



# Creating an Intensive Case Management Case

## OVERVIEW

This User Guide details how to create an Intensive Case Management case within FuSioN.

## HINTS & TIPS

An ICM Case has successfully been saved within FuSioN, when a Case Id displays at the top of the screen.

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.

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.

## NAVIGATION

A Case can be created from the **Search Cases** screen, from the **Person Search** screen or within the **Person View** screen.

## 1. CREATING A CASE:

### a. Adding a Case when the Client doesn't exist

On the Home page, click on '**Person Search**' tile.

Search for the client.

If incorrect or no results are displayed in the Person Search, select **Create New Case** in the Action drop down list and click **Go**.

Person Search

Action: Create New Case (selected) | GO

Person ID: = [dropdown] [input]

Surname: begins with [dropdown] NONE [input]

Forename(s): begins with [dropdown] [input]

### b. Adding a Case to an Existing Client

Search for the client on **Person Search** and navigate to the client's Person View from the Search Results.

In the Action drop down list on **Person View**, select **Add Case** and click **Go**

Person View

Refresh | Return to Search

Actions: Add Case (selected) | GO

Summary

Person ID	480562	Gender	Female
Surname	TEST	Date of Birth (K)	9/9/1973



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## 2. INITIAL DETAILS OF THE CASE:

Record the appropriate **Start Date**.

**Start Time** auto-populates to current time, however this can be updated manually.

Select **Intensive Case Management** in **Case Type** drop down list.

**Corridor** auto-populates with the relevant FSN Corridor in which the user creating the case is an Intensive Case Management worker.

Click **Create Case**.

Enter Start Date and Time

Start Date

Start Time

Case Type

Corridor

Create Case >>

## 3. COMPLETE THE INITIAL INFORMATION:

Complete the following:

- 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.

Case Services Case Management Outcomes Notes Related Cases Audit History

\*Referral Date 17/08/2020 \*Time 2:19PM

\*Referrer  A

Assist FG ID Priority

Primary Issue  B

\*Summary  C

Referral Details  D

\*Status Open

Corridor MIRRABOOKA / JOONDALUP

Closure Date

Reason for Case Closure


Case Closure Details

Number of children in this case  E

Are there other agencies involved?  Yes  No

## 4. ADDING A CLIENT

### a. Search for the Client:

- Scroll down to record the Persons attached to the case.
- Select the search icon  to search for the Person.

The screenshot shows the 'Person' form with various fields for personal and referral information. A red box highlights the search icon (magnifying glass) located next to the Person ID input field.

### b. Selecting the Client:

If the name returned in your search is correct select the hyperlink to continue.

If your search does not return the correct person select the Add Person button and refer to the relevant user guide to record a Person's details.

The screenshot shows the 'Search For Person' form with various search criteria and a table of search results. The 'Add Person' button is highlighted with a red box.

PersonID	Surname	Forename(s)	Middle Name	Alias Surname
<a href="#">480562</a>	<a href="#">TEST</a>	Melly		
<a href="#">480563</a>	<a href="#">TESTING</a>	Mel		
<a href="#">480575</a>	<a href="#">TESTING</a>	One		



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## 5. ENTERING IN CLIENT INFORMATION:

Complete the Person details:

- Living Arrangement at Referral Commencement
- Issue
- Detail.
- To add or remove **Issues**, use
- To add or remove **Persons**, use

Person

\*Person ID 480562 Surname TEST Referral Age 46 Aboriginal Not Recorded  
Gender Female Forename Melly Current Age 46 CaLD Not Recorded  
Primary Address 189 Royal Street, East Perth, WA, 6004, AUS Phone 610411 222 536 Alert Exists Assist Person ID 123456789

Living Arrangement at Referral Commencement : [Dropdown] [A]  
Living Arrangement at Case Closure : [Dropdown]

Copy Primary Address

Issue Details

\*Issue [Dropdown] [B] \*Detail [Dropdown] [C] + [D] -

## 6. SAVING THE CASE:

Click on **Save** to save the case.

Refer to the individual user guides for further information on the other tabs within an Intensive Case Management case to enter.

Case : (100021520) - Intensive Case Management

Save

Case Services Case Management Outcomes Notes (0) Related Activities Audit History

\*Referral Date 17/08/2020 \*Time 2:23PM  
\*Referrer Cannington  
Assist FG ID Priority  
Primary Issue [Dropdown]  
\*Summary Testing ICM  
Referral Details Testing ICM  
\*Status Open  
Corridor FREMANTLE / ROCKINGHAM  
Closure Date [Dropdown]  
Reason for Case Closure [Dropdown]  
Case Closure Details [Text Area]  
Number of children in this case [Input]  
Are there other agencies involved?  Yes  No