OACCESS Fundamentals

BASICS OF SERVICE BATCHING

Presented by Rhonda Buedefeldt

September 2010
Course Objectives

✔ Identify what information is necessary to complete a Service Batch

✔ Add Services and Qualifiers to:
  - OAA Provider “profiles”
  - OAA Sites “profile”
  - Client files

✔ Review Registered & Non-Registered Services and Unit Definitions
Objectives, continued

✓ Understand how batching non-registered services differ from batching registered services

✓ Learn how to populate a Client Roster

✓ Learn how to edit or delete data in a Batch
CLASS EXPECTATIONS?

Is there anything not mentioned that you would like covered?
Let’s Get Started!
QUESTIONS I HEAR OFTEN

a) What in the world is an OAA Batch anyway - and why should I care?

b) Isn’t this a waste of time – no one ever looks at the information do they?

c) What value does this information have?

d) Is there an easier way to report the data?
WHO . . WHAT . . WHERE . . WHEN . . WHY?

• **What . . .** Reporting OAA/OPI Service data; often referred to as NAPIS data (National Aging Program Information System).

• **Who . . .** NAPIS data is reported by Area Agencies on Aging and/or their contractors.
• **Why?** . . . It’s a federal requirement. Each State and U.S. Territory reports NAPIS data to the Administration on Aging (AoA); AoA compiles data and,

  – Submits for evaluation and performance assessment to the Office of Management and Budget (OMB) the *AoA Program & Performance Report*.

  – Compiles the “Congressional Justification” report which accompanies the Presidents’ budget each year.
• **When?** At a minimum, NAPIS data should be entered on a quarterly basis; SUA preference is that you complete your OAA Batches monthly.

• Batching monthly contributes to accuracy of data and ease of follow-up with service providers when questions arise.

• Regular batching enables AAA’s and the SUA to pull current data for use during the year.
• Regular batching ensures that new client names do appear, and deceased client names do not appear on the Transaction (Sign-in) sheet for the month following.

Lastly, and of course dear to my heart -
• Regular batching supports the AAA’s ability to have all fiscal-year (June to July) data entered prior to the September 30th deadline.
Now that we have that out of the way – let’s move on!
Important note

Each time you exit a OA screen, the data is saved. If for whatever reason you want to exit the screen without saving:

1) Choose Windows  2) Select Prompt on Save

This command is function on all screens but the Batching module!
NOTE: Prompting you before saving will continue as you exit each screen until you deselect Prompt on Save.
There are two means of entering units of service

1) Directly enter into Client file

2) By use of the OAA Batch module

If you have few clients to enter units for choice #1 works well. If you have many clients, choice #2 is easiest (and fastest).
To begin, we’ll explore entering service units directly into the client file.
OACCESS Main Menu

NOTE: This training assumes you know how to conduct a search for a client file, and how to set-up new client files.

If you need instruction - visit the State Unit on Aging web pages (link below).

Select OAA/OPI data entry link located under sub-category OACCESS/RAIN

Begin by searching for the client file.
1. Select View
1. Select **Case Details**
1. Select **Service Needs** icon
2. Select **OAA Svc/FCSP** tab
1. Highlight Service
2. Select Qualifier/Units
Selecting *Qualifier/Units* opens this screen

1. Select desired qualifier, Add if you do not see it. (If it’s not an add option – you need to associate the qualifier with the OAA Site (instruction later in this training.)

2. Add Date and Units

3. Repeat as needed for other qualifiers.

4. Close screen when completed
These are screenshots showing I added five units total, one to each qualifier.
You can see in the Service/Billing Report that all five qualifiers and the associated units appear.
OAA Batches are not auto-generated so if we visit the OAA Batches – we will not find any batches reflecting the units and qualifier just created.

We can however create a batch and this information will auto-populate into the batch.

Check out the next slide and you’ll see what I mean!
To demonstrate how the information entered directly into a client file will auto-populate the Roster with the unit I created a batch for the month of July and designated the qualifier as “Standard” – it “mined” the system and found Lola Morgan had one unit designated with the Standard qualifier.
Review of entering service data directly into client file

1) Open client file and select Service Needs icon
2) Open the OAA SVC/FCSP tab
3) Highlight the service
4) Select Qualifier/Units box
5) Highlight qualifier you want to identify unit(s)
   NOTE: Add qualifier if needed.
6) Type in date and units
7) Repeat with other qualifiers as applicable.
Next we’ll look at entering service data through the OAA Batch module.
Creating or Editing an OAA Batch

1. Choose “Select” from menu
2. Double Click on OAA Batch
The first screen you see is this

NOTE: You can create a batch ahead of the data entry period
“View All Batches” reveals a list of existing batches

Highlight and double-click to open the batch you want
To create a batch

Begin here and work from left to right

Your district defaults to this field

Activates when month is selected
Drop-Down menu example
Let’s take a CLOSER LOOK
The Roster number is auto-assigned. A client list appears by default for a number of reasons: a) units were entered directly into the client file or b) clients were on Roster last month.

1) Select Modify Roster to view all other client names with the service in their OAA Service profile
Results of selecting “Modify Roster”

1. Highlight & Move to Roster or use Select All checkbox
2. Push OK button

Voila! Names are in Roster
The gang’s all here now. Notice I selected “ALL” for the qualifier. That is because as I moved names from the “Approved” list to the “Roster” I selected the applicable qualifier. Once I exited the Roster screen the names appeared here and I entered the units of service.
What about Guest/Visitor Units?

1) For any Unregistered Service you can populate the “Other Units/Guests” box with client and unit counts of those service recipients you have no information on. If you have service files – just populating the Roster will report the unduplicated client and service unit counts.
What about unregistered services and no client file?

1) For any Unregistered Service you can populate the "Other Units/Guests" box with client and unit counts of those service recipients you have no information on. If you have service files – just populating the Roster will report the unduplicated client and service unit counts.
Review of creating an OAA Batch and populating the fields.

1) Choose *Select* from menu bar
2) Highlight OAA Batch or use Ctrl+O shortcut
3) Select existing Batch or create new by populating the fields left to right
4) If units are already in client files – these client names will auto-populate in the Batch. To ensure you have all clients you wish to be in your Batch select *Modify Roster* from the bottom right hand area  

(see next slide for more)
5) Highlight client names in Approved list (or select “All” if applicable) (remember all names in the Approved list are those clients with the service and site location listed on their OAA Svc/FCSP tab)

6) Move the clients to the Roster

7) Enter the units of service

8) Upon exiting the Batch screen all information will be saved

9) You can re-enter batch and modify as needed. (Details on how to do this are in upcoming slides)
Need a break?
TROUBLESHOOTING
What Does it Mean if . . .

**You can’t find the service location in the drop-down list?**
A: The OAA Site hasn’t been linked to the OAA Provider

**You can’t find the service in the drop-down list?**
A: The OAA Provider and/or OAA Site profile doesn’t list the service as deliverable

**The qualifier isn’t in the drop-down box?**
A: The qualifier hasn’t been associated with the service in the OAA Sites profile

**The service recipient isn’t on the Roster?**
A: The service isn’t listed in the client file as receivable
PROBLEM & SOLUTION

Problem: Absence of Service location, Service category and/or Qualifier from your OAA Batch drop-down menu

Solution: Add missing items to OAA Provider screens and OAA Sites screens

NOTE: If the service already exists in the Provider profile, proceed directly to the OAA Sites screen to add the qualifier(s)
Phase 1 (Adding a service)

MAINTAIN OAA PROVIDER

To access OAA Provider maintenance screens:
• Select
• Choose Housekeeping
• Choose Maintain OAA Provider
1. Type the service provider's name in the *Last Name* field

Or search for the Service name (e.g., home-delivered meal) using the *Class* field or *Class* drop-down menu
Matching choices. 1. Highlight your choice, make sure the Status is “Active” and look at the address to ensure it’s the correct provider.

2. Select this button to add or delete service.

A list of services provided.
Click on “Add Class” button
After selecting *Add Class* button a new field opens and the drop-down menu is activated.

1. Select Service from drop-down menu
2. Close Provider Screen
Phase 2 (Adding a service)
MAINTAIN OAA Sites

To access OAA Provider maintenance screens:
- Select
- Choose Housekeeping
- Choose Maintain OAA Sites

![Image of OAA Provider maintenance screen]
Each AAA categorizes their list differently. Few are set up the same and often I cannot tell the ‘logic’ behind the arrangement – but as long as the AAA does – there is no cause for change.
1. Highlight the location & provider

2. Select “Add” button
Hey! Selecting “Add” brought us right back to the OAA Provider screen

1. Highlight the service you want to add
2. Select “Add to Site”
Before

After
Qualifiers . . . Let’s add one

1. Highlight the OAA Site
2. Highlight the Service
3. Select “Qualifiers/Rates”
Selecting the Qualifier(s)

1. Choose “Add” button
2. Highlight qualifier
   Repeat until you have all qualifiers you wish
3. Choose “OK” button
4. Close next screen
   That is all there is to it!
PROBLEM & SOLUTION

**Problem:** Absence of *service category* in the client file

**Solution:** Add service to client file

**NOTE:** Non-Registered services are not required to be listed in Client file, however, it is recommended as it provides your agency with a list of service recipients should one be needed.
Primary Icon for Services

1. Select Smiling Face icon
2. Select OAA Svc/FCSP tab
Adding a Service to Client File

1. Select *Site* from drop-down menu
2. Select *Service* from drop-down menu
3. Enter *Start date*
4. Enter *Qualifier*
After adding a service you will see it in the list.
Review

a) We learned how to **add a service to a Provider profile**

b) We learned how to **add a qualifier to an OAA Site** (which subsequently adds it to the service criteria in the Provider profile)

c) We learned how to **add a service to a client file**
How to delete or modify a Batch
Replace units with or zero (0.00) out if you want to delete the entire Batch. Select “Save”
The altered batch (#35000068) now shows:
What’s left to learn?

Well . . . How about OAA/OPI Service units and how to report them?

The Administration on Aging (AoA) requires reporting of:

a) Registered Service
b) Non-Registered Services
What’s the difference?

**Registered Services** require reporting client demographics (age, number in household, rural or city dwelling, race, ethnicity, etc....)

**Non-Registered Services** do not require demographics – just unduplicated client count and units of service.
Here’s a glimpse at the federal reporting page the State Unit on Aging prepares annually for submittal to the federal government – it shows all demographics.

<table>
<thead>
<tr>
<th>Clients Receiving Registered Services*</th>
<th>Total*</th>
<th>With Income Below Poverty</th>
<th>Age of Client</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>60-74</td>
</tr>
<tr>
<td>Total Clients</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total with Age Reported</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Age Missing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender Missing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rural Clients</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rural Missing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poverty Missing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Live Alone</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Live Alone Missing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients By Ethnicity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not Hispanic or Latino</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ethnicity Missing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients By Race or Ethnicity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>White (Alone)** - Non-Hispanic</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Minorities***</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>White (Alone) - Hispanic</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>American Indian or Alaska Native (Alone)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Asian (Alone)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Wait! It’s not just the previous page but this one too!

<table>
<thead>
<tr>
<th>Cluster 1: Registered Services - Requiring Detailed Client Profile</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Personal Care</td>
</tr>
<tr>
<td>2. Homemaker</td>
</tr>
<tr>
<td>3. Chore</td>
</tr>
<tr>
<td>4. Home Delivered Meals</td>
</tr>
<tr>
<td>4a. NSIP Home Delivered Meals†</td>
</tr>
<tr>
<td>5. Adult Day Care/Health</td>
</tr>
<tr>
<td>6. Case Management</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cluster 2: Registered Services - Requiring Summary Client Profile</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. Assisted Transportation</td>
</tr>
<tr>
<td>8. Congregate Meals</td>
</tr>
<tr>
<td>8a. NSIP Congregate Meals†</td>
</tr>
<tr>
<td>9. Nutrition Counseling</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cluster 3: Non-Registered Services – No Client Profile Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>10. Transportation</td>
</tr>
<tr>
<td>11. Legal Assistance</td>
</tr>
<tr>
<td>12. Nutrition Education</td>
</tr>
</tbody>
</table>
Foundations of Service Reporting

a) If it is a **Registered Service** you need to have a completed NAPIS registration and update it annually.

b) If it is a **Non-registered Service** you still need a completed NAPIS registration and update it annually – however, only the unduplicated client count and service units received will be reported.

**Shall we begin? Proceed to next slide**
CLUSTER 1 & 2 REGISTERED SERVICES

Requires reporting age, ADL’s, IADL’s, gender, rural, income below poverty level, # in household, race and ethnicity.

(Requires a populated Roster)

#5 Adult Day Care/Adult Day Health  (1 hour)
#6 Case Management   (1 Hour)
#3/3a Chore   (1 Hour)
#2/2a Homemaker   (1 Hour)
#4 Home-Delivered Meal   (1 Meal)
#1/1a Personal Care   (1 Hour)
#9 Assisted Transportation   (1 One Way Trip)
#7 Congregate Meal   (1 Meal)
#8 Nutrition Counseling (1 session per participant)
GROUP 1 CAREGIVER SERVICES

Requires reporting caregivers age, gender, rural, race, ethnicity, relationship to service recipient, unduplicated caregiver count, units of service and when applicable estimated audience counts.

(Requires a populated Roster)

#70-2a/70-2b Caregiver Counseling (1 session per participant)

#30-4 OPI/IIB Respite Care (1 Hour)

#30-5/30-5a IIIE Respite Care (1 Hour*)

#30-6 Support Groups for Caregivers (1 Session per participant)

#30-7/30-7a Supplemental Services (1 activity)
CAREGIVER GROUP 2 SERVICES
Requires reporting unduplicated caregiver count or when applicable – estimated number of caregivers and service units.

(Does not require populated Roster. You may use Guest box)

#16/16a Access Assistance (1 contact)

#70-9/70-9a Caregiver Training (1 Session per participant)

#15/15a Information Services (1 activity)
CLUSTER 3 NON-REGISTERED SERVICES
No client demographics required

*(Does not require populated Roster. You may use Guest box)*

#13 Information and Assistance (1 Contact)

#11 Legal Assistance (1 hour)

#12 Nutrition Education (1 session per participant)

#14 Outreach (1 Contact)

#10 Transportation (1 One Way Trip)
GROUP 1 CAREGIVER SERVICES
Requires reporting caregivers age, gender, rural, race, ethnicity, relationship to service recipient, unduplicated caregiver count, units of service and when applicable estimated audience counts.

(Requires a populated Roster)

#70-2a/70-2b Caregiver Counseling (1 session per participant)

#30-4 OPI/IIIB Respite Care (1 Hour)

#30-5/30-5a IIIE Respite Care (1 Hour*)

#30-6 Support Groups for Caregivers (1 Session per participant)

#30-7/30-7a Supplemental Services (1 activity)
CAREGIVER GROUP 2 SERVICES
Requires reporting unduplicated caregiver count or when applicable – estimated number of caregivers and service units.

(Does not require populated Roster. You may use Guest box)

#16/16a Access Assistance (1 contact)

#70-9/70-9a Caregiver Training (1 Session per participant)

#15/15a Information Services (1 activity)
(Does not require populated Roster. You may use Guest box)

#13 Information and Assistance (1 Contact)

#11 Legal Assistance (1 hour)

#12 Nutrition Education (1 session per participant)

#14 Outreach (1 Contact)

#10 Transportation (1 One Way Trip)


CLUSTER 3 NON-REGISTERED SERVICES
DISEASE PREVENTION & HEALTH PROMOTION

Requires reporting unduplicated client counts and service units
No demographics required

(Does not require populated Roster. You may use Guest box)

#40-1 Health Nutrition Screening (1 Screening)
#40-2 Exercise/Physical Fitness (1 Session per participant)
#40-3 Wellness Education (1 Session per participant)
#40-9 Medication Management (1 Session per Client)
#40-4 Mental Health Services (1 Hour of service)
#40-8 Registered Nurse Services (1 Hour of Service)
Quiz Time

1) Services that fall under the category of "Registered Service" require client data.

2) Registered Services require the Roster populated with client names.

True or False

Quiz Time
OTHER SERVICES
Requires reporting unduplicated client counts and service units.
No demographics required.

(Does not require populated Roster. You may use Guest box)

#30-3 In-Home Volunteers (1 Hour of service)
#30-1 Home Repair/Modification (1 Activity)
#40-5 Health & Medical Equipment (1 Payment)
#50-4 Crime Prevention/Home Safety (1 Activity)
#50-3 Elder Abuse Awareness (1 Activity)
#50-1 Guardianship/Conservatorship (1 Hour)
OTHER SERVICES, continued

(Does not require populated Roster. You may use Guest box)

#50-5 LTC Ombudsman (1 Activity)
#60-5 Interpreting/Translation (1 Hour)
#60-3 Telephone Reassurance (1 Contact)
#60-4 Volunteer Recruitment (1 Placement)
#60-1 Recreation (1 Activity per Participant)
#60-2 Friendly Visiting (1 Visit)
(Does not require populated Roster. You may use Guest box)

#70-1 Case Monitoring (1 Hour)
#80-4 Financial Assistance (1 Contact)
#80-5 Money Management (1 Hour)
#80-1 Senior Center Assistance (1 Center Served)
#80-7 Housing Assistance (1 Contact)
#90-1 Volunteer Services (1 Hour of service)
(Does not require populated Roster. You may use Guest box)

#70-5 Newsletter (1 Newsletter Distributed*)
#70-2 Counseling (1 Hour)
#70-8 Private Case Management (1 Hour)
#70-6 Gatekeeper Training (1 Activity)
#70-10 Public Outreach/Education (1 Activity)
#70-4 Geriatric Assessment (1 Assessment)
Service Unit Notes

#30-5/30-5a: Units of service for overnight institutional respite and overnight summer camps are more appropriately reported by days than hours. Example: Two days of institutional respite is 2 units (not 48 units) and six days at camp equal 6 units instead of 144.

#70-5: Each issue of the newsletter is an activity. The estimated audience size would be the number of persons directly receiving the newsletter plus the estimated number of the bulk copies which are distributed.
GUESS WHAT?
WE HAVE FINISHED!

We’ve covered all there is to know about reporting your AAA services and units.

Work is constantly underway to improve the OACCESS data base and your suggestions are always welcome!

Please e-mail me (Rhonda) with suggested enhancements.
Technical Assistance Resources

State Unit on Aging website


You will find this presentation and others by selecting the *Area Agency on Aging business* link located on the right-side menu
Contacts

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That's all Folks

Have a splendid day!

Contact me anytime