

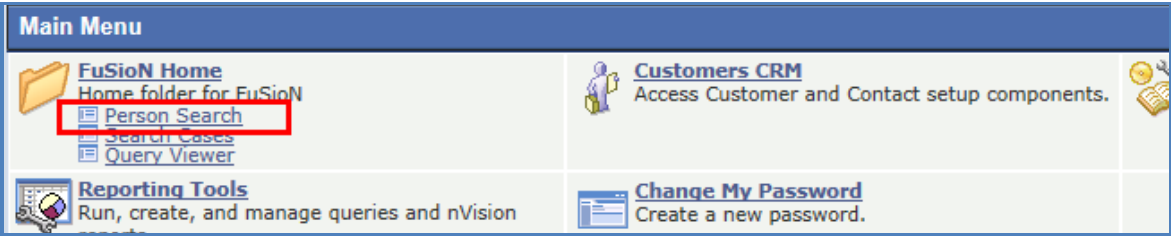
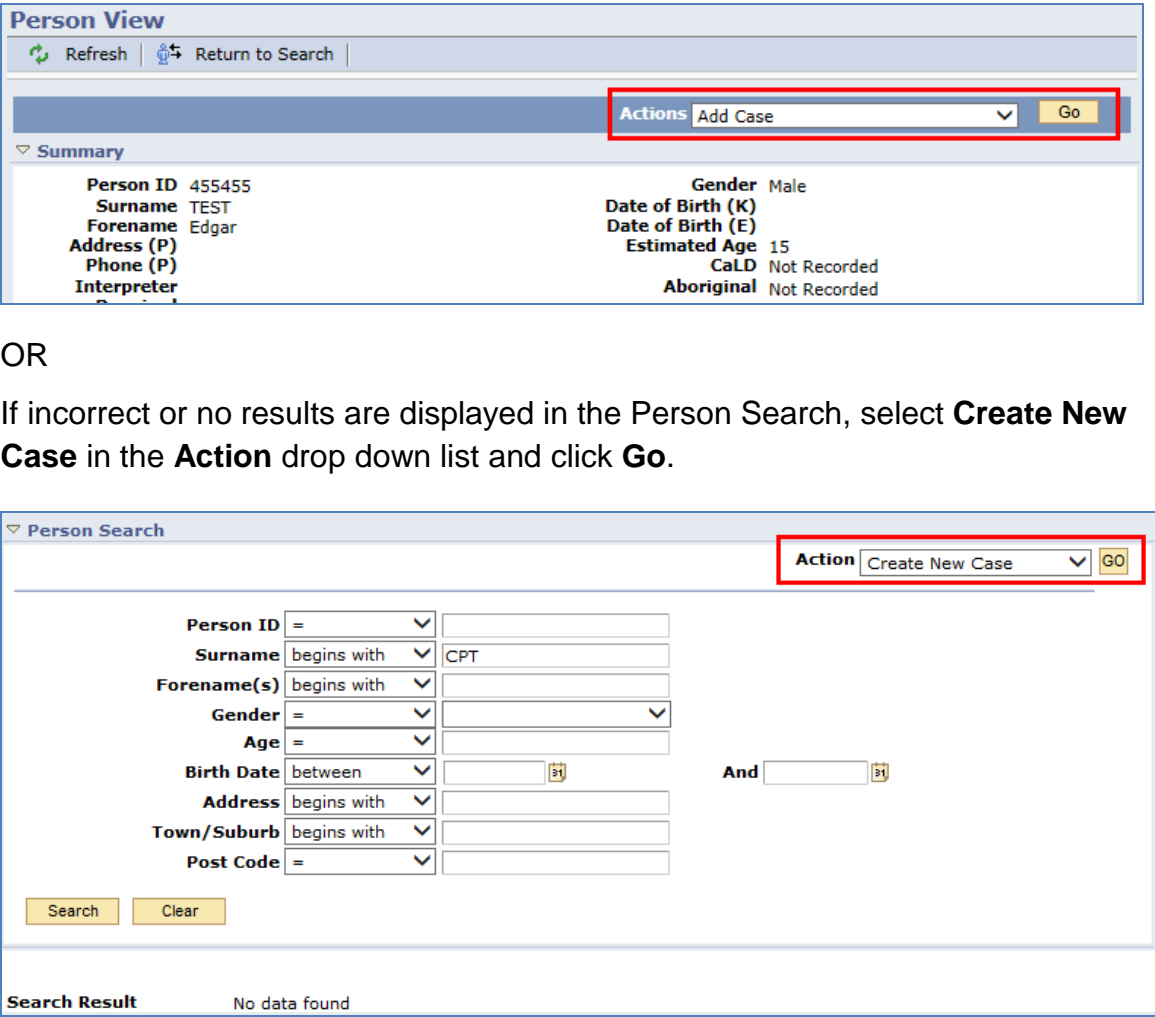


FuSioN User Guide

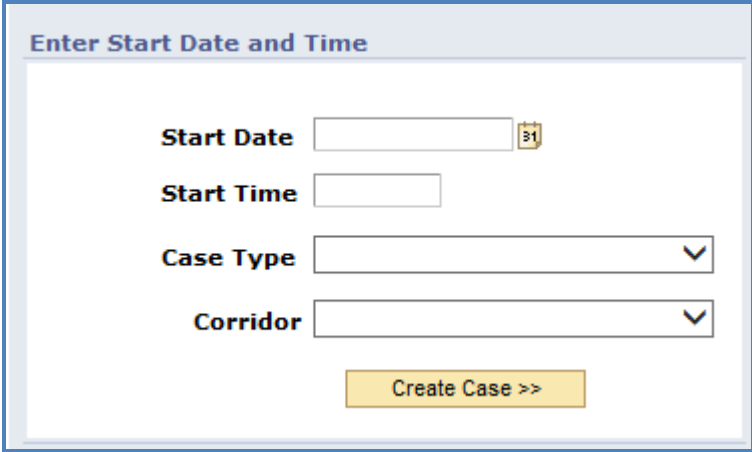
How to Create an Intensive Case Management Case

Overview	This User Guide details how to create an Intensive Case Management case within FuSioN.
Hints & Tips	<p>An ICM Case has successfully been saved within FuSioN, when a Case Id displays at the top of the screen.</p> <p>The words 'Intensive Case Management' displays next to the Case Id to indicate that the type of case created is an Intensive Case Management case.</p> <p>An automated system email will be sent to relevant system users when the ICM case is successfully saved to notify that an Intensive Case Management referral has been received and the related ICM case has been created in FuSioN.</p>

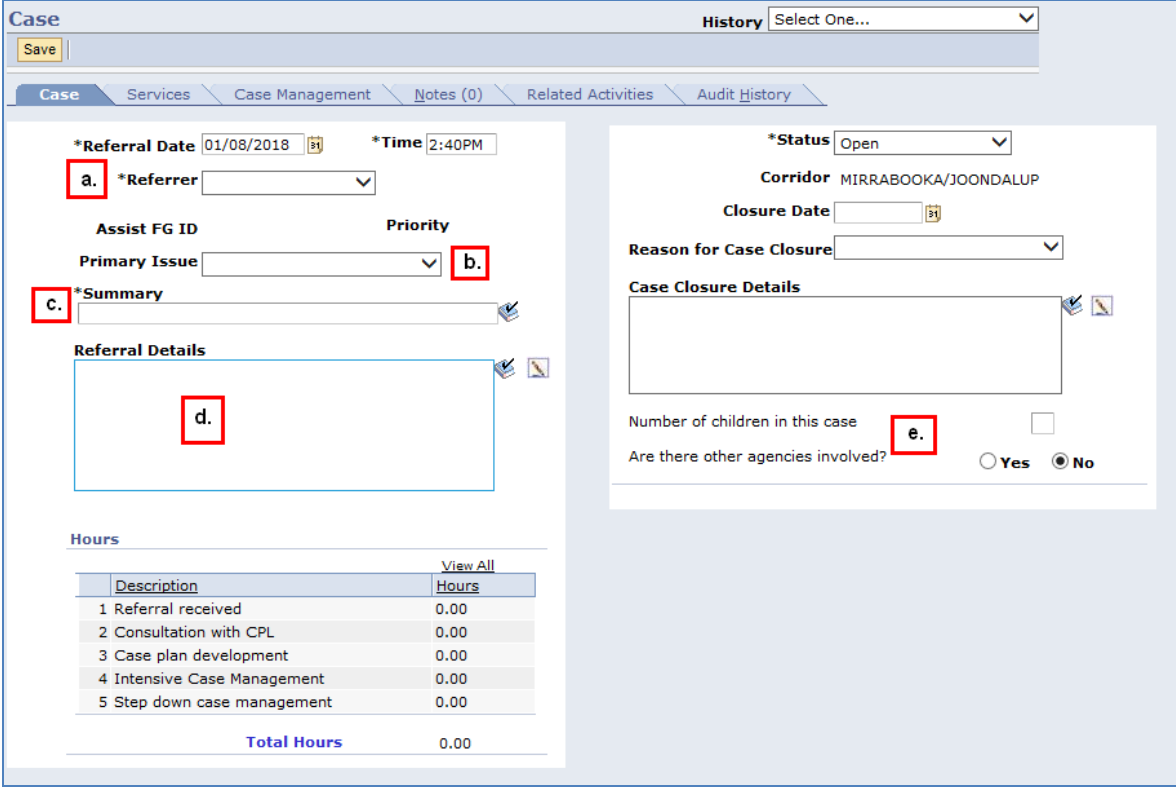
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Step	Action
1.	<p>Navigate to the Person Search within the Main Menu on the home page to search for a client in the ICM Referral.</p>  <p>The screenshot shows the 'Main Menu' with several options. 'Person Search' is highlighted with a red rectangular box. Other visible options include 'FuSioN Home', 'Reporting Tools', 'Customers CRM', and 'Change My Password'.</p>
2.	<p>Search for the client and navigate to the client's Person View from the Search Results. In the Action drop down list, select Create New Case and click Go.</p> <p>OR</p> <p>If incorrect or no results are displayed in the Person Search, select Create New Case in the Action drop down list and click Go.</p>  <p>The first screenshot, titled 'Person View', shows a client's details. At the top right, there is an 'Actions' dropdown menu with 'Add Case' selected, and a 'Go' button next to it. The client's summary includes: Person ID 455455, Surname TEST, Forename Edgar, Gender Male, Date of Birth (K) and (E), Estimated Age 15, CaLD Not Recorded, and Aboriginal Not Recorded.</p> <p>The second screenshot, titled 'Person Search', shows a search form with various filters. At the top right, the 'Action' dropdown menu is set to 'Create New Case', with a 'GO' button next to it. The search criteria include: Person ID (empty), Surname (begins with CPT), Forename(s) (empty), Gender (empty), Age (empty), Birth Date (between empty), Address (begins with empty), Town/Suburb (begins with empty), and Post Code (empty). There are 'Search' and 'Clear' buttons at the bottom left. Below the search form, it says 'Search Result No data found'.</p>


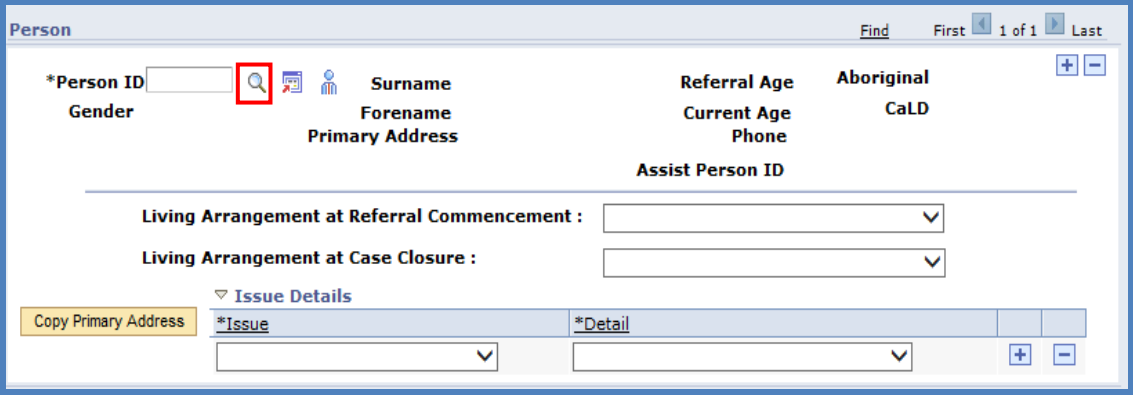
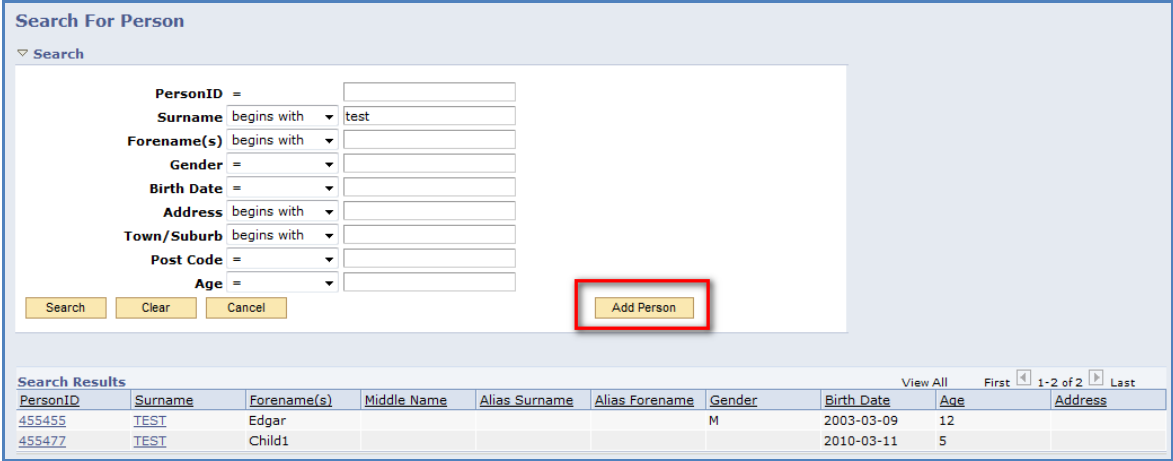
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Step	Action
3.	<p>Record the appropriate Start Date.</p> <p>Start Time auto-populates to current time, however this can be updated manually.</p> <p>Select Intensive Case Management in Case Type drop down list.</p> <p>Corridor auto-populates with the relevant FSN Corridor in which the user creating the case is an Intensive Case Management worker.</p> <div data-bbox="261 790 1016 1240"></div> <p>Click Create Case.</p>



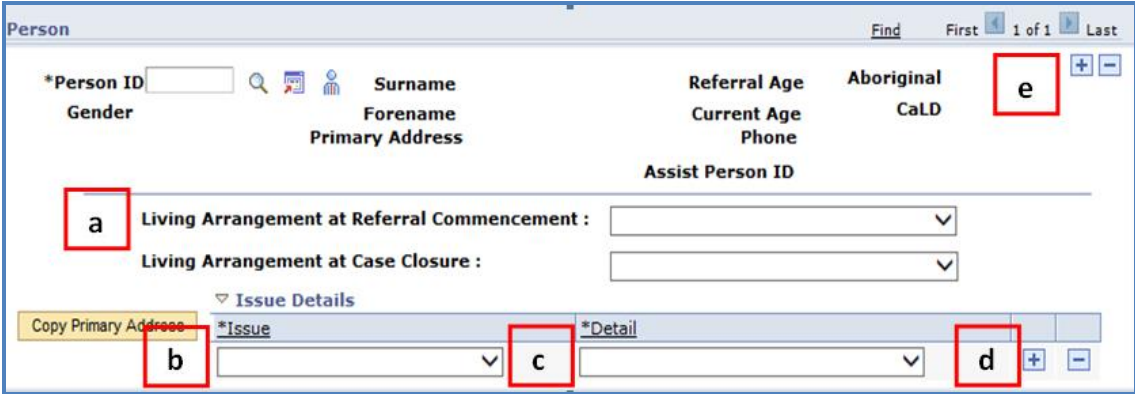
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Step	Action
4.	<p>Complete the following:</p> <ol style="list-style-type: none"> Select Referrer from the drop down list. Select a Primary Issue from the drop down list. The Summary field is a free text field. Complete as required. The Referral Details is a free text field. Complete as required. Complete both fields as required.  <p>The screenshot shows the 'Case' management interface. At the top, there is a 'History' dropdown menu and a 'Save' button. Below this, there are tabs for 'Case', 'Services', 'Case Management', 'Notes (0)', 'Related Activities', and 'Audit History'. The main form area is divided into two columns. The left column contains: <ul style="list-style-type: none"> *Referral Date: 01/08/2018 *Time: 2:40PM *Referrer: A dropdown menu with a red box 'a.' next to it. Assist FG ID and Priority fields. Primary Issue: A dropdown menu with a red box 'b.' next to it. *Summary: A text input field with a red box 'c.' next to it. Referral Details: A larger text input field with a red box 'd.' next to it. Hours: A table with columns 'Description' and 'Hours'. The table lists five activities, each with 0.00 hours. A 'Total Hours' row at the bottom shows 0.00. The right column contains: <ul style="list-style-type: none"> *Status: Open Corridor: MIRRABOOKA/JOONDALUP Closure Date: A date input field. Reason for Case Closure: A dropdown menu. Case Closure Details: A text input field. Number of children in this case: A text input field with a red box 'e.' next to it. Are there other agencies involved?: Radio buttons for Yes and No, with No selected. </p>

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Step	Action
5.	<p>Scroll down to record the Persons attached to the case.</p> <p>Select the search icon  to search for the Person.</p> 
6.	<p>If the name returned in your search is correct select the hyperlink to continue.</p> <p>If your search does not return the correct person select the Add Person button and refer to the relevant user guide to record a Persons details.</p> 

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Step	Action
7.	<p>Complete the Person details:</p> <ul style="list-style-type: none"> a. Living Arrangement at Referral Commencement b. Issue. c. Detail. d. To add or remove Issues, use  e. To add or remove Persons, use  
8.	Click Save to save the Intensive Case Management case.