

Department of
SOCIAL SERVICES

CDSS

2014 OCAT Pilot User Guide

Reference Materials for Case Managers

Online CalWORKs Appraisal Tool





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The Online CalWORKs Appraisal Tool (OCAT) is a comprehensive web-based application for exploring and documenting the strengths, barriers, referral and service assistance needs, and plan for helping clients increase self-sufficiency. Based on the results of a comprehensive questionnaire/interview, an appraisal summary is generated creating a summary of strengths, barriers, and recommendations to assist clients in their participation of work or Welfare to Work activities.

1. Overview

OCAT enables Case Managers to clearly understand the strengths, barriers, and work readiness needs of clients (participants), and for Supervisors and site administrators to understand their client populations at an aggregate level. OCAT is designed to be used by Case Managers to enhance the client appraisal process by providing recommended next steps for each client that are aligned with specific information gathered during an interview using the appraisal questionnaire. This information can be summarized into reports at various levels, including county-wide and state-wide to develop a comprehensive picture of client needs.

This guide is a resource to help Case Managers and Supervisors (users) effectively administer OCAT. It begins with an overview of the structure of the tool, then continues through the tool, following the path that a Case Manager would typically navigate through the tool when assisting a client. The guide starts with the basics of logging in, initiating a case, documenting responses to questions, capturing notes, generating an Appraisal Summary Report, and using the reporting functions. The guide includes screen shots of a made-up client to illustrate key screens and important features of OCAT; there are tips scattered throughout that might prove useful when using a particular section. At the end of the document is a glossary of key terms. In addition, the Help Desk phone number and email address are cited in the footer of every page.

2. Navigation and Getting Started

2.1 Home

OCAT is located at: <http://ocat.workquotient.com>. OCAT is divided into two (2) sections - 1.) The OCAT tool, which is password protected, and 2.) The Work Readiness Resource (WRR), which does not require a password for access. The WRR is an interactive hub of resources and tools to help the client achieve self-sufficiency, with separate hubs for Case Managers and clients. The WRR provides guidance on a number of workforce preparedness activities such as developing resumes and cover letters. Clients can access the WRR from anywhere, so Case Managers can ask their clients to look through the information and activities at home or at a library.



The WRR for Participants and the WRR for Case Managers are available on the OCAT Homepage.



Upon accessing the password-protected section of the tool, a user will have access to the four (4) OCAT modules: Questionnaire, Recommendations, Appraisal Summary, and Reports. The Questionnaire module contains the specific questions that are asked during the interview between the Case Manager and the client; Recommendations are devised for the client based on the answers they provide during the Questionnaire; the Appraisal Summary pulls together the Recommendations and key Questionnaire responses and provides a printer-friendly document that can serve as an agreement the Case Manager and client; and the Reports module has the capability of aggregating different data sets from multiple client Questionnaires.

Below is the OCAT Schema, to illustrate how the pieces fit together:





2.2 Logging-In

Each OCAT user is given a unique username and password to log into OCAT. An administrator needs to create new users in the system, but once a user name is created, users can manage their own accounts and passwords. After logging in, the user may change their password by clicking on their user name. A user may sign out and return to the OCAT landing page at any time by clicking the “Sign Out” button. If a user forgets their password they can click “Forgot Password?” on the login page to request a new password.

OCAT is a tool for CalWORKs Case Managers, Supervisors and Administrators to use to appraise their clients' strengths and barriers to work; the tool develops Recommendations that help clients make progress towards undertaking WTW activities. Please Log In to get started.

Member sign in

Username:

Password:

[Forgot password?](#)

2.3 Main Navigation

The Case List is the first screen that is displayed immediately after the user logs in. In the upper left-hand corner the user can navigate to the Case List or to the Reports section. In the upper right-hand corner the user can access Resources such as the WRR to be shared with clients and a list of Additional Resources organized by topic area. In the “Help” section the user can find the Quick Reference guide to help them navigate the Tool, as well as Frequently Asked Questions (FAQ’s) and information about OCAT and how to request assistance.

Search Case

Name ^	Date of Birth	Customer ID	Last 4 SSN	Date Updated	Case Managers	Status
Beckett, Sam	10/03/1955	91234567A	2222	07/28/2014	1, Case_Manager	New Interview Created - Recommendations must be completed
Boop, Beebee	09/15/1984	98527413B		07/28/2014	1, Case_Manager	New Interview Created - Recommendations must be completed
Caldwell, Quinn	10/20/1978	92045847J	4664	07/28/2014	1, Case_Manager	New Interview Created - Recommendations must be completed

Tip! While using OCAT, the Internet browser’s “back” and “forward” arrows and functions will work when navigating in the system. However, when conducting an interview, hitting the “back” button before saving your work will delete unsaved information. Avoid using the back and forward arrows of the Internet browser to ensure that all the information that has been collected is saved.



2.4 Starting a new case or continuing a previous case

Once the user has logged in, he or she has the option of selecting a case that has already been started or starting a new case. Both of these tasks are done on the Case List, which is a list of the names of every individual that has been interviewed by or assigned to the Case Manager.

Users are able to sort cases (in descending or ascending order), based on the following criteria, by clicking on the following: Name, Date of Birth, Customer ID, Last four (4) SSN, Date Updated, Case Manager, and Status. Users are able to search for cases as well, by name, client number, DOB, or last four (4) digits of the Social Security Number (SSN). To search, click on the “Search Case” button, enter the search information in one or more search fields and select “Search.”

If an individual has been interviewed before, click on their name in the Case List. An Interview List will appear, which is a list of all of the previous interviews done with that individual. From the Interview List, the user can either open an interview that has already been started or begin a new interview. To open an existing interview, click on the date in the “Date Updated’ column.

If an individual has never been interviewed before, the user will need to start a new case. To do that, simply click on the “New Case” button on the upper right of the Case List.

An interview consists of three (3) parts: a Questionnaire, Recommendations based on answers given in the Questionnaire, and the Appraisal Summary, which is a summary of the Questionnaire and Recommendations for the individual. The navigation on the left-and side of the screen allows the user to view and edit the Questionnaire, the Recommendations, and to view the Appraisal Summary.

The screenshot shows the user interface for the Online CalWORKs Appraisal Tool. At the top, there is a navigation bar with the Department of Social Services and CDSS logos on the left, and the tool name and a blue arrow logo on the right. Below the navigation bar, there are tabs for 'Home', 'Case List', and 'Reports'. On the right side of the navigation bar, there are links for 'Admin', 'Resources', 'Help', 'Freedman, Alyson', and 'Sign Out'. The main content area shows a case for 'test, Aly' with a 'New Interview' button. Below this, there is a table titled 'New Interview Recommendations Added - Appraisal must be created'. The table has columns for 'Date Updated', 'Date Created', 'Interviewer', 'Questionnaire ID', and 'Appraisal Summary'. There are two rows of data, both with 'Canu, Melissa' as the interviewer and '1636' as the questionnaire ID. A left-hand sidebar contains a menu with options: 'Questionnaire', 'Recommendations' (selected), 'Barrier Removal Services', 'Employment & Education Engagement', 'Strengths', 'Supportive Services', 'WTW Exemption / Exception Evaluation', and 'Appraisal'.

Date Updated	Date Created	Interviewer	Questionnaire ID	Appraisal Summary
08/20/2014	08/20/2014	Canu, Melissa	1636	[Icon]
08/20/2014	08/20/2014	Canu, Melissa	1636	[Icon]

Tip! If you create a new interview within 365 days of an old interview, then all of the fields will be pre-populated in the new interview. If you create a new interview after 365 days, the interview will not be pre-populated with the data from the previous interview.

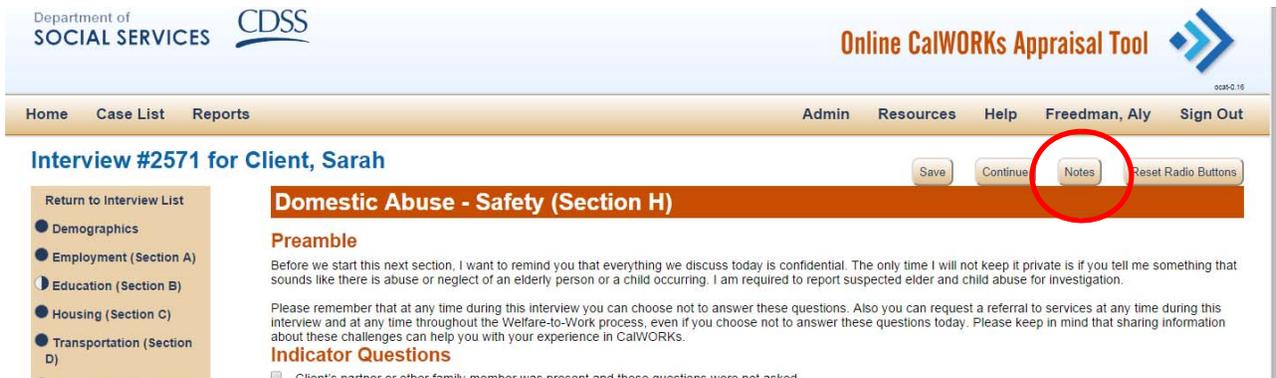
2.5 Notes

In some cases, a client will have additional information that they would like to share or the OCAT user may want to make a note concerning something that was discussed or observed during the interview.



In the upper-right corner of the appraisal, the user will find a Notes button that will open a pop-up window where additional information from the interview can be documented by the user. This Notes function allows users to record additional information for future reference.

Notes can be included in the Appraisal Summary. The Appraisal Summary may be printed with or without the notes; this gives the Case Manager the flexibility to record notes that they prefer not to share with the client when they give the client a print version of the Appraisal Summary.



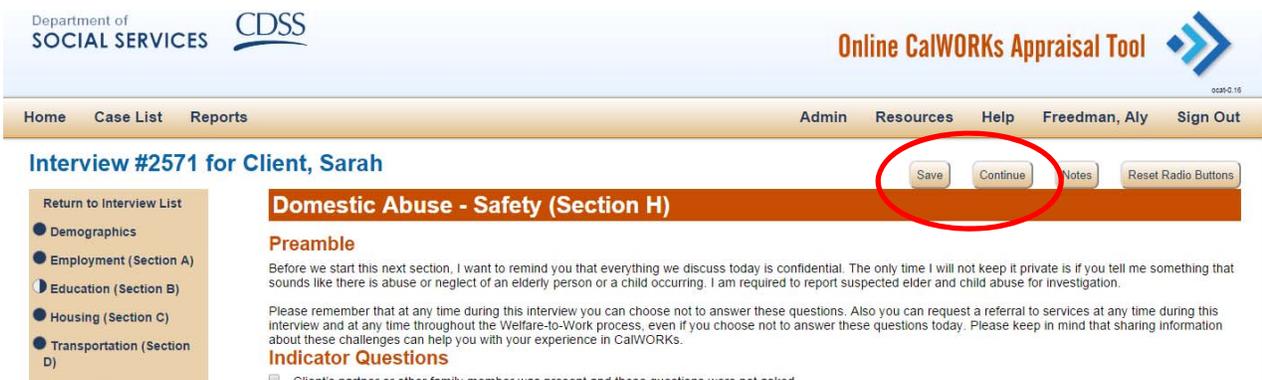
2.6 Scrollbars

Depending on the settings of each individual computer monitor, the OCAT tool may or may not completely fit onto the screen. If the tool's page does not display fully on a user's screen, the user will have a right side scrollbar and a bottom scrollbar that will have to be used in order to view all of the questions or responses. Align the cursor over the scrollbar (within the OCAT tool) and move it to the right and left or up and down.

2.7 Saving, Continuing, and Deleting a Questionnaire

In addition to automatically saving responses as the user navigates from tab to tab through the tool, there is a Save button along the top that allows the user to save at any time during the interview. Saving will take the user out of the Questionnaire, and back to the Interview List.

To continue to the next page, as the user is navigating through the Questionnaire, (s)he can either click on the tab in the left-hand navigation, or click continue to proceed to the next screen in the Questionnaire.





Also, please note that Case Managers are not able to delete interviews or cases. Only administrators and Supervisors can delete interviews and cases.

2.8 Printing

To print a Questionnaire, click on the print icon next to the “Questionnaire ID” from the Interview List screen. This allows users to print the answers that the client provided. This does not include the Recommendations. This function prints only the questions and answers as provided by the client. Users are directed to a page that allows them to select the tabs of the interview that should be printed, either with or without notes.

To print the Appraisal Summary, click on the icon in the “Appraisal Summary” column, and it will pull up a PDF document that can be printed.

The screenshot shows the 'Online CalWORKs Appraisal Tool' interface. At the top, there are logos for 'Department of SOCIAL SERVICES' and 'CDSS', and the tool's name. Below the header is a navigation bar with 'Home', 'Case List', and 'Reports' on the left, and 'Admin', 'Resources', 'Help', 'Freedman, Alyson', and 'Sign Out' on the right. A user profile for 'test, Aly' is visible. The main content area shows a table titled 'New Interview Recommendations Added - Appraisal must be created'. The table has columns for 'Questionnaire', 'Date Updated', 'Date Created', 'Interviewer', 'Questionnaire ID', 'Appraisal Summary', and 'Delete'. Two rows of data are shown, both with 'Canu, Melissa' as the interviewer. The 'Questionnaire ID' and 'Appraisal Summary' columns for both rows have red circles around the print icons.

Questionnaire	Date Updated	Date Created	Interviewer	Questionnaire ID	Appraisal Summary	Delete
Recommendations	08/20/2014	08/20/2014	Canu, Melissa	1638	[Print Icon]	Delete
Barrier Removal Services	08/20/2014	08/20/2014	Canu, Melissa	1636	[Print Icon]	Delete

3. User Accounts and Levels of Access

As part of the Pilot Test process, ICF will establish user accounts with differing levels of access (referred to as roles) to the client data. The different levels of access allow for: 1) increased security of client data; 2) the ability to link access to user roles and responsibilities; 3) the ability to use data to analyze the performance of a site as needed; and 4) the ability for site staff to work as a team to ensure that participant appraisals undergo a quality assurance process. Accordingly, a separate account (username/password) will be assigned to each user for each type of role.

Below are the responsibilities and abilities of each user role:

Case Manager (CM) Role. An individual in the CM Role has (read/write interview) access to all the participant interviews that they create. CMs have the ability to 1) create new participant interviews; 2) modify existing interviews; 3) close an interview; 4) create a printable version of an interview; 5) create and print an Appraisal Summary; and 6) create an Action Plan. A CM can view the demographic information of another interview, but cannot view another CM’s interviews unless that interview is transferred to them by a Supervisor.



Supervisor Role. An individual in the Supervisor Role has (read/write/close/delete) access to all interviews created by the CMs they supervise, or any interview created by another CM in an organization, e.g., a Regional Supervisor can read or modify an interview created by a CM in their region or at an office in their region. Supervisors have the ability to 1) modify existing interviews; 2) close an interview; 3) create a printable version of an interview; 4) delete an interview, but not an entire case; and 5) create an appraisal worksheet. Note: Use caution. In this role, it is possible to inadvertently change another user's interview.

Quality Assurance (QA) Role. An individual in the QA Role may only view a printable version of any participant interview and/ or appraisal within the site (read-only access). Site leadership will need the QA Role. In addition, a user at the site who has permission or intends to only view other Case Managers/ Supervisors interviews may also have this role.

4. Questionnaire Module

The interview begins with a Preamble that explains what the OCAT appraisal is and why it is important; the Case Manager should read the Preamble to the client. There are other preambles that the Case Manager should read throughout the tool, as well as instructions in *italics* to guide the Case Manager through the assessment. For example, one of the subtopics in the employment tab asks about why an individual is not working. The directions state that the Case Manager should not read the answers allowed, but have a conversation with the client and answer the questions based on that conversation.

The following are the sections/ tabs of questions in OCAT:

- Demographics
- Employment
- Education
- Transportation
- Housing
- General Health
- Emotional and Mental Health
- Substance Use
- Domestic Abuse-Safety
- Pregnancy
- Child Care and Parenting
- Relationships
- Final Thoughts

In the Questionnaire, there are circles next to each section/tab title; they indicate whether or not a section has been opened. If a circle is completely filled in, it means that the user has at least clicked on each sub-tab in that tab or section; if it is half filled in, it means the user has opened at least one tab but not all the sub-tabs for that topic. It is meant to be a guide to tell the user which parts of the Questionnaire have been visited.



Department of SOCIAL SERVICES CDSS Online CalWORKs Appraisal Tool

Home Case List Reports Admin Resources Help Freedman, Aly Sign Out

Interview #2571 for Client, Sarah

Save Continue Notes Reset Radio Buttons

- Return to Interview List
- Demographics
- Employment (Section A)
- Education (Section B)
- Housing (Section C)**
- Transportation (Section D)

Domestic Abuse - Safety (Section H)

Preamble

Before we start this next section, I want to remind you that everything we discuss today is confidential. The only time I will not keep it private is if you tell me something that sounds like there is abuse or neglect of an elderly person or a child occurring. I am required to report suspected elder and child abuse for investigation.

Please remember that at any time during this interview you can choose not to answer these questions. Also you can request a referral to services at any time during this interview and at any time throughout the Welfare-to-Work process, even if you choose not to answer these questions today. Please keep in mind that sharing information about these challenges can help you with your experience in CalWORKs.

Indicator Questions

Client's partner or other family member was present and these questions were not asked.

4.1 Indicator Questions

Because each client is unique, OCAT recognizes that it may not be necessary to go through each detailed interview tab with every client. For this reason, Indicator Questions precede the Housing, Transportation, General Health, Emotional and Mental Health, Substance Use, Domestic Abuse - Safety, Pregnancy, Child Care and Parenting, and Relationships tabs. The answers provided to the Indicator Questions will either prompt the user to move to the corresponding Questionnaire tab OR skip the corresponding tab and move to the next indicator question.

Doe1, Jane

Save **Continue** Notes

Housing (Section C)

Indicator Questions

Is there anything about your housing situation that is unstable or presents a challenge for you to participate in work or WTW activities? For example, have you moved a lot in recent months?

Yes No

Is there anything about your housing situation that may change in the next few months?

Yes No

Skip to next section

Based on the answers provided, further information is not necessary to collect. Click on 'Skip' above to continue to the next section.

Tip! Even if the client provides responses to Indicator Questions that do not prompt OCAT to continue to the corresponding interview questions in that tab, as a Case Manager, the user has the ability to “override” the responses and continue to ask the questions that are included in the tab. The user would just click “Continue” in the top right-hand corner.

4.2 Demographics

There are several required pieces of information for each individual: the Client Index Number (a state client specific unique number), the Assistance Unit Case Number (a county number that is unique to a household; one or more clients can share this number), First and Last Name, Date of Birth, and Gender. Fields marked with an asterisk (*) in the Questionnaire represent required fields. OCAT will not create an interview until the required fields are completed and saved.

The Client Index Number must be nine (9) characters long and start with a “9” and end with a letter. The Assistance Unit Case Number must be five (5) characters long.



Tip! In the language proficiency sub-tab on the Demographics tab, if the client is fluent in English, the user must enter that language proficiency here, as OCAT will default to assume a lack of English proficiency unless told otherwise.

4.3 Employment

This tab of the Questionnaire documents the client’s employment status, history, and significant employment factors, including sub-tabs in the following areas: Current Activities, Reasons Not Working, Job History, Work Experience and Interests, Work Type Preferences, and Legal Barriers.

Tip! In the Job History sub-tab, the Case Manager should enter each job held by the client, whether paid or unpaid. To enter a job, click the “+” button, then enter the information for each of the jobs. A relevant screen shot of this sub-tab is shown below.

4.4 Education

The Education Tab captures detailed information in several sub-tabs: Highest Grade; Diploma, Degree and Certificate; Other Education, Training, Certificate; and Learning Needs. The Highest Grade tab captures level of completed education.

Tip! The Learning Needs Assessment in OCAT is a standardized assessment intended to be the first step in the evaluation process related to learning needs. It will identify whether a referral to a learning disability specialist for an evaluation is an appropriate next step for a client. If so, this will be cited in the Appraisal Summary.

4.5 Housing

The Housing tab is the first full tab with an indicator question, which are broad questions meant to gauge whether that specific topic area requires further exploration as a potential barrier in the client’s life.

The sub-tabs Current Housing and Housing Situation ask questions that explore the stability of the client’s housing situation; the questions inquire about the client’s current housing situation, how often



the client has moved, utility shut-off notices and eviction notices.

4.6 Transportation

Limited access to public transit and a lack of transportation options may be another barrier to a client’s ability to participate in work or Welfare to Work activities. In the Transportation Method, Driving License and Transportation Challenge sub-tabs, OCAT asks the client how they travel on a daily basis, explores the reliability and feasibility of the client’s transportation options, including whether they possess a Driver’s License.

4.7 General Health

The General Health tab is meant to capture the overall health of the client; and the user may need to utilize the “Notes” tool to record more detailed information about the client’s health.

4.8 Emotional and Mental Health

The Current Status and Wrap Up sub-tabs delve into emotional and mental health by asking questions about depression, fear, anxiety, and more, and by having the client disclose how often they feel those emotions. There is also a question about whether the client has ever been diagnosed with a mental illness.

This tab has a preamble about the responsibilities of the Case Manager to keep the information that is relayed confidential, unless abuse of an elderly person or child is mentioned.

4.9 Substance Use

Alcohol and Drugs and Substance Use in the Household/by Others are the sub-tabs in this section, and they collect information on how often an individual uses alcohol or drugs, if they have ever tried to stop, if it is a problem now or has been in the past, and if it is a problem for anyone else in their household.

This tab has a preamble about the responsibilities of the Case Manager to keep the information that is relayed confidential, unless there is abuse of an elderly person or a child mentioned.

4.10 Domestic Abuse - Safety

The Indicator Questions are targeted to both victims and perpetrators of domestic abuse. Depending on the responses, OCAT will direct the user to complete the questions in the related sub-tab or skip to the next tab. Note that Human Trafficking is a sub-tab of the Domestic Abuse tab in OCAT.

This Domestic Abuse tab has a preamble about the responsibilities of the Case

Domestic Abuse - Safety (Section H)

Preamble

Before we start this next section, I want to remind you that everything we discuss today is confidential. If you hear any sounds like there is abuse or neglect of an elderly person or a child occurring, I am required to report it to the appropriate authorities.

Please remember that at any time during this interview you can choose not to answer these questions and at any time throughout the Welfare-to-Work process, even if you choose not to answer these questions, your privacy and about these challenges can help you with your experience in CalWORKs.

Indicator Questions

Client's partner or other family member was present and these questions were not asked.

Victim Indicator Questions:

Have you ever been abused, verbally, physically or emotionally, by a partner or others?
 Yes No

Have you ever applied for a restraining order?



Manager to keep the information that is relayed confidential, unless there is abuse of an elderly person or a child mentioned. In addition, the Human Trafficking sub-tab has a preamble that should be read to the client.

Tip! If the client does not want to answer these questions or if their partner is present, please do not ask the questions in this tab at that time. Note that the client is not answering the questions at that time by clicking the appropriate box. In addition, note that if the client has indicated any positive responses to the Victim Indicator questions, the user will not be able to ask/record responses to any of the Perpetrator Indicator questions.

4.11 Pregnancy

This tab of the Questionnaire documents whether the client is pregnant (if female) or if someone in their household is pregnant (if client is female or male) or if someone is pregnant with their child (if male).

By responding that either the client or someone else in the client's life is pregnant, OCAT will direct the user to click "continue" and complete the tab. By responding that neither the client nor anyone else in the client's life is pregnant, OCAT will automatically skip the remainder of the questions in this section.

4.12 Child Care and Parenting

The following sub-tabs are included within this tab: Children's Issues, Primary Caregiver, Parenting and Child Support, Childcare, Childcare Status, and Backup Childcare Plan. OCAT is a tool that learns from itself, and that functionality is seen here, where the names and ages of children entered in the Household sub-tab will be automatically filled in, saving time and maintaining consistency.

4.13 Relationships

Information about a current romantic relationship or a client's relationship with friends and family should be entered here. This section also explores the strength of the client's support network.

4.14 Final Thoughts

This tab is a blank text box, and should be used for the Case Manager to document any final thoughts that were not captured by the previous questions or Notes.

5. Recommendations Module

The Recommendations tab provides general guidelines for the client based on answers given in the interview. The Recommendations are broken divided into several tabs: Barrier Removal Services, Employment and Education Engagement, Strengths, Supportive Services, and WTW Exemption/Exception Evaluation. As part of each recommendation, the user is given the opportunity to add an Action Step, which is a specific action recommended by the user to mitigate the barrier.

For example, the client below has financial management issues; there is a general recommendation for her to attend financial management classes. The user would then "Add an Action Step" on the right



and include, for example, a specific course that the participant will take, the start and end dates, outcomes from the course, and indicate whether or not a referral was made or a service was provided.

The screenshot displays the 'Online CalWORKs Appraisal Tool' interface. At the top, there is a navigation bar with 'Home', 'Case List', and 'Reports' on the left, and 'Admin', 'Resources', 'Help', 'Freedman, Alyson', and 'Sign Out' on the right. Below the navigation bar, the user's name 'test, Aly' is displayed. The main content area shows a list of 'New Interview Recommendations Added - Appraisal must be created'. The first recommendation is 'Barrier Removal Services' with an interview ID of 1653, updated on 08/20/2014. It includes a 'Recommendation' section with text about financial management workshops and budgeting. A red circle highlights the 'Add Action Plan' button next to this recommendation. Other recommendations include 'Domestic Abuse - Safety' and 'Potential Victim of Domestic Abuse / Related Conflicts', each with their own 'Add Action Plan' buttons.

Tip! As the Case Manager is progressing through the Questionnaire, it is possible to go back and forth between the Recommendations and the Questionnaire.

6. Appraisal Summary Module

The Appraisal Summary is a PDF version of the client’s strengths, barriers, recommendations and action items, along with demographic, household, and financial information. It can be accessed by clicking the document icon under column heading “Appraisal Summary,” which can be accessed directly from the Interview List, or by clicking on “Appraisal” on the left menu bar in the Interview List.

An interview is closed when the Appraisal Summary Report is generated. Once an Appraisal Summary Report is generated you can click on the name of a participant to get to their individual case interview list. Clicking on the date will open the corresponding interview. If you modify the interview it will create a new interview. That new interview will close when an Appraisal Summary Report is created. You cannot retroactively edit/update an interview for which an Appraisal Summary Report has been created.

The only exception is that an Appraisal Summary Report can be deleted within 24 hours of creation. If you delete the Appraisal Summary Report within 24 hours you can edit the interview, save it, and create a new Appraisal Summary Report for that interview.

If you create an interview and 14 days pass and an Appraisal Summary Report has not been generated, than the interview is locked and cannot be edited.

The Appraisal Summary can be used as an agreement or contract between client and Case Manager, and can be referred to later to track client progress. At the end of the PDF there are signature lines for the client, Case Manager, and Supervisor.



7. Case Transfer

Transfer is used when an interview needs to be transferred between individuals at a site or across sites. For example, if one person does Intake, and asks demographic questions, and another user conducts the in-depth appraisal, the case can be transferred between users using this functionality.

To Transfer a case, hit “Transfer” under the Case Manager’s name in the left-hand navigation, when in the screen displaying the Interview List.

The screenshot shows the 'Online CalWORKs Appraisal Tool' interface. At the top, there are logos for the Department of Social Services and CDSS, and the tool's name. Below the logos is a navigation bar with 'Home', 'Case List', and 'Reports' on the left, and 'Resources', 'Help', 'Canu, Melissa', and 'Sign Out' on the right. The main content area is titled 'test, Aly' and 'New Interview Recommendations Added - Appraisal must be created'. It features a table with columns for 'Date Updated', 'Date Created', 'Interviewer', 'Questionnaire ID', and 'Appraisal Summary'. Two rows of data are visible, both with 'Canu, Melissa' as the interviewer and '1638' and '1636' as questionnaire IDs. To the left of the table is a sidebar menu with categories like 'Questionnaire', 'Recommendations', and 'Appraisal'. Below the table, a dropdown menu for 'Case Manager (case)' is open, showing 'Canu, Melissa' and 'Freedman, Alyson'. The 'Transfer' button is circled in red.

Date Updated	Date Created	Interviewer	Questionnaire ID	Appraisal Summary
08/20/2014	08/20/2014	Canu, Melissa	1638	[Icon]
08/20/2014	08/20/2014	Canu, Melissa	1636	[Icon]

Then click on “Add Case Manager” and expand the selection, to choose the Office of the individual to whom the case is being transferred. Once chosen, the user will select the name of the Case Manager in the “Select a Case Manager” field, and click “Add Selected Case Manager.”

Once the user has added the Case Manager that will be receiving/accessing the transferred case, click “Accept Changes” to complete the action. If the user is transferring a case permanently, then the user can remove him/herself from the list, which will also prevent the original user from having further access to the case. If the case will be going back and forth between users; do not remove the original user to ensure their continued access to the client’s information.



Department of SOCIAL SERVICES CDSS Online CalWORKs Appraisal Tool

Home Case List Reports Resources Help Canu, Melissa Sign Out

Transfer Case

test, Aly, #1635

Questionnaire

Recommendations

- Barrier Removal Services
- Employment & Education Engagement
- Strengths
- Supportive Services
- WTW Exemption / Exception Evaluation

Appraisal

Case Managers (case)
Canu, Melissa
Freedman, Alyson

Transfer

Case 1,635 updated

Add Case Manager

Collage AI

- root
 - California
 - Consortia 1
 - County 1
 - Region 1
 - Office 1
 - Office 2
 - County 3 - No sub region
 - Office 5 - County 3 parent
 - Office 6 - County 3 parent
 - Consortia 2
 - County 2
 - Region 2
 - Office 3
 - Office 4

Select Case Manager

Orozco-Lemus, Alejandro

Add Selected Case Manager

Currently Assigned

Canu, Melissa

Remove

Accept Changes Cancel

8. Reports Module

Disclaimer: During the pilot testing phase, OCAT will have limited reporting functionality.

The Reporting Module is a program management and reporting tool focusing on creating summary and trend analyses of clients’ demographics, barriers, skills appraisals, and other work readiness determinants identified and collected in the Questionnaire.

This Module collects real-time data for the previous month, including Participants by Type of Benefits Received, Participant Demographics by Race and Ethnicity, Participants by type of Referrals Made, and Participants by Type of Barriers. That allows Case Managers, Supervisors, leadership and other stakeholders to: (1) understand the characteristics and demographics of their clients on various aggregate levels; 2) to better recognize the needs of those clients; and, (2) to use the data to inform strategies used at the case management, supervisory, and administrative levels to design and customize programs to meet clients’ needs. The Reporting Module has three main features: the Dashboard, Reports, and the Glossary.

Dashboard

The Dashboard provides an at-a-glance view of the data at various levels, with visuals of graphs and charts that present health and client-level information. The dashboard will display the most current data available for the period starting at the beginning of the current month and ending at the current date. Consequently, reports generated on the first day of a particular month will not have any month to date information available. The Dashboard display real-time data, as every time the source data is updated, the dashboard is also updated.

Report

OCAT is set to generate six standard reports, each of which provides a taxonomy of top-level barriers and subcategories. Subcategory entries map to sets of responses in finalized interviews conducted by Case Managers.



The six standard reports are as follows:

- Demographic
- Household Composition
- Employment History and Career Preferences
- Educational Attainment
- Barriers—Transportation, Housing & Legal
- Barriers—Health
- Barriers—Child Care, Domestic Abuse and Well-Being

Each report can be viewed at one of the five hierarchical “levels”: State, Consortia, County, Region, Office; and the roles within them: Quality Assurance, Supervisor, and Case Manager. Users can run reports to view OCAT cases immediately one level up and one level down in the hierarchy. The default display shows the report level based on the login information.

Users can also specify a date range. The default is “all cases to date”.

9. Glossary

Appraisal: The combination of the Questionnaire, Recommendations and Appraisal Summary, synonymous with Interview.

Appraisal Summary: A summary, in PDF form, of the Recommendations and key Interview responses for the client.

Assistance Unit Case Number: A county number that is unique to a household. One or more clients can share this number.

Case: Everything in OCAT relating to one individual; all of the Interviews, Questionnaires, Recommendations, and Appraisal Summaries.

Case List: The list of individuals who have gone through at least one interview.

Client: Individual who have been or are being appraised through OCAT, synonymous with Participant.

Client Index Number: A state client specific unique number.

Interview: The combination of the Questionnaire, Recommendations and Appraisal Summary, synonymous with Appraisal.

Interview List: The list of all of the interviews for a specific client.

Participant: Individual who have been or are being appraised through OCAT, synonymous with Clients.

Questionnaire: The questions that are asked in an Interview/Appraisal.

Recommendations: Recommendations generated by OCAT based on answers given in an Interview.



Sub-tab: The subtopics, or sub-sections, in the Questionnaire, such as Household Composition, which is part of the Demographics Tab.

Tab: The broad topic area, or section, in the Questionnaire, including Employment, Education, Demographics, among others.

User: The Case Manager who is using the tool to conduct an Appraisal/Interview with a client.



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