

APPENDIX C

Client Information and Registration Tracking System (CIRTS)

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INTRODUCTION AND LEGAL AUTHORITY:

The Client Information and Registration Tracking System (CIRTS) is the database for client, program and service information. Data entry requirements are based on federal and state mandates. The following programs require client data to be collected for reporting purposes:

- A.** Older Americans Act (OAA);
- B.** Community Care for the Elderly (CCE);
- C.** Alzheimer's Disease Initiative (ADI);
- D.** Local Services Programs (LSP);
- E.** Emergency Home Energy Assistance for the Elderly Program (EHEAP);
- F.** Home Care for the Elderly (HCE).

Specific Legal Authority:

<u>Program:</u>	<u>Reference:</u>
A. OAA	Refer to specific legal authority cited in Chapter 4
B. CCE	Refer to specific legal authority cited in Chapter 5
C. ADI	Refer to specific legal authority cited in Chapter 6
D. LSP	Refer to specific legal authority cited in Chapter 3
E. EHEAP	Refer to specific legal authority cited in Chapter 3
F. HCE	Refer to specific legal authority cited in Chapter 7

REPORTING REQUIREMENTS:

- A. Case-managed clients and clients receiving Registered Services through the OAA, LSP, and all individuals receiving services through OAA Title III E programs must be entered in CIRTS.
- B. Unless otherwise specified in contract, AAAs are responsible for establishing timeframes for CIRTS data entry. **AAAs and providers are responsible for ensuring CIRTS data accuracy.**
- C. Demographic information required in CIRTS can be found on the top portion of the Prioritization Assessment Form (DOEA Form 701A), Assessment Instrument (DOEA Form 701B) and Congregate Meals Assessment (DOEA Form 701C).
- D. Assessment information must be entered in accordance with the assessment Instructions (DOEA Form 701D).
- E. Program/Service Codes are found in Appendix A-Service Descriptions and Standards.
- F. Program Enrollment information must be entered on all clients receiving case management or OAA and LSP Registered Services and all individuals receiving services through OAA Title III E.
- G. All clients receiving case management must have care plan data entered in CIRTS (see Attachment 1).
- H. Reporting services on the “Received Services – Individual SSN” (CISRVRPR_1226) or the “Received Services By Clients” (CISRVRCL_1226) screen is required for all DOEA programs except Emergency Home Energy Assistance for the Elderly Program (EHEAP). Reporting methods are:
 - 1. **Monthly Aggregate Reporting by Client:**
 - a. Each client must be enrolled.
 - b. Individual service units are entered monthly at a minimum for each client on the “Received Services by Clients” or “Received Services-Individual SSN” screens. Enter the appropriate program and service information in the appropriate fields.
 - c. If the client is already enrolled, verify demographics and enrollment information.

- d. The client assessment information must be entered into CIRTS.
 - e. The care plan information must be entered into CIRTS for clients receiving case management (see Attachment 1).
- 2. Monthly Aggregate Reporting:** Total units for all services not requiring by client reporting.
- a. These entries are made on the “Received Services - Aggregate” screen.
 - b. Tab over the “Aggregate/SSN” field and "Aggregate" will appear.
 - c. Enter the appropriate program and service information in the remaining fields.
- 3. Monthly Aggregate Reporting – Annual Unduplicated Count:** For programs and services requiring an unduplicated client count:
- a. Each client must be enrolled. If the client is already enrolled, verify demographics and enrollment information.
 - b. To count a client as unduplicated on the “Received Services by Clients” screen, enter the SSN, program and service received once per fiscal year (October through September for federal programs or July through June for state programs). Enter "0" in the Units field.
 - c. Actual units of service are entered monthly on the “Received Services - Aggregate” screen by using the word “Aggregate” in the client SSN field (see Monthly Aggregate Reporting [#2 above]).

Program/Service Codes and the reporting method required for each service are located in Appendix A — Service Descriptions and Standards.

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ELECTRONIC COMPLETION OF CLIENT ASSESSMENT IN CIRTS:

- A.** Electronic assessment includes the following:
1. Direct on-line completion of client/caregiver information in CIRTS during the assessment through the use of an Air Card and VPN (Virtual Private Network); or
 2. Completion of client/caregiver information in an alternative electronic format and entering or transmitting the information into CIRTS, based on timeframes established by the Area Agency on Aging.
- B.** The client assessment instrument may be completed electronically, provided the following conditions are met:
1. The electronic assessment format must contain all of the data elements of the DOEA 701A, 701B or 701C, depending on the type of assessment being conducted.
 2. Comments relevant to client/caregiver conditions must be completed.
 3. All of the required fields, including comments and the entire summary page, must be completed in CIRTS.
- C.** The case narrative in the client's file must document the date of the assessment and the type of instrument completed. A hard copy of the completed client assessment instrument must be made available to DOEA upon request.

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DEPARTMENT OF ELDER AFFAIRS PROGRAMS AND SERVICES HANDBOOK
Appendix C: Client Information and Registration Tracking System (CIRTS)

Attachment 1: Care Plan Comparison to CIRTS

Care Plan information must be entered on the Care Plan screen and the client must be registered in CIRTS. If a reassessment is done, the Care Plan screen should be updated.

CARE PLAN FIELD	CIRTS FIELD
Social Security #	SSN
Client Name	First/Last Name
Case Manager	Owner/provider
SERVICES NEEDED BLOCK	
Date (from the problem column)	Date (located next to the Srvc Column)
Service	Service
<p>Frequency and Duration: Frequency and Duration NEEDED column on the Care Plan indicates NEEDED service units to enter into CIRTS. Do not enter information from the Care Plan PLANNED column on the Care Plan screen, Services Needed Column. Examples: If a client needs <u>personal care 4 hours per week</u> per the Care Plan, the Care Plan screen Services Needed block would indicate <u>4</u> in the "Units" field. CIRTS will insert "HRS" in the "Typ" field. Enter "Wk" for "Frq", since weekly is indicated on the Care Plan. If a client needs <u>respite 4 hours 2 times a week</u>, enter <u>8</u> in the "Units" field. CIRTS will insert "HRS". Indicate "Wk" in "Frq" field, since weekly is indicated on the Care Plan.</p>	<p>Units (number of units of service to be delivered each frequency period)</p> <p>Type (CIRTS will insert the unit type associated with the service, i.e., EPS, HRS, etc.)</p> <p>Frq (Increment of time such as month or week)</p> <p>NOTE: DURATION IS NOT ENTERED IN CIRTS</p>
Service Began/Ended	End Date
SERVICES PLANNED BLOCK	
Provider/Program	Prog (program from which the client will receive services - one service can have multiple programs)
<p>Frequency and Duration: Frequency and Duration PLANNED column on the Care Plan indicates PLANNED service units to enter into CIRTS. Do not enter information from the Care Plan NEEDED column on the Care Plan screen, Services Planned column. Examples: If a client receives <u>personal care 3 hours per week</u> per the Care Plan, the Care Plan screen Services Planned block would indicate <u>3</u> in the "Units" field. CIRTS will insert "HRS" in the "Typ" field. Enter "Wk" for "Frq", since weekly is indicated on the Care Plan. If a client receives <u>respite 3 hours 2 times a week</u>, enter <u>6</u> in the "Units" field. CIRTS will insert "HRS". Indicate "Wk" in "Frq", since weekly is indicated on the Care Plan.</p>	<p>Units (number of service units delivered each frequency period)</p> <p>Type (CIRTS will insert the unit type associated with the service, i.e., EPS, HRS, etc.)</p> <p>Frq (Increment of time used such as month or week)</p> <p>NOTE: DURATION IS NOT ENTERED IN CIRTS</p>
Date Service Began/Ended	Start Date/End Date