



Intensive Case Management – Recording Stages in the Case

OVERVIEW

This User Guide details how to record a stage in the Case Management tab of an Intensive Case Management case.

HINTS & TIPS

- The first stage in an Intensive Case Management case, **Referral received**, is automatically recorded when an Intensive Case Management case is first created and saved.
- The **Consultation with CPL** stage can only be recorded in by the Child Protection Leader.
- **Consultation with CPL** and **Referral Accepted** stage must be recorded in a case before any of their subsequent stages can be recorded. Subsequent stages to these are:
 - Case Plan development
 - Intensive Case Management
 - Step down case management
 - Exit plan for family
 - Program non-engagement
- Hours must be recorded for relevant stages before a new stage can be saved to a case. The hours remain editable until the case is closed.

1. ALLOCATING A CASE:

Navigate to the Intensive Case Management Case.

Click on the **Case Management** tab.

Case : (100021520) - Intensive Case Management

Save

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

Responsibility Audit II▶

Network Agency	Stage	Assigned To	Role	Start Date	End Date	Hours
COMMUNICARE (FREMANTLE/ROCKINGHAM)	Referral received	NICKISSON, Sue	Alliance Manager	17/08/2020		<input type="text"/>

Add Stage Update Stage



Intensive Case Management – Recording Stages in the Case

2. ENTER IN THE HOURS:

On the **Case Management screen**, enter **hours** against the current stage in the case before adding the new stage to the case.

Note:

The Hours field is only displayed against those stages that require Hours to be recorded. An Hours field is not displayed for stages that do not require Hours to be recorded.

The hours recorded against applicable stages remain editable until the case is closed.

Case : (100021520) - Intensive Case Management

Save

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

Responsibility Audit ||>

Network Agency	Stage	Assigned To	Role	Start Date	End Date	Hours
COMMUNICARE (FREMANTLE/ROCKINGHAM)	Referral received	NICKISSON, Sue	Alliance Manager	17/08/2020		<input type="text"/>

Add Stage Update Stage



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3. VIEWING THE HOURS ENTERED:

Hours entered in an allocation's Hours field.

will be displayed in the **Case** tab.

NOTE: The screenshot has all the hours shown. By default it will show just the first 5 stages. Click on the **View All** hyperlink to view them all.

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:

*Summary: Testing ICM
Referral Details: Testing ICM

*Status: Open
Corridor: FREMANTLE / ROCKINGHAM
Closure Date:
Reason for Case Closure:
Case Closure Details:
Number of children in this case:
Are there other agencies involved? Yes No

Hours

Q 1-9 of 9 | View 5

Description	Hours
1 Referral received	3.00
2 Consultation with CPL	0.00
3 Case plan development	0.00
4 Intensive Case Management	0.00
5 Step down case management	0.00
6 Exit plan for family	0.00
7 Program non-engagement	0.00
8 Case closure	0.00
9 Service Delivery	0.00
Total Hours	3.00



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4. ADDING A NEW STAGE:

On the **Case Management** tab, select the **Add Stage** button.

Case : (100021520) - Intensive Case Management

Save

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

Responsibility Audit ||▶

Network Agency	Stage	Assigned To	Role	Start Date	End Date	Hours
COMMUNICARE (FREMANTLE/ROCKINGHAM)	Referral received	NICKISSON, Sue	Alliance Manager	17/08/2020		3.00

Add Stage Update Stage

Co-Worker Details

Responsibility Audit

Network Agency	Stage	Assigned To	Role	Start Date	End Date		
<input type="text"/>	<input type="text"/>	<input type="text"/>	Co-Worker	17/08/2020	<input type="text"/>	<input type="text"/>	+

▶ **Audit History**



Save [Top of Page](#)

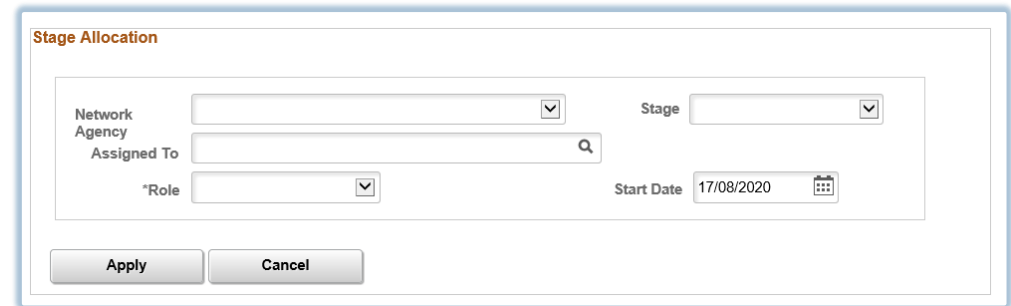


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5. ENTERING IN STAGE DETAILS:

Complete the following Stage Allocation details:

- **Network Agency:** select the relevant agency from the drop down list (either the FSN's lead agency or Child Protection and Family Support).
- **Stage:** select the **Stage** being added (for example: Case Plan development).
- **Assigned To:** select the appropriate person through the look up function 
- **Role:** select an appropriate **Role** (for example: Case Manager).
- **Start Date:** auto-populates to **Current Date**. To change the date use the calendar icon 



Stage Allocation

Network Agency Stage

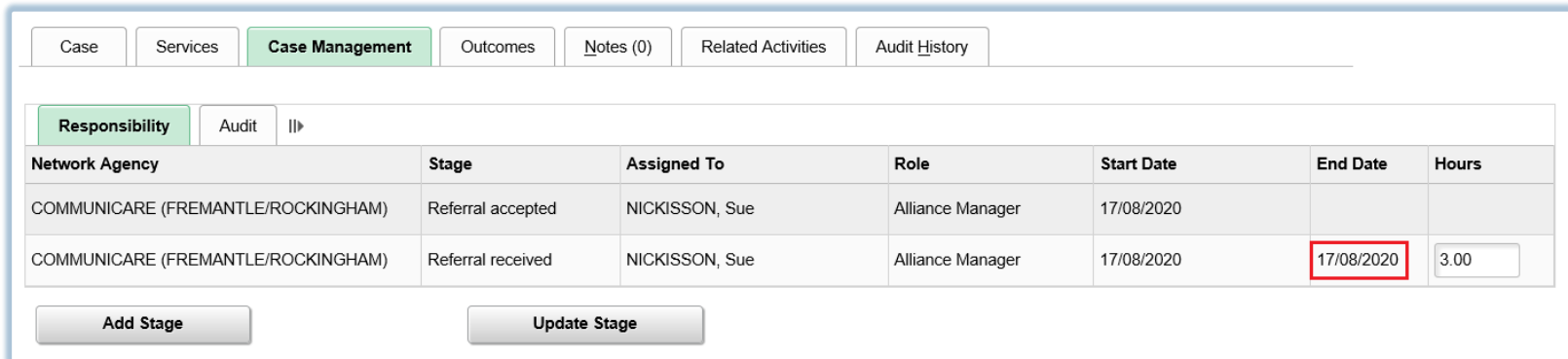
Assigned To *Role

Start Date 17/08/2020

Apply Cancel

Click **Apply**.

The previous Stage will now be end dated. The newly added stage is now the current open stage in the case.



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

Responsibility Audit ||>

Network Agency	Stage	Assigned To	Role	Start Date	End Date	Hours
COMMUNICARE (FREMANTLE/ROCKINGHAM)	Referral accepted	NICKISSON, Sue	Alliance Manager	17/08/2020		
COMMUNICARE (FREMANTLE/ROCKINGHAM)	Referral received	NICKISSON, Sue	Alliance Manager	17/08/2020	17/08/2020	3.00

Add Stage Update Stage