



FuSioN User Guide – My Case & Service List

OVERVIEW

This User Guide details information regarding seeing the current Cases and Services allocated to the relevant Person within the Agency.

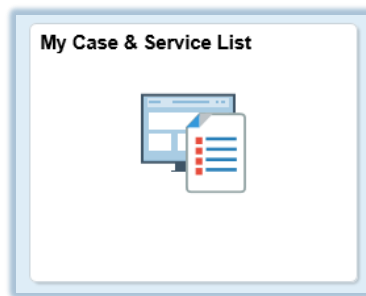
HINTS AND TIPS

- If you are part of the Lead Agency, you will be able to view all the Cases/Services from the Lead Agency and partner Agencies.
- If you are at a Partner Agency, you will only see Cases for your Agency.

NAVIGATION

On the Home page, click on **My Case & Service List** tile.

When on the **My Case & Service List** screen, you can select the relevant information you would like to view from the side menu bar.



The screenshot shows the 'My Case & Service List' interface. On the left is a side menu with four items: 'My FuSioN A&C Cases' (highlighted with a red box), 'My FuSioN ICM Cases', 'My FuSioN Services', and 'Cases with Active Holding'. The main area displays a table of cases with columns for Case ID, Start Date, Client Name, Primary Issue, Team, and Assigned To. The table contains five rows of data. Above the table, there is a search bar, a dropdown for '*Team ID' set to 'ALL', and pagination controls showing '1-5 of 607' and a 'View 100' link.

Case ID	Start Date	Client Name	Primary Issue	Team	Assigned To
100021507	10/08/2020	TEST, Melly	Child Development	Mels Agency	ICM, One
100021495	07/08/2020	TEST, Melly	Child Protection	MERCYCARE COMMUNITY SERVICES (FREMANTLE)	HAYCOX, Rebecca
100021484	06/08/2020	TEST, Melly		MercyCare (Mirrabooka/Joondalup)	RADCLIFFE, Kristina
100021476	05/08/2020	TEST, Melly		LIFELINE WA (ARMADALE)	WEIR, Naomi
100021473	05/08/2020	TEST, Melly		METROPOLITAN MIGRANT RESOURCE CENTRE	MICALLEF, Terese



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FILTERING THE INFORMATION DISPLAYED:

The information displayed is by default showing 'ALL' the teams in the Team ID list. If you are a Partner Agency, you will only be seeing the information for your Agency.

If you are at Lead Agency, you will be able to view all the Cases and Services for the Lead Agency and the Partner Agencies. By default, All the Agencies are displayed. To be able to filter to a particular Agency, select the **Team ID** drop down list and select the Agency. The page will automatically filter the results to Team selected.

Case ID	Team	Assigned To
100001798	Parkerville Children and Youth Care (Inc)	KEANE-HOGAN, Teena
100014892	BLACK SWAN HEALTH (Mirrabooka)	FINNEGAN, Karen
100014896	METROPOLITAN MIGRANT RESOURCE CENTRE	EL RAKHAWY, Salma

SORTING THE INFORMATION AND SELECTING A RECORD:

Throughout the **My Case & Service List**, the data can be filtered to refine or sort the information displayed.

- A. By default, 5 results are displayed. Clicking on the drop down you can navigate to the next list of 5 results.
- B. Clicking on this button will navigate to the next page of results.
- C. Clicking on this button will navigate you to the last page of results.
- D. Clicking on the View 100 will display 100 results on the screen.
- E. The column headers can be sorted by ascending/descending. Click on the column header title to sort that column and the remaining columns will update
- F. Clicking on this button will show all the information from the 'My Cases' tab and the 'Additional Data' tab in the one view.

Case ID	Start Date	Client Name	Primary Issue	Team	Assigned To
100021507	10/08/2020	TEST, Melly	Child Development	Mels Agency	ICM, One



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My FuSioN A&C Cases:

My FuSioN A&C Cases displays the Assessment and Coordination Cases currently allocated to the selected Agency in the 'Team ID' field. By default it will show ALL.

This will display all **Open** Cases.

Click on the **Case ID** hyperlink to navigate to the case.

Case ID	Start Date	Client Name	Primary Issue	Team	Assigned To	Referrer Type	Referrer Name	Hold Status	Days Holding
100021507	10/08/2020	TEST, Melly	Child Development	Mels Agency	ICM, One	Unknown	-	N	
100021495	07/08/2020	TEST, Melly	Child Protection	MERCYCARE COMMUNITY SERVICES (FREMANTLE)	HAYCOX, Rebecca	Agency	Mercy Community Services Inc	N	
100021484	06/08/2020	TEST, Melly		MercyCare (Mirrabooka/Joondalup)	RADCLIFFE, Kristina	Unknown	-	N	
100021476	05/08/2020	TEST, Melly		LIFELINE WA (ARMADALE)	WEIR, Naomi	Agency	Mercy Community Services Inc	N	
100021473	05/08/2020	TEST, Melly		METROPOLITAN MIGRANT RESOURCE CENTRE	MICALLEF, Terese	Unknown	-	N	

NOTE: The above picture is displaying all the columns to give an overview of the data displayed in the My FuSioN A&C Cases. Click on the 'Show All Columns' icon to be able to see all the information at once.

My FuSioN ICM Cases:

Lead agency workers who are Intensive Case Management workers will be able to view open Intensive Case Management cases in their Network from the My FuSioN ICM Cases.

Note – All users will be able to see this option in the side menu, but there will be no cases listed in it if worker viewing FuSioN is not an Intensive Case Management worker

Case ID	Referral Date	Client Name	Primary Issue	Current Stage	Stage Start Date	Team	Assigned To
100021500	10/08/2020	TEST, Melly		Referral received	10/08/2020	MercyCare (Mirrabooka/Joondalup)	JOHNSON, TROY
100021491	06/08/2020	PHONE, One		Referral received	06/08/2020	MercyCare (Mirrabooka/Joondalup)	JOHNSON, TROY
100021485	06/08/2020	TESTING, Mel		Referral received	06/08/2020	MercyCare (Mirrabooka/Joondalup)	JOHNSON, TROY
100021479	04/08/2020	TESTING, Mel		Referral accepted	05/08/2020	MercyCare (Mirrabooka/Joondalup)	TESTING, ICM
100021454	03/08/2020	NEWBIE, Ashley	Social Isolation	Referral accepted	03/08/2020	MercyCare (Mirrabooka/Joondalup)	TESTING, ICM



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My FuSioN Services:

The Lead Agency will be able to view all Allocated services including those of Partner Agencies. Partner Agencies will be able to see their allocated services only.

- Use the **Team ID** drop down list to view services allocated to a specific agency.
- Click on the **Service ID hyperlink** to go directly to the service provision activity.
- The **Hold Status** column will display whether the service is on Active Holding and view the number of days the service has been on hold.

Service ID	Case ID	Start Date	Family Name	Service Type	Team	Assigned To	Case Type	Hold Status	Days
100021521	100021484	19/08/2020	TEST	Housing Support	MercyCare (Mirrabooka/Joondalup)	MATHUKU, Trivikram Reddy	A&C	Y	1
100021524	100021297	19/08/2020	TEST	Housing Support	CENTRECARE (MIRRABOOKA/JOONDALUP)		ICM	N	
100021511	100021399	16/08/2020	TEST	Family Counselling	LIFELINE (FREMANTLE)	GRACE, Tim	A&C	N	

NOTE: The above picture is displaying all the columns to give an overview of the data displayed in the My FuSioN Services. Click on the 'Show All Columns' icon to be able to see all the information at once.

Cases with Active Holding:

Cases with Active Holding displays cases on active holding.

- The **Case ID Hyperlink** will take you directly to the Case
- In the **Days** column you will be able to view how long the case has been on active holding

Case ID	Start Date	Name	Primary Issue	Days	Team	Assigned To	Status	Referrer Type	Referrer Name
100021395	26/07/2020	TESTERSUR, Testerkid Test		13	CENTRECARE (ARMADALE/CANNINGTON)	THOMPSON, Jason	OPEN	Unknown	-
100021165	06/07/2020	DEAN, Kyle	Domestic Violence	31	CPFS - Mirrabooka/Joondalup (A&C)	WILLIAMS, Vanna	OPEN	Agency	Great Mates Ltd
100021172	01/07/2020	HELLO, Hello	Community Conflict	15	CENTRECARE (ARMADALE/CANNINGTON)	MURRAY, Lesley	OPEN	Individual	TESTING, Redmond

NOTE: The above picture is displaying all the columns to give an overview of the data displayed in the Cases with Active Holding. Click on the 'Show All Columns' icon to be able to see all the information at once.