

Children's Services Capacity and Staff Compliance Trackers System User Guide

NOTE: Staff Compliance Tracker will be utilized instead of Qualifications and Training Tracker

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SECTION 1 – ACCESS TO SYSTEM TRACKERS

I. Accessing the System

Both the Service Capacity and Staff Compliance Trackers are located in the “Incident Reporting & Management System (IRAMS)” platform. IRAMS is accessed through the Health Commerce System (HCS). Users can either search the applications within HCS or navigate to this link: <https://incred.health.ny.gov/>

Each agency/organization’s HCS Coordinator is the person who has the responsibility and authority to request and manage HCS accounts via the Communications Directory. The HCS Coordinator is by default a user and therefore will have access to the Children’s Service Capacity and Staff Compliance Trackers. The HCS Coordinator will assist users in requesting a valid HCS ID for with their organization if necessary.

Browser Compatibility

The Children’s Services Capacity and Staff Compliance Trackers’ System is compatible with Google Chrome, Microsoft Edge, and Mozilla Firefox. The Children’s Services Capacity and Staff Compliance Trackers System application is not compatible with Microsoft Internet Explorer.

A. Organization Selection

Following the Health Commerce System (HCS) login, the user will select the IRAMS program within the list of all programs within the HCS by alphabet or in “My Applications” after adding to your listing of programs. Staff will have to specify where the verification code will be sent to access the program.

Upon access to the IRAMS, staff will see “Organization Select” screen to identify their current organization type if the user has more than one organization type (line of business) with IRAMS permission. User roles are determined by HCS and affect which systems are viewable in the application. In addition, specific features are available or hidden in accordance with the organization type; for example, Department of Health will be able to extract reporting for all organizations’ capacity and staff compliance reporting, but providers will only be able to extract a report from their own agency’s reporting.

Organization Select

Select the organization for your session. You may create and view issues for that organization.

	Org Type	Org Name
<input type="radio"/>	Children's Service Provider	Abbott House (131991946)
<input type="radio"/>	Children's Service Provider	MercyFirst (111635089)
<input type="radio"/>	Children's Service Provider	SKIP of New York Inc. (133236869)
<input type="radio"/>	Care Management Agency	ABBOTT HOUSE INC (02996490)
<input type="radio"/>	Care Management Agency	MERCYFIRST (00327766)
<input type="radio"/>	Care Management Agency	NORTH SHORE UNIVERSITY HOSPITAL (03457054)
<input type="radio"/>	Children and Youth Evaluation Service	Children and Youth Evaluation Service
<input type="radio"/>	Department of Health	Department of Health
<input type="radio"/>	Health Home	GREATER BUFFALO UNITED IPA (03489287)
<input type="radio"/>	Health Home	NORTH SHORE UNIVERSITY HOSPITAL (03457054)

Continue →]

II. Permissions and Roles Homes Screens

The Gatekeeper role function is to grant and revoke permissions to the roles available in the IRAMS, with specific role/access to the Capacity Tracker and or Staff Compliance, specific to their agency roles and responsibilities. This additional feature provides a level of security for the providers who have access to specific roles. Every agency should have at least one gatekeeper, and the system will not allow you to delete all gatekeepers to prevent your agency from getting locked out of gatekeeper permissions. Based on your role and permissions your home page screen and the functionalities will vary.

Note: If your agency has not yet provided a contact for the gatekeeper role, please do so by using this link to request the gatekeeper role: <https://increp.health.ny.gov/#/request-gatekeeper>

A. Children's Services Capacity and Staff Compliance Tracker Roles

Within the Children's Services Capacity and Staff Compliance Trackers, there are primary tools that will change your view and/or allow you to edit the Children's Capacity Survey and Waitlist and Staff Compliance Trackers. Below are the different role options within the trackers:

Role	Permissions
Children’s Services Capacity Survey	Edit Survey
Children’s Services Capacity Survey	View Survey
Children’s Services Capacity Survey	View and Edit Survey
Children’s Services Capacity Waitlist	Edit Waitlist
Children’s Services Capacity Waitlist	View Waitlist
Children’s Services Capacity Waitlist	View and Edit Waitlist
Children’s Services Capacity Waitlist and Survey	View and Edit Waitlist and Survey
Children’s Service Capacity Waitlist and Survey and IRAMS Reporting Issues	View and Edit all items
Staff Compliance Tracker	View Staff Compliance
Staff Compliance Tracker	View and Edit Staff Compliance

SECTION 2 – SERVICE CAPACITY TRACKER

I. Children’s Services Capacity Tracking System Purpose and Overview

The Children’s Services Capacity Tracker is a newly designed system used by Children’s Waiver Home and Community Based Services (HCBS) Providers to report information regarding the number of children receiving HCBS, the potential available vacancies, and to view children on a waitlist by service at the county level. For HCBS providers, it is required that capacity of HCBS by county and service be reported in the system. The Children’s Services Capacity Tracker System is located within the Incident Reporting and Management System (IRAMS), which is housed in a secure platform of the Health Commerce System (HCS). More information regarding the IRAMS system can be found here

https://www.health.ny.gov/health_care/medicaid/redesign/behavioral_health/children/irams.htm

The purpose of the Children’s Services Capacity Tracker is to allow for HCBS providers to:

- Report waitlist by service, by county, and by provider at a member level
- Indicate the number of members receiving services by service and provider
- Collect availability of providers by service and by county
 - The provider availability information will be linked to the current public facing map on NYS DOH Website. [Children and Family Treatment and Support Services/Home and Community Based Services \(ny.gov\)](#)
 - This will assist in directly driving children and families to providers with capacity for the services they need

Waitlist information also indicates if the same child/youth is shown as waiting for services among multiple providers. If a child is removed from one of the waitlists, the system will notify

the other providers that the child/youth was removed and will indicate the reason.

Additionally, monthly information will be shared with HCBS providers, Medicaid Managed Care Plans (MMCPs), and Lead Health Homes (HHs) to foster communication and collaboration to build capacity and assist children/youth who are on waitlist obtain services.

- HCBS providers have been willing to build capacity but needed more information regarding the gap, e.g., services, counties, and potential referral volume.
- Lead HHs will be able to identify the number of members awaiting service connectivity and be able to assist HHCMs to connect children/youth to other services as needed, and work with the Department to identify gaps in HCBS.
- Medicaid Managed Care Plans (MMCP) will have a clear list of members on a waitlist by provider, service, and county to work with the Department to build network adequacy and assist HHCMs to link members to other services as necessary.
 - MMCP's need to identify whom within the MMCP will receive the information.

The Children Services Capacity Tracker will assist in monitoring HCBS capacity and gaps in services according to waitlisted information. The reporting of capacity is a requirement for HCBS providers and will assist NYS DOH with monitoring and oversight to build capacity to ensure service availability for enrolled HCBS members and to assist with required data collection for federal reporting.

This new system will also enable providers to run their own reports and track information regarding children/youth being served and on a waitlist. Additionally, it will allow providers to know if they have the same child/youth waiting for services to assist with collaboration and communicating with the Health Home care manager.

II. Responsibilities and Reporting Requirements

HCBS Providers will be required to submit a capacity survey and their waitlist information through the Children's Services Capacity Tracker at minimum **every three (3) weeks on Friday by 11:59pm**. Each reporting period the provider will submit three different informational components within the two areas of the Children's Services Capacity Tracker.

In the **Capacity Survey**, providers will:

- Indicate the total number of children being served by service type
- Determine if the provider has availability to serve additional members by service and county, by checking the county or counties box

In the second component, the **Children's Services Waitlist**, providers will:

- Submit waitlist information per each individual member information by service and by county.

HCBS providers should develop and maintain internal processes for capacity reporting and waitlist maintenance. This Capacity Tracker can replace existing service/waitlist spreadsheet

and other processes of providers, as this system has reports for the provider to assist with managing waitlist information.

NOTE: CFTS Services are also available to document capacity and waitlist information. Currently, CFTSS providers are not required to complete a capacity survey or enter the Children's Services Capacity Tracker. However, HCBS providers who are also designed for CFTSS can manage their CFTSS waitlist in the Capacity Tracker.

A. Designated Providers to Report

At this time, only designated HCBS and CFTSS providers will have access to the Children's Services Capacity Tracker. When a provider enters the system, the services and counties they are designated to serve will be available, as this information is obtained through the State Partner Designation Team and polices.

https://search.health.ny.gov/search?q=designation+policy&btnG=Search&site=doh_collection&client=default_frontend&proxystylesheet=default_frontend&output=xml_no_dtd

Providers will not need to enter designation information regarding the services or counties they serve. If a provider does not see a service or county they believe they are designated to serve, the provider should reach out via email BH.Transition@health.ny.gov or OMH-Childrens-Designation@omh.ny.gov immediately for assistance.

B. Children Receiving Services

The Children's Services Capacity Tracker will request the number of children/youths receiving services by service type from the provider within the Service Survey. This is a total number of children/youths being served by designated service and will need to be updated at a minimum **every three (3) weeks on Friday by 11:59 pm**. This will assist the State in identifying the number of children/youths being served and for which services. As capacity is built by service, this will assist in determining the impact of capacity building.

C. Capacity Availability

After the provider has identified the number of children/youths being served on the Service Survey, the provider will then identify availability for each designated service the provider provides and in which county(ies). This is a simple check mark process to identify the counties and services that have availability, a count/number is not requested. This information should be reported at a minimum **every three (3) weeks on Friday by 11:59pm**.

This information will be transmitted to the public facing Map - [Children and Family Treatment and Support Services/Home and Community Based Services \(ny.gov\)](#) to assist providers, care managers, managed care plans, and families to identify services within their county that have availability. This will assist the State in reviewing service capacity of providers compared to service gaps and waitlist numbers, thereby helping care managers and other stakeholder

working with children/youth/families to connect them with needed services.

D. Waitlist

The providers will report the children/youth who are actively on a waitlist with the provider. The provider's waitlist should be monitored and updated on a regular basis. The provider will be asked to report each child/youth on their waitlist for each individual service. The waitlist information is identified by child's/youth's CIN number, which must be provided by the provider. *The waitlist is the only area currently in the Capacity Tracker that has specific protected health information (PHI).*

The provider will also have to identify the reason for each child/youth being waitlisted per service, and the date that the child/youth was referred for service and placed on the waitlist. The Capacity Tracker will then calculate the number of days each child/youth has been waiting by service. While managing the waitlist, the provider will update the waitlist to indicate if a child/youth is removed from the waitlist and the reason. Providers are encouraged to utilize the Children's Services Capacity Tracker to manage their waitlist on a regular basis; the provider does not have to wait until the next required report submission to update information.

Since PHI is utilized for the waitlist information, the Capacity Tracker will be able to link children/youth who are on more than one provider's waitlist. Therefore, providers will be able to see if a child/youth on their waitlist is on another provider's waitlist and for what service and county. Additionally, each provider will be able to see the reason the child/youth is on the waitlist. This enhanced visibility will aid in collaboration between providers and the member's care managers in an effort to obtain services for the child/youth.

When a provider removes a child/youth from their waitlist, who is also on another provider's waitlist, the other provider will be notified that the child/youth was removed and the reason for the removal. This will assist with accurate waitlist accounting and collaboration. When a provider is notified that the child/youth was removed, the provider should not automatically remove the child/youth from their waitlist or make any determination about service need without communicating with the child's/youth's care manager.

NOTE: Providers which share a waitlisted child would only have visibility of the child if both providers waitlisted the child/youth for the same service. Only those providers will receive an alert notification informing the child has been removed from the waitlist for specified removal reasons. For the list of reasons please refer to Appendix B.

Collaboration among the Health Homes and C-YES, providers, and Medicaid Managed Care Plans should occur whenever possible.

III. Who Should Use the Children's Services Capacity Tracker?

A. Children's Services Providers

HCBS providers are required to enter information in the Children's Services Capacity Tracker. The information should be reported at a minimum **every three (3) weeks on Friday by 11:59pm**. Providers will receive an alert as a reminder (3 days prior to due date) when the 3-week report is needed. The Capacity Tracker will allow providers to run reports and download information. It is the responsibility of the providers to ensure that Service Survey and Waitlist are submitted on time as outlined and have internal processes in place for the Children's Services Capacity Tracker system.

NOTE: CFTS Services are also available to document capacity and waitlist information. Currently, CFTSS providers are *not required* to complete a capacity survey or enter the Children's Services Capacity Tracker. However, HCBS providers who are also designed for CFTSS can manage their CFTSS waitlist in the Capacity Tracker.

The Department will extract reports of the Children Services Capacity Tracker to monitor compliance and to assist with identifying areas to build capacity, as well as ensuring that lead Health Homes and MMCP share information monthly regarding their waitlisted members. Providers will determine who will enter capacity and waitlist data in the Children's Services Capacity Tracker located in IRAMS. HCBS providers must have documented policy to ensure complete and timely submissions of reporting.

The Children's Services Capacity Tracker is housed within the Incident Reporting and Management System (IRAMS). Providers who have access to IRAMS will be able to access and submit Service Survey and Waitlist information. Each provider should identify 2-3 users who will have access to the Children's Services Capacity Tracker, similar to the guidelines for IRAMS access. Larger agencies may identify additional users, but not all staff need access. The identified users will enter Children's Services Capacity Tracker reporting on behalf of their agency and, therefore, should have the appropriate authority and knowledge. Providers can allow additional staff to access the system and can also designate separate staff to manage IRAMS and the Children's Services Capacity Tracker.

Providers who do not have access, should contact the Department BH.Transition@health.ny.gov for assistance as quickly as possible as the Capacity Tracker and Incident Reporting within IRAMS are mandated for HCBS providers as part of the provider designation reporting requirements to the Centers for Medicare and Medicaid Services (CMS).

B. Home Screen View

The user will be presented with three dashboard boxes, IRAMS Issue Queue (for Critical Incident, grievance, and complaint reporting), Children’s **Services Survey**, and Children’s **Services Waitlist** for the Children’s Services Capacity Tracker.

Note: The boxes you will see on your home page will vary based off what roles you have. If you have issue reporting roles you will see the issue reporting and activity boxes, if you have survey roles, you will see surveys, and if you have waitlist roles, you will see the waitlist. If you have multiple roles, you will see multiple boxes.

Providers who have access to report critical Incident, grievance, and complaint (IRAMS) will see the screen below:

The screenshot displays the IRAMS & Children's Services dashboard. It features a purple header with a search bar and navigation icons. The main content is divided into four sections:

- Issue Reporting:** A table showing the status of issues.

Status	Unread	Total
Issue Queue		3
Follow-Ups		3
Closed		1
Due Dates		
Late ▲		3
Due Soon		0
- Recent Issue Activity:** A table showing activity within 365 days.

Incident	Closed	Submitted	Follow-Up	Assigned
Abuse - Misappropriation of Member Funds	0	1	0	0
Abuse - Neglect	1	7	2	0
Death	0	0	1	0
- Children's Services Waitlist:** A table showing waitlist statistics.

Current Waitlist	3
Children Removed by Other Agencies	0
Agency Not Designated for Service	3 ⊘
Ineligible for HCBS Services	1 ▲
Max Waitlist Days	678
Average Waitlist Days	221
- Children's Services Survey:** A table showing survey details.

Next Due Date	Feb 3, 2023
Survey	Not Submitted

Providers who are not required to report critical Incident, grievance, and complaint (IRAMS) such as Children and Family Treatment and Support Services (CFTSS) providers but have access to the Children’s Services Capacity Tracker will be presented with two dashboard boxes; the Children’s **Services Survey**, and the Children’s **Services Waitlist**.

Children's Services Waitlist

Current Waitlist	2
Children Removed by Other Agencies	2
Agency Not Designated for Service	0
Ineligible for HCBS Services	0
Max Waitlist Days	209
Average Waitlist Days	206

Children's Services Survey

Next Due Date	Sep 30, 2022
Survey	Submitted

Below are the home screen views for different roles within the system for just survey and waitlist permissions:

Edit Survey only

Children's Services Survey

Next Due Date	Feb 3, 2023
Survey	Not Submitted

View Survey Only

Children's Services Survey

Next Due Date	Feb 3, 2023
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View and Edit Survey (this is the same view as the Edit only role, however within the functionality views change)

The screenshot shows the IRAMS & Children's Services interface. The top navigation bar is purple with the text "Incident Reporting and Management System (IRAMS) & Children's Services" and a user profile icon labeled "AL". The left sidebar contains a home icon, "Children's Services" with a back arrow, "Capacity Survey" with a sub-item "Service Survey", and "Reports" with a sub-item "Survey Results". The main content area displays the "Children's Services Survey" view with a table:

Children's Services Survey	
Next Due Date	Feb 3, 2023
Survey	Not Submitted

Edit Waitlist only

The screenshot shows the IRAMS & Children's Services interface. The top navigation bar is purple with the text "Incident Reporting and Management System (IRAMS) & Children's Services", a search bar containing "CIN, Member Name, Issue ID", and a user profile icon labeled "AL". The left sidebar contains a home icon, "Children's Services" with a back arrow, "Waitlist" with a sub-item "Child Waitlist", and "Reports" with a sub-item "Waitlist Metrics". The main content area displays the "Children's Services Waitlist" view with a table:

Children's Services Waitlist	
Current Waitlist	82
Children Removed by Other Agencies	0
Agency Not Designated for Service	0
Ineligible for HCBS Services	0
Max Waitlist Days	1,257
Average Waitlist Days	593

View Waitlist Only

Children's Services Waitlist	
Current Waitlist	82
Children Removed by Other Agencies	0
Agency Not Designated for Service	0
Ineligible for HCBS Services	0
Max Waitlist Days	1,257
Average Waitlist Days	593

View and Edit Waitlist

Children's Services Waitlist	
Current Waitlist	82
Children Removed by Other Agencies	0
Agency Not Designated for Service	0
Ineligible for HCBS Services	0
Max Waitlist Days	1,257
Average Waitlist Days	593

The home screen for all waitlist permissions are the same as you can see above, however when you click into the functionalities within the Children's menus (left bar) the options change based off permissions.

View and Edit Waitlist and Survey

The screenshot displays the IRAMS & Children's Services interface. At the top, there is a purple header with the system name and a search bar. Below the header, a sidebar on the left contains navigation icons for home, user, and settings. The main content area is divided into two sections: 'Children's Services Waitlist' and 'Children's Services Survey'.

Children's Services Waitlist	
Current Waitlist	82
Children Removed by Other Agencies	0
Agency Not Designated for Service	0
Ineligible for HCBS Services	0
Max Waitlist Days	1,257
Average Waitlist Days	593

Children's Services Survey	
Next Due Date	Feb 3, 2023
Survey	Not Submitted

C. Managing Roles and Permissions

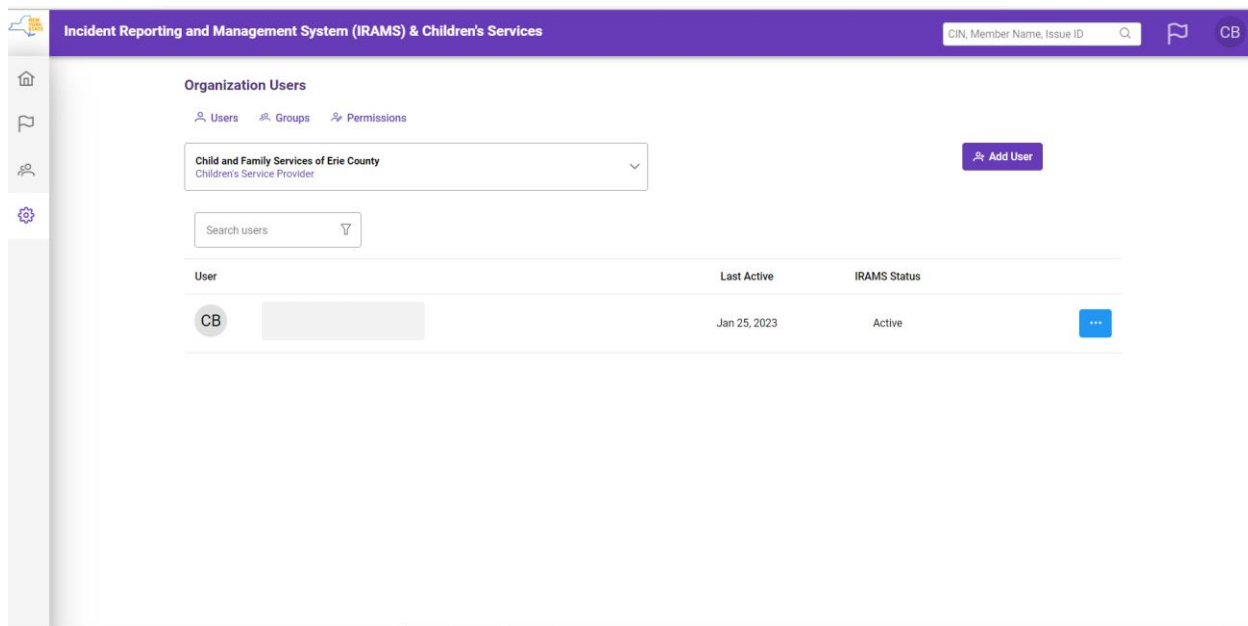
User Administrator: This role allows the gatekeeper to manage users, groups and permissions from staff members based on their roles and tasks responsibilities. By clicking on the settings icon, you will be able to view the Organization tab.

The screenshot shows the 'Settings' menu in the system. The 'Organization' option is highlighted, and its sub-items are listed below it.

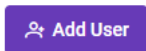
- Settings
- Organization
 - Users
 - Groups
 - Permissions

This tab provides the ability to manage the users, groups and permissions associated with your agency.

Managing Users: This feature allows the functionality to view and manage the list of users for your agency, when the last time the user was active and their status.



You will have the ability to add users to your agency by clicking the add user button.



Once you have clicked on the button the following screen will appear. To search for a user enter their HCS User ID.

Note: *The HCS User ID is the ID the user enters to log into HCS.*

Add a User

Search for a user from the Health Commerce System by HCS User ID.

HCS User ID

Save User Cancel

After you have entered the HCS User ID, the “Save User” button will become purple prompting you to save the person as a new user.

Managing Groups: This feature allows the functionality to view and manage the list of groups for your agency, it will display the different groups and which users are in those groups.

Incident Reporting and Management System (IRAMS) & Children's Services

CIN, Member Name, Issue ID

Organization Groups

Users Groups Permissions

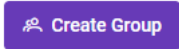
Child and Family Services of Erie County
Children's Service Provider

Create Group

Search groups

Group	Members
There are no groups in Child and Family Services of Erie County.	

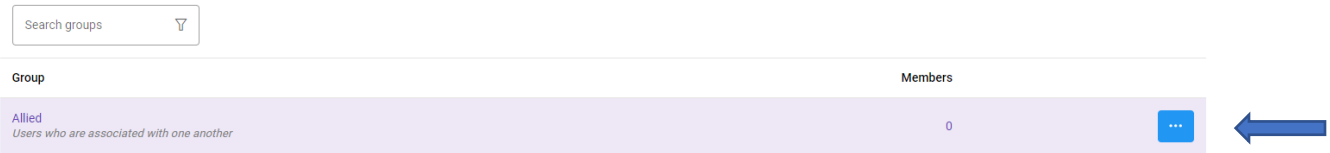
You will be able to create a group.



When you click on the button you will be displayed the screen below which will allow you to create a group.

A modal dialog box titled "Create Group" with a close button (X) in the top right corner. Below the title, it says "Enter the group name and description." There are two input fields: "Group Name" and "Group Description". At the bottom, there are two buttons: "Save Group" and "Cancel".

You will be prompted to enter the group name and a description of the group. Once you have created the group it will appear on the organization home screen, and it will display the group name and brief description along with how many members are in the group.



To add a member to the group you will need to click on the blue box with three white buttons the screen will display below

A modal dialog box titled "Managing users for the Allied Group" with a close button (X) in the top right corner. Below the title, it says "Select any active users from Child and Family Services of Erie County to add to the Allied group." There is a large empty drop-down box with a downward arrow on the right side, which is pointed to by a blue arrow. To the right of the drop-down box is a button labeled "Add Users". Below the drop-down box is a search box labeled "Search users".

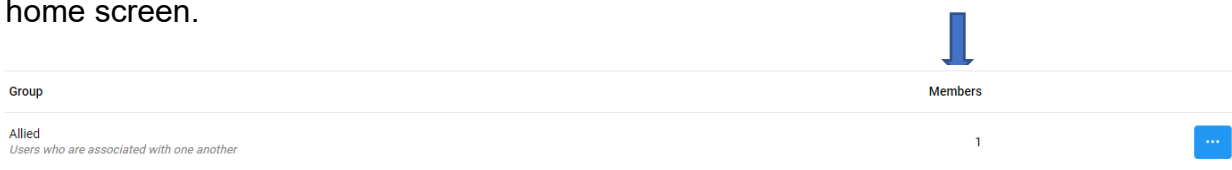
You click on the drop-down box and choose a name from the list of users associated with your agency.

Managing users for the Allied Group

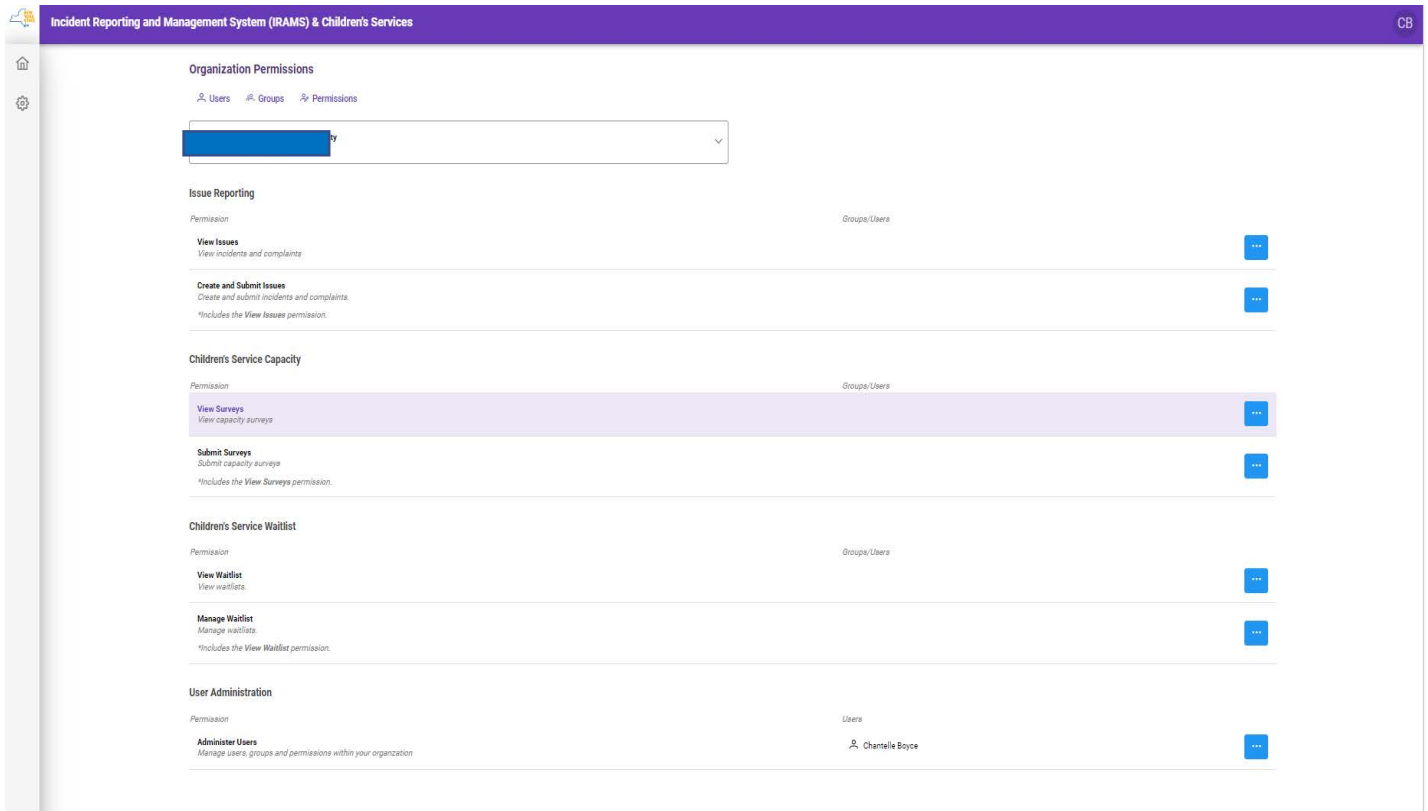
Select any active users from **Child and Family Services of Erie County** to add to the **Allied** group.



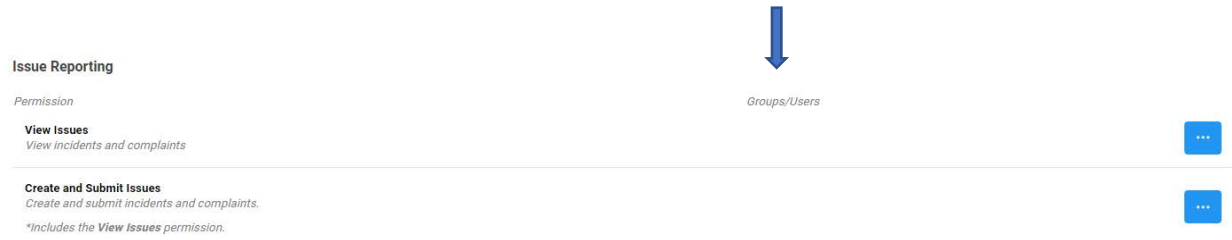
Once you click the button on the right-hand side of the selected user the add user box will turn purple prompting you to save the user to the group. When the member is saved you will see it reflect on the groups home screen.



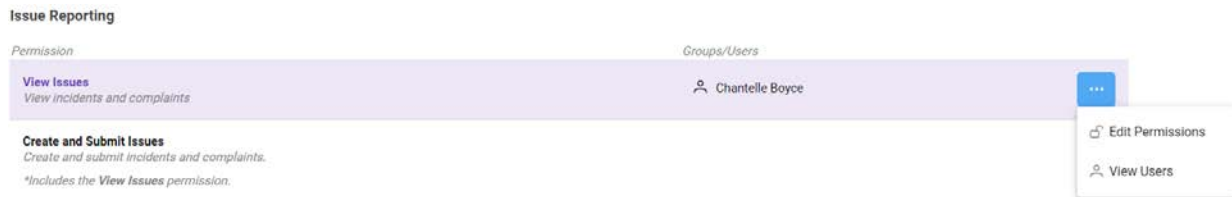
Managing Permissions: This feature allows the functionality to view and manage the list of permissions for your agency, it will display the types of permissions and roles available.



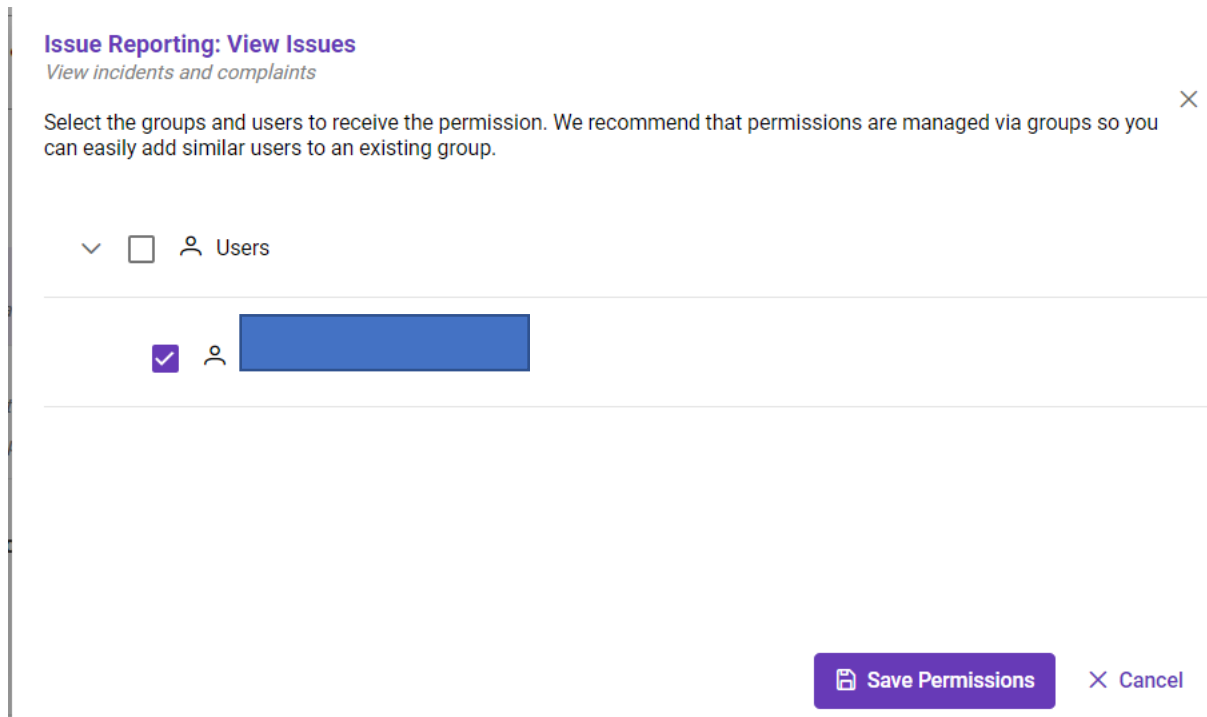
You will be able see the groups and users associated with each role and their permissions.



Removing Permissions: This feature allows the user admin to remove permissions from users. By clicking on the blue box with the three white dots and sub box will display. You will be able to edit permissions or view the list of users.

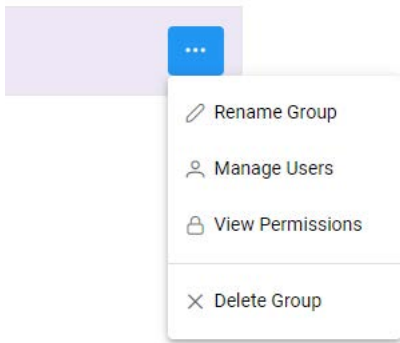


Once you have clicked on the edit permissions you will be presented with the following screen.

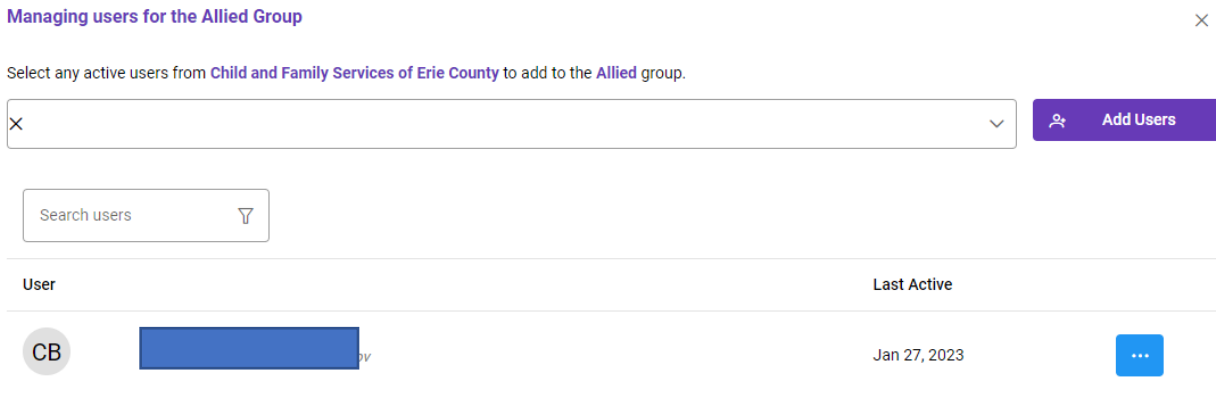


This screen allows you to click on the user you want to remove permissions from. Once you have clicked the box on the right-hand side of the person icon you will be prompted with a purple save permissions button which will effectively remove the person's permissions.

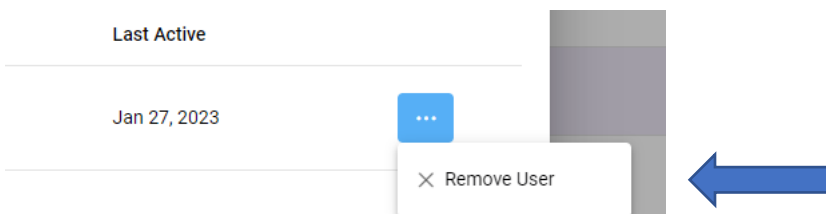
Removing Member Groups: This feature allows you to remove users from groups. You will click on the blue box with the white buttons and the screen will display a list with rename group, manage group, view permissions.



You will click on the manage group and your screen will display below.

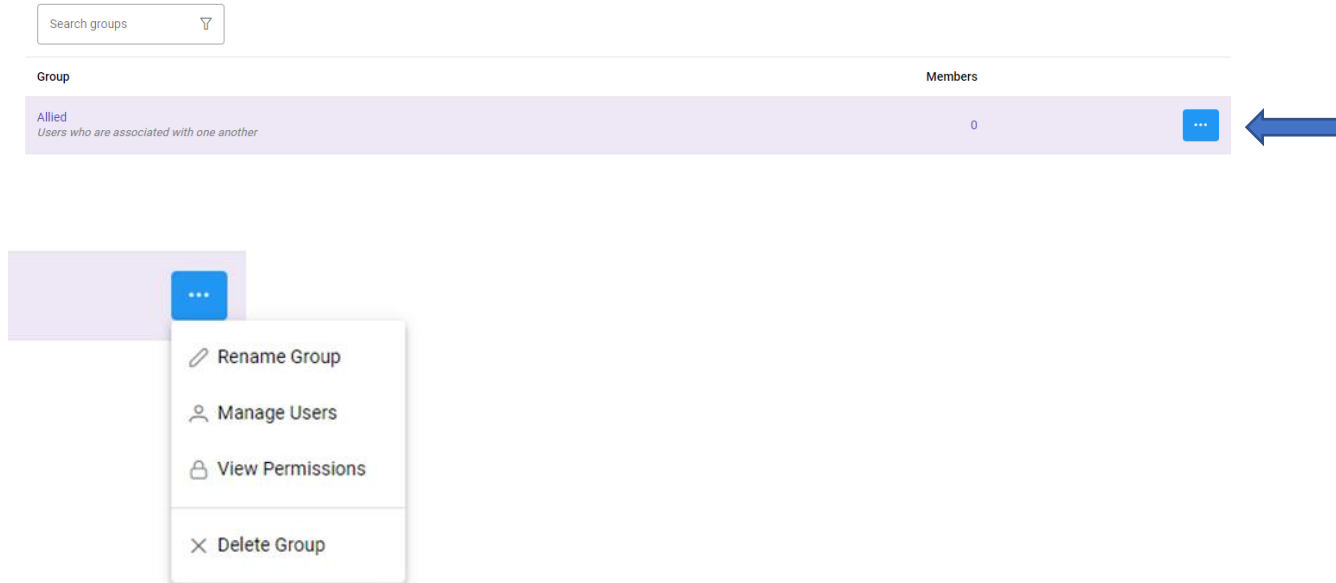


You will click on the blue box with three white buttons and the screen below will display.



You will click remove user then close of the box.

Removing Groups: This feature allows you to remove users from groups. You will click on the blue box with the white buttons and the screen will display a list with rename group, manage group, view permissions.



To remove a group, you will click on the delete group button and the group will delete from the page.

D. The Children's Services Survey

The Children's Services Survey (**Service Survey**) must be completed **every three (3) weeks on Friday by 11:59pm.**

At the top right of the screen there is a reminder of your next submission date.

The screenshot displays the IRAMS & Children's Services interface. At the top, there is a purple header with the system name and a search bar. Below the header, a navigation menu on the left lists 'Children's Services', 'Service Survey', and 'Child Waitlist'. The main content area shows a 'Capacity Survey' for 'Abbott House - 131991946'. A blue arrow points to a notification: 'Next Submission Due: Feb 11, 2022 Survey Not Submitted View Survey History'. Below this, there is a table with the following columns: 'Service Type', 'Service', 'Enrolled Children', 'Previous Submission', and 'Counties with Potential Availability (Previous submission highlighted)'. The table contains one row for 'Psychosocial Rehabilitation (PSR)' with a 'CFTSA' icon. The 'Counties with Potential Availability' section includes a 'Select All' checkbox and a grid of checkboxes for various counties: Bronx, Dutchess, Kings, New York, Orange, Putnam, Queens, Richmond, Rockland, Sullivan, Ulster, and Westchester.

In the upper right there is a “view survey history” function that will allow you to view previous submissions.

E. The Children’s Service Waitlist

The Children’s Services Waitlist (**Child Waitlist**) must be completed and monitored regularly to reflect additional waitlisted children as well as removed waitlisted children.

Incident Reporting and Management System (IRAMS) & Children's Services

Children's Services Waitlist

Agency: Abbott House | Type: 2 Selected

Child's Name	CIN	Days	Service(s)	County	Organizations
> Child, Namea	XY12345Z	565	2 Services	Kings	HH: COMMUNITY CARE MANAGEMENT PARTNERS CMA: LITTLE TREASURES-PETITS TRESORS SLP Plan: HEALTHPLUS HP LLC (01617894)
> Child, Nameb	AB12345C	203	Community Psychiatric Support and Treatment (CPST)	Bronx	HH: THE COLLABORATIVE FOR CHILDREN AND CMA: CARDINAL MCCLOSKEY COMMUNITY SERVIC
> Child, Namec	QV99999X	209	Community Psychiatric Support and Treatment (CPST)	Dutchess	HH: CHHUNY LLC CMA: PATHWAYS INC.

F. The Children’s Services Waitlist Filter

Click the “Filter” button on the top right-hand corner of the screen to apply additional criteria to minimize the search result list, specify a HCBS/CFTSS Agency, HCBS/CFTSS Site, and/or Waitlist Reason.

Download Filter Clear

×

Clear

— Waitlist

Child Service

Service Type

Requested County

Waitlist Reason

Waitlist Days

0 - 565 Days

— Organizations

Agency

Health Home

Care Management Agency

Managed Care Plan

G. Manage a Child's Waitlist

Click on "Manage a Child's Waitlist" to add a child/youth to the waitlist.

Incident Reporting and Management System (IRAMS) & Children's Services

Children's Services Waitlist

Agency: Abbott House | Type: 2 Selected

Child's Name	CIN	Days	Service(s)	County	Organizations
> Child, Namea		565	2 Services	Kings	HH: COMMUNITY CARE MANAGEMENT PARTNERS CMA: LITTLE TREASURES-PETITS TRESORS SLP Plan: HEALTHPLUS HP LLC (01617894)
> Child, Nameb		203	Community Psychiatric Support and Treatment (CPST)	Bronx	HH: THE COLLABORATIVE FOR CHILDREN AND CMA: CARDINAL MCCLOSKEY COMMUNITY SERVIC
> Child, Namec		209	Community Psychiatric Support and Treatment (CPST)	Dutchess	HH: CHHUNY LLC CMA: PATHWAYS INC

Click the down arrow to see all the information regarding the child/youth waitlist information, as well as other providers that might have them on a waitlist for the same service.

Incident Reporting and Management System (IRAMS) & Children's Services

Children's Services Waitlist

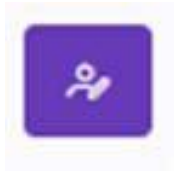
Agency: Abbott House | Type: 2 Selected

Child's Name	CIN	Days	Service(s)	County	Organizations
Child, Namea		565	2 Services	Kings	HH: COMMUNITY CARE MANAGEMENT PARTNERS CMA: LITTLE TREASURES-PETITS TRESORS SLP Plan: HEALTHPLUS HP LLC (01617894)

Abbott House - Kings County

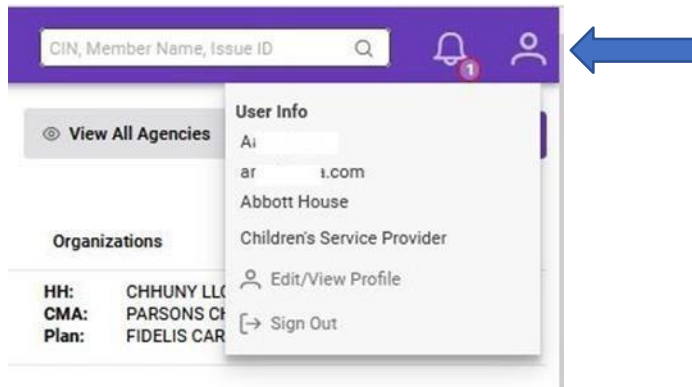
Service	Reason	Referral Date	Elapsed Days	Remove
CPSTSS: Community Psychiatric Support and Treatment (CPST)	CHILD WAITLIST DISABLED	03/10/2022	200 Days	
HCBS: Caregiver Family Support and Services	Insufficient expertise for service	03/10/2021	565 Days	

Click on the “Edit Waitlist” button to view additional detailed information.



H. User Info/Preferences and Logout

Click on the User Info icon to display current user information, edit the user’s profile, and sign out of the application.



User Profile

HCS User Information

First Name: A
Last Name: R
Email: a .@ .com
Phone: 518-

Current Organization

Organization Name: Abbott House
Organization Type: Children's Service Provider

Send an email when...

Issue is assigned to my organization:

Children's Service Surveys are due within 1 day

Children's Service waitlist alert

Send an email when...

Children's Service Surveys are due within 1 day

Children's Service waitlist alert

I. Returning to the Home Page

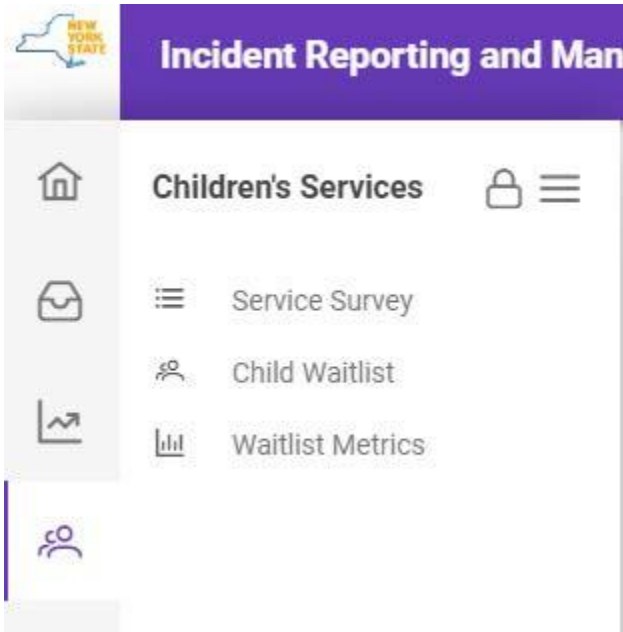
Click the title bar from anywhere in the application to return to the Home Page.

Incident Reporting and Management System (IRAMS) & Children's Services

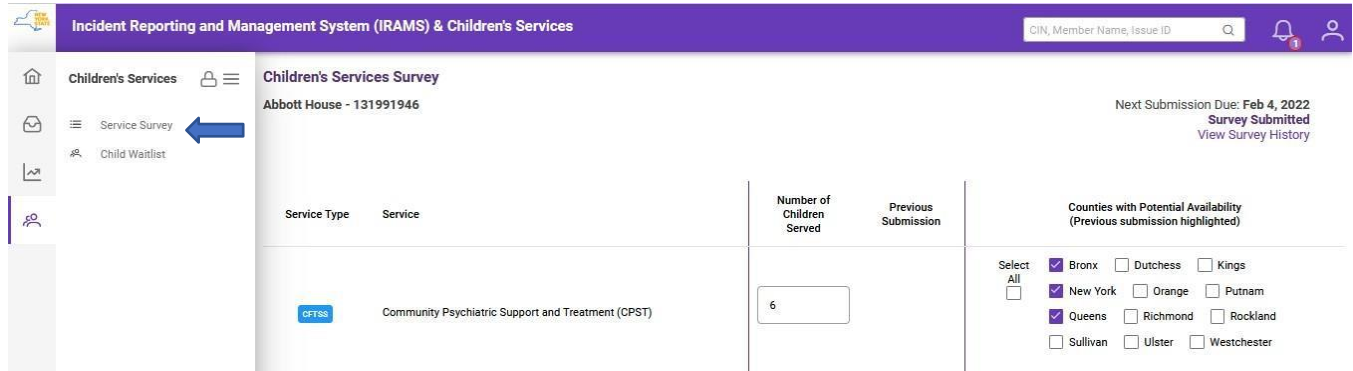
IV. Capacity Service Survey Reporting

A. System Navigation

To report within the Survey, click the family icon on the left-hand side.

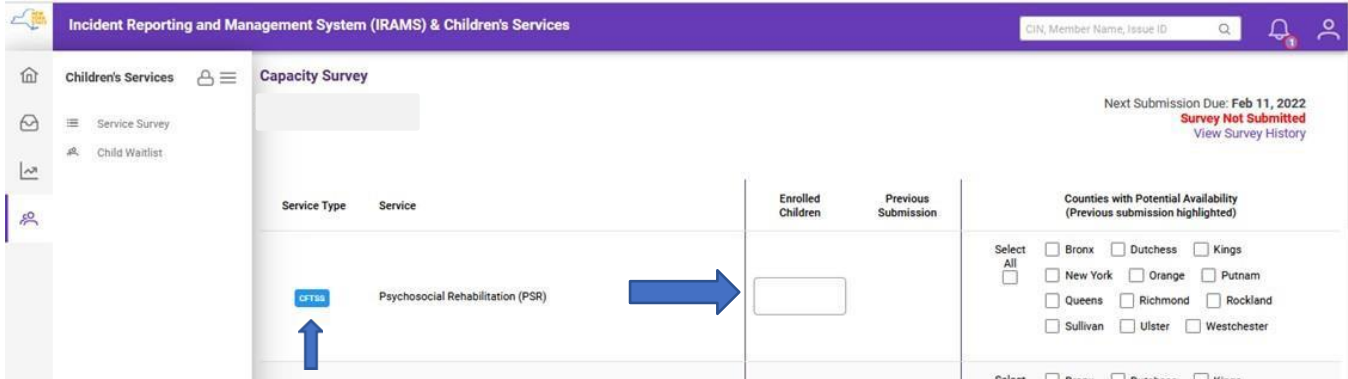


Then select the Service Survey.



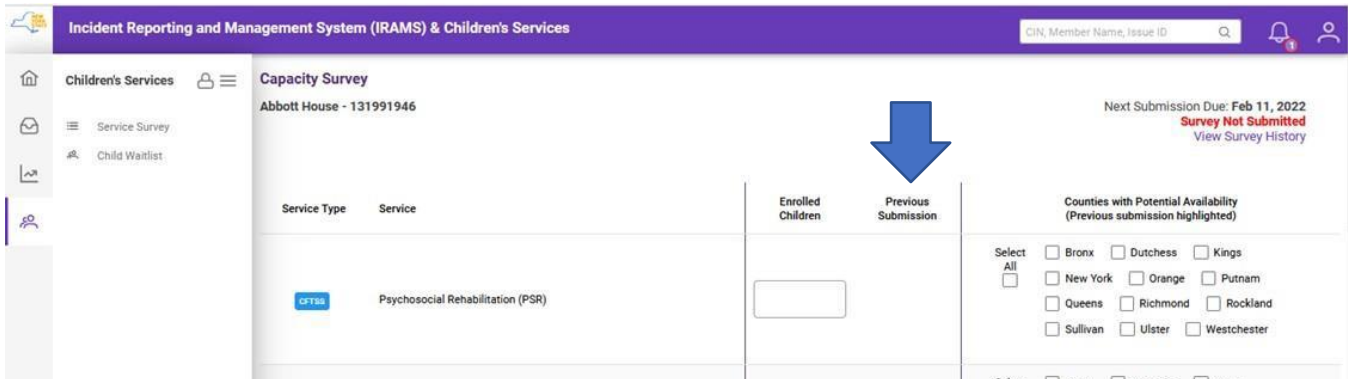
B. Completing Survey

Begin by entering the “Number of Children Served” per service – the number of children/youths receiving each designed service by your agency. All fields marked with “*” are REQUIRED.

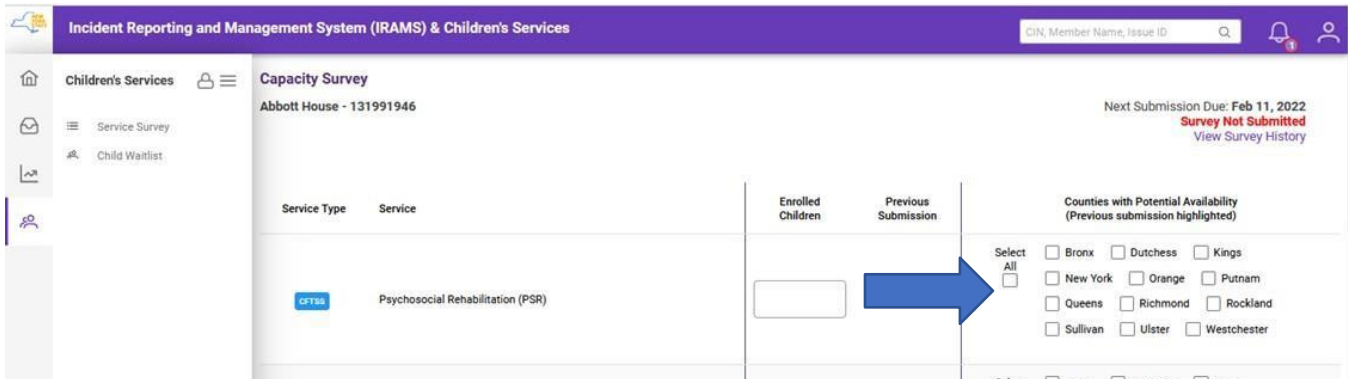


NOTE: Services are identified as CFTSS and HCBS that the provider is designated to provide.

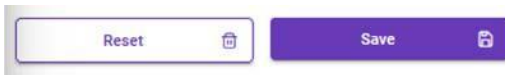
If a previous Survey was entered, you will see that information next to “Number of Children Served” box.



Indicate potential availability of services by checking the appropriate counties that have availability that correspond with the Service Type. A total number count is not required.



The save button will not turn purple unless all required fields are completed.



C. Manage a Child's Waitlist

A screenshot of the 'Incident Reporting and Management System (IRAMS) & Children's Services' interface. The left sidebar shows 'Children's Services' with sub-items: 'Service Survey', 'Child Waitlist', and 'Waitlist Metrics'. The 'Child Waitlist' item is highlighted with a blue arrow. The main content area is titled 'Children's Services Waitlist' and has a 'Manage a Child's Waitlist' button highlighted with a blue arrow. Below this are filters for 'Agency: Abbott House' and 'Type: 2 Selected'. A table lists waitlist items with columns for 'Child's Name', 'CIN', 'Days', 'Service(s)', 'County', and 'Organizations'.

Child's Name	CIN	Days	Service(s)	County	Organizations
> Child, Namea	XY12345Z	565	2 Services	Kings	HH: COMMUNITY CARE MANAGEMENT PARTNERS CMA: LITTLE TREASURES-PETITS TRESORS SLP Plan: HEALTHPLUS HP LLC (01617894)
> Child, Nameb	AB12345C	203	Community Psychiatric Support and Treatment (CPST)	Bronx	HH: THE COLLABORATIVE FOR CHILDREN AND CMA: CARDINAL MCCLOSKEY COMMUNITY SERVIC
> Child, Namec	QV99999X	209	Community Psychiatric Support and Treatment (CPST)	Dutchess	HH: CHHUNY LLC CMA: PATHWAYS INC

To begin, click on Manage a Child's Waitlist and then enter the Client Identification Number (CIN) number of the child you will add to the waitlist.

A screenshot of the 'Manage a Child's Waitlist Services' form. It features a 'Medicaid CIN *' field with a search icon and a 'Cancel' button.

The search will display the child's name and date of birth (DOB).

A screenshot of the search results for a child's name and DOB. It shows fields for 'Medicaid CIN *', 'Child's Name', 'DOB', and 'Requested Service County *'. The 'Child's Name' field contains 'P.' and the 'DOB' field contains 'P.'. There is also a 'Cancel' button.

Medicaid CIN *	Child's Name	DOB	Requested Service County *
E	P.	P.	Select a county

****If you enter in a wrong Client Identification Number (CIN), a message in red will appear showing “CIN not found”.**

Note: New CINS are added regularly to the system; all CINS for children/youth should be available and recognized by the system.

D. Adding a Child to Waitlist

For providers,

- Click the check box next to the Service Type to identify the Service(s) the child/youth is waiting for. (Blue Arrow)
- Select the Referral Date. (Orange Arrow)
- Select the Waitlist Reason from the dropdown list. (Black Arrow)

Manage a Child's Waitlist

Medicaid CIN *

Child's Name

DOB

Registered Service County *

Service Type	Service	Referral Date	Waitlist Reason	Removal Reason <small>*Required for Removal</small>
<input checked="" type="checkbox"/>	CFTSS			Community Psychiatric Support and Treatment (CPST)
<input type="checkbox"/>	CFTSS			Other Licensed Practitioner

The Health Home, Care Management Agency, and Managed Care Plan will auto populate based upon information on the member's file.

Child's Name	CIN	Days	Service(s)	County	Organizations
		565	2 Services	Kings	HH: COMMUNITY CARE MANAGEMENT PARTNERS CMA: LITTLE TREASURES-PETITS TRESORS SLP Plan: HEALTHPLUS HP LLC (01617894)

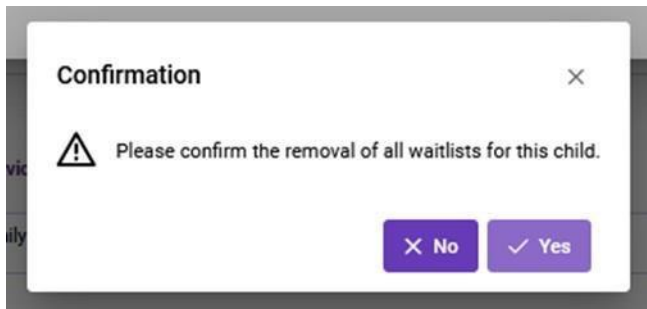
Abbott House - Kings County					
Service	Reason	Referral Date	Elapsed Days	Remove	
CFTSS Community Psychiatric Support and Treatment (CPST)	CHILD WAITLIST DISABLED	03/10/2022	200 Days	<input type="button" value="Remove"/>	
HCBS Caregiver Family Support and Services	Insufficient expertise for service	03/10/2021	565 Days	<input type="button" value="Remove"/>	

E. Removing Child from Waitlist

Click on the icon of a person on the far right of the child information.



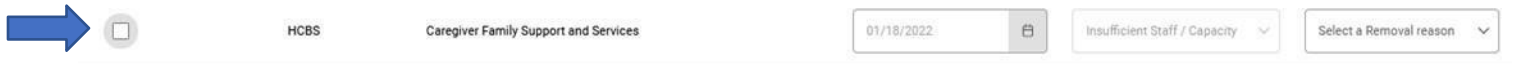
Once you have clicked the icon a message will appear confirming removal of the child from all waitlists.



F. Removing/Adding Services

Click on the remove icon the far-right side of the child's record or the manage child services icon

You will find a check box on the left side of each service.



To remove a service, click on the check box and the box will turn white. You will be required to choose a removal reason before you are able to successfully remove the child from the waitlist.



Click the save button at the bottom of the page.








To add a service, click on the check box and the box will turn purple with a check mark. Click the save button at the bottom of the page.

Manage a Child's Waitlist X

Medicaid CIN * Child's Name DOB Requested Service County *

Service Type	Service	Referral Date	Waitlist Reason	Removal Reason <small>*Required for Removal</small>
<input type="checkbox"/>	CFTSS	Community Psychiatric Support and Treatment (CPST)		
<input type="checkbox"/>	CFTSS	Other Licensed Practitioner		

If all services are removed for child on the waitlist, this REMOVES the child from the waitlist.

NOTE: If more than one agency has the same child on their waitlist, they will have the option to filter to view the other agency the child is waitlisted on or to view their own agency only.

G. Provider Availability Status

This feature offers providers the opportunity to see potential availability for services for a child on their waitlist and the potential providers available. A green home icon indicates other providers may be available in that county for the service. A red home icon indicates that there are no other providers with availability based on their latest survey submission. You may filter the list to children with potential availability on the top men but clicking the green home switch.

Abbott House - Kings County						
Service	Reason	Referral Date	Elapsed Days	Remove		
CFTSS Community Psychiatric Support and Treatment (CPST)		CHILD WAITLIST DISABLED	03/10/2022	200 Days		
HCBS Caregiver Family Support and Services		Insufficient expertise for service	03/10/2021	565 Days		

Note: This functionality also creates the opportunity for providers to recognize any potential errors in their survey reporting. An agency who has a child on their waitlist, and the same agency is identified as having potential availability for the same service, should prompt the agency to check their survey report.

H. Available Provider Contact Information

Clicking the **green** icon next to the number of potential providers, will show you the contact information of those potentially available providers.

Abbott House - Kings County			
Service			
CFTSS Community Psychiatric Support and Treatment (CPST)			
HCBS Caregiver Family Support and Services			

This feature provides contact information of providers who have *potential* availability for the service of the child on the waitlist. The contact information will include the agency and the point of contact for that agency. This is to assist the provider to discuss with the Health Home/C-YES care manager that there might be a provider available for the child waiting services.

Providers can reach out to each other to verify availability but **cannot** transfers members from one provider to another. The Health Home/C-YES care manager is the only one that can refer the member to another provider after discussing with the member/family.

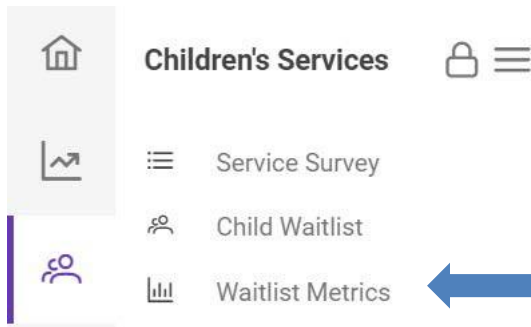
Agency	Contact	Phone
AspireHope NY, Inc.	Faunn Conklin	(607) 664-7927
Wayne County Action Program, Inc.	Emmalea Burnell	(315) 333-4155 x3301

Note: If the agency contact information is incorrect, it can be updated by emailing OMH-Childrens-Designation@omh.ny.gov

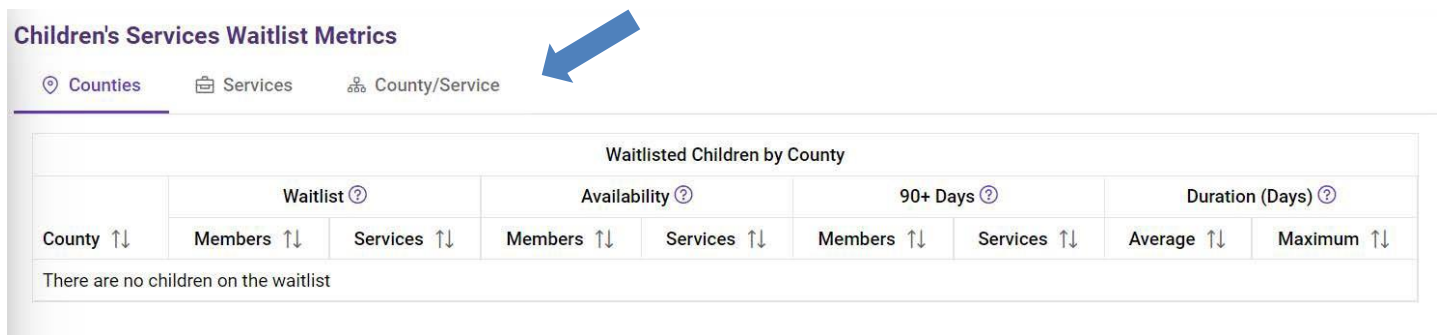
Reminder: Referrals for HCBS must be completed by the HH/C-YES care managers

I. Waitlist Metrics

In order to see your agencies waitlist metrics by county, service, and by county/service, navigate back to the left-hand side menu and select Waitlist Metrics.



By clicking here, you will see your agency's unique waitlist metrics. You can toggle between seeing the waitlist by county, service, and county/service by clicking the options at the top. This will automatically be populated with the information you input into your waitlist.



v. Submitting Reports

A. Capacity Reporting

Review the information entered to confirm its accuracy before clicking the save button. Once an entry is made, you will be unable to edit. You will have to create a new entry.

You will find in the upper right corner of the screen your next submission due date.

Incident Reporting and Management System (IRAMS) & Children's Services

CIN, Member Name, Issue ID

Children's Services

Capacity Survey

Abbott House - 131991946

Next Submission Due: Feb 11, 2022
Survey Not Submitted
View Survey History

Service Type	Service	Enrolled Children	Previous Submission	Counties with Potential Availability (Previous submission highlighted)
CFTSA	Psychosocial Rehabilitation (PSR)			Select All <input type="checkbox"/> Bronx <input type="checkbox"/> Dutchess <input type="checkbox"/> Kings <input type="checkbox"/> New York <input type="checkbox"/> Orange <input type="checkbox"/> Putnam <input type="checkbox"/> Queens <input type="checkbox"/> Richmond <input type="checkbox"/> Rockland <input type="checkbox"/> Sullivan <input type="checkbox"/> Ulster <input type="checkbox"/> Westchester

You will find in the upper right corner of the screen a link to view your previous survey history

Next Submission Due: Feb 11, 2022
Survey Not Submitted
View Survey History

Survey ID ↑↓	Reporting Period ↑↓	Submit Date ↑↓	Submitter ↑↓
1000	01/15/2022	01/14/2022	

B. Waitlist Reporting

Review the information entered to confirm its accuracy before clicking the “Save” button. If you have made an error, you will be able to edit by clicking on “Manage a Child’s Waitlist” and correcting the error. You will need to click the save button to save all edits.













VI. Alerts/Notifications

A. Children’s Waitlist

Notifications via email will be sent out to inform agencies when a child has been removed from a waitlist.

B. Children’s Waitlist Alert

A child will have a red triangle icon alongside the service/name to notify the agency has removed the service or child from their waitlist for a specific reason.

Child's Name	CIN	Days	Service(s)	County	Organizations
Child, Namea		565	2 Services  	Kings	HH: COMMUNITY CARE MANAGEMENT PARTNERS CMA: LITTLE TREASURES-PETITS TRESORS SLP Plan: HEALTHPLUS HP LLC (01617894)
Abbott House - Kings County					
Service	Reason	Referral Date	Elapsed Days	Remove	
 Community Psychiatric Support and Treatment (CPST)	  CHILD WAITLIST DISABLED	03/10/2022	200 Days		
 Caregiver Family Support and Services	  Insufficient expertise for service	03/10/2021	565 Days		

A child may have up to three waitlist alerts.



A yellow circle icon indicates that the child’s service was removed from a waitlist by another agency with a reason indicating that the service is no longer applicable.



A red ban icon indicates that the agency is no longer designated for the service/county combination.



A red triangle icon indicates that the child is no longer eligible for HCBS services, and does not have an active K1 Medicaid exception code.

Note: Only providers who share the same child/youth on a waitlist will receive an alert notification informing them that the child/youth has been removed from the waitlist.

C. Service Survey

Reminder notifications via email will be sent out approximately three days before a survey report with the intent for agency to report in a timely manner.

D. Opt-Out of Alerts/Notifications

Agencies will have the option of opting out of receiving reminder email notifications for surveys as well as alerts for the waitlist.

Send an email when...

Children's Service Surveys are due within 1 day



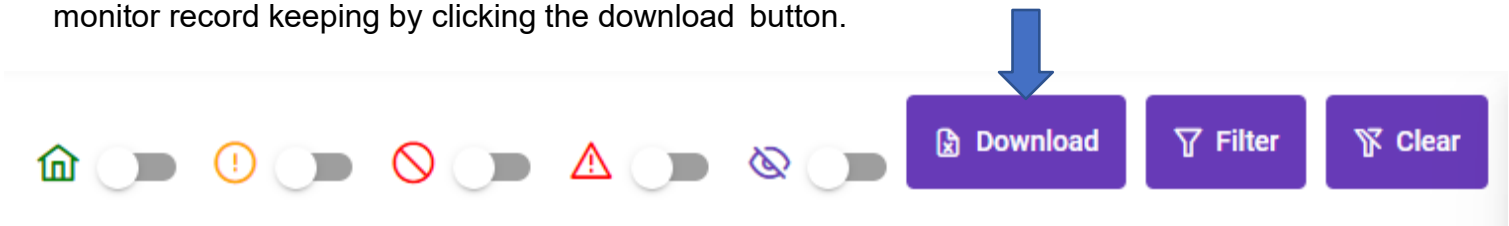
Children's Service waitlist alert



VII. Reporting

A. Exporting a Report to Excel

Providers will have the option to export an excel version of their waitlist for managing and monitor record keeping by clicking the download button.



SECTION 3 – STAFF COMPLIANCE TRACKER

I. Staff Compliance Tracker

The New York State Department of Health (DOH) is required to verify provider qualifications, training, and staffing requirements (i.e., background checks) annually and report this information to the Centers for Medicare and Medicaid Services, under the terms of the 1915(c) Children’s Waiver. All HCBS Providers, HHCMs, and C-YES who supplied HCBS or care management to Children’s Waiver participants are required to report this information to DOH.

Beginning in Waiver Year 2022-2023, all agencies are required to report this information electronically through the Incident Reporting and Management System (IRAMS), as well as verify and confirm previous staffing information back to April 1, 2019. The IRAMS system launched a software update for the Staff Compliance Tracker to allow for the electronic reporting with availability on June 19, 2023.

Previously, agencies were required to submit Excel files in order to report trainings and certifications that each of their staff members have completed. The new Staff Compliance Tracker will be pre-populated with the previous year’s information, if reported to DOH.

To streamline and help ease this manual process, the Staff Compliance Tracker was developed in IRAMS. This new tracker developed in IRAMS gives agencies the ability to edit/complete the following for previous and new staff members:

- Demographic Information
- Employment History
- Clearance Checks with date of completion
- Trainings with date of completion and justification for late completion if applicable
- Services Qualifications based on HCBS Designation List

The Staff Compliance Tracker will also include requirements for both HHCM/C-YES and HCBS providers. Agencies must provide information applicable to their provider type which may include, but is not limited to, dates of completion for the following requirements:

- CHRC Criminal Background Check (CM/HCBS Providers)
- SCR Eligibility Verification (CM/HCBS Providers)
- Staff Exclusion List (SEL) Check (CM/HCBS Providers)
- Mandated Reporting Training (CM/HCBS Providers)
- Personal Safety/Safety in the Community Training (CM/HCBS Providers)
- Trauma-Informed Care Training (CM/HCBS Providers)
- Engagement & Outreach Training (CM)
- Person-Centered Learning Training (CM)
- LGBTQ Issues Training (CM)
- Cultural Competency/Awareness Training (CM)
- Meeting Facilitation Training (CM)
- Plan of Care (POC) Training (CM)

- CANS-NY Training/Certification (CM)
- Suicide Prevention Training (HCBS providers)
- Domestic Violence Signs and Basic Interventions Training (HCBS Providers)
- Strength-Based Approaches Training (HCBS Providers)

The Staff Compliance Tracker is available throughout the year to Human Resources/Personnel Staff to enter information as agency staffing changes and trainings occur. Each year, NYS DOH will announce deadlines for completion of reporting for the prior waiver period.

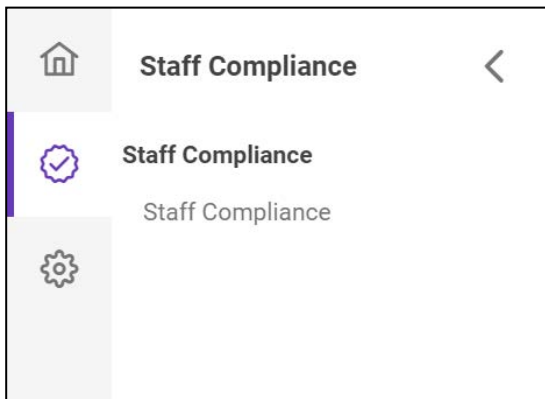
A. HR Personnel Permissions

Staff Compliance

<i>Permission</i>	<i>Groups/Users</i>
<div style="border: 1px solid red; padding: 5px; margin-bottom: 10px;"> <p>View Staff Compliance <i>View staff, trainings and compliance</i></p> </div> <div style="border: 1px solid red; padding: 5px;"> <p>Manage Staff Compliance <i>Manage staff, trainings and compliance</i> <i>*Includes the View Staff Compliance permission.</i></p> </div>	<div style="margin-bottom: 10px;"> <ul style="list-style-type: none"> Aaron Roe Alison Conneally Chantelle Boyce Diana Halstead Francine Lombardi George Brown Jodi Munson Karen Murphy Laquasia Brigman Vijay Oruganti </div> <div style="text-align: right; margin-top: 10px;"> ...</div>
<div style="border: 1px solid red; padding: 5px; margin-bottom: 10px;"> <p>View Staff Compliance <i>View staff, trainings and compliance</i></p> </div> <div style="border: 1px solid red; padding: 5px;"> <p>Manage Staff Compliance <i>Manage staff, trainings and compliance</i> <i>*Includes the View Staff Compliance permission.</i></p> </div>	<div style="margin-bottom: 10px;"> <ul style="list-style-type: none"> Aaron Roe Alison Conneally Chantelle Boyce Diana Halstead Francine Lombardi George Brown Jodi Munson Karen Murphy Laquasia Brigman Vijay Oruganti </div> <div style="text-align: right; margin-top: 10px;"> ...</div>

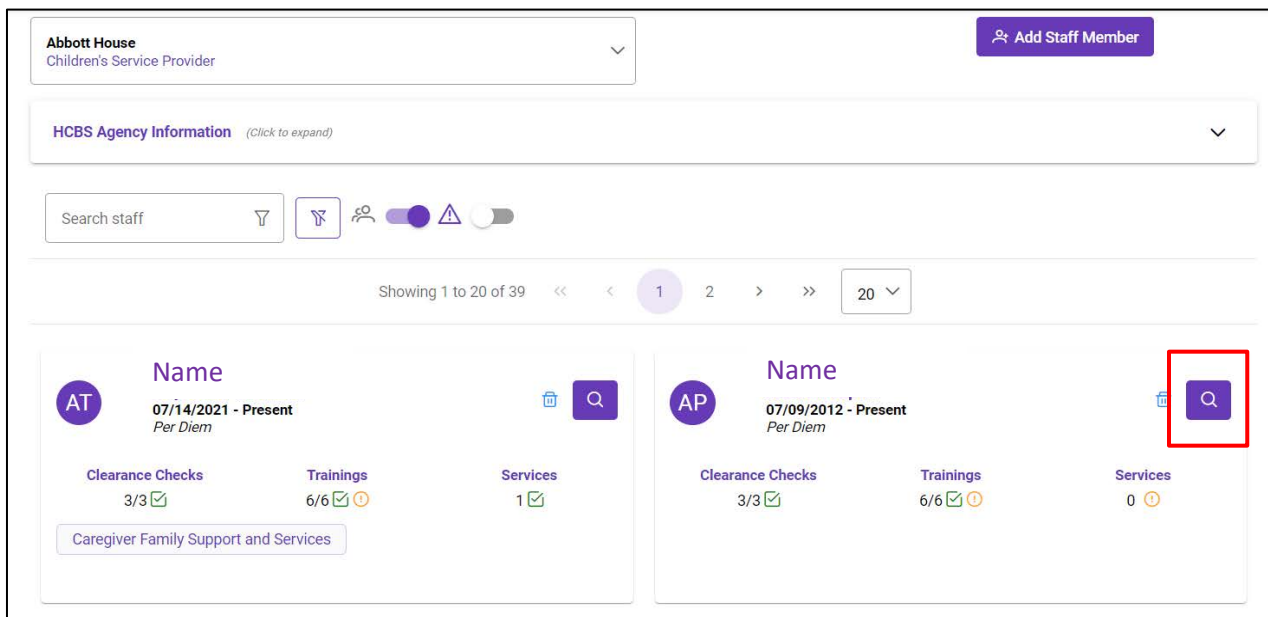
New permission must be given by the agency's Gatekeeper to their HR personnel who will be entering staff information. When the Gatekeeper is giving permission to HR personnel the Gatekeeper should give permission under 'Manage Staff Compliance.' 'View Staff Compliance' permissions will be mostly utilized by DOH staff to verify/ensure Agency(s) is/are meeting all requirements set forth in tracker.

B. System Navigation



Once permission is granted, the HR personnel should log in and select 'Staff Compliance' to enter staff information, clearance checks, trainings, and services.

C. Add Missing Staff Information for Previous Staff System Navigation




If your agency provided Staff Qualifications on an Excel spreadsheet that was submitted to NYSDOH prior to 2023, the current and previous staff information will be preloaded. Access each staff member's record and add any information that is missing by clicking on the magnifying glass.

Agencies that did not respond to previous years' request for staffing information, will have to enter information of their staffing still employed to demonstrate compliance with the Children's Waiver requirements.

D. Filters

The screenshot displays a staff management interface for Abbott House. At the top, there is a dropdown menu for "Abbott House" (Children's Service Provider) and an "Add Staff Member" button. Below this is a section for "HCBS Agency Information" with a "Click to expand" link. A search bar labeled "Search staff" is followed by a filter icon and a red box highlighting the filter controls: a person icon, a sliding bar, a warning icon, and a toggle switch. Below the search bar, it says "Showing 1 to 20 of 39" with pagination controls (1, 2) and a dropdown for "20". The main content area shows two staff profiles. The first profile is for "AT" (07/14/2021 - Present, Per Diem) with 3/3 Clearance Checks, 6/6 Trainings, and 1 Service. The second profile is for "AP" (07/09/2012 - Present, Per Diem) with 3/3 Clearance Checks, 6/6 Trainings, and 0 Services. Both profiles have a "Caregiver Family Support and Services" button.

Use the sliding bar to filter by previously listed staff. Turning off the filter will remove previous staff that were automatically uploaded to the system.




Use the sliding bar next to the  icon to filter by staff with remaining/pending clearance checks, trainings, and services that have yet to be completed.

E. Alerts for Completion

The screenshot displays the staff management interface for 'Abbott House'. At the top, there is a dropdown menu for the agency name and an 'Add Staff Member' button. Below this is a section for 'HCBS Agency Information'. A search bar and several filter icons are present. A pagination bar shows 'Showing 1 to 20 of 39' with page numbers 1 and 2, and a dropdown for '20'. The main content area shows two staff member cards. The first card is for staff member 'AT', with a date range of '07/14/2021 - Present' and 'Per Diem'. It shows 'Clearance Checks' (3/3 completed), 'Trainings' (6/6 completed), and 'Services' (1 completed). A red box highlights the 'Clearance Checks' and 'Trainings' sections. The second card is for staff member 'AP', with a date range of '07/09/2012 - Present' and 'Per Diem'. It shows 'Clearance Checks' (3/3 completed), 'Trainings' (6/6 completed), and 'Services' (0 completed). A 'Caregiver Family Support and Services' button is visible below the first card.

Icon alerts for Clearance Checks, Trainings, and Services will be included below each. Each check will indicate how many clearance checks, trainings, or services have been completed, pending, or incomplete.

Key:

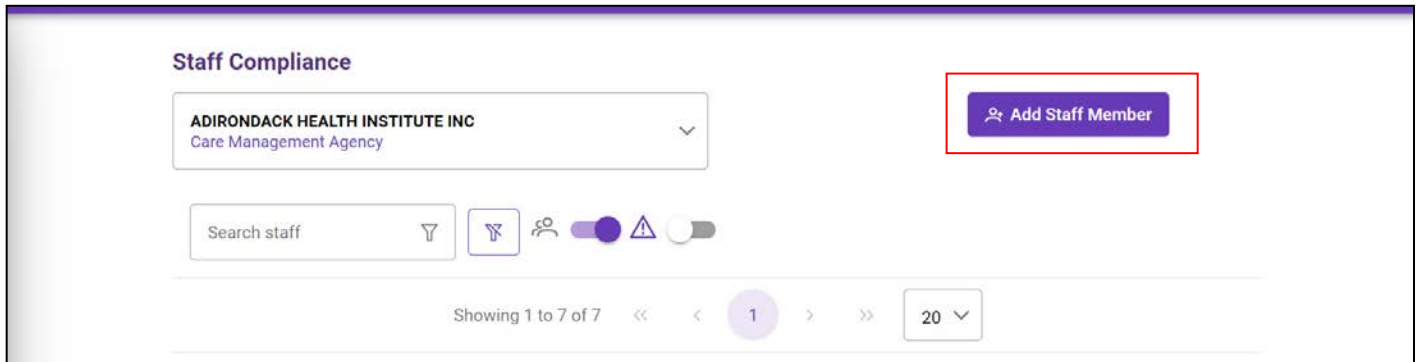
-  Pending
-  Completed
-  Incomplete Alert

F. Add HCBS Agency Information

The screenshot shows the 'HCBS Agency Information' settings page. At the top, there is a dropdown menu for 'HCBS Agency Information'. Below this is a section for 'HCBS Agency Information' with five items, each with a toggle switch: 'DOH Licensed / Certified', 'OCFS Volunteer Foster Care Agency Licensed', 'OMH Licensed', 'OASAS Certified', and 'OPWDD Certified'. All toggle switches are currently turned off.

Expand the 'HCBS Agency Information' Dropdown. You are required to indicate if your agency is licensed/certified under any of the listed State Agencies by toggling on or off.

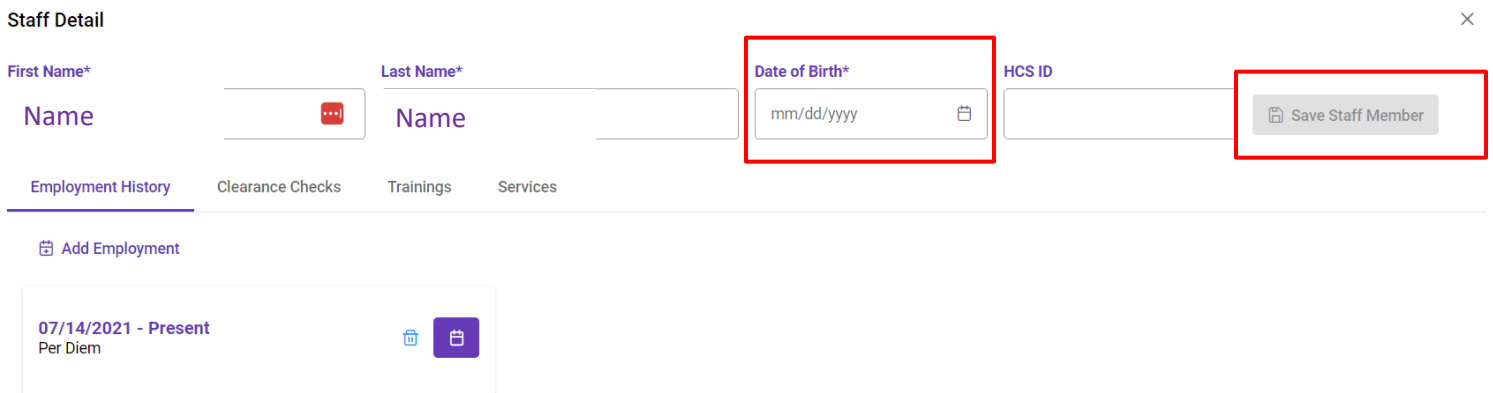
G. Add Information for New Staff



The screenshot shows the 'Staff Compliance' section of a web application. At the top left, there is a dropdown menu currently displaying 'ADIRONDACK HEALTH INSTITUTE INC' with the subtext 'Care Management Agency'. To the right of this dropdown is a purple button labeled 'Add Staff Member', which is highlighted with a red rectangular box. Below the dropdown is a search bar with the placeholder text 'Search staff' and several filter icons. At the bottom of the interface, there is a pagination control showing 'Showing 1 to 7 of 7' and a page number '1' in a circle, along with a '20' dropdown.

To add a new staff member, click on the button titled 'Add Staff Member'.

H. Add Demographic Information for New Staff



The screenshot shows the 'Staff Detail' form. The form has a title 'Staff Detail' in the top left and a close button 'X' in the top right. The form contains several input fields: 'First Name*' with a placeholder 'Name', 'Last Name*' with a placeholder 'Name', 'Date of Birth*' with a placeholder 'mm/dd/yyyy' and a calendar icon, and 'HCS ID'. The 'Date of Birth*' field and the 'Save Staff Member' button are highlighted with red rectangular boxes. Below the input fields are tabs for 'Employment History', 'Clearance Checks', 'Trainings', and 'Services'. Under the 'Employment History' tab, there is an 'Add Employment' button and a list of employment records. One record is visible: '07/14/2021 - Present' with the type 'Per Diem' and icons for delete and edit.

Add new staff demographic information including name, date of birth, HCS ID (if applicable), and employment history. In order to save new staff member, Date of Birth is required.

I. Add Employment Information

Staff Detail [X]

First Name* [Name] Last Name* [Thornton] Date of Birth* [mm/dd/yyyy] HCS ID [] [Save Staff Member]

Employment History | Clearance Checks | Trainings | Services

[Add Employment]

07/14/2021 - Present
Per Diem

Employment [X]

Hire Date/First Day in Role* ⓘ [07/14/2021] Last Employment Date ⓘ [Only non-active staff (mm/dd/yyyy)]

Staff Type* [Select Staff Type]

Employment Type* [Per Diem]

[Save Employment] [X] Cancel

When editing or adding a staff member's information, you have the ability to add employment information by clicking 'Add Employment'. You will need to verify hire date if the staff were pre-loaded and enter hire date for new staff being added. You will also need to select the Staff Type (Employee or Subcontract) and Employment Type (Per Diem, Full-Time, or Part-Time).

It is important to note, you will not be able to complete Clearance Checks, Trainings, and Service tabs until Employment information has been added to the system.

J. Add Clearance Checks

Staff Detail

First Name* A Last Name* Aa Date of Birth* 01/01/1972 HCS ID * AA [Edit Staff](#)

Employment History **Clearance Checks 2** Trainings 8 Services

Criminal History Records Check (CHRC) [Add](#)

Fingerprint-based, FBI checks that cover all unsuppressed criminal history records from NYS DCJS and a national check from the FBI.

Staff Exclusion List (SEL) Check [Add](#)

The Justice Center conducts an SEL check prior to hiring anyone who would have regular contact with an individual receiving services.

Statewide Central Register (SCR) Check [Add](#)

The New York State Office of Children and Family Services conducts a check for existence of any reports of child abuse/maltreatment against an applicant prior to employment.

[Close](#)

Add Clearance

Add a Clearance date for **Staff Exclusion List (SEL) Check**

Clearance Date*

06/01/2023

[Add Clearance](#) [Cancel](#)

To add Clearance Checks, click the 'Add' button next to each type of clearance check that needs to be confirmed. Enter the date the clearance check was completed under 'Clearance Date'. The 'Add Clearance' button will save the Clearance Check into the system.

For more information on clearance checks please reference the [Criminal History Record Check](#) policy.

K. Title 8 Exemption for Clearance Checks

Criminal History Records Check (CHRC) ☑ Add

Fingerprint-based, FBI checks that cover all unsuppressed criminal history records from NYS DCJS and a national check from the FBI.

Staff that are licensed under Title 8 of the NYS Education Law are exempt from CHRC if they are operating within their title.

Title 8 Exemption

The Title 8 Exemption toggle should only be turned on for staff that are licensed under Title 8 of the NYS Education Law and are operating within their title to be considered exempt from the Criminal History Records Check (CHRC).

L. Add Training(s) Information

Staff Detail [Close]

First Name* A Last Name* Aa Date of Birth* 01/01/1972 HCS ID * AA [Edit Staff]

Employment History Clearance Checks **2** **Trainings 8** Services

Mandated Reporter [Add]

To provide the learner with the knowledge to make an informed decision about whether a situation involves child abuse or maltreatment, what the reporting obligation is, and how to go about making such a report.

Cultural Competency/Awareness [Add]

Describe benefits of practicing cultural competency, how to adapt services provided to meet diverse cultural and linguistic needs.

Engagement & Outreach [Add]

Motivational interviewing

[Close]

Add Training [Close]

Add a Training date for **Cultural Competency/Awareness**

Must be between 01/01/2022 and 06/14/2023

Training Date*

01/01/2022 [Clear]

[Add Training] [Cancel]

To add completion dates of all required trainings, click the 'Add' button. Enter the completion date under "Training Date". Trainings that still need to be added/completed will appear in red text. A number will also appear next to 'Trainings' tab indicating the number of trainings that still need to be completed.

Staff Detail [Close]

First Name* Last Name* Date of Birth* HCS ID * [Edit Staff](#)

A Aa 01/01/1972 AA

Employment History Clearance Checks **2** **Trainings 8** Services

△ Mandated Reporter [Add](#)

To provide the learner with the knowledge to make an informed decision about whether a situation involves child abuse or maltreatment, what the reporting obligation is, and how to go about making such a report.

△ Cultural Competency/Awareness [Add](#)

Describe benefits of practicing cultural competency, how to adapt services provided to meet diverse cultural and linguistic needs.

△ Engagement & Outreach [Add](#)

Motivational interviewing

[Close]

Add Training [Close]

Add a Training date for **Cultural Competency/Awareness**

Must be between **01/01/2022** and **06/14/2023**

Training Date*

01/01/2023 [Calendar Icon]

Late Reason

Select Late Reason [Dropdown Arrow]

This field is required.

Late Explanation

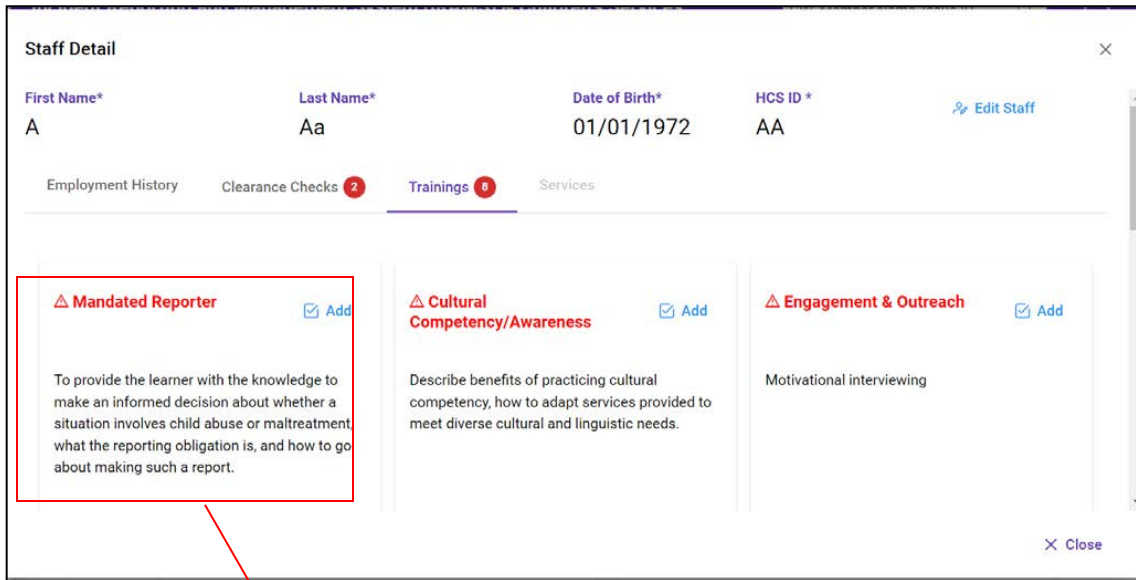
[Text Area]

This field is required.

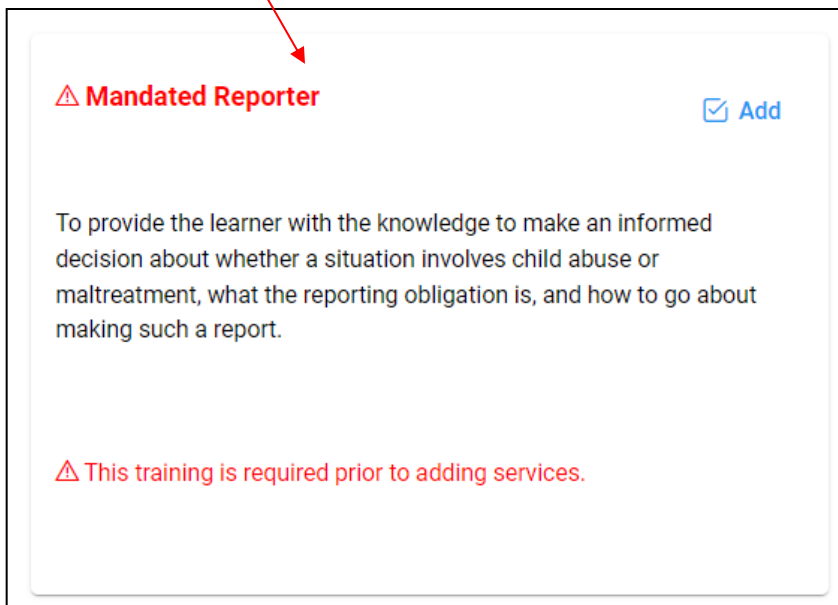
[Add Training](#) [Cancel](#)

If the completion of the Training is indicated as late in the system a reason must be provided from the drop-down options as well as a narrative explanation.

M. Mandated Reporter Training



The screenshot shows the 'Staff Detail' page for a staff member with the following information: First Name: A, Last Name: Aa, Date of Birth: 01/01/1972, HCS ID: AA. There are tabs for Employment History, Clearance Checks (2), Trainings (8), and Services. The Trainings tab is active, showing three training items: 'Mandated Reporter', 'Cultural Competency/Awareness', and 'Engagement & Outreach'. Each item has an 'Add' button. A red box highlights the 'Mandated Reporter' training item, and a red arrow points from it to a larger view of the training details below.



⚠ Mandated Reporter Add

To provide the learner with the knowledge to make an informed decision about whether a situation involves child abuse or maltreatment, what the reporting obligation is, and how to go about making such a report.

⚠ This training is required prior to adding services.

All clearance checks and the Mandated Reporter Training must be completed before an Agency is able to access the Services Tab.

In alignment with Training Requirements, dates for Mandated Reporter Training completion must be no earlier than one year prior to the reported employment start date.

N. Add Service Qualification Information

The screenshot shows a navigation bar with four tabs: 'Employment History', 'Clearance Checks', 'Trainings' (with a red notification bubble containing the number '6'), and 'Services' (which is highlighted with a red box and a blue underline). Below the navigation bar is a card titled 'Care Manager' with a purple toggle switch on the right that is currently turned on. Underneath the title is a dropdown menu labeled 'Qualification' with the word 'Qualified' selected and a downward arrow. Below the dropdown, the text reads 'At least one of the following:' followed by a bulleted list of qualifications:

- Bachelors of Arts or Science degree with 2 years of relevant experience
- License as a Registered Nurse (RN) with 2 years of relevant experience
- Masters degree with one year of relevant experience
- For children enrolled in the Early Intervention Program and receiving Health Home services through a provider approved under the Early Intervention Program, the minimum qualifications for EIP service coordinators set forth in Section 69-4.4 of 10 NYCRR will apply.

Under the 'Services' tab you will use the toggle switch to indicate what service(s) each staff provides. Move the toggle switch to the right to turn it "On". For each service a staff provides you must choose from the dropdown under "Qualification" what qualifications the staff member has to allow them to provide each service.

O. Removal of Services

The screenshot displays a user interface for managing services. At the top, there is a section titled "Caregiver Family Support and Services" with a purple toggle switch that is currently turned on. Below this is a dropdown menu labeled "Qualification" with "Level 2 Staff" selected. Underneath, there are two sections: "Individual Staff Qualifications" and "Supervisor Qualifications", each containing a list of requirements for different levels. A red box highlights the toggle switch, and a red arrow points from it to a modal dialog box titled "Confirm Service Removal". The dialog box contains a warning icon and text asking for confirmation to remove the service, with "No" and "Yes" buttons at the bottom.

Caregiver Family Support and Services

Qualification
Level 2 Staff

Individual Staff Qualifications

- **Level 1 *Minimum*:** High school diploma or equivalent with related human service experience
- **Level 1 *Preferred*:** Experience working with children/youth
- **Level 2 *Minimum*:** Bachelor's degree plus two years of related experience
- **Level 2 *Preferred*:** Master's degree in education, or a master's degree in a human services field plus one year of applicable experience.

Supervisor Qualifications

- **Level 1 *Minimum*:** Bachelor's degree with one year of experience in human services working with children/youth
- **Level 1 *Preferred*:** Two years' experience in human services working with children/youth
- **Level 2 *Minimum*:** Master's degree with one year of experience or a bachelor's degree with four years of experience in human services working with children/youth
- **Level 2 *Preferred*:** Master's degree with two years of experience in human services working with children/youth

Confirm Service Removal

Please confirm the removal of the service.

⚠ Only remove services added in error. Services that were provided in the past are still applicable for their employment history.

✕ No ✓ Yes

Agencies can remove a service that appears under a staff member's 'Service' tab by using the toggle to turn the service off. When selecting to turn a service off, a 'Confirmation of Service Removal' will pop up. Services that only appear in error should be removed. Services that were provided in the past are still applicable for their employment history and should remain under the 'Service' tab.

viii. Appendix

A. Appendix A: Reason for Waitlist and Definitions

Waitlist Reason	Definition
Gender specific staff requested	The member/family asked for a provider of a specific sex
Group service not available	The provide who provide group services is not available to provide services
Insufficient expertise (MF, DD, SED, SUD)	The available staff in not equipped to provide services for specific populations
Insufficient staff for service	There is not enough staff to provide services to the number of enrolled children receiving services.
No staff with require language	The staff member does not have the able to speak/communicate with the child/youth due to language barrier
Scheduling Conflict	The member/family has requested a day and/or time which does not align with the provider's available schedule
Service is pending review	The request for services provided is under review so no services will be delivered at this time.
Staff not available for location	The site of available services is not easily travelable to the member and family.

B. Reason for Removal from Waitlist and Definition

Removal Reason	Definition
Aged out of Waiver*	The child/youth has reached the age of 21 years
Child was Hospitalized/Institutionalized	The child/youth has been admitted to a hospital or institution for 90 days or longer and will not need services at this time.
Disenrolled from Waiver*	The child/youth is no longer desire or need to be enrolled in waiver services.
Enrolled in Service*	The child/youth is currently receiving the service
Family Cancelled Request*	The child/youth does not want the service or want to be on a waitlist for the services
Family Requested Alternate Service*	The child/youth is now requesting a different service then previously referred
Moved out of Service Area	The child/youth no longer resides in the county for which the provider is designated
Moved out of State*	The child/youth is no longer a New York State resident.
Unable to Contact Family	The provider is unable to contact the family to schedule requested service and the care manager agrees with removal from the waitlist

Note: The reasons with a red asteroid (*) next to it will result in an alert of notification for agencies who share a child waitlisted for the same services.

C. Appendix C: Technical Assistance

If your account does not have the correct permissions, or if you get locked out please contact Commerce Account Management Unit (CAMU) at camusupp@health.ny.gov

Please note that this is NOT a helpline, this is a technical support service.

How to Create HCS Account

https://www.health.ny.gov/professionals/office-based_surgery/docs/hcs_account_paperless_app_process.pdf

Reach out to your agency's coordinator to create an account for you.

Note: *You must log in to HCS once created to make your account active.*

How to Access IRAMS

You can access IRAMS with this link: <https://inprep.health.ny.gov/>

- Behavioral Health Mailbox
BH.Transition@health.ny.gov
- OMH Designation Mailbox
OMH-Childrens-Designation@omh.ny.gov