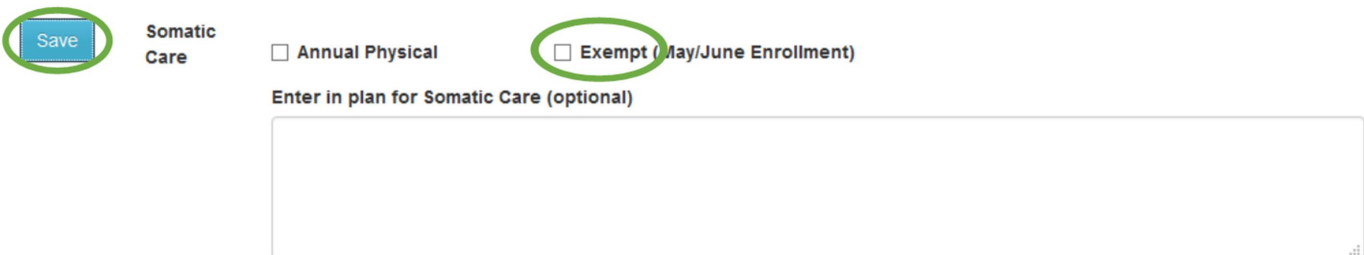

The 'Exempt' checkbox can be used if the client had a May/June Enrollment and is not required to meet this outcome at this time.

Click the [Save] button to save your outcome data.

Definitions

Safe

– Has safety equipment (i.e. smoke detectors)

– Free of health risks

– No evidence of illegal activity (i.e. selling/using drugs)

– Individual knows what to do in case of an emergency (or has 24-hour support/equivalent)

– Free of neglect & abuse (i.e. emotional, physical, verbal)

Affordable (can determine this from income, expense and address type data)

– No more than 40% of the individual's income is spent on total housing needs

– >40%, then the individual needs to have basic health & safety needs met as well as live in a Section 8 approved unit or have current living arrangement accept Section 8. If Section 8 has a waiting list, then the individual will sign up when applications are being accepted.

– ICFs & RCFs are exempt

Accessible

– Allows for freedom of movement (i.e. no narrow doorways)

– Supports communication (i.e. TDD)

– Supports community involvement (i.e. able to reach job & community without use of paratransit/cabs if not supported by level of support)

Acceptable

– Individual (not guardian) chooses where to live & with whom, if the individual has a guardian, should have input to the greatest extent possible

– Past choices may limit choices, but should be acceptable at the point in time when choices are presented

Measurement (change-based)

- – Meets Criteria (safe, affordable, accessible, acceptable)
- – Doesn't Meet Criteria (not safe, affordable, accessible, or acceptable)
- – Unstable Housing (individual moves frequently, document is exempt & is considered not meeting criteria)
- – Homeless (nights spent on the street or in a homeless shelter)

Clicking on the [Edit] button in each area will allow the entry of Outcomes data for each quarter. If there is supporting information in CSN, it will also be shown here.

Please note: the housing activities must be entered monthly.

[Edit] **Housing**   Current CSN Address: Street,   IA (Private residence/household- Alone R) Last reported by Black Hawk 5/22/2013

☐ Safe   ☐ Affordable   ☐ Free from Health Risks   ☐ Acceptable

Housing Plan:

[Save] **Housing**   Current CSN Address: IA (Private residence/household- Alone R) Last reported by Black Hawk 5/22/2013

☐ Safe   ☐ Affordable   ☐ Free from Health Risks   ☐ Acceptable

Enter in plan for Housing (optional)

[   ]

Click the [Save] button to save your outcome data.

Community Employment

Definitions

Employable
– Age is between 18 – 64

Not in Labor Force
– Involved in a recognized training program (i.e. Secondary school, post-secondary, Project SEARCH)
– Individuals 65+ not choosing to work

Unemployed
– Not engaged in employment
– *4 specific weeks are identified*
– *Actual hourly wage & hours are reported*

Reporting Week
  – 4 specific weeks are identified
  – Actual hourly wage & hours are reported

Measurement (captured quarterly)
  – Not in Labor Force
  – Employed 5+ hours per week & earning at least minimum wage
  – Employed Doesn't Meet Criteria (works <5 hours/week or doesn't earn minimum wage)
  – Unemployed

Clicking on the [Edit] button in each area will allow the entry of Outcomes data for each quarter. If there is supporting information in CSN, it will also be shown here.

Please note: reporting weeks for employment will be predetermined quarterly.

[Edit]   **Employment**   Current CSN Employer: Not recorded at this time

Hours per week [   ]   Rate per hour [   ]

Employment Plan:

[Save]   **Employment**   Current CSN Employer: Not recorded at this time

Hours per week [   ]   **Rate per hour** [   ]

Enter in plan for Employment (optional)

[   ]

Click the [Save] button to save your outcome data.
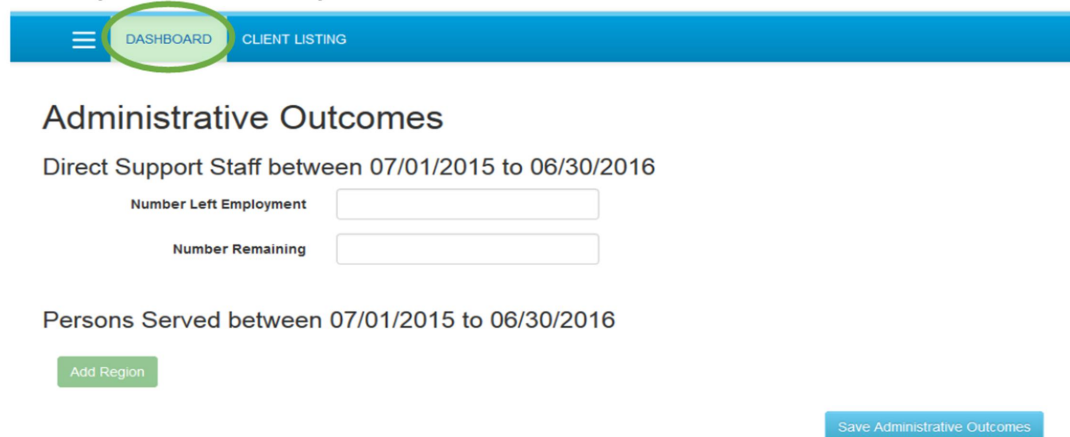
Administrative

Definitions
Direct Support Staff turnover
-Calculated by entering in the number of employees that left employment within your agency and the number remaining

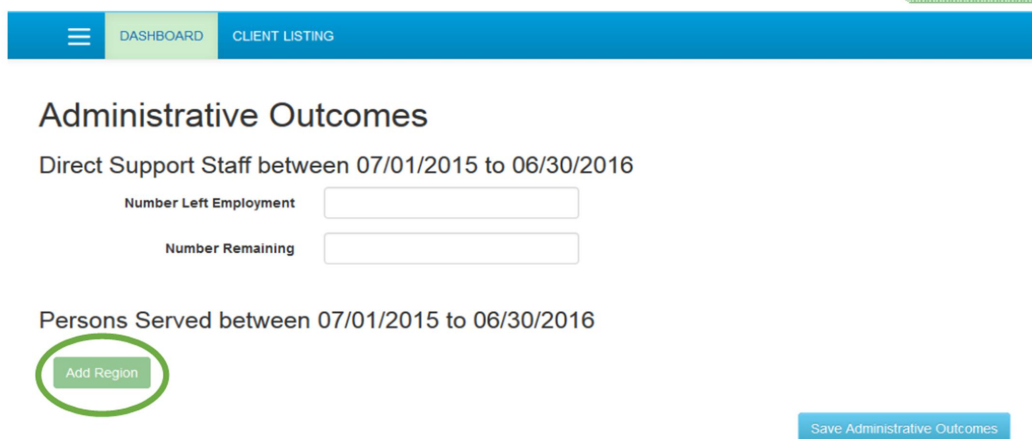Number of Clients Served (regardless of funder) per Region
-Entered in by region

Please note: this will be reported on annually.

Enter in the direct support staff that left employment and the number of staff remaining.

The persons served count will be done based on region. To add this information, first select Add Region :

Then add in the total persons served. If your provider serves multiple regions, click Add Region to add additional regions.

Click the Save button to save your administrative data.