

Quick Guide to Major Reporting Expectations in GA+SCORE: ILP/TLP Overview

GA+SCORE is the data system for performance-based placements (PBP), built & maintained for the Office of Provider Management by Care Solutions, Inc. ILP/TLP providers maintain their own real-time placement rosters and submit data for PBP in GA+SCORE. This document provides a quick overview of reporting requirements organized by time frame: what needs to be reported for a new admission, what needs to be reported on a daily or ad hoc basis as changes occur (e.g., as staff is hired, or when a significant event occurs at your program), and what needs to be reported at least monthly to meet the deadline for performance-based placement scorecards.



NEED MORE HELP?

Detail on all scoring items for Performance-Based Placements is available in the *FY 2019 RBWO PBP Measurements and Standards Guide*. This Quick Guide is meant to summarize the primary reporting requirements for ILPs/TLPs; however, detailed information on all screens and processes in GA+SCORE is available in the *FY 2019 RBWO Provider User Manual*. Both documents are available on www.gascore.com, under "Key Documents & Forms", along with the *GA SHINES Provider Portal 2.0 User Guide*. There's also a video series on reporting PBP data in GA+SCORE: on the website, look under "Training" at the top and select PBP Training as the topic.

Contact information for the Office of Provider Management, GA+SCORE support, Georgia SHINES Help Desk, SMILE (Payment System), DFCS county offices, GA/RYS (Independent Living Program) and other agencies is available on www.gascore.com, under "Contact".

Remember: never open GA+SCORE in two browser tabs at the same time.

RBWO REFERRALS / MAKING AN RBWO PLACEMENT:

When your agency receives a completed Universal Application from DFCS or any entity seeking a placement for a youth with RBWO funding, you must report it to GA+SCORE on the RBWO Referrals screen under the orange Daily Rosters tab. Click the "Add New Referral" link, fill out the form, and click Add. The youth's name will appear on the RBWO Referrals screen. ***You cannot enter a placement in GA+SCORE without first reporting the referral.***

When you have made your decision, find the youth's name on the RBWO Referrals screen (either in the main section of the screen or in the Referrals History folder) and click on the "report disposition" link in the far right column.

- A. If your agency did not accept the referral, select Denied as the Disposition, pick the Primary Reason to Deny from the drop down, enter brief notes, if any, and click Save.
- B. If your agency did not make a decision before the youth was placed elsewhere, select Request Withdrawn as the Disposition and click Save.
- C. If your agency accepted the referral, select Accepted as the Disposition, pick the Primary Reason to Accept, enter brief notes, if any, and click Save. On the next screen, verify the youth's name and date of birth (required) and social security number (if known), then click Find Child.
 - If the system brings back a youth that does not match the youth you admitted, the issue is a conflicting social security number. Hit the back button, delete the social security number from the "Insert Admission" screen, and click "Find Child" again.
 - If the system cannot find the youth, check that you correctly typed the information. If not, go back a screen to try again. If so, click Continue and fill out the screen with the remaining placement data. The youth will appear in the Pending Placements section at the top of your Daily Roster screen for approximately one business day, until processed by the GA+SCORE support team at Care Solutions.
 - If the system brings back the correct youth, fill out the screen with the remaining placement data. The youth will appear on your Daily Roster screen immediately.

DISCHARGING AN RBWO PLACEMENT:

Once you discharge a placement in GA+SCORE, you cannot add information. ***Be sure you've completed all required reporting before discharging a youth.***

To discharge a placement, find the youth's row on your Daily Roster and click the X in the Discharge column. On the next screen, enter the date of the last night the youth spent in your care (i.e., the day prior to the move). Select the most applicable discharge reason, and enter brief notes, if any. Then, indicate whether the youth was employed with benefits at the time of discharge, and whether the youth had a signed housing lease in his/her name at the time of the discharge. Click Save to complete the discharge.

INITIAL DATA ENTRY FOR NEW RBWO ADMISSIONS:

As soon as you receive the youth's information, but at the latest by the end of the youth's first full month in your placement, you should enter the following items in GA+SCORE.

Click on the youth's name on your Daily Roster and complete these screens:

- Blue Profile tab, Child Data screen: Add/update demographic data, including SHINES Person ID.
- Blue Placements tab, Appoints and Visits screen: Add the most recent completed EPSDT medical and dental visits (these may be prior to the start of the placement). (Do not report other types of visits, like sick-child visits, emergency room visits, orthodontia, vision screenings, follow-ups, etc.)
- Blue Placements tab, Education screen: Add the education status. Is the youth enrolled in K-12/GED?
- Blue Placements tab, Family screen: Add the visitation requirements. Is the youth placed with all siblings in care? Will the provider facilitate contacts between the youth and his/her parents?
- Blue Placements tab, ILP/TLP screen:
 - Add the case plan permanency goal if the youth is under 18. Is the permanency goal APPLA?
 - Add existing permanency pacts, if any.
 - Add Financial Independence data: has the youth already completed the IDA Program Enrollment & Financial Literacy Class at a previous placement? Is the youth ineligible for the savings account due to credit history?

DAILY / AD HOC DATA ENTRY:

Most data entry for PBP has a monthly reporting deadline; those requirements are covered in the last section of this document. However, there are many pieces of data entry in GA+SCORE that do not hold to a constant deadline. Keep GA+SCORE updated as changes occur so that the Office of Provider Management has a complete and accurate understanding of your program's work.

FOR RBWO PLACEMENTS:

- **Enter any significant events involving youth within 24 hours of the event.** Click the orange Risk Management tab. On the Significant Events screen, click "Add Significant Event" and fill out the orange form. Click Add to make your report. Then use the links in the RBWO Children Affected column and Staff/Foster Parent column to indicate which youth and staff were involved in the event.
- **Enter any address changes.** Click on the youth's name on your roster. On the blue Placement Details screen, click on the current address to enter a move out date. Then use the "Add New Address" link to report the updated address. Remember to enter any additional information (such as the gate code) into the notes field.

FOR PROGRAM STAFF:

- **Report new/reassigned staff within 10 days of starting a new role.** Click the orange Profile tab. On the orange Staffing screen, click "Add New Staff".
 - If the staff person has previously worked for your agency in any role, select his/her name from the top drop down and click "Assign". Then click his/her name in the Staffing roster, and fill out the purple Profile screen. Be sure any previous roles have been closed – no name should appear more than once on your Staffing roster.
 - If the staff person has not previously worked for your agency, skip the top drop down and fill out the remainder of the form. Click "Add & Assign".
 - **Remember that staff in the roles CSS, CSW, and LC/HSP must register for Foundations e-learning within 30 days of starting in their role,** unless they have already completed Foundations or receive a waiver. To register, click on the staff person's name. On the purple RBWO Foundations screen, eligible staff have a purple button labeled "Register for e-learning".
- **Report staff exits (including reassignments).** Click the orange Profile tab. On the Staffing screen, click the name of the staff person. On the purple Profile tab, enter the Role End Date and Reason for Leaving Agency. If the staff person is being reassigned with your program, remember to add their new role to the Staffing screen following the process described above.
- **Ensure that all staff safety checks are current.** You can review upcoming and outstanding safety checks under the orange Profile tab; click "Provider Safety Check Report". Do not use GA+SCORE to request a safety screening, only to upload documentation for a completed screening. To upload a completed check, click on the orange Profile tab. On the Staffing screen, click the name of the staff person; then click "Upload a Safety Check" and complete the purple form.

- New hires must have an OIG letter dated in the 365 days prior to hire, and four screenings dated in the 30 days prior to hire: CPSIS/CARS, Pardons and Parole, Department of Corrections, and GA Sex Offender Registry.
- Veteran staff must have a valid, unexpired OIG letter at all times; the OIG should be redone every five years before it expires. Four screenings must be redone each year in the 30 days prior to the anniversary of the staff person's agency hire date: CPSIS/CARS, Pardons and Parole, Department of Corrections, and GA Sex Offender Registry.
- **Report staff licensures as they are earned.** Click on the orange Profile tab. On the Staffing screen, click the name of the staff person; then click "Add a Licensure" and complete the purple form.
- **Report staff extended leave dates as they occur.** Click on the orange Profile tab. On the Staffing screen, click the name of the staff person. On the purple Extended Leave screen, click "Add an Extended Leave" when a staff person goes on leave; enter the start date & reason and click "Add". When the staff person returns from leave, click on the start date, enter the end date, and click "Save". GA+SCORE will calculate days worked based on the dates you report.

FOR NON-RBWO PLACEMENTS:

- **Report non-RBWO admissions and discharges.** If your program accepts youth with other funding sources, you must complete minimal data entry for them in GA+SCORE. Click the orange Rosters tab. On the Daily Non-RBWO Roster, use the "Add New Non-RBWO Placement" link at the top to report the initials, date of birth, and admission date for each youth. When the youth is discharged, click his initials in the list, add the discharge date, and click "Save".

OTHER AD HOC DATA ENTRY:

- **As necessary, update program information under the orange Profile and Services tabs.** Information on these screens helps OPM to contact you and helps DFCS case managers to identify your program as a placement resource. Some starting points:
 - Indicate a staff person for each role on the Contact Information screen, including the after-hours contact. Be sure these individuals have a listed, valid email address and phone number, and that at least two separate individuals/numbers are listed for your program.
 - Be sure that required uploads on the Program Information screen are present and up to date. Some documents, including the disaster plan and board of directors, must be uploaded to GA+SCORE to remain compliant with your RBWO contract.
 - You can receive incentive credit on PBP scorecards for reporting agency accreditations on the Program Information screen.
 - Some fields on the Program Information screen – including the program address – cannot be edited, because they are specified in your RBWO contract. To change these fields, you must first request a contract amendment from DFCS. Once you receive the updated copy of your agency's Annex D, forward it to GA+SCORE administrators for assistance.

AT LEAST ONCE PER MONTH:

Most performance-based placement measures are based on a monthly requirement. For most measures, you may complete the work at any time during the month, but you must report all work to GA+SCORE and/or GA SHINES no later than the 10th day of the following month to receive credit on your scorecard.

Click on the youth's name on your Daily Roster and complete these screens:

- Blue Profile tab: Verify that the SHINES Person ID listed in GA+SCORE is the same as the SHINES Person ID listed in GA SHINES. If not, correct GA+SCORE to match GA SHINES.
- Blue Placements tab, Appoints and Visits screen: Add any EPSDT medical or dental visits completed or attempted during the month. (Do not report other types of visits, like sick-child visits, emergency room visits, orthodontia, vision screenings, follow-ups, etc.)
- Blue Placements tab, Education screen:
 - Verify the education status. If the status has changed during the month – e.g., if the youth completed her GED or graduated high school during the month – add a new education status with the date of the change.
 - If the youth was enrolled in K-12/GED during the month, report academic supports completed during the month.
 - If the youth graduated high school during the month, earned a GED, completed & passed a professional (trade) certification course, or completed & passed two or more college courses during the month, report the education achievement. Note that *enrollment* in high school, college, etc., is not an education achievement and should not be reported here.
- Blue Placements tab, Family screen:
 - Verify the visitation requirements. If the requirements have changed during the month – e.g., if DFCS informed you during the month of a new sibling in care – add a new record with the date of the change.
 - If the youth completed their 10th hour of community engagement since the quarter began, report the community connection.
- Blue Placements tab, ILP/TLP screen:
 - Verify the case plan permanency goal. If it has not changed, or if the youth is 18, do nothing. If the youth is under 18 and the plan changed during the month, add a new record with the date of the change.
 - Verify existing permanency pacts, if any. If the pact is still active, do nothing. If the pact is no longer active, click on the name of the adult, add the closure date, and scroll down to save. Add any new permanency pacts signed during the month.
 - Verify financial independence data. Did you the youth enroll in the IDA program or complete the Financial Literacy class during the month?
 - Add academic/career development data if the youth was placed with you for the full month and was either enrolled full time in school or worked at least 10 hours per week. New in FY2019, you can also earn credit towards this measure by reporting three attempts each month.

Click on the orange ILP/TLP Roster. For each youth, check the relevant boxes, then click Save.

- "Active IDA \$5/mo." if the youth is enrolled in the IDA program and made the required monthly deposit.
- "Fin Skills Experience" if the youth participated in at least one experience during the month to build financial skills.
- "No New DOC Involvement" if the youth was placed with you for the full month and had no involvement with the Department of Corrections during the month, OR if the youth had no additional involvement during the month. (For instance, you may check the box if a youth on parole continued to meet requirements; he did not have any new involvement with these agencies. Do not check the box if the youth violated parole.)

You can make updates to the ILP/TLP Roster throughout the month.

Note that the ILP/TLP Roster refreshes on the first day of each month, but you may continue reporting PBP data for the previous month until the 10th day after the end of the month. To view last month's roster and make updates, click the ILP/TLP History folder at the bottom of the screen and select the month you'd like to view. If you are viewing the previous month during the first ten days of the next month, you will have a Save button; otherwise, you cannot report data for months that have concluded.

For performance-based placement purposes, in GA SHINES, be sure to:

- Report ECEM visits completed during the month.
- Report WTLP/Life Coach visits completed during the month.
- Report NYTD Prep activities completed during the month.
- Report Permanency Contacts completed during the month, if any.

Additional information about reporting work in GA SHINES is available in the SHINES Reporting Guide posted to www.gascore.com.

Remember that data you enter in GA SHINES will not be imported to GA+SCORE if the SHINES Person ID listed for the youth in GA+SCORE does not match the SHINES Person ID listed in GA SHINES. Providers are responsible for updating GA+SCORE to match SHINES data.

AT LEAST ONCE PER QUARTER:

- **Report staff annual training.** Click the orange Profile tab. On the Staffing screen, click the name of the staff person. On the purple Annual Training screen, click "Add an Annual Training". Complete the purple form and click Add. You must report all training to GA+SCORE no later than the 10th day after the end of the quarter when you completed the training to receive credit on your scorecard.